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Monday, 26 February 2024

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 March 2024 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

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Strategy, Performance & Finance Portfolio

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Housing Portfolio

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11. 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.

Public Document Pack Agenda Item 4

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Tuesday, 20 February 2024 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)

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

ALSO IN ATTENDANCE: Councillor N Allen, Councillor R Jackson and Councillor P Rainbow

85 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.

86 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Councillor K Melton declared an other registerable interest in relation to Agenda Item No. 12 – Southwell Leisure Centre - as a Trustee of Southwell Leisure Centre, but advised that he did not consider there was any conflict of interest which would prevent him taking part in any debate and vote on the item.

87 MINUTES FROM THE PREVIOUS MEETING HELD ON 23 JANUARY 2024

The minutes from the meeting held on 23 January 2024 were agreed as a correct record and signed by the Chairman.

88 2024/25 PROPOSED REVENUE BUDGET (KEY DECISION)

The Business Manager – Financial Services presented a report which enabled Members to consider the spending proposals in the Council's proposed 2024/25 General Fund Revenue Budget. The budget proposals had been prepared in accordance with the Council's budget setting strategy for 2024/25, as approved by Cabinet on 11 July 2023.

The Local Government Finance Settlement provided key figures for Government Grant that formed part of the Council's budget. The provisional settlement was announced on 18 December 2023 with the final settlement still to be announced. It was reported that the assumed Council Tax increase within the proposed revenue budget was an increase in the Band D equivalent of 2.99%.

AGREED (with 7 votes for and 2 abstentions) that Cabinet recommends to Full Council 7 March 2024:

- i. the following amounts be now calculated by the Council for the 2024/25 financial year, in accordance with Sections 31 to 36 of the Local Government Finance Act 1992 as amended by the Localism Act 2011:
- ii. the figures shown as i.1. and i.3. above to be increased only by the amount of Parish Precepts for 2024/25;
 1. £57,602,680 being the aggregate of the amounts which the Council estimates for items set out in Section 31A(2)(a) to (f) of the Act, as the District Council's gross expenditure for 2024/25);
 2. £37,723,830 being the aggregate of the amounts which the Council estimates for the items set out in Section 31A(3)(a) to (d) of the Act, as the District Council's gross income for 2024/25); and
 3. £19,878,850 being the amount by which the aggregate at (b)(i) above exceeds the aggregate at (b)(ii) above, calculated by the Council, in accordance with Section 31A(4) of the Act, as its Net Budget Requirement for the year;
- iii. the budget amounts included in the report be the Council's budget for 2024/25; and
- iv. the fees and charges shown in Appendices C1-C22 be implemented with effect from 1 April 2024.

Reasons for Decision:

To enable Cabinet to make recommendations to Council of the amounts to be calculated in accordance with Sections 31 to 36 of the Local Government Finance Act 1992, as amended by the Localism Act 2011, for the purposes of setting Council Tax levels for the 2024/25 financial year.

Options Considered:

Not applicable, the Cabinet is required to make recommendations on the budget to the Full Council.

89 CAPITAL PROGRAMME BUDGET 2024/25 TO 2027/28 (KEY DECISION)

The Business Manager – Financial Services presented a report which detailed the proposed capital schemes over the medium term, together with the available resources to finance them. In accordance with the Financial Regulations, Cabinet was required to consider the Capital Programme and recommend to the Council the final Programme for approval on 7 March 2024.

In respect of the general fund capital expenditure, the Council intended to spend £64.401m from 2024/25 to 2027/28 on the schemes set out in Appendix A to the report. In respect of the Housing Revenue Account expenditure, the Council intended

to spend £84.927m from 2024/25 to 2027/28. This was made up of £52.802m on existing property investment and £32.125m on additional Affordable Housing. Details of the individual schemes were set out in Appendix B to the report.

AGREED (with 8 votes for and 1 abstention) that Cabinet recommend to the Full Council on 7 March 2024 the General Fund schemes set out at **Appendix A** to the report and the Housing Services schemes set out at **Appendix B** to the report as committed expenditure in the Capital Programme for 2024/25 to 2027/28.

Reasons for Decision:

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

Options Considered:

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

90 2024/25 TO 2027/28 MEDIUM TERM FINANCIAL PLAN (KEY DECISION)

The Business Manager – Financial Services presented a report detailing the Council’s Medium Term Financial Plan (MTFP) for the four financial years for 2024/25 to 2027/28. A copy of the MTFP was attached as an appendix to the report.

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

The MTFP showed that the Council was able to set a balanced budget for 2024/25, though would need to reduce expenditure and/or increase income to pay for service delivery in future years.

AGREED (with 8 votes for and 1 abstention) that Cabinet recommends to the Full Council on 7 March 2024, for approval, the 2024/25 to 2027/28 Medium Term Financial Plan. .

Reasons for Decision:

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

Options Considered:

Not applicable, the MTFP is an essential element in the Council’s financial framework.

91 PAY POLICY STATEMENT 2024/25

The Director – Customer Services & Organisational Development presented the proposed Pay Policy Statement for 2024/25 which the Council was required to produce annually in accordance with Section 38 (1) of the Localism Act 2011. The Pay Policy Statement set out the authority’s policies for the financial year relating to:

- the remuneration of the authority’s lowest-paid employees (together with a

definition of “lowest-paid employees”) and the reasons for adopting that definition;

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

AGREED (unanimously) that Cabinet recommend the Pay Policy Statement for 2024/25 to Full Council for approval.

Reasons for Decision:

To ensure compliance with Section 38 (1) of the Localism Act 2011.

Options Considered:

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

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

The Business Manager – Regeneration & Housing Strategy presented a report which provided an update on the delivery of proposals to assist tenants and residents, local businesses and employees with the rise in the cost of living and set out proposals for ongoing support and activity in 2024/25. As part of the future plans, the Cabinet noted the creation of the food creator role on a two-year fixed term contract.

AGREED (unanimously) that: Cabinet:

- a) subject to approval by Full Council of the Revenue Budget for 2024-25, allocates the budget proposed for 2024/25 for the activities as described in the tables in Section 2 of the report; and
- b) notes and endorses an additional £18,830 budget to be added to the 2025/26 financial year Revenue Budget to cover the shortfall in funding necessary.

Reasons for Decision:

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

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.

93 CUSTOMER EXPERIENCE STRATEGY: PILOT OPENING HOURS AND CUSTOMER PROMISE FEEDBACK RESULTS (KEY DECISION)

The Business Manager – Customer Services presented a report which informed the Cabinet of the results of the pilot for potential changes to the opening hours of the customer contact centre and housing repairs and advised of the feedback received on the Council's Customer Promise.

The pilot trialled opening hours of 8am to 9am on a Monday for a 12 week period. Based on the findings of the pilot, the Policy & Performance Improvement Committee

recommended the resumption of the opening hours of 9am to 5pm given the relatively low demands experienced in the earlier hour for the duration of the pilot. The report also updated on the positive feedback in relation to the proposed Customer Promise which set out the behaviour the Council will follow when interacting with customers.

AGREED (unanimously) that Cabinet:

- a) approve the recommendation to resume the Council's opening hours of 9:00am - 5:00pm within the Customer Contact Centre and Housing Repairs; and
- b) note the results of customer feedback about the Customer Promise, formally adopt the Promise and embed it in the Council.

Reasons for Decision:

This aim of this pilot was to understand whether the extra opening hour supported customers who may have work or personal commitments during the opening hours of the Council, to get in touch with an advisor when they would have otherwise not have been able to.

Options Considered:

The alternative option considered based on the results of the opening hours pilot was to adopt the extended opening hours permanently.

94 PORTFOLIO HOLDERS ATTENDANCE AT THE POLICY & PERFORMANCE IMPROVEMENT COMMITTEE

The Director – Customer Services & Organisational Development presented a report set out the proposed schedule of Portfolio Holders attendance at future meetings of the Policy & Performance Improvement Committee at which they would provide an overview of their remit and the key elements they wish to achieve as per the Community Plan.

AGREED (unanimously) that the proposed schedule of attendance by Portfolio Holders at future meetings of the Policy & Performance Improvement Committee be noted.

Reasons for Decision:

Portfolio Holders attendance has been requested by the Policy & Performance Improvement Committee. This will provide them with the opportunity to scrutinise the actions listed in the Council's Community Plan and highlight activities within their respective portfolio areas.

Options Considered:

None, it was considered important to establish a schedule of briefings by Portfolio Holders to the Council's overview and scrutiny body.

95 HOMELESSNESS AND ROUGH SLEEPER STRATEGY (KEY DECISION)

The Business Manager – Regeneration & Housing Strategy presented a report which sought approval for the Homelessness and Rough Sleeper Strategy for 2024 to 2029. The Strategy followed on from the existing Homelessness Prevention and Rough

Sleeper Strategy 2019-2024. Consultation on the strategy had been undertaken with a range of stakeholders and had been recommended for approval by the Policy & Performance Improvement Committee.

AGREED (unanimously) that the Homelessness and Rough Sleeper Strategy 2024-2029 as at Appendix 1 to the report be approved.

Reasons for Decision:

Newark and Sherwood District Council has a statutory requirement to deliver a Homelessness Strategy every five years as a minimum.

The delivery of this strategy also supports key community plan objectives: To improve health and wellbeing and to increase the supply, choice and standard of housing.

Options Considered:

Under the Homelessness Act 2002, local housing authorities have a statutory duty to have a Homelessness Strategy. Alternative options therefore relate only to the actions within the strategy and not the decision to have a strategy.

Priorities for Newark and Sherwood and actions to be delivered under the strategy have been developed following a robust review of local and national evidence.

96 PROPOSED OPERATING MODEL FOR ALEXANDER LODGE, NEWARK (KEY DECISION)

The Assistant Business Manager – Housing & Estate Management presented a report which provided an overview of the Alexander Lodge temporary accommodation project and set out the proposed service model and associated costs. Alexander Lodge was the Council's Newark offer of temporary accommodation for those who are owed statutory duties and provision of accommodation pending assessment as per the requirements of the Homelessness Reduction Act 2017. It was noted that the new facility was due to open in early March, four weeks ahead of schedule.

AGREED (unanimously) that Cabinet:

- a) note the progress of the scheme and the allocated budgets for 2024-25;
- b) approve the transfer of £17,033 from the Homelessness Reserve to revenue for the one-off items listed in the table at 4.3 (summarised at 5.2.3) of the report;
- c) approve budgetary provision a caretaker post, funded through service charges;
- d) note that costs of the caretaker role of £28,195 will be funded from the existing budget set for 2024/25; and
- e) approve additional budget of £30,000 for the purchase of a vehicle (subject to caretaker role approval) and inclusion into vehicle replacement programme.

Reasons for Decision:

To provide a strong homelessness support service that complements the investment in temporary accommodation in the District; improving the standard of housing available and extending the services available within and from Alexander Lodge.

Aligning to 24/27 Community Plan objectives:

- Increase the supply, choice, and standard of housing;
- Raise peoples' skills levels and create employment opportunities for the to fulfil their potential; and
- To be a top performing, modern and accessible Council.

Options Considered:

Alternative lesser service models could be an option, but this would have an impact on the service and its deliverables, management of the site and could lead to damage to the structure and wasted community space.

97 SOLAR PANEL INSTALLATION AT THE BROADLEAVES AND GLADSTONE HOUSE

The Portfolio Holder for Housing presented a report which sought approval for the proposed installation of solar panela at The Broadleaves and Gladstone House Housing Care Scheme sites in order to continue the move to renewable energy sources and to benefit residents through lower energy costs. The capital investment required was £217,000 and the Council would be monitoring the potential to generate income through selling electricity back to the grid.

AGREED (unanimously) that Cabinet approve funding of £217,000 for the installation of solar panels at The Broadleaves and Gladstone House, to be included in the Capital Budget 24/25 financed by the Major Repairs Reserve.

Reasons for Decision:

To assist the Council in achieving its objectives as set out in the Community Plan. The lower utility costs at the schemes will directly benefit tenants as this will reduce the service charges and reduce impact of cost of living.

Community Plan 24/27 alignment:

- Increase the supply, choice, and standard of housing;
- Reduce the impact of climate change; and
- To be a top performing, modern and accessible Council

Options Considered:

Undertaking other identified energy saving measures alone without the installation of solar panels would limit both the benefits to tenants and the wider Council objectives.

98 SURVEYOR - DAMP & MOULD - NEW POST

The Director – Housing, Health & Wellbeing presented a report which sought to approve a new post to manage reported damp and mould cases and assist with disrepair claims. To ensure the Council identifies the causes of damp and mould correctly and commission appropriate works to remedy reporte4d cases, it was proposed that these should be managed by a qualified surveyor. The role of the proposed new post would be to cover other complex repairs but with priority being given to cases of damp and mould.

AGREED (unanimously) that Cabinet approves the recommendation to make the necessary budgetary allowance as set out in paragraph 3.1 of the report, to increase establishment by 1x FTE to create a surveyor role with a focus on damp and mould,

subject to the HRA revenue budget being approved by the Full Council on 13 February which includes the funding for this role from 2024-25.

Reasons for Decision:

To ensure that the Council can respond proactively and promptly to reports of damp and mould and provide additional technical knowledge to the Assets and Repairs functions.

This aligns to Community Plan Objective 1 – improving health and well-being and Objective 2 - Increasing the supply, choice, and standard of housing.

Options Considered:

To add these additional activities to existing posts which would not provide the resource needed to prioritise responses to damp and mould.

99 PUBLIC SPACES PROTECTION ORDERS WITHIN NEWARK & SHERWOOD (KEY DECISION)

The Business Manager – Public Protection presented a report which outlined to Cabinet the existing Public Space Protection Orders in place, their end dates and draft Orders for first stage public consultation. With some of the current orders ending in 2024, it was proposed to put in place a number of orders in place across the District. The proposed orders (District Wide Dog Control; Fire Control – Vicar Water and Sconce and Devon; Alcohol Controls; Dispersal; and Restriction of Vehicles – Eaking Road) were included as appendices to the report. Following the first public consultation stage, comments and amendments would be considered, ahead of a further four week consultation, with final orders being brought back to the Cabinet for final approval. It was planned that the orders would become effective in June 2024 and remain in place for three years.

AGREED (unanimously) that Cabinet:

- a) approve the draft Public Spaces Protection Orders, as set out in the report, to be issued for the first stage public consultation for a period of 6 weeks; and
- b) give delegated authority to the Director of Communities and Environment in consultation with the Portfolio Holder for Public Protection & Community Relations, to approve amendments from the first stage consultation to be made to the final draft order to be issued for the final 4 week consultation period.

Reasons for Decision:

The implementation of PSPOs within Newark and Sherwood aligns with the Community Plan objective to Reduce Crime and Anti-Social Behaviour.

Options Considered:

- Do nothing – a number of orders that are due to end in 2024 would not be renewed in time and would lapse. This would mean there would be no controls in place and no enforcement action could be taken.
- Reduce the number of orders – This would reduce the ability for enforcement action to be taken in certain areas where ASB is causing an issue.

Increase the number of orders – PSPOs can only be placed where there is a justification and evidence to support. They must also be enforceable.

100 NEWARK & SHERWOOD'S PLAYING PITCH AND OUTDOOR SPORTS STRATEGY 2023-2033 (KEY DECISION)

The Business Manager – Regeneration & Housing Strategy presented a report which sought approval for the Playing Pitch and Outdoor Sport Strategy for 2023 to 2033. In December 2022, the Council commissioned Knight, Kavanagh & Page Ltd to develop the strategy and action plan for the District. The strategy supported the wider objectives within the Community Plan and had been developed using Sport England's 'Playing Pitch Strategy Guidance' and 'Assessing Needs and Opportunities Guide'. The strategy identified priority recommendations across each sport as set out in the report. It was noted that any future decisions in terms of future delivery of 3G pitches would be subject to a decision of the Cabinet.

AGREED (unanimously) that Cabinet approve the Playing Pitch and Outdoor Sport Strategy, as at Appendix A to the report.

Reasons for Decision:

The adoption of this strategy supports delivery across a wide range of community plan objectives, provides an evidence base for planning policy and future funding, and sets out priorities for investment to ensure that playing pitches and outdoor sports meet the needs of the growing population of Newark and Sherwood.

In particular, the adoption of the strategy supports the following Community Plan objectives:

Objective 1: Improve health and wellbeing;

Objective 5: Protect and enhance the district's natural environment and green spaces; and

Objective 7: Celebrate and invigorate community spirit, pride of place and a sense of belonging.

Options Considered:

The alternative option is to not adopt a Playing Pitch and Outdoor Sport Strategy.

Neither the strategy itself, nor direct investment in playing pitches/ outdoor sports facilities, are a statutory responsibility of the District Council. However, as articulated in section 1.2 and 1.3 of the report, the evidence to support the District Council contributing to the delivery of facilities through its role as Local Planning Authority and in its role supporting healthy, active and sustainable communities, is strong.

101 NEWARK & SHERWOOD'S SPORT AND RECREATION FACILITIES STRATEGY 2023-2033 (KEY DECISION)

The Business Manager – Regeneration & Housing Strategy presented a report which sought approval for the Sport & Recreation Facilities Strategy for 2023 – 2033. The Strategy outlined how the Council will assess future investment in sport and recreation facilities against a 'Hierarchy of Provision' taking into consideration key factors including predicted population growth, impact on demand and current facilities and the aspirations of local sports clubs to develop.

AGREED (unanimously) that the Sport & Recreation Facilities Strategy 2023-2033, as at Appendix A to the report, be approved.

Reasons for Decision:

The adoption of this strategy directly supports delivery across a number of community plan objectives, provides an evidence base for planning policy and future funding, and sets out the strategic approach to identify priorities for investment to ensure that sports and recreation facilities provided across the District meet the needs of Newark & Sherwood's growing population.

Specifically, the adoption of the strategy supports the following community plan objectives:

Objective 1: 'Improve health and wellbeing'; and

Objective 7: 'Celebrate and invigorate community spirit, pride of place and a sense of belonging' and will contribute to Objective 4 'Reduce Crime and Anti-Social Behaviour'.

Options Considered:

The alternative option is to not adopt a Sport & Recreation Facilities Strategy.

Neither the strategy itself, nor direct investment in sport and recreation facilities, are a statutory responsibility of the District Council. However, as articulated in section 1.2 of the report and within the strategy itself, the evidence to support the District Council contributing to the delivery of facilities through its role as Local Planning Authority and in its role supporting healthy, active and sustainable communities, is strong.

102 SOUTHWELL LEISURE CENTRE

The Leader and Portfolio Holder for Strategy, Performance & Finance presented a report which provided the Cabinet with an update on progress and proposed next steps towards the development of a new swimming facility at Southwell Leisure Centre. The decision taken by the Cabinet at their meeting held on 19 December 2023 to provide a replacement learner and main pool had not changed, however, agreement to land transfer had not yet been confirmed by the Southwell Leisure Centre Trust. This was further complicated given the approval of the Charity Commission was required and complications with landlord / tenant lease relationship which existed. The Chief Executive referred to further correspondence received from the Southwell Leisure Centre Trust earlier in the day, which reflected the recommendations considered by the Cabinet.

AGREED (unanimously) that Cabinet:

- a) expresses its disappointment with the lack of progress, since 19 December, to transfer the land from Southwell Leisure Centre Trust to the Council;
- b) confirms its continued commitment to invest £5.5m in the development of a new swimming facility and not to repair the current pool;
- c) confirms that the investment referred to in recommendation (b) above is subject to the freehold transfer of all land currently in the ownership of Southwell Leisure Centre Trust, it being noted that this would be subject to the agreement

of the Charity Commission and for the legal agreement to include a covenant to restrict the use of the land transferred for the provision of leisure services;

- d) requests Southwell Leisure Centre Trust to agree to make a joint submission to the Charity Commission to propose the freehold disposal of all designated land in its ownership in return for the Council's £5.5m investment in a new pool and an estimated £740,000 investment in the "dry side", on the grounds that this is in the best interests of the beneficiaries of the charity and to enable the charity to meet its charitable objectives; and
- e) in order to avoid abortive work and costs, officers freeze any further work on the provision of a new pool until Southwell Leisure Centre Trust provide written agreement to (d) above. If and when agreement is reached the Council will commit to a 24 month project programme which will be shared with relevant stakeholders.

Reasons for Decision:

To progress and expedite the provision of a replacement swimming facility at Southwell.

Options Considered:

Three other options have already been discounted and covered in the report to Cabinet dated 19 December 2023; "Do nothing" and leave Southwell without a swimming facility, sleeve the pipework which was considered not to be viable and line the pool at a cost of £645,435.

Meeting closed at 8.26 pm.

Chair

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Report to: Cabinet Meeting – 5 March 2024
 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 31 December 2024
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 £0.636m; (b) note the Housing Revenue Account projected favourable outturn variance of £0.025m 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 £69.585m; 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 31 December 2023): variances

1.1 *Table 1* shows a projected unfavourable variance on Service budgets against the revised budget of £0.331m, with an overall favourable variance of £0.636m to be transferred to General Fund reserves. This forecast outturn position is based on meetings which took place with Business Managers during January, whereby they have analysed actual income and expenditure to 31 December 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 31 December 2023

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Biodiversity and Environmental Services	1.388	1.362	1.437	0.075
Climate Change	2.303	2.330	2.255	(0.075)
Community Safety and Community Development	2.491	2.611	2.539	(0.072)
Health, Wellbeing and Leisure	0.727	1.044	1.003	(0.041)
Heritage, Culture, and the Arts	0.877	0.867	0.806	(0.061)
Housing	0.653	0.505	0.504	(0.001)
Strategy, Performance and Finance	6.056	7.180	7.892	0.712
Sustainable Economic Development	1.589	1.889	1.683	(0.206)
Net Cost of Services	16.084	17.788	18.119	0.331
Other Operating Expenditure	4.570	4.485	4.485	(0.000)
Finance & Investment Income/Expenditure	(0.859)	(0.859)	(1.333)	(0.474)
Taxation & Non-Specific Grant Income	(21.989)	(22.617)	(23.000)	(0.383)
Net Cost of Non-Service	(18.278)	(18.991)	(19.848)	(0.857)
Net Cost of Council Expenditure	(2.194)	(1.203)	(1.729)	(0.526)
Transfer to/(from) Usable Reserves	1.457	0.466	0.466	0.000
Transfer to/(from) Unusable Reserves	0.737	0.737	0.627	(0.110)
Transfer to/(from) General Reserves	0.000	0.000	0.636	0.636

1.2 An unfavourable variance of £0.331m is currently being projected on service budgets managed by business managers. This represents 1.86% 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 £0.328m is forecasted within the table above. This includes the 5% vacancy savings target (which was set at £0.918m). Therefore £0.590m is currently forecast to be unspent on employee expenses, which represents 3.02% (3.05% as at 30 September 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 £0.857m (£0.730m as at 30 September) against the revised budget of £18.991m. These budgets primarily relate to income from council tax, national non-domestic rates (NNDR, or 'business rates') and investment interest. The favourable variance of £0.474m 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 £0.383m 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 £0.143m is made up of several smaller items including a forecast surplus on Business Rates of £0.085m and the rest is 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 31 December 2023): revised budget compared to original budget

- 1.6 As at 31 December 2023, there have been net transfers totalling £0.991m from reserves. Below is a table summarising the reserves movement and which directorate the budget has been transferred either (to) of from:

Earmarked Reserve	BES £'m	CC £'m	CSCD £'m	HWL £'m	HCA £'m	H £'m	SPF £'m	SED £m	GF FIN £'m	Total £'m
Capital Project Feasibility	0	0	0.008	0	0	0	0.032	0.075	0	0.115
Change Mngmt/Capital Fund	0	0.187	0	0	0.007	0	0.234	0.001	0	0.429
Community Lottery Fund	0	0	0.003	0	0	0	0	0	0	0.003
Community Safety Fund	0	0	0.001	0	0	0	0	0	0	0.001
Election Expenses Fund	0	0	0	0	0	0	0.142	0	0	0.142
Homelessness Fund	0	0	0.010	0	0	0.028	0	0	0	0.038
Management Carry Forward	0	0.070	0.187	0.155	0.030	0.030	0.245	0.283	0	1.000
Planning Costs Fund	0	0	0	0	0	0	0	0	-0.600	-0.600
Repairs And Renewals Fund	0	0	0	0	0	0	0	0.030	0	0.030
Revenue Grants Unapplied	0.005	0.004	-0.014	0.023	0.009	0	-0.124	-0.003	0	-0.100
Workforce Development	0	0	0	0	0	0	0.049	0.009	0	0.058
Homes For Ukraine	0	0	0	0	0	0	0.030	0	0	0.030
MTFP Reserve	0	0	0	0	0	-0.155	0	0	0	-0.155
Total Earmarked Reserves Movement	0.005	0.261	0.195	0.178	0.046	-0.097	0.608	0.395	-0.600	0.991

Current Position (as at 31 December 2023) compared to previous position (as at 30 September 2023)

- 1.7 The previous budget monitoring report as at 30 September 2023 projected an unfavourable variance against the revised budget of £0.418m on Service budgets. This report projects an unfavourable variance against the revised budget of £0.331m 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 September 2023 (05/12/2023 Cabinet)	0.418
Biodiversity and Environmental Services	0.026
Climate Change	(0.002)
Community Safety and Community Development	(0.039)
Health, Wellbeing and Leisure	(0.032)
Heritage, Culture, and the Arts	(0.059)
Housing	0.101
Strategy, Performance and Finance	0.185
Sustainable Economic Development	(0.268)
Net Cost of Services variance: as at 31 December 2023 (05/03/2024 Cabinet)	0.331

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 £0.044m. However, overall there is an increase in the forecast transfer to the Major Repairs Reserve of £0.025m:

Table 3: HRA revenue outturn for 2023/24 financial year as at 31 December 2023

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Expenditure	20.029	20.669	20.689	0.020
Income	(27.730)	(27.829)	(27.805)	0.024
Net Cost of HRA Services	(7.701)	(7.160)	(7.116)	0.044
Other Operating Expenditure	0.142	0.142	0.142	0.000
Finance & Investment Income/Expenditure	3.504	3.504	3.435	(0.069)
Taxation & Non Specific Grant Income	0.000	0.000	0.000	0.000
(Surplus)/Deficit on HRA Services	(4.055)	(3.514)	(3.539)	(0.025)
Movements in Reserves				
Transfer to/(from) Usable Reserves	(0.527)	(1.068)	(1.068)	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	10.487	0.025
Total	0.000	0.000	0.000	0.000

1.9 The favourable variance of £0.069 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 £0.044m 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 September 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 31 December 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 31 December 2023 £'m	Forecast Outturn £'m
General Fund	66.354	64.350	52.259	29.859	52.259
Housing Revenue Account	23.045	16.887	17.326	8.273	17.326
Total	89.399	81.237	69.585	38.132	69.585

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 5 December 2023, the total approved budget was £81.237m. 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 £69.585m 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	£(3.259)m	£0.000m	£0.489m	£0.000
Reprofiles	£(8.832)m	£8.832	£(0.050)m	£0.050m
Total	£(12.091)m	£8.832	£0.289m	£0.050m

1.13 If these variations are approved, then the revised budget will be reduced to £69.585m. 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 £69.381m 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	8.299	2.504	10.803
External Grants & Contributions	35.449	1.120	36.569
Capital Receipts	1.844	2.472	4.316
Community Infrastructure Levy	0.100	0.000	0.100
Revenue Contributions	6.567	11.230	17.797
Total	52.259	17.326	69.585

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 December 2023	0.066	0.202	0.473	0.741
Estimated receipts for remainder of the financial year	2.277	0.627	0.318	3.222
Approved for financing	1.844	1.701	0.771	4.316
Available Capital receipts balance at 31 March 2024	0.499	0.377	0.020	0.896
Estimated Receipts 2024/25 - 2026/27	5.826	4.810	3.162	13.798
Approved for Financing 2024/25 - 2026/27	5.885	5.181	0.780	11.846
Estimated Uncommitted Balance	0.440	0.006	2.402	2.848

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

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

Background Papers and Published Documents

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

General Fund (GF) Revenue Outturn Variance Analysis by Directorate and Business Unit as at 31 December 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).

Communities & Environment - £(0.069)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	(0.061)
Environmental Services	Recycling income includes 6 months of glass recycling service	0.116
Environmental Services	Garden Waste Collection income higher than anticipated due to more customers than anticipated in the budget	(0.067)
Environmental Services	Vehicle running costs expenditure lower than anticipated as 6 months of additional vehicle usage budgeted for (in relation to glass recycling).	(0.114)
Environmental Services	Payments less than anticipated regarding Waste Disposal and Income exceeding expectations	(0.040)
Environmental Services	Vacant posts within the Grounds Maintenance Service and additional Third Party Income.	(0.044)
Public Protection	Additional Income from HRA as hourly rates have been revised.	(0.051)
Public Protection	Vacancies in Environmental Health and Neighbourhood Wardens	(0.043)
Heritage and Culture	Net additional income in Box Office income, Theatre hires and ticket fees at the Palace Theatre	(0.075)
All	Vacancy Factor	0.324
All	Other Small Variances	(0.014)
Communities & Environment Total		(0.069)
Customer Services & Organisational Development - £0.013m		£'m
Customer Services	Favourable variance currently due to vacancy in the team and maternity leave, reduced slightly by Advisor roles being regraded	(0.027)
Admin Services	Favourable variance currently due to vacancies in the team.	(0.075)
All	Vacancy Factor	0.122
All	Other Small Variances	(0.007)
Customer Services & Organisational Development Total		0.013
Housing, Health & Wellbeing - £(0.085)m		£'m
Housing Strategy & Regeneration / Housing & Estates Management	Vacant posts within Health and Community Relations and Housing Options.	(0.120)
Housing & Estates Management	Favourable variance on the rental and service charge income from Wellow Green	(0.015)
Housing Strategy & Regeneration	Favourable variance on the costs of the managing the Tour of Britain event	(0.018)
All	Vacancy Factor	0.075
All	Other Small Variances	(0.007)
Housing, Health & Wellbeing Total		(0.085)
Legal & Democratic Services - £0.047m		£'m
All	Vacancy Factor	0.036
All	Other Small Variances	0.011
Legal & Democratic Services Total		0.047
Planning & Growth - £(0.227)m		£'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.	0.027
Planning Development	Nationally December 2023 saw an increase in planning related application fees, income levels continue to perform well against budget profile. Reviewing applications validated during Q3 2023/24 shows a significant increase in 'major' planning applications when compared to the previous two quarters.	(0.301)
Planning Development	Favourable variance within the High Street Haz due to staffing saving and an anticipated increase in grant income.	(0.027)
Planning Development	Favourable variance on salaries within Biodiversity and Ecology due to post being filled in July put has full year budget provision.	(0.017)
Economic Growth & Visitor Economy	Promotion of Tourism - Vacancy for Development & Place Marketing Manager for 6 months of the year	(0.026)
All	Vacancy Factor	0.112
All	Other Small Variances	0.005
Planning & Growth Total		(0.227)

Resources & Deputy Chief Executive's £0.652m		£'m
Corporate Property	Increase in Electricity costs across all Corporate Properties forecast to reflect current prices	0.212
Corporate Property	Loss of income and maintenance increase costs at the Lorry park due to flooding incidents during the current financial year.	0.070
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.	0.074
Corporate Property	Bowbridge Road Car Park not due for completion until January 2024. Unfavourable variance covered by saving on MRP.	0.083
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.	(0.024)
Revenues and Benefits	Vacant post from April 2023, being covered by an apprentice post from October 2023	(0.034)
All	Vacancy Factor	0.248
All	Other Small Variances	0.023
Resources & Deputy Chief Executive's Total		0.652
General Fund Revenue Outturn Variance for Services		0.331

General Fund (GF) Revenue Outturn Change in Variance Analysis by Directorate between 30 September 2023 and 31 December 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)

Communities & Environment - Variance as at 30/09/2023	(0.034)
Environmental Services: Previous vacancy savings are now being utilised for the increase in costs for agency staff, relief hours and overtime	0.048
Fuel prices have stabilised since last quarter which has enable a more accurate outturn forecast for Q3.	(0.053)
Vacancies in Environmental Health and Neighbourhood Wardens	(0.017)
Other small variances	(0.013)
Communities & Environment - Variance as at 31/12/2023	(0.069)
Customer Services & Organisational Development - Variance as at 30/09/2023	0.016
Other small variances	(0.003)
Customer Services & Organisational Development - Variance as at 31/12/2023	0.013
Housing, Health and Wellbeing - Variance as at 30/09/2023	(0.116)
Update of estimation of forecast outturn position for Resettlement Schemes	0.032
Other small variances	(0.001)
Housing, Health and Wellbeing - Variance as at 31/12/2023	(0.085)
Legal & Democratic Services - Variance as at 30/09/2023	0.048
Other small variances	(0.001)
Legal & Democratic Services - Variance as at 31/12/2023	0.047
Planning & Growth - Variance as at 30/09/2023	0.041
Planning Development: Change in assumptions in relation to refunds relating to previous years and unexpected large refund received during Q3.	(0.069)
Planning Development: Nationally Dec 2023 saw an increase in planning related application fees and during the quarter there has been an increase in 'major' planning applications which werent forecasted in Q2 outturn position.	(0.178)
Other small variances	(0.021)
Planning & Growth - Variance as at 30/12/2023	(0.227)
Resources & Deputy Chief Executive's - Variance as at 30/09/2023	0.463
Increase in Electricity costs forecast compared to Q2 for Corporate Properties to reflect current prices	0.073
Loss of income and maintenance increase in costs at the Lorry park due to flooding incidents during the current financial year.	0.068
Corporate Asset Development: Time allocation in year is below what was budgeted for to be recharged to capital	0.052
Other small Variances	(0.004)
Resources & Deputy Chief Executive's - Variance as at 31/12/2023	0.652
General Fund Revenue Outturn for Services - Variance as at 31/12/2023	0.331

Housing Revenue Account (HRA) Revenue Outturn Variance Analysis as at 31 December 2023

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

HRA - £0.044m	£'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.	0.091
Favourable variance within Income Management Team due to vacancies	(0.071)
Favourable variance in Community Centres utility costs and reduction in cleaning contract cost	(0.068)
Community Centres Rates charge dated back to 2016	0.177
x2 Vacancies within the Voids Maintenance team, currently anticipating to be filled in January 2024, but covering with contractors.	(0.054)
Vacancies within the Tenancy and Estates Team forecasting to be filled before financial year end.	(0.116)
Vacancy in Compliance Services, anticipated recruitment during January	(0.059)
Yorke Drive - Delays in progress of the scheme (planning consents) have led to significant underspends in current financial year	(0.394)
The cost and number of properties for the current year programme of boiler servicing, along with any subsequent repair costs, far outweighs the budgetary provision within the service. A number of properties impacted by the floods have added further costs.	0.200
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
Broadleaves Meal Charge income unfavourable variance due to no weekend provision and residents opting out of the service	0.044
Yorke Drive losses Council Tax Voids forecast based on 2022/23 levels	(0.020)
Vacancy Factor	0.269
Other small variances	(0.035)
Total	0.044

Housing Revenue Account (HRA) Revenue Outturn Change in Variance Analysis between 30 September 2023 and 31 December 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 30/09/2023	0.155
Investment Team: Changes in assumptions in relation to vacancies being filled	0.084
Yorke Drive - Delays in progress of the scheme (planning consents) have led to significant underspends in current financial year	(0.373)
Revised the estimation of the outturn position in Q3 for the solar panels income generation	(0.044)
VOIDS Maintenance: Changes in assumptions in relation to vacancies being filled, and the use of contractors to cover	0.014
Compliance services increase in number of anticipated properties for boiler servicing and associated repair works and further additional properties due to flooding.	0.200
Revised estimation on Community Centres utility costs and reduction in cleaning contract cost	(0.048)
Responsive Repairs: Changes in assumptions in relation to vacancies being filled	0.085
Tenancy and Estates: Changes in assumptions in relation to vacancies being filled	(0.043)
Gladstone House increased costs in gas usage	0.013
Other small variances	0.001
HRA - Variance as at 31/12/2023	0.044

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
Quarter 2 Movements	(15.445)		As per Cabinet on 5 December 2023
Current Revised Budget	64.350		

Additions

Project	Capital Description	Additions / Reductions 23-24 £m	Additions / Reductions 24-25 £m	Comments
TC3157	Female only Shower Block Lorry Park	0.045		as per PH Decision 22 November 23
TB6171	S106 Clipstone Miners Welfare Trust	0.051		as per PH Decision 15 May 23
TB6172	S106 Farnsfield Community Facilities	0.142		as per Cabinet 31 October 23
TE3251	Rural England Prosperity Fund	(0.050)		Move budget to HRA scheme, approved as part of RPF grant scheme approved as PH decision
TC3158	Upgrade Charging point at Castle House	0.025		External funding from D2N2 for the whole scheme (£75k)
TF3231	Safer Streets 4	(0.134)		Reduce budget as scheme now complete
TB3160	Castle Electrical Upgrade & Fire Alarm	(0.009)		remaining budget not required, move to Palace Theatre fire alarm scheme
TA3057	Palace Theatre Lighting	(0.011)		remaining budget not required, move to Palace Theatre fire alarm scheme
TA3058	Palace Theatre Fire Alarm Upgrade	0.020		see above
TF3268	Bridging Accomodation	(0.070)		Property acquired and now let, remaining budget not required
TB6154	Community Facilities Provision Community & Activity Village (inc S106)	(0.015)		scheme complete
TB6162	Magnus Academy Hockey Pitch	(0.005)		scheme complete
TF3267	Homes for Ukraine	(0.400)		budget reduced as all properties now acquired with the exception of one with Legal for completion and works are in progress
TB6173	S106 Rainworth Pc Comm Fac	0.195		as per PH Decision 9 January 2024
TB6173	S106 Rainworth Pc Comm Fac	0.021		move S106 monies transferred to Revenue prior to decision to do additional works.
TE3268	Southern Link Road	(3.000)		reduce budget for the value that was expected from NCC, now being dealt with directly between NCC and U&C
TC2008	Vicar Water Country park	(0.065)		scheme not progressing at this time

Total Additions/Reductions	(3.259)	0.000
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Reprofiling

Project	Capital Description	Additions / Reductions 23-24 £m	Additions / Reductions 24-25 £m	Comments
TB3154	Castle Gatehouse Project	(0.630)	0.630	reprofile to match current expectations
TG1003	Housing Regeneration Loan Facility	(7.408)	7.408	reprofile as per Arkwood expectations
TI1002	A1 Overbridge Improvements	(0.500)	0.500	reprofile to match current expectations
TA3097	Yorke Drive Regeneration and Community Facility	(0.080)	0.080	reprofile to match current expectations
TA3060	Beacon - New Boiler	(0.062)	0.062	reprofile following completion of the decarbonisation feasibility works
TA3061	Beacon - LED lights	(0.082)	0.082	reprofile following completion of the decarbonisation feasibility works
TA3058	Palace Theatre Fire Alarm Upgrade	(0.020)	0.020	works need to be carried out during dark period
TT1005	Towns Fund - Cycle Town	(0.050)	0.050	final part of the scheme will be complete during 2024/25
	Total Re profiling	(8.832)	8.832	

General Fund Revised Budget	52.259		Recommended for approval at Cabinet on 5 March 2024
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HOUSING REVENUE ACCOUNT

Original Budget	23.045		As per Council on 9 March 2023
Slippages Approved	6.871		As per Cabinet on 27 June 2023
Quarter 1 Movements	0.000		As per Cabinet on 12 September 2023
Quarter 2 Movements	(13.029)		As per Cabinet on 5 December 2023
Current Revised Budget	16.887		

Additions/Reductions

Project	Capital Description	Additions / Reductions 23-24 £m	Additions / Reductions 24-25 £m	Comments
S91218	Kitchens	(0.080)		reorganise budget to match programme of works
S91412	Doors & Windows Works	(0.020)		reorganise budget to match programme of works
S93115	Rewires	(0.001)		reorganise budget to match programme of works
S93500	HEATING	0.090		reorganise budget to match programme of works

S93600	ENERGY EFFICIENCY	(0.097)		reorganise budget to match programme of works
S93622	PV Invertors	0.054		reorganise budget to match programme of works
S93625	Thermal Comfort	0.060		reorganise budget to match programme of works
S93627	Decarb Devolution	0.584		Devolution retrofit funding from DLUHC approved at Cabinet 31 October 23
S95109	Garages	(0.029)		reorganise budget to match programme of works
S95253	Play Areas	(0.004)		reorganise budget to match programme of works
S95305	Boughton Community Hub - Rural Prosperity Fund	0.050		as per PH report - funded from RPF
S95305	Boughton Community Hub	0.007		reorganise budget to match programme of works
S95400	Void Works	0.100		reorganise budget to match programme of works
S97200	Fire Safety/Fire Doors	(0.014)		reorganise budget to match programme of works
S97416	Major Adaptations	0.134		reorganise budget to match programme of works
S97417	Minor Adaptations	(0.180)		reorganise budget to match programme of works
S97500		(0.027)		reorganise budget to match programme of works
S98102	Sprinkler System	(0.254)		reorganise budget to match programme of works
S98103	Structural Surveys - Elivated Walkways	(0.040)		reorganise budget to match programme of works
S99100	PROPERTY INVESTMENT CONTINGENCY	(0.020)		reorganise budget to match programme of works
S99102	Housing Capital Fees	0.177		reorganise budget to match programme of works
SA1070	Phase 4	(0.042)		reorganise budget to match programme of works
SA1073	Phase 4 Cluster 3	0.047		reorganise budget to match programme of works
SA1075	Phase 4 Cluster 5	(0.005)		reorganise budget to match programme of works
SA1080	Phase 5	(2.396)		distribute overall budget to individual phase 5 clusters
SA1081	Phase 5 Cluster 1	0.463		distribute overall budget to individual phase 5 clusters
SA1082	Phase 5 Cluster 2	0.352		distribute overall budget to individual phase 5 clusters
SA1083	Phase 5 Cluster 3	0.308		distribute overall budget to individual phase 5 clusters
SA1084	Phase 5 Cluster 4	0.607		distribute overall budget to individual phase 5 clusters
SA1085	Phase 5 Cluster 5	0.292		distribute overall budget to individual phase 5 clusters
SA1086	Phase 5 Cluster 6	0.373		distribute overall budget to individual phase 5 clusters
SA1087	Phase 5 Cluster 7	0.001		distribute overall budget to individual phase 5 clusters
	Total Additions/Reductions	0.489	0.000	

Reprofiling

Project	Capital Description	Additions / Reductions 23-24	Additions / Reductions 24-25	Comments
S98103	Structural Surveys - Elivated Walkways	(0.050)	0.050	reprofile to match current expectations
	Total Re profiling	(0.050)	13.487	

HRA Revised budget for approval	17.326		Recommended for approval at Cabinet on 5 March 2024
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Total Additions/Reductions	(2.770)	0.000	
Total Re profiling	(8.882)	22.319	
Total Revised Budget	69.585		

General Fund - Spend against budget - Estimated in year

Project	Capital Description	Revised Budget	Future Proposed variations	Revised Budget including future proposed variations	Actuals to 31.12.23	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	238,668	10,532	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. 10.01.24 snagging to do once the weather picks up, otherwise complete.
TB3142	Binfranchise Wrap Grant	1,094	0	1,094	1,094	0	0	1,094	0	
TC3131	London Road Library Gardens	0	0	0	335	0	-335	-0	-0	
	Biodiversity and Environmental Services	250,294	0	250,294	240,097	10,532	-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	58,630	28,168	1,117,562	1,204,360	-0	14.07.23 vehicles that need to be ordered have been to date. 16.10.23 orders required in place to date 10.01.23 x5 RCV's delivered during December, waiting for invoices.
TB2255	Glass Recycling Transfer Station	80,000	0	80,000	462	175	79,363	80,000	0	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. 10.1.24 waiting on a decision from the EA before the transfer station can be constructed.
TB2256	Glass Recycling Bin Purchase	1,370,309	0	1,370,309	9,491	0	1,360,818	1,370,309	0	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 Exx to transfer station 10.01.24 bin procurement underway.
TC3129	Brunel Drive EV Chargepoints	17,010	0	17,010	17,010	0	0	17,010	0	scheme complete
TC3136	Climate Change	0	0	0	0	0	0	0	0	16.10.23 reprofile to 24/25
TC3154	Solar PV	629,650	0	629,650	175,758	263,645	190,247	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	25,000	75,000	0	0	75,000	75,000	0	14.07.23 looking into working with NCC. 10.01.24 NCC will fully fund the scheme from D2N2, but overall scheme will cost up to £75k so increase from £50k.
TC3159	Car Park Barrier CH 1 ASI	29,000	0	29,000	29,000	0	0	29,000	0	16.10.23 barriers to be installed December 23. 10.1.24 scheduled for end of January, completed by 26th.
	Climate Change	3,417,179	25,000	3,442,179	290,351	291,988	2,859,840	3,442,179	-0	
TF2000	CCTV Replacement Programme	55,443	0	55,443	19,206	34,464	1,773	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 09.01.24 CCTV replacement scheme approved at cabinet in December - aiming for around 10 cameras per year - costs will vary but estimated at around £3k a camera so £30k per year
TA3097	Yorke Drive Regeneration and Community Facility	100,000	-80,000	20,000	0	1,518	18,482	20,000	-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

Project	Capital Description	Revised Budget	Future Proposed variations	Revised Budget including future proposed variations	Actuals to 31.12.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
TB6154	Community Facilities Provision Community & Activity Village (inc S106)	45,000	-14,591	30,409	30,409	0	0	30,409	-0	14.07.23 - £45k towards the installation of spectator accommodation at the stadium pitch at the YMCA to enable Newark United to play Step 5 football. 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	50,952	220,121	220,121	0	0	220,121	0	14.07.23 Scheme complete.
TB6172	S106 Farnsfield Pc Comm Fac	0	141,748	141,748	141,748	0	0	141,748	0	11.01.23 scheme complete.
TB6173	S106 Farnsfield Pc Comm Fac	0	216,641	216,641	0	0	216,641	216,641	0	11.1.24 PH decision on 9 Jan 24 to carry out improvement works at Rainworth Village Hall from S106 community facilities. Increase by £21,389 which was originally included in revenue prior to the increased scheme, also from S106 receipts.
TF3231	Safer Streets 4	180,000	-133,641	46,359	46,359	0	0	46,359	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. 09.01.24 This project is now closed and monies required to be returned have been sent back to OPCC.
TF3232	Rural Crime and Prevention	39,000	0	39,000	0	0	39,000	39,000	0	26.07.23 £16k works due around Forest corner
	Community Safety and Community Development	828,232	181,109	1,009,341	457,844	35,982	515,516	1,009,342	1	
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. 10.01.24 scheme signed off 19.12.23, awaiting final invoice.
TA1221	SLC Fire Safety Remedial Works	391,500	0	391,500	47,932	39,345	304,223	391,500	0	14.07.23 currently negotiating with contractor to agree spec and start date 12.01.24 majority of remedial works completely and currently at snagging stage, further works to take place in 24/25.
TB6162	Magnus Academy Hockey Pitch	9,844	-5,480	4,364	2,938	1,426	0	4,364	-0	14.07.23 retention release due end of July. Scheme complete.
	Health, Wellbeing and Leisure	401,344	-5,480	395,864	17,899	69,246	308,718	395,864	-0	
TA3053	Museum Improvements	35,283	0	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	328,290	0	328,290	138,742	150,192	39,356	328,290	0	14.07.23 start on site on 31 July due to be complete by early in the new year. 10.01.24 complete by end of February.
TA3057	Palace Theatre Lighting	11,263	-11,263	0	-2,000	2,000	0	0	-0	11.01.24 move remaining budget to Palace Theatre Fire Alarm
TA3058	Palace Theatre Fire Alarm Upgrade	0	0	0	3,515	951	-4,465	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	31,540	22,946	0	54,486	0	14.07.23 Scheme complete
TB3155	Castle - Condition Works	94,060	0	94,060	41,302	52,905	-147	94,060	-0	14.07.23 profile E80k to 24/25 for phase 2 of the works 16.10.23 - adjust profile
TB3160	Castle Electrical Upgrade & Fire Alarm	8,757	-8,757	0	0	0	0	0	-0	14.07.23 scheme complete budget not required.
	Heritage, Culture and the Arts	532,139	-20,020	512,119	208,443	268,932	34,744	512,120	0	
TF6011	Private Sector Disabled Facilities Grants	851,814	0	851,814	251,252	4,530	596,031	851,814	-0	26.07.23 referrals received as expected 16.10.23 still experiencing high volumes of referrals.

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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. 9.01.24 No change at present however looking to amend discretionary policy to remove means testing for those who previously served in Armed Forces, linked to the Armed Forces Covenant. Countywide work ongoing re discretionary and the policy that may see further changes
TF3228	Homeless Hostel	1,678,722	0	1,678,722	1,474,941	158,735	45,046	1,678,722	-0	14.07.23 internal works started, due to complete in December 23. 11.1.24 construction complete in January 24.
TF3267	Homes for Ukraine	2,860,000	-400,000	2,460,000	1,966,061	31,876	462,063	2,460,000	0	16.10.23 On track for completion in December. 11.1.24 1 property left to complete the purchase on. Works have started on properties that have been purchased.
TF3268	Bridging Accomodation	270,000	-70,000	200,000	190,819	5,267	3,914	200,000	0	16.10.23 On track for completion in December. 11.1.24 works have been completed and the property is ready to let. NSDC contribution not as high as expected
TF6807	Warm Homes on Prescription	101,728	0	101,728	41,446	15,566	44,716	101,728	-0	
	Housing	5,871,961	-470,000	5,401,961	3,952,646	215,974	1,233,340	5,401,960	-1	
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	-61,525	0	0	0	0	0	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 works are due to be completed during November. 12.01.24 waiting for recommendations from carbon reduction surveyor
TA3061	Beacon - LED lights	81,995	-81,995	0	0	3,355	-3,355	0	0	14.07.23 will be procuring the works in order to deliver in this financial year 16.10.23 surveys due to be carried out November. 12.01.24 waiting for recommendations from carbon reduction surveyor.
TC3016	Legionella Remedial Works	17,771	0	17,771	5,417	2,044	10,309	17,771	-0	
TC3134	Works to SFACC	10,344	0	10,344	9,313	645	386	10,344	0	14.07.23 final stage of the project nearly complete
TC3135	Works to Buttermarket	92,997	0	92,997	23,235	64,782	4,979	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. 10.01.24 1st floor part of the scheme complete.
TC3138	Lord Hawke Way Remedial Work & Bond	346	0	346	-2,250	2,596	0	346	-0	14.07.23 the road has now been adopted.
TC3142	Common Lighting at Industrial Estates	65,497	0	65,497	0	0	65,497	65,497	0	11.01.24 awaiting quote from contractor for lighting at Burma Road
TC3143	Roller Shutter Doors at Industrial Units	15,695	0	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.
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	0	0	0	0	0	0	0	0	
TC3146	Electrical Upgrades to Industrial Units	0	0	0	0	0	0	0	0	
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	4,730	20,270	25,000	0	31.01.24 received quotations for 2 of the 3 sites. Will start works once final quote received.
TC3156	Jubilee Bridge Works	133,500	0	133,500	0	327,839	-194,339	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. 11.01.24 orders placed for value of the contract, some of which will be spent in 24/25.

Project	Capital Description	Revised Budget	Future Proposed variations	Revised Budget including future proposed variations	Actuals to 31.12.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
TC3157	Female only Shower Block Lorry Park	60,000	45,150	105,150	41,832	41,832	21,487	105,150	0	16.10.23 production starting end of October, with install commencing December 23. 10.01.24 works started, to be complete early march 24.
TE3250	Shared Prosperity Fund year 1	70,064	0	70,064	9,130	60,870	64	70,064	0	16.10.23 grant allocated and will be spent by March 24
TE3251	Rural England Prosperity Fund	446,000	-50,000	396,000	83,589	15,617	296,794	396,000	0	16.10.23 grants have all been awarded, will be spent by March 24.
TA3286	Information Technology Investment	803,166	0	803,166	233,446	457,048	112,672	803,166	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	221,149	316,869	87,802	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. 10.01.24 progressing well, due to complete by end of February 24.
TC2007	Clipstone Holding Centre	330,870	0	330,870	34,510	206,415	89,945	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 10.01.24 expect to get the scheme to Planning by April 24.
TC2008	Vicar Water Country park	65,000	-65,000	0	0	0	0	0	0	14.07.23 update to be brought back to next meeting 26.10.23 site will maybe form part of a wider project. 31.01.24 remove budget with a view form part of wider Clipstone project
TE3268	Southern Link Road Contribution	27,884,606	-3,000,000	24,884,606	16,672,138	123	8,212,345	24,884,606	-0	14.07.23 - as per U&C Forecast. Some delays on the project due to delays obtaining technical approvals and the weather, this is not expected to affect the drawdown on funds held by NSDC. Reduce budget by £3m which was expected to be received from NCC and passed over, now this is due to be dealt with between NCC and U&C direct
TG1003	Housing Regeneration Loan Facility	11,408,071	-7,408,071	4,000,000	-0	0	4,000,000	4,000,000	0	
	Strategy, Performance and Finance	42,391,162	-10,621,441	31,769,721	17,395,276	1,578,409	12,796,037	31,769,723	1	
TB3154	Castle Gatehouse Project	1,010,515	-630,000	380,515	106,300	173,757	100,459	380,516	0	16.10.23 seeking approval at 31.10.23 Cabinet for round 2 application for NLHF funding.
TI1002	A1 Overbridge Improvements	600,000	-500,000	100,000	24,000	0	76,000	100,000	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 10.01.24 Amey finalising preferred design solution for review by National Highways
TT1000	Towns Fund - 32 Stodman Street Regeneration	2,195,429	0	2,195,429	727,779	1,226,231	241,420	2,195,429	0	14.07.23 works are due to start around September 23. 11.1.24 contractors are on site removing asbestos and commencing demolition works. Design works are in progress for construction.
TT1002	Towns Fund - Contribution to IASI	6,801,620	0	6,801,620	6,439,478	264,989	97,153	6,801,619	-0	14.07.23 progressing well to date. 10.01.24 PC expected to the end of March 24 when the balance will be paid.
TT1003	Towns Fund - Newark Gateway Cattlemarket Ph1	0	0	0	-1,430	0	1,430	0	0	recode balance - speak to Mark
TT1005	Towns Fund - Cycle Town	50,000	-50,000	0	0	2,522	-2,522	0	0	10.01.24 reprofile to 2024/25 looking at other activities and interventions in and around Newark.
TT1006	Towns Fund - Cultural Heart of Newark	0	0	0	0	0	0	0	0	
	Sustainable Economic Development	10,657,564	-1,180,000	9,477,564	7,296,127	1,667,498	513,940	9,477,565	0	
	GRAND TOTAL	64,349,876	-12,090,832	52,259,044	29,858,682	4,138,563	18,261,800	52,259,046	2	

Project	Capital Description	Revised Budget Including Proposed Variations	Future Proposed Variations	Revised Budget Including Proposed Variations	Actuals to 31.12.23	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	0	1,277,779	770,943	506,835	0	1,277,779	-1	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. 09.01.24 on track to spend full budget. May have to hold off on some works so we don't overspend. 90 flat roofs done so far this year
S91115	Roof Replacement Works	0	0	0	0	0	0	0	0	
S91116	Flat Roof Replacement Work	0	0	0	0	0	0	0	0	
S711	ROOF REPLACEMENTS	1,277,779	0	1,277,779	770,943	506,835	0	1,277,779	-1	
S91200	KITCHEN & BATHROOM CONVERSIONS	0	0	0	-17,731	17,776	-45	0	0	
S91218	Kitchen & Bathrooms	1,625,000	-80,000	1,545,000	893,740	560,575	90,685	1,545,000	0	06.07.23 predicting full spend in this FY contractor only just started and has been set up for next 4 years so works should pick up. Potential for overspend but will review in September 11.10.23 completed 39 properties, 13 behind schedule, around 2 weeks of work due to schools taking up work for Bell Group. 09.01.24 2 invoices were delayed and only received in January - totalling £317k. Works completed 162 so far this FY.
S712	KITCHEN & BATHROOM CONVERSIONS	1,625,000	-80,000	1,545,000	876,009	578,351	90,640	1,545,000	0	
S91300	EXTERNAL FABRIC	0	0	0	0	0	0	0	0	
S91336	External Fabric Works	371,820	0	371,820	137,213	234,607	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 work due to schools taking up work for Bell Group. 16.01.24 expecting near full spend, contractor are now mobilising to the next phase
S713	EXTERNAL FABRIC	371,820	0	371,820	137,213	234,607	0	371,820	-0	
S91400	DOORS & WINDOWS	0	0	0	0	0	0	0	0	
S91412	Doors & Windows Works	305,267	-20,000	285,267	171,573	84,980	28,714	285,267		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. 10.01.24 140 addresses completed at end of Dec. Underspend expected £20k/£30k at year end.

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S714	DOORS & WINDOWS	305,267	-20,000	285,267	171,573	84,980	28,714	285,267	0	
S91500	OTHER STRUCTURAL	131,793	0	131,793	50,395	50,574	30,824	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. 10.01.24 spend forecast is unknown due to one potential big job, this could cause an overspend. Currently 26 open jobs, all at different stages of being monitored.
S91511	Walls Re-Rendering	0	0	0	0	0	0	0	0	
S715	OTHER STRUCTURAL	131,793	0	131,793	50,395	50,574	30,824	131,793	-0	
S93100	ELECTRICAL	0	0	0	0	0	0	0	0	
S93115	Rewires	720,000	-1,000	719,000	546,642	111,199	61,159	719,000	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 11.01.24 on track to spend full budget, 100 rewires completed at the end of Dec. Another 30 properties for the rest of this FY. £20/£30k worth of works to come in for smoke alarms
S731	ELECTRICAL	720,000	-1,000	719,000	546,642	111,199	61,159	719,000	0	
S93500	HEATING	702,264	90,000	792,264	607,879	15,211	169,173	792,263	-0	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. 11.01.24 Emergency replacements only and a programme put in place for next years works.
S93510	Heating/Boilers	0	0	0	229	0	-229	0	0	
S735	HEATING	702,264	90,000	792,264	608,109	15,211	168,944	792,264	-0	
S93600	ENERGY EFFICIENCY	180,000	-97,028	82,972	95,604	15,519	-28,150	82,973	0	06.10.23 some of these invoices to be moved to decarb which will reduce spend
S93622	PV Invertors	-0	53,986	53,986	0	0	53,986	53,986	0	
S93624	EE Boilers	0	0	0	0	0	0	0	0	
S93625	Thermal Comfort	45,000	60,000	105,000	87,059	750	17,191	105,000	-0	13.07.23 currently going through procurement, potential to be on site next month. 24.01.24 potential to be spent on IWI works (internal wall insulation)

Project	Capital Description	Revised Budget Including Proposed Variations	Future Proposed Variations	Revised Budget Including Proposed Variations	Actuals to 31.12.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date
S93626	Decarbonisation	919,956	0	919,956	468,100	457,150	-5,294	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 10.01.24 will be spent by the scheme end in March 24, 33 properties / 66 measures completed up to end Dec with 7 left for the remainder of the year.
S93627	Decarb Devolution	0	583,500	583,500	12,600	35,374	535,526	583,500	0	
S736	ENERGY EFFICIENCY	1,144,956	600,458	1,745,414	663,362	508,794	573,259	1,745,415	0	
S95100	GARAGE FORECOURTS	0	0	0	0	0	0	0	0	
S95109	Garages	30,000	-28,530	1,470	1,470	0	0	1,470	-0	13.07.23 no works identified yet 16.10.23 potential works in Ollerton that could cost £30k+
S95115	Resurfacing Works	116,332	0	116,332	44,504	0	71,828	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. 09.01.24 instruction for £17k Tenzing Walk Balderton removing dangerous slabs and cobbled areas 160m2. Will be fully spent. 24.01.24 works surveyed and planned in to spend the remaining budget
S751	GARAGE FORECOURTS	146,332	-28,530	117,802	45,974	0	71,828	117,802	-0	
S95200	ENVIRONMENTAL WORKS	150,000	0	150,000	12,960	79,797	57,243	150,000	0	22.01.24 likely to be fully spent as one big job coming in
S95203	Car Parking Schemes	207,506	0	207,506	175,901	31,604	0	207,505	-1	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. 09.01.24 works done on 12 streets, project coming to an end, starting final 6/7 works. Will be fully spent aside from £5k for snagging.
S95250	Communal Lighting	24,000	0	24,000	21,775	0	2,225	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 24.01.24 identifying works for next few months
S95253	Play Areas	104,000	-4,000	100,000	100,000	0	0	100,000	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	56,735	2,215	19,050	78,000	-0	
S95304	Tithe Barn Court & Queens Court Door Entry System - Safe	28,659	0	28,659	25,404	4,887	-1,632	28,659	0	

Project	Capital Description	Revised Budget Including Proposed Variations	Future Proposed Variations	Revised Budget Including Proposed Variations	Actuals to 31.12.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date
S95305	Boughton Community Hub	0	56,800	56,800	1,044	0	55,756	56,800	0	
S95400	Void Works	220,000	100,000	320,000	145,420	74,580	100,000	320,000	0	As at Q1 10 properties have been worked on costing around £77,000.
S752	ENVIRONMENTAL WORKS	824,165	152,800	976,965	539,239	193,083	244,642	976,964	-1	
S97100	ASBESTOS	90,420	0	90,420	11,534	17,377	61,508	90,420	-0	06.10.23 10 communal flat floors in next month that will cost around £40k 17.01.24 £44k works starting on 23rd and then surveys done ready for next FY. Expecting near full spend. 188 surveys completed so far.
S97115	Asbestos Surveys	0	0	0	0	0	0	0	0	
S97116	Asbestos Removal	0	0	0	-487	669	-183	-0	-0	
S771	ASBESTOS	90,420	0	90,420	11,048	18,047	61,325	90,420	-0	
S97200	FIRE SAFETY	147,913	-14,446	133,467	24,597	113,370	-4,500	133,467	-0	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. 17.01.24 £88k worth of works has been surveyed, works are starting mid Jan to be finished in this FY. Adhoc works for the rest of the budget.
S97218	Enhanced Fire Risk Assessments	0	0	0	0	0	0	0	0	
S97221	Fire Risk Assessments	0	0	0	0	0	0	0	0	
S772	FIRE SAFETY	147,913	-14,446	133,467	24,597	113,370	-4,500	133,467	-0	
S97300	DDA IMPROVEMENTS	0	0	0	0	0	0	0	0	05.07.23 no works identified yet but keep budget the same as a provision as referrals may come through, if nothing is received then this money can be used for major/minor adaptations
S773	DDA IMPROVEMENTS	0	0	0	0	0	0	0	0	
S97400	DISABLED ADAPTATIONS	0	0	0	0	0	0	0	0	
S97416	Major Adaptations	700,000	134,000	834,000	651,523	45,028	137,449	834,000	0	06.10.23 spend varies per month but has been averaging at £70,000. There's been 217 OT1 referrals in Q1 and Q2 which is significantly higher than predicted. If we are expecting referrals to come in at the same rate then we could need an extra £300,000 to cover spend for the remainder of the year. M&T have 43 current jobs that are level access showers, costing £4,000 each that will be done at a rate of 3 a week. 10.01.24 212 works completed so far this year. Will likely be overspent.

Project	Capital Description	Revised Budget Including Proposed Variations	Future Proposed Variations	Revised Budget Including Proposed Variations	Actuals to 31.12.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date
S781	BUILDING SAFETY	754,200	-344,318	409,882	188,799	164,883	56,200	409,883	1	
S99100	PROPERTY INVESTMENT CONTINGENCY	36,387	-20,000	16,387	0	0	16,387	16,387	0	24.01.24 slight spend on stock condition surveys but these will mainly be next year.
S99102	Housing Capital Fees	343,120	177,176	520,296	-22,341	0	542,637	520,296	0	
S791	UNALLOCATED FUNDING	379,507	157,176	536,683	-22,341	0	559,024	536,683	0	
	SUB TOTAL PROPERTY INVESTMENT	9,693,209	439,182	10,132,391	5,382,529	2,657,441	2,092,420	10,132,390	-1	
		0	0	0	0	0	0	0	0	
	AFFORDABLE HOUSING									
SA1031	Site Acquisition (Inc RTB)	318,750	0	318,750	0	750	318,000	318,750	0	13.07.23 Church Circle, Ollerton and The Crescent Bilsthorpe - with Legal, doing ground works at the moment. 17.10.23 Reprofile remaining budget to 24/25
SA1033	Estate Regeneration	169,764	0	169,764	22,583	147,181	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 11.01.24 budget reprofiled due to delays in achieving planning consent
SA1047	New Build Contingency	107,228	0	107,228	0	0	107,228	107,228	1	
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 11.01.24 still waiting updates from administrators
SA1060	Phase 3	0	0	0	-410	0	409	-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 11.1.24 waiting on correspondence from administrators
SA1064	Phase 3 - Cluster 4	599,964	0	599,964	431,226	163,275	5,464	599,965	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. 11.1.24 view to handover at the end of January 24 subject to snagging.
SA1070	Phase 4	42,023	-42,022	1	0	0	0	0	-1	
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	1,014,645	47,022	1,061,667	971,533	110,132	-19,997	1,061,668		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. 11.1.23 now due for completion in January 24

Project	Capital Description	Revised Budget Including Proposed Variations	Future Proposed Variations	Revised Budget Including Proposed Variations	Actuals to 31.12.23	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date
SA1074	Phase 4 Cluster 4	22,228	0	22,228	17,926	4,581	-280	22,227	-0	01.06.23 cluster is complete apart from retention £2k
SA1075	Phase 4 Cluster 5	1,135,362	-5,000	1,130,362	861,702	228,842	39,818	1,130,362	0	13.07.23 cluster due for completion in December 23. 11.1.24 now due for completion in January 24
SA1080	Phase 5	2,395,799	-2,395,799	-0	117,068	54,191	-171,260	-1	-0	17.10.23 award letters sent out, once standstill period is over, budgets will be reallocated in line with agreed costs. 11.1.24 clusters can be set up now and costs reallocated to correct site
SA1081	Phase 5 Cluster 1	0	462,520	462,520	0	0	462,520	462,520	0	
SA1082	Phase 5 Cluster 2	0	352,230	352,230	0	0	352,230	352,230	0	
SA1083	Phase 5 Cluster 3	0	308,440	308,440	0	0	308,440	308,440	0	
SA1084	Phase 5 Cluster 4	0	607,309	607,309	0	0	607,309	607,309	0	
SA1085	Phase 5 Cluster 5	0	291,590	291,590	0	0	291,590	291,590	0	
SA1086	Phase 5 Cluster 6	0	372,920	372,920	0	0	372,920	372,920	0	
SA1087	Phase 5 Cluster 7	500,000	790	500,790	400,393	77,357	22,250	500,000	-790	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. 11.1.23 due to complete in January 24
SC2000	Careline Analogue to Digital	71,955	0	71,955	25,361	1,256	45,338	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	7,194,064	0	7,194,064	2,890,454	846,144	3,456,677	7,193,275	-790	
	GRAND TOTAL	16,887,274	439,182	17,326,456	8,272,983	3,503,585	5,549,097	17,325,665	-791	

Treasury Strategy Indicators - Borrowing	Original Estimate / Limit £'000	Revised Estimate / Limit £'000	Q1 Actual £'000	Q2 Actual £'000	Q3 Actual £'000	Compliance
Operational Boundary for External Debt	182,926	184,852	90,479	89,755	89,685	Yes
Authorised Limit for External Debt	190,126	192,052	90,479	89,755	89,685	Yes
HRA Debt Limit	144,627	144,627	85,929	88,913	88,913	Yes
Maturity Structure of Borrowing						
Under 12 months	15%	15%	7%	7%	7%	Yes
12 months and within 24 months	15%	15%	3%	3%	3%	
24 months and within 5 years	30%	30%	15%	15%	16%	
5 years and within 10 years	100%	100%	18%	18%	18%	
10 years and above	100%	100%	58%	58%	58%	
Treasury Strategy Indicator - Investing						
Credit risk indicator (Minimum Average Portfolio Rating)	A	A	AA	AA	AA	Yes
Liquidity risk indicator						
3 months	100%	100%	20%	37%	44%	Yes
3 – 12 months	80%	80%	43%	43%	35%	
Over 12 months	60%	60%	37%	20%	21%	
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	196,400.00	Yes
Upper limit on one-year revenue impact of a 1% fall in interest rates	£200,000	£200,000	£182,550	£179,150	196,400.00	
Price risk indicator						
Limit on principal invested beyond year end	£15m	£15m	£12.5m	£12.5m	£12.5m	Yes

Capital Strategy Indicators	Original Estimate / Limit £'000	Revised Estimate / Limit £'000	Q1 Actual £'000	Q2 Actual £'000	Q3 Actual £'000
Capital Expenditure & Financing					
General Fund services	57,707	68,387	7,614	16,653	29,809
Council housing (HRA)	23,045	29,916	1,205	4,345	8
Capital Loan (GF)	8,647	11,408	50	50	50
Total Capital Expenditure	89,399	109,711	8,869	21,048	29,867
Capital Grants	26,073	41,778	3,377	8,015	11,372
Other Contributions incl CIL	8,548	5,600	453	1,074	1,525
Capital Resources	5,738	4,814	389	924	1,311
Revenue / Major Repairs Reserve	18,777	25,440	2,057	4,881	6,926
Borrowing	30,263	32,079	2,593	6,154	8,733
Leasing	-	-	-	-	-
Total Capital Financing	89,399	109,711	8,869	21,048	29,867

Capital Financing Requirement (CFR)	Original Estimate / Limit £'000	Revised Estimate / Limit £'000	Q1 Actual £'000	Q2 Actual £'000	Q3 Actual £'000
General Fund services	52,139	47,678	38,510	42,659	27,968
Council housing (HRA)	113,979	120,365	111,003	102,071	105,084
Capital investments	11,408	11,408	50	50	50
Total CFR	177,526	179,451	149,563	144,780	133,102

Proportion of financing costs to net revenue stream**General Fund;**

MRP Charge	765	623	0	613	613
Interest Payable	397	330	15	15	15
Less: Investment Income	-1,642	-1,902	-465	-1,373	-2,146
Total GF Financing costs	-480	-949	-450	-745	-1,518
Proportion of net revenue stream	-2.61%	-4.20%	-8.19%	-6.42%	-8.87%

Housing Revenue Account;

Interest Payable	3,624	3,240	704	1,482	2,156
Depreciation	5,994	5,994	0	0	0
MRR Contributions incl debt repayments	4,851	4,337	1,000	1,500	1,517
Less: Investment Income	-5	-5	0	0	0
Total HRA Financing costs	14,464	13,566	1,704	2,982	3,673
Proportion of net revenue stream	54.52%	54.37%	27.32%	23.88%	0.20

<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	2023/24 Q3 Actual £'000
Loans for service purposes					
Subsidiaries	13,000	13,000	50	-	-
Local businesses	500	500	-	-	-
Local charities	500	500	-	-	-
Other Bodies	500	500	25	25	25
Total	14,500	14,500	75	25	25

Net income from service investments to net revenue stream

Total General Fund Service Investment Income	1,642	1,902	465	1,373	2,146
Proportion of net revenue stream	8.92%	8.42%	8.46%	11.83%	12.54%
Total Housing Revenue Account Service Investment Income	5	5	0	0	0
Proportion of net revenue stream	0.02%	0.02%	0.00%	0.00%	0.00%

Shares held for service purposes

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



Report to Cabinet Meeting – 05/03/24

Portfolio Holder: Cllr. Paul Peacock - Strategy Performance & Finance

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

Lead Officer: Carl Burns, Transformation and Service Improvement Manager

Rowan Bosworth-Brown, Transformation and Service Improvement Officer

performance.team@newark-sherwooddc.gov.uk, ext. 824

Report Summary	
Type of report	Open Report, Non-key decision
Report Title	Community Plan Performance for Quarter 3 2023/24
Purpose of Report	To present the Quarter 3 Community Plan Performance Report (October - December 2023).
Recommendations	That cabinet: a) review the Community Plan Performance Report attached as Appendix 1 ; b) review the compliance report attached as Appendix 2 ; and c) consider the Council's performance against its objectives highlighting any areas of high performance and identifying areas for improvement.

1.0 Background

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

The development of this report details the quarter 3 performance and includes activities delivered within the quarter. This information was factually correct as of the 31 December 2023.

2.0 Proposal/Options Considered and Reasons for Recommendation

That Cabinet review the Quarter 3 Community Plan Performance report (**Appendix 1**) and the Compliance report (**Appendix 2**).

3.0 Implications

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

Background Papers and Published Documents

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

None

Newark and Sherwood District Council Performance Report

2023-24 Q3

1 October to 31 December 2023



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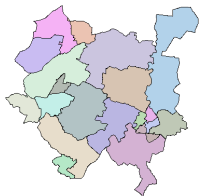
Introduction

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. Our new Community Plan is now in place and a performance framework has been drafted. As this is finalised, it will become the how we will measure the performance of our objectives as of Quarter 1 2024/25. It will continue to contain key performance indicators; a combination of qualitative and quantitative data and it will expand on the current measures around objectives.



This report examines how the Council has been performing against the Community Plan. It examines data to look at the performance of key services and delivery against the activities outlined in the plan. This report examines the Council's performance and achievements from 1 October to 31 December 2023 (Quarter 3).

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



Our District

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

Page 3



Our Performance

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

Page 4



Our Customers

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

Page 25



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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Agenda Page 45

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 3 (1 October to 31 December 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 11, residential applications have decreased by 20, non-major applications have decreased by 164 and major applications have decreased by 12.

- 9 commercial planning applications were validated
- 118 residential planning applications were validated
- 42 major planning applications were received
- 587 minor planning applications were received

As of September 2023, **2,100 people were unemployed** across the district and has seen an increase of 100 people since September 2022.



For quarter 3, the average Newark Town Centre footfall count was 3,264 visitors per day. This is a decrease of 10.3% compared to the Q2 figure of 3,638. On a national level footfall has also decreased by approximately 6.5%. The decrease could potentially be attributed to the escalating cost-of-living crisis. The rising cost of household bills has prompted people to make less trips into town. This quarter has also seen above average levels of rainfall which may have contributed to the decrease in footfall. Event days also proved to be among the busiest days in town, with The Big Draw, Scare-Fest and Christmas Lights Switch On attracting visitor numbers that surpassed the averages for their respective days of the week. Of these days the Christmas Lights Switch On saw the biggest increase in visitor numbers. 3,793 visitors were recorded in town, a 47% increase on the average Sunday.

Interactions with the Council

This information gives an indication of demand for council assistance **year to date**:

- **11,947 face to face contacts** were held at Castle House, a 28.2% increase when compared to the same period of last year.
- **81,755 calls** were received by the contact centre, a 6.3% decrease when compared to the same period of last year.
- **19,361 calls** were received by responsive repairs, a 0.03% increase when compared to the same period of last year.
- **31,162 digital web form transactions** were completed by our customers, a 35.2% increase when compared to the same period of last year.



What we have been doing this quarter;

⇒ Within the quarter, 4 Speedwatch sessions have been conducted, with 2 in Collingham, 1 in Southwell and 1 in Newark. A total of 182 vehicles were checked and 4 of those were driving over the speed limit.

⇒ The first quarterly edition of the digital newsletter, the Tenant Times was emailed out to all tenants with an email address on file. The first edition of the newsletter communicated some key messages to our tenants, such as how to report a repair online and how to report signs of damp and mould.

One of the ways we have engaged with tenants is by consulting on the provision of further digital courses facilitated by Inspire with almost 10% of tenants responding positively. We continue to work with colleagues in order to broaden our digital offer to more community centres across the district.

⇒ Quarter 3 saw our residents and the county affected by Storm Babet, where a significant number of properties suffered internal flooding with many homes now empty. Support was given to all affected areas such as immediate aid in the form of aqua sacs, guidance and in the more extreme cases evacuation. This assistance continued through to the recovery phase in the form of providing grant funding to eligible properties and signposting to the Property Flooding Resilience Grants which have also been released. This will be managed by NCC.



⇒ Following Storm Babet, all areas holding flood stores undertook a full stock check which enabled us to see which stocks needed replenishing. Additionally, due to the scale of the recent flooding, an assessment of areas that didn't currently have stores was undertaken and discussions on what may be needed in the future were considered. This included continuing to build resilience within the local communities and how residents can access and contact their local flood warden to seek support when required. There were also several ongoing areas of concern raised by communities who had issues with Severn Trent and other response matters. These have been collated as part of the debrief with the aim of seeking answers using our influence where we can. Storm Babet was an early winter storm and therefore provisions were made to replenish stocks in case of further flooding.

Just days after quarter 3 came to an end, residents have yet again felt the impact of flooding as a result of Storm Henk, which has been more severe and widespread. Further updates will be shared in due course.

⇒ This quarter 21 requests were received into the HART inbox, not including the Storm Babet humanitarian response. The HART team was stood up in response to Storm Babet, in which the team provided a full range of humanitarian assistance which included:

- Safe and well checks
- Food and medicine deliveries
- Home verification visits
- Supporting households to access grants through application support
- Arranging waste collections
- Signposting to services

The team also carried out 97 home verification visits ensuring that households can access government grant funding to assist with damage caused as a result of the floods.

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



⇒ In terms of wider tenant engagement during quarter 3, we know that 392 tenants interacted with us, with 138 of these being first time interactions. We added a further 22 new involved tenants on to our database through 24 different engagement events including the Local Influence Networks, Community Link Groups, Pop up events and seasonal events. We are seeing increased involvement with Pop up events and will use this platform to reach the more rural communities.



⇒ Throughout quarter 3, we have seen five 'good causes' joining the community lottery and two have left the scheme.

The quarterly draw was cancelled when NSDC became aware of a data breach affecting Gatherwell, the company who manage the community lottery on the council's behalf. Gatherwell informed customers of this breach and the action taken as a result to secure data, on the 8th of December 2023. There does not appear to have been a significant reduction in community lottery patrons/ ticket sales since the data breach notification with ticket sales at 14,081 for the quarter and we are on track to raise £35,006.40 for good causes within a 12-month (rolling) period.

⇒ A review of the community grant scheme criteria has been undertaken was subsequently presented and approved by Cabinet in October. The scheme was formally launched in November, and we have received 47 applications to date.

The timeline for assessment of the applications has been extended to the 31st March 2024. This is due to the impact of Storm Henk and subsequent additional support required from the community development team. All applicants have been made aware and the cross-party panel for decision making will meet the week commencing 11th March with all letters confirming allocations to successful/unsuccessful applicants by the extended deadline.

Deliver inclusive and sustainable growth



What we have been doing this quarter;

- ⇒ This quarter we are currently accepting retail and community applications for short term leases in the Buttermarket atrium space. Once the refurbishment work is completed to the building successful applicants will be appointed.
- ⇒ We continue to facilitate and nurture strong relationships with schools, colleges, universities and enterprise agencies through the Employment & Skills Board, Town Centre Partnership, Town Fund Board, and Land Management Group.



Our work is ongoing to deliver a number of initiatives through the UK Shared Prosperity Fund including the Premier League Primary Stars Programme, which is an education program for primary school children aged 5 to 11 in England and Wales. It uses football as a tool to inspire children to be active and develop essential skills such as teamwork, communication, and resilience. This is in addition to direct engagement with Colleges, the Future First Expo, and direct support.

We will continue to support Capital improvements such as the Air & Space Institute and Construction College. We are also in the process of developing a series of proposals with West College Nottingham to support adult education, community learning in Sherwood, and further develop a public service compact to support a route to employment for people to work in the public service.

- ⇒ The Council has created a series of initiatives with partners to support sustainable economic growth. This includes a package of support to businesses that provides;
 - Accelerator - specialist research and innovation and decarbonisation support, with 43 local businesses enrolled and receiving support to improve the sustainability of their operations. Delivered by East Midlands Chamber.
 - Start-up Scale-up programme- specialist 121 support and workshops for pre start up and early stage enterprises. 57 businesses have so far received 6 hours or more of support.
 - 121 established business support through NCC Business Advisors, with 20 businesses having received 6 hours or more of support.
 - Rural Business Investment grant fund and Business Growth and Sustainability fund, the next round is due to launch in February 2024
 - Grantfinder facilitated 59 searches in 2023
 - Bespoke workshops on business support, exporting and procurement. During 2023, 4 business support sessions held with Notts County Council and NBV Enterprise Solutions, which linked 22 businesses and pre-start-ups with advice and guidance. We also held a Sustainability Workshop in partnership with Leeds Associates, which linked 15 businesses with support on net zero practices and ESG.

⇒ The Newark Town Investment Plan 2020 programme of activities continues to flourish.

- The Construction College is delivering training in bricklaying, plumbing and heating.
- Construction of the Air & Space Institute is well underway and is due for practical completion in Spring 2024, opening to a new cohort of learners by Autumn 2024.
- In preparation for demolition to begin at the Stodman Street project, hoardings were in place by December 2023. The demolition works are due to start in early 2024. This project is on track for completion in Autumn 2025.
- The Shared Prosperity Fund is providing employment support for economically inactive residents, by providing job searches, training and



How are we performing against our objective to...

Deliver inclusive and sustainable growth



specialist support via the GROW programme which has supported 14 residents this quarter and Re-New which has supported 18 residents.

The Council is now working towards developing the Newark Investment Plan for 2024 – 2034 to secure the proposed additional £20m Long Term Plan for Towns Fund alongside the Newark Town Centre Masterplan and Design Code by August 2024.

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

- Construction work is commencing well on the Newark Southern Link Road and it is on schedule for completion by spring 2025.
- A1 over bridge: The feasibility study is ongoing. We continue to work with Amey, Nottinghamshire County Council Highways, and National Highways to identify the most appropriate design solution.
- Ollerton Roundabout and the A614: Nottinghamshire County Council is working towards submitting their full business case for the A614 scheme to the Department for Transport (DfT) by the end of March. Works are planned to commence in late summer 2024, subject to the Full Business Case being approved by DfT within 12 weeks. If the decision is delayed, the project commencement date will be delayed in turn.

⇒ This quarter we submitted the Amended Allocations & Development Management DPD for Examination on the 16 January 2024. It will now be subject to examination. Following this the timetable for adopting the DPD is as follows:

- Pre-Hearing Period January to March 2024
- Examination by Inspector (April 2024)
- Consultation on Main Modifications (June/July 2024)
- Receipt of Inspector's Report (September 2024)
- Adoption and Publication (October 2024)

⇒ As such, we are now undertaking a review of the scheme for updated design, cost and deliverability with a focus on securing planning permission for the Ollerton Town Centre scheme by the end of 2024. We are in the process of undertaking feasibility studies and work to develop the scheme and planning application, coupled with a review of land assets within the scheme and an options analysis for strategic site acquisition. We aim to develop this scheme with partners by Summer 2026.

⇒ We were informed that the 2022 Levelling Up Fund bid for Sherwood has been approved in principle. Focus now turns reviewing the delivery of the three component parts of the original bid, which include:

- Ollerton Town Centre Scheme
- Clipstone Employment Project
- Clipstone Development Project



Deliver inclusive and sustainable growth



⇒ This quarter we launched our Winter Wishes campaign. For some residents, the winter months can feel lonely and to support those who need it the most this winter, the Winter Wishes campaign was promoted. This campaign provided residents the opportunity to send warm messages of well wishes anonymously to isolated members of our community. Winter Wishes cards were provided to local schools and were available from local independent shops in Edwinstowe, Southwell, Ollerton and Newark ready for residents to pick up for free. We encouraged residents to get crafty and write or draw something that could make someone's day and then post their card in dedicated post boxes across the district. Community group The Shed, in Collingham played a key part in the campaign creating the dedicated green post boxes placed in a number of towns. Our teams reviewed all cards and were sent to community groups who tackle loneliness, some were also distributed to those living in some of our Housing with Care residential schemes.



⇒ As part of the Newark Heart Programme, we are continuing to develop a full business case which is aiming for completion in Spring 2024. The Capital Programme is focusing on the Market Place with initial concept designs for wayfinding, lighting, event infrastructure and seating developed by designers and architects, New Practise.

We have developed a draft Event Strategy with four highlight events due to take place throughout 2024. The events programme will be delivered in partnership with Newark Town Council. We will be starting off with the 'Love Newark' event, which is currently under development and is scheduled to take place in Spring 2024.

The Project Team continue to develop the studies on place identity, capital works and a sustainable programme legacy model. The team have also undertaken comprehensive engagement with stakeholders over the last 3 months to enable participation, inclusion and involvement in shaping and designing the future programme.



Spotlight benchmarking

As of September 2023, the unemployment rate in Newark and Sherwood was 3.1% which is a 0.2% reduction since June 2022. Whilst the unemployment rate for England is 3.8% which is an increase of 0.1% when compared to the same period.

Quarterly Indicators	Quarter 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Total number of admissions - National Civil War Centre	5,932	9,821	12,253	9,000
Total number of admissions - Palace Theatre	20,840	38,365	41,102	38,000
% of visitors from schools – National Civil War Centre	New for Q1 23/24	New for Q1 23/24	22%	Trend (No benchmark)
% of visitors from schools – Palace Theatre	New for Q1 23/24	New for Q1 23/24	15%	Trend (No benchmark)
Number of people reached through direct participation and outreach	New for Q1 23/24	New for Q1 23/24	8,894	Trend (No benchmark)
Total footfall across all heritage and culture services and sites	New for Q1 23/24	New for Q1 23/24	76,641	Trend (No benchmark)
Car parking numbers across all council owned Newark car parks	New for Q1 23/24	New for Q1 23/24	294,538*	Trend (No benchmark)
All Other Indicator Types				
Newark town centre footfall count (average visitors per day)	7,386	3,894	3,264	3,750
Newark Beacon - % of occupied units	85.0%	92.8%	73.2%	95.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	100.0%	95%	95.0%
Commercial Property - % occupied units	94.0%	100.0%	97%	95.0%



Exploring our performance

The % of occupied units at the Newark Beacon has shown an improvement of almost 6% since the last quarter. This demonstrates the increase in occupancy rates following on from the relocation of one business in June 2023 who occupied 11 offices but had outgrown the space and has moved to another building within the district, as well as the loss of 6 other companies in 6 offices during Q2 & Q3. As a result of this, we have delivered marketing campaigns that produced a strong pipeline of enquiries to keep these occupancy levels steady over the past quarter. The majority of these enquiries will take occupancy within Q4, which should see occupancy increase to 82% by the end of March 2024. As of the end of September, we had 26 companies based at the Beacon within 32 offices. In December we had 24 companies within 30 offices. By the end of March 2024, we will have 29 companies in 35 offices if we have no new conversions of enquiries to new tenants.

Newark town centre footfall stood at an average of 3,264 which is below target by 13% for quarter 3 and is a decrease of 10.3% when compared to quarter 2. These figures are not dissimilar to the national picture, as footfall nationally has decreased this quarter. This decrease could potentially be attributed to the escalating cost-of-living crisis. The rising cost of household bills has prompted people to make less trips into town, particularly as days are getting colder and nights longer. However, it should be noted that the average dwell time in Newark increased from 243 in Q2 to 250 in Q3, suggesting that visitors are spending more time in town when they do visit. This could indicate a turn towards more 'experiential' uses of the town centre, such as meeting friends or family for a coffee or a meal.

*Car parking numbers this quarter cannot be accurately measured due to the free parking periods which were in place at all Council managed pay and display carparks in Newark town centre every weekend between Sunday 26th November until Sunday 31st December. The aim of this was to support businesses and to encourage visitors to visit the town during the festive period. The parking machines were closed during the free parking periods to avoid customers mistakenly paying for parking during this period and as such car parking numbers cannot be accurately quantified.



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

What we have been doing this quarter;

⇒ During quarter three, we have been making progress on the following social housing sites:

- 7 Bungalows and 2 flats are now complete at the Devon Road site
- 2 houses are complete at the Beech Devon corner site
- 2 flats are complete on Eton Avenue
- 7 houses are completed on Dale Lane
- 12 flats are 98% completed on Northgate

In October we secured approval for a bespoke 50 unit social housing development programme to bridge the gap in development, whilst we fully consider and model the impact of decarbonisation, stock condition and new building safety requirements.

⇒ In December 2023 our new temporary accommodation facility, Alexander Lodge was visited by our Senior Leadership Team and selected elected Members. The practical completion of the site is likely to be by January 2024, following on from this there will be site and process trials to ensure the facility is ready ahead of the first occupants. The virgin media line is also due to be installed in January 2024, after which time the site will be equipped with all the necessary ICT equipment within the Community Centre which will be there to support the service offer and touchdown for staff.

⇒ This quarter we have completed a full appraisal of temporary accommodation. The Alexander Lodge is nearing completion, this has led to consideration being given towards the decommissioning of some older temporary accommodation facilities. The temporary accommodation facility at Wellow Green is in the Corporate Services 2024/25 business plan carry out an options appraisal for this site.

⇒ Last quarter we shared more information about the new online repairs facility for tenants that was launched in September 2023. We are receiving an average of 100 requests logged and repairs subsequently scheduled each month via the online repairs service, 40% of those repairs are being reported outside of our opening hours. This service underwent a soft launch to begin with, as such we will begin further promotion over the coming months.

⇒ 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. During quarter 2, a customer satisfaction survey was launched where customers can share with us what we do well and what we can improve on, however the results have been reviewed and not many responses have been received. As a result, we are exploring alternative ways to gather this information from customers.

⇒ Our repairs service has recently benefited from £200k of additional funding, which was utilised successfully to reduce the number of outstanding repairs. However, increased demand has been observed in routine and planned works has been observed this quarter. The severe weather conditions that have been experienced around the district have been an influential factor in this increased demand. The number of damp and mould cases reported have increased from 7 outstanding jobs at the end of Quarter 2 to 26 outstanding jobs at the end of Quarter 3. This is a positive sign, as it means that our campaign to encourage tenants to report signs of damp and mould is working. As a result, we are increasing





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

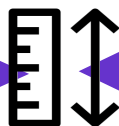
the number of external contractors to support our response to this spike in reported cases.

- ⇒ As part of the ongoing continuous improvement to the standard of empty homes, this quarter we have introduced 'fit to let' inspections, which are carried out by tenants from our Local Influence Network groups. The results of these inspections are fed back to the Voids team, who use this information to drive continued improvements.
- ⇒ During this quarter the Severe Weather Emergency Provision has been activated once and during this period 8 individuals were accommodated. 3 individuals went on to secure longer term temporary accommodation and the other 5 individuals were provided with housing advice.
- ⇒ We continue to progress the Amended Allocations & Development Management (DPD) and associated Gypsy & Traveller Strategy. Cabinet agreed that we should explore options to purchase land in order to deliver a Council run GRT site, which however would be subject to a maximum Council investment and the securing of appropriate grant funding. A Draft DPD is has been submitted and is due for examination in January 2024.
- ⇒ The focus on regeneration at Hallam Road/Stepnall Heights estates site is currently community led regeneration rather than physical housing led with two significant projects underway.

The area is currently one of four focus areas within an Asset Based Community Development Project. This project is identifying the current physical assets, which includes buildings and open spaces that can be used by residents. As well as people assets, such as community champions and groups within the community, with a view to investing in and supporting these to remain resilient.

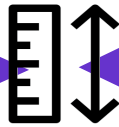
In addition, on the Stepnall Heights estate, the housing and estates team have developed plans for the 'Boughton Community Hub' within a previously void property on the estate. The hub, subject to approval, will provide onsite delivery in an area with recognised barriers to services and it is intended that the hub will be used by a wider range of partner agencies from which to collocate, coordinate, co-deliver services.

**Measuring
Success**



Quarterly Indicators	Quarter 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Number of all tenants who have been evicted for rent arrears	2	1	0	Trend (Decreasing)
Number of evictions (anti-social behaviour)	2	3	1	Trend (Decreasing)
Arkwood - number of units delivered	8	44	73	Trend (Increasing)
Arkwood - plots commenced	43	87	87	Trend (No change)
All Other Indicator Types				
Average time spent in temporary accommodation (weeks)	11.7	9.1	12.4	13.0
Average time (days) to re-let Council properties	26.9	28.0	29.4	28.0
% of rent collected from current tenants as a % of rent owed	98.4%	99.0%	98.2%	98.5%
Average "End to End" time for all reactive repairs (CALENDAR days)	11.7	17.6	12.8	16.0
% of repairs completed at first visit	92.0%	90.3%	89.9%	93.0%
% of planning applications (major) determined in time	95.0%	87.5%	93.0%	90.0%
% of planning applications (non major) determined in time	96.0%	93.4%	92.0%	90.0%
Average number of working days to process housing benefit change in circumstances	3.6	4.5	4.4	5.0
Average number of working days to process new housing benefit claims	19.3	19.0	14.5	17.0
Amount of current arrears as a % of annual rent debit	2.00%	1.66%	1.63%	2.20%
Amount of current arrears	£469,833	£412,077	£414,728	£554,400
% of housing complaints responded to within agreed timescales	84.0%	92.0%	96.0%	100.0%
% of homes with a valid gas certificate	New for Q4 21/22	99.5%	99.7%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	New for Q4 21/22	98.9%	95.5%	100.0%

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Exploring our performance

The percentage of homes with a valid gas certificate is below target by 0.3%, which equates to 18 properties. However, all properties that are out of compliance are in an enforcement process to gain access with 5 at injunction stage, we are awaiting the paperwork from the courts before initiating.

The % of homes with Electrical Installation Condition Report (EICR) certificates up to five years old is below target by 4.5%, this equates to 41 outstanding cases. Of those, 34 are in a legal process, 6 of these have appointments booked and 1 case pending contact with next of kin due to the tenant being in the hospital.

Agents quote following a planning application:



"We received the lawful development certificate for the property on Monday and I wanted to send a short line to thank you for all your help with this. The applicants were delighted this came through on time and are very excited to get cracking with their remodelling/extension works as soon as possible after the Christmas break."

Agents quote following a planning application:



"We have now received a copy of the approval documentation for the property. Just a short line to say thank you for processing this so straightforwardly and so quickly. The client is most relieved and has asked me to pass on her thanks too."

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;

⇒ We have completed the £350,000 play area improvement works with 10 sites having been improved and refreshed over the last quarter. Highlights include the new fitness zone and castle play area at Sconce and Devon. At Vicar water, we have conducted a number of drainage and footpath improvements and are working with Nottinghamshire wildlife trust to improve the health and flow of Vicar Water stream as it runs through Vicar Water Country Park. These works commenced with coir matting being placed around the edge of the main pond which has been seeded with a variety of wetland plant species which will help improve and protect the biodiversity of the local ecosystem.



⇒ We've also started to refresh our management plans, ahead of the 2024 green flag judging. In partnership with Newark Town Council, we have continued to develop plans for Sherwood Avenue Park with the draft designs being well received by the community. We have also submitted a lottery bid for this site which, if successful, would enable us to further develop the MUGA area and provide new equipment such as table tennis tables.

⇒ Last quarter we opened the Green Champions system up to all NSDC employees due to the limited number of responses from volunteers not allowing a thorough test of the system to be conducted. The Green Champions scheme has been designed to help make the district a cleaner, greener place to live, work and visit. Upon signing up to the scheme, volunteers will be able to request any equipment needed to take part in litter picking in the community, including litter grabbers, litter bag hoops, hi-vis vests and blue refuse bags.



The number of responses received this quarter are lower than we had hoped, however we have now had enough responses and time to test it. We are planning to launch the system to the public in Spring 2024.

⇒ We have been working on an environmental protection presentation to be delivered into schools, which will be rolled out to schools in January. In December we offered a free bird box to all primary schools across Newark and Sherwood District and had 20 replies. These have been distributed ahead of the RSPB's big bird watch on 26th January.

⇒ In quarter 3 we have issued 37 fixed penalty notices for fly tipping and 4 for littering which mainly consisted of small fly tips, which based on DEFRA guidance the full penalty would not be appropriate.

- We issued 1 notice to a business for failure to produce waste transfer and waste carrier documentation.
- We have had 4 prosecutions pending in court for fly tipping and have outstanding arrest warrants for 4 individuals who failed to attend court.

The contract with our third-party littering enforcement officer, 'WISE', came to an end in this quarter with 'District' Enforcement due to take over in February 2024.

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How are we performing against our objective to...

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



⇒ This quarter has seen high levels of rainfall, which has impacted upon the performance outcomes of monitoring inspection scores. Our year-to-date accumulative scores are as follows:

Performance Outcomes of Monitoring Inspections for the Maintenance of Housing Land (HRA)		
Service Area	Q3 22/23	Q3 2023/24
Grass	1.13	1.65
Litter and Bins	1.03	1.17
Garage Site	1.00	1.70
Shrub Bed Maintenance	1.15	1.63
Weed Control	1.43	1.49
Hedge Cutting	1.17	1.67

To complete the growing season scoring well under a 2 across all areas shows a high team resilience. Additionally, the winter housing schedule is on track to be completed by the second week of February.

Customer quote following enhancements to a play park:



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



Quarterly Indicators	Quarter 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Number of fly tipping incidents	1,202	1,129	1,189	1,350
Number of fly tipping enforcement actions	1,245	1,845	1,483	1,538
All Other Indicator Types				
% fly tipping incidents removed within 72 hours	72.0%	95.9%	93.4%	75.0%
% of household waste sent for re-use, recycling and composting	37.3%	37.4%	Waiting for External Data	40.0%
Number of missed bins (per 100,000 households)	New for Q1 22/23	43.1	32.9	45.0
Number of missed assisted collections	New for Q1 23/24	New for Q1 23/24	150	Trend (no benchmark)
Total number of garden waste subscriptions	16,694	19,188	20,949	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	0.9%	1.1%	0.0%	2.8%
% of failing sites - street and environmental cleanliness - detritus	0.7%	1.5%	0.6%	1.8%

Exploring our performance

The number of fly tipping enforcement actions is below target by 55; however, the number of fly tipping incidents outperformed the target by 161 incidents. As such, it could be expected that less actions have been necessary due to the lower number of fly tipping incidents.



Enhance and protect the district's natural environment

What we have been doing this quarter;

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

- As laid out in the Council's Climate Emergency Strategy action plan, the Council is working to improve its energy efficiency and reduce its overall carbon footprint by installing solar panels across a selection of our Corporate and Leisure buildings. Works have completed at Newark Sports and Fitness Centre and installation at Newark Beacon has begun. This project will assist the Council in making carbon savings and generating renewable energy both of which will assist us with reaching our 2035 net carbon neutrality target.
- Work is continuing to develop a Decarbonisation Plan for our corporate and leisure buildings to help us understand the energy efficiency and carbon reduction measures we can put in place at each site.
- We are continuing to explore options for the future of Brunel Drive, our depot site, to meet the future needs of the service in relation to the collection of additional waste streams and the electrification of our fleet of vehicles.



⇒ We are part of the Nottinghamshire wide Green Rewards App which is an online platform designed to incentivise and encourage residents to undertake positive behaviour change by enabling users to log carbon reducing activities and gain points for these activities (which equate to prizes). The scheme has been live for almost 2 years and continues to be successful with over 567 users utilising the application. Work is ongoing to promote the app throughout the year in partnership with the other Nottinghamshire authorities, this has recently included digital advertisement in Newark Bus Station and we will continue to utilise the App throughout 2024.

⇒ Plans have been finalised to plant 800 trees in association with 'Trees for Climate' on Westbrook Drive in Rainworth in early January. In December we launched our annual free tree giveaway, we have received over 1000 trees requests from residents.



⇒ We recently commissioned an Active Travel Feasibility Study, which is still ongoing. Community engagement is going well, a Stakeholder workshop took place in December 2023 and Community Surveys are due to be undertaken in January/February 2024.

⇒ We held the first Biodiversity Opportunities Meeting with representatives from NSDC, Nottinghamshire Wildlife Trusts, Woodland Trust, RSPB and Notts BOM all coming together to investigate new ways of working together.



Enhance and protect the district's natural environment

- ⇒ Following comprehensive engagement on the Forest Corner Masterplan with key stakeholders, as well as assessment of traffic, planning review, options analysis and project review. We are now working towards completion of the Forest Corner Masterplan and developing the project plans for implementation over the next 5 years.
- ⇒ This quarter we have continued our ongoing work on kerbside glass recycling. We've also designed and sent to print some new stickers for our growing number of communal recycling bins.
- ⇒ As part of the move towards net zero carbon emissions, we secured a government grant of £1.3m, which we will match fund to deliver a £2.6m social housing decarbonisation programme over two years. The programme will target at least 102 eligible households with oil or LPG heating systems. The plan is to replace these costly, 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.
- ⇒ An additional 38 homes will benefit from greener heating or lower costs and energy usage from the installation of solar panels – keeping homes warm and cheaper to run. The additional £583,000 of funding to deliver this project was granted from the Department of Levelling Up, Housing and Communities as part of the preparation for the East Midlands Combined Authority.





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

What we have been doing this quarter;

- ⇒ This quarter we secured approval to operate the CCTV control room to in house, following the presentation of the full CCTV review report to Cabinet. Work is now ongoing to create the full feasibility and business case for the CCTV. Linked to this, approval was secured for the draft CCTV replacement scheme and that all the cameras will move under our control and ownership moving forward.
- ⇒ Re-deployable CCTV is currently deployed in Clipstone, 2 cameras in Newark, and Edwinstowe to act as deterrents in areas that have been ASB hotspots.
- ⇒ Youth related nuisance in Newark Town Centre has been an area of focus in previous quarters at the time of this report there has been a reduction in ASB in Castle Ward. Whilst incidents have significantly reduced, there is a continued drive to encourage people to report incidents, not solely in Newark but across the district, as under-reporting of ASB incidents remains a concern. We post regular content on social media channels encouraging the reporting of ASB and which agencies to report to.
- ⇒ Farnsfield has had an increased number of incidents of ASB being reported this quarter, with 3 reported incidents in October. We have liaised with the Parish Council, conducted high visibility patrols and carried out a community letter drop, with a focus on establishing the extent of the problems and to encourage residents to report incidents.
- ⇒ In response to complaints about dog fouling and anti-social behaviour at Sherwood Avenue Play Park, Blidworth, we have conducted hi-visibility patrols, engagement with dog walkers regarding appropriate disposal of dog waste.
- ⇒ This quarter we supported a range of events including Scarefest, which was hosted at Newark Castle. We engaged with members of the public, providing reassurance, as well as being on hand to address any issues. We also supported the Newark Christmas Lights Switch On; again, this provided a perfect opportunity to engage with local people and businesses as these events attracted above average numbers of visitors for their respective days of the week, with the Christmas Lights Switch On seeing the biggest increase in visitor numbers. Towards the end of this quarter, our team joined forces with Newark Police Neighbourhoods teams and Nottinghamshire Fire & Rescue Service to provide a community safety event at one of the Saturday markets in Newark Town Centre. Officers were on hand to give safety advice and provide free safety items such as purse bells and personal alarms. As well as to provide advice relating to domestic abuse and raise awareness of the White Ribbon Campaign.
- ⇒ We attended the second Anti-Social Behaviour Summit this quarter, which was attended by Nottinghamshire Police, the Nottinghamshire Police and Crime Commissioner and other partners from the district, to discuss the on-going work to combat ASB and the plans for the future. This event was attended by members of the public, who were able to raise ASB concerns within their local area and pose questions to the panel.
- ⇒ This quarter saw the commencement of Safer Streets 5. The area focuses on, in particular the Lakeside Shopping Centre, Balderton Lakes and Coronation Park. Projects to be delivered include Environmental Improvements at all locations with replacement bins, benches and the installation of a Youth Shelter, new lockable life buoys at the Lakes alongside the installation of CCTV and lighting at the Lakes car park. All of the environmental improvements have been ordered and have arrived and will be installed by Balderton Parish Council.
- ⇒ Due to the weather conditions often experienced during this quarter, we use this period to develop and plan



How are we performing against our objective to...



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

a range of diversionary activities for the spring and summer months to ensure we meet our commitment to deliver 2 diversionary activities per annum.

⇒ Our wildflower and grass bunds continue to be a success with no illegal encampments on any of the sites they are protecting.

⇒ This quarter, we joined the Police Neighbourhoods team to complete a community letter drop/door knock to residents on the Yorke Drive estate following reports of youth related anti-social behaviour. Following this, Bridge Wards saw a 27% reduction in reported anti-social behaviour related incidents. Balderton Lakeside Shopping Centre has seen an increase in reported youth related anti-social behaviour. We have liaised with the shops and undertaken targeted patrols in this area, this has resulted in one first stage warning letter being issued.

⇒ Enforcement actions within this quarter include, seven first stage warning letters which have been issued to young people relating to nuisance behaviour. The locations in which these warning letters were issued are as follows:

- 4 in Newark Town Centre
- 1 in Balderton
- 1 in Hawtonville
- 1 in Winthorpe Road/Newark Town Centre

Two second stage warning letters have been issued to 2 young people for repeated nuisance behaviour:

- 1 in Blidworth
- 1 in Newark Town Centre
- 5 young people entered into Acceptable Behaviour Contracts; these were all in relation to nuisance behaviour in and around Newark Town Centre.

3 Enforcement Warnings were issued to 3 young people, Enforcement Warnings are the pre-legal action stage of enforcement. Additionally, 9 Community Protection Warnings have been issued:

- 3 related to incidents on Yorke Drive
- 3 related to incidents on North Gate, Newark
- 2 in Newark Town Centre
- 1 for an incident in Hawtonville

Measuring Success



Quarterly Indicators	Quarter 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Fixed penalty notices (number issued)	848	2,289	1,910	Trend (Decreasing)
Community protection notices/warnings (number issued)	14	6	17	Trend (Increasing)
All other notices/warnings (number issued)	12	13	15	Trend (Increasing)
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				
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	-23.0%	5.0%	19.0%	11.0%*
% reduction in all crime - Newark & Sherwood District compared against County area	18.0%	-15.0%	-5%	6.0%*
% of businesses in the District with a food hygiene rating of 3 or above	92.90%	92.50%	98.00%	94.00%
% of businesses in the District with a 0 star food rating (major improvement necessary)	0.09%	0.09%	0.09%	0.16%
% of food inspections undertaken in quarter	51.0%	83.0%	90.0%	Trend

*target is the County average and minus denotes an increase

Exploring our performance...

The levels of crime has seen an increase of 5% compared to a reduction across the county at 6%. However, the significant investment and range of interventions by the Council has assisted in a significant decrease in antisocial behaviour, of 19% in the district compared to 11% across the county. This is demonstrated through some of the narrative within this report, whereby various initiatives and projects are in place or being developed to help address the levels of anti-social behaviour in the district. The latest report by Bassetlaw, Newark and Sherwood Community Safety Partnership (BNCSPP) shows that anti-social behaviour (ASB) is down year on year in Newark and Sherwood. The report stated that ASB was down 10% in August and 9% in September, when compared to the same periods last year, including decreases in the Newark town centre wards of Castle, Beacon and Devon, where partners from the Council, Nottinghamshire Police and the Office of the Police and Crime Commissioner (OPCC) have been targeting a reduction through their work on the Safer Street project.

Improve the health and wellbeing of local residents



What we have been doing this quarter;

- ⇒ Tenant arrears performance continues to remain strong, with arrears less than target by £139,672 and this is comparable to quarter 3 2022/23. Although there are signs that arrears collection could be challenging in quarter 4. During quarter 3 we saw that there were points in which arrears exceeded the same point of last year, which is an indication of the cost-of-living pressures starting to have an impact on rent collection. We continue to support tenants through the Tenant Welfare Fund, in particular looking to target groups of tenants where less support has been available to them.
- ⇒ Under the Local Authority Delivery 3 (LAD3) scheme, we have worked in partnership with Nottinghamshire County Council, local charity Nottingham Energy Partnership and installer Everwarm. This scheme has helped to ensure that 57 lower income households, both owner occupiers and private sector tenants, who are living in poorly insulated homes, received sustainable energy efficiency improvement measures, including wall insulation, low energy lighting and smart heating controls.
- ⇒ We have officially launched our third Community Alcohol Partnership (CAP) that will cover Newark Town Centre and Hawtonville, creating a partnership to tackle underage drinking. An action plan will be created covering the following areas – Education, Enforcement, Diversionary activities, and changing public perception.
- ⇒ Community gardens which promote social food groups, are being created in a number of our communities supported by our cost-of-living funding, one of these gardens is being created alongside our food club in Bilsthorpe and will be directly linked to the link worker in that area, instigated by the green social prescriber. A Community Interest Company has been set up by one of our local Crop Drop growers 'Grow Incredible' who will help set up a number of these community gardens. A number of these community gardens will be utilising green space within our social housing areas, encouraging tenants to get involved.
- ⇒ This quarter we led on a survey which was supported by our partners, to understand the needs and wants of residents on Tolney Lane. A cross section of 53 people from various sites were asked about their health, support needs, interests and what changes they would like to see. This insight is allowing us to establish a baseline so we can work with the community to ensure they have access to services and to improve coordination and targeting of services to those who need it most.
- ⇒ We are proud to announce with the help and support of Nottinghamshire Carers Association, we have gained the Carer Friendly Employer Quality Award. To gain this we had to benchmark our understanding of unpaid carers in the workplace and develop an action plan to improve and support them to remain in work.
- ⇒ The YMCA has now officially opened its flagship cycling facilities which enables residents to access cycling provision in a safe and secure environment. We continue to explore options for joint working and maximising outcomes for communities through greater participation and engagement, in particular opportunities which help our residents to lead a more active lifestyle.

How are we performing against our objective to...

Improve the health and wellbeing of local residents



Measuring
Success



Quarterly Indicators	Quarter 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Number of user visits - Active 4 Today (All)	600,284	725,001	818,751	750,000
Number of events held in NSDC parks	105	181	273	Trend
Number of children on environmental education visits to NSDC parks	780	683	685	600
All Other Indicator Types				
Live Leisure Centre membership base (All)	9,855	11,148	11,102	11,500

Exploring our performance...

Most 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 environmental education visits to our parks remains in a strong position and above target by 85 and in line with the same period of last year.

The number of visits to our leisure centres has exceeded the 750,000 target by 68,751. However, Active4Today have seen a reduction in live Leisure Centre memberships compared to the same period last year, the number of live memberships are also underperforming against target by 398. This is due to the closure of Southwell main pool and the closure of one area in the fitness suite for over a month due to essential maintenance.

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 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Website – NSDC – sessions (total number of views)	215,747	569,503	1,236,743	300,000
Engagement rate with posts issued on NSDC Facebook and X combined	835,305	746,000	857,351	750,000
Number of digital web form transactions	28,957	23,054	31,162	25,500
% business rate collection	85.0%	81.1%	80.6%	73.7%
% council tax collection	79.9%	79.7%	79.9%	73.1%
Telephony - average length of time to answer call (seconds)	53.0	79.0	113.0	90.0
Responsive Repairs - telephony - average length of time to answer call (seconds)	New for Q1 22/23	60.3	121.0	60.0
All Other Indicator Types				
% invoices paid within 30 days - whole Council	97.3%	98.1%	98.2%	98.5%
% effective response to careline calls within 180 seconds (industry standard)	97.9%	99.0%	99.5%	99.9%
Average number of days to process new council tax support applications	18.4	20.0	14.9	18.0
Average number of days to process council tax support change in circumstances	11.3	8.0	9.6	6.0
Average number of working days to process new housing benefit claims	19.3	19.0	14.5	17.0
Average number of working days to process housing benefit change in circumstances	3.6	4.5	4.4	5.0
% of complaints responded to within agreed timescales	New for Q1 23/24	New for Q1 23/24	94.7%	100.0%

Exploring our performance...

The average time for our Customer Services Contact Centre to answer a call in Q3 was 67 seconds, compared to 108 seconds in Q2 and 163 seconds in Q1. The performance continues to improve which is pleasing considering an increase in face-to-face visitors of nearly 30% compared to last year and nearly 24,000 telephone calls received in this quarter. Demand is very much based on what is happening within the Council and nationally. Levels of demand this quarter reflect increased customer demand in relation to Storm Babet.

The average time for our repairs contact centre to answer a call continues to increase and has been above the expected target by 44 seconds since Quarter 2. This is also an increase of 61 seconds when compared to the same period of last year. The team have recently committed to spending more time with each caller to establish the full extent of their issue. Demand cannot always be predicted but the teams flex 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 3.6 days due to the large number of Universal Credit changes that has generated a potential change in council tax support. To address this, we are managing our resources in order to target the processing of change in circumstances notifications. The impact of not meeting this target within a tolerance of 3 days will have no overall impact on the number of rescheduled council tax instalments a council taxpayer will have to pay the revised charge. We expect to see an improvement in quarter 4, which will bring the overall performance for the year closer to the targeted number of days.

Digital engagement with our customers continues to perform well. The number of digital webform transactions received in Quarter 3 is 9,136 and this indicator has already achieved the target set for the year 2023/24 which will be revised in 2024/25. This shows we are providing an easy to use digital system for routine interaction.

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 interest in the posts issued on NSDC Facebook and X combined continues to rise with 857,351 people engaging with our social media communications. This equates to an achievement of 114% of our target of 750,000 for this point in the year. We are reaching more people than we have ever done before. With additional funding being brought into the Council we are able to grow our reach into new audiences that may not have been interested in us before.

The total number of views on our website is also outperforming our target, we believe that this is due to a combination of additional funding being brought into the Council enabling us to grow our reach into new audiences, as well as huge spikes in the number of views when we are supporting residents with flooding recovery or new grants to administer.

Customer quote regarding our flooding response:



"As a tenant rehoused as a result of the recent flooding, I would like to express my sincere appreciation of the kindness, help and support shown by various departments within Newark and Sherwood District Council".

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Customer Feedback

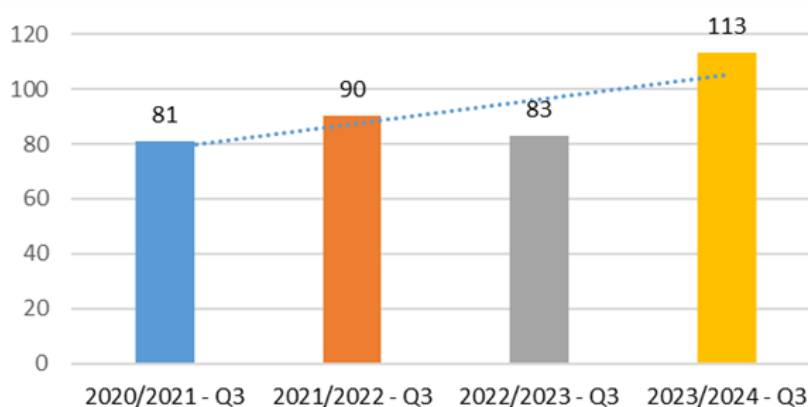
Both positive and negative feedback is important to us as it provides us with customer opinion, it allows us to recognise what areas need improvement and provides opportunity for us to learn. It can act as an early warning of problems that may otherwise stay unseen until they become a larger problem, which can then take up significant resource and time to remedy.

Feedback helps us find the root cause of problems and to recognise where specific systems or processes aren't working as they should, it enables us to create meaningful and effective changes in policies, procedures, or the training of staff.

Complaints Received

During Quarter 3 we received 113 Stage 1 complaints. The 4-year period outturn demonstrates an increasing trend overall as shown by the trendline in chart 1

This period has seen a 27% increase in the number of complaints received when compared to Q3 of 2022/23.



Figures shown include complaints which were subsequently withdrawn

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

Area of improvement...

The electricity and gas supply to a property was not connected in time for a new tenant moving in.

What we are doing to improve....

We are implementing a new process where all gas and electricity will be on turned on whilst a property is still empty, so all checks can be done before the new tenant takes on the property.

Response Times

Of the 113 complaints submitted in quarter 3, Six complaints were not responded to within the 10-working day timescale. One complaint regarding ongoing drainage issues was passed between departments before finally being resolved by Housing Maintenance and Asset Management after 21 working days. A new process is in place to ensure it doesn't happen again.

Business Unit	Complaints Received	Complaints Received %
Housing Maintenance & Asset Management	45	39.8%
Environmental Services	26	23.0%
Housing & Estates Management	20	17.7%
Revenues & Benefits	7	6.2%
Public Protection	6	5.3%
Planning & Development	3	2.7%
Economic Growth & Tourism	2	1.8%
Housing Development, Regeneration & Strategy	1	0.9%
Corporate Property	1	0.9%
Planning Policy	1	0.9%
Housing Income & Leasehold Management	1	0.9%
Total	113	100.0%

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 3 the majority of complaints received were for the following services:

Housing Maintenance & Asset Management received 40% (45) of all complaints submitted. Of the complaints received by the team, 14 were unsatisfied with delays or lack of action in service delivery, 8 complaints were regarding lack of service delivery and 7 further complaints were for the delay or lack of action in terms of responsiveness. (1 complaint was subsequently withdrawn)

Environmental Services received 26 complaints, of the 4 Delivery teams within the Business Unit, the majority of complaints (17) were for Waste & Transport, and Street Scene/Grounds Maintenance (6).

The categories which received the most complaints were as follows:

- 10 Service delivery, (missed action)
- 10 Officer (Conduct/Attitude)

Housing & Estate Management received 18% (20) of which, 6 were related to staff conduct or attitude, 6 were concerning the service or advice offered by officers and 4 were related to delays or lack of communication. (4 complaints were subsequently withdrawn)

Suggestions

In Quarter 3, two suggestions were received, which include:

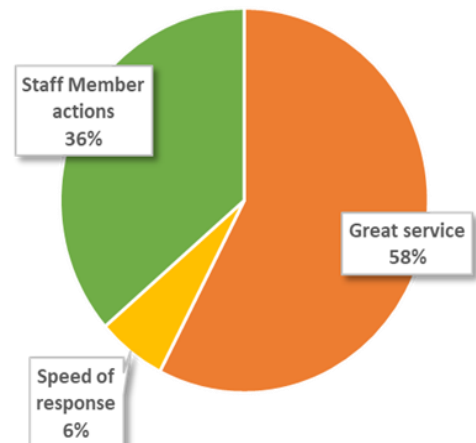
Suggestion	Business Unit	Outcome
How about having a litter action group with volunteers looking after roads near where they live. I appreciate council employees do a good job and this is just additional support with local residents taking more control over their area.	Regeneration & Housing Strategy	We will be getting in contact with the resident to see if there is support for a community litter pick.
Most cities or towns would promote the archaeological find near the Southern link road. Is it possible that the council could either show this find through a museum or at a shop not currently used. It might well attract visitors	Heritage & Culture	Works have revealed archaeological remains, which portray the occupation of parts of the site over around 10 thousand years. Senior Conservation officer comment: This is both a good idea and essential in the important cultural heritage of Newark. The challenge is where to display and for how long. Suggestions have been shared with the relevant colleagues.

Compliments

Thirty-four compliments were received during Quarter 3 with Waste & Transport and Customer Services both receiving 21% each, of all compliments. Housing Maintenance and Asset Management received 15% and Planning Development 12%

Themes

“Great Service” was the most received compliment where 19 customers thanked teams or the Council in general for their assistance or a service. Staff Member actions (where the customer recognised the help/support of staff members) received 12 men-



Customer Quote:



“My wife and I were in Newark recently, on a coach trip. What stood out to us was the cleanliness of the town centre. Your street cleaners do an amazing job. We found Newark a lovely vibrant place to visit”

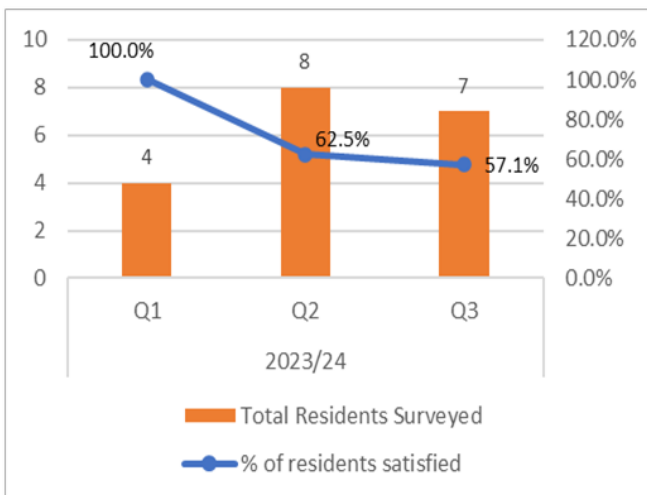
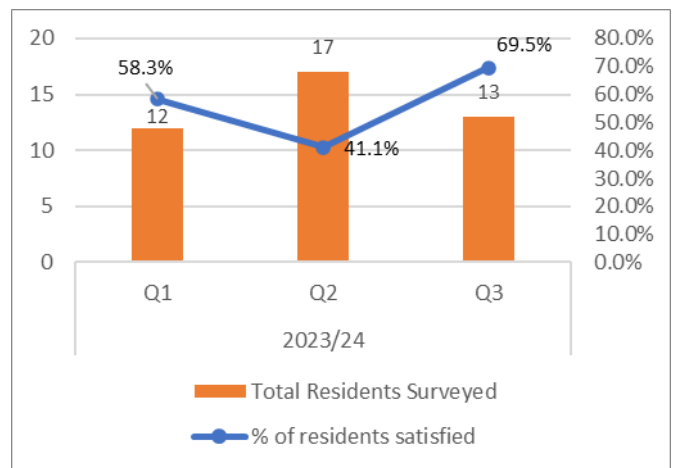
Tenant Satisfaction

Following tenants receiving a service, satisfaction surveys are undertaken by Viewpoint to understand if our service delivery met their expectations. In quarter three, 794 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 89% (satisfied or very satisfied). Four service areas scored 100% satisfaction - Major adaptations, Minor Adaptations, Careline, and Lettings. All of the Service areas scored above 90% with the exception of Complaints, ASB and Repairs

Complaints

There was a reduction in the number of complaints received for Quarter with satisfaction up with, 69.5% of tenants satisfied/very satisfied with our response to their issue.

Five people were dissatisfied with the outcome of their complaint with 3 people feeling that they were not listened to/ignored, and 3 people who were unhappy with the length of time taken to deal with the issue. Another tenant was unhappy with a repair which was carried out without him being informed



ASB

Overall, there were 7 complaints received for our ASB service in Q3.

The area of most dissatisfaction was "Helpfulness of staff" with 4 people unhappy in this area

One person noted that staff do not listen to their concerns and another tenant stated that they had not received a response to their request.

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

This quarter we were awarded accreditation as a carer-friendly employer. We have been working with the Nottinghamshire Carers Association to give employees the re-assurance and support they need if they find themselves in the position of providing unpaid care by looking after someone who is older, disabled or seriously ill. Through this accreditation, we have pledged to:

- Acknowledge and support informal Carers within its organisation.
- Nominate a Carers' Champion.
- Review their policies and procedures

Communicate the support available to Carers throughout its organisation.

To support this pledge, the Nottinghamshire Carers Association will provide training to colleagues who will form a team of carers champions and will provide the most up to date information and resources to help support carers within the organisation.



On Friday 1 December, the annual Serving People, Improving Lives Awards were held. A fantastic night was had by all, well-deserved after another year of hard work to benefit our residents. The work of all staff was praised with a select few having been shortlisted from colleagues' nominations. The awards winners were as follows: Stacey Carter won Colleague of the Year, Community Development won Team of the Year, Antony Whyton won Apprentice of the Year and Jill Baker won Manager of the Year. A special Chief Executive's Award was made this year, won by Brian Rawlinson. As well as one for Flooding Response colleagues and colleagues who have reached 25 years of service this year: Phil Ward, Vanessa Travers, Clare Walker, Andrew Kirk, Carolyn Pinder and Louise Hicks.



This quarter our Wellbeing Champions planned a variety of activities for colleagues to get involved in as part of Wellbeing week 2023. The week was designed to encourage staff to prioritise their wellbeing along with getting to know our wellbeing champions better. These events took place before the working day began, during lunch breaks and at the end of the working day. Events included:

- walk and talk sessions
- lunch and learn topics focusing on understanding and managing anxiety and mental health awareness
- mindful tea breaks
- kindness cards



Finalists at the UK IT Industry Awards

Representatives from the Housing Repairs Online project attended the UK IT Industry Awards last week to celebrate their success of being shortlisted for the User Experience (UX) Project of the Year. The awards are



designed to celebrate and promote the organisations, projects, technologies and individuals who continue to help shape the future of IT, the technology industry and digital society.

As the only local authority, and one of only 3 organisations representing social housing providers nominated across the 34 categories, it is a huge achievement to reach the top 3 against significantly larger organisations. 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.

Quarterly Indicators	Quarter 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Average number of sick days per employee (FTE) per year lost through sickness absence	5.8	5.5	4.8	5.3
% staff turnover	New for Q1 23/24	New for Q1 23/24	10.0%	9.8%

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. In addition, there were 3 leavers due to the end of fixed term contracts and 6 dismissals due to failed probation, Conduct and ill health capability.

Newark & Sherwood District Council Compliance Report

2023/24 Quarter 3

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 3 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%	100%	100%

Exploring Our performance

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

Performance Housing Compliance

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

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

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

Performance Indicators for Housing Compliance for Quarter 3 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	0	0	Trend
Number of outstanding AMBER Fire Risk Assessment actions	38	24	Trend

% Completed Gas Boiler Services (due this quarter)	99.5%	99.7%	100%
% Completed Electrical Inspection Reports (due this quarter)	99.3%	99.7%	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 0.3%, however, all properties that are out of compliance are in an enforcement process to gain access.
- The percentage of electrical inspection reports completed is below target by 0.3%, however, all properties that are out of compliance 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.

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 Meeting - 5 March 2024

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

Director Lead: John Robinson – Chief Executive

Lead Officer: Deborah Johnson, Director - Customer Services and Organisational Development , Ext. 5800

Report Summary	
Type of Report	Open Report, Non-Key Decision
Report Title	Local Government Association (LGA) Peer Challenge
Purpose of Report	To update Cabinet on the Council’s Peer Challenge, its approach and timeline.
Recommendations	That Cabinet: <ul style="list-style-type: none"> (a) notes the rationale and practicalities for an LGA Peer Challenge; and (b) welcomes the Peer Challenge and agrees to progress with the provisional arrangements.
Alternative Options Considered	<p>The LGA is the national membership body for local authorities which works on behalf of member councils to support, promote and improve local government. There are no other organisations that provide this kind of service.</p> <p>There is no compulsion to undertake a peer challenge but as best practice it would be expected to participate every 5 years.</p>
Reason for Recommendations	A peer challenge which looks at how we work, how we deliver for our residents and how our culture operates will enable us to focus on areas of improvement to assist in delivering our community plan.

1.0 Background

The Local Government Association has a membership which comprises 315 of the 317 councils in **England** and includes district, county, metropolitan and unitary authorities along with London boroughs and the City of London Corporation.

The LGA operate a peer challenge programme which supports continuous improvement by providing effective insight, guidance and challenge to enable continuous improvement, as well as assurance to local leaders and residents.

Newark and Sherwood District last took part in a Peer Challenge in 2016. It is considered good practice to undertake a peer challenge every 5 years.

2.0 Proposal/Details of Options Considered

As our last peer challenge was 8 years ago, with the agreement of the Leader one has been provisionally schedule for June 2024.

What is a Peer Challenge?

A team of local authority peers look at our approach across five core elements detailed below as well any other specific challenge we may wish to highlight.

1. Local priorities and outcomes
2. Organisational and place leadership
3. Governance and culture
4. Financial planning and management
5. Capacity for improvement.

They hold up a mirror to the organisation, acting as critical friends and let us know how we are doing. A Peer Challenge celebrates what we are doing well so we can build on it as well as making recommendation where we could improve. The team are able to consider how we perform referencing a wide range of experience of what 'good' looks like in other local authorities.

Who will undertake the Peer Challenge?

The team will, as a minimum, consist of a Political Leader, Chief Executive Officer and one or two Directors. They are from a range of different councils who have some synergy with ourselves in terms of size, political make up and service provision. Each Peer Challenge Team will have a Peer Challenge Manager who works for the LGA and undertakes the coordination of the visit and the final reports and presentations.

What does a Peer Challenge look like?

We will be asked to provide a statement about who we are and what we stand for and any specific insights we would like to gain from the Peer Challenge. We will provide a number of documents in advance which enables the team to consider information prior to the in-person visit. The document pack will include things like our Community Plan, Medium Term Financial Plan, results of staff and resident consultation, performance reports etc.

The Peer Challenge Team are on site for 3-4 days and will speak to as many people as possible. This will include our partners to find out how we work as a leader of place, staff groups across and at all levels of the organisation and key officers. The team will also speak to elected members including the Cabinet, leaders of other groups and chairs of

PPIC and Audit and Governance. They can ask to speak to anyone and where possible this would be accommodated.

What is the outcome of a Peer Challenge?

The team will provide a presentation of key findings on the last day and follow this up with a full report within a few weeks. We would then examine those findings and produce an action plan on how we will use the recommendations to improve our performance. We will need to publish the report and the improvement plan on our website.

What are the benefits of a Peer Challenge?

It is a sector led way we can sense check how we are doing, it is undertaken by people who work in similar local government organisations and has been proven to be the catalyst for real and tangible improvements. It is a positive and constructive way to structure priorities for improvement.

3.0 Implications

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

Background Papers and Published Documents

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

None.



Report to: Cabinet (Performance) Meeting: 5 March 2024

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 3 2023.24 Housing, Health & Wellbeing -Compliance Assurance Report
Purpose of Report	To provide an update on the position at the end of Quarter 3 2023/24 (30 September 2023 to 31 st December 2023) with regard to compliance assurance overview and actions arising.
Recommendations	That Cabinet: <ul style="list-style-type: none"> a) Note the exceptions to performance of the housing service compliance functions. b) The request to the Regulator to remove the regulatory notice. c) That the presentation of performance will change from Quarter 1 2024/2025 reporting cycle onwards.

1 **Purpose of Report**

- 1.1 This report provides Members with the performance of housing compliance services at the end of December 2023, focusing on exceptions performance, which is outside the Council’s target parameters.
- 1.2 The full performance summary is shared with the Portfolio Holder for Housing and discussed as a standard agenda item for the Tenant Engagement Board meetings ensuring that Health & Safety are at the heart of our conversations and actions. Performance is also discussed quarterly at Policy & Performance Improvement Committee before reporting and recommendations to Cabinet.
- 1.3 Members should note that the format of this report will change for Quarter 1 – 2024-25 to reflect the best practice recommendations of the external audit and the Regulator of Social Housing.

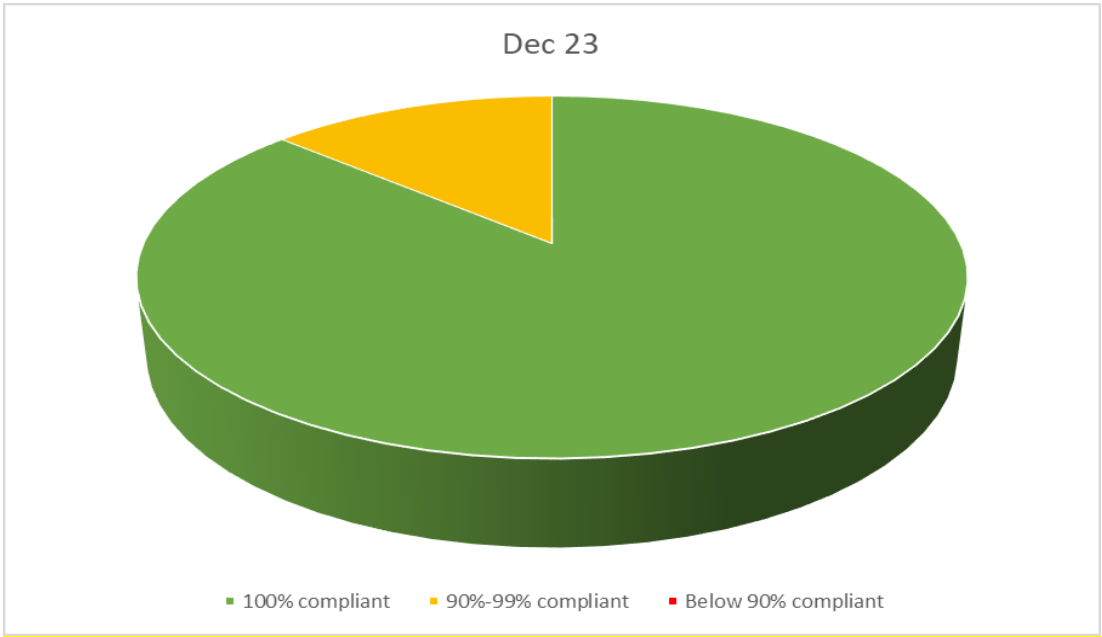
2.0 Background Information

2.1 This report sets out the Council’s performance against the Council’s legal and regulatory landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water as well as summarising details of the Council’s housing stock.

2.2 Full details of these performance indicators along with associated commentary are included at **Appendix 1** to this report. Compared to the same quarter last year, overall annual performance has improved across the 30 areas (note that we have included an additional 3 performance areas since the last quarterly report. these are on the Fire Door Inspection programme). Performance against the 30 indicators is “RAG” rated, as follows:

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

Month	Compliant	90% -99% compliant	Below 90% compliant	Total
June 2021	20 (74%)	4 (15%)	3 (11%)	27
Sept 2021	19 (70%)	5 (19%)	3 (11%)	27
Dec 2021	20 (74%)	5 (19%)	2 (7%)	27
Mar 2022	23 (85%)	4 (15%)	0 (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
Dec 2023	26 (88%)	4 (12%)	0 (0%)	30



3.0 Performance Exceptions

3.1 Gas Servicing - AMBER

Gas servicing is 99.65% compliant. There are 18 properties without a current gas safety certificate, but all are in an enforcement process. Please see [Home Standard - GOV.UK \(www.gov.uk\)](https://www.gov.uk) for further information on the Council's responsibilities.

3.2 The gas contractor is on year two of reprofiling the gas servicing programme to avoid the large peak of services that caused an issue in 2022.

3.3 Carbon monoxide alarms for all heating appliances in every home (with the exception of cookers) is a standard part of the annual service. There are 27 properties where the tenants have been identified through adaptations data as having hearing difficulties and alternative CO alarm 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 overall protection.

3.4 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. The number oil-based heating properties is reducing as the Council replace with air source heating systems as part of the WAVE 2.1 decarbonation project.

3.5 EICR certifications less than five years old – AMBER and HouseMark EICRs

We currently have 41 properties without a EICR electrical certification of less than five years old, of these 34 are in a legal process. The remaining properties are booked in with the tenants for January 2024. The directive to make 5-year EICR certification mandatory has not yet been confirmed by legislation.

4.0 Position with Housing Regulator

- 4.1 Current performance has significantly improved, and the Council have now completed the second Pennington's audit of our gas compliance and the final report has just been received with a rating of 'Reasonable Assurance' (which was a requirement from RSH).
- 4.2 The Council wrote to the Regulator for Social Housing on 5th February to request the removal of the regulatory notice with supporting evidence. This service will remain under close scrutiny and a report is scheduled for Audit and Governance in April 2024.

5.0 Implications

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

- 5.1 **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.
- 5.2 **Financial Implications** - There are no direct financial implications arising from this report.
- 5.3 **Equalities and Diversity Implications**
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 team to achieve compliance.

6.0 Community Plan – Alignment to Objectives

- 6.1 The performance of the housing service contributes to creating more and better-quality homes through our roles as landlord, developer and planning authority.

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 December 2023 (Housing Services Compliance Performance)

Prepared by Mark Plant

1) Asset Base

Total no. of individual dwellings / properties being managed	5535
Total no. of "blocks" being managed. Note: "Blocks" relates to multiple dwellings contained within one building i.e. flats, bedsits, maisonettes, apartments, HMO's etc.	341
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.) Communal Boilers for Gladstone / Vale View / De Lacy/Broadleaf	4

2) Stock Type

Residential	Number of Units
Social & affordable housing	
Rented	5535
Leasehold/Shared Ownership	183
Non-Housing	
Community centres	32
TOTAL	5,750

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	0	0	0	100% 	100% 
Fire Alarm Testing (including emergency lighting)	6780	540	540	0	100% 	100% 
Sprinkler system	6	5	5	0	100% 	100% 
Fire Door Inspections (4 Monthly)	156 (Running Total 78)	39	39	0	100% 	100% 
Fire Door Inspections (6 Monthly)	1034 (running total 517)	0	0	0	100% 	100% 
Fire Door Inspections (12 Monthly)	581	32	32	0	100% 	100% 
<p>Comments: Newly added into this report are the Fire Door Inspections. All of which are as per the programme. The first 2 4 monthly checks have been completed as have the 6 monthly checks. The 12 monthly checks have also started.</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
1255	0	40	1295
Action	Count	Progress	
Bin Stores	3 schemes with 127 flats	All Bin Store Consultations have taken place and plans finalised. Contractors are completing the remainder of the bin stores by end February 2024.	
Fire Door Renewals	16 (flats)	To be included in new contract as coming to end of their life cycle.	
Fire Stopping	19 (individual flats)	Completed 90% of the programme. Only minor fire stopping left. To be included in new contract and work commenced following inspection regime.	
PCFRA	2	Last few remaining blocks to complete (Actions from newer FRA's) (Yorke Drive, Strawberry Hall Lane)	

Heating Appliance Servicing

Heating Systems	Annual Target	Target for Month	Total for Month	Out of Compliance	Compliance	
					Annual	Month
Valid Gas Annual Safety Inspection	5199	557	539	18 (With 18 in enforcement process)	99.65% 	96.77%  (Low % due to outstanding enforcement cases)
Solid Fuel	20	3	3	0	100% 	100% 
Oil Servicing	163	28	20	8 (all in an enforcement process)	95.09% 	71.43%  (Low % due to outstanding enforcement cases)
LPG Gas Servicing	2	0	0	0	100% 	100% 
Commercial Boilers	4	0	0	0	100% 	100% 
Heat Pumps	130	8	8	0	100% 	100% 
Electric	18	0	0	0	100% 	100% 

Comments:

Weekly 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.

There is a change in the numbers of oil heating as these are now being changed to Heat Source heating systems under the decarb programme





1st time access for servicing 82.66% as at end of December with a target of 75% for 2023

First time fix on Gas repairs 87% as at the end of December with a stretch target of 85% for 2023.








Turn on and test following voids 2.65 days target is 2 days.

This is higher than the 2 days SLA due to tenant requesting appointment outside the two-day time scale

Asbestos Works





Asbestos	Annual Target	Target for Month	Total to Month	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Domestic)	333	37	37	0	100% 	100% 
Asbestos Surveys (Communal)	125 (per 1999 blocks)	0	0	0	100% 	100% 
Comment 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	102	61	41 (with 34 in the enforcement process)	95.47% 	59.80% 
Housemark -Domestic EICR certified up to 5 years old	5535	N/A	N/A	39	99.26% 	N/A
Non-domestic Testing	133	0	0	0	100% 	100% 
PAT Testing	37	8	8	0	100% 	100% 
Comments:						

The low performance is due to the number of cases that are in an enforcement process due to non-access. The team continue to seek access directly and in conjunction with Housing Services



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 Zetasafe web-based Compliance software.</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	6	6	0	100% 	100% 
Hoist Servicing	30	4	4	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%

						
Comments: All Compliant. Tree surveys are undertaken every 5 years and were completed in November 2022						

Blocks

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