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Friday, 15 September 2023

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

#### **Members of the Committee:**

Councillor A Amer
Councillor A Brazier
Councillor C Brooks
Councillor S Forde
Councillor A Freeman
Councillor R Jackson
Councillor J Kellas
Councillor P Rainbow
Councillor K Roberts
Councillor M Shakeshaft
Councillor T Smith
Councillor T Thompson

**Councillor T Wendels** 

#### **Substitute Members:**

Councillor N Allen Councillor D Darby Councillor P Farmer Councillor J Hall Councillor P Harris Councillor D Moore Councillor L Tift

**SPECIAL MEETING: Policy & Performance Improvement Committee** 

DATE: Monday, 25 September 2023 at 6.00 pm

VENUE: Civic Suite, Castle House, Great North Road, Newark,

**NG24 1BY** 

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

If you have any queries please contact Helen Brandham on helen.brandham@newark-sherwooddc.gov.uk.

### <u>AGENDA</u>

1.	Notification to those present that the meeting will be recorded and streamed online	Page Nos.
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## Agenda Item 4



Report to: Policy & Performance Improvement Committee - 25 September 2023

Director Lead: John Robinson, Chief Executive

Deborah Johnson, Director - Customer Services & Organisational

Development

Lead Officer: Rowan Bosworth-Brown, Transformation and Service Improvement Officer

Report Summary			
Report Title	Community Plan		
Purpose of Report	To present the draft Community Plan 2023-2027.		
Recommendations	<ul> <li>That the Policy &amp; Performance Improvement Committee:</li> <li>(a) endorse and recommend the draft Community Plan to Cabinet for consideration and approval; and</li> <li>(b) consider what they would wish to see included within the performance framework.</li> </ul>		
Reason for Recommendation	The Community Plan 2023-2027 is the key document which will set the vision and direction of the Council during a four-year term. As such the Policy & Performance Improvement Committee's consideration will be key, with comments being built into the Cabinet report for consideration prior to approval.		

#### 1. Background

- 1.1 The Community Plan is the key direction setting document used to outline the priorities and vision of the Council for a four-year term. As a result of the election in May 2023, a new administration was appointed and they have worked together to develop the Community Plan 2023-2027.
- 1.2 The Community Plan has been under development for a number of months, in which the Cabinet, Chairs and Vice Chairs have met a number of times with the aim of developing and shaping the priorities of the Community Plan 2023 2027 (Appendix 1). The results of the Resident Survey 2022 have been used to inform the development of the Community Plan.
- 1.3 Business Managers have reviewed the draft Community Plan objectives and associated actions and had the opportunity to provide feedback.

- 1.4 The Policy & Performance Improvement Committee should note that the Community Plan 2023 2027 remains in a draft format and is therefore subject to ongoing design and content updates leading up to approval by Cabinet. This includes the addition, amendment or removal of actions contained within objectives 1-8, changes in imagery and minor formatting amendments.
- 1.5 The Policy & Performance Improvement Committee should note that on page 5 of the Community Plan 2023 2027, there is a place holder which will be updated in due course to contain the Council's vision statement. Members of Cabinet, Chairs and Vice Chairs have collaborated to agree the priorities of the vision statement and it is currently under development by the Leader, Deputy Leader and Chief Executive.

#### 2. **Proposal/Options Considered**

- 2.1. This report is intended to provide the Policy & Performance Improvement Committee with the opportunity to review the draft Community Plan. It is recommended that the Policy & Performance Improvement Committee reflect on the content detailed within the draft Community Plan as well as the style and design of how information is being presented.
- 2.2. It is also recommended that the Policy & Performance Improvement Committee use this opportunity to reflect on objectives 1 8 and the associated actions detailed within the Community Plan 2023 2027 and consider comments and recommendations they wish Cabinet to consider prior to approval.

#### 3. **Future Considerations:**

- 3.1. It should be noted that the activities detailed within the Community Plan (once approved) will be built into the Council's general fund and HRA budget and will be used by Business Managers to develop their annual Business Plans.
- 3.2. Development of the Performance Framework.
  - This process involves key performance indicators being developed and directly linked to each objective. These key performance indicators form the basis of the performance report, which measure performance against the objectives set out within the Community Plan 2023 2027. Members are asked to consider what they would wish to see within that performance framework.
- 3.3. Resource considerations associated with the objectives and actions detailed within the Community Plan 2023 2027 will be reflected within the General Fund and Housing Revenue Account budgets. Some activities have yet to be explored and costed, these will be brought for the appropriate decisions by Portfolio Holder or Cabinet.
- 3.4. The Community Plan's purpose is to set out the vision and objectives that guide the organisation, the purpose of Business Plans is to develop an operational plan of delivery. Business Plans will be developed in due course using the approved Community Plan 2023 2027.

#### 4. <u>Implications</u>

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.

#### Financial Implications (FIN23-24/8812)

- 4.1. Once further work has been undertaken to understand the resource requirements to deliver the actions, where appropriate, individual reports will be brought back on the various topics, which will identify any resource requirements to deliver the action whether that be from a one-off perspective or on-going.
- 4.2. Where appropriate any resource requirements to enable the delivery of the actions contained with the draft Community Plan 2023-2027 will be built into the budgets/HRA Business Plan/Medium Term Financial that will be approved during February and March 2024.

#### **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.













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# WELCOME TO NEWARK AND SHERWOOD'S COMMUNITY PLAN

2023 - 2027

Welcome to Newark and Sherwood's Community Plan, covering the period from 2023 to 2027. The plan sets out what the Council intends to achieve over the next four years and how we will go about doing this. It takes account of feedback that we've received from our residents and focuses on the things that matter most to them – like tackling crime and anti-social behaviour and protecting and enhancing our environment.

In so many ways, Newark and Sherwood is a fantastic place to live, work and visit. We are privileged to be surrounded by wonderful countryside, are home to a thriving and diverse business and community sector and have many local amenities on our doorstep that cater for all kinds of different interests. At the same time, some of the people we serve are finding life especially tough at the moment, struggling to cope with the continued high cost-of-living and finding it difficult to fulfil their potential. While some Council services and some activities within the Community Plan are universal – in other words they benefit everyone – there's a strong theme running through our plan to maximise the strengths and unleash the potential of individuals and communities that have yet to share in the wider prosperity of Newark and Sherwood. This will involve working at multiple levels (national, regional, county, district and neighbourhood) if we're to raise aspirations, improve local skills levels, stimulate inward investment and improve health and well-being.

The other strong current flowing through our plan is our ambition to accelerate action to combat climate change and to enhance and protect biodiversity. There's plenty more we can do as a Council, for example to reduce our energy consumption through our planning policies and sensitive approaches to land management and conservation. But as with all of our challenges and opportunities, we can't do this alone and rely on constructive relationships with a wide range of partners. So, in our plan you'll find actions that the Council will be leading on and other actions that are about us influencing others for the benefit of our community.

The Community Plan provides a focus for the Council's activities and we will use it to prioritise how we spend public money. However, we know from experience that plans change. Think COVID, the war in Ukraine and the cost-of-living crisis, none of which were on the horizon when we developed our last plan yet all of which had a profound impact on our own organisation and the people that we serve. We will therefore carry out regular reviews of our Plan, to ensure that we are making good progress so that it remains fresh and in touch with local priorities.

Finally, although the bulk of the plan focuses on the actions we're going to take, there's an important section which concentrates on the "how" – the way we go about our business. This is hugely important – we call these our values - and they reflect what is important to us in the way that we think, behave and interact within and beyond the Council. You can find our values listed on page X of the Community Plan and ultimately, you will be the judge as to whether we are living these out or not!

We hope you find the Plan of interest and if you have any comments or suggestions, we'd love to hear from you.

Best wishes.



### **OUR VISION**



### **OUR PURPOSE AND OUR VALUES**

We want to serve our local community in the best way we possibly can. As public servants we place a great emphasis on adopting a public sector ethos and seek to embody this in the way that we interact with you and with each other. The Council's purpose and values make it clear what we are here to do and how we will go about it.

#### **Ambitious and forward thinking:**

Focused on achieving the very best and always looking to improve and innovate.

#### **Caring and compassionate:**

Sensitive to the different needs and circumstances of others; seeks to empower people to fulfil their potential.

#### **Commercial and business-like:**

Careful and creative with resources; securing value for money.

#### **Professional and trustworthy:**

Open, honest and transparent. Consistently delivering on promises; providing good quality and demonstrating integrity.

#### **Welcoming and responsive:**

Approachable, friendly and inclusive, open to feedback and challenge and swift to act.

### **'SERVING PEOPLE, IMPROVING LIVES'**



### **OUR DISTRICT**

Welcome to our district, we are proud to be home to 122,900 people with a total of 53,300 households over 651 square kilometres. The population of Newark and Sherwood has increased by 7% between 2011 and 2021, meaning our population has grown more quickly when compared with the population nationally. The population of residents aged 65 years and over has increased the most (by 26.7%) with the number of residents in all age groups 50 and over being higher than the national average. In contrast those aged 15 year and under has increased by 1.3%, with the number of residents in all age groups 14 and below being lower than the national average.

Despite the growing population, as of 2021 Newark and Sherwood is the 12th least densely populated local authority area out of 35 in the East Midlands.

13.9% of households in the district are socially rented, which is 3.2% lower than the national average. However, there are 7,413 socially rented households within Newark and Sherwood, and of those 5,133 (69.24%) properties are owned by Newark and Sherwood District Council.

#### **Strengths:**

Newark and Sherwood is a district which has much to celebrate and be proud of. The district is fortunate enough to have access to green spaces throughout the district, including five green flag parks as of 2023, as well as a number of green space visitor destinations which are detailed in the map of the district below.

The district also has a number of historic visitor destinations, Sherwood Forest is a historic and ancient woodland that is associated with the world-renowned legend of Robin Hood and draws many visitors into the district. Newark and Sherwood is also the home of the National Civil War Centre and Newark Castle and Gardens.

Looking at the residents who call Newark and Sherwood home, we know that 69.8% of households own their own home, either outright or with a mortgage, loan or shared ownership and this is 7.5% higher than the national average. Newark and Sherwood District Council is the largest social landlord in the district, with 69.24% of all socially rented properties being owned and maintained by the Council.

#### **Challenges:**

Whilst there is much to celebrate and be proud of, it is recognised that there are challenges experienced by residents within the district.

There is educational disparity across the district, which varies by ward. For example, there are 2,059 residents concentrated in one ward who do not hold a formal qualification compared to 258 residents in a different ward. This theme continues when looking at numbers of residents who hold a level 4 qualification; 3,295 of residents who hold a level 4 qualification are concentrated in one ward compared to 592 residents in a different ward.

Employment rates are a challenge within the district. In 2021, 58.4% of the working age population of the district was in employment or actively seeking employment which is 2.5% lower than the national average. As such, we understand that the percentage of the working age population who were employed and not actively seeking employment, is lower than the national average

The health of our residents presents some challenges. 44.7% of residents would describe their health as very good, which is 3.8% lower than the national average. There are several factors which shape the conditions in which we are born, grow, live, work and age. These factors result in the differences between people or groups caused by social, geographical, biological or economical influences which can both cause advantages and disadvantages to health. The gap in life expectancy across the district is 9.1 years for men and 9.4 years for women, this means the residents living in one particular area will live on average 9 years less than those in another.



















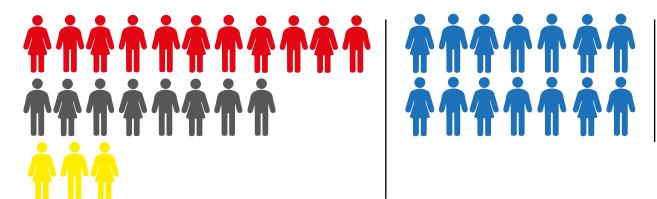


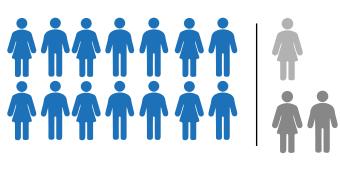


### **HOW THE COUNCIL WORKS**

Residents of Newark and Sherwood are represented by 39 elected members. The political make-up of the Council from May 2023 is shown below. As no single political group has a majority of seats (20) on the Council, a collective has been formed between the Labour group, Independents for Newark and the Liberal Democrat Group who between them provide the political leadership of the Council.

Independents for Newark - 20.51% Liberal Democrats - 7.69% **Labour - 28.21%** Conservatives - 35.9% Newark and Sherwood Independents - 5.13% Independents - 2.56%





Councillors are elected by the community to decide how the Council should carry out its various activities. They represent public interest as well as individuals living within the ward in which he or she has been elected to serve a term of office. They have regular contact with the general public through Council meetings, telephone calls or surgeries. Surgeries provide an opportunity for any ward resident to go and talk to their Councillor face-to-face and these take place on a regular basis. Councillors appoint a Leader and Deputy Leader to provide political leadership and direction for the Council as a whole. Each year, Councillors also appoint a Chairman to undertake civic responsibilities on behalf of the whole Council.

Find out more about our Councillors here: Insert link Find the Councillor representative for each ward here: Insert link All Councillors meet together as the "Full Council" and these meetings are open to the public.





















### **HOW WILL WE FINANCE OUR PLANS?**

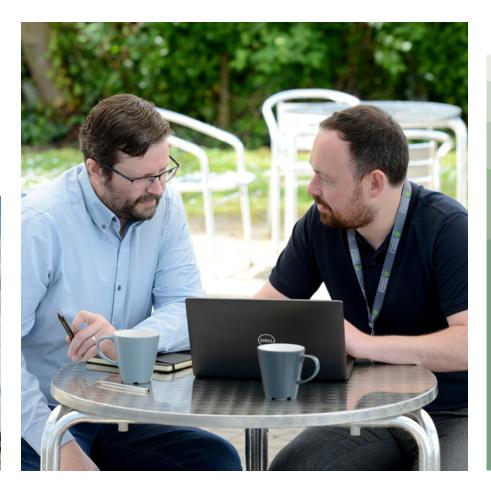
Since 2010/11 the way in which Local Government has been financed has fundamentally changed, with Councils needing to be more financially self-sufficient in order to meet their objectives and priorities. In 2010/11 the Council received 23.12% of its total expenditure directly from Central Government in the form of a grant. In 2023/24 that percentage reduced to 7.5%.

Further reform in the way local government is financed has been anticipated for some years, however since 2019/20 several national priorities have impacted on ministerial time and the reform has therefore been delayed. It is expected that the reform will, when introduced, largely seek to rebalance the funding between lower tier (District and Borough Councils) and upper tier (County Councils) to address national priorities such as funding of adult and children's social care services. It is expected that the reform will happen but when it will happen is uncertain, and unlikely now to be before 2026/27.

The Council funds its objectives and priorities through several different routes, four of which are outlined below:

**Fees and Charges:** This is made up of a number of different types of fees and charges, some of which are mandatory (for example certain types of planning fee or certain types of licencing fee) and some are discretionary (such as lorry park charging or entry fee to the National Civil War Centre).

**Business Rates -** All businesses have a rateable value (the estimated annual rental value for a property) which is set by the Valuation Office Agency. Central Government annually sets a multiplier, which generates how much each business must pay in Business Rates by multiplying the multiplier by the rateable value. The Council then collects those funds and retains 50%, which is split 40% to this Council, 9% to Nottinghamshire County Council and 1% to Nottinghamshire Fire Authority.



#### **BREAKDOWN PER £1 OF COUNCIL TAX**

Average Parish Precepts - £0.04

Nottinghamshire Fire and Rescue - £0.04

Newark and Sherwood District Council - £0.08

Nottinghamshire Police and Crime Commissioner - £0.11

Nottinghamshire County Council - £0.73

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**Council Tax -** This is a tax on domestic properties based on the estimated value of a property. Each property in the district is then levied with a charge based on their size and proximity to services and is allocated a band on a scale from A-H. Only around 8% of the total Council Tax collected goes to Newark and Sherwood District Council. The remaining 92% funds a number of other preceptors and their operations. The chart shows where each £1 of your Council Tax goes in respect of the 2023/24 financial year. The charges are reviewed annually by each of the authorities during February and March for the forthcoming year, and hence the proportions can change depending on what each authority approves. More information, and updated proportions visit www.newark-sherwooddc.gov.uk/counciltax

**Central Government grants -** The Council receives a number of grants directly from Central Government to assist with both general funding (through grants such as the Revenue Support Grant (RSG) and New Homes Bonus) and specific funding (through grants such as the Homelessness Grant). Any external funding that is received assists the Council in delivering its objectives and priorities and ensures that a smaller burden is placed on the local Council Taxpayer.

The Council has produced a Medium-Term Financial Plan, which describes how the objectives and priorities set out in this document will be financed over the medium term. This document is refreshed annually to reflect the changing economic environment in respect of various external factors. From the changes described above in funding arrangements, through to economic fluctuations in interest rates and inflation, it is important to ensure that our objectives and priorities remain sustainable.

The latest approved Medium-Term Financial Plan, together with future amendments and previous history is available on our website at www.newark-sherwooddc.gov.uk/budgets

An integral part of the Council's funding plans has been the approval of a Commercialisation Strategy in January 2022, which provides support for front line services by creating efficiencies and increasing income. Work continues over the medium term to drive forward the organisation and ensure that service delivery is efficient, effective and offers good value for money.

The original Commercialisation Strategy is available on our website at www.newark-sherwooddc.gov. uk/councilstrategies Future updates on the progress of projects underpinned by this strategy are reported within the Medium-Term Financial Plan each financial year.

























#### **OBJECTIVE 1**

Improve health and wellbeing.

#### **OBJECTIVE 2**

Increase the supply, choice, and standard of housing.

#### **OBJECTIVE 3**

Raise peoples' skills levels and create employment opportunities for them to fulfil their potential.

#### **OBJECTIVE 4**

Reduce crime and anti-social behaviour.

#### **OBJECTIVE 5**

Protect and enhance the district's natural environment and green spaces.

#### **OBJECTIVE 6**

Reduce the impact of Climate Change.

#### **OBJECTIVE 7**

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

#### **OBJECTIVE 8**

To be a top performing, modern and accessible Council.





















# **OBJECTIVE 1:**IMPROVE HEALTH AND WELLBEING



Objective 1: Improve health and wellbeing	Lead Director/Officer	Portfolio Holder
Review the impact of the Council's cost-of-living action plan and consider future support.	Chief Executive/Director of Housing, Health and Well-Being	Councillor Susan Crosby
	Well-Bellig	Councillor Paul Peacock
		Councillor Paul Taylor
		Councillor Matthew Spoors
Maximise take up of housing benefit, Council Tax support and other household grants to support residents financially.	Revenues and Benefits Business Manager	Councillor Paul Peacock
		Councillor Paul
Support the delivery of community-based prevention services through the construction of a new car park at Newark Hospital.	Corporate Property Business Manager	Peacock
Deliver our 'Warm Homes on Prescription' service in partnership with Mansfield District Council.	Housing Maintenance and Asset Management Business Manager	Councillor Susan Crosby
Deliver our 'Playpark Investment Plan' to improve play park areas across the district, exploring natural play opportunities.	Environmental Services Business Manager	Councillor Emma Oldham
natararpiay opportunities.		Councillor Emma Oldham
Review the Council's leisure offer, including buildings and any necessary programmes of renewal.	Housing Strategy and Regeneration Business Manager	Councillor Susan Crosby
Explore options for 'green' entrances and exits to and from estates and villages.	Environmental Services Business Manager	Councillor Emma Oldham
Explore options for improving air quality in specific locations.	Public Protection Business Manager	Councillor Keith Melton



















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	Work with partners to reduce health inequalities in targeted areas and seek to increase local access to services and green spaces for all.	Housing Strategy and Regeneration Business Manager	Councillor Susan Crosby
			Councillor Emma Oldham
	Support NHS partners via sign posting and jobs fairs to recruit and retain staff from the local community in order to improve access to health and social care.	Housing Strategy and Regeneration Business Manager	Councillor Susan Crosby
	Develop plans and seek funding opportunities for the Council and its partners to improve cycling and walking infrastructure.	Economic Growth and Visitor Economy Business Manager	Councillor Susan Crosby Councillor
			Matthew Spoors
	Develop an agreed approach to increase the number of groups and individuals actively engaged in volunteering.	Housing Strategy and Regeneration Business Manager	Councillor Susan Crosby
	Develop and seek funding to implement a 'Playing Pitch Strategy' and 'Facilities Improvement Plan'.	Housing Strategy and Regeneration Business Manager	Councillor Susan Crosby
	Implement our 'Health and Wellbeing Strategy', having regard to the Office of National Statistics indices of wellbeing.	Housing Strategy and Regeneration Business Manager	Councillor Susan Crosby
	Work with partners to develop options for improving public transport, with a focus on increasing the geographical coverage and frequency of these services.	Planning Policy Business Manager	Councillor Matthew Spoors
	Explore options to further develop parks in the district enabling free play and exercise.	Environmental Services Business Manager	Councillor Emma Oldham
	Provide ongoing support to raise the profile of cycling within the district, including the promotion of high-profile events, supporting increased	Economic Growth and Visitor Economy Business Manager	Councillor Susan Crosby
	participation in cycling, and encouraging active travel and recreation.	Housing Strategy and Regeneration Business Manager	
	To design and implement a changing places style facility within the Dukeries Leisure Centre to increase accessibility for all residents.	Housing Strategy and Regeneration Business Manager	Councillor Susan Crosby



















## **OBJECTIVE 2:**

# INCREASE THE SUPPLY, CHOICE, AND STANDARD OF HOUSING



Objective 2: Increase the supply, choice, and standard of housing	Lead Director/Officer	Portfolio Holder
Deliver the Housing Strategy, 2023-2028.	Housing Strategy and Regeneration Business Manager	Councillor Lee Brazier
Review the 'Housing Allocations Scheme', including a full refresh of the housing register.	Housing and Estates Management Assistant Business Manager	Councillor Lee Brazier
resettlement of refugees	Housing and Estates Management Assistant Business Manager	Councillor Lee Brazier
Deliver a 'Housing Stock Condition Survey' for Council housing and private rented sector properties.	Housing Maintenance and Asset Management Business Manager Public Protection Business Manager	Councillor Lee Brazier
	Housing Services Business Manager	Councillor Lee Brazier
Explore ways to reduce the number of empty private homes across the district.	Housing Strategy and Regeneration Business Manager Public Protection Business Manager	Councillor Lee Brazier
	Public Protection Business Manager	Councillor Lee Brazier Councillor Keith Melton
	Director of Housing, Health and Wellbeing	Councillor Lee Brazier
Develop new homes for open market sale or rent through Arkwood Developments Ltd, balancing housing quality, mix of housing, environmental sustainability and financial return.	Chief Executive Officer	
G,		Councillor Paul Peacock
Undertake an options appraisal for 'Housing with Care' in conjunction with partners.	Housing and Estates Management Business Manager	Councillor Lee Brazier



















	supplementary Planning Document.	Housing Strategy and Regeneration Business Manager	Councillor Lee Brazier
	Progress the amended 'Allocations and Development Management DPD' through the examination process to adoption.	Director of Growth and Regeneration	Councillor Matthew Spoors
	Develop and deliver a strategy to meet the housing needs of the Gypsy, Roma and Traveller community.	Housing Strategy and Regeneration Business Manager Housing and Estates Management Business Manager	Councillor Lee Brazier
	accommodation facility, incorporating rehoming pathways for	Housing and Estates Management Assistant Business Manager	Councillor Lee Brazier
	that are 2025 ready systems, including the monitoring and performance of the heating systems to ensure that they do not	Housing Maintenance and Asset Management Business Manager	Councillor Lee Brazier
			Councillor Keith Melton
			Councillor Susan Crosby
	Embed and evaluate our new 'Repairs Online' service.	Housing Maintenance and Asset Management Assistant Business Manager	Councillor Lee Brazier
ŀ		Planning Policy Business Manager	Councillor Lee Brazier
		Housing Income and Leaseholder Management Business Manager	Councillor Lee Brazier



















Deliver the estate regeneration scheme at Yorke Drive.	Housing Strategy and Regeneration Business Manager	Councillor Lee Brazier
Explore further ways to seek out imaginative and effective ways to engage with and involve tenants.	_	Councillor Lee Brazier
improve health and wellbeing, air quality and to encourage	Housing Strategy and Regeneration Business Manager	Councillor Lee Brazier
	3	Councillor Emma Oldham
through youth volunteering	Housing Strategy and Regeneration Business Manager	
		Councillor Paul Taylor

























## **OBJECTIVE 3:**

# RAISE PEOPLES' SKILLS LEVELS AND CREATE EMPLOYMENT OPPORTUNITIES FOR THEM TO FULFIL THEIR POTENTIAL



Objective 3: Raise peoples' skill levels and create employment opportunities for them to fulfil their potential	Lead Director/ Officer	Portfolio Holder
Review and adopt a new Sustainable Economic Development and Visitor Economy Strategy 2023-2028.	Visitor Economy	Councillor Matthew Spoors
Work alongside educators and employers to identify, support and expand local opportunities in green and land management sectors.	•	Councillor Matthew Spoors Councillor Keith
		Melton Councillor Emma Oldham
Support the further development of the Air and Space Institute (Newark)© including linked sectors, future skills, and supply chain.	Economic Growth and Visitor Economy Business Manager	Councillor Matthew Spoors
Continue to develop and deliver the 'Future First Career Expo' annually.	Economic Growth and	Councillor Matthew Spoors
Maximise local employment opportunities during, and arising from, major infrastructure and housing schemes, including the Southern Link Road, A46 and Ollerton Roundabout.	Economic Growth and	Councillor Matthew Spoors
	Planning Policy Business Manager	



















Redevelop the Clipstone Holdings site with high quality, environmentally sustainable industrial units.	Economic Growth and Visitor Economy Business Manager	Councillor Matthew Spoors
	Corporate Property Business Manager	
Progress the development of 14 Market Place to provide commercial space to the ground floor and residential dwellings above.	Economic Growth and Visitor Economy Business Manager	Councillor Matthew Spoors
	Corporate Property Business Manager	
Progress the relocation of Newark Lorry Park and redevelopment of Newark Gateway.	Economic Growth and Visitor Economy Business Manager	Councillor Matthew Spoors
Undertake a feasibility study for the refurbishment of the Sutton-on-Trent industrial site with a view to creating employment opportunities.	Economic Growth and Visitor Economy Business Manager	Councillor Matthew Spoors
	Corporate Property Business Manager	
Deliver the 'Shared and Rural Prosperity Fund Programmes' up to March 2025.	Economic Growth and Visitor Economy Business Manager	Councillor Matthew Spoors
Reinvigorate Invest Newark and Sherwood.	Economic Growth and Visitor Economy Business Manager	Councillor Matthew Spoors











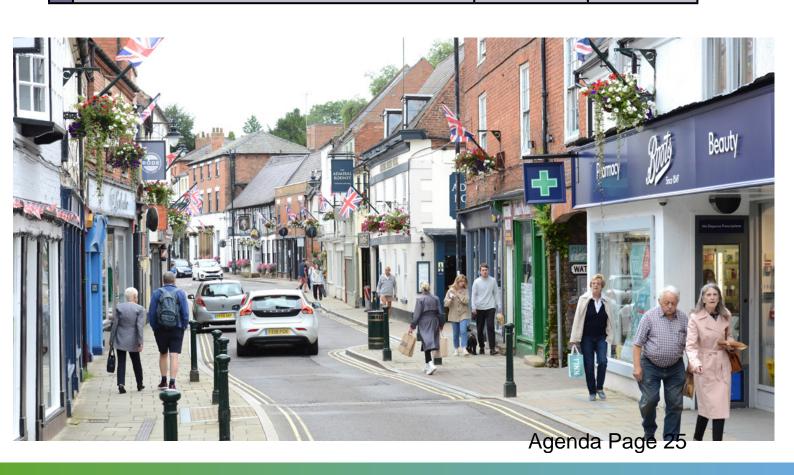








Review annually the 'Infrastructure Funding Statement' to pro-actively support identified priorities through a combination of developer delivery, direct delivery, securing funding, and using influence to shape third party delivery plans.		Councillor Matthew Spoors
	·	
Expand the number of apprenticeship and work experience opportunities across the Council and district, working with partner organisations to deliver this.	–	Councillor Matthew Spoors
	HR and Training Business Manager	
Promote the market for arts, culture and creative industries.	Culture Business Manager	Councillor Rowan Cozens
Review with partners the wide variations in educational attainment across the district and develop targeted proposals to address this.	Visitor Economy	Councillor Matthew Spoors





















# **OBJECTIVE 4:**REDUCE CRIME AND ANTI-SOCIAL BEHAVIOUR



Objective 4: Reduce crime and anti-social behaviour	Lead Director/Officer	Portfolio Holder
Develop a Community Safety Strategy and action plan addressing the priorities for 2024/25.	Public Protection Business Manager	Councillor Paul Taylor
Increase the level of resource in order to tackle anti-social behaviour in target locations.	Public Protection Business Manager	Councillor Paul Taylor
Undertake a comprehensive review of public realm CCTV with a view to making recommendations for its future coverage, geographical locations and partnership arrangements.	Public Protection Business Manager	Councillor Paul Taylor
Maximise the use and effectiveness of CCTV to deter crime and bring offenders to justice.	Public Protection Business Manager	Councillor Paul Taylor
Intervene to reduce the number of empty premises across high streets to deter potential anti-social behaviour and encourage footfall.	Public Protection Business Manager	Councillor Paul Taylor
	Economic Growth and Visitor Economy Business Manager	
Improve lighting and review infrastructure to reduce opportunities for crime and anti-social behaviour and improve feelings of safety.	Public Protection Business Manager	Councillor Paul Taylor
	Public Protection Business Manager	Councillor Paul Taylor
	Economic Growth and Visitor Economy Business Manager	

















Actively promote the reporting of anti-social behaviour to increase intelligence and enable better targeting of interventions, including Pub Watch and Shop Watch.	Public Protection Business Manager	Councillor Paul Taylor
Continue to undertake regular 'Nights of Action', targeting crime and anti-social behaviour `hot spots'.	Public Protection Business Manager	Councillor Paul Taylor
Continue to work with partners and businesses to identify and intervene with known groups who perpetrate antisocial behaviour.	Public Protection Business Manager	Councillor Paul Taylor
Continue to work with partners to encourage interventions at an early stage through education in schools and assisting families in need of support.	Public Protection Business Manager	Councillor Paul Taylor
Assist in the delivery of 'Rural Crime and ASB Prevention' with additional target hardening at Sherwood Forest Corner.	Public Protection Business Manager	Councillor Paul Taylor
Coordinate enforcement activity across Public Protection, Housing and Estate Management and Environmental Services to ensure joined up collaborative approaches.	Public Protection Business Manager	
	Housing Services Busi- ness Manager	
	Environmental Services Business Manager	Councillor Paul Taylor
Reduce the number of environmental crimes committed by increasing visibility and enforcement in targeted areas.	Public Protection Business Manager	
	Environmental Services Business Manager	Councillor Paul Taylor
Complete a programme of target hardening to protect vulnerable sites from unauthorised encampments.	Environmental Services Business Manager	Councillor Paul Taylor
Continue to deliver the 'Safer Streets 4' project and identify future funding streams.	Director of Communities and Environment	Councillor Paul Taylor
Continue with the concession for the enviro-crime enforcement scheme.	Public Protection Business Manager	
	Environmental Services Business Manager	Councillor Paul Taylor



















Work in partnership with other housing providers to enable early intervention in matters of anti-social behaviour, which may include enforcement action for those in private rented accommodation.	
	Councillor Paul Taylor
Maith diversion activities to prevent crime and anti-social	Councillor Paul Taylor
position of the confidence of the continuous and th	 Councillor Paul Taylor

























### **OBJECTIVE 5:**

# PROTECT AND ENHANCE THE DISTRICT'S NATURAL ENVIRONMENT AND GREEN SPACES



Objective 5: Protect and enhance the district's natural environment and green spaces	Lead Director/ Officer	Portfolio Holder
Support Newark Town Council in the delivery of improvement plans at Sherwood Avenue Park.	Director of Communities and Environment	Councillor Emma Oldham
Understand the biodiversity baseline within the district, allowing the development and implementation of a Biodiversity Strategy, 2024 - 2028.	Planning Development Business Manager	Councillor Emma Oldham
	Environmental Services Business Manager	
With WRAP (Waste and Resources Action Programme) and Nottinghamshire County Council, develop an options appraisal for the collection of weekly food waste collections and mixed recycling.	Environmental Services Business Manager	Councillor Keith Melton
Roll out new kerbside glass recycling service.	Environmental Services Business Manager	Councillor Keith Melton
Improve recycling levels by promoting positive behavioural changes, through community events, targeted communication and enforcement.	Environmental Services Business Manager	Councillor Keith Melton
	Communications Business Manager	
Improve the appearance of the environment and recycling rates in targeted communities by delivering at least 10 school or community projects per annum, aligned with the future 'Days of Action' programme.	Public Protection Business Manager	Councillor Keith Melton
	Environmental Services Business Manager	



















levels o	ake environmental protection activities to reduce of littering and fly tipping across the district, whilst cusing on improving the quality of natural habitats.	Public Protection Business Manager	Councillor Emma Oldham
		Environmental Services Business Manager	
	new real time reporting analysis of street cleansing/ s maintenance to improve our response times.	Environmental Services Business Manager	Councillor Emma Oldham
Carry o	out a district wide complete audit of litter and dog	Environmental Services Business Manager	Councillor Emma Oldham
district	ct a programme of focus weeks (targeted following wide monitoring) of joint working between Street Housing and the Environmental Protection Officer.	Environmental Services Business Manager Housing Services Business Manager	Councillor Emma Oldham
		Public Protection Business Manager	
To deliv	ver on the Council's Tree Strategy.	Environmental Services Business Manager	Councillor Emma Oldham
	an active role in biodiversity net gain for the district, ng the potential to own our own biodiversity offset	Planning Development Business Manager	Councillor Emma Oldham





















# **OBJECTIVE 6.**REDUCE THE IMPACT OF CLIMATE CHANGE



Objective 6: Reduce the impact of climate change	Lead Director/Officer	Portfolio Holder
Further develop and deliver a Council-wide decarbonisation plan for our built assets as set out within the Decarbonisation Plan, including the decarbonisation of heating systems within our corporate and leisure buildings.	Director of Communities and Environment	
		Councillor Keith Melton
Continue to deliver the Brunel Drive Masterplan, including the trial of electric and hybrid vehicle options. Facilitate the expansion of mass vehicle charging required at Brunel Drive Depot.	Director of Communities and Environment	Councillor Keith Melton
Undertake an annual assessment of the carbon footprint of Newark and Sherwood District Council to measure performance against the Council's target of net zero.	Director of Communities and Environment	Councillor Keith Melton
Implement the 'Local Area Energy Plan'.	Director of Communities and Environmentr	Councillor Keith Melton
Work with key strategic partners to support completion and evaluation of the 'Home Upgrade Grant' scheme.	Housing Maintenance and Asset Management Business Manager	Councillor Keith Melton Councillor Lee Brazier
	Housing Strategy and Regeneration Business Manager	



















	Housing Maintenance and Asset Management Business Manager	Councillor Lee Brazier
		Councillor Keith Melton
Roll out programme of solar panels across Council buildings and explore other options to deliver our commitment to decarbonise Council owned assets.	Director of Communities and Environment	Councillor Keith Melton
Engage with the Carbon Trust to explore the feasibility and implications of accelerating the decarbonisation target, our pledge to become Net Zero by 2035 and expanding it to include social housing.	Director of Housing, Health and Wellbeing Director of Communities and Environment	Councillor Keith Melton
Investigate securing greater renewable energy solutions within new developments across the district, including small scale community schemes where appropriate.	Planning Development Business Manager	Councillor Keith Melton
Restructure current collection rounds and develop improved driver behaviour strategies, including the monitoring of vehicle repairs, to reduce fuel consumption and CO2 emissions.	Environmental Services Business Manager	Councillor Keith Melton
Take the lead to develop a more joined-up approach to the management of the public realm, focusing on key areas in town centres and local estates.	Environmental Services Business Manager	Councillor Emma Oldham
Work with partners to consider how best to maximise the potential benefit of the River Trent, including as a source of energy generation and as a tourism asset.	Economic Growth and Visitor Economy Business Manager	Councillor Emma Oldham
		Councillor Rowan Cozens
		Councillor Keith Melton



















Declare a 'Motion for the Ocean' to champion good stewardship by the relevant authorities of the River Trent and its tributaries. To encourage addressing pollution and litter at source, contributing significantly to the preservation and restoration of the ocean.	Environmental Services Business Manager	Councillor Emma Oldham
		Councillor Keith Melton
Explore options for the creation of community works of art which communicate an environmental message.	ISANJICAS KITSINASS	Councillor Rowan Cozens
	Heritage and Culture Business Manager	





















### **OBJECTIVE 7:**

# CELEBRATE AND INVIGORATE COMMUNITY SPIRIT, PRIDE OF PLACE AND A SENSE OF BELONGING



Objective 7: Celebrate and invigorate community spirit, pride of place and a sense of belonging	Lead Director/ Officer	Portfolio Holder
Develop a flexible, creative approach to cultural visiting, with family orientated activities. To include family tours, drop-in arts activities and storytelling that utilise the three heritage sites with a vision of integrating our offer to broaden our reach and appeal to a wider audience.	Heritage and Culture Business Manager	Councillor Rowan Cozens
Review current grant aid support to voluntary and community groups to ensure Council funding has maximum impact.	Housing Strategy and Regeneration Business Manager	Councillor Paul Taylor
Deliver seasonal destination marketing campaigns to promote visitor attractions.	Economic Growth and Visitor Economy Business Manager	Councillor Rowan Cozens
	Communications Business Manager	
Deliver the Newark Castle Gatehouse scheme.	Economic Growth and Visitor Economy Business Manager	Councillor Rowan Cozens
Deliver the National Portfolio Organisation (NPO) activity plan.	Heritage and Culture Business Manager	Councillor Rowan Cozens
Support the delivery of community initiatives through ongoing grant schemes.	Housing Strategy and Regeneration Business Manager	Councillor Rowan Cozens



















Develop and implement an Evening Economy Strategy for towns	Economic Growth and Visitor	Councillor Matthew
in the district.	Economy Business Manager	Spoors
Develop and implement a package of improvements to enhance Sherwood Forest as a visitor destination.	Economic Growth and Visitor Economy Business Manager	Councillor Rowan Cozens
Lead the delivery of the Newark Cultural Heart programme.	Economic Growth and Visitor Economy Business Manager	Councillor Rowan Cozens
Conduct a programme of community action days across the district, in conjunction with internal and external partners.	Environmental Services Business Manager	Councillor Paul Taylor
Implement a 'Shopfront Grant Scheme' as part of the Heritage Action Zone Programme.	Economic Growth and Visitor Economy Business Manager	Councillor Rowan Cozens
		Councillor Matthew Spoors
Conclude feasibility work in readiness for future funding opportunities for Ollerton Town Centre and Mansfield Road, Clipstone.	Economic Growth and Visitor Economy Business Manager	Councillor Matthew Spoors
Complete the development of 32 Stodman Street and explore further opportunities to revitalise town centres through residentia development, including the 'Newark Town Centre Masterplan and Design Code'.		Councillor Matthew Spoors
Actively promote the Councils role in supporting the Veteran community, both as an employer and within the community.	Transformation and Service Improvement Manager	
		Councillor Neil Ross
Explore options for implementing a youth Council and youth awards, as a way of recognising the contribution of young people throughout the district as positive role models.	Transformation and Service Improvement Manager	
		Councillor Paul Taylor



















## **OBJECTIVE 8:**

# TO BE A TOP PERFORMING, MODERN AND ACCESSIBLE COUNCIL



Objective 8: To be a top performing, modern and accessible Council	Lead Director/Officer	Portfolio Holder
Commission a 'Corporate Peer Challenge' and develop an action plan arising from its findings.	Transformation and Service Improvement Manager	Councillor Paul Peacock
Develop a Parish Council conference.	Transformation and Service Improvement Manager	Councillor Paul Taylor
Maximise the benefits to Newark and Sherwood arising from the East Midlands Mayoral Combined Authority.	Chief Executive Officer	Councillor Paul Peacock
Explore opportunities with Nottinghamshire County Council and other Nottinghamshire District and Borough Councils for closer integration of services.	Chief Executive Officer	Councillor Paul Peacock
Through the Commercialisation Strategy and action plan, continue to seek out and generate new sources of income, whilst retaining our public service ethos.		Councillor Paul Peacock
Finalise and implement the Communications Strategy.	Communications Business Manager	Councillor Paul Peacock
Ensure the new Customer Experience Strategy is fully embedded in the operations and culture of the Council.		Councillor Paul Peacock
Reinvigorate the Residents' Panel to ensure the panel is representative of the demographic profile to help drive service improvement across the Council.	ISERVICE IMPROVEMENT	Councillor Paul Peacock
Expand the range and quality of services available online, whilst ensuring we are accessible to all with continued telephony and face to face options for all residents.	Customer Services Business Manager	Councillor Paul Peacock



















Expand customer satisfaction measures, both internally and externally, through regular surveys and other means.	Transformation and Service Improvement Manager	Councillor Paul Peacock
	Customer Services Business Manager	
Expand and refresh the wellbeing and engagement programme, including reinvigorating Councillor and officer wellbeing champions.	HR and Training Business Manager	Councillor Paul Peacock
Undertake a Staff Survey every 18 months and respond to the survey findings.	Transformation and Service Improvement Manager	Councillor Paul Peacock
Develop a package of measures to recruit and retain staff including a review of the pay grading structure and the Council's job evaluation scheme.	HR and Training Business Manager	Councillor Paul Peacock
Plan and implement arrangements to respond to new regulatory inspections and requirements.	All Business Managers	Councillor Paul Peacock
Review the impact of the Community Hub, with findings being used to support improved access to services in targeted communities.	Health Improvement and Community Relations Manager	
		Councillor Paul Taylor





# **OUR PERFORMANCE**

#### Why does the Council measure performance?

Monitoring performance across the Council is key to understanding if we are delivering on the promises we have made and that we're meeting the needs of our residents.

Performance management is used as a tool to drive improvement rather than simply used as a counting device. We acknowledge the value of understanding our performance, as this knowledge allows us to embed and disseminate good practice and quality service delivery as well as identifying and tackling areas for improvement.

#### How does the Council measure performance?

The Councils performance is measured in a variety of ways, to ensure that we understand if we're putting the right resource into delivering against the right priorities. This is done 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.







Some of the key methods we use to measure our performance are described below:

What we do:	Listening to our residents	Key performance indicators (KPI's)	Community Plan performance reporting	Finance	Governance
How often we do it:	We do this by reviewing customer comments, feedback and complaints. We also undertake consultation and surveys.	These are set once every four years in line with the Community plan.	Quarterly reports are presented to committee and published online.	Quarterly reports are presented to committee and published online.	Eight meetings of the Policy and Performance Improvement Committee (PPIC) are held each year.  Quarterly meetings of Performance Cabinet held each year.
Why we do it:	To capture district wide views of residents, using this feedback to allow us to drive service improvement and deliver services that meet the needs of residents.	KPI's are developed to enable performance to be measured and tracked. KPI's also enable the Council's performance to be benchmarked against national indicators.	We report on performance against the Community Plan as this provides visibility of performance against key activities. This enables us to disseminate good practice and quality service delivery as well as identifying and tackling areas for improvement.	We report on financial	The PPIC provide a 'scrutiny' function and has an integral role in improving the work of the Council through outcome focused challenge and development of strategies and policies.  Performance Cabinet meetings are held in order for Cabinet to review the Council's performance and identify areas of high performance and areas where improvement is required.
How it relates to the	Surveys such as the Resident Survey gather the views of residents which then informs the development of the Community Plan.	These are used to measure the success of the Community Plans aims.	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.	Resource is key to delivering on our Community Plan actions and	The role of PPIC is a 'critical friend' to Cabinet, both committees review the Councils performance against the Community Plan.



# **HAVE YOUR SAY**

#### **Resident Panel**

The Resident Panel is a group of people from across the district who would like to share their views on the area they live in and help shape the future of Newark and Sherwood. The panel has been created because we wish to understand the views and experiences of residents of the district and use this understanding to ensure that our Council services are the best they can be.

Any resident of the district over the age of 18 can join the panel to have their say on the Council's services, plans, proposals and development of their local area.

If you are interested in being part of the panel you can sign up in the following ways:

Online: Join the Resident Panel (newark-sherwooddc.gov.uk)

Email Customer Services: customerservices@newarksherwooddc.gov.uk

Call: 01636 650 000



#### **Local Influence Netwrok**

The Local Influence Network is a group of Council tenants who review and scrutinise the Council's delivery and performance in relation to housing. The Network are also involved in the Council's appeals process relating to housing complaints. We will work with you so you can improve your knowledge, learn new skills and meet new people.

If you are interested in being part of the Local Influence Network please contact our Customer Services team by email at customerservices@newarksherwooddc.gov.uk or by calling 01636 650 000.

getinvolved@newark-sherwooddc.gov.uk.

#### **Consultations**

We also regularly consult on Council services, plans and decisions. Visit our consultations page to have your say: www.newark-sherwooddc.gov.uk/consultation.



#### **Contact Us**

Social media:

Our residents, tenants and businesses can contact us in a number of ways.

**Telephone:** 01636 650000 Email: customerservices@newark-sherwooddc.gov.uk

In person: Castle House, Great North Road, Newark, Nottinghamshire NG24 1BY

The offices and telephone lines are open 9am to 5pm Monday to Friday. Most of our services are also

available on our website.

/NSDCouncil



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# Agenda Item 5



Report to: Policy & Performance Improvement Committee – 25 September 2023

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

Development

Lead Officer: Ryan Ward, Transformation & Service Improvement Officer

ryan.ward@newark-sherwooddc.gov.uk, tel:01636 655308

Report Summary					
Report Title Community Plan Performance for Quarter 1					
Purpose of Report  To present the Quarter 1 Community Plan Performance Report (April - June 2023).					
Recommendations	That the Policy & Performance Improvement Committee review the Community Plan Performance Report attached as Appendix 1 and the Compliance report attached as Appendix 2.				

#### 1.0 Background

- 1.1 We continue to deliver an approach to performance that is used to drive improvement rather than being simply used as a counting device. We are doing this by analysing data and progress against key activities as well as building a picture of the context of performance using district statistics, customer feedback and workforce information.
- 1.2 The development of this report details the Quarter 1 performance and includes activities delivered within the quarter. This information was all factually correct as of 30 June 2023.

#### 2.0 <u>Proposal/Options Considered</u>

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

#### 3.0 **Implications**

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

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

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



# Newark and Sherwood District Council Performance Report

2023-24 Q1 1 April to 30 June 2023

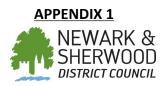








# Introduction



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



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

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



#### **Our District**

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

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

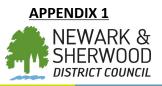
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#### **Our Workforce**

To understand how the Council's staff are performing and how we are supporting staff. This is important as a positive and motivated **Page 26** workforce is more likely to be high performing.

# **Our District**



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

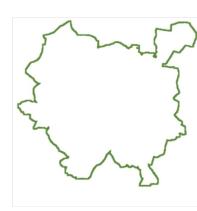
A resident population of 122,956 (14.9% of Nottinghamshire's population).

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

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

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

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



#### How is our district?

This data tell us something about our district in quarter 4 (1 April to 30 June 2023). Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.



The number of planning applications we receive gives an indication of the level of construction planned in the district. When compared to the same period of last year, commercial applications have decreased by 3, residential applications have decreased by 23, non-major applications have decreased by 89 and major applications have decreased by 9.

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

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



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

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

#### Interactions with the Council

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

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

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



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

The Community Lottery remains popular with local groups and there are now 66 groups registered. During the quarter, a lucky resident that had signed up celebrated a £2,000 win. Since launching over £17,600 has been won and almost £59,000 has been raised for the local community. The first live draw is planned for delivery in August where 6 of the worthy causes will each win £500.



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

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### **Deliver inclusive and sustainable growth**



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

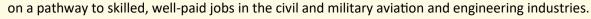
- The Cultural Heart of Newark is a Town Fund project with an allocation of £1.5m of capital and £600k revenue. Work on events, promotion, and branding continues with a view to unlocking capital funding at the latter end of 2023. The delivery of the Cultural Heart of Newark project was transferred from Newark Town Council to Newark and Sherwood District Council in May 2023 and now the two organisations work collaboratively to deliver the objectives of the project. The busiest day of the month and year was Saturday, 27 May 2023 with footfall figures reported at 7,040 and aligns to the Food and Drink Festival in Newark Market Place. This was part of a three-day event during which 17,658 people were recorded in Newark. This event produced the busiest weekend so far in Newark during 2023. Other events included the King's Coronation, which was shown on a screen in Newark Market Square during Saturday 6th May. In total 6,244 people were recorded by the footfall sensors, with the majority being in town during 10am and 1pm when the ceremony took place.
- We are seeking to recruit a Town Centre Events Officer to develop a programme of activities for 2024-2025 to create a vibrant town centre, drive footfall, dwell time and local spend in the town. We are completing a full business case to submit to government to maximise the funding secured by 2026.
- The Plans to sensitively transform the Castle Gatehouse into an immersive visitor experience continues to progress. A revised planning application is to be submitted in November 2023 for the Newark Castle Gatehouse, which if approved, will allow work to continue to realise ambitious plans to develop into an exciting visitor attraction. Securing planning permission is also an important step towards finalising the project's business case that will be submitted to central government to release the £2.6m Towns Fund grant allocation for this project (expected by December 2023).
- ⇒ We continue to lead and support on key infrastructure projects around the district including:
  - Ongoing works on the Newark Southern Link Road, including archaeological investigations. We
    continue to work with our partners to have technical details approved by the end of October 2023
    for the technical approval of the scheme. A contract will also be let for the build of the next phase
    by mid-summer 2023.
  - The A1 over bridge. We are currently in the feasibility study period, following this, we will be in a
    position to submit a planning application for the bridge improvements and to commence the tender
    process to appoint a contractor to undertake the works.
  - Ongoing discussions with the National Highways on the delivery of the A46 bypass. Following the
    completion of the targeted consultation in April 2023, National Highways has been reviewing the
    responses received. Work continues on National Highways full consultation report, ready for
    submission to the Planning Inspectorate (on behalf of the Secretary of State for Transport) in
    autumn 2023.
  - We continue to support Nottinghamshire County Council (NCC) in promoting a package of junction improvements on the A614 and A6097 corridors as part of the Major Road Network Scheme. Planning consent was granted for the scheme in September 2022. Subject to the approval of NCC's full business case by Department for Transport and the completion of a public inquiry, construction is anticipated to commence in the spring of 2024 with completion by winter 2026/27. This scheme will deliver improvements to 6 junctions.
- The Newark Construction College Centre of Excellence. So far 78 students have enrolled on the programmes, with some students being offered full time positions at one of the partner companies and others continuing studies. These programmes include bricklaying level 1 and 2, gas testing and plumbing. A plumbing and heating level 3 course is due to start in September 2023.

### **Deliver inclusive and sustainable growth**



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

- The 20 Minute Cycle Town project is progressing. The second phase of the Cycle Town project is underway with education and support to encourage bike use. To date, over 1600 trips have been made on the bikes and additional incentives including voucher codes have been circulated as part of the Summer promotional campaign. Brompton Bikes will also feature in the Town Centre Cycle Races on 29th July.
- → We continue to liaise with National Highways, Newark Showground, and Overfield Park on plans to relocate the Newark Lorry Park and redevelop the existing site for new higher paid, higher skilled job opportunities. It is likely planning applications will be made in October 2023.
- → Work continues on the Air & Space Institute (ASI) in advance of an early 2024 opening and the construction remains on target. When fully operational the ASI is expected to create almost 40 new jobs for the area and will provide countless training opportunities, setting students





- The Stodman Street project is progressing well with a start on site expected for mid-Summer 2023. Hoardings are expected to be erected in August/September 2023. The project has an 18 month build programme and is scheduled to be completed by the end of 2024.
- Inspire: Culture, Learning and Libraries took occupancy on the 1st floor of Newark Buttermarket last year and are now running adult educational courses, workshops and events which has increased vibrancy and footfall at the Buttermarket. The practical completion of the refurbishment works on the upper floor will take place in July 2023, where we will then be ready to pursue further occupation of the atrium space.
- We offer a comprehensive programme of support to ensure sustainable economic growth for local businesses. Some of the key activities this quarter included;
  - The development and creation of a package to support the business community with cost-of-living assistance. This includes social media improvement webinars over July and August for businesses, led by Nettl, and a social media campaign to encourage people to shop locally in Newark, Edwinstowe, Southwell and Ollerton.
  - The team have also supported 21 businesses to access Grantfinder, providing businesses with a range
    of advice, support and signposting to available funding.
  - Delivery of a D2N2 Growth Business Support Surgery in June which was attended by 6 businesses across a range of sectors.
  - We continue to receive grant applications for the Rural Business Investment Programme which is due to close in August 2023 and funding will be distributed by March 2024. The programme will provide funding support for projects that support new and existing rural

businesses. Successful applicants will be looking to diversify their income streams, grow and create further opportunities for residents.

How are we performing against our objective to...

### Deliver inclusive and sustainable growth



- The YMCA Community & Activity Village is now a state-of-the-art home to sports, leisure, health and well-being, climbing and conferencing space. Usage has continued to expand within the last quarter following the installation of additional stadia seating and works on the bike track. The next milestone will be that a BMX track is due to open in the Autumn 2023.
- We are continuing to work with partners to develop proposals around a Ollerton Town Centre Regeneration Project with its development appraisal works nearing completion through the utilisation of Shared Prosperity funding. We anticipate further information on future Levelling Up opportunities to be released in autumn at the earliest.
- We continue to support the Tourism Action Group to provide a forum for engagement, evidence and strategic direction. We will review the Visitor Economy objectives in 2023/24 and create a new Destination Development Plan. This plan informs the marketing and promotional campaigns that promote Newark and Sherwood to visitors. Together these two documents will shape the Tourism work programme for the next 5 to 10 years.





#### **Spotlight benchmarking**

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

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

#### **Exploring our performance**

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

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

#### How are we performing against our objective to...

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



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

- $\Longrightarrow$ There are currently 52 council homes currently on site under construction and expected to complete this winter, with a further 30 properties due to start this autumn for completion next summer. These will provide much needed housing for residents.
- ⇒This quarter has seen the establishment of a team to deliver our long-term vision for all elements of resettlement programmes. This has included the recruitment of two tenancy support workers for the Homes for Ukraine (HFU) scheme and a resettlement coordinator who oversees the Afghan and Syrian resettlement programmes. A successful submission to the Department Levelling Up Housing and Communities (DLUHC) has provided further opportunity to source additional accommodation for refugees requiring settled accommodation. We will also be purchasing 14 properties as part of this programme before December 2023 and will also be accepting three properties from Barratts Housebuilders in the coming quarter for use by Afghan refugees.
- The development of Alexander Lodge, our new temporary accommodation, is progressing well and taking shape. The build is programmed to be completed by December 2023 and occupation of the first residents is expected in Easter 2024. Alongside the physical development, the team are also researching and designing a service offer that will promote good life skills, improve education and skills opportunities to help people be their best.
- ⇒We continue to exceed national performance targets for determining planning applications. National targets are 60% determined in 13 weeks for major applications and 70% determined in 8 weeks for non-majors. The planning application validation checklist has been adopted by Planning Committee and is being utilised to validate all applications. The planning customer satisfaction survey is to commence shortly with a focus upon applicants and agents.
- $\Rightarrow$ This quarter has seen a shift into warmer weather, so considerations are needed for Severe Weather Emergency Provision. Through the quarter, we have worked closely with Street Outreach colleagues to ensure that when we have received heat warnings from the meteorological office, supplies have been made available to anyone insecurely housed or spending temporary time on the streets during that period. These supplies included, bottled water, sun cream and cover.
- The 3 tier priority timescales for repairs in council houses has now been in place for over 18 months. Priority 1 within 24 hours, priority 2 within 6 weeks and priority 3 for our planned works up to 6 months. Additional funding is also allocated to help reduce the current number of live repairs, with several contractors and agency staff engaged to help with this. The repairs service will be a priority for further improvements throughout this year including a renewed focus on addressing and preventing damp and mould in addition to understanding the implications of the Stock Condition Survey findings on our long-term asset investment plans.
- $\Rightarrow$ In July of 2022, our empty homes standard was agreed and since then we have continued to receive positive feedback in this area. This standard has created some impacts where we are still seeing an increase in void costs and times which were both expected - we will continue to monitor this.
- ⇒In June, we funded the delivery of a communal garden used by tenants living in Coghill Court in Southwell. The residents are now enjoying fresh turf, new planters, a rotary line, and a new bin store. The garden was updated in conjunction with the development of four new two bed bungalows on a adjacent piece of land. A special event was then held for tenants at the garden to officially open it, with Miles Harrison, one of the Agenda Page 5

# Measuring Success



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



Tenants quote following a repair:

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

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#### **Exploring our performance**

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

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

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

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

#### How are we performing against our objective to...

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



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

- ⇒In quarter 1, we issued 49 fixed penalty notices (FPN's) for fly tipping and 16 for littering. These mainly consisted of small fly tips where the full penalty would not be appropriate (based on DEFRA guidance). Our third party enforcement partner also issued 523 fixed penalty notices for littering across the district. Working with businesses, where it appeared businesses were not disposing of their waste correctly, we issued a further 16 notices for failure to produce waste transfer and waste carriers documentation. We have also had 4 successful prosecutions in court for flytipping and have several others pending. There were also 3 other prosecutions, 2 for duty of care when disposing of waste and 1 for failing to produce a scrap metal licence.
- We have been working alongside Nottinghamshire Police targeting hot spots in and around Newark as a part of Operation Rogue on 15th May. Joining forces to target fly-tippers and illegal waste carriers the group's morning proved incredibly successful with countless motorists issued with fixed penalty notices and three vehicles seized. There were over 30 vehicles stopped which resulted in:
  - 6 Waste Transfer Note offences, 2 Waste Carrier Licence offences, 5 Scrap Metal Licence offences all of which were dealt with by a Fixed Penalty Notice (FPN).
  - One gentleman paying his fines as an early reduced sum of £750 for failure to hold a waste transfer note, waste carriers' licence or scrap licence.
  - Catching fly-tippers and those without a license was not the only job of the day as the officers also dealt with those breaking road laws either by using their mobile phones or failing to wear a seat belt. The work also led them to recover a stolen van, identify 4 vehicles with either no tax or insurance and detain a suspect on behalf of colleagues at Norfolk Police for reported scrap metal offences.
- In June, a new trial scheme was launched in Newark to give small traders a new disposal option for their waste. We supported Veolia in partnership with Nottinghamshire County Council to develop the scheme where it provides small traders a cost-effective way to dispose of their waste and increase the number of available outlets for this type of waste in the area. The pilot will run until March 2024 at Veolia's Waste Transfer Station on Brunel Drive in Newark, and small traders will be able to dispose of their non-recyclable waste for a competitive fee with no minimum load charge something which is currently viewed as one of the main barriers to traders responsibly disposing of their waste.
- → We continue to undertake works to improve access and users' experience in the district's parks and open spaces. During the quarter, we announced that improvements will be made to existing pathways at Sherwood Heath and Sconce and Devon Park. Both of which are Green Flag Award winning parks. The works will take place in addition to almost £350,000 being invested across a number of our owned play park areas to replace aging equipment and include inclusive play equipment for all ability users wherever possible.





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

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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



We have worked in partnership with the Reach community support group and Orchard School (who are regular volunteers on sconce and Devon Park) to deliver 3 educational events where a total of 371 children attended.

During the quarter, we have been busy delivering a range of activity that will improve the high standard and cleanliness of our district, this included:

- Preparing our 4 Green Flag Parks and the new Newark community garden ahead of judging in quarter
- Completing football renovations in-house for the first-time including aeration, overseeding and
  application of a total of 200 tonnes of topdressing. We also hired in specialist equipment to allow us
  to recycle the soil excavated from the paths project. By delivering this in house and recycling the
  soil allowed for a large financial saving to be realised.
- Completed the accessible pathway project in Sconce and Devon Park.
- We have added 5 small contracts into the commercial portfolio for street scene for both grounds maintenance and cleansing. These contracts include; Fernwood Parish Council Wildlife Garden Build, Epperstone Parish Council, Lowdham Cricket Club, Egmanton Parish Council and Lovers Lane Primary School in Newark.
- Continued to work with partners at Nottinghamshire County Council, VIA and Southwell Town Council to deliver a no chemical trial in the town, including weed killers and pesticides.

This is the beginning of the third year that the environmental services team have delivered a grounds maintenance service for the Housing Revenue Account (HRA). As part of this service performance checks are made on the quality of the grounds maintenance service delivered. Housing Areas continue to see strong scores from the 90 area inspections across the District.

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

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



Customer quote following a bulky waste collection:

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



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

#### **Exploring our performance**

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

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

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

# Enhance and protect the district's natural environment

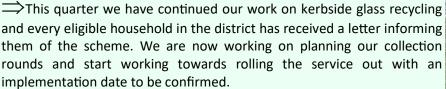


#### What we have been doing this quarter;

- > We are progressing with a number of projects to achieve our 2035 carbon net neutrality target and meet the actions outlined in our Greening Newark and Sherwood Action Plan.
  - As laid out in the our Climate Emergency Strategy action plan, we are working to improve our energy efficiency and reduce our overall carbon footprint by installing solar panels across a selection of our Corporate and Leisure buildings.
     We have signed the contract and works on site will commence in the Summer of 2023. This project will assist in making carbon savings and generating renewable energy, both of which will assist us with reaching our 2035 net carbon neutrality target.



- Work is continuing to develop a Decarbonisation Plan for our corporate and leisure buildings to help us understand the energy efficiency and carbon reduction measures we can put in place at each site.
- We are continuing to explore options for the future of our depot site Brunel Drive to meet the future needs of the service. This will cover the collection of additional waste streams and the electrification of our fleet of vehicles.
- We are part of the Nottinghamshire wide Green Rewards App which is an online platform designed
  to incentivise and encourage residents to undertake positive behavioural change. The application
  enables users to log carbon reducing activities and gain points which equates to prizes. The scheme
  has been live for nearly a year and continues to be successful with over 520 users utilising the
  application.





- At this year's Nottinghamshire County Show, we engaged with around 370 individuals and families to promote recycling and homegrown food and propagation techniques.
- Throughout May, we carefully selected 21 areas around the district that were left to grow to let nature take its course and provide wonderful biodiverse habitats for the district's wealth of insects and wildlife. 'No Mow May' was first launched in 2019 by the botanical charity Plantlife. The

campaign encourages people to lock up their lawnmowers and let nature flourish for the month of May.

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#### How are we performing against our objective to...

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



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

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



#### How are we performing against our objective to...

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



- We are continuing to use deployable CCTV where possible to help combat crime and anti-social behaviour at several sites across Newark, Clipstone, Blidworth and Edwinstowe. A CCTV request for a hotspot of fly tipping in Boughton has also been received. This is still under consideration as we explore options for a suitable site to effectively position the camera.
- A Further Night of Action was held on 16th June, where officers joined the Police attending all Licensed premises within the Newark town centre and surrounding areas, as part of the Violence Against Women and Girls campaign. Members of the public were also engaged with and asked their knowledge of Coca Ethylene which is produced when individuals use cocaine with alcohol. There is now evidence that the public knowledge base within Newark on this topic is increasing.
- As a part of the Safer Street funding, we have delivered a range of projects so far. These include improvements to the entryways of some council owned residential buildings and to St Marks Precinct. Other projects are ongoing, including vehicle crime days lead by the Police, improved lighting installations on Church Walks, new CCTV camera installations at 3 locations and violence against women and girls training

being delivered. In addition, work is also being undertaken to place new cameras in strategic areas to assist with feelings of safety and to be utilised in the prevention and detection of crime.

- The Safer Gym Group has moved into a training and development phase with training to take place during July and August. This initiative aims to increase feelings of safety for women and girls within fitness centres and gymnasium. This will be delivered along with the violence against women and girls 'Stand By Her' training to address misogynistic behaviour and the impact it has on women.
- ⇒On a lighter note, the second year of plant maturity on the bunds which were planted to deter unauthorised encampments, have seen an amazing display of what has been described by a resident as a "wall of flowers".



# Measuring Success



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

#### **Exploring our performance...**

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

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

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

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### Improve the health and wellbeing of local residents



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

- Tenant arrears performance remains strong which builds on the impressive performance at year end. As previously reported, we are seeing signs of tenants struggling because of the cost-of-living challenges, although at this time the impact is not being seen as an increase in arrears. The Helping Hand Fund was a project delivered in quarter 4 2022-23 which targeted support to tenants struggling to maintain an arrears payment plan. The scheme offered to match arrears payments (for a limited period and to a maximum weekly contribution) to encourage tenants to engage with the team and maintain their repayment plan. The scheme provided over £19,736.80 in matched payments to 155 tenants, 79% of which maintaining their payments throughout the life of the project which has supported the continued performance into quarter 1 and reduced the levels of some individual's debts.
- The Community Chest has successfully provided £18,723 across 23 applications for improvements to neighbourhoods, community centres and groups. The applications came in from tenants, officers, and councillors all with a view to improve social housing areas. The projects included, a new bench in Cherry Holt Park, refreshed dining rooms at Vale View, garden furniture at Gladstone House, new noticeboards, blinds and storage in several community centres in addition to raised beds, plants and support for gardening groups in Ollerton and Collingham.
- This quarter, the TSA (trade body for technology enabled care services) published an article on their website about our Careline service. The article is titled 'Celebrating the Transformative Journey of Newark and Sherwood District Council's TEC Service'. The article highlights our ongoing work to ensure that we are ready for the digital switchover. Also this highlights our proactive outreach to the tenants and residents, which has already reached approximately 75-80% of all service users.
- The warm homes on prescription scheme continues to be promoted to allow residents to prepare for the colder months this summer. To date, 36 private sector residents have participated in our fuel poverty alleviation schemes. Subject to successful application, the scheme provides funding to help low-income households replace their boiler where the current heating system is broken or beyond repair. In addition to this, we have established a collaborative partnership with Nottinghamshire County Council and Nottingham Energy Partnership which will enable fully grant-funded insulation and low carbon heating measures to be offered to low-income homeowners who do not have access to mains gas for heating.



- The Yorke Drive Regeneration scheme has faced delays in securing reserved matters planning for phase 1. These have been as a result of managing competing stakeholder requirements, however, it is anticipated that planning for phase 1 can be achieved by the end of summer 2023. We also continue to deliver resident engagement to gain feedback. This includes a resident led panel, newsletter and a 'Fun Day' which is sponsored by the developer and is programmed for the 14th August.
- We also continued to deliver a range of other successful events including, a Medieval Fun Day at the Castle which saw over 2,000 attendees and our monthly family Saturdays at the National Civil War Centre. A successful temporary exhibition 'Tubthumping' by acclaimed ceramicist Emilie Taylor was also displayed at the museum where her creations blend the traditional with the contemporary, using 17th Century slipware techniques to portray modern everyday images.

### Improve the health and wellbeing of local residents



Newark Creates is a three-year cultural programme (2021-2024) that forms part of Newark's High Streets Heritage Action Zone scheme and is currently made up of the council and a range of partners with examples including Inspire and the Newark Civic Trust. The scheme aims to help with the recovery of local high streets, from regenerating historic buildings and helping to engage local communities through art and cultural projects. The programme commenced activity this quarter with the launch of the Neurodiversity Umbrella Project in the town centre. This included the installation of hundreds of colourful umbrellas in the marketplace to celebrate and represent the one in five who has a neurodevelopmental condition.



- We also continued to deliver a range of other successful events including, a Medieval Fun Day at the Castle which saw over 2,000 attendees and our monthly family Saturdays at the National Civil War Centre. A successful temporary exhibition 'Tubthumping' by acclaimed ceramicist Emilie Taylor was also displayed at the museum where her creations blend the traditional with the contemporary, using 17th Century slipware techniques to portray modern everyday images of women at play groups, against backdrops of council flats and more.
- Last year we became a National Portfolio Organisation, having successfully been awarded funding by the Arts Council England. Starting this quarter, a three-year programme will be delivered aiming to increase cultural engagement across the district. The first projects have included an artist in residence who showcased her skills with virtual reality technology by working with visitors to co-create virtual art, the recruitment of a team of 13 and 17 year olds to act as creative influencers for the service, and a music project with SoundLINCS to engage with young people with disabilities.
- We have successfully supported a social eating lunch club at Beaumont Walk with funding we sourced from Nottinghamshire County Council. This club started in April and has provided over 60 meals in the first three months. This is the 3rd lunch club set up from this funding with the others based at Collingham and Ollerton.
- We are currently working on developing our first 'Prevention Concordat for Better Mental Health' with partners. This will include the co-creation of an action plan to improve the mental health and emotional wellbeing of our communities. We also signed up to Thrive@Work, an accreditation supporting workplace wellbeing which will help us assess our current wellbeing offer in addition to identifying opportunities for improvement.
- To empower others, we also supported Health Mentors and Peer Mentors at The Newark Academy by delivering Level 2 Young Health Champions training. Once trained, mentors will have the skills and capacity to run campaigns in school to support their peer's health and wellbeing.
- Alternative management arrangements are now in place for Southwell Leisure Centre through Active4Today. The focus is currently on ensuring that the provision meets the standards expected across all council managed leisure services whilst also ensuring the use of the existing provision before any extension to services are considered.



### Improve the health and wellbeing of local residents

# Measuring Success E 1

Quarterly Indicators	Quarter 1 21/22	Quarter 1 22/23	Quarter 1 23/24	Target 23/24
Year to Date Indicators				
Number of user visits - Active 4 Today (All)	New for Q3 21/22	259,698	274,106	250,000
Number of events held in NSDC parks	New for Q3 21/22	71	80	Trend (Increasing)
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	206	371	200
All Other Indicator Types				
Live Leisure Centre membership base (All)	New for Q3 21/22	10,991	11,604	11,500

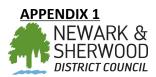
#### **Exploring our performance...**

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

The number of visits to our leisure centres has exceeded the 250,000 target by 24,106. Active4Today have recovered well from closures experienced as a result of Covid-19 and have rebuilt their membership base and number of user visits to deliver a strong end of quarter outturn.

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

# **Our Customers**



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

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



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

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

### **Our Customers**



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

#### **Exploring our performance...**

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

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

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

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

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

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

# **Customer Feedback**



#### **Customer Feedback**

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

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

#### **Compliments**

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

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

#### **Suggestions**

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

#### **Complaints**

In quarter 1 of last year, 73 complaints were raised, this has increased to 85 for this quarter's performance. The services receiving the most complaints were the most front facing, this is a usual pattern and is consistent with previous quarters. The most complaints received were for Waste and Transport, Housing Maintenance & Assets, Housing and Estate Management and Council Tax.

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

### **Customer Feedback**



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

#### Area of improvement...

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

#### What we have done to improve...

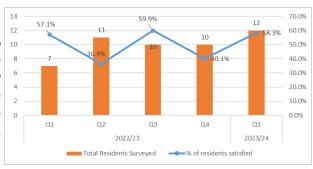
We have changed our process so that we will only advertise and allocate when we know the date the property will be fit and ready to let out

#### **Tenant Satisfaction**

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

#### **Complaints**

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





#### **Customer Services**

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

#### Lettings

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



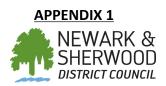
# Repairs

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



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## **Our Workforce**



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

#### **Staff Update**

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

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

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

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

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

#### **Exploring our performance...**

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

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

#### Introduction

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

#### **Corporate Compliance**

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

Blidworth Leisure Centre Bridge Community Centre Buttermarket Shopping Centre

Castle House

Church Farm Business Centre

Brunel Drive Depot - 4 Buildings (A, B, C, D)

**Dukeries Leisure Centre** 

Farrar Close

Gilstrap Centre Public Toilet Hawtonville Community Centre National Civil War Centre **Newark Beacon Innovation Centre** 

**Newark Castle** 

Newark Lorry Park & The Ranch Café

**Newark Palace Theatre** 

**Newark Sports And Fitness Centre** 

Ollerton Housing Office

**Queens Sconce Visitor Centre** 

Sherwood Forest Arts & Crafts Centre

Southwell Leisure Centre The Tom Mann Pavilion Vicar Water Visitor Centre

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

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

#### Performance Indicators for Corporate Compliance for Quarter 1 2023/24

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

<sup>\*</sup>No previous data available due to this report being a new development

#### **Exploring Our performance**

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

#### **Performance Housing Compliance**

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

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

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

#### Performance Indicators for Housing Compliance for Quarter 1 2023/24

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

<sup>\*</sup>No previous data available due to this report being a new development

#### **Exploring Our performance**

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

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

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

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

<sup>\*</sup>No previous data available due to this report being a new development

#### Risk

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

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