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Friday, 14 June 2024

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

Members of the Committee:

**Councillor N Allen
Councillor A Brazier
Councillor C Brooks
Councillor S Forde
Councillor A Freeman
Councillor R Jackson
Councillor J Kellas**

**Councillor D Moore
Councillor P Rainbow
Councillor K Roberts
Councillor M Shakeshaft
Councillor T Thompson
Councillor T Wendels**

Substitutes

**Councillor D Darby
Councillor P Farmer
Councillor J Hall
Councillor P Harris
Councillor S Michael
Councillor L Tift**

MEETING:	Policy & Performance Improvement Committee
DATE:	Monday, 24 June 2024 at 6.00 pm
VENUE:	Lifespring Centre, Sherwood Drive, New Ollerton NG22 9PP

**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.

AGENDA

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10. Revised Customer Complaint & Feedback Policy and Housing Ombudsman Complaint Handling Code Self-Assessment Update	168 - 178
11. Delivery Update on UK Shared Prosperity Fund and Rural England Prosperity Fund	179 - 190
12. Community Plan Performance Q4	191 - 229
13. Appointment of Committee Members to:	Verbal Report
(a) The Tenant Engagement Board (three Members) 2023/2024 Members: Councillors: A. Brazier, P. Rainbow and N. Ross <i>The Tenant Engagement Board is the forum through which the Council's tenants can hold the Council to account for the quality of their homes and the services they receive from the Council.</i>	
(b) The Planning Policy Board (three Members) 2023/2024 Members: Councillors: A. Freeman, M. Pringle and K. Roberts <i>To provide a detailed oversight and advise on the process of the Local Development Framework production.</i>	

Reports from Working Group

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Recommendations

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Topic Suggestions

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| 19. | Items for Future Agendas | |
| | Presentation by Councillor Oldham – Portfolio Holder for Biodiversity & Environmental Services | |
| | Annual Report on the work of the Policy & Performance Improvement Committee | |
| | Complaints Performance – Q1 Updates | |
| | Annual Compliance Update – Housing Stock | |
| | Productivity Planning | |
| | Update on Property Repair and Letting Arrangements for Council Owned Homes | |
| | Newark & Sherwood Community Lottery – Annual Update | |
| | Recommendations from Active Lifestyle Working Group – Final Report | |

Agenda Item 4

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Policy & Performance Improvement Committee** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Monday, 4 March 2024 at 6.00 pm.

PRESENT: Councillor M Pringle (Chair)
Councillor N Ross (Vice-Chair)

Councillor A Brazier, Councillor C Brooks, Councillor S Forde, Councillor A Freeman, Councillor R Jackson, Councillor J Kellas, Councillor D Moore, Councillor P Rainbow, Councillor M Shakeshaft, Councillor T Thompson and Councillor T Wendels

ALSO IN ATTENDANCE: Councillor N Allen, Councillor L Brazier, Councillor J Hall, Councillor P Peacock, Councillor P Taylor and Councillor L Tift

APOLOGIES FOR ABSENCE: Councillor K Roberts and Councillor T Smith

70 NOTIFICATION TO THOSE PRESENT THAT THE MEETING WILL BE RECORDED AND STREAMED ONLINE

71 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

Agenda Item No. 5 – Review of Grant Funding. Councillor Pringle declared an Other Registerable Interest as a Trustee of Central Notts. CA.

Agenda Item No. 10 – Community Plan Performance Update. Councillors: Rainbow; Shakeshaft; and Wendels declared Other Registerable Interests as Trustees of the Southwell Leisure Centre.

Agenda Item No. 14 – Support for Active Lifestyles Working Group Update. Councillors: Forde; Freeman and Pringle declared Other Registerable Interests as Directors of Active4Today.

72 MINUTES OF THE MEETING HELD ON 29 JANUARY 2024

The minutes from the meeting held on 29 January 2024 were agreed as a correct record and signed by the Chairman.

73 REVIEW OF GRANT FUNDING

The Committee considered the report of the Business Manager – Regeneration & Housing Strategy which sought to provide Members with the opportunity to review the range and impact of regular Council funding (through Service Level Agreements (SLAs)) supporting charities and community groups.

The report set out the scope of the grants reviewed and the vision of the Council, as set out in the Community Plan 2023/2027. Details of the current agreements in place were listed at paragraph 1.4 together with the funding per annum. The review

included consideration of whether funding should continue to the organisations listed and therefore the impact of each SLA was included. Paragraph 2 of the report listed the organisations which had demonstrated a positive impact and where it was proposed to continue with their funding.

In considering the report Members welcomed the proposed 10% inflationary uplift to the current SLA values for Citizens Advice, HomeStart, Newark & Sherwood CVS and the Furniture Project with a 3% increase in subsequent years. In response to whether the rolling 3-year grant allocation would be reviewed annually, the Business Manager advised that it would be reviewed on an annual basis with it being reset by the end of the second year.

A Member queried whether the proposal to set the allocation for a 3-year period would prohibit other organisations from applying for assistance. The Business Manager advised that if the organisation/charity aligned to the vision of the Council as set out in the Community Plan, then discussions could be held as to whether assistance could be provided.

AGREED (unanimously) that:

- a) the Policy & Performance Improvement Committee note:
 - i. the current range of charities supported by the Council through Service Level Agreement/Grant Allocation;
 - ii. the impact of funding charities for the residents of Newark & Sherwood, as detailed in Section 1.6-1.12 of the report;
 - iii. the move to modernise and standardise the agreements current in place with charities, as detailed in Section 2.3 of the report; and
- b) the Policy & Performance Improvement Committee recommends to Cabinet:
 - i. the move to a rolling three-year grant allocation to provide charities with confidence and stability in their funding, as detailed in Section 2.4-2.5 of the report; and
 - ii. a 10% inflationary uplift be applied to the current SLA values with Citizens Advice, HomeStart, Newark & Sherwood CVS and The Furniture Project, with a 3% increase in the subsequent years.

Having declared an Other Registerable Interest, the Chair did not take part in the above discussion. The Vice-Chair presided during this time.

74 BUDGET REPORTS 2024/2025

The Committee considered the report of the Business Manager – Financial Services which sought to provide Members with details of: the spending proposals in the Council’s proposed 2024/25 General Fund Revenue Budget; the Council’s Medium Term Financial Plan (MTFP) for the four financial years between 1 April 2024 and 31 March 2028; and the Capital Programme Budget 2024/25 to 2027/28. The information was provided in 3 appendices to the report and had been considered by

Cabinet at their meeting held on 20 February 2024 with recommendations being forwarded to full Council for consideration at the meeting scheduled for 7 March 2024.

Revenue Budget: It was reported that the budget proposals had been prepared in accordance with the Council's budget setting strategy for 2024/25, as approved by Cabinet on 11 July 2023. Accordingly, the budget had been derived from the 2024/25 base budget within the MTFP approved by full Council on 9 March 2023. Growth and efficiencies had been included based on engagement with Portfolio Holders throughout the budget setting process. Changes, as described in the Budget Strategy in relation to pay awards and inflation had also amended the base position.

Medium Term Financial Plan: It was reported that the MTFP demonstrated that the Council was able to set a balanced budget for 2024/25, noting that it would need to reduce expenditure and/or increase income to pay for service delivery in future years. The Council would be required to continually consider how best to manage demand for its services as well as continually monitoring and reviewing how best to deliver each service. The report included information on financial projections; fair funding review; retained business rates; council tax; new homes bonus; income from fees and charges; reserves and balances; assumptions made within the MTFP; and the proposed strategy for bridging the funding gap.

Capital Programme Budget 2024/25 to 2027/28: It was reported that the Capital Strategy had been approved by Council on 8 March 2023 and contained the capital appraisal form template and the prioritisation criteria. The capital appraisal forms were circulated to Business Managers to enable bids for new capital schemes. These were then scored in conjunction with the prioritisation criteria with the results considered by the Senior Management Team together with the proposed Capital Programme. Details of the capital expenditure in relation to the general fund and the housing revenue account were included in the report, together with the resources available. Paragraph 5 of the report set out the current plan for financing the proposed capital programme.

In considering the report and appendices, the Members thanked the Business Manager for his presentation of the information and noted the report.

AGREED (unanimously) that the Policy & Performance Committee note the reports as presented to Cabinet on 20 February 2024.

75 PROJECT GENERAL FUND AND HRA REVENUE & CAPITAL OUTTURN REPORT TO 31.03.24 AS AT 31.12.23

The Committee considered the report of the Business Manager – Financial Services which sought to update Members with the forecast outturn position for the 2023/24 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets. The report also detailed performance against the approved estimates of revenue expenditure and income; reported on major variances from planned budget performance; and reported on variations to the Capital Programme for approval, all of which were in accordance with the Council's Constitution.

The report provided information as to the current position as at 31 December 2023. This included a projected unfavourable variance on service budgets against the revised budget of £0.331m, which represented a 1.86% of the total service budgets. It was further report that there was an overall favourable variance of £0.636m to be transferred to General Fund reserves. Appendix A to the report set out the variances projected against each of the portfolio holder budgets.

AGREED (unanimously) that the Policy & Performance Improvement Committee note:

- a) the General Fund projected unfavourable outturn variance on service budgets against the revised budget of £0.331m;
- b) the Housing Revenue Account projected favourable outturn variance of £0.025m to the Major Repairs Reserve; and
- c) the Capital Programme forecast outturn of £69.381m.

76 PRESENTATION BY THE LEADER OF THE COUNCIL - COUNCILLOR PAUL PEACOCK

The Committee considered the presentation delivered by the Leader of the Council, Councillor Paul Peacock, Portfolio Holder for Strategy, Performance & Finance. He provided Members with details of the remit for his portfolio together with information as to the latest position with the East Midlands Council's and East Midlands Combined Authority devolution. He also provided the Council's framework, detailing delivery themes; connecting aims; objectives; and outcomes.

He stated that the East Midlands Council's Combined Authority would offer opportunities for funding with the first year being focussed on transport. He added that he represented the whole of the district, and that part of that role was to determine how best Newark & Sherwood could benefit from the new Authority.

In considering the presentation a Member welcomed the appointment of a Mayor and the opportunities for additional funding. In noting there had been a shortfall in commercialisation, he queried what measures the Leader had taken in the first year to resolve that issue. In response the Leader advised that it was an ongoing process. Ways in which the Council could reduce expenditure or increase income were constantly monitored, noting that government funding of local authorities had reduced significantly from previous years. He acknowledged that the Council needed to be more commercial, noting that that had been the reason for the establishment of Arkwood Developments Ltd. He advised that the Transformation Team would continue to review ways to increase income, noting that local government finances were volatile at present, but that Newark & Sherwood were well placed in comparison to some other local authorities.

In response to whether he had any intention to revise the allocation of responsibilities within each portfolio, the Leader acknowledged that his portfolio did appear to be larger than some of the others and that it was his intention to review that, noting that some of the newer portfolios would grow organically over time. He added that he was in discussions with the Business Manager – Democratic Services in relation to how the committee cycle facilitated decision making.

A Member queried whether the decision to stop 'days of action' had been due to budget issues. In response, the Business Manager – Regeneration & Housing Strategy advised that they were still going ahead, but rather than the Council leading on them, it was now community led with the Leader adding that he was pleased to see the Council engaging with community groups.

In relation to the issue of the Council's previous commitment to be a paper-light authority some years previously, a Member noted that little appeared to have changed. The Leader acknowledged that it was sometimes difficult to be totally paperless but that the matter perhaps needed to be reviewed.

In noting the current number of vacancies, a Member queried what plans the Leader had to fill those roles. In response, the Leader advised that he was speaking with the Chief Executive with a view to undertaking a Pay Review.

In response to when the Kerbside Glass Recycling would commence, the Leader confirmed that bins were currently being delivered to households and that they could begin using them immediately. The collection of glass would commence on 8 April 2024.

In referring to the devolution deal, a Member expressed concern that county functions may be devolved upwards and queried how that could be counteracted. In response, the Leader advised that the Council needed to make the process of investing in Newark & Sherwood as simple as possible. The Council needed to explain their needs and what the benefits would be if investment was allocated. Any bid for investment must be well rounded and balanced.

In closing the debate, the Chair thanked the Leader for his attendance and for responding to queries raised by the Committee.

77 HOUSING, HEALTH & WELLBEING HOUSING COMPLIANCE ASSURANCE REPORT Q3 2023/2024

The Committee considered the report of the Business Manager – Housing Maintenance & Asset Management which sought to provide Members with the performance position as of 31 December 2023 in relation to compliance including actions to rectify identified issues and to advise of a change to the format for performance reporting.

The report provided details of performance of housing compliance services with a focus on exceptions performance, which were outside the Council's target parameters. It was reported that performance was shared with the Portfolio Holder for Housing and was a standard agenda item for discussion at Tenant Engagement Board meetings. Performance exceptions were reported as: Gas Servicing – this was 99.65% compliant; Oil Servicing – currently 8 homes where the oil service had not been completed; and EICR Certifications less than 5 Years Old and HouseMark EICRs – currently 41 properties without a EICR electrical certification of less than 5 years old, 34 of which were in a legal process. It was also reported that in relation to gas compliance, the Council wrote to the Regulator for Social Housing on 5 February requesting removal of the regulatory notice with supporting evidence.

In considering the report, the Chair noted the proposed change to the format of the performance report and requested that Committee be presented with both the old and new format to enable a comparison to be made.

AGREED (unanimously) that the Policy & Performance Improvement Committee note:

- a) the exceptions to performance of the housing service compliance functions;
- b) the request to the Regulator for removal of the regulatory notice; and
- c) that the presentation of performance will change from Quarter 1 – 2024/25 reporting cycle onwards.

78 COMMUNITY PLAN PERFORMANCE Q3

The Committee considered the joint report of the Transformation & Service Improvement Manager and Officer which presented to Members the Quarter 3 Community Plan Performance Report (October to December 2023). Members were asked to review the Reports attached as Appendix 1 together with the Compliance Report attached as Appendix 2.

In considering the report Members queried where the new CCTV control room would be located. The Transformation & Service Improvement Manager advised that a location had not yet been finalised but Castle House was the preferred site.

In relation to anti-social behaviour, Members queried whether specific areas were being targeted. In response, they were advised that the increase was across the whole district but that areas targeted specifically were seeing an improvement. Members also queried whether the new contractors employed to carry out enforcement duties were visiting rural areas. The Transformation & Service Improvement Manager advised that further information would be included in the next quarterly report. The Chair suggested that ward specific information be included in the report from the Business Manager – Public Protection in relation to Bassetlaw and N&S CSP Progress & Performance due to the June 2024 meeting.

AGREED (unanimously) that the Community Plan Performance Report Q3 be noted.

79 COMMUNITY PLAN PERFORMANCE TARGETS

The Committee considered the report of the Transformation & Service Improvement Manager which sought to provide Members with an update on the performance framework, improvements and indicators that would be used to monitor and measure performance against the 2024/27 Community Plan.

It was reported that following the development of the new Community Plan it was necessary to revisit the overarching framework and how performance was monitored and measured. As part of that process, it was proposed that both the district and

customer sections would be enhanced with the indicators also being reviewed to reflect the new objectives and ambitions. Details of the indicators were contained within the appendix to the report, including: Improve Health & Wellbeing; Increase the Supply, Choice and Standard of Housing; Raising of Peoples' Skill Levels and Create Employment Opportunities for them to Fulfil their Potential; Reduce Crime and Anti-Social Behaviour; Reduce the Impact of Climate Change; Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging; To be a Top Performing, Modern and Accessible Council; and Complaints/Feedback/Customer.

In considering the report Members commented that they had little opportunity to consider and comment on the information, querying the reason for the delay. The Transformation & Service Improvement Manager advised that the recent storms and associated flooding had led to a delay in the completion of the Business Plan Cycle as Business Managers had been reacting to the flooding emergencies with the Senior Leadership Team (SLT) giving a 4-week extension to the deadline.

In relation to new indicators, specifically total footfall across all heritage and culture services and site, a Member queried how the proposed target had been derived. The Transformation & Service Improvement Manager advised that additional sensors had been installed and were able to capture additional footfall. He added that all targets had been scrutinised by SLT and asked the Committee to scrutinise the quarterly reports, highlighting any additional information they required.

In closing the debate, the Chair welcomed the report and strongly encouraged all Members of the Committee to scrutinise the information presented to them.

AGREED (unanimously) that the Performance Framework indicators be noted.

80 2024 PEER CHALLENGE

The Committee considered the report of the Director – Customer Services & Organisational Development which provided Members with an update on the Council's Peer Challenge, its approach and timeline.

It was reported that the Local Government Association operated a peer challenge programme which supported continuous improvement by providing effective insight, guidance and challenge to enable continuous improvement, as well as assurance to local leaders and residents.

AGREED (unanimously) that:

- a) the rationale and practicalities for an LGA Peer Challenge be noted; and
- b) the Peer Challenge be welcomed and the progress with provisional arrangements be endorsed.

81 MANSFIELD & DISTRICT CREMATORIUM JOINT COMMITTEE

NOTED the Minutes of the Mansfield & District Crematorium Joint Committee held on Monday, 15 January 2024.

82 SUPPORT FOR ACTIVE LIFESTYLES WORKING GROUP UPDATE

The Committee considered the verbal update of the Chair of the Support for Active Lifestyles Working Group, Councillor Celia Brooks.

Councillor Brooks advised that the third meeting of the working group had been held on 1 March 2024 with an emphasis on discussing the progress of the group to-date. The group had looked at a wide range of information covering all areas of the Council's current offer, noting that the focus was now to consolidate the information and agree some firm recommendations in preparation for the final report to committee.

Councillor Brooks also advised that Officers would continue to build on existing data to support the working group's findings and this was being undertaken by several officers across the Council who had been supporting the work of the group. All indications were that the Council provided support to number of activities that enhanced their residents' opportunity to lead an active lifestyle. Councillor Brooks finished by advising she would update the relevant Portfolio Holder of the findings of the group for information purposes.

AGREED (unanimously) that the verbal update be noted.

83 INFORMATION SHARING WITH MEMBERS WORKING GROUP UPDATE

The Committee considered the verbal update of the Chair of the Information Sharing with Members Working Group, Councillor Jack Kellas.

Councillor Kellas advised that the Working Group had last met on 22 February when they had received a demonstration of Power BI which had been designed and developed inhouse. The group were due to receive a demonstration by an alternative provider at their next meeting, following which a comparison of the two would be made.

He advised that in relation to Stage 2 complaints, these would begin to be signposted to raise awareness. He also advised that the Communication & Marketing Manager had attended the previous meeting to speak about how they could assist Members in their role, for example with the use of social media. He also reminded Members that they each had a designated Democratic Services Officer who they should contact for any assistance they required.

In considering the verbal update a Member commented that the breath of work of the group had widened from that originally set. He queried whether the software demonstrated could generate push notifications for Members or whether they would need to log on to find the information themselves. Councillor Kellas replied that it was his understanding that the information would be accessible on the Members'

intranet and that this would have a filtering function with training for Members being provided. The information could also be provided in a report format similar to the Community Plan Performance Report but it should be noted that only a Member's own ward information would be provided.

AGREED (unanimously) that the verbal update be noted.

84 CABINET FORWARD PLAN - FEBRUARY TO MAY 2024

NOTED the Cabinet Forward Plan for the period February to May 2024.

85 MINUTES OF CABINET MEETING HELD ON 23 JANUARY 2024

NOTED the Minutes of the Cabinet Meeting held on 23 January 2024.

86 ITEMS FOR FUTURE AGENDAS

NOTED the provisional Agenda items for future meetings.

Meeting closed at 7.59 pm.

Chair



Report to: Policy & Performance Improvement Committee Meeting - 24 June 2024

Director Lead: Matthew Finch, Director - Communities & Environment

Lead Officer: Jenny Walker, Business Manager – Public Protection

Report Summary	
Report Title	Bassetlaw and Newark & Sherwood Community Safety Partnership Progress and Performance Update and Review of Priorities.
Purpose of Report	To provide an update on the performance data and activities for crime and ASB across the Bassetlaw and Newark & Sherwood Community Safety Partnership. The report will set out the 2023/2024 performance and activities and set out the priorities for 2024/2025.
Recommendations	That the Policy & Performance Improvement Committee note: a) the performance data presented and the activities undertaken in 2023/2024; and b) the priorities for 2024/2025 review of the Community Safety Partnership performance and priorities.

1.0 Background

1.1 The existence of a Community Safety Partnership (CSP) is a statutory requirement under Section 5 of the Crime & Disorder Act 1998 (“the Act”), as amended by the Police Reform Act 2002 and the Police & Justice Act 2006. There are a number of ‘Responsible Authorities’ that form the partnership. They are:

- The District Council(s)
- The County Council
- The Chief Officer of Police
- The Fire and Rescue Authority
- The Integrated Care Boards

1.2 The Bassetlaw and Newark & Sherwood CSP (BNSCSP) meets on a quarterly basis with wider partners through the Joint Strategic Group (JSG). The chair of the JSG represents the CSP at the Nottinghamshire Safer Neighbourhoods Board and this role alternates between the two district councils on a biennial basis. A refreshed Community Safety Strategy has been drafted to detail the complex make up of Community Safety and how the groups and boards fit and work together. Linked to this will be a delivery plan, specific to each area. This delivery plan will detail the work required to meet the statutory and countywide requirements alongside our Community Plan objectives and wider activities and priorities.

1.3 The CSP and its priorities are determined by statutory requirements set by government and localised priorities and requirements through the Safer Notts Board and related strategic groups. At the last meeting of this Committee its was agreed that members would like an opportunity to review and influence the local priorities moving forward and requested to review wider data related to crime and Anti-Social Behaviour across the district. It is intended that the Delivery Plan will be shared with this committee in December 2024 to enable discussions on priorities for the coming year.

2.0 Proposal/Options Considered

2.1 Each month the CSP analyst produces a performance report based on all crime and anti-social behaviour. This shows the comparative performance of the Community Safety Partnerships in the county (there are three) and each district. This shows the change in all crime/ASB compared to the same period last year as well as providing some more detailed analysis on the locations and causes of any hot spots.

2.2 The performance for Crime for 2023/2024 is shown below, which shows NSDC had a 1.1% increase in crime when compared with the previous year:

All Crime				
	FYTD Volume 22/23	FYTD Volume 23/24	Volume Change	% Change
Force	105,034	101,957	-3077	-2.9%
City	41,256	40,262	-994	-2.4%
County	61,543	60,092	-1,451	-2.4%
Ashfield	11,009	10,987	-22	-0.2%
Mansfield	11,835	12,058	223	1.9%
Bassetlaw	10,939	9,781	-1,158	-10.6%
Newark & Sherwood	8,636	8,731	95	1.1%
Broxtowe	7,146	7,111	-35	-0.5%
Gedling	6,478	6,274	-204	-3.1%
Rushcliffe	5,487	5,133	-354	-6.5%

Source: Nottinghamshire Police's Management of Information Crime and Outcomes Dashboard

The performance for ASB for 2023/2024 is shown below, which shows NSDC had a 11.8% reduction in ASB when compared to the previous year:

All Anti-Social Behaviour				
	FYTD Volume 22/23	FYTD Volume 23/24	Volume Change	% Change
Force	31,390	28,948	-2,442	-7.8%
City	13,734	12,673	-1,061	-7.7%
County	17,590	16,197	-1,393	-7.9%
Ashfield	3,219	2,988	-231	-7.2%
Mansfield	3,210	3,036	-174	-5.4%
Bassetlaw	2,846	2,531	-315	-11.1%

Newark & Sherwood	2,876	2,538	-338	-11.8%
Broxtowe	2,139	1,977	-162	-7.6%
Gedling	2,050	1,781	-269	-13.1%
Rushcliffe	1,250	1,346	96	7.7%

Source: Nottinghamshire Police's Management of Information Crime and Outcomes Dashboard

- 2.3 Following discussions with Chair and Vice Chair of the committee, we have worked with our Police Analyst to develop a more detailed, ward-based data set for crime and ASB. The format and data included has been considered and agreed as the format to use moving forward. **Appendix 1** sets out the data, by ward for both crime and ASB in the last six months.
- 2.4 In addition, it was also agreed that rather than a once a year update report on the previous year's data and activities, that a further report would be provided to the committee six months later around the end of Quarter 3. This will provide another set of data part way through the year but would enable members of the committee to review and consider actions and activities undertaken and enable discussions on any additional priorities Members would like to see add to the new plan for the year.
- 2.5 Members will be aware that the new Community Plan for NSDC contains an objective to reduce Crime and Anti-social Behaviour, which lists 22 objectives for delivery. These have been added to the annual priorities alongside statutory requirements and the delivery of ongoing projects such as Safer Streets 5 and the delivery of diversionary activities through Locality Funding provided by the OPCC.
- 2.6 There are a number of key priorities that are linked to the Safer Nottinghamshire Board that we also must be mindful of, many are either statutory requirements or impact wider areas. These include:
- Anti-social Behaviour (ASB)
 - Counter-Terrorism - Prevent
 - Domestic Abuse (DA)
 - Hate
 - Modern Slavery & Human Trafficking
 - Serious Violence (SV)
 - Violence against Women & Girls (VAWG)
 - Neighbourhood Crime
 - Vulnerability and Safeguarding

Activities and Improvements 2023-2024

- 2.7 Substantial changes and improvements have been made in relation to Community Safety during 2023-2024 and we are actively seeking to build on these improvements moving forward. The below sets out some of the improvements, projects or changes that have taken place over the last twelve months:

- **Increase in staff resources within Community Safety Team** – Cabinet approved the creation of a Senior ASB Officer, this post was recruited internally. An additional ASB Officer was also created and recruited to. The team has now increased from two ASB Officers, to 1 Senior ASB Officer and 3 ASB Officers. The vacant Community Safety Officer and the Anti-Social Behaviour Support Officer roles were reviewed and merged to create a new Community Safety Support Officer post, which has also been recruited to. The team is now fully staffed and working well
- **New Temporary Post funded by the OPCC** – Following the work created by the Office of the Police and Crime Commissioner in relation to Immediate Justice, we have created a new fixed term role, funded by the OPCC, to look at how we can engage and assist with the Immediate Justice Programme. The role is funded for a period of 12 months and looks to review NSDC policies and procedures to consider how NSDC can refer adult offenders into the scheme and to update and relevant policy reviews. NSDC has also been approached to pilot an Immediate Justice Plus scheme which will look at using the principles of Immediate Justice alongside dedicated case work for those aged 14 to 17.
- **Community Protection Officers moved to patch working** – Following successful recruitment to vacant posts we now have 4 full time CPOs that work across the district, each has been assigned a patch linked to the ASB Officers. Officers work collaboratively with local areas and the Police beat teams. This change has seen positive feedback from local communities
- **Completion of Safer Streets 4** – Project ended at the end of September 2023 and saw nearly all of the original projects completed. This included replacement and additional CCTV cameras, gating at St Marks Precinct, creation of a Safer Gym Scheme, Nights of action related to Cocaine and Violence Against Women and Girls (VAWG), improved street lighting in the town centre around Church Walks, environmental improvements and ShopWatch. Safer Streets 5 commenced in October and between October and March 2024 the youth shelter and related infrastructure was installed alongside environmental improvements at Balderton Lakes and the development of attitudinal change activities.
- **Commencement of Safer Streets 5** – The BNS CSP submitted a bid to the OPCC in August 23 for funding to support improvements in one of the areas identified by the scheme. This was the first year it moved away from Newark Town Centre and a bid submission for Balderton North was submitted and successful. The project started in October straight after Safer Streets 4 finished and includes environmental improvement (new bins, benches and lockable lifebuoys) at Balderton lakes, a new youth shelter at Coronation Park, the creation of a neighbourhood watch and associated training and a calendar of attitudinal and behavioural change events for young people. Year 2 of the project has commenced and aims to install new CCTV and lighting at the Balderton Lakes car park alongside other CCTV improvements.
- **CCTV Review and Replacement Scheme** – Following the ASB Working Party Review a comprehensive review of all the CCTV cameras, locations, condition and processes was considered and reported to cabinet. This included setting out the CCTV replacement scheme that aims to replace 10 CCTV cameras per year starting with the oldest.
- **Changes to CCTV Control Room Monitoring** – At the March 24 Cabinet meeting members approved the commencement of the project to come out of the CCTV Partnership for the monitoring of our cameras to create a Newark based CCTV control room to enable proactive monitoring.

- **Enforcement Actions** – There has been many positive enforcement actions that have taken place in the last year, this has included:
 - 3 Closure Orders on premises that were negatively impacting the communities
 - 3 Injunctions on young people who had been involved in serious incidents in Newark Town Centre
 - Criminal Behaviour Order jointly secured with Nottinghamshire Police on a person committing ASB and persistent shop theft in Ollerton.
 - 1 Injunction on an individual causing nuisance in Newark
 - 9 Community Protection Warnings have been issued in the past 12 months to adults causing anti-social behaviour in communities. A Community Protection Notice was issued to 1 person following a breach of the Warning.
 - In the past 12 months, 16 first stage and 2 second stage Warning Letters have been issued to young people causing nuisance in the community.
 - In this same period, 13 young people have entered into Acceptable Behaviour Contracts.
 - 3 Enforcement Warnings (pre-Court enforcement) have been issued to young people in this period.
- **The creation and submission of the BNS CSP Serious Violence Local Response Plan** – This is a statutory requirement to be completed by the end of January 2024. All plans were submitted to the Home Office by the deadline. This is a live document reviewed each quarter and reported back to the Violence Reduction Partnership at the OPCC who monitors the requirements.
- **Four Designing Out Crime Reports completed** – Site reviews and reports have been completed by the Nottinghamshire Police Designing Out Crime Officer. These reports look at specific locations, the police data, the issues that are arising and makes recommendations for improvements. The areas completed include Newark Town Centre, Hawtonville around the Co-op, Welcome Break Service Station at Balderton, Lakeside Shopping Centre, Balderton (final report pending)
- **Public Spaces Protection Order (PSPO) Review** – The existing PSPOs place controls in relation to Alcohol and Dispersal in Newark Town Centre, Dispersals at Balderton Lakes, Lakeside Shopping Centre and Coronation Park, fire control at Vicar Water and dog control district wide. A full review and public consultation is ongoing with the aim of submitting updated orders for approval at the July Cabinet. It is likely that all existing orders subject to minor amendments will remain with the addition of fire control at Sconce and Devon Park, Prohibition of vehicles at Eakring Road and an additional dispersal order at Hawtonville.
- **Diversionsary Activities** – through OPCC funding, a range of diversionsary activities have taken place across the district, including cookery sessions delivered by Community Development and Health and Wellbeing teams, Extreme Wheels commissioned to deliver 42 sessions in locations across the district and currently hosting sessions at Sherwood Avenue Park, Newark. A two week safety event is scheduled to take place in June 2024, with circa 900 Year 6 students attending sessions at Sconce Park, Newark, and Vicar Water Country Park, Clipstone – the sessions will include partnership working with NFRS, Police, NCC VIA, Newark First Aiders, NSDC Environmental Services, Hope Drug Prevention, and Sherwood Forest Trust. Learning will focus on water and fire safety, first aid, wildlife crime and conservation, incorporating the Great Big Green Week.

Planned Activities and Priorities for 24/25

2.8 There are a number of ongoing projects running through 24/25 alongside key priorities aside from the specific Community Plan objectives these include:

- **Completion of Safer Streets 5** – Year 2 of SS5 will see the completion of key projects, the installation of lighting and CCTV at Balderton Lakes car park, the creation of a Neighbourhood Watch Scheme and the delivery of the diversionary activities programme. A Water Safety event is scheduled for July 2024 at Balderton Lakes, with 100 Year 5 students from local Balderton schools attending. A programme of specialist outreach work is due to take place in the summer, which will lead into a graffiti art project at Coronation Street Park. Prison Me No Way have been funded to deliver sessions within Newark Academy in September 2024 on a range of topics including ASB, knife crime, etc.
- **Prevent** – We have a statutory duty in relation to Counter Terrorism known as Prevent. We are required to have plans in place, publish our Counter Terrorism Local Profile, undertake staff training and provide support to the Counter Terrorism Team in relation to requests for information. This work will be ongoing throughout this year to ensure we are meeting our requirements
- **Localities Funding** – We have submitted to the OPCC our bid for Localities Funding for 24/25. We use this funding each year to deliver these activities across the district. These events are crucial in our holistic approach to dealing with ASB and is vitally important to continue to engage with young people across the district.
- **Enforcement Activities** – The Community Safety Team will continue to push forward on all enforcement cases. There is currently 2 Criminal Behaviour Orders, 1 Closure Order and 2 Interim Injunctions pending.
- **Developing the Partnerships** – A significant amount of effort took place last year to review and improve a number of different panels that are used to monitor and deal with offenders. In April 2024 these were reviewed with feedback from partners and further improvements will be made as we move through the year.
- **Domestic Abuse Housing Alliance** – This is a large organisation wide project that started in April 2024 at NSDC. We are the last of the 3 councils to go through this accreditation. Mansfield and Bassetlaw have already been through the process and we have taken their learning to assist with our project. This project will look at how we deal with and support both survivors and perpetrators of domestic abuse both as service users and staff. There will be council wide training and a review of all policies to ensure that we are meeting the requirements.

3.0 Implications

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

3.1 **Financial Implications FIN24-25/628**

The posts that support the work of the CSP are fully budgeted. Any activities that are undertaken to support the CSP are funded from existing budgets or are subject to bids to a variety of sources.

There are no additional unforeseen financial implications and no direct financial implications to the current budgets or the medium-term financial plan.

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.

Cabinet Report – Community Safety Resources – July 2023

Cabinet Report – CCTV December 23 and March 24

Cabinet Report – Public Spaces Protection Orders – February 2024

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

Document is Restricted



Report to: Policy & Performance Improvement Committee: 24 June 2024
 Director Lead: Sanjiv Kohli – Deputy Chief Executive and Director - Resources
 Lead Officer: Nick Wilson, Business Manager – Financial Services

Report Summary	
Report Title	Provisional Financial Outturn Report to 31 March 2024
Purpose of Report	<p>To present to Members the provisional 2023/24 financial outturn position on the Council’s revenue and capital budgets, including:-</p> <ul style="list-style-type: none"> • General Fund Revenue • Housing Revenue Account • Capital Programme • Provisions and Impaired Estimates on Debtors • Usable Reserves • Collection Fund <p>This report provides Members with a summary of actual income and expenditure compared to the revised budget and how any surpluses/deficits have been allocated to/from reserves.</p>
Recommendations	<p>That the Policy & Performance Improvement Committee note:</p> <ol style="list-style-type: none"> a) the final outturn of revenue and capital spending for 2023/24; b) the variations to the capital programme, as set out in paragraph 1.15 and 1.16; c) the capital financing proposals as set out in paragraph 1.20; d) capital programme reprofiling of £13.588m rolled forward into 2024/25 as per appendices E and F; e) the movement in Provisions and Impaired Estimates on Debtors; f) the creation of the new reserve, as outlined in paragraph 1.27; and g) the individual contributions to, and withdrawals from, the revenue and capital Usable Reserves.

1.0 Background

Overview of Provisional General Fund (GF) Revenue Outturn for 2023/24

- 1.1 The accounts show a favourable variance of £0.252m on service budgets, with a total favourable variance of £0.989m as follows:-

Table 1: General Fund Revenue Outturn for 2023/24 Financial Year as at 31 March 2024

	Budget £'m	Outturn £'m	Variance £'m
Biodiversity and Environmental Services	1.532	1.539	0.007
Climate Change	2.792	2.628	(0.164)
Community Safety & Community Development	2.440	2.482	0.042
Health, Wellbeing and Leisure	3.925	3.854	(0.071)
Heritage, Culture & the Arts	0.868	0.716	(0.152)
Housing	5.158	5.146	(0.012)
Strategy, Performance & Finance	10.950	11.307	0.357
Sustainable Economic Development	4.873	4.614	(0.259)
Net Cost of Services	32.538	32.286	(0.252)
Other Operating Expenditure	4.487	4.634	0.147
Finance & Investment Income & Expenditure	(2.547)	(2.540)	0.007
Taxation & Non Specific Grant Inc	(25.967)	(26.748)	(0.781)
Net Cost of Council Expenditure	8.511	7.632	(0.879)
Transfer to/(from) Unusable Reserves	(7.140)	(7.250)	(0.110)
Transfer to/(from) Usable Reserves	(1.371)	(0.382)	0.989
Transfer to/(from) General Balance	0.000	0.000	0.000

- 1.2 Based on the table above, usable reserves have increased by £0.989m. This increase has been applied to the Medium Term Financial Plan Reserve to assist with mitigating future funding pressures. The statutory General Fund balance has not varied during the year and remains at £1.500m, which is in accordance with the Medium Term Financial Plan approved on 7 March 2024.
- 1.3 The table below shows further detail regarding the variances which make up the additional transfer of £0.989m into Usable Reserves:-

Reason for Variance	Value £'m
Savings in Microsoft licencing £0.073m, £0.100m in additional charges to the HRA in respect of the build of the new Housing Management system	(0.194)
Vacant posts within the Administration Business Unit	(0.071)
Increase in cost of rent allowance payments and discretionary support for Council Tax payers	0.165
Housing Benefit grant income less than budgeted	0.120

Additional income of £0.052m across Trade refuse, Bulky waste and Garden waste together with reductions in payments to Notts County Council for waste disposal and a lower reliance on agency staff	(0.088)
Additional net income generated at the Palace Theatre of £0.170m offset by funds set aside for Building bridges project	(0.110)
Vacant posts within the Health and Community relations team	(0.072)
Additional planning income of £0.190m together with a saving in outsourced legal costs	(0.266)
Reduction in income generation as major tenant moved out of the Beacon within the year.	0.073
Increase in utility costs within Castle House	0.093
Costs incurred by the Council in relation to the flooding events.	0.094
Reduction in income generation at the lorry park due to the floods, together with the cleaning costs of taking away flood waters	0.097
Charge to HRA no longer applicable for Farrar Close	0.053
Budgets created in relation to glass recycling not expended in year £0.050m additional vehicle inspection income of £0.018m and additional recharge to HRA for the cost of repairs to vehicles £0.046m	(0.128)
Other Variances	(0.018)
Favourable variance on services	(0.252)
Contribution towards bad debt provision	0.154
Additional income from the Nottinghamshire Business Rates Pool	(0.541)
Reduction in Minimum Revenue Provision due to slippage on Bowbridge Road Carpark scheme in 2022/23	(0.110)
Internal Drainage Board grant received in year	(0.240)
Additional transfer to Usable reserves	0.989

- 1.4 Further details of the favourable variance on Service Budgets managed by the Business Managers of £0.252m against directorate budgets are in **Appendix A**.
- 1.5 Net Interest receivable amounted to £1.165m over budget. This was based on actual interest rates being higher than budgeted throughout the course of the year. The budget was based upon average interest rates being at 3.00% and average balances of £45.326m, whereas the outturn was an average interest rate of 4.72% on average balances of £59.759m. The increase in average balances was mainly due the movement in the Capital Programme budgets in year.
- 1.6 The additional interest has been assigned to the Capital Provision Earmarked reserve, replacing the need for borrowing in the approved capital program for specific short-lived assets. As a result, this will lead to future revenue savings by reducing the annual Minimum Revenue Provision (MRP) charge. Specifically, the savings will amount to £0.104m in 2025/26 and £0.143m throughout the Medium-Term Financial Plan (MTFP) period thereafter.
- 1.7 Business Rates amounted to £0.541m over the anticipated budgeted figure. This was due to the growth that has been seen over a number of years in the District's business' ratable values. £1.459m was received in returned funding from the Nottinghamshire

Business Rates pool (for which £0.600m was budgeted for). As there was further growth generated in year an additional £0.408m was paid to Nottinghamshire County Council in levy payments. The remaining £0.090m was additional section 31 grants, tariff adjustments and renewable energy in year.

Final position (as at 31 March 2024) compared to previous position (as at 31 December 2023)

- 1.8 The previous budget monitoring report to Cabinet projected an unfavourable variance against the revised budget of £0.331m on Service budgets. This report describes the actual favourable variance, against the revised budget, of £0.252m on Service budgets: an increase of £0.583m. *Table 2* summarises the changes in variance against committee budgets between the two reports. Further details of these changes by Portfolio are in **Appendix B**.

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

Net Cost of Services variance as at 31/12/2023 (05/03/2024 Cabinet report)	0.331
Biodiversity and Environmental Services	(0.068)
Climate Change	(0.089)
Community Safety & Community Development	0.114
Health, Wellbeing and Leisure	(0.030)
Heritage, Culture & the Arts	(0.091)
Housing	(0.011)
Strategy, Performance & Finance	(0.355)
Sustainable Economic Development	(0.053)
Net Cost of Services variance as at 31/03/2024 (25/06/2024 Cabinet report)	(0.252)

Carry Forwards

- 1.9 Previous years have seen officers requesting carry forwards of underspends that relate to the timing of payments that have extended past the year-end date of 31st March in year. This year, the s151 Officer has approved £0.695m to be carried forward into 2024/25.
- 1.10 Any unspent conditional grants are dealt with separately and are transferred to the balance sheet for either repayment or expenditure in the following year dependent upon its terms and conditions.

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

- 1.11 The financial outturn position to 31 March 2024 for the HRA before appropriations to reserves is a deficit of £0.099m. *Table 3* summarises these variances.

Table 3: HRA Revenue Outturn for 2023/24 Financial Year as at 31 March 2024

	Budget £'m	Outturn £'m	Variance £'m
Expenditure	27.917	27.721	(0.196)
Income	(27.854)	(27.805)	0.049
Net Cost of HRA Services	0.063	(0.084)	(0.147)
Other Operating Expenditure	(0.034)	0.052	0.086
Finance & Investment Income/Expenditure	3.809	3.969	0.160
Taxation & Non Specific Grant Income	(1.643)	(1.643)	0.000
(Surplus)/Deficit on HRA Services	2.195	2.294	0.099
Movements in Reserves			
Transfer to/(from) Usable Reserves	1.547	1.547	0.000
Transfer to/(from) Unusable Reserves	(14.204)	(14.204)	0.000
Transfer to Major Repairs Reserve - Depreciation	5.994	5.784	(0.210)
Transfer to Major Repairs Reserve – Revenue Contribution	4.468	4.579	0.111
Total	0.000	0.000	0.000

- 1.12 Further details of the variances against HRA budgets are in **Appendix C**.
- 1.13 Further details of the changes in variance between this report and the previous report are in **Appendix D**.

Overview of Provisional Capital Outturn for 2023/24

- 1.14 Capital monies are spent on building or enhancing the Council's asset base. There are rules and regulations regarding what can be classed as capital expenditure and this spend must be financed separately from the day to day running costs of the Council.
- 1.15 Members approved all variations to the Capital Programme. At its meeting on 5 March 2024, Cabinet approved the revised budget of £69.585m. Since that meeting, there has been one change made to the budget in the General Fund, in relation to the use of S106, approved via an urgent decision on 5 March 2024. This has increased the budget by £0.264m to £60.849m. This has been included in the detail at **Appendix E**.
- 1.16 In addition to the above change, Cabinet Approval is being sought for the allocation of £0.119m S106 monies in relation to Phase 3 Cluster 4 affordable housing project. This is a specific affordable housing contribution (reference AG1224), in relation to the land at 17 Northgate which now forms 12 Flats. This does not change the overall budget; it is the use of this funding to finance the expenditure.
- 1.17 The accounts show lower levels of expenditure of £14.464m or 20.7% of the revised capital programme budget. As with all financial programmes, there will always be an element of slippage on capital schemes at the end of the financial year. It is proposed that the Cabinet approve the re-profiling of capital schemes totalling £13.588m

(£10.297m GF and £3.291m HRA) as detailed in **Appendices E and F**. This is because the majority of the schemes are already committed. For clarity, where a scheme has been completed, any remaining budgets will not be carried forward.

Table 4: GF and HRA Capital Outturn for 2023/24 Financial Year as at 31 March 2024

Spend Type	Budget Approved as per Cabinet 5/3/24 £'m	Revised Post Cabinet £'m	Outturn £'m	Variance £'m
GF	18.284	18.548	9.832	(8.716)
GF REFCUS*	33.975	33.975	31.518	(2.457)
GF Total	52.259	52.523	41.350	(11.173)
HRA	17.215	17.215	13.924	(3.291)
HRA REFCUS*	0.111	0.111	0.111	0.000
HRA Total	17.326	17.326	14.035	(3.291)
GF and HRA Total	69.585	69.849	55.385	(14.464)

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

- 1.18 The GF variance of £11.173m is comprised of £10.297m of carry forward requests, and favourable variances of £0.876m. Further details are in **Appendix E**.
- 1.19 The HRA variance of £3.291m is comprised of £3.291m of carry forward requests. Further details are in **Appendix F**.
- 1.20 Capital spending in the year totalled £55.385m. This Capital expenditure has been funded by a combination of borrowing, external grants and contributions, receipts, major repairs reserve and revenue contributions. It is proposed that Cabinet approve the revised capital financing proposals as summarised in *Table 5*:

Table 5: Proposed 2023/24 GF and HRA Capital Outturn Financing

Source of Financing	GF Programme £'m	HRA Programme £'m	Total £'m
Borrowing	3.257	0	3.257
External Grants & Contributions	33.486	1.643	35.129
Capital Receipts	0.026	2.046	2.072
Revenue Contributions	4.580	10.437	14.927
Total Financing	41.349	14.036	55.385

Provisions for Future Liabilities

- 1.21 Provisions are made when an event has taken place that gives the Council an obligation that probably requires settlement, can be reasonably estimated, but where the timing of the payment is uncertain. Good practice requires that any movements in a Provision

should be approved separately by Cabinet. The provisions in the table below relate to alterations and appeals against the rateable values (RV) provided for on properties in the National Non-Domestic Rating list (NNDR). The amounts shown in the Statement of Accounts (and hence in the table below) relate to this Council’s element for the provision for appeals. 2023/24 saw the release of a refreshed rating list from the valuation office. This is the third such list since rates retention came into effect in April 2013. As a result of the new list being released, from April 2023 no further appeals for the prior lists are able to be lodged, this in turn has resulted in lower threats to our rating income. During the year 2023/24, £0.969m was charged against the provision in relation to RV adjustments in relation all 3 rating lists and £1.259m was released from the provision (£2.235m was released from the 2017 list provision and £0.976m was added for the 2023 list provision). 40% of all provisions are applicable to NSDC (£0.388m charge and £0.504m release therefore £0.891m as the NSDC share). The provisions provided for in *Table 6* are the Council’s 40% share, as follows:

Table 6: 2023/24 Movements in GF Provision – NNDR

General Fund Provision (NNDR) – Period of Settlement for Appeals	Balance B/Fwd 01/04/2023 £’m	Movement in Year £’m	Actual Balance 31/03/2024 £’m
Provision for Appeals – NNDR settled within 12 months	(0.353)	0.151	(0.202)
Provision for Appeals – NNDR settled after 12 months	(1.117)	0.740	(0.377)
Provision for Appeals – NNDR Total	(1.470)	0.891	(0.579)

1.22 The Council receive external advice (from Analyse Local) relating to the level of provision that should be held. The Advisors suggest that there is a risk of £0.010m which relates to the Rateable Value list which began in 2010. From the revaluation of the 2010 ratings list which occurred in 2017, there has been limited information relating to the levels of appeals due to the Governments new “Check, Challenge, Appeal” process. Analyse Local have used their knowledge and understanding from a national perspective to estimate the total liability for the 2017 list which amounts to £0.506m and a total liability for the 2023 list amounting to £0.942m. This gives a total provision at Collection Fund level of £1.448m of which this Council recognises 40% (£0.579m) due to its share of the overall NNDR income.

Impaired Estimates on Debtors

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

Table 7: 2023/24 Movements in GF and HRA Impaired Estimates on Debtors

Debtor Type	Balance B/Fwd 01/04/2023 £'m	Movement in Year £'m	Actual Balance 31/03/2024 £'m	Overall Provision incl. other preceptors 31/03/2024 £m
GF - Sundry Debts	(0.062)	(0.103)	(0.165)	(0.165)
GF - Housing Benefit	(0.946)	(0.055)	(1.001)	(1.001)
GF - Council Tax Debts	(0.464)	0.016	(0.448)	(3.861)
GF - Business Rates Debts	(0.481)	0.200	(0.281)	(0.704)
GF – Impaired Estimates on Debtors	(1.953)	0.058	(1.895)	(5.731)
HRA - Sundry and Other Debts	(0.022)	0.003	(0.019)	(0.019)
HRA - Former Tenants	(0.288)	(0.005)	(0.293)	(0.293)
HRA - Current Tenants	(0.048)	(0.007)	(0.055)	(0.055)
HRA – Impaired Estimates on Debtors	(0.358)	(0.009)	(0.367)	(0.367)

Usable Capital Reserves

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

1.25 Capital reserves are used to fund spend incurred on the approved capital programme. Table 8 details the position as at 31 March 2024:

Table 8: Capital Reserves used to Fund GF and HRA Capital Programmes as at 31 March 2024

Capital – Type of Reserve Used to Fund Capital Programme	Balance B/Fwd 01/04/2023 £'m	Cont'n in Year £'m	Use in Year £'m	Actual Balance 31/03/2024 £'m	Anticipated balance at 31/03/2028 £'m
Capital - GF					
Usable Capital Receipts	0.000	0.065	0.026	0.039	1.790
Capital Grants Unapplied	14.047	(0.775)	2.115	11.157	5.834
Capital – HRA					
Usable Capital Receipts – HRA	1.373	0.332	1.586	0.119	0.684
Usable Capital Receipts - RTB's	0.000	0.459	0.459	0.000	0.000
Capital Grants Unapplied	0.000	0.000	0.000	0.000	0.000
Major Repairs Reserve (MRR)	13.243	10.363	15.582	8.024	8.333
Capital - Total	28.663	10.444	19.768	19.339	16.641

Usable Revenue Reserves

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

General Fund	Opening Balance £'m	Closing Balance £'m	Commitments £'m	Forecast Balance £'m
Budget funding reserve	(7.265)	(9.838)	1.074	(8.764)
Earmarked for Known Pressure	(7.187)	(7.348)	3.044	(4.304)
Ringfenced	(2.197)	(1.977)	0.081	(1.896)
Un-ringfenced	(15.671)	(13.486)	11.033	(2.453)
Total	(32.320)	(32.649)	15.232	(17.417)

Service variances combined with non-service related income and expenditure variances has meant that overall the District Council has increased its General Fund reserves by £0.329m. This increase has been identified as being related to:

	£'m
Brought Forward Reserves balance	32.320
Budgeted increase in reserves	1.457
Business Rates Pool contribution to MTFP reserve	0.600
Contributions to Capital Expenditure	(3.209)
Contributions from additional interest receivable	1.165
Favourable variance in cost of running Council	0.989
Other movements	(0.673)
Reserves balance as at 31st March 2024	32.649

HRA	Opening Balance £'m	Closing Balance £'m	Commitments £'m	Forecast Balance £'m
Earmarked for Known Pressure	(5.115)	(4.227)	0.532	(3.695)
Un-ringfenced	(2.000)	(2.000)	0.000	(2.000)
Total	(7.115)	(6.227)	0.532	(5.695)

Service variances combined with non-service-related income and expenditure variances has meant that overall the District Council has decreased its Housing Revenue Account reserves by £0.888m. This decrease has been identified as being related to:

	£'m
Brought Forward Reserves balance	7.115
Budgeted decrease in reserves	(0.500)
Contributions to Capital Expenditure	(0.350)
Favourable variance in cost of running HRA	0.111
Other movements	(0.149)
Reserves balance as at 31st March 2024	6.227

1.27 During the year one new General Fund reserves have been set up:

Reserve name	Balance as at 31 Mar 2024 £'m	Purpose
Emergency Planning/Flooding Reserve	(0.060)	Funds have been earmarked for addressing and managing potential emergency situations, including localised flooding.

The Collection Fund 2023/24

- 1.28 The Collection Fund accounts for the income from the collection of Council Taxes and Business Rates, and the subsequent disbursement to local authority preceptors and central government.
- 1.29 The in-year surplus on the Council Tax account was £0.185m, which reduced the overall deficit from £1.509m at 1 April 2023 to £1.324m at 31 March 2024.
- 1.30 The Code prescribes that the Statement of Accounts only show the element of Council Tax that relates to Newark & Sherwood District Council. In this regard, the share of the Council Tax deficit of £1.324m that relates to Newark & Sherwood District Council as at 31 March 2024 is £0.154m. £1.000m of the deficit was estimated during January 2024 and is therefore being recouped during 2024/25 from Council Tax preceptors. £0.117m of this related to Newark & Sherwood DC and has been budgeted for accordingly.
- 1.31 The in-year surplus on the Business Rates account was £1.864m, which increased the overall surplus from £0.133m at 1 April 2023 to £1.997m at 31 March 2024.
- 1.32 The Code prescribes that the Statement of Accounts only show the element of business rates that relates to Newark & Sherwood District Council. In this regard, the share of the business rates surplus that relates to Newark & Sherwood District Council as at 31 March 2024 is £0.799m. The Council declared an estimated surplus as at 31st March 2024 of £1.011m during January and hence £0.404m has been included within the 2024/25 budget.

Pensions

- 1.33 The details regarding the Council's share of the Nottinghamshire County Council Pension Fund are provided for Members consideration at **Appendix I**.

1.34 Barnett Waddingham are the Pension Fund's appointed Actuary and their report sets out the assumptions used to prepare the IAS19 pension figures reported in the Council's accounts. It is best practice to consider these assumptions prior to agreeing their use and inclusion in the Statement of Accounts for 2023/24. The Audit & Governance Committee considered these at their meeting in April 2024.

2.0 Proposal/Options Considered

2.1 To approve the Financial Outturn position for the Council for the 2023/24 financial year.

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

Statement of Accounts files & working papers 2023/24

Capital Finance Account's 2023/24 files

Housing Revenue Account's 2023/24 files

General Fund (GF) Revenue Outturn Variance Analysis by Directorate as at 31 March 2024

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

Communities And Environment - £(0.175)m	£'m
Additional income of £0.052m across Trade refuse, Bulky waste and Garden waste together with reductions in payments to Notts County Council for waste disposal and a lower reliance on agency staff	(0.088)
Additional net income generated at the Palace Theatre of £0.170m offset by funds set aside for Building bridges project	(0.110)
Costs incurred by the Council in relation to the flooding events.	0.094
Charge to HRA no longer applicable for the	0.053
Budgets created in relation to glass recycling not expended in year £0.050m additional vehicle inspection income of £0.018m and additional recharge to HRA for the cost of repairs to vehicles £0.046m	(0.128)
Other small variances	0.004
Total	(0.175)

Customer Services and Organisational Development - £(0.014)m	£'m
Vacant posts within the Administration Business Unit	(0.071)
Other small variances	0.057
Total	(0.014)

Housing, Health, and Wellbeing - £(0.146)m	£'m
Vacant posts within the Health and Community relations team	(0.072)
Other small variances	(0.074)
Total	(0.146)

Legal and Democratic Services - £(0.022)m	£'m
Other small variances	(0.022)
Total	(0.022)

Planning And Growth - £(0.289)m	£'m
Additional planning income of £0.190m together with a saving in outsourced legal costs	(0.266)
Other small variances	(0.023)
Total	(0.289)

Resources and Deputy Chief Executive - £0.394m	£'m
Savings in Microsoft licencing £0.073m, £0.100m in additional charges to the HRA in respect of the build of the new Housing Management system	(0.194)
Increase in cost of rent allowance payments and discretionary support for Council Tax payers	0.165
Housing Benefit grant income less than budgeted	0.120
Reduction in income generation as major tenant moved out of the Beacon within the year.	0.073
Increase in utility costs within Castle House	0.093

General Fund (GF) Revenue Outturn Variance Analysis by Directorate as at 31 March 2024

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

Reduction in income generation at the lorry park due to the floods, together with the cleaning costs of taking away flood waters	0.097
Other small variances	0.040
Total	0.394
	(0.252)

General Fund (GF) Revenue Outturn Change in Variance Analysis by Directorate as at 31 March 2024

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

Communities And Environment - Variance as at 31/12/2023	(0.069)
Q3 forecast of net box office income was predicting a 25% profit margin, however the actual outturn position turned out to be a 29% profit margin.	(0.080)
Other small variances	(0.026)
Communities And Environment - Variance as at 31/03/2024	(0.175)

Customer Services and Organisational Development - Variance as at 31/12/2023	0.013
The forecast at Q3 for the remainder of the financial year on the central postage costs was based on previous years figures, however the actual position was much lower than forecast.	(0.018)
Other small variances	(0.009)
Customer Services and Organisational Development - Variance as at 31/03/2024	(0.014)

Housing, Health, and Wellbeing - Variance as at 31/12/2023	(0.085)
Payroll for Sherwood & Newark CAB ceased in Q3 2023/24 and increased level of desk license concessions led to less costs and therefore a reduced contribution required in year.	(0.024)
Hoarding support outturn was much lower than Q3 forecast due to natural volatility within the area.	(0.014)
Other small variances	(0.023)
Housing, Health, and Wellbeing - Variance as at 31/03/2024	(0.146)

Legal and Democratic Services - Variance as at 31/12/2023	0.047
Variance due to continued vacancies within the legal section.	(0.033)
Spend on legal agency staff outturned lower than the Q3 forecast.	(0.020)
Other small variances	(0.016)
Legal and Democratic Services - Variance as at 31/03/2024	(0.022)

Planning And Growth - Variance as at 31/12/2023	(0.227)
Variance due to continued vacancies within the development management department.	(0.028)
Other small variances	(0.034)
Planning And Growth - Variance as at 31/03/2024	(0.289)

Resources and Deputy Chief Executive - Variance as at 31/12/2023	0.652
ICT department received a DLHUC grant which wasn't included in the Q3 outturn forecast and an increase in recharges due to additional licences and increase in works undertaken by the ICT team.	(0.106)
The centrally managed ICT system contracts outturn is less than Q3 forecast due to the realignment of the contact expenditure in line with accounting requirement of recognition based on the relevant period.	(0.097)
Other small variances	(0.055)
Resources and Deputy Chief Executive - Variance as at 31/03/2024	0.394

General Fund Revenue Outturn for Services - Variance as at 31/03/2024	(0.252)
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Housing Revenue Account (HRA) Revenue Services Outturn Variance Analysis as at 31 March 2024

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

HRA - (£0.147m)	£'m
Timing delay of budget requirement for Yorke Drive, budgeted for now in 2024/25	(0.424)
Vacancies and timing delays of budget requirement in Voids maintenance	(0.123)
Vacancies within the Tenancy and Estates team, together with delays in the workplan for engagement with tenants due to influx of regulatory consultations in 2023/24	(0.074)
Increase in numbers of properties where gas servicing carried out for compared with the budget	0.203
Backdated Business Rates charge for all Community Centres, as they had never been rated by the Valuation Office Agency previously	0.100
Concierge service was agreed not to be provided during 2023/24, hence a reduction in budgeted income	0.079
Vacancies within the Income Management Team	(0.053)
Other small variances	0.145
Total	(0.147)

Housing Revenue Account (HRA) Revenue Outturn Change in Variance Analysis as at 31 March 2024

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

<u>HRA - Variance as at 31/12/2023</u>	0.044
Difference on Q3 outturn forecast regarding the timing delay of budget requirement for Yorke Drive, budgeted for now in 2024/25	(0.232)
Movement on vacancies and timing delays of budget requirement in Voids maintenance compared to the Q3 outturn forecast	(0.094)
Increase in numbers of properties where gas servicing carried out for compared with the Q3 outturn forecast	0.214
Increase in FIT generation income received compared to Q3 outturn forecast	(0.029)
Other small variances	(0.050)
<u>HRA - Variance as at 31/03/2024</u>	(0.147)

General Fund - Spend against budget - Estimated in year

Project	Capital Description	Revised Budget as at 5 March 2024	Future proposed variations	Revised Budget including future proposed variations	Actuals to 31.03.24	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date	Slippage required	
TB2257	Playground Equipment Improvement Programme	249,200	0	249,200	249,201	0	0	249,201		14.07.23 orders have been placed, works due to start any time now. 16.10.23 works complete and paid for by 2nd week of November. 10.01.24 snagging to do once the weather picks up, otherwise complete.	0	
TB2258	Vicar Water Improvements (SANGS)	0	35,556	0	0	0	0	0	-35,556		35,556	
TB3142	Bininfrastructure Wrap Grant	1,094	0	1,094	1,094	0	0	1,094	0	Scheme complete	0	
	Biodiversity and Environmental Services	250,294	35,556	250,294	250,295	0	0	250,295	-35,555		0	35,556
TA3062	Beacon EV Chargepoints	36,850	0	36,850	0	0	0	0	-36,850	05.04.24 scheme delayed	36,850	
TB2253	Vehicles & Plant (NSDC)	1,204,360	0	1,204,360	1,125,742	0	0	1,125,742	-78,618	14.07.23 vehicles that need to be ordered have been to date. 16.10.23 orders required in place to date 10.01.23 x5 RCV's delivered during December, waiting for invoices.	20,000	
TB2255	Glass Recycling Transfer Station	80,000	0	80,000	41,993	0	0	41,993	-38,007	14.07.23 still to agree final design. May need to use some budget from Bin purchases if costs are higher than expected. 16.10.23 costs expected to be higher than the budget, additional from Bin Purchases budget. 10.1.24 waiting on a decision from the EA before the transfer station can be constructed. 05.04.24 works completed early April with additional features required by Planning and EA being carried out.	38,007	
TB2256	Glass Recycling Bin Purchase	1,370,309	0	1,370,309	273,023	0	0	273,023	-1,097,286	14.07.23 consultation period finished, therefore initial bin purchase can be arranged. 16.10.23 going to tender w/c 23.10.23 will be purchasing less bins than anticipated therefore move £41,600 to transfer station 10.01.24 bin procurement underway. 05.04.24 final purchases to be made in April/May, an underspend overall against the budget.	453,169	
TC3129	Brunel Drive EV Chargepoints	17,010	0	17,010	17,010	0	0	17,010	0	05.04.24 scheme complete	0	
TC3136	Climate Change	0	0	0	0	0	0	0	0	16.10.23 reprofile to 24/25	0	
TC3154	Solar PV	629,650	0	629,650	207,059	0	0	207,059	-422,591	14.07.23 works due to start in October 23 16.10.23 works are progressing. 05.04.24 3 of the 4 planned sites have PV installed. Expecting an underspend on the scheme, but this will be required for other carbon reduction initiatives.	422,591	
TC3158	Upgrade Charging point at Castle House	75,000	0	75,000	0	0	0	0	-75,000	14.07.23 looking into working with NCC. 10.01.24 NCC will fully fund the scheme from D2N2, but overall scheme will cost up to £75k so increase from £50k. 05.04.24 conversations ongoing with NCC.	75,000	
TC3159	Car Park Barrier CH 1 ASI	29,000	0	29,000	34,800	0	0	34,800	5,800	16.10.23 barriers to be installed December 23. 10.1.24 scheduled for end of January, completed by 26th. 05.04.24 overspent on scheme due to VAT unable to be recovered.	0	
	Climate Change	3,442,179	0	3,442,179	1,699,627	0	0	1,699,627	-1,742,552		0	1,045,617
TF2000	CCTV Replacement Programme	55,443	0	55,443	51,828	0	0	51,828	-3,615	26.07.23 ASB review. 16.10.23 7 units currently being replaced. The remaining budget to be reprofiled to 24/25 09.01.24 CCTV replacement scheme approved at cabinet in December - aiming for around 10 cameras per year - costs will vary but estimated at around £3k a camera so £30k per year	3,615	
TA3097	Yorke Drive Regeneration and Community Facility	20,000	0	20,000	0	0	0	0	-20,000	14.07.23 going to planning committee in August. 17.10.23 now going to planning in December, start on site would be expected in Q1 24/25, therefore reprofile budget 05.04.24 overall scheme update expected early in 2024/25	20,000	

TB6154	Community Facilities Provision Community & Activity Village (inc S106)	30,409	0	30,409	30,409	0	0	30,409	-0	14.07.23 - £45k towards the installation of spectator accommodation at the stadium pitch at the YMCA to enable Newark United to play Step 5 football. 16.10.23 the cost was less than anticipated therefore no further costs.	0	
TB6165	S106 Community Facilities to SOT	239,620	0	239,620	0	0	0	0	-239,620	14.07.23 progress update with Parish Council today. 16.10.23 looking into an alternative approach. 05.04.24	239,620	
TB6171	S106 Clipstone Miners Welfare Trust	220,121	0	220,121	220,121	0	0	220,121	0	14.07.23 Scheme complete.	0	
TB6172	S106 Farnsfield Pc Comm Fac	141,748	0	141,748	141,748	0	0	141,748	0	11.01.23 scheme complete.	0	
TB6173	S106 Rainworth Pc Comm Fac	216,641	0	216,641	126,264	0	0	126,264	-90,377	05.04.24 works progressing, will be complete early 2024/25	90,377	
TB6174	S106 Rainworth Off Site Sports Transfer to Joesph Whitaker	0	228,315	0	0	0	0	0	-228,315	05.04.24 side agreement with Legal	228,315	
TF3231	Safer Streets 4	46,359	0	46,359	46,359	0	0	46,359	0	26.07.23 working towards the September deadline. 16.10.23 £149k to be refunded to the PCC due to inability to meet the deadlines set by PCC for spend outside of NSDC control. 09.01.24 This project is now closed and monies required to be returned have been sent back to OPCC	0	
TF3232	Rural Crime and Prevention	39,000	0	39,000	0	0	0	0	-39,000	26.07.23 £16k works due around Forest corner	39,000	
Community Safety and Community Development		1,009,341	228,315	1,009,341	616,730	0	0	616,730	-620,926		0	620,926
TA1221	SLC Fire Safety Remedial Works	391,500	0	391,500	102,145	0	0	102,145	-289,355	14.07.23 currently negotiating with contractor to agree spec and start date 12.01.24 majority of remedial works completely and currently at snagging stage, further works to take place in 24/25. 15.05.24 scheme no longer to be carried out by NSDC. Slippage requested will be added to existing 2024/25 allocation to ensure £497k is available to pay to SLCT	213,500	
TB6162	Magnus Academy Hockey Pitch	4,364	0	4,364	2,938	0	0	2,938	-1,426	14.07.23 retention release due end of July. Scheme complete.	0	
Health, Wellbeing and Leisure		395,864	0	395,864	105,083	0	0	105,083	-290,781		0	213,500
TA3053	Museum Improvements	35,283	0	35,283	0	0	0	0	-35,283	16.10.23 on hold while Tudor attic is complete. Reprofile to 24/25.	35,283	
TA3056	NCWC Tudor Hall	328,290	0	328,290	255,510	0	0	255,510	-72,780	14.07.23 start on site on 31 July due to be complete by early in the new year. 10.01.24 complete by end of February. 05.04.24 hand over beginning of April, and snagging currently taking place.	72,780	
TA3058	Palace Theatre Fire Alarm Upgrade	0	0	0	3,915	0	0	3,915	3,915	14.07.23 in design phase at the moment, but will need to be delivered during dark period - move to 2024/25. 05.04.24 costs for preparing for works to start incurred.	3,915	
TA3063	Palace Backstage Safety Improvements	54,486	0	54,486	64,266	0	0	64,266	9,780	14.07.23 Scheme complete, with an overspend, covered from the Capital Reserve.	0	
TB3155	Castle - Condition Works	94,060	0	94,060	61,347	0	0	61,347	-32,713	14.07.23 profile £80k to 24/25 for phase 2 of the works 16.10.23 - adjust profile 05.04.24 works ongoing	32,712	
TB3160	Castle Electrical Upgrade & Fire Alarm	0	0	0	0	0	0	0	-0	14.07.23 scheme complete budget not required.	0	
Heritage, Culture and the Arts		512,119	0	512,119	385,038	0	0	385,038	-127,082		0	136,860
TF6011	Private Sector Disabled Facilities Grants	851,814	0	851,814	516,966	0	0	516,966	-334,848	26.07.23 referrals received as expected 16.10.23 still experiencing high volumes of referrals.	334,848	
TF6012	Discretionary Disabled Facilities Grants	109,697	0	109,697	56,914	0	0	56,914	-52,783	26.07.23 top ups on the above, as expected 16.10.23 due to review the policy which governs the level of discretionary payment allowed. 9.01.24 No change at present however looking to amend discretionary policy to remove means testing for those who previously served in Armed Forces, linked to the Armed Forces Covenant. Countywide work ongoing re discretionary and the policy that may see further changes	52,783	
TF3228	Homeless Hostel	1,678,722	0	1,678,722	1,663,053	0	0	1,663,053	-15,670	14.07.23 internal works started, due to complete in December 23. 11.1.24 construction complete in January 24	0	
TF3267	Homes for Ukraine	2,460,000	0	2,460,000	2,232,555	0	0	2,232,555	-227,445	16.10.23 On track for completion in December. 11.1.24 1 property left to complete the purchase on. Works have started on properties that have been purchased. 05.04.24 1 property left to purchase and works to complete. Expected by early June 24	227,445	

TF3268	Bridging Accomodation	200,000	0	200,000	199,004	0	0	199,004	-996	16.10.23 On track for completion in December. 11.1.24 works have been completed and the property is ready to let. NSDC contribution not as high as expected	0
TF6807	Warm Homes on Prescription	101,728	0	101,728	69,969	0	0	69,969	-31,759		31,759
	Housing	5,401,961	0	5,401,961	4,738,462	0	0	4,738,462	-663,500		646,834
TC3152	Target Hardening - GF	37,552	0	37,552	37,550	0	0	37,550	-2	14.07.23 works at vicar water due to start by the end of July. 16.10.23 works completed onsite, just signage to arrange	0
TA3060	Beacon - New Boiler	0	0	0	0	0	0	0	0	14.07.23 bio mass boiler suppliers have withdrawn from the market. Investigating other options, which will come out of future decarb surveys. 16.10.23 works are due to be completed during November. 12.01.24 waiting for recommendations from carbon reduction surveyor	0
TA3061	Beacon - LED lights	0	0	0	3,355	0	0	3,355	3,355	14.07.23 will be procuring the works in order to deliver in this financial year 16.10.23 surveys due to be carried out November. 12.01.24 waiting for recommendations from carbon reduction surveyor. 05.04.24 spend started earlier than expected	-3,935
TC3016	Legionella Remedial Works	17,771	0	17,771	9,711	0	0	9,711	-8,060	15.11.2023 This is in response to a series of phased risk assessments on legionella. To date we have completed 8 new risk assessments which are high risk buildings and 8 lower risk properties programmed for next year. 05.04.24 future spend will be revenue.	0
TC3134	Works to SFACC	10,344	0	10,344	9,958	0	0	9,958	-386	14.07.23 final stage of the project nearly complete	0
TC3135	Works to Buttermarket	92,997	0	92,997	36,640	0	0	36,640	-56,357	14.07.23 refurb works nearly complete. Currently testing the market for the final stage of the project. 16.10.23 held until finalise plans on first floor. 15.11.23 New lift required to the upper floor which will cost £50k. This is the final project spend. 10.01.24 1st floor part of the scheme complete. 05.04.24 works to the lift to be carried out during 2024/25	56,357
TC3138	Lord Hawke Way Remedial Work & Bond	346	0	346	0	0	0	0	-346	14.07.23 the road has now been adopted.	0
TC3142	Common Lighting at Industrial Estates	65,497	0	65,497	0	0	0	0	-65,497	11.01.24 awaiting quote from contractor for lighting at Burma Road	65,497
TC3143	Roller Shutter Doors at Industrial Units	15,695	0	15,695	15,695	0	0	15,695	0	16.10.23 no further works to be carried out due to responsibility being with the tenants. 15.11.23 Money can be returned and closed.	0
TC3144	Fire & Security Rear Entrance Doors at Industrial Units	104,670	0	104,670	82,308	0	0	82,308	-22,362	14.07.23 installation will be ongoing throughout the year	22,362
TC3145	Fire Signage and Emergency Lighting at Industrial Units	0	0	0	0	0	0	0	0	15.11.23 Estates / Facilities teams have confirmed through Legal Services that the rights to undertake these works. Therefore the project can be closed and Corporate Property will rely on R&R budgets to renew aspects at the point of a unit being vacant.	0
TC3146	Electrical Upgrades to Industrial Units	0	0	0	0	0	0	0	0	15.11.23 Estates / Facilities tems have confirmed through Legal Services that the rights to undertake these works. Therefore the project can be closed and Corporate Property will rely on R&R budgets to renew aspects at the point of a unit being vacant.	0
TC3148	RHH Units Fit Out	50,676	0	50,676	0	0	0	0	-50,676	14.07.23 one final tenant to pay for fit out.	50,676
TC3155	Security Gates Burma Road, Clipstone, S'well, SOT, SFACC	25,000	0	25,000	0	0	0	0	-25,000	15.11.23 Tenders expected W/C 20th - after which an appointment will be made to start works. 31.01.24 received quotations for 2 of the 3 sites. Will start works once final quote received.	25,000
TC3156	Jubilee Bridge Works	133,500	0	133,500	278	0	0	278	-133,222	14.07.23 works have been tendered, not yet awarded. 16.10.23 contractor identified, due to start early in 2024. Reprofile £200,000 to 24/25. 11.01.24 orders placed for value of the contract, some of which will be spent in 24/25. 05.04.24 following Cabinet on 26/03/24 decision to continue deferred to a future meeting in order to establish responsibilities of NCC.	133,222

TC3157	Female only Shower Block Lorry Park	105,150	0	105,150	90,332	0	0	90,332	-14,818	16.10.23 production starting end of October, with install commencing December 23. 10.01.24 works started, to be complete early march 24.	14,818
TA3286	Information Technology Investment	803,166	0	803,166	443,972	0	0	443,972	-359,194	14.07.23 equipment is arriving now. 16.10.23 replacements ongoing, reprofile £135,000 to 2024/25 to fit in with work programme 05.04.24 Switch replacement delayed causing the majority of this underspend	292,890
TC2006	Purchase of Land at Bowbridge Road	625,819	0	625,819	601,415	0	0	601,415	-24,404	14.07.23 out to tender at the moment, return date 4 august. If progresses to plan completion would be around January 24. 16.10.23 started on site today. 10.01.24 progressing well, due to complete by end of February 24.	5,000
TC2007	Clipstone Holding Centre	330,870	0	330,870	113,151	0	0	113,151	-217,719	14.07.23 tenders received for design for planning by the end of the financial year. 16.10.23 consultants appointed. Reprofile budget. £300k in 23/24, rest move to 24/25 10.01.24 expect to get the scheme to Planning by April 24.	217,719
TC2008	Vicar Water Country park	0	0	0	0	0	0	0	0	14.07.23 update to be brought back to next meeting 26.10.23 site will maybe form part of a wider project. 31.01.24 remove budget with a view form part of wider Clipstone project	0
TC2009	Former Belvoir Iron Works	0	0	0	4,624	0	0	4,624	4,624		-4,624
TE3268	Southern Link Road Contribution	24,884,606	0	24,884,606	23,224,051	0	0	23,224,051	-1,660,556	14.07.23 - as per U&C Forecast. Some delays on the project due to delays obtaining technical approvals and the weather, this is not expected to affect the drawdown on funds held by NSDC. Reduce budget by £3m which was expected to be received from NCC and passed over, now this is due to be dealt with between NCC and U&C direct	1,660,556
TG1003	Housing Regeneration Loan Facility	4,000,000	0	4,000,000	-0	0	0	-0	-4,000,000	05.04.24 Budget available regarding credit facility agreement, revised through the year in line anticipated cash flow requirements, however, not required.	4,000,000
	Strategy, Performance and Finance	31,303,657	0	31,303,657	24,673,039	0	0	24,673,039	-6,630,618		6,536,118
TB3154	Castle Gatehouse Project	380,515	0	380,515	224,989	0	0	224,989	-155,526	16.10.23 seeking approval at 31.10.23 Cabinet for round 2 application for NLHF funding.	155,526
TE3250	Shared Prosperity Fund year 1	70,064	0	70,064	70,000	0	0	70,000	-64	16.10.23 grant allocated and will be spent by March 24	0
TE3251	Rural England Prosperity Fund	396,000	0	396,000	186,731	0	0	186,731	-209,270	16.10.23 grants have all been awarded, will be spent by March 24.	209,270
TI1002	A1 Overbridge Improvements	100,000	0	100,000	24,000	0	0	24,000	-76,000	14.07.23 quote received to take up to planning application stage which needs to be broken down between feasibility and design. 16.10.23 commenced working on detailed design 10.01.24 Amey finalising preferred design solution for review by National Highways	76,000
TT1000	Towns Fund - 32 Stodman Street Regeneration	2,195,429	0	2,195,429	1,574,564	0	0	1,574,564	-620,866	14.07.23 works are due to start around September 23. 11.1.24 contractors are on site removing asbestos and commencing demolition works. Design works are in progress for construction.	620,866
TT1002	Towns Fund - Contribution to IASI	6,801,620	0	6,801,620	6,801,620	0	0	6,801,620	-0	14.07.23 progressing well to date. 10.01.24 PC expected to the end of March 24 when the balance will be paid.	0
TT1005	Towns Fund - Cycle Town	0	0	0	0	0	0	0	0	10.01.24 reprofile to 2024/25 looking at other activities and interventions in and around Newark.	0
	Sustainable Economic Development	9,943,628	0	9,943,628	8,881,903	0	0	8,881,903	-1,061,725		0
	GRAND TOTAL	52,259,044	263,871	52,259,044	41,350,176	0	0	41,350,176	-11,172,739		10,297,073

HRA - Spend against budget - Estimated in year

Project	Capital Description	Revised Budget as at 5 March 2024	Future Proposed Variations	Revised Budget Including Proposed Variations	Actuals to 31.03.24	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date	Slippage Required
PROPERTY INVESTMENT PROGRAMME									
S91100	ROOF REPLACEMENTS	1,277,779	-37,000	1,240,779	1,240,381	1,240,381	-398	06.07.23 predicting full spend in this FY as output is increasing 11.10.23 total jobs at approx 90 up to Q2. 60 flat roofs, 30 pitched roofs. 22 properties at £11,000 a property - finlock guttering to be done within next few months. 09.01.24 on track to spend full budget. May have to hold off on some works so we don't overspend. 90 flat roofs done so far this year.	0
S91115	Roof Replacement Works	0	0	0	0	0	0		0
S91116	Flat Roof Replacement Work	0	0	0	0	0	0		0
S711	ROOF REPLACEMENTS	1,277,779	-37,000	1,240,779	1,240,381	1,240,381	-398		0
S91200	KITCHEN & BATHROOM CONVERSIONS	0	0	0	0	0	0		0
S91218	Kit & Bathrooms	1,545,000	185,000	1,730,000	1,727,781	1,727,781	-2,219	06.07.23 predicting full spend in this FY contractor only just started and has been set up for next 4 years so works should pick up. Potential for overspend but will review in September. 11.10.23 completed 39 properties, 13 behind schedule, around 2 weeks of work due to schools taking up work for Bell Group. 09.01.24 2 invoices were delayed and only received in January - totalling £317k. Works completed 162 so far this FY.	0
S712	KITCHEN & BATHROOM CONVERSIONS	1,545,000	185,000	1,730,000	1,727,781	1,727,781	-2,219		0
S91300	EXTERNAL FABRIC	0	0	0	0	0	0		0
S91336	External Fabric Works	371,820	-123,000	248,820	248,675	248,675	-145	06.07.23 predicting full spend in this FY contractor only just started and has been set up for next 4 years so works should pick up. Potential for overspend but will review in September. 11.10.23 completed 39 properties, 13 behind schedule, around 2 weeks of work due to schools taking up work for Bell Group. 16.01.24 expecting near full spend, contractor are now mobilising to the next phase.	0
S713	EXTERNAL FABRIC	371,820	-123,000	248,820	248,675	248,675	-145		0
S91400	DOORS & WINDOWS	0	0	0	0	0	0		0

Project	Capital Description	Revised Budget as at 5 March 2024	Future Proposed Variations	Revised Budget Including Proposed Variations	Actuals to 31.03.24	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date	Slippage Required
S91412	Doors & Windows Works	285,267	-5,020	280,247	280,281	280,281	34	06.07.23 predicting full spend of budget this FY increasing output with Nationwide. 11.10.23 few issues with Nationwide works, catch up invoices coming through in October as works have now been signed off. Spend will total around £130,000 once these invoices have caught up. 10.01.24 140 addresses completed at end of Dec. Underspend expected £20k/£30k at year end.	0
S714	DOORS & WINDOWS	285,267	-5,020	280,247	280,281	280,281	34		0
S91500	OTHER STRUCTURAL	131,793	-15,000	116,793	73,704	73,704	-43,089	06.07.23 overspend expected, looking to source money from other projects. Few jobs in the coming months that will fully spend budget. 11.10.23 spend will increase over next few months with 5 jobs coming up new project manager has slowed down works slightly. Number of higher spend works coming in next few months. 10.01.24 spend forecast is unknown due to one potential big job, this could cause an overspend. Currently 26 open jobs, all at different stages of being monitored.	43,089
S91511	Walls Re-Rendering	0	0	0	0	0	0		0
S715	OTHER STRUCTURAL	131,793	-15,000	116,793	73,704	73,704	-43,089		43,089
S93100	ELECTRICAL	0	0	0	0	0	0		0
S93115	Rewires	719,000	0	719,000	631,272	631,272	-87,728	07.07.23 51 jobs signed off, averaging 4 per week, therefore predicting full spend of budget with works continuing at the same rate (200 properties per year). 09.10.23 68 rewires so far until Q2. Confident will be fully spent 11.01.24 on track to spend full budget, 100 rewires completed at the end of Dec. Another 30 properties for the rest of this FY. £20/£30k worth of works to come in for smoke alarms	87,728
S731	ELECTRICAL	719,000	0	719,000	631,272	631,272	-87,728		87,728
S93500	HEATING	792,264	0	792,264	767,090	767,090	-25,174	07.07.23 predicting full spend of budget 19.10.23 104 jobs complete in Q2, just doing immediate urgent breakdowns to reduce spend to keep within budget. 11.01.24 Emergency replacements only and a programme put in place for next years works.	25,174
S93510	Heating/Boilers	0	0	0	0	0	0		
S735	HEATING	792,264	0	792,264	767,090	767,090	-25,174		25,174

Project	Capital Description	Revised Budget as at 5 March 2024	Future Proposed Variations	Revised Budget Including Proposed Variations	Actuals to 31.03.24	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date	Slippage Required
S95250	Communal Lighting	24,000	0	24,000	21,775	21,775	-2,225	07.07.23 no works identified yet 09.10.23 3 jobs completed so far and another job in Collingham has arisen, works to commence soon, waiting for quotes.	0
S95252	Flood Defence Systems	12,000	0	12,000	0	0	-12,000	13.07.23 potential works for x2 flood doors in the next few months 24.01.24 identifying works for next few months	12,000
S95253	Play Areas	100,000	0	100,000	100,000	100,000	0	08.10.23 works have already started on several play areas so the first bills should be coming in the next few weeks.	0
S95254	Estate Remodelling	78,000	2,000	80,000	78,441	78,441	-1,559	16500 will be spent by 31st March	0
S95304	Tithe Barn Court & Queens Court Door Entry System - Safe	28,659	0	28,659	25,404	25,404	-3,255	Scheme finished residual budget can be moved to contingency	0
S95305	Boughton Community Hub	56,800	11,000	67,800	60,912	60,912	-6,888		3,000
S95400	Void Works	320,000	0	320,000	306,136	306,136	-13,864	As at Q1 10 properties have been worked on costing around £77,000.	13,864
S752	ENVIRONMENTAL WORKS	976,965	16,020	992,985	927,987	927,987	-64,998		50,937
S97100	ASBESTOS	90,420	-30,000	60,420	56,051	56,051	-4,369	06.10.23 10 communal flat floors in next month that will cost around £40k 17.01.24 £44k works starting on 23rd and then surveys done ready for next FY. Expecting near full spend. 188 surveys completed so far.	0
S97115	Asbestos Surveys	0	0	0	0	0	0		0
S97116	Asbestos Removal	0	0	0	0	0	0		0
S771	ASBESTOS	90,420	-30,000	60,420	56,051	56,051	-4,369		0
S97200	FIRE SAFETY	133,467	6,300	139,767	113,812	113,812	-25,955	10.07.23 change of contractors has held up works, predicting that this will be fully spent 06.10.23 potential to be overspent. £8k spent on fire safety boxes and 2 jobs completed so far. New contract just started with Fieldway. £120k worth to be spent on bin stores. 17.01.24 £88k worth of works has been surveyed, works are starting mid Jan to be finished in this FY. Adhoc works for the rest of the budget.	25,955
S97218	Enhanced Fire Risk Assessments	0	0	0	0	0	0		0
S97221	Fire Risk Assessments	0	0	0	0	0	0		0
S772	FIRE SAFETY	133,467	6,300	139,767	113,812	113,812	-25,955		25,955

Project	Capital Description	Revised Budget as at 5 March 2024	Future Proposed Variations	Revised Budget Including Proposed Variations	Actuals to 31.03.24	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date	Slippage Required
S98102	Sprinkler System	152,787	0	152,787	166,626	166,626	13,839	10.07.23 design works being done for one job that will use full budget 06.10.23 jobs at Valeview and Thoresby Road costs to be reviewed . Both to be started in the next month 17.01.24 Valeview and Thoresby Road both complete waiting on £20k invoice. £85k worth of bin stores to be completed. Reduction of 220,000 as this won't be needed this FY and there's already a budget in place for 24/25	0
S98103	Structural Surveys - Eivated Walkways	895	0	895	0	0	-895	10.07.23 still sourcing contractor 19.10.23 internal surveys to determine whether any structural works needed happening next month. 11.01.24 surveys for 36 areas have been completed and works likely to start end of Feb - £40,000 budget reduced and £50,105 reprofiled to 24/25	0
S98104	Scooter Shed	0	0	0	0	0	0		0
S98105	Compartmentalisaton in Roof Space	256,200	-6,300	249,900	215,563	215,563	-34,337	10.07.23 new contractor works to begin inspections soon, after these are done we will know the expenditure expected 06.10.23 PO of £200k to be raised for Fieldway for surveys and works to be completed, jobs starting this month. Still waiting for costs. 17.01.24 £50,000 budget reduced but expecting to spend the remainder of the budget.	34,337
S98106	Inspection & Install Lightening Conductors	0	0	0	0	0	0		0
S98107	Aerial Inspections	0	0	0	0	0	0		0
S781	BUILDING SAFETY	409,882	-6,300	403,582	382,189	382,189	-21,393		34,337
S99100	PROPERTY INVESTMENT CONTINGENCY	16,387	-16,000	387	0	0	-387	24.01.24 slight spend on stock condition surveys but these will mainly be next year.	0
S99102	Housing Capital Fees	520,296	0	520,296	531,055	531,055	10,759		0
S791	UNALLOCATED FUNDING	536,683	-16,000	520,683	531,055	531,055	10,372		0
	SUB TOTAL PROPERTY INVESTMENT	10,132,391	0	10,132,391	9,575,274	9,575,274	-557,117		556,250
		0	0	0	0	0	0		
	AFFORDABLE HOUSING								
SA1031	Site Acquisition (Inc RTB)	318,750	0	318,750	0	0	-318,750	13.07.23 Church Circle, Ollerton and The Crescent Bilsthorpe - with Legal, doing ground works at the moment. 17.10.23 Reprofile remaining budget to 24/25	318,750
SA1033	Estate Regeneration	169,764	0	169,764	70,268	70,268	-99,496	17.10.23 going to planning on 7 December 2023, if approved, start on site expected in Q1 24/25 therefore reprofile budget to 2024/25 11.01.24 budget reprofiled due to delays in achieving planning consent	99,496
SA1047	New Build Contingency	107,228	0	107,228	-410	-410	-107,637		52,483

Project	Capital Description	Revised Budget as at 5 March 2024	Future Proposed Variations	Revised Budget Including Proposed Variations	Actuals to 31.03.24	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date	Slippage Required
SA1048	Boughton Extra Care	295,347	0	295,347	5,781	5,781	-289,566	13.07.23 retention challenge with administrators to NSDC favor counter claim has been submitted. 17.10.23 still waiting to hear back from the administrators 11.01.24 still waiting updates from administrators	289,566
SA1060	Phase 3	0	0	0	0	0	0		0
SA1063	Phase 3 - Cluster 3	0	0	0	0	0	0	01.06.23 cluster is completed but still owe retention to Woodheads 11.1.24 waiting on correspondence from administrators	0
SA1064	Phase 3 - Cluster 4	599,964	0	599,964	610,796	610,796	10,832	13.07.23 one site remaining - 17 Northgate. Starting back on site August 23, to be completed by January 24. 17.10.23 works continuing as planned. 11.1.24 view to handover at the end of January 24 subject to snagging.	0
SA1070	Phase 4	1	0	1	0	0	-1		0
SA1071	Phase 4 Cluster 1	0	0	0	0	0	0	01.06.23 cluster is completed but still owe retention to Woodheads - totals £56k	0
SA1072	Phase 4 Cluster 2	0	0	0	0	0	0	01.06.23 completed but still owe retention to Woodheads - totals £19k	0
SA1073	Phase 4 Cluster 3	1,061,667	0	1,061,667	1,115,957	1,115,957	54,289	13.07.23 one site complete, others due to be complete between August and September. 17.10.23 completion date moved back to December 2023 due to ongoing negotiations with highways. 11.1.23 now due for completion in January 24	0
SA1074	Phase 4 Cluster 4	22,228	0	22,228	19,784	19,784	-2,444	01.06.23 cluster is complete apart from retention £2k	0
SA1075	Phase 4 Cluster 5	1,130,362	0	1,130,362	1,108,441	1,108,441	-21,921	13.07.23 cluster due for completion in December 23. 11.1.24 now due for completion in January 24	0
SA1080	Phase 5	-0	0	-0	31,298	31,298	31,299	17.10.23 award letters sent out, once standstill period is over, budgets will be reallocated in line with agreed costs.	0
SA1081	Phase 5 Cluster 1	462,520	0	462,520	217,531	217,531	-244,989	05.04.24 works started on site, late February, and early March 24	244,989
SA1082	Phase 5 Cluster 2	352,230	0	352,230	151,746	151,746	-200,484	05.04.24 works started on site, late February, and early March 24	200,484
SA1083	Phase 5 Cluster 3	308,440	0	308,440	107,844	107,844	-200,596	05.04.24 works started on site, late February, and early March 24	200,596
SA1084	Phase 5 Cluster 4	607,309	0	607,309	118,018	118,018	-489,291	05.04.24 works started on site, late February, and early March 24	489,291
SA1085	Phase 5 Cluster 5	291,590	0	291,590	53,800	53,800	-237,790	05.04.24 works started on site, late February, and early March 24	237,790
SA1086	Phase 5 Cluster 6	372,920	0	372,920	121,570	121,570	-251,350	05.04.24 works started on site, late February, and early March 24	251,350

Project	Capital Description	Revised Budget as at 5 March 2024	Future Proposed Variations	Revised Budget Including Proposed Variations	Actuals to 31.03.24	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date	Slippage Required
SA1087	Phase 5 Cluster 7	500,790	0	500,790	483,889	483,889	-16,901	17.10.23 works started on site in June and is due to complete around December 2023. Increase budget by £100k in line with current estimated costs. 11.1.23 due to complete in January 24 05.04.24 scheme complete.	0
SC2000	Careline Analogue to Digital	71,955	0	71,955	26,617	26,617	-45,338		45,338
SC2002	New Housing Management System	521,000	0	521,000	216,667	216,667	-304,333	14.07.23 chosen supplier received orders, on programme.	304,333
	SUB TOTAL AFFORDABLE HOUSING	7,194,064	0	7,194,064	4,459,599	4,459,599	-2,734,466		2,734,466
	GRAND TOTAL	17,326,456	0	17,326,456	14,034,873	14,034,873	-3,291,583		3,290,716
	TOTALS	17,326,456		17,326,456	14,034,873	14,034,873	-3,291,583		3,290,716

General Fund Reserves

Appendix G

Description	Balance as at 31st March	Budgeted Movement	Balance as at 1st April	Transfer from	Transfer to	Revised Balance	Commitments	Remaining Balance
MTFP Reserve	(6,191,527.67)	(1,280,460.00)	(7,471,987.67)	0.00	(989,380.35)	(8,461,368.02)	0.00	(8,461,368.02)
Collection Fund Budget	(1,074,309.98)	0.00	(1,074,309.98)	147,760.37	(450,685.37)	(1,377,234.98)	1,074,309.98	(302,925.00)
Budget funding reserve	(7,265,837.65)	(1,280,460.00)	(8,546,297.65)	147,760.37	(1,440,065.72)	(9,838,603.00)	1,074,309.98	(8,764,293.02)
Election Expenses Fund	(46,223.59)	0.00	(46,223.59)	321,240.39	(390,263.87)	(115,247.07)	0.00	(115,247.07)
Insurance & Risk Management Fund	(90,000.00)	0.00	(90,000.00)	0.00	(16,895.00)	(106,895.00)	16,895.00	(90,000.00)
ICT & Digital Services	(95,000.00)	0.00	(95,000.00)	0.00	(15,325.00)	(110,325.00)	0.00	(110,325.00)
Repairs And Renewals Fund	(2,413,827.85)	0.00	(2,413,827.85)	371,885.46	(421,848.50)	(2,463,790.89)	238,607.93	(2,225,182.96)
Domestic Homicide Review	(10,000.00)	0.00	(10,000.00)	300.00	(120.00)	(9,820.00)	0.00	(9,820.00)
Training Provision	(281,300.00)	0.00	(281,300.00)	10,000.00	(10,000.00)	(281,300.00)	0.00	(281,300.00)
Planning Costs Fund	(201,140.00)	0.00	(201,140.00)	0.00	0.00	(201,140.00)	81,200.00	(119,940.00)
Growth And Prosperity Fund	(127,366.29)	0.00	(127,366.29)	127,366.29	0.00	0.00	0.00	0.00
Emergency Planning/Flooding Reserve	0.00	0.00	0.00	0.00	(60,000.00)	(60,000.00)	0.00	(60,000.00)
CSG/Enforcement Reserve	(30,910.08)	(20,000.00)	(50,910.08)	0.00	(44,326.68)	(95,236.76)	0.00	(95,236.76)
Management Carry Forwards	(1,207,889.61)	0.00	(1,207,889.61)	1,131,758.96	(694,677.83)	(770,808.48)	770,808.48	0.00
Flood Defence Reserve	(250,000.00)	0.00	(250,000.00)	0.00	0.00	(250,000.00)	130,000.00	(120,000.00)
NNDR Volatility Reserve	(500,000.00)	0.00	(500,000.00)	0.00	0.00	(500,000.00)	0.00	(500,000.00)
Community Initiative Fund	(100,888.18)	0.00	(100,888.18)	0.00	(10,000.00)	(110,888.18)	0.00	(110,888.18)
Asset Maintenance Fund	(500,000.00)	0.00	(500,000.00)	149,450.00	0.00	(350,550.00)	333,510.00	(17,040.00)
Capital Project Feasibility Fund	(321,608.00)	0.00	(321,608.00)	98,597.00	0.00	(223,011.00)	166,801.00	(56,210.00)
Community Engagement	(79,441.45)	0.00	(79,441.45)	37,550.15	0.00	(41,891.30)	24,066.30	(17,825.00)
Theatre Centenary Legacy	(14,339.04)	0.00	(14,339.04)	0.00	(2,981.75)	(17,320.79)	0.00	(17,320.79)
Commercial Plan Invest to Save	(200,000.00)	0.00	(200,000.00)	0.00	0.00	(200,000.00)	0.00	(200,000.00)
Workforce Development Reserve	(200,000.00)	0.00	(200,000.00)	30,390.00	0.00	(169,610.00)	22,639.00	(146,971.00)
Capital Financing Provision	(517,749.66)	(579,500.00)	(1,097,249.66)	992,383.95	(1,165,377.00)	(1,270,242.71)	1,259,283.31	(10,959.40)
Earmarked for Known Pressure	(7,187,683.75)	(599,500.00)	(7,787,183.75)	3,270,922.20	(2,831,815.63)	(7,348,077.18)	3,043,811.02	(4,304,266.16)
Building Control Surplus	(83,912.17)	0.00	(83,912.17)	22,073.17	0.00	(61,839.00)	0.00	(61,839.00)
Museum Purchases Fund	(45,783.83)	0.00	(45,783.83)	0.00	(12,515.02)	(58,298.85)	0.00	(58,298.85)
Community Safety Fund	(123,219.39)	0.00	(123,219.39)	29,200.83	(42,489.43)	(136,507.99)	0.00	(136,507.99)
Homelessness Fund	(480,541.91)	(214,000.00)	(694,541.91)	677,976.00	(94,203.07)	(110,768.98)	17,033.00	(93,735.98)
Revenue Grants Unapplied	(869,636.17)	0.00	(869,636.17)	183,276.00	(290,470.24)	(976,830.41)	63,695.57	(913,134.84)
Energy & Home Support Reserve	(103,171.00)	0.00	(103,171.00)	0.00	0.00	(103,171.00)	0.00	(103,171.00)
Community Lottery Fund	(12,062.61)	0.00	(12,062.61)	12,015.64	(18,031.28)	(18,078.25)	0.00	(18,078.25)
Homes for Ukraine Fund	(319,537.84)	0.00	(319,537.84)	150,145.00	(183,863.00)	(353,255.84)	0.00	(353,255.84)
Mansfield Crematorium	(159,360.35)	0.00	(159,360.35)	974.72	0.00	(158,385.63)	0.00	(158,385.63)
Ringfenced	(2,197,225.27)	(214,000.00)	(2,411,225.27)	1,075,661.36	(641,572.04)	(1,977,135.95)	80,728.57	(1,896,407.38)
Change Management/Capital Fund	(14,171,531.21)	0.00	(14,171,531.21)	2,270,255.17	(85,421.17)	(11,986,697.21)	11,033,573.43	(953,123.78)
Gen Fund Bal Bfwd	(1,500,000.00)	0.00	(1,500,000.00)	0.00	0.00	(1,500,000.00)	0.00	(1,500,000.00)
Un-ringfenced	(15,671,531.21)	0.00	(15,671,531.21)	2,270,255.17	(85,421.17)	(13,486,697.21)	11,033,573.43	(2,453,123.78)
	(32,322,277.88)	(2,093,960.00)	(34,416,237.88)	6,764,599.10	(4,998,874.56)	(32,650,513.34)	15,232,423.00	(17,418,090.34)

HRA Reserves

Appendix H

Description	Balance as at 31st March	Budgeted Movement	Balance as at 1st April	Transfer from	Transfer to	Revised Balance	Commitments	Remaining Balance
HRA Decent Homes Reserve	(1,500,000.00)		(1,500,000.00)			(1,500,000.00)		(1,500,000.00)
HRA Unused Efficiency Savings	(687,870.83)		(687,870.83)	56,000.00	(368,000.00)	(999,870.83)		(999,870.83)
HRA Service Improvement	(1,856,000.00)	500,000.00	(1,356,000.00)	583,904.49	(133,123.00)	(905,218.51)	532,332.75	(372,885.76)
HRA Regulatory Compliance / Modernisation	(250,000.00)		(250,000.00)			(250,000.00)		(250,000.00)
HRA Health And Safety	(364,299.03)		(364,299.03)			(364,299.03)		(364,299.03)
HRA Management Carry Forwards	(305,500.00)		(305,500.00)	305,500.00	(56,450.00)	(56,450.00)		(56,450.00)
HRA Insurance Fund	(50,000.00)		(50,000.00)			(50,000.00)		(50,000.00)
HRA Staffing & Pay Reserve	(100,000.00)		(100,000.00)			(100,000.00)		(100,000.00)
Earmarked for Known Pressure	(5,113,669.86)	500,000.00	(4,613,669.86)	945,404.49	(557,573.00)	(4,225,838.37)	532,332.75	(3,693,505.62)
HRA Working Balance	(2,000,000.00)		(2,000,000.00)	0.00	0.00	(2,000,000.00)	0.00	(2,000,000.00)
Un-ringfenced	(2,000,000.00)	0.00	(2,000,000.00)	0.00	0.00	(2,000,000.00)	0.00	(2,000,000.00)
Total HRA Reserves	(7,113,669.86)	500,000.00	(6,613,669.86)	945,404.49	(557,573.00)	(6,225,838.37)	532,332.75	(5,693,505.62)



Nottinghamshire Pension Fund

(3) Newark & Sherwood District Council

IAS19 Report as at 31 March 2024

Agenda Page 56

20 May 2024



Introduction

We have been instructed by Nottinghamshire County Council, the administering authority to the Nottinghamshire Pension Fund (the Fund), to undertake pension expense calculations in respect of pension benefits provided by the Local Government Pension Scheme (the LGPS). These benefits are provided to employees of Newark & Sherwood District Council (the Employer) as at 31 March 2024. We have taken account of current LGPS Regulations, as amended, as at the date of this report.

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

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

This report is prepared in accordance with our understanding of IAS19 and complies with Technical Actuarial Standard 100: General Actuarial Standards (TAS 100) as issued by the Financial Reporting Council (FRC). This report should be read in conjunction with the post accounting date briefing note for disclosures as at 31 March 2024.

The figures contained in this report are in respect of the Employer's pension obligations under the LGPS as at 31 March 2024.

Please note that we have not allowed for an asset ceiling to be incorporated into the balance sheet at the specific request of the Employer. We would be happy to speak to the Employer or their auditor if more information is required.

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

This report supersedes previous versions of this report and has been updated to reflect the actual whole fund asset information at 31 March 2024, which wasn't available when the initial report was requested.

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



Barry McKay FFA
Partner

Data used

We have used the following items of data which we received from the administering authority and the Employer via the use of MS Forms:

Results of the latest funding valuation as at	31 March 2022
Results of the previous IAS19 report as at	31 March 2023
Actual Fund returns to	n/a
Fund asset statement as at	31 March 2024
Fund income and expenditure items to	31 December 2023
Employer income and expenditure items to	31 March 2024
Details of any new unreduced early retirement payments to	31 March 2024
Details of any settlements to/from the Employer for the period to	31 March 2024

The data has been checked for reasonableness, including consistency with previous valuation data where relevant, and the data is within tolerances for the purposes of this report.

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

We have not been notified of any significant changes or events since we received the data.

Employer membership statistics

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

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

Employer payroll

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

Estimated payroll for the year to 31 March 2024	£18,301,000
Projected payroll for the year to 31 March 2025	£18,922,000

Scheduled contributions

The table below summarises the minimum employer contributions due from the Employer to the Fund over this inter-valuation period. The Employer may pay further amounts at any time. Future contributions may be adjusted on a basis approved by us.

	Primary rate	Secondary rate for period beginning:			Minimum employer contributions due for the period beginning:		
		1 Apr 2023	1 Apr 2024	1 Apr 2025	1 Apr 2023	1 Apr 2024	1 Apr 2025
Total percent of payroll	18.6%	0.0%	0.0%	0.0%	18.6%	18.6%	18.6%
plus monetary amount (£000s)		459	477	495	459	477	495

The table of scheduled contributions above relates to the entity and all associated employers. The primary rate shown is the appropriate weighted average.

Funding approach

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

Assets

The return on the Fund (on a bid value to bid value basis) for the year to 31 March 2024 is calculated to be 8.46% based on the Fund asset statements and Fund cashflows as set out in the Data section preceding this section.

The Employer's share of the assets of the Fund is approximately 1.93%.

The estimated asset allocation for the Employer at 31 March 2024 and 31 March 2023 is as follows (noting that due to rounding they may not total 100%):

Asset breakdown	31 Mar 2024		31 Mar 2023	
	£000s	%	£000s	%
Public Equities	81,967	60%	72,922	58%
Gilts	3,246	2%	2,586	2%
Other bonds	6,724	5%	7,410	6%
Property	14,409	11%	14,849	12%
Cash/temporary investments	8,160	6%	6,546	5%
Inflation Plus	6,894	5%	6,315	5%
Infrastructure	9,799	7%	9,833	8%
Private Equities	4,340	3%	4,649	4%
Total	135,539	100%	125,110	100%

The table below sets out the percentages of the Fund's assets held in each asset class at 31 March 2024 (split by those that have a quoted market price in an active market, and those that do not).

Asset breakdown		31 March 2024	
		% Quoted	% Unquoted
Fixed Interest Government Securities	UK	2%	-
	Overseas	-	-
Index Linked Government Securities	UK	0%	-
	Overseas	-	-
Corporate Bonds	UK	0%	-
	Overseas	5%	-
Equities	UK	17%	0%
	Overseas	43%	-
Property		-	11%
Private Equity		-	3%
Infrastructure		-	7%
Unit Trust Infl Linked		-	5%
Credit		-	3%
Cash/Temporary Investments		-	2%
Net Current Assets	Debtors	-	0%
	Creditors	-	-0%
Total		68%	32%

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

Actuarial methods and assumptions

Details of the actuarial methods and derivation of the assumptions used can be found in the 31 March 2024 briefing note issued alongside this report unless noted otherwise below. The key assumptions used are set out below.

Financial assumptions	31 Mar 2024	31 Mar 2023	31 Mar 2022
	p.a.	p.a.	p.a.
Discount rate	4.90%	4.80%	2.60%
Pension increases (CPI)	2.90%	2.90%	3.20%
RPI inflation	3.25%	3.30%	3.55%
Salary increases	3.90%	3.90%	4.20%

Projected unit method is used in our calculations.

We have allowed for actual pension increases up to and including the 2024 Pension Increase Order. This is reflected in the Experience loss/(gain) on defined benefit obligation figure in the results. We have also allowed for actual CPI inflation experienced from September 2023 to February 2024.

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

Post retirement mortality	31 Mar 2024	31 Mar 2023
Base table	S3PA	S3PA
Multiplier (M/F)	115% / 110%	115% / 110%
Future improvements model	CMI_2022	CMI_2021
Long-term rate of improvement	1.25% p.a.	1.25% p.a.
Smoothing parameter	7.0	7.0
Initial addition parameter	0.0% p.a.	0.0% p.a.
2020 weight parameter	0%	5%
2021 weight parameter	0%	5%
2022 weight parameter	25%	n/a

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

Life expectancy from age 65 (years)		31 Mar 2024	31 Mar 2023
Retiring today	Males	20.4	20.7
	Females	23.3	23.5
Retiring in 20 years	Males	21.7	22.0
	Females	24.7	25.0

Employer duration

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

Past service costs

Past service costs arise if member benefits are introduced, withdrawn or changed. For example, an award of additional discretionary benefits such as added years by a member would be considered a past service cost. We are not aware of any additional benefits which were granted over the year ending 31 March 2024.

Curtailments

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

Settlements

We are not aware of any liabilities being settled at a cost materially different to the accounting reserve during the year, which has been confirmed by the Fund.

Results

Balance sheet	As at 31 Mar 2024	As at 31 Mar 2023	As at 31 Mar 2022
	£000s	£000s	£000s
Net pension asset in the statement of financial position			
Present value of the defined benefit obligation	145,832	143,192	211,102
Fair value of Fund assets (bid value)	135,539	125,110	128,639
Deficit / (Surplus)	10,293	18,082	82,463
Present value of unfunded obligation	1,549	1,649	2,281
Unrecognised past service cost	-	-	-
Impact of asset ceiling	-	-	-
Net defined benefit liability / (asset)	11,842	19,731	84,744

The amounts recognised in the profit and loss statement	Year to 31 Mar 2024	Year to 31 Mar 2023
	£000s	£000s
Service cost	3,386	7,438
Net interest on the defined liability / (asset)	853	2,165
Administration expenses	61	52
Total loss / (profit)	4,300	9,655

For the purposes of our calculations, we distribute fund administration expenses amongst the employers in the Fund in proportion to their individual asset shares.

Remeasurement of the net assets / (defined liability) in other comprehensive income	Year to 31 Mar 2024	Year to 31 Mar 2023
	£000s	£000s
Return on Fund assets in excess of interest	4,573	(5,999)
Other actuarial gains / (losses) on assets	-	563
Change in financial assumptions	2,367	84,917
Change in demographic assumptions	2,034	11,874
Experience gain / (loss) on defined benefit obligation	(793)	(19,628)
Changes in effect of asset ceiling	-	-
Remeasurement of the net assets / (defined liability)	8,181	71,727

Investment expenses are included in return on Fund assets in excess of interest.

Reconciliation of opening & closing balances of the present value of the defined benefit obligation	Year to 31 Mar 2024 £000s	Year to 31 Mar 2023 £000s
Opening defined benefit obligation	144,841	213,383
Current service cost	3,386	7,438
Interest cost	6,856	5,492
Change in financial assumptions	(2,367)	(84,917)
Change in demographic assumptions	(2,034)	(11,874)
Experience loss/(gain) on defined benefit obligation	793	19,628
Liabilities assumed / (extinguished) on settlements	-	-
Estimated benefits paid net of transfers in	(5,147)	(5,212)
Past service costs, including curtailments	-	-
Contributions by Scheme participants and other employers	1,198	1,048
Unfunded pension payments	(145)	(145)
Closing defined benefit obligation	147,381	144,841

The experience loss/(gain) on the defined benefit obligation includes £793,000 in respect of the allowance for actual pensions increases and CPI inflation over the accounting period.

Reconciliation of opening & closing balances of the fair value of Fund assets	Year to 31 Mar 2024 £000s	Year to 31 Mar 2023 £000s
Opening fair value of Fund assets	125,110	128,639
Interest on assets	6,003	3,327
Return on assets less interest	4,573	(5,999)
Other actuarial gains/(losses)	-	563
Administration expenses	(61)	(52)
Contributions by employer including unfunded	4,008	2,941
Contributions by Scheme participants and other employers	1,198	1,048
Estimated benefits paid net of transfers in	(5,292)	(5,357)
Settlement prices received / (paid)	-	-
Closing Fair value of Fund assets	135,539	125,110

Investment expenses are included in actual return on assets in excess of interest.

Sensitivity analysis	£000s	£000s	£000s	£000s	£000s
Adjustment to discount rate	+0.5%	+0.1%	0.0%	-0.1%	-0.5%
Present value of total obligation	136,806	145,161	147,381	149,657	159,360
Projected service cost	2,803	3,220	3,333	3,450	3,960
Adjustment to long term salary increase	+0.5%	+0.1%	0.0%	-0.1%	-0.5%
Present value of total obligation	148,135	147,530	147,381	147,234	146,655
Projected service cost	3,344	3,335	3,333	3,331	3,322
Adjustment to pension increases and deferred revaluation	+0.5%	+0.1%	0.0%	-0.1%	-0.5%
Present value of total obligation	158,791	149,551	147,381	145,264	137,289
Projected service cost	3,978	3,452	3,333	3,218	2,787
Adjustment to life expectancy assumptions		+1 Year	None		-1 Year
Present value of total obligation		153,157	147,381		141,849
Projected service cost		3,455	3,333		3,214

Projected pension expense

Year to
31 Mar 2025
£000s

Service cost	3,333
Net interest on the defined liability / (asset)	480
Administration expenses	61
Total loss / (profit)	3,874
Employer contributions	3,996

These projections are based on the assumptions as at 31 March 2024. The figures exclude the capitalised cost of any early retirements or augmentations which may occur after 31 March 2024.

Appendix - Auditor Data Pack

Newark & Sherwood District Council's auditor will generally need to receive sufficient appropriate audit evidence to carry out the audit. This is particularly the case with actuarially calculated values, which are considered to be accounting estimates under ISA(UK)540. The auditor will wish to evaluate the appropriateness of the Barnett Waddingham actuary's report as audit evidence (IAS(UK)500), and may engage the services of an Auditor's Expert to do so (ISA(UK)620). The Auditor's Expert will have specific knowledge of defined benefit pensions and will often wish to carry out substantive analytical procedures as referred to in ISA(UK)330 and ISA(UK)520.

The purpose of this Appendix is to provide, at the outset, many of the additional data items often requested. This should streamline the overall audit process by providing the required additional data in a single report, reducing the number of additional data queries flowing via the fund. The following data supplements the information in the main accounting report and should be read in conjunction with it. We do not expect this report to be audited - it is provided to aid in the audit of main report.

This additional data is ultimately based on the results of the funding valuation as at 31 March 2022 on which the accounting results are based. Some of the statistics are derived using approximate methods, but we expect that they will be suitable for the intended purpose, which is to carry out approximate rollforward and rebase calculations to verify the results quoted in the main report.

Past and future service liability duration information

Duration, including definition (years)	As at 31 Mar 2024	As at 31 Mar 2023	Change over the period
Overall Macauley duration ⁽¹⁾	16.0	16.1	(0.1)
Overall modified duration ⁽²⁾	15.7	15.8	(0.2)
Active (Final Salary) modified duration	19.7	19.9	(0.1)
Active (CARE) modified duration	24.2	24.4	(0.2)
Active (PUM) modified duration	26.1	26.4	(0.2)
Deferred modified duration	20.4	20.6	(0.2)
Pensioner modified duration	10.3	10.3	(0.1)
Unfunded modified duration	7.2	7.3	(0.0)
CPI-linked modified duration	15.0	15.2	(0.2)
FS-linked modified duration	19.7	19.9	(0.1)

⁽¹⁾ The Macauley duration is the weighted average term to maturity of the benefit cashflows

⁽²⁾ The Modified duration is the sensitivity of the present value of the benefit cashflows to a change in discount rate

All duration calculations use the accounting assumptions at the respective date - the change over the period is due to the change in assumptions

Liability split information

Approximate proportion of total past service liability in each main category	As at 31 Mar 2024	As at 31 Mar 2023
Active (Final Salary) liability	14%	14%
Active (CARE) liability	13%	13%
Deferred liability	23%	23%
Pensioner liability	49%	49%
Unfunded liability	1%	1%
CPI-linked liability	86%	86%
FS-linked liability	14%	14%

Please note that these splits of liability are based on actual cashflow projections as at the last funding date. We have not made any allowance for member movements or liabilities being extinguished in these estimated splits. We have allowed for the change in financial assumptions which applied at the relevant dates shown in the table above.

Approximate proportion of total liability split by gender	Proportion of liability female
Active (Final Salary) members	48%
Active (CARE) members	53%
Deferred members	51%
Pensioner members	43%
Overall membership	48%

Splits quoted are as at the last funding valuation. Liability weighted statistics use accounting assumptions at the last funding date.

Average age information	Weighted by salary	Weighted by pension	Weighted by liability
Active members	46.4	51.2	50.7
Active (Final Salary) members		53.7	53.2
Active (CARE) members		49.4	48.4
Deferred members		51.0	51.0
Pensioner members		71.9	67.5

Tranche average retirement age	Weighted by pension	Weighted by liability
Active members	65.0	65.1
Active (Final Salary) members	64.0	64.0
Active (CARE) members	65.9	66.0
Deferred members	63.2	63.0

Ages quoted are as at the last funding valuation. Liability weighted statistics use accounting assumptions at the last funding date.

Allowance for actual inflation

Detailed information on CPI statistics for known inflation allowance	Statistic date	Statistic value	Annualised rate
Latest known CPI (start)	February, 2023	127.9	
Latest known CPI (end)	February, 2024	132.3	3.44%
Inflation assumption at start of period			2.90%
Allowance for actual inflation vs assumed			0.54%

The experience gain (loss) from actual inflation is shown as an annual effective rate which can be interpolated if required.

Asset information

Value of assets (£000s) and asset share	As at 31 Mar 2024	As at 31 Mar 2023
Total fund assets	7,018,789	6,463,924
Employer assets	135,539	125,110
Employer asset share	1.931%	1.936%



Report to: Policy & Performance Improvement Committee: 24 June 2024

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

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

Report Summary	
Report Title	Corporate Annual Budget Strategy for 2025/26
Purpose of Report	To set out the General Fund, Capital & HRA Budget Strategy for 2025/26, for consideration by Members before detailed work commences.
Recommendations	That the Policy & Performance Improvement Committee: <ul style="list-style-type: none"> a) note the overall General Fund, Capital & HRA Budget Strategy for 2025/26; b) note the consultation process with Members; c) note that Budget Officers continue work on the assessment of various budget proposals affecting services for consideration in setting the Council's budget; and d) note that Budget Managers work with finance officers in identifying further efficiency savings, increasing income from fees and charges and in identifying new sources of income.

1.0 Background

1.1 The Council's Constitution sets out the process for developing the Council's Annual Budget.

1.2 The process requires that, each year, the Council's Section 151 Officer presents a report on the overall budget strategy for the forthcoming financial year, to the Policy and Performance Improvement Committee.

2.0 Budget Proposals

2.1 Budget Presentation

2.1.1 The budget process will result in setting the General Fund budget and the Council Tax for 2024/25 and will be approved by Council at its meeting on 6 March 2025.

2.1.2 The budget process will result in setting the Housing Revenue Account budget and the rent setting for 2024/25 and will be approved by Council at its meeting on 11 February 2025.

2.1.3 The budget process will result in setting the Capital Programme budget for 2024/25 to 2027/28 and will be approved by Council at its meeting on 6 March 2025.

2.2 Financial Policies

2.2.1 The Council has agreed policies on Budgeting and Council Tax, Reserves and Provisions, Charging, Value for Money and also a set of Budget Principles which set out the approach to be taken to the budget process. These policies were last reviewed by the Cabinet in July 2023. The policies and principles have been reviewed and updated where necessary and are attached as **Appendices A to F**.

3.0 Budget Strategy

General Fund

3.1 The current Medium Term Financial Plan (MTFP) was approved on 7 March 2024.

3.2 The table below sets out the summary of the financial forecast, identified within the current MTFP, assuming that Council Tax at average Band D will increase by the same rate as in the 2024/25 financial year, i.e. 1.94%:

	2024/25 (£m)	2025/26 (£m)	2026/27 (£m)	2027/28 (£m)
Net Service Expenditure (less capital charges)	19.787	20.749	20.718	21.376
Total Other Expenditure	0.092	1.348	2.250	2.250
Total Expenditure	19.879	22.097	22.968	23.626
Business Rates: receivable annually	(9.117)	(9.597)	(9.597)	(9.597)
Business Rates: other adjustments	(0.093)	0.000	0.000	0.000
Council Tax: receivable annually	(8.286)	(8.614)	(8.955)	(9.307)
Council Tax: other adjustments	0.117	0.000	0.000	0.000
Other Grants	(3.294)	(2.597)	(0.407)	(0.353)
Contribution (to) or from Reserves	0.994	0.272	0.278	0.283
Funding Shortfall prior to Mitigations	0.200	1.551	4.277	4.642

3.3 The national context around future local government funding is uncertain. The government has had plans to reform the local government finance system for a number of years. The government initially intended for these reforms to take effect from 2020/21. It has now delayed these reforms further to 2026/27, at the earliest. By the time of this report being considered by Cabinet, a General Election will have been completed. Should the current Government succeed in being appointed for another term of office it is likely that the funding reforms will be completed by the suggested timeline, albeit should there be a new Government appointed, the timeline for reform is undetermined, as there will be many other national policies that may be reviewed prior to the reform of local government finance.

3.4 Since approval of the MTFP in March 2024, no further information has been released regarding the impact on the Local Government Finance Settlement. Latest indications that have been received are that there is likely to be little change between those forecast within the MTFP approved in March 2024.

Bridging the Gap

3.5 Whilst the table above forecasts large gaps in each of the final two financial years, the MTFP, approved in March 2024, also described ways in which the Council will bridge the gaps in funding. The table below summarises these mitigating measures:

	2024/25 (£m)	2025/26 (£m)	2026/27 (£m)	2027/28 (£m)
Funding Shortfall prior to Mitigations	0.200	1.551	4.277	4.642
Dividends from Arkwood Developments Ltd	-	(0.500)	(0.650)	(0.650)
Savings from service reviews	-	(0.100)	(0.170)	(0.170)
Savings/efficiencies from making business processes more efficient	-	(0.100)	(0.150)	(0.150)
Increased income from the council becoming more commercial	-	(0.100)	(0.200)	(0.200)
Use of MTFP reserve to offset contributions from reserves in future years	(0.200)	(0.751)	(3.107)	(1.845)
Proposed General Fund Funding Gap	0.000	0.000	0.000	1.627

3.6 Whilst these mitigations bridge the gaps in each of the first three years, there is still a shortfall of £1.627m to find in 2027/28.

3.7 Post the year end position for 2023/24 the Business Manager – Financial Services together with the S151 Officer have reviewed this position. The table below revises the position based on assumptions of forecast year end positions together with reductions in MRP due to the additional £1.165m set aside at the conclusion of 2023/24 to contribute towards future capital expenditure that was originally funded by borrowing. The table shows that there is still an inherent circa £3m annual deficit to fund from 2028/29 onwards. Policy and Finance Committee previously approved, at its meeting of 27th January 2022, a Commercial Strategy underpinned by an action plan, which would bring forward activities in order to assist with closing this gap. A steering group has been established and progress against these actions will be monitored. Update reports have been brought to Cabinet in July of 2023 and July 2024. These updates will be factored into the budget and MTFP to be presented to Council on the 6 March 2025.

	2024/25 (£m)	2025/26 (£m)	2026/27 (£m)	2027/28 (£m)
Current shortfall prior to mitigations 2024/25	0.200	1.551	4.277	4.642
Revised shortfall prior to mitigations		1.301	3.123	3.078
Notional savings generatable	(0.250)			
Dividends from Arkwood Developments Ltd		(0.500)	(0.150)	
Savings from service reviews		(0.100)	(0.070)	

Savings/efficiencies from making business processes more efficient		(0.100)	(0.050)	
Increased income from the council becoming more commercial		(0.100)	(0.100)	
MRP savings due to additional contribution to Capital of £1.165m		(0.104)	(0.040)	
Use of MTFP reserve to offset contributions from reserves in future years	0.050	(0.397)	(2.693)	(2.843)
Proposed General Fund Funding Gap	0.000	0.000	0.000	0.235

- 3.8 The table above describes the cumulative savings necessary, hence once a saving has been identified this is then assumed to be based into the revised shortfalls, meaning that the incremental additional savings are the ones necessary to find.

Housing Revenue Account

- 3.9 The assumptions to be used within the update of the Housing Revenue Account (HRA) Business Plan will be presented to the Policy and Performance Improvement Committee in September and Cabinet in November. These HRA specific assumptions (such as numbers of Right to Buy receipts) will then inform the creation of the HRA budget.

Budgeting Assumptions

- 3.10 The following underlying assumptions will be applied in compiling the draft General Fund and HRA budgets for 2025/26:

3.10.1 Base Budget

The base budget for 2025/26 will be derived from the original 2025/26 notional budget as compiled in the preparation of the MTFP for 2024/25 to 2027/28 and approved by Council on 7 March 2024. This will aid in the transparency of the change in assumptions process and will also ensure that changes in resource allocations are captured and reported accordingly.

3.10.2 Staff Costs

It has been assumed that within the Service Unit budgets, the Council will employ 100% of the Council's establishment throughout the year with the exception of known unfilled vacancies where salaries are budgeted to commence on the anticipated starting date.

The Council are yet to receive information relating to the current years (2024/25) pay award for green and red book staff. A budget equivalent to a 5% increase was applied to 2023/24 salary scales for the 2024/25 financial year. This has been replicated currently throughout the MTFP period and hence 5% year on year has been assumed. This will continue to be the case for the 2028/29 financial year.

A vacancy provision of 4% of the total salary budget for 2025/26 will be made to allow for natural savings being made from posts remaining vacant before being filled. With the challenges in recruiting that have been seen over the last two financial years, this appears to be a reasonable approach. The actual outturn of savings from vacancies amounted to 3.52% for 2023/24. As it is not possible to predict precisely which business units will experience vacancies in the year, an overall saving will be set aside. This value of this provision will be determined once the total salary budget for 2025/26 has been calculated.

3.10.3 Employer’s Superannuation

A triennial review was completed on the Nottinghamshire Pension fund, in order to determine the contributions necessary for the three year period from 1 April 2023. The impact of this has already been included within the MTFP for the period. The primary contribution rate (which represents the employer’s future service contribution rate expressed as a percentage) is therefore set and will be applied to the establishment based on the number of Full Time Equivalent (FTE) posts and the salary grades those posts are on. The secondary contributions (which represents an adjustment to the primary rate to arise at the total rate each employer is required to pay – to allow for deficit recovery) have also been set as a monetary amount. A similar assumption in terms of values will be applied from 2026 onwards.

3.10.4 Provision for Inflation

The Council is exposed to a number of different costs that rise at various different rates of inflation. The Consumer Price Index is the measure that references the weighted average prices of a basket of consumer goods and services and is measured on a rolling annual basis. This measure is used against the vast majority of Council consumables outside of Pay/Utilities and vehicle costs. Prior to August 2021, CPI had been 3% and under back to April 2012. Since that point CPI has increased month on month with the peak being 11.09% in October 2022. Whilst CPI has come down to 2.37% in April 2024, this does not mean prices are cheaper than at their peak, it means that prices are increasing at a slower rate than the peak. Indeed looking at the measure prices are 23.04% higher in April 2024 compared to April 2020, whilst a four year comparison between October 2022 and October 2018 shows that prices were 18.28% higher in October 2022. This is due to the sustained increase in prices month on month between October 2021 and March 2024, where CPI was 3% or greater throughout that period.

The Council has a number of properties within its portfolio and hence is exposed to increases in cost in relation to electricity and gas. Wholesale energy prices have been at an all-time high over the course of the last 12 months, based on a number of factors such the post covid increase in activity and the war in Ukraine. Due to this energy prices have ranged in increase but are putting significant strain on both residents and business’ for which the Council is not immune.

Based on the above, it is felt reasonable to utilise the following inflation rates (for non-contracted costs) in the production of the budget and MTFP:

	2025/26	2026/27	2027/28	2028/29
General Inflation	2%	2%	2%	2%
Utilities	5%	5%	5%	5%
Transport (Fuel)	5%	5%	5%	5%
Transport (parts)	8%	6%	6%	6%

3.10.5 Fees and Charges

Changes in fees and charges will be subject to specific, detailed review by business managers who will compare the Council's fees for discretionary services to other neighbouring and family group authorities that provide the same services. The business managers will also benchmark the fees with other commercial organisations where similar services are provided. Business managers will also assess and evaluate whether new fees and charges can be introduced for discretionary services that are not currently being charged for. The Council's charging policy is included in Appendix D.

Where comparative benchmarking information is not available, an increase equivalent to general inflation, **as stated in the table above will be applied**. For clarity, this figure is used for uplifts in fees and charges, but will not be used to set car parking fees or forecast changes in rental income for dwellings within the HRA. The assumptions around that figure will be included within the refresh of the HRA Business Plan.

3.10.6 Interest Rate

The Council is proposing to borrow money in order to support its cash flow position. During previous financial years, decisions regarding capital expenditure have been taken to utilise internal resources and maintain an under borrowed position against its Capital Financing Requirement. This is not uncommon across the Local Government sector, at a time when budgets have been squeezed, but reserves have existed. The Council is proposing to utilise elements of its reserves to fund various capital projects going forward. This will mean that cash backed by these reserves will be utilised, hence there is a need to borrow money to ensure that the Council has cash at hand to service its day to day costs. The timing of borrowing funds will be dictated by the Council's cash flow which forecasts daily expected income and expenditure over the next 4 years. Treasury Advisors Link Group will be consulted with prior to borrowing to ensure that the Council takes the most economic route, be that either a fixed or variable rate borrowing, ensuring compliance with the approved Treasury Management Strategy. Rates will be monitored over the coming months until such time that the borrowing is secured.

4.0 Risks in Preparation of the Budget

- 4.1 The basis of the budget strategy will ensure that the Council delivers a balanced budget in March 2025; however, there are risks that may cause expenditure to increase or income to reduce. Consequently, income and expenditure levels will be kept under review throughout the budget process.
- 4.2 It is essential to ensure that the strategic budget efficiencies and additional income are delivered as this is central to ensuring that the Council has a balanced budget. The delivery of the efficiencies and additional income will be kept under continuous review throughout the budget process.
- 4.3 It will not be possible to finalise funding in the budget until government announcements on future funding levels are published later in the year. Members are asked to approve the budget strategy as set out in this report, in order for the main provisions of the budget to be built.

5.0 Timetable

5.1 The Budget Timetable is dictated by the corporate timetable for the Executive arrangements. The essential deadline is that the Council is able to set the level of Council Tax for 2025/26 at its meeting on 6 March 2025.

5.2 The table below describes the key activities and dates in order for the production of the budget.

Date	Activity	Description
24 June 2024	Budget Strategy reviewed by Policy & Performance Improvement Committee	Sets the overall direction of the setting of the budget and high level assumptions
23 July 2024	Budget Strategy approved by Cabinet	Sets the overall direction of the setting of the budget and high level assumptions
31 October 2024	Cash budgets completed	The completion by all Budget holders of the cash resources needed to fund service provision over the MTFP period
w/c 4 November 2024	Director and Budget Holder review	In order for the Director to challenge the budget holders to ensure internal scrutiny of resource provision
26 November 2024	Service budget review by SLT	Holistic review of overall service budget provision by SLT
2 December 2024	Policy & Performance Improvement Committee review (HRA Only)	To review the assumptions around the HRA budget
w/c 9 & 16 December 2024	Portfolio Holder review	Portfolio holder scrutiny over service budget provision
w/c 13 January 2025	Informal meeting with Portfolio Holders, Chair and Vice Chair of Policy & Performance Committee	Holistic review of the whole budget inclusive of the draft LGFS
18 January 2025	SLT review of overall budget position	Holistic review of the whole budget inclusive of the draft LGFS
21 January 2025	Cabinet review (HRA Only)	Cabinet review and recommendation to Full Council for approval of 2025/26 HRA budget
TBC 2025	Policy & Performance Improvement Committee review (GF Only)	PPI Committee to scrutinise proposed budget for 2025/26
11 February 2025	Council approval (HRA Only)	Council approves HRA budget for 2025/26 and Rent setting
18 February 2025	Cabinet review (GF Only)	Cabinet review and recommendation to Full Council for approval of 2025/26 GF budget
6 March 2025	Council approval (GF Only)	Council approves GF budget for 2025/26 and Council Tax setting

6.0 Consultation

- 6.1 As the production of the budget will be predicated on the priorities within the Community Plan, resource allocation will be linked to spending priorities. As the budget is to be derived based on the notional budget set for the forthcoming year (as per the approved MTFP), and changes made during the current financial year are factored in, consultation will continue to take place throughout the 2024/25 financial year. Members will continue to have an opportunity to shape the budget through approving/rejecting reports brought to Cabinet in year.
- 6.2 Once the first draft of the budget has been prepared, this will be reviewed by the Senior Leadership Team to ensure budget is aligned to the Community Plan priorities, during November 2024 as described in the table above.
- 6.3 Portfolio Holders will then be briefed on the proposals. This will enable a review of service budgets prior to presentation to Policy & Performance Improvement Committee during the January cycle of meetings. This will be facilitated by Financial Services, with the services Director and Budget holders presenting their budgets.
- 6.4 The Policy & Performance Improvement Committee will have the opportunity to scrutinise the budget proposals prior to Cabinet recommending to Council for approval.
- 6.5 As in previous years, consultation on the budget will take place with Commercial Business Ratepayers. This will be advertised on the Council's website between the Cabinet meeting in February and the Council meeting in March.

7.0 Capital Programme 2025/26 – 2028/29

7.1 Prioritisation for the General Fund Schemes

- (a) When business cases for new schemes are brought to Cabinet, financing implications of capital expenditure are included in order to assess the viability of the scheme and to enable members to make informed decisions. Once the capital expenditure has been incurred, the financing of the Capital Programme as a whole is arranged by the Section 151 Officer, in line with the Council's Constitution. This may include use of internal resources, borrowing from internal resources or external borrowing. An appraisal of the most appropriate funding source will be included within the business case.
- (b) Capital projects for the new financial year will initially be commissioned by the Senior Leadership Team. These projects will then be assessed against the prioritisation criteria (see **Appendix D**) and will be ranked accordingly. Based on this assessment a report will be prepared for submission to Cabinet in February 2025, before final approval by Council on 6 March 2025.

7.2 Prioritisation for the Housing Revenue Account Schemes

The current HRA Capital programme reflects the latest available information agreed by officers within the Housing, Health and Wellbeing directorate. Resources for future years will reflect the ability of the HRA to support any necessary borrowing, and other funding opportunities which may arise.

8.0 Implications

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

Background Papers and Published Documents

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

None

Policy on Budgeting and Council Tax

Introduction

Each year the Council is required to set a Council Tax in accordance with the provisions of the Local Government Finance Act 1992. It is a requirement of the Act that the Council Tax must be set by 10 March each year.

The Council sets its Annual Revenue Budget in March each year in accordance with the provisions of the Budget Process, which forms part of the Council's Constitution.

The District Council is also responsible for collecting the Council Tax requirement (precepts) for Nottinghamshire County Council, Nottinghamshire Police & Crime Commissioner and Nottinghamshire Fire and Rescue Service and any precepts set by the Parish and Town Councils or Parish meetings within the District. All of these Councils are required to notify the District Council of their requirements before 1 March each year.

The District Council has no control over the level of Council Tax or precept set by the precepting bodies. This policy covers the District Council element of the Council Tax only. Nevertheless, it is recognised that public perception is influenced by the overall level of Council Tax and it can be difficult to appreciate that the requirements of the District Council form only a part of this. In fact, the District Council's spending requirements account for around 8% of the total Council Tax bill.

The Government has powers to require local authorities setting "excessive Council Tax increases" to hold a local referendum on the level of Council Tax. The level of excessiveness for the 2024/25 financial year was set at 3% or £5 increase but may be different in subsequent years. This information is provided within the Local Government Finance Settlement which is published during Winter each year.

The District Council's spending requirement includes an amount levied upon it by other bodies. For this Council an annual levy is made by the Trent Valley and Upper Witham Internal Drainage Boards of circa £950,000.

Current Level of District Council Tax

The District Council's level of Council Tax for 2024/25 is £194.82 for a Band D property. This represents a 2.99% increase in council tax on 2023/24. The total bill, including all major precepts, is £2,376.26 whilst the average Parish Precept is a further £91.25. In order to arrive at this level of Council Tax, the Council assessed its needs over the medium term and resolved to approve an increase at the minimal level possible whilst ensuring it remains cognisant of the challenges it faces ahead.

Consultation

The latest Resident Survey was delivered in 2022 and was open for nearly 6 weeks. Within the survey, a range of questions were asked to gather a picture of their experiences as a resident, their satisfaction with Council services and their views on their local area. It consisted of 16 questions that were predominately multiple choice, with some open questions allowing residents to expand on their answers.

As the feedback from the Resident Survey helps inform and shape our Community Plan, it is important that the consultation provided a holistic and balanced account of the district. To ensure this was achieved, three work streams were delivered as a part of the consultation:

- The open survey that was available for any resident over the age of 16
- A representative survey to allow us to recognise any bias in the open survey from under or overrepresented demographics
- Focus groups to ensure the voices of typically underrepresented groups were heard

In the open survey, 4,577 responses were captured, and this equated to a 3.7% response rate, so around 4 in 10 residents completed the survey. The results of this consultation was used to shape Council services and inform the strategic direction of the Council with the creation of the Community Plan. Budgets have been and will continue to be aligned to the Community Plan to ensure that resources are directed at services which will deliver the priorities described in this document.

Proposals

The absolute level of Council Tax, and any annual increase, will depend on the demands facing the District Council, external funding available, and the Council's assessment of the appropriate level of Council Tax. Whilst these factors will vary from year to year, the following criteria will be taken into account when considering the level of Council Tax:

- The Priorities and Objectives of the Council as set out within the Community Plan
- Inflation
- Consultation Responses
- The level of Council Tax considered to be acceptable to the public
- Government views on grant levels and referendum criteria
- Service demands

Newark & Sherwood District Council aims to set the minimum level of Council Tax acceptable consistent with the achievement of its Priorities and Objectives and other financial and service demands.

General Fund Balances and Reserves Policy

Section 25 (Budget calculations: report on robustness of estimates etc) of the *Local Government Act 2003* requires local authority chief finance officers (Section 151 officers) to report on the adequacy of financial reserves in the council's proposed budget and robustness of estimates made.

The Council will review the adequacy of its useable financial reserves to ensure that these are neither too low (imprudent) or too high (over-prudent) based on their purpose and likely use.

Council's generally hold useable reserves for three purposes:

- as a working balance, to mitigate the impact of uneven cash flows;
- as a contingency, to mitigate the impact of unexpected events or emergencies; and
- as earmarked reserves, to pay for known or predicted future requirements.

The Council has a fixed £**Error! Reference source not found.**m General Fund balance which has been set aside to pay for exceptional items. Officers consistently review the appropriateness (prudence) of this amount in light of internal and external risks identified. For the council to maintain its current General Fund balance of £**Error! Reference source not found.**m, it is intended that the General Fund balance will only be used to fund expenditure once other appropriate/earmarked reserves have been fully utilised.

One of the most important principles used to prepare the MTFP is that council reserves and other one-off resources are not used to balance ongoing, base budget pressures: that all other mitigating actions are used before the use of one-off resources. Over the years, the Council's reserves have been used, for reasons such as to: cover the cost of one-off events not budgeted for; support and improve service delivery; and offset declining levels of income.

Members and officers are required to ensure the council operates as a going concern: that the council will continue to fulfil its functions for the foreseeable future. If this were not the case, for example, because of an imprudent use of council reserves, the Council's external auditors would be required to express a going concern opinion (GCO). A GCO would be the external auditor's way of expressing significant doubt on the Council's ability to operate longer-term.

It is recommended that:

- a) Reserves should be subject to an annual review by the Section 151 officer;**
- b) Reserves should not be over-provided;**
- c) Reserves should be used for the purpose for which they are provided (subject to a and b above)**
- d) Reserves should not be used to support ongoing general fund expenditure (subject to recommendations a and b, above)**

Budgeting Principles

The Council will prepare its budget in accordance with the following principles:

Council Objectives:

The purpose of the budget is to enable the Council to achieve its objectives, as set out in the Community Plan, and meet its statutory duties. In setting the budget and Council Tax, the Council will also have regard to Government requirements, including the Local Government Finance Settlement and the latest Comprehensive Spending Review.

Balanced Budget:

The Council is required to set a “balanced budget” with sources of funding identified to cover all expenditure proposed.

Affordable Budget:

In setting the budget, the Council will consider the affordability of proposals and their impact on the level of Council Tax.

Inflation:

The Council will have regard to the level of inflation when considering budget proposals. It may consider different indices of inflation for different purposes. For example, the retail prices index (RPI) and the consumer prices index (CPI) do not always reflect the rate of inflation faced by the Council and this may be better measured by specific indices such as those widely available for construction costs or energy.

Sustainable Budget:

The Council will set a budget to be sustainable over time. This will be reflected in the Council’s Medium Term Financial Plan and Capital Programme. The budget will include an overall risk assessment and will incorporate appropriate sensitivity analysis in order to ensure a robust final budget.

Budget Demands:

Any developments in the Council’s revenue and capital budgets will be required to go through the Council’s formal bidding process. Only those items approved as part of this will be included in the final budget.

Use of 3rd Party Funding:

Where third party funding is used to contribute towards the Council’s budgets, a plan is required to ensure that this element of the budget is sustainable if and when the 3rd party funding ceases. Where appropriate, an exit strategy is required.

Adequate Reserves and Provisions:

The Council aims to have adequate, but not excessive, reserves to cover unforeseen expenditure. Specific provisions are also in place to cover items of expenditure that are certain but where their timing is not known. Further details are set out in the policy on balances and reserves.

Asset Management:

The Council aims to manage its assets efficiently in accordance with best practice. Full details are set out in the approved Asset Management Plan.

Council Tax Levels:

In accordance with this policy, the Council aims to set the minimum level of Council Tax possible consistent with the achievement of its Aim and Priorities and other financial and service demands.

Value for Money:

The Council aims to achieve value for money in the provision of all of its services. This is set out in the Council's Value for Money Strategy.

Risk Assessment:

In accordance with section 25 of the Local Government Act 2104, the s151 officer will conduct an annual risk assessment of the robustness of the estimates made in the Council's budget.

Sensitivity Analysis:

The s151 officer will carry out a review of the impact of variations to key elements of the proposed budget (a "sensitivity analysis") on an annual basis.

NEWARK AND SHERWOOD DISTRICT COUNCIL

CORPORATE CHARGING POLICY

Revised: July 2024

Date of next revision: July 2025

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1. Introduction

This Policy applies to external fees and charges other than those prescribed by the government. It provides a guide to internal charging arrangements but is subject to CIPFA's 'Service Reporting Code of Practice' and has regard to the Audit Commission's publication "*Positively Charged*".

It is not intended to apply to the disposal of Council assets, rents, internal charges or rechargeable works, nor will it apply where charges are governed by statutory regulation or guidance.

The Policy does apply if we have discretion, but not if there is a prescribed fixed charge.

Over the period of the Medium Term Financial Plan services will align their charges and processes with this policy.

This policy must be read in conjunction with the other related Council policies and strategies, including Financial Regulations, Equalities Policy, VFM Strategy, Corporate Plan.

If after reading this policy you require further guidance or clarification, or you are not sure how best to comply with the Policy then please contact your Business Manager or the Deputy Chief Executive and Director of Resources.

2. Purpose of the Policy

To establish a policy within which fee and charge levels will support the Medium Term Financial Strategy and Community Plan; and,

To encourage a consistent approach to the setting and reviewing of charges for services provided by Newark and Sherwood District Council by:

- specifying the processes and frequencies for reviewing existing charging levels or introducing new charges for areas of the council's work for which charges could in principle be set;
- providing guidance on the factors that need to be taken into consideration when charges are reviewed on an annual basis;
- establishing parameters for calculating different levels of charges;
- recommending the criteria for applying concessions or discounted charges on a consistent council wide basis;
- requiring more active use of market intelligence relating to different services.

3. Processes and Frequencies for Reviewing Charges

The following arrangements for reviewing charges will be applied throughout all areas of the Council where charges for services already exist or could in principle be set:

- all discretionary charges will be considered and approved by Council as part of the Budget and Council Tax setting process in March of each year.
- a major review of each business unit's charging strategy will take place at least once every three years to ensure consistency with the council's priorities, policy framework, service

aims, market sensitivity, customer preferences, and income generation needs, and the justification for any subsidy that the council as a whole makes to the service.

- annual reviews will be carried out for all of these services as part of the budget process, and shall have regard for the budget strategy approved each year.
- where fees are not to be increased or are proposed to be increased below inflation, this must be reported to SLT by the budget officer clearly stating the financial implications and budget shortfall before the deadline for completion of the revenue budget.
- these formal reviews will be overseen by the appropriate Director.
- where decisions on fees and charges, including any concessions or discounts, are taken outside the budget process approved by SLT and Cabinet, any proposals must have due regard to the Medium Term Financial Plan.

4. Factors Relevant to the Annual Review of Charges

Annual reviews of charges will consider the following factors:

- a. inflationary pressures generally and input costs specific to the service;
- b. any statutory framework relating to the service
- c. the actual or potential impact of any competition in terms of price or quality;
- d. trends in user demand and the forecast effect of price changes;
- e. equality and access to services;
- f. customer survey results;
- g. benchmarking results;
- h. council wide and service budget targets;
- i. cost structure implications arising from developments such as investments made in the service;
- j. consistency with other charges;
- k. alternative charging structures that could be more effective;
- l. validity of continuing any concessions;
- m. proposals for targeted promotions during the year, and evaluation of any that took place in the previous year;
- n. where less than the full cost is being recovered (including nil charges), the justification for the decision is reviewed and documented to ensure that this decision remains valid and that significant income is not being lost.

5. Processes for Setting Charges for New Sources of Income

All Business Managers should explore new business opportunities with a view to generating additional income.

All guidance in this Policy must be considered when setting new fees and charges.

A business plan must be prepared.

Any potential new income streams will need to be approved by SLT and Cabinet.

The setting of the fees and charges must be made in accordance with the current VAT regulations.

The proposed billing and recovery administrative process must be agreed with the S151 officer prior to the charges being implemented.

A central record will be maintained by the relevant Business Manager of any decisions made not to charge for a service where a charge could be made.

6. Calculation of Charges

Charges will apply to all users, and will be set at a level to maximise take-up and income targets and wherever possible covering or exceeding the full cost of providing the service in question.

It is the responsibility of the relevant Business Manager to ensure that the proposals comply with the appropriate legal framework and any legal restrictions. Advice should be taken from the Council's Legal Business Unit before any proposal is finalised.

This calculation of full cost should be based on the direct cost of service provision including staff, supplies and services, equipment, premise costs. Overheads and capital asset depreciation charges should be included but consideration may be given to a less than full cost recovery of these elements where inclusion would distort competition.

Where less than the full cost is being recovered, the justification for the decision must be documented and retained by the appropriate Business Manager and clearly state the financial implications and budget shortfall.

All fees and charges must be calculated in accordance with the current VAT regulations.

7. Concessionary Charges

In some circumstances the Council will offer subsidies to all users or concessions to specific user groups where this is consistent with achieving its priorities.

Entitlement to concessionary charges must have regard to equalities legislation and is designed to reduce barriers to participation arising from:

- Age;
- Level of income;
- Family circumstances;
- Health
- Educational circumstances.

Concessions will not apply to retail sales from shops or cafes.

Concessionary charges may also be made available to organisations whose purpose is to assist the Council in meeting specific objectives in its priorities and policy framework, or which contribute to the aims of key local partnerships in which the Council has a leading role.

Concessionary charges should not normally apply to peak times or in situations that would result in the loss of income from customers paying standard charges. Neither would they normally be available to organisations that are based outside of the Council's area other than on a reciprocal basis.

Only one concession can be applied to the standard charge at any given time.

Services wishing to adopt a concessionary charging scheme must demonstrate the scheme is practicable in terms of assessment, collection and evidencing for audit purposes.

8. Discounts

For certain services it will be normal practice to set promotional discounts, frequent user discounts or group discounts.

Promotional discounts are defined as short-term charges that are targeted to increase take-up or awareness of the services that are available.

Frequent user discounts are to be used only for commercial reasons such as generating customer loyalty where alternative provision from competitors exists, and where market analysis shows a real risk of reduced income if they are not offered.

Group discounts are to be used to encourage take up by organisations able to block book and family discounts to encourage parents and children's take up.

Discounts can be applied to both the standard charge and the concessionary charge.

Discounts can only be applied where the Service has received prior approval of the principle to apply a discount to the charge for this service.

9. The Use of Market Intelligence

All managers of discretionary services for which a charge is made should take steps to identify competitors offering similar or related services, and make use of comprehensive and dynamic market intelligence in evaluating:

- their charging strategy;
- the range of services provided;
- the quality of services provided;
- their cost structure.

All managers of services for which a charge is made should consult with customers, relevant partners and stakeholders on the range, quality and cost of services provided prior to the triennial review.

Consultation should also take place with potential customers and target groups to determine improvements needed to encourage participation at least every five years.

Comprehensive and accurate usage statistics will be maintained for all services and at all facilities where charges are made, to enable analysis of usage, justification of any subsidy given by the Council, and accurate forecasting of the effect of price changes on usage.

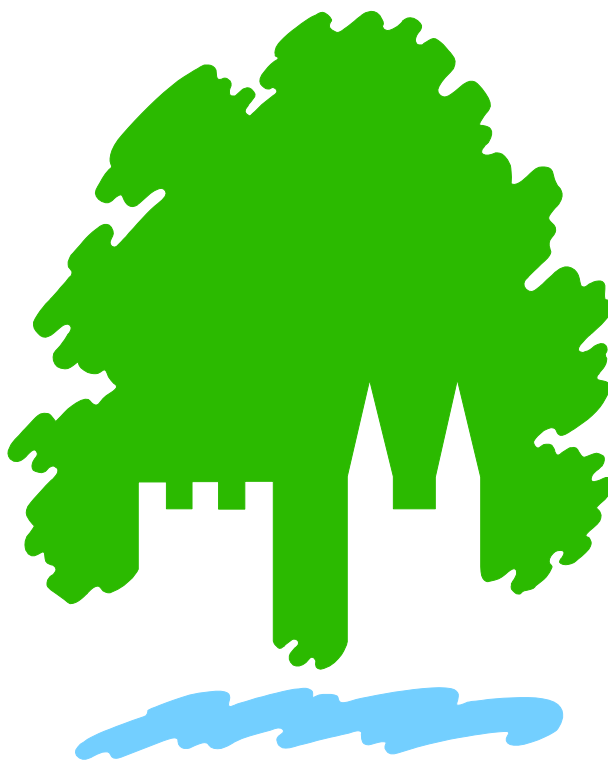
Benchmarking should be undertaken at least annually with other Councils in the local area and with relevant national groupings of authorities, to ensure that charges are at comparable levels and that significant differences are understood and justified.

10. Further Guidance

Charges should be payable in advance wherever possible or collected by direct debit or through the corporate income system.

All fees/charges must be reported annually to the Financial Services Business Unit as part of the budget process for publishing in the annual budget book.

All fees/charges must be published on the Council's website.



**NEWARK &
SHERWOOD
*DISTRICT COUNCIL***

Value for Money Strategy

Revised: July 2024

Next revision due: July 2025

Introduction

Newark & Sherwood District Council recognises its responsibility to achieve value for money from all its activities, however they may be funded.

The council is committed to the pursuit of economy, efficiency and effectiveness as part of its corporate strategy. It will seek to achieve value for money in the pursuit of its objectives and in the delivery of all services.

The council has a neutral position on service delivery methodologies. It will consider all service delivery options, including in-house provision, partnerships with other public sector organisations (including shared services), partnerships with private sector organisations, and bought in services as appropriate for individual services or groups of services.

In light of the current high inflation environment, it is inevitable that the annual revenue and capital budget setting will be challenging each year. The council has a range of methodologies in place to ensure that its aims and priorities are delivered within an acceptable level of council tax. The Value for Money Strategy is a key element of this process.

Value for Money Principles

The principles involved in achieving value for money are:

Efficiency: Considering the relationship between the amount of resources used (inputs) and the level of performance.

Effectiveness: The ability to achieve stated goals or objectives, judged in terms of both output and impact.

Economy: The acquisition or use of resources of an appropriate quality at minimum cost.

There are several aspects to be considered:

- Balancing effectiveness with efficiency
- Balancing efficiency with economy
- Sustaining the funding arrangement (where this is desirable)
- Demonstrating the most appropriate use of resources

Value for money can be defined as: **the use of available resources in an efficient and economical way to deliver effective services or achieve desired outcomes.**

The council is accountable for using resources efficiently to avoid wasting public funds, but this does not mean always seeking the lowest short-term cost. Waste occurs when a service – no matter how cheap or expensive – is ineffective. Effectiveness and efficiency needs to be balanced to achieve value for money.

The costs and benefits of each arrangement must be evaluated in terms of what the council seeks to achieve.

The council will manage any risks to its own interests, and use arrangements and processes such as monitoring, review and evaluation to demonstrate effectiveness and value for money.

At the planning stage, the council should be able to justify how it intends to apply its resources. After implementation it should be able to demonstrate that the policy is having the desired effects, and that the money is not going to waste. If there are unintended outcomes from its policies the council needs to adapt its funding arrangements to take them into account.

Objectives

To achieve value for money, the council will:

- target resources towards achieving the council's objectives and meeting the needs of local people;
- integrate VFM principles within existing planning, management and review processes;
- adopt recognised good practice as appropriate;
- analyse potential budget issues for the following financial year at an early stage and take a corporate approach to developing solutions;
- ensure that VFM principles are taken into account during the commissioning process;
- benchmark activities against other similar activities and organisations where appropriate;
- respond to opportunities to enhance the economy, efficiency and effectiveness of activities;
- promote a culture of continuous improvement;
- demonstrate actively to both internal and external stakeholders that the achievement of VFM is sought in all activities undertaken;
- ensure that all staff recognise their continuing obligation to seek VFM for the council as part of their activities;
- seek external funding where appropriate to support the council's services if the external funding assists the achievement of the council's objectives.

Methodologies for achieving VFM

The council has a number of different methodologies that contribute to the achievement of VFM.

These include:

- An annual refresh of the Community Plan focus' on the key objectives based on local need;
- development of Business Unit business plans which are referenced to the Community Plan objectives;
- resources are aligned, through the budget process including the refresh of the Medium Term Financial Plan, with the key objectives as set out in the Community Plan;
- effective use of ICT (supported by the ICT Digital Strategy);
- service reviews;
- scrutiny by Policy and Performance Improvement Committee;
- scrutiny by the Audit & Governance Committee through Internal Audit reports;
- corporate procurement mechanisms (supported by the Contract Procedure Rules and external providers Welland Procurement);
- partnership working including consideration of shared services and public/private partnerships;
- customer feedback.

How the Council monitors the achievement of VFM

The Council sets a range of performance indicators for key activities in order to monitor the effectiveness of those functions. Each of these are built into Business Unit business plans and are referenced to objectives set within the Community Plan. These are reported through the Senior Leadership Team and on to Members for their scrutiny.

Responsibility for delivering VFM

The council is required to satisfy itself that VFM is being sought and achieved from the use of public funds.

The responsibility for achieving VFM lies with all Members and staff and is not restricted to those with resource or financial responsibilities. All Members and staff should endeavour to seek and achieve VFM in all activities and to bring to management's attention any opportunities for improvement.

Business Managers have the responsibility to maintain an awareness of good practices in their own area of operation and ensure that these are followed appropriately.

The Senior Leadership Team will provide a corporate overview of VFM to ensure that initiatives are not restricted to individual service areas.

The Council has an expectation that bodies with which the Council has partnership arrangements and organisations in receipt of grant aid from the council will follow VFM guidelines.

NEWARK & SHERWOOD DISTRICT COUNCIL

CAPITAL PROGRAMME 2025/26 – 2028/2029 PRIORITISATION SCHEME

	STAGE 1 FACTOR	Comments	STAGE 2 DETAILED PRIORITISATION	STAGE 2 WEIGHTING
1	Key Priorities Scheme must link to at least one of the Council's priorities and be an objective contained within a Service Plan.	If a scheme does not clearly relate to these areas it will not be considered further.	Each scheme to be marked as to how well it fits with the Community Plan	35%
2	Evidence of Need Service Strategy National Strategy or Guidelines Statutory Obligation	In some cases local demands are in excess of national guidelines and strategies and this tries to acknowledge that the two must be balanced. This will cover Health and Safety related schemes.	The following factors will receive equal weighting :- <ul style="list-style-type: none"> • Statutory Obligation • National Strategy • Validity of consultation in relation to project. e.g. How specific to this project? Who was consulted, was this comprehensive? • Quality of evidence of need for project .e.g. size of sample base, date of evidence, format of evidence 	10%
3	Partnership Eligibility under existing criteria can be demonstrated.	Show that work has been done to ensure that the obtaining of external finance is realistic. The degree to which the partnership will add value to the project.	The proportion of finance which will be met by third party. The likelihood of receiving support. Assessment of the value the partner will add to the project.	15%

4	<p>Outputs and Outcomes</p> <p>These have been clearly identified and can be justified from supporting evidence.</p> <p>Specific comments should be made as to how the scheme represents value for money when compared to other options</p>	<p>This will enable the council to improve the way it reports its work and clearly show what is being achieved. The comments should refer to any performance indicators which the proposal is addressing specifying what the improvement target is.</p>	<p>Assessment then made on what the scheme will achieve.</p>	<p>15%</p> <p>Assessment of all factors or group of factors</p>
5	<p>Financial</p> <p>Capital costs have been based on internal or external professional advice</p> <p>Revenue implications have been properly developed</p>	<p>Capital costs include both works and land purchase and cover all associated costs.</p> <p>Try and avoid “guesstimates” which result in schemes requiring increased finance or having to be reduced to meet finance available.</p>	<p><u>Capital</u> will be based on the quality of work which has been put into estimate. e.g. costed feasibility studies.</p> <p><u>Revenue</u> will be based on whether the effect is positive, neutral or negative on the revenue budget.</p> <p>Positive effect scores 10 Neutral effect scores 3 Negative effect scores 0</p>	<p>5%</p> <p>10%</p>
6	<p>Risk Assessment</p> <p>Identify the level of risk in a project not being able to proceed. For example planning appeals, listed building consent. Over subscription of partnership funds</p>	<p>Try and ensure that not all schemes selected are high risk with the danger that there will be delays in delivery or no-delivery.</p>	<p>The following will all need to be considered:-</p> <ul style="list-style-type: none"> Technical Issues Financial Uncertainty Partnership uncertainty Planning Issues Legal issues Timescale 	<p>10%</p>



Report to: Policy & Performance Improvement Committee Meeting: 24.06.2024

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

Lead Officer: Mark Eyre, Business Manager - Corporate Property

Report Summary	
Report Title	Annual Report on Property Compliance across the Corporate Estate
Purpose of Report	To update Members of Policy & Performance Improvement Committee on Compliance Management across the Estate, focusing on the Corporate Estate and Tenanted Properties
Recommendations	That the Policy & Performance Improvement Committee note the content of the report and acknowledge the work being done across the Corporate Estate.

1.0 Background

1.1 This report provides a high-level overview of the core elements of the compliance related activities undertaken by the Corporate Property Business Unit across the corporate and commercial tenanted estate. It also highlights the software applications used and proposed for the monitoring of compliance and the importance of the application in the management of building compliance.

1.2 In addition to the 23 directly managed sites Corporate Property also manage 58 commercial industrial units, 12 retail shops and 18 retail studios are visited and audited.

2.0 Update

2.1 Since the report at last year's Committee compliance costs are now more accurately budgeted for with a separate budget to ensure accountability and transparency. The corporate compliance budget for the 2024/25 financial year is £282,000 p.a. This budget is for the full program of statutory compliance servicing across 23 corporate sites. Which includes service provision for some of the following key areas: fire safety, Asbestos management, electrical safety, gas servicing and water hygiene and Legionella control.

2.2 Some examples of compliance servicing and repairs throughout the Corporate Property Estate include:

Fire Safety- Fire alarms, disabled refuge, fire extinguishers, smoke vents, fire hydrants, fire suppression system, fire dampers, sprinkler systems.

Gas Safety- Gas safety inspections, boilers, heaters, cookers.

Electrical Safety- EICR, Swimming pool routine inspections, annual routine electrical inspections, PAT testing, emergency lighting and lightning protection systems. Automated door servicing.

Legionella- Monthly temperature monitoring, water sampling, calorifier inspections, de-scale showers, flushing, TMV servicing, system disinfection, storage tank cleans.
Asbestos- Asbestos register, management/ R&D Surveys, annual inspection of ACMs.
Air Conditioning Systems- Servicing and F-gas leakage testing.
Lifts & Lifting Equipment- Servicing and repairs.
Fall Arrest Systems- Inspection and testing.
Security Systems- Service and repairs for CCTV, Intruder alarms and access control systems.

2.3 Compliance servicing is carried out as per legislative and regulatory requirements. This is currently managed between Concerto and other datasets. Corporate Property are reviewing SharePoint to assist with the way operational building checks will be monitored. Options are currently being discussed to move to an electronic database for recording fire logbook and building checks. The ICT team are confident we can implement a system to records site checks electronically and report data as a KPI format for each site. This will provide a greater assurance to SLT and members that site management teams are undertaking the checks that they have allocated to them in the capacity.

2.4 On a quarterly basis the following items are reported at the Council's Risk Management Group:

Legionella- No more than 6 legionella non-conformities per month. All non-conformities to be resolved within 3 working days of the issue been reported to the corporate property team.

Asbestos- Annual Inspection of ACMs, 100% of inspections must be completed each year, in line with the inspection due dates.

Fire Risk Assessment's- Annual review, 100% of annual reviews must be completed each year.

Gas Boiler Service- Annual Inspection. 100% of inspections must be completed each year, in line with the inspection due dates.

Electrical Inspection Condition Report. 100% of inspections must be completed in line with the inspection due dates.

To demonstrate compliance performance, the 23/24 Q4 Assurance Report (General Fund) is attached (**Appendix 1**).

We also carry out reviews of Fire & Legionella Risk Assessments at least every 12 months to ensure the risk assessment is still sufficient for the building, an annual review of our Asbestos Management Plan. This checks that inspections regimes are sufficient and highlights any changes in materials or operations.

2.5 Monthly meetings with the Health & Safety Manager to report on and review any non-conformities across the estate. Quarterly meeting with Director for Resources and H&S manager to report on any non-conformities ahead of reporting to SLT and Risk Management group. We have a Legionella and fire safety contractor meeting to discuss non-conformities each month. We also have an annual electrical and gas safety review with our current contractors for these services.

Software for Monitoring:

- 2.6 Corporate Property continue to use Concerto as a facilities management software application that to manage the General Fund corporate and tenanted estates. It is a bespoke web-based application that has been populated to reflect the Council's asset registers and provide an integrated database and central source of information for officers.
- 2.7 We now use the software SFG20, it is a library of compliance maintenance schedules. This software helps maintain compliance and keep up to date with ever changing regulations. We are using this software alongside Concerto to migrate our existing records and regimes onto our new Concerto compliance database (This is currently in progress).
- 2.8 Zetasafe is a compliance software that enables checks to be recorded by scanning the QR code on the relevant assets. Data is received back real time so at any point the data can be viewed to check compliance. This system is a more robust way of ensuring compliance, with its powerful reporting system that highlights real-time compliance. Legionella based checks now in place through contract with Mitie. SharePoint or a similar electronic data base will be used to record all other operational site checks.

Tenant Compliance Monitoring Details

- 2.9 As previously reported in last years report to this committee all Corporate Property commercial leases capture a requirement of the tenant to maintain the property to a standard as defined in the schedule of condition (**Appendix 2**), which forms part of the lease. The Council, as landlord, ensures that the property is fully compliant and in good repair and condition before handover. To support this, a potential tenant is informed of their responsibilities during negotiation and a copy of the Council's Tenant handbook (**Appendix 3**) is presented to them when they are offered Heads of Terms. The handbook is a guide for those who wish to lease commercial premises from the Council and these obligations are included. All our existing tenants have received a copy of the handbook.
- 2.10 The Estates Management team conduct regular visits and audits (**Appendix 4**) to tenanted properties. As part of these visits, compliance and basic condition checks are undertaken to ensure the tenant is maintaining the property as defined by legislation and lease requirements.
- 2.11 At the end of a lease or activation of a break clause, a full property survey (**Appendix 5**) is taken 3 months prior to departure and the tenant informed as to what improvements, including compliance are required to bring the property back to the documented schedule of condition. Any shortfalls form the basis of the dilapidation report, to which the tenant is legally obliged to rectify. Whilst the Council as landlord is not obliged to maintain compliance in a property under the passing of duty of care to the tenant, it is nonetheless good estates management to do so with these robust processes and monitoring in place. The vacant property is returned to a Minimum Voids Standards to ensure a universal standard of quality for a for new lettings. A copy of the draft standard can be viewed at **Appendix 6**.

Future Work Plan

- 2.12 Fire Strategy Program – We have identified high, medium, and low risk sites based on operational risk and building type. We have now produced specification to aid in the procurement of our fire strategies. This specification is currently being reviewed by the team. Once the specification is agreed we will then start the tender process to procure.
- 2.13 Fire Door Inspection and maintenance regimes – As part of the fire Strategy process the fire engineer will confirm the location of all the fire doors at each site, this will include the fire resistance rating for each door set. Once confirmed this will give us a fire door asset list and then we can start to implement the 6-monthly inspection regime for each fire door set. The corporate property fire door inspection policy is currently being written and will be completed for approval in June this year.
- 2.14 Digitisation of fire logbooks and all operational/ H&S building checks to be recorded on an electronic database, options for delivery of this is currently being explored.
- 2.15 New technology into repairs schedules. Trailing new technology such as self-testing lighting. Self-testing emergency lighting systems are easy to install and installing them is one of the best ways to meet fire safety regulations. The systems also stop the need to manually test and record all the emergency lighting within our building, saving valuable time and money. We are currently arranging demonstrations of the systems from various suppliers, with a view to implement a program of works to upgrade systems to self-testing. The program will be implemented as current emergency light systems reach the end of life.
- 2.16 It is anticipated that come the autumn of 2024 Corporate Property will have appointed of a sole contractor for repairs and maintenance – provides assurance on aspects relating to the contractors H&S credentials and shortens timescales for reactive works such as FRA works with timescales.

3.0 Implications

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

Background Papers and Published Documents

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



2024 Quarter 4 Assurance Report NSDC (Appendix)

COMPLIANCE

Currently, we review 24 commercial sites to provide assurance that they are compliant in 5 key areas. The table below summarises the issues identified this quarter (1st January 2024 – 31st March 2024). The full list of sites can be found at the end of this report. Please note this report does not include assurance for the housing assets. These sites are reported separately.

Compliance Issues identified in Quarter 4 2024/25

Site Address	Area Of Compliance	Number Of Inspections Required	Number Of Outstanding Inspections	Number Of Outstanding Actions	Detail Of Issue	Action to resolve	Named lead from Corporate Property
Palace Theatre	Asbestos Inspection Of Condition	1	0	1	<p><u>Asbestos Inspection of Condition Palace Theatre</u> Following a condition inspection to the Byron room corridor, a small amount of damage was noted to the textured coated wall. This textured coating on the wall is positive for Chrysotile.</p>	<p>The team is currently discussing the options regarding removing the damaged textured coating from the wall.</p> <p>Please note an Asbestos sample was taken from the damaged wall and came back negative for any Asbestos containing materials.</p> <p>Based on the Asbestos sampling of the textured coated wall we believe the Asbestos content to be minimal and low risk.</p>	Eric Dyche

<p style="text-align: center;">Various Sites</p>	<p style="text-align: center;">Fire Risk Assessment Program</p>	<p>0</p>	<p>0</p>	<p>17</p>	<p><u>Fire Risk Assessment Outstanding Actions</u></p> <p>16x Actions are now beyond the target date for the corporate team.</p> <p>These are as followed: 7x High risk, 7 Medium risk, 3 Low risk.</p> <p>Palace Theatre 1x High risk- Bins not locked and could be subject to an arson attack.</p>	<p>Fit anchor bolt, chains, and combination locks. Contractor to complete in April.</p>	<p>Stuart Sheardown for all Palace Theatre actions.</p>
					<p>Palace Theatre 1x High risk- Check that the newly installed fire doors are fully compliant.</p>	<p>Check that the doors are fully compliant.</p>	
					<p>Palace Theatre 1x High risk- Fire door ironmongery requires upgrading to meet current fire rating requirements.</p>	<p>A new fire strategy is required for the building. This will identify the fire doors on site. Once the fire doors are identified we can then inspect them and check if they meet the required standards. We are currently obtaining quotations for new fire strategies.</p>	
					<p>Palace Theatre</p>		<p>Stuart Sheardown for all Palace</p>

					<p>1x High risk- Access door to the dumb waiter lift shaft has been identified as unsatisfactory. Upgrades required to ensure the door is fire rated.</p>	<p>The fire door will be upgraded by the end of April.</p>	<p>Theatre actions.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Agenda Page 104</p>					<p>Castle House 1x Medium risk- Fire evacuation drill, requires carrying out.</p> <p>Castle House 1x High risk- High level smoke detectors in the main reception and lift shaft require access for testing.</p> <p>Depot Building B 1x Medium risk- Adjust all fire doors on site to achieve the correct gaps between the door and frame.</p>	<p>Eric to make SLT aware of the proposed test date then carry out the fire drill on the agreed date.</p> <p>Freedom Fire to carry out the servicing as part of April's 6 monthly service visit.</p> <p>Works starting on the 22nd of April.</p>	<p>Eric Dyche</p> <p>Gareth Goddard</p> <p>Stephen Young</p>

Agenda Page 105				<p>Depot Building B 1x Medium risk- Carry out fire stopping to holes and breaches with appropriate fire resisting materials. (First floor office)</p>	Works starting on the 22 nd of April.	Stephen Young
				<p>Depot Building B 1x Medium risk- Replace damaged ceiling tiles. (Ground floor)</p>	Works starting on the 22 nd of April.	Stephen Young
				<p>Newark Sports & Fitness Centre 1x Medium risk-The first- floor electrical cupboard had gaps where cables, pass through the wall to the IT room in the gym area.</p>	Stephen is awaiting a start date for the works from the contractor.	Stephen Young
				<p>Blidworth Leisure Centre 1x High risk - Confirmation is required that the main entrance slides open and the access gates open and both remain open upon activation of the fire alarm.</p>	Awaiting a start date from the contractor, P.O raised.	Stephen Young
				<p>Blidworth Leisure Centre 1x Medium risk- Ensure a green break glass manual override adjacent to the door and gate that acts as a back up to the system to deenergise the door and gate and allow them to open is installed. It should also be confirmed that the door and gate de-energises and opens in a power failure situation.</p>	Stephen is awaiting a start date from the contractor, P.O raised.	Stephen Young
			<p>Blidworth Leisure Centre 1x Medium risk-There were deficiencies with the</p>			

Agenda Page 106				<p>fire doors noted with excessive gaps and damaged missing seals.</p>	<p>Stephen to survey week commencing the 15th of April.</p>	<p>Stephen Young</p>
				<p>Blidworth Leisure Centre 1x High risk- The external escape routes that are enclosed should have direction signage placed that is visible as soon as the occupants exits the premise (signs on posts in the grass would be recommended) the signage should unambiguous leading to the external escape gate.</p>	<p>Stephen to survey week commencing the 15th of April.</p>	<p>Stephen Young</p>
				<p>Blidworth Leisure Centre 1x Low risk- It is recommended replacing the push bar to open signs to text and pictogram signs.</p>	<p>Stephen to survey week commencing the 15th of April.</p>	<p>Stephen Young</p>
				<p>Blidworth Leisure Centre 1x Low risk- Install 'Fire Exit Keep Clear' signs to all the exterior fire exits.</p>	<p>Stephen to survey week commencing the 15th of April.</p>	<p>Stephen Young</p>
				<p>Blidworth Leisure Centre 1x Low risk- The co2 extinguisher within the ground floor office fire extinguishers should be wall mounted or stored in purpose-built fire point with appropriate signs. so missing extinguishers can be easily identified.</p>	<p>Nottinghamshire fire safety are booked to install new signage on their service visit in April.</p>	<p>Gareth Goddard</p>

Various Sites	Fire Damper Repairs	5	0	5	<p>Fire Damper Repairs</p> <p>Fire damper repairs required following servicing at Castle House, Newark Sports and Fitness Centre, Dukeries Leisure Centre, Newark Beacon, and Southwell Leisure Centre.</p>	<p>We are waiting for the final quotations for the repairs from the contractor. We anticipate the cost to be in the region of £80,000 for the repairs. All works will be completed out of hours.</p> <p>The project management costs for the works will be in the region of £10,000.</p> <p>Please note the fire damper repairs for Southwell Leisure Centre will be project managed by Steven Chitty as part of the fire improvement works for Southwell leisure centre.</p>	Eric Dyche & Gareth Goddard
Gilstrap Toilets	Fire Risk Assessment Annual Review	1	1	1	<p>1x Outstanding fire risk assessment review at the Gilstrap Toilet. We do not have a fire risk assessment for the Gilstrap toilets. It is unclear of the responsibility of the corporate property team.</p> <p>Meeting with NCC took place at the Gilstrap on 10/1/24.</p> <p>Fire Safety Concerns At The Buttermarket</p>	<p>It is difficult to manage all compliance and repairs within the toilet block as the fire and electric systems go back into the main building. We have met with Notts county council, and we are both in agreement that they should maintain the toilet block and recharge any servicing back to NSDC. We are waiting for a new lease and SLA to be drafted by the legal team then the estates team to present this to Notts county council.</p>	Pete Preece & The Legal Team

Butter Market	Fire Safety	N/A	N/A	N/A	<p>We have concerns that the Town Council are not maintaining their building. Their fire alarm requires replacing and this potentially could affect the safety of our building, due to their current alarm no longer been compliant. We also have smoke detectors linked to our fire alarm system that are installed in their demise of the building. This detection is causing our fire alarm panel to show faults.</p>	<p>A meeting is required with the Town Council to raise our concerns regarding their fire detection system. We need to agree a timescale for removing their detection from our fire panel.</p>	<p>Pete Preece Mark Eyre Eric Dyche</p>
<p>Castle grounds</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Agenda Page 108</p>	Electrical Safety	0	0	1	<p><u>Electricals To The Riverside & Castle Grounds</u></p> <p>The lighting to the riverside and Castle Grounds has been isolated due to the age and condition of the installation and the ingress of water following the floods.</p>	<p>Extra lighting will be fitted to the bandstand to help with lighting levels in the castle ground.</p> <p>Major project works is required, a full new lighting installation is required for the whole site, including the riverside lights. We are hoping this could be included as part of the Castle Gatehouse works.</p>	<p>Eric Dyche Mark Eyre</p>

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List of sites covered within this assurance report.

Table 5. Commercial Sites assured upon for Compliance	
NSDC Commercial Site List	Site Use
Blidworth Leisure Centre	Leisure
Bridge Community Centre	Community
Buttermarket Shopping Centre	Retail
Castle House	Office
Church Farm Business Centre	Office
Depot Building A-MOT	Industrial
Depot Building B- Waste	Industrial
Depot Building C- Pest Control	Industrial
Depot Building D- Museum Store	Industrial
Dukeries Leisure Centre	Leisure
Farrar Close	Office
Gilstrap Centre Public Toilet	Amenities
Hawtonville Community Centre	Community
National Civil War Centre	Visitor
Newark Beacon Innovation Centre	Office
Newark Castle	Visitor
Newark Lorry Park & The Ranch Café	Amenities
Newark Palace Theatre	Visitor
Newark Sports And Fitness Centre	Leisure
Ollerton Housing Office	Office
Queens Sconce Visitor Centre	Leisure
Sherwood Forest Arts & Crafts Centre	Visitor
Southwell Leisure Centre	Leisure
Vicar Water Visitor Centre	Leisure

Schedule of Condition

Date: 28/11/2022

Address: Unit 2, Church Farm Business Centre, Edwinstowe,
NG21 9NU

Tenant:

Page: 1 of 4



Front elevation



Front Elevation Internal



East Wall Internal



North Wall Internal



West Wall Internal



Kitchenette South



Kitchenette North



Toilet South



Toilet North



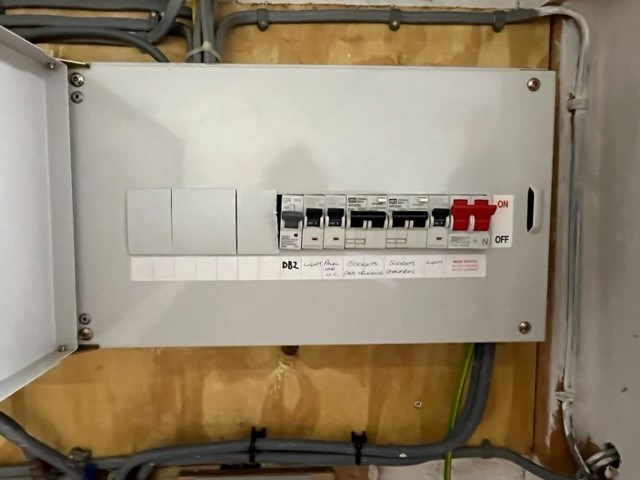
Passage to East



Passage to West



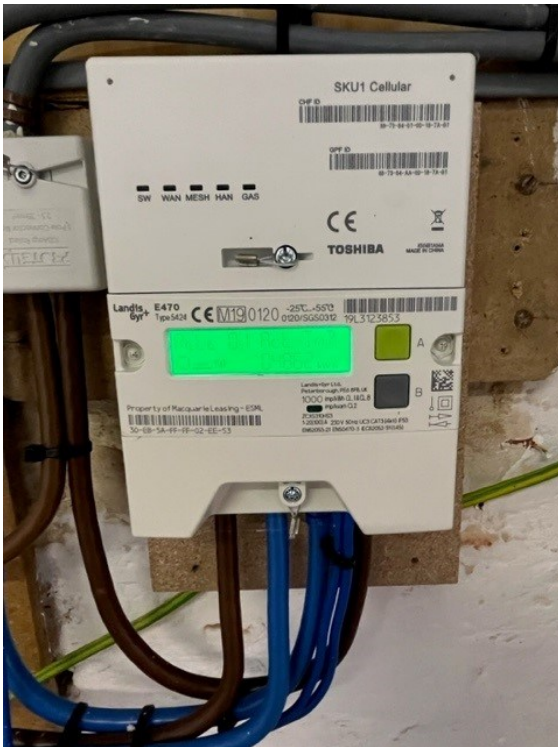
Electrics



Distribution Board 1



Distribution Board 2



Meter Read 28 11 22
04862 kWh

Notes: insert additional sheets as required

The unit is in good condition both internally and externally. There is some localised damp (not serious) that has lifted the emulsion paint from walls. Where the new radiators have been fitted (2022) requires painting behind. There is some minor filling required to the front door where a Ring type door bell system has been removed. The extractor in the kitchen is fully functional, as are the water heaters in the kitchenette and toilet. It is noted that some of the light fittings require new lamps and these will be replaced by the landlord before handover. New electric radiators were fitted in 2022, the tenant will be provided with an instruction booklet.

The electric meter reading was noted at 04862, this, along with the water meter reading will be captured on date of handover.

Schedule of condition prepared by:

Name Peter Preece

Position Estates Manager

Newark and Sherwood District Council

Schedule of condition agreed with:

Name:

Signed:

On behalf of:

Date _____

Tenant Handbook

A guide for tenants who lease commercial premises from Newark and Sherwood District Council.



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Welcome

Welcome to your business premises and thank you for choosing Newark and Sherwood District Council.

We are one of the leading and most flexible commercial landlords in the county and are committed to supporting local businesses.

Whether you are an established business, or this is your first venture, we will help you with your property needs and signpost you to other support available to you.

Good luck and please do not hesitate to contact us if you require our assistance.

About this handbook

This handbook has been produced to give general guidance for both existing and new tenants who hold a lease in respect of commercial premises owned by Newark and Sherwood District Council.

We are aware that some of the applications we receive are from people starting a new business or who have little experience of leasing business premises. We have therefore designed this handbook to help answer the questions that are most frequently asked and to clarify the role and responsibilities of both yourself as the tenant and the Council as a landlord. This information refers to a number of common features that you are likely to find in our lease agreements.

However, it is important for you to appreciate that the terms of your own lease apply to you and although you can use this handbook as a general guide, it does not override the terms of your own lease. You should also be aware that when renting a property for your business you have some responsibilities by law; more details regarding this can be found on the gov.uk website: www.gov.uk/renting-business-property-tenant-responsibilities

This handbook should not be considered in any way to be a substitute for independent professional advice and we strongly recommend that you obtain appropriate independent advice so you can fully understand the implications of your lease.

The Council aims to be a flexible and understanding landlord and welcomes suggestions as to how its services can be improved.

Corporate Property

For and on behalf of Newark and Sherwood District Council
October 2022

Important information

Landlord Consent

Please note that where Landlord Consent is required under the terms of your lease this is in addition to other consents such as licencing and planning consent which may also be needed, albeit that these other consents may also be required from Newark and Sherwood District Council as the local authority. Newark and Sherwood District Council has various statutory functions, for example The Council's role as the planning authority is entirely distinct from that acting in its capacity as a land owner.

It is your responsibility as the tenant to ensure you have identified and obtained all the necessary consents required for your occupation and use. Please note that there may be additional costs for such consents.

When should I get professional advice?

We recommend that you seek independent legal advice on the following occasions:

- When first considering taking on a lease
- When nearing the end of your lease
- If you want to assign your lease
- For any other matters relevant to the lease e.g. alterations, change of use etc.
- For general advice on your legal position

Details of local lawyers can be obtained from the Law Society, Chartered Institute of Legal Executives (CILEX) or Council for Licensed Conveyancers.

We also recommend that you appoint a chartered surveyor to act for you during rent reviews, lease renewal and when discussing your repairing and maintenance liabilities.

Accuracy

Whilst every care has been taken in the preparation of this guide, the accuracy cannot be guaranteed. Property law can and does change so this guide may become out of date.

We recommend that you obtain professional advice when dealing with all matters regarding your lease to satisfy yourself of your obligations, and do not rely on this guide as your sole source of information.

The latest version of this handbook can be found on the District Council website:

www.newark-sherwooddc.gov.uk/businessunitstorent/

Your contact details

Why do you need my information?

As your landlord we need to have your most up-to-date contact details so we can keep you informed about your tenancy and the property you occupy. Please let us know if you change your telephone number, preferred postal address or email address. The information you provide will be used for the likes of:

- Invoicing
- Arranging or notification of repairs and maintenance (where applicable)
- Providing you with updates

Data Protection

Who will control my data?

The Data Controller for all the information you provide on this form is: Newark and Sherwood District Council, Castle House, Great North Road, Newark on Trent, Nottinghamshire, NG24 1BY.

Who else will you share my information with?

We will only use this information in conjunction with your occupation of the premises you lease from Newark and Sherwood District Council.

Your data will be held within the Newark and Sherwood District Council secure network and premises and will not be processed outside of the UK.

Access to your information will only be provided for authorised members of staff in relation to managing your lease and to any sub-contractor(s), i.e. legal services, maintenance contractors, external surveyors etc. who maintain the same levels of security that we do which are set out in the contract we have with them.

How long will you keep my information for?

Six years after the date your lease ends.

Your Data Rights

Your personal information belongs to you and you have the right to:

- Be informed of how we will process it;
- Request a copy of what we hold about you. If you provided this to us electronically for automated processing, we will return it in the same way;
- Have it amended if it's incorrect or incomplete;
- Restrict how we process it;
- Object to us using it for marketing or research purposes;
- Object to us using it in relation to a legal task or in the exercise of an official authority;
- Request that a person reviews an automated decision.

Appendix 3

How do I exercise these rights?

If you would like to access any of the information we hold about you or have concerns regarding the way we have processed your information, please contact:

The Information Governance and Data Protection Officer by emailing freedom@newark-sherwooddc.gov.uk or calling 01636 650000.

There's something I don't understand?

If you need help in understanding how we process your data, please contact:

The Information Governance and Data Protection Officer by emailing freedom@newark-sherwooddc.gov.uk or calling 01636 650000.

What if I don't agree with something?

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns directly with the Information Commissioner's Office by visiting their website: <https://ico.org.uk/>

Website: www.newark-sherwooddc.gov.uk/re-useofpublicsectorinformationregulations

Telephone: **01636 650000** and ask for Information Governance

Please note that the Information Commissioner will not make an independent investigation into your complaint unless you have exhausted our own complaints procedure.

Data Protection Registration Number (DPRN)

The Council's DPRN is Z4973840

Before you move in

The Council will offer a prospective tenant a set of Heads of Terms. This is the Landlord's offer to the tenant, capturing the headline terms including rent, term length, break notice, rent reviews, service charges and costs. Whilst Heads of Terms are not legally binding, they will form the basis of the lease and you should seek legal advice before agreeing. Once you have agreed and returned signed Heads of Terms, our legal team will draft the lease. It is the Council's policy to require tenants to contract out of The Landlord and Tenant Act 1954 and you will be asked to sign either a simple or statutory declaration confirming acceptance. In doing so, the tenant relinquishes the right to security of tenure. Once these are accepted, you will be invoiced for the Council's costs and deposit guarantee which must be paid, along with the signing the lease, before handover. Please note that this can be a lengthy process which must be considered to achieve the required handover and term start date. Recurring billing for rent, insurance, service charge, etc. will commence from the term start date, subject to any agreed rent free period.

Moving in

We will provide you with keys to your property along with a copy of this handbook and all applicable compliance documentation.

In addition to keeping these safe you should be aware of the following:

As the occupier of a commercial property, you have a responsibility to comply with a number of legal and health and safety requirements. We have set out those that are most important and indicated where you can find more important information (See 'Health and Safety Requirement' page).

This information is provided as a guide only and you are responsible for ensuring you are adhering to all applicable legal and health and safety requirements.

Schedule of Condition

At the start of your tenancy we will arrange for a photographic Schedule of Condition to be prepared which will form part of your lease agreement.

The schedule of condition evidences the state of repair of the property when you take occupation, and the standard to which you have to maintain and repair the property, or improve on depending on the terms of your lease, during the course of your occupation.

Insurance

Do I need to insure the building?

The terms of your lease will determine the responsibility for building insurances. Generally the Council will insure the building, to which the full or proportionate amount will be charged to the tenant. **Please note:** The District Council does not insure tenant property or for business continuity.

If your lease requires you to insure the building and/or common parts, a copy of the policy should be sent to Corporate Property annually:

Email: property@newark-sherwooddc.gov.uk

What other insurance do I need?

You are responsible for ensuring that you have adequate insurance cover for the following:

- Glass breaking (if applicable only as it is possible that the property does not have windows or the windows are not glass)
- Loss of damage to the property caused by theft or attempted theft
- Contents (these are the items brought into the premises by you)
- Any improvements you make to the property e.g. the addition of internal offices
- Public Liability Insurance
- Employers' Liability Insurance (if applicable)

You should ensure that you have appropriate insurance cover in place when you move into the property. You must also be prepared to confirm that appropriate cover is in place, at any time, by showing us details when we ask.

If the Council is responsible for insuring the building, what is covered?

Where it is the Council's responsibility to insure the building and any common parts, the main insured risks are:

- Fire
- Lightning
- Aircraft
- Explosion
- Escape of water from any tank apparatus or pipe
- Earthquake
- Flood
- Terrorism
- Malicious persons (vandalism)
- Impact by any road vehicle subsidence.

The District Council recovers the building insurance premium as per the frequency set out in your lease. You do not need to purchase additional building insurance.

In the case of substantial damage to the property, which means that you can no longer occupy it, the lease may be terminated.

It is your responsibility as the tenant to make suitable arrangement for business continuity. The District Council is not liable for arranging this for you (See 'Business Continuity Planning' page for further information).

It is your responsibility under the Lease to not take any action which will invalidate Newark and Sherwood District Council's insurance. The District Council has the right to inspect your property to ensure compliance with this responsibility.

How do I claim against the District Council's insurance?

Please email full details of the claim including the address of the property, photographs and your contact details to our Insurance Team and Corporate Property:

Email: insurance@newark-sherwooddc.gov.uk

Email: property@newark-sherwooddc.gov.uk

Utilities

You should arrange for the gas, electricity and water meters to be read on the first day of your tenancy, even if you are not moving in until later. You are responsible for notifying the utilities companies that you will be occupying the premises. Our Corporate Property Team can help you to identify the current supplier.

On moving into the property, please take the time to identify the position of:

- The water stopcock;
- The mains electricity switch;
- The fuse box;
- The gas isolator valve (if applicable).

You are responsible for the direct payment of charges for all utilities including: water, gas, electricity, telephone and similar services consumed on the premises, including any standing charges unless an alternative arrangement is expressly set out in your lease.

Utility charges for common parts will be paid by the District Council, and recovered as part of your service charge/maintenance rent (if applicable).

Business Rates

Non Domestic Business Rates (NDBR) are the means by which businesses and others who occupy non-domestic property make a contribution to the cost of local services. It is your responsibility to ensure the rates applied are correct and to pay any amounts that are due.

Further information, including whether you are eligible for Small Business Rate Relief, can be found at:

Website: www.newark-sherwooddc.gov.uk/your-business/business-information/

Website: www.gov.uk/correct-your-business-rates

Stamp Duty Land Tax (SDLT)

Stamp Duty Land Tax (SDLT) is payable in respect of lease transactions. The amount of stamp duty payable is dependent on a number of factors. Your solicitor will be able to advise you of the amount payable.

Further information and SDLT calculator can be found on the gov.uk website: www.gov.uk/stamp-duty-land-tax

Land Registry

If your lease is for more than seven years, then you will have to register it at the Land Registry. It is the tenant's responsibility to register and it is recommended that a solicitor is commissioned to do so on the tenant's behalf.

Paying your rent

You are responsible for paying your rent and we are responsible for monitoring and recording all payments.

You must make sure that your rent is paid, including VAT if applicable, immediately when it becomes due. The terms of your lease will determine the frequency and when your rent is payable.

Rent is payable whether or not an invoice is received.

Should you fail to receive an invoice or have a query regarding an invoice please contact our Sundry Income Team:

Email: sundry.income@newark-sherwooddc.gov.uk

Telephone: **01636 650000** and ask for Sundry Income

We do recommend to pay by Direct Debit as this is the most convenient way to ensure your rent is paid on time. Your lease will detail if payment by Direct Debit is a requirement of your occupation. On the back of Newark and Sherwood District Council invoices, it sets out how the rent can be paid. The various methods are summarised as follows:

Direct Debit

Email or call us to discuss this option:

Email: sundry.income@newark-sherwooddc.gov.uk

Telephone: 01636 650000 and ask for Sundry Income

Online

Please follow the online payment link to 'invoice you have been sent by the Council'. You will need your invoice number.

Website: www.newark-sherwooddc.gov.uk/paymentstotheCouncil/

Credit/debit card

Please call and have your invoice number available:

Telephone: 01636 650000

BACS

Please instruct your bank to pay the money into the following bank account:

A/C name: Newark Sherwood District Council

A/C number: 56587619

Sort code: 60-21-37

Ref: [insert invoice number and customer number]

PayPoint

Bar coded invoices can be paid at all shops displaying the Pay Point logo or at any Post Office. Take your invoice with you when making this payment.

In person

For details of our local offices please telephone 01636 650000 or the visit [Newark and Sherwood District Council website](#).

VAT

The District Council charges VAT in respect of certain asset types and estates. At the time of agreeing terms you will have been advised if VAT is applicable. If VAT is currently not applicable you will be notified if this changes.

Problems paying your rents?

If you are having difficulty paying your rents you should contact Sundry Income immediately: sundry.income@newark-sherwooddc.gov.uk or call 01636 650000 and ask for Sundry Income.

If the tenant fails to pay the rents due under the lease, the Council may take the following action:

- Commercial rent arrears recovery.
- Appoint enforcement agents to collect the rent.
- Forfeiture.

In exceptional cases you can ask us about surrendering your lease. We will assess your financial circumstances and the efforts you have made to ease the situation (for example trying to assign the lease, see page 14). However, the Council is not obligated to accept surrender of the lease and each case is individually considered. If the Council does agree to the surrender, you will be required to pay a fee for ending the lease early.

Please do not assume that you can surrender your lease simply by returning the keys or abandoning the property. Your lease is a legally binding contract and will continue regardless of these actions.

During your lease

Will the rent be increased during my term of occupation?

The terms of your lease will determine if and when your rent will increase. A rent increase occurs in the following circumstances:

- If the terms of your lease state a change in the rent payable during the period of your lease
- On receipt of a notice should your lease include a term that enables the rent to be reviewed during the period of your lease

If rent is fixed during the period of the lease it cannot be changed. In these cases the rent will be reviewed at the end of the lease period as part of the negotiations for a new lease.

Part of my premises is in need of repair/decoration. What do I do?

The terms of your lease will determine who is responsible for repairing and maintaining both internal and external parts of the premises.

All tenants are responsible for minor works and repairs including but not limited to:

- Replacing light bulbs
- Unblocking drains
- Arranging the replacement of broken window glass
- Replacing broken door locks
- Decoration internally and externally
- Cleaning and tidying

We expect tenants to take reasonable precautions to prevent frozen and burst pipes inside their property in the event of extreme cold weather.

I think it is the District Council's responsibility. What do I do?

You must let the Council know promptly when any repair for which it is responsible for needs to be carried out (see 'Reporting Repairs' page). If you are unsure who is responsible for the repair, we will check the lease to confirm.

If the Council is responsible, an order will be placed for a contractor to undertake the repair as soon as possible. The work will be triaged and prioritised by the maintenance team.

If I am responsible, why should I pay for repairs when I already pay rent to the Council?

Unless otherwise stated in your lease, the tenant is responsible for the maintenance and upkeep of the premises which includes all statutory compliance and servicing requirements. This includes legionella checking, maintaining the asbestos log book, 5 year fixed wiring electrical safety check and periodic roller shutter door inspection and service. These form part of the tenant's legal obligations. The Council has a works improvement programme for the refurbishment or replacement of capital items for a property subject to condition and legal requirement. The tenant is responsible for maintaining regardless of this.

Reporting a repair

How do I report a repair?

To report a repair that the District Council is responsible for, please contact us at:

Email: property@newark-sherwooddc.gov.uk

Telephone: **01636 650000** and ask for Corporate Property

Our staff are trained to obtain all relevant information concerning the repair. Our contractor arrangements enable the Council to react quickly to repair and maintenance issues, and sets us apart from the other commercial landlords.

I have reported a repair and no one has been out yet, or I am unhappy with the repair.

What do I do?

If you are unhappy with a repair please let us know so we can investigate the matter. Do not stop paying the rent as this could give the District Council grounds for taking proceedings against you. Please contact Corporate Property so we can investigate the matter:

Email: property@newark-sherwooddc.gov.uk

Telephone: **01636 650000** and ask for Corporate Property

Signage

Can I erect signage?

The terms of your lease will determine exactly what signage you can erect and where. As a rule of thumb, most tenants are permitted to erect and alter the signage on the property, subject to first obtaining the Council's consent and subject to obtaining any necessary statutory consent (if applicable).

When applying for consent you will need to confirm the size, shape, font, font size, text and location of any signage to the Council. If consent is granted it is important for you to remember that when you vacate the property you will be liable for removing the signage and making good any damage caused.

Can I change an existing estate sign board?

If you lease a property on an estate that benefits from a communal landlord's estate sign board, you are prohibited from making amendments to this. The Council will add your name to the estate sign board, free of charge on completion of the lease (logos are not permitted). If during the term of your lease you would like the name changed, you must contact Corporate Property who will confirm if the change is permitted:

Email: property@newark-sherwooddc.gov.uk

Telephone: **01636 650000** and ask for Corporate Property

Please note, you will be liable for the costs incurred in arranging and making the change to the estate sign board whether or not matters proceed to completion.

Permitted use

Your lease will state what the property can be used for.

The District Council tries to maintain a balance of trade across its units but it does not grant sole trading rights to any tenant.

I want to change or extend the permitted use of my business. What do I do?

If you want to extend or change the use you need to make a written request to Corporate Property stating the changes you wish to make.

Please send this to: Newark and Sherwood District Council, Castle House, Great North Road, Newark on Trent, Nottinghamshire, NG24 1BY or email property@newark-sherwooddc.gov.uk

Your request will be considered and the decision dependent on several factors, including whether your lease permits the use to be changed and whether there will be a conflict with the use of adjacent occupiers.

Please note, you will be liable for the Council's professional fees associated with any request whether or not matters proceed to completion.

Assignment of lease

The lease terms will determine whether or not you are able to assign (i.e. you are permitted to transfer all rights under your lease to another party). Before you do anything it is recommended that you obtain your own legal advice.

I want to sell my business/assign my lease. How do I go about this?

If you want to sell your business/assign your lease and your lease terms permit this, you must:

- find someone who is willing to pay the rent and take over the other obligations in the lease, and;
- Request and obtain formal approval from the Council.
- In order to consider the request, the following information from the person/business taking over your lease (the assignee) will be required as a minimum:
 - Full name and address. This information will be used to carry out credit checks;
 - Proof of identity;
 - New businesses/individuals must complete a Property Application Form, which can be requested from Corporate Property at: Newark and Sherwood District Council, Castle House, Great North Road, Newark, Nottinghamshire, NG24 1BY or email: property@newark-sherwooddc.gov.uk
 - Written agreement to pay rent monthly in advance by direct debit;
 - An appropriate rent/damage deposit (normally the higher of three month's rent or £1,000) to be held throughout the remaining term of the lease and any statutory continuation (if applicable).

Please note, the District Council reserves the right to ask for additional information and set supplementary conditions to those referenced as a guide in this handbook.

The Landlord may refuse consent to the assignment on a number of grounds such as, in the Landlord's opinion (acting reasonably) the prospective assignee, together with any guarantor, is not of sufficient financial standing to comply with the lease obligations.

If the District Council agrees to the assignment it will be subject to a number of conditions such as:

- The Council's legal and surveyor costs are paid.
- All rent is paid up to date including the insurance premium and maintenance rent/service charge.
- Entering into an Authorised Guarantee Agreement.
- Any identified repair/decoration works are completed.
- Any outstanding rent reviews are actioned.
- All tenant obligations under the terms of the lease with regards to regulatory compliance are valid and up to date.

Subject to the receipt of satisfactory references and confirmation of the above items, the Council's legal services will be instructed to prepare a licence to assign. When we confirm our agreement to an assignment and/or the licence has been issued, this does not mean that the lease has been transferred - you must arrange this with your assignee and notify the District Council.

Until legal formalities are completed, you will continue to be the tenant of the premises and liable for the rent.

What if the proposed assignee cannot supply adequate references?

If satisfactory references cannot be provided, the Council will not consent to the assignment, unless the assignee is able to identify a guarantor who is willing to guarantee the payment of rent and compliance with the lease terms on their behalf. The guarantor will be subject to, and must pass, the same reference checks.

I want to allow another business to occupy part or the whole of my premises. How do I go about it?

The lease terms will determine whether or not you are able to sub-let part or the whole of the premises or share occupation of the premises.

Before you do anything it is recommended that you obtain your own legal advice.

If you consider you have the right to sub-let or share occupation with a third party, you need to make a written request to Corporate Property at: Newark and Sherwood District Council, Castle House, Great North Road, Newark, Nottinghamshire, NG24 1BY or email:

property@newark-sherwooddc.gov.uk

The proposed assignee/subtenant wants to use the unit for a different purpose. Is this allowed?

If the assignment/sub-letting involves a change of permitted use, this will require separate formal consent.

Please note, you will be liable for the Council's professional fees associated with any request whether or not matters proceed to completion.

Alterations, Inclusions and Improvements

The terms of your lease will determine whether you can carry out alterations, inclusions or alterations to the property, please refer to this in the first instance.

I want to make changes to the premises. What should I do?

If you consider you are permitted to make changes to the premises under the terms of your lease, you must seek the Council's written consent before doing so. You must provide all supporting evidence and documents required by us in order for your request to be considered.

If we approve the works, you will be provided with a licence to alter and a fee will be payable for any specialist advice, surveyors and legal costs in connection with this.

If consent is granted, this will be in the Council's capacity as landlord only and you will still need to apply for any applicable consents including (but not limited to) planning, building control and, if appropriate, listed building permission (see page 4).

It will be a condition of the grant of landlord's consent to the changes that the premises are reinstated to their original condition prior to termination of the lease. We will discuss this with you should notice be given to terminate or prior to ending of the lease.

Please note, you will be liable for the Council's professional fees associated with any request whether or not matters proceed to completion. Please note that as a tenant, you are fully responsible for all compliance matters once the lease commences. This is in relation to both the property at the time of letting and in relation to any alterations, inclusions or improvements made to the property by you as tenant.

Parking

Parking is often limited and not guaranteed so please don't assume there will be somewhere for you to park when you move into your new premises. Where we have allocated you parking, it is imperative that you only park in your allocated space(s). If we have not allocated spaces, then you must only park in the designated areas, on a first come basis, and not on grassed areas or verges.

Please note, some leases prohibit parking at the Property or on the Estate completely.

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All occupiers should be able to enjoy free access to their property and we ask all our tenants to co-operate to achieve this. Access roads and other units must not be obstructed at any time.

Unless you have consent to do so, the parking/storing of the likes of trailers, boats, caravans, static homes, shipping containers, skips and vehicles that are not roadworthy etc is strictly prohibited.

Abandoned vehicles

An abandoned vehicle is one that appears not to be in regular use and has been in the same place for a period of time, usually three weeks or more. Consideration should also be given to the condition of the vehicle.

If you consider a vehicle to be abandoned please notify us:

Email: property@newark-sherwooddc.gov.uk or call 01636 650000 and ask for Corporate Property.

We will need to know:

- The location of the vehicle
- When it was first parked at the location
- Its condition
- If it appears anyone has visited it
- Vehicle's make and model
- Colour
- Registration number

We will make contact with neighbouring occupiers to establish whether the vehicle is connected to them or if they have further information about the vehicle.

If the vehicle is considered abandoned, we will report it to the District Council's Public Protection Team who will investigate further.

The costs for removal, destruction or storage of abandoned vehicles is recovered from the last known keeper. Non-payment will result in action being taken in the County Court.

Neighbour Nuisance

We want all our tenants to be able to carry on their business peacefully and without annoyance or disturbance from other occupiers.

Actions that are likely to cause nuisance, annoyance or disturbance include:

- Inconsiderate parking
- Playing loud music
- Dumping or burning rubbish
- Using foul and abusive language

I wish to make a complaint about an adjacent property/tenant

It is important to be a good neighbour and show consideration to others, but if there are instances of disagreement, we would expect tenants to first discuss this between themselves and come to an amicable solution.

If you cannot resolve the matter between yourselves and the other tenant is a District Council tenant, please contact Corporate Property who will assist you. Complaints relating to other issues should be referred to the appropriate agency e.g. environmental health, planning services.

Anti-Social and Unlawful Behaviour

For anti-social or unlawful behaviour beyond that of general nuisance, which includes physical threats, property damage, arson and drug use, the Police should be notified without delay.

Waste

Tenants are normally required to arrange their own waste and recycling collections. You will need to use a registered commercial waste contractor, or if you are a registered waste carrier, you can take your own waste to a licensed disposal or treatment site.

Some of our sites have shared waste and recycling arrangements, use of which will be subject to a service charge.

You are required to keep the area around your property clean, tidy and free from rubbish at all times.

No skips or external storage containers are allowed on site except where there is a designated bay. Skips or external storage containers will be subject to a separate licence agreement, if permitted.

Waste bins should be kept inside the unit and only put out on the day of collection unless there is a designated storage area.

With the exception of waste bins awaiting collection as above or in a designated area, you are not permitted to store rubbish outside the property as this represents a fire and health and safety risk.

Where the property has common areas such as common corridors, service yards and car park spaces, tenants are asked to ensure that these areas are kept neat and tidy and clear of rubbish for the benefit of all occupiers.

Intruder alarms

The District Council does not, by default, provide intruder alarms, although one might already be in place or have been left by a previous occupier. The provision of security measures is your responsibility, and the installation and maintenance of any additional security systems will be at your expense and subject to Landlord's prior written consent (see 'Alterations and improvements', page 15). This will allow tenants to provide the level of security appropriate to their business.

CCTV

You can use CCTV to protect your property but you will need to seek the District Council's consent to install this which is classed as an alteration (See page 15). You must also meet the requirements of the Data Protection Act 2018 and the UK GDPR. This means you must:

- Display a sign to let people know that CCTV is being used and why.
- Keep images only as long as your business needs them.
- Be able to respond to a subject access request for images or recorded footage that is retained.
- Share images with the authorities, where there is a lawful basis e.g. the Police, legal professionals, insurance companies.

Further guidance on how to use CCTV can be found on The Information Commissioner's Office website: <https://ico.org.uk/for-organisations/dp-at-the-end-of-the-transition-period/overview-data-protection-and-the-eu/>

Animals

Unless permitted under the terms of your lease, animals are prohibited on the estate and premises except for Guide/ Assistance Dogs.

Gritting

There is no provision for gritting of the District Council's commercial estates. Should you want to grit your area, you are permitted to arrange this yourself as long as it does not cause a nuisance, annoyance or disturbance to any other tenant.

Cleaning

All tenants are responsible for cleaning the areas included in their lease.

Who is responsible for cleaning communal areas?

The Council is responsible for cleaning all communal areas. If you are unsure if the area is communal or to report concerns as to the quality and/or frequency of cleaning of communal areas, please refer to your lease or contact us at: property@newark-sherwooddc.gov.uk or call 01636 650000 and ask for Corporate Property.

Grounds Maintenance

Who is responsible for grounds maintenance?

All tenants are responsible for the grounds maintenance of any external areas included in their lease. It is a condition of all leases that your areas must be kept clean and tidy at all times.

Who is responsible for the grounds maintenance of communal areas?

The District Council are responsible for the grounds maintenance of all communal areas. If you are unsure if the area is communal or have concerns as to the quality and/or frequency of maintaining, please refer to your lease or contact us at:

property@newark-sherwooddc.gov.uk or call 01636 650000 and ask for Corporate Property.

Service charge

A service charge is the method by which a landlord recovers the costs incurred in providing services in communal areas (that is, the parts of the site that are shared between various tenants) at a multiple let estate/building.

What items of expenditure are included in the service charge?

The services provided vary at each estate or building. For example, multi-let offices normally have communal corridors, meeting rooms, welfare facilities and a kitchen that all the tenants can use. The provision of such services has costs associated with them, for example, cleaning, utility (i.e. electricity) charges, repairs and maintenance.

If a building does not have any internal communal areas, there are still costs which are covered by a service charge, for example grounds maintenance, clearing of gutters, pest control, security, etc. The service charge includes management and other fees for administering these services, details of which set out annually in a separate schedule along with an estimate of the charges. For any further information regarding service charges, contact us at: property@newark-sherwooddc.gov.uk or call 01636 650000 and ask for Corporate Property.

Health and Safety Requirements

Newark Sherwood District Council is responsible for letting a property which is compliant with current Health and Safety regulations, this responsibility passes to you as tenant when the lease commences.

All tenants should keep themselves updated and should satisfy all of their own health and safety responsibilities and requirements.

You are responsible for the health and safety of, and have a duty of care for, everyone affected by your business and its activities. This includes both employees and visitors to the premises e.g. customers, contractors etc. Newark and Sherwood District Council is only

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responsible for compliance of any Health and Safety legislation that relates to the communal parts of multi-let buildings or areas and, as a tenant, you must not utilise these common areas outside of your leasehold without formal approval from the Council. You, as an employer, are responsible for all Health and Safety legislation that relates to the area demised under your lease. Further information as to your obligations can be found here: www.gov.uk/renting-business-property-tenant-responsibilities

You should conduct a thorough assessment of the risks your business faces. Risk is the chance, high or low, that someone or something could be harmed by a hazard. Hazard means anything that can cause harm, e.g. chemicals, electricity, a slippery floor. You must have a policy for how you look after health and safety. If you employ five or more people, this policy must be in writing. Further information is available on the HSE website: www.hse.gov.uk

Fire Safety and Fire Risk Assessments

The Regulatory Reform (Fire Safety) Order 2005 applies to all non-domestic premises in England and Wales. The law applies to you if you are responsible for business premises, an employer or self-employed with business premises, a charity or voluntary organisation.

Under the Order, the responsible person must take steps to:

- Identify and control fire risks
- Carry out a fire safety risk assessment
- Implement and maintain a fire management plan

As the occupier of premises, you must undertake a fire risk assessment and, where appropriate, link the risk assessment into a wider assessment in respect of larger premises, which should be co-ordinated by the premises manager. A written record must be made if you employ five or more people, or a licence is in force for the premises, such as one for the sale of alcohol or providing entertainment.

If requested, you must provide a copy of your fire risk assessment to the Council within five working days of any request. The Council will undertake fire risk assessments for common areas.

Guidance and information regarding fire safety including how to undertake the fire risk assessment can be found at: www.hse.gov.uk/toolbox/fire.htm

Electrical Safety

The Electricity at Work Regulations 1989 impose health and safety requirements with respect to electricity at work. You must assess the risks of your use of electricity at work and take steps to control these risks, ensuring that electrical installations, fixed and portable appliances are tested and safe, incorporating preventative maintenance and ensuring safe systems of work.

Appendix 3

We strongly recommend you seek independent professional advice in regard to electrical safety as individual requirements differ depending on the type of commercial premises being occupied and your use.

At the commencement of your lease you will be provided with an up to date EICR electrical test certificate for the installed hard wired supply in the property. It is your responsibility to keep this updated and to ensure any subsequently identified works are carried out. Any work must be completed by a registered and competent electrician who can provide the requisite electrical test certificate.

If requested, you must provide a copy of any electrical certificates to the Council within five working days of any request.

For the avoidance of doubt, the Council as Landlord is not responsible for Portable Appliance Testing (PAT Testing). You as tenant are fully responsible.

Further information on electrical safety at work can be found at: www.hse.gov.uk/electricity/

Gas Appliances

In the event of your premises having any form of gas appliances and/or flues, they must be tested in accordance with the Gas Safety (Installation and Use) Regulations 1998. In commercial premises it is the tenant's responsibility to undertake the tests.

The Gas Safety (Installation and Use) Regulations 1998 require that:

- A gas boiler is serviced annually by a registered contractor;
- Gas catering equipment is serviced annually by a registered contractor;
- All gas appliances have an annual gas safety check carried out by a registered contractor.

The Gas Safe Register is the official gas registration body for the United Kingdom and operates under an agreement with the Health and Safety Executive.

Further information can be found here: www.hse.gov.uk/toolbox/gas.htm

At the commencement of your lease, you will be provided with an up to date Landlord's Gas Safety Certificate. It is your responsibility to keep this updated and to ensure any subsequently identified works are carried out.

If requested, you must provide a copy of your Gas Safety Certificate to the District Council within five working days of any request.

Water Supply

Employers who manage premises with hot/cold water services and/or wet cooling systems (e.g. evaporative condensers) must understand the health risks associated with legionella and how to control those risks.

There is a requirement to notify Environmental Protection of all wet cooling towers. Further information and an online notification form can be found on the website.

For the technical detail on how to manage and control the risks in your system, you should consult the Approved Code of Practice (ACOP) and guidance "The Control of Legionella Bacteria in Water Systems" and "Legionnaires Disease: A Brief Guide for Duty Holders", which are available on the HSE website: <https://www.hse.gov.uk/legionnaires>

Newark and Sherwood District Council is responsible for the control of Legionnaires Disease for services that fall within the communal parts of multi-let buildings. You as employer are responsible for the control of Legionnaires Disease that relate to the area demised under your lease and you must have suitable control measures in place.

Asbestos

Whoever is responsible for maintaining all or part of a business premises (or any building or premises that is not a private dwelling) has a legal duty to manage any asbestos in that premises.

Depending on the terms of the lease, this could be you as the tenant or the Council as the landlord. In the event that maintenance responsibilities are not clearly specified, the legal duty rests with the party which has the greatest degree of control over the premises. In most circumstances the responsibility lies with you as the tenant.

Where you are the legal duty holder, you must comply with current legislation which includes but is not limited to:

- Taking reasonable steps to determine the location and condition of materials likely to contain asbestos;
- Presuming materials contain asbestos unless there is strong evidence that they do not;
- Keeping an up-to-date record of the location and condition of the asbestos-containing materials (ACMs) or presumed ACMs in the premises;
- Assessing the risk of the likelihood of anyone being exposed to fibres from these materials;
- Providing information on the location and condition of the materials to anyone who is liable to work on or disturb them;
- Preparing a plan setting out how the risks from the materials are to be managed;
- Taking the necessary steps to put the plan into action;
- Reviewing and monitoring the plan periodically.

Appendix 3

Remember that even if you are not legally responsible for managing asbestos risks in your premises, you have a legal duty to co-operate with the party who is; this is known as the 'duty to assist'.

Tenants, for example, must allow the landlord access to the premises to conduct inspections (if applicable). If the tenant has the responsibility, a landlord must disclose relevant information to both current and new tenants.

Where the Council has undertaken an asbestos survey of the premises, this does not infer any legal responsibility or liability. A copy of the asbestos survey will be passed to the tenant relating to the area occupied as part of the 'duty to assist'.

Anyone undertaking any work to the premises must check the asbestos survey before commencing.

At the start of your lease you will have been provided with an up to date Asbestos Management Plan. In accordance with statutory legislation you are responsible for arranging for the Asbestos Management Plan to be updated every 12 months (as a minimum) in accordance with the Control of Asbestos Legislation Regulations 2012.

If requested, you must provide a copy of your Asbestos Management Plan within five working days of any request.

Further information is available here: <https://www.hse.gov.uk/asbestos/>

Smoking

Smoke-free legislation was introduced in England in 2007, banning smoking in nearly all enclosed workplaces and public spaces.

Businesses must:

- Display 'no smoking' signs in all workplaces and vehicles;
- Make sure people don't smoke in enclosed work premises or shared vehicles;
- Not provide staff smoking rooms. All smokers must go outside.

Please ensure any staff or visitors that smoke:

- Smoke outside away from any buildings;
- Do not cause a nuisance to any occupiers or members of the public;
- Dispose of cigarettes responsibly.

Please note, disposing of cigarette butts and similar on the floor or grounds of the estate is strictly prohibited.

Businesses can be fined up to £2,500 if they don't stop people smoking in the workplace or up to £1,000 if they don't display 'no smoking' signs. Further information can be found here: <https://www.hse.gov.uk/contact/faqs/smoking.htm>

Regulatory Compliance

The information above is included in this Handbook as guidance only.

Newark and Sherwood District Council is only responsible for compliance of any Health and Safety legislation that relates to the communal parts of multi-let buildings.

You as employer are responsible for all Health and Safety legislation that relates to the area demised under your lease.

No reliance can be placed on the information in the above section. The list is not exhaustive and you as the tenant are fully responsible for obtaining your own independent advice about compliance.

Ending Your Tenancy

What happens at the end of my lease - will I be granted a new lease?

A commercial lease usually continues until its end date unless a termination clause has been included. Before your current lease ends, we will contact you six months prior and discuss options with you.

Please note that the District Council is not always obligated to renew your lease. Reasons for not renewing your lease include, but are not limited to:

- You have rent arrears
- You have not maintained or repaired the premises to an acceptable standard
- You have not maintained mandatory compliance standards
- Anti-social behaviour

How do you decide the terms of my new lease?

We will contact and discuss the terms of your new lease with you. If you want to discuss a renewal at any point, please do not hesitate to contact Corporate Property:

Email: property@newark-sherwooddc.gov.uk

Telephone: 01636 650000 and ask for Corporate Property

Notice periods

If your lease permits you to terminate before the end date, you must give the required amount of notice as specified in your lease. Notice must be given in writing as set out in your lease; a telephone call or email is not sufficient.

Notice must be served on the District Council for the attention of Corporate Property at:

Newark and Sherwood District Council, Castle House, Great North Road, Newark,
Nottinghamshire, NG24 1BY

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Repair, decoration and condition

Before you leave, you must provide the District Council with full vacant possession and leave the premises in good condition, repair and compliant as set out in your lease. The premises must be handed back in the same layout as when you took occupation. Reference will be made to the Schedule of Condition carried out at handover to you.

What do I need to do before moving out?

All your goods, fixtures and fittings, including any tenants' improvements or alterations to the property, must have been removed from the premises and any damage caused by their removal must be made good. The repair, decoration and compliance requirements under the lease must be complied with. Any additions to the standard electrical fit-out must also be removed.

The property must be left clean and tidy and suitable for immediate occupation. You must also provide us with a photograph of your final utility meter readings.

You will also need to provide us with up-to-date compliance documentation including Electrical Safety Certificate, Gas Safety Certificate, Legionella log book and updated Asbestos Management Plan etc. We will advise what documentation is required to be presented when notice has been given.

What are dilapidations?

Dilapidations are those works which, in the opinion of a landlord, are necessary to ensure a tenant has complied with their repairing decoration and maintenance obligations under the terms of the lease.

In assessing your dilapidations liability, we will have regard to the photographic schedule of condition attached to your lease (if applicable).

The District Council will exercise the right to inspect the premises, prior to the expiry or termination of the lease, and will, if necessary, serve notice on you of those matters which require to be rectified to ensure compliance with your maintenance obligations. In some circumstances, the Council reserves the right to instruct a third party specialist to assist with this process.

Usually you will be notified of your dilapidations responsibility by being sent a document called a 'Schedule of Dilapidations'. If you do not undertake the work within a specified time, the Council reserves the right to arrange for the work to be undertaken and to recover the costs from you. The Council may also seek to claim loss of rental income on the grounds of failure to comply with the lease obligations if this has delayed the letting of the property to another tenant.

Clearing the property

As well as carrying out any repairs we consider necessary, you must make sure that all your goods and equipment are removed from the property and it is left clear, clean and tidy. If you leave any items in the property, we will give you reasonable notice that they

Appendix 3

must be removed. If you do not remove the items within the time frame indicated in the notice, the Council will deem these as abandoned and we reserve the right to sell or dispose of anything you have left. You will be responsible for any costs we incur, and we will use the proceeds of any sale towards any outstanding payments due to us. If we have to clear the building, we will not accept responsibility for loss caused as a result of the removal of any item from the property.

When you leave

On the date you leave you will need to:

- Read all utility meters and provide us with a photograph of the reading that also includes the serial number of the meter;
- Notify utility suppliers of your departure;
- Notify the suppliers of your telephone, fire alarm, security alarm etc.
- Provide us with evidence that any gas and electrical appliances have been regularly serviced and maintained under a service agreement;
- Provide up-to-date and valid compliance certifications such as electrical/gas/asbestos certificates and confirmation that any identified faults have been rectified. In the absence of this, the Council will commission such certificates and we reserve the right to recover the cost of the report and the cost of rectifying the defects;
 - Secure the property and return all keys to Corporate Property. Please note that returning the keys before the agreed vacation date will not terminate your liability unless previously agreed in writing by the Council.

Additional information

Set out below is additional information we hope you find helpful.

Energy Performance Certificate

An EPC is required on the sale, rental or construction of most commercial buildings.

This will include the assignment or sub-letting of premises. In these circumstances, the responsibility for obtaining the certificate rests with the tenant, as you will be selling your interest in the premises. Before arranging an EPC you must obtain the Council's prior written consent to do so.

The certificate is valid for ten years, providing there have been no material changes.

An EPC is required for buildings that have a roof and walls and use energy to condition the indoor climate (i.e. heating system, air conditioning or mechanical ventilation).

Further information can be found on the gov.uk website: www.gov.uk/energy-performance-certificate-commercial-property

Business Continuity Planning

Business Continuity Planning is the means by which organisations plan to maintain their business in the event of adverse impact to critical elements of that business. It is the process of planning for the unexpected.

An effective plan will provide you with procedures to minimise the effects of unexpected disruptions. The plan should enable your business to recover quickly and efficiently, with minimum disruption to your day to-day activities.

It is your responsibility as the tenant to make suitable arrangement for business continuity. The Council is not liable for arranging this for you and it is not covered by the Council's buildings insurance policy.

Equality Act

Equality law applies to everyone responsible for running a business or who might do something on its behalf, including staff if you are an employer.

Further information can be found on the Equality and Human Rights Commission website: <https://www.equalityhumanrights.com/en>

Feedback

Your feedback is important to us and we welcome all comments.

Your views

If you have any comments or suggestions about this guide please send them to us at: property@newark-sherwooddc.gov.uk

We aim to deliver our services efficiently, fairly and politely. If you are not satisfied with our work regarding property management issues please contact us: customerservices@newark-sherwooddc.gov.uk

Equality and diversity

We value the diversity of people in NSDC and are committed to ensuring equality of access to all our services.

Further information can be found on the District Council's website: www.newark-sherwooddc.gov.uk/equality/

Complaints and compliments

We aim to provide our customers with good services, but sometimes things go wrong. When this happens, we want you to tell us so that we can put these things right.

If you have ideas about how to improve our service, or if you are pleased about the service you have received, we would also like to hear from you.

Further information about the District Council's corporate complaints procedure and how to provide feedback can be found on the Council's website: www.newark-sherwooddc.gov.uk/contactus/

Useful contacts

Corporate Property

For help with your property and lease agreement:

- Lease agreement
- Giving notice
- Rent reviews and lease renewals
- Common area issues including parking, lighting, maintenance
- Consents for signage, alterations, inclusions and improvements
- Capital upgrades

Email: property@newark-sherwooddc.gov.uk

Telephone: 01636 650000 and ask for Corporate Property

Income and Payment

For help with your rent and other payments:

- Rent payments or arrears
- Deposits

Email: sundry.income@newark-sherwooddc.gov.uk

Telephone: 01636 650000 and ask for Sundry Income

Business Rates and Grants

For help with your business rates and grants:

- Non Domestic Business Rates (NDBR)
- Small business rate relief
- Rate payments
- Rate arrears
- Rate assessments
- Grants

Email: business.rates@newark-sherwooddc.gov.uk

Telephone: 01636 650000 and ask for Revenues

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Business Regulatory Support

For wider regulatory and consent matters:

- Licensing
- Food Safety
- Health and Safety
- Trading Standards
- Fire Safety
- Planning/ Building Control
- Environmental Consultancy
- Pest Control

Email: environmental.health@newark-sherwooddc.gov.uk

Telephone: 01636 650000 and ask for Environmental Health

Growth Hub

For free and confidential business advice:

- Business planning
- Skills development
- Investment and support

Website: www.investnewarksherwood.co.uk

Email: economic.growth@newark-sherwooddc.gov.uk

Telephone: 01636 650000 and ask for Economic Growth

**NEWARK AND SHERWOOD DISTRICT COUNCIL – CORPORATE PROPERTY
PROPERTY INSPECTION FORM**

ADDRESS:

TENANT NAME:

COMPANY NAME:

TELEPHONE:

EMAIL:

REASON FOR INSPECTION: VACATION/NEW TENANT/3 MONTH NOTICE/AUDIT INSPECTION

INSPECTION BY:
(NSDC - Landlord) _____

DATE: _____

PROPERTY CONDITION

ELEMENT	WORK REQUIRED Y/N	DETAILS	WORK TO BE COMPLETED BY
DECORATION/ PAINTWORK			
INTERNAL WALLS			
CEILINGS			
FLOORING/CARPET			
WINDOWS/FRAMES BLINDS			
DOORS/FRAMES			
ROLLER SHUTTER DOORS			

LIGHTING/FIXTURES			
HEATING			
KITCHENETTE AND WELFARE			
TOILET BLOCK			
ELECTRICS			
INTERNAL CLEANLINESS			
EXTERNAL CLEANLINESS			
GUTTERS AND GULLEYS			
EXTERNAL BRICKWORK			
EXTERNAL ROOF			
DRIVEWAY			
MISCELLANEOUS			
TENANTS FIXTURES AND FITTINGS		DETAILS	

TENANCY ISSUES		DETAILS	
FIRE RISK ASSESSMENT	YES/NO		
ASBESTOS REGISTER	YES/NO		
LEGIONELLA LOGBOOK/TESTING	YES/NO		
EICR ELECTRICAL SAFETY CERTIFICATE	YES/NO		
BUILDING REGULATIONS AND CERTIFICATES	YES/NO		
EMERGENCY LIGHTIING	YES/NO		
OTHER ISSUES			
UTILITIES	FINAL READINGS	METER NUMBER	
ELECTRICITY			
WATER			
GAS			

PHOTOGRAPHS

Insert picture into table, put text below, add as required

Front Elevation/Driveway	Rear Elevation/Driveway
Side Elevation	Side Elevation
Roof Front	Roof Rear
Internal Front Elevation	External Side Elevation
Internal Side Elevation	Internal Side Elevation
Internal Roof Front	Internal Roof Rear
Kitchenette	Toilet
Distribution Board	Electric Meter (Current Reading)
Other	Other

TENANT:

Signed: _____ Print Name: _____

Date: _____

NSDC - LANDLORD:

Signed: _____ Print Name: _____

Date: _____

**NEWARK AND SHERWOOD DISTRICT COUNCIL – CORPORATE PROPERTY
PROPERTY INSPECTION FORM**

Appendix 5

ADDRESS: Unit 6, Woodland Close, Clipstone, Notts NG

TENANT NAME:

COMPANY NAME: LIS

TELEPHONE: 07971 063420 **EMAIL:**

REASON FOR INSPECTION: ~~VACATION/NEW TENANT/3 MONTH NOTICE/AUDIT INSPECTION~~

INSPECTION BY: Stuart Sheardown
(NSDC - Landlord)

DATE: 17/08/22

PROPERTY CONDITION

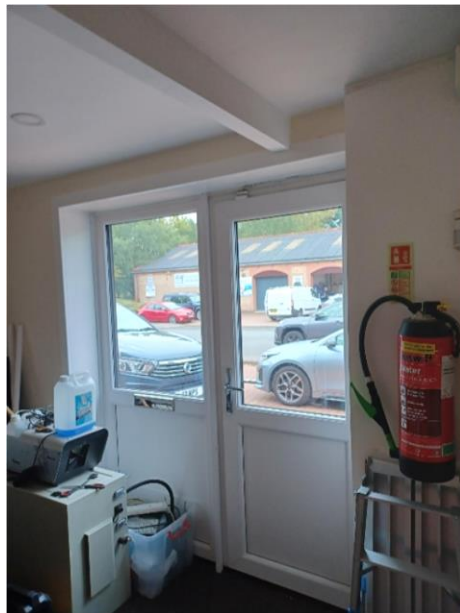
ELEMENT	Work Required Y/N	DETAILS	WORK TO BE COMPLETED BY
DECORATION/ PAINTWORK	Y	Walls require decorating	Tenant
INTERNAL WALLS (any damage)	Y	Internal partitions are in a very poor state.	Tenant (remove office)
CEILINGS/ROOF	Y	Ceiling to unit is ok. Ceilings to partitions are artex and could contain asbestos and in a very poor condition.	Tenant (remove office) Asbestos survey report NSD/MA/JC/1079 0 notes no asbestos present
FLOORING/CARPET (damage/stains)	N	Concrete floor.	
WINDOWS/FRAMES /VERTICAL BLINDS	N		
DOORS/FRAMES/ ROLLER SHUTTERS	N		

LIGHTING/FIXTURES	Y	No evidence regarding electrical checks.	Tenant Appendix 5
HEATING	Y	Gas heater in workshop/store. No evidence of recent service.	Landlord/Tenant
ELECTRICS	Y	Test required	Tenant
WATER HEATER	N	Water heaters appear to be working ok.	
KITCHEN UNIT	Y	Kitchen unit quite old and due for replacement	Landlord
TOILET/BATHROOM	N	Clean	Tenant
CLEANLINESS OF UNIT	Y	Unit full of stock and needs general tidy up	Tenant
EXTERNAL CLEANLINESS	N		
GUTTERS	N		
EXTERNAL BRICKWORK	N		
MISCELLANEOUS	Y	Offices built by tenant in a very poor state with items stored on the roof. Beam providing support to internal office roof does not appear to have a large enough bearing.	Tenant (remove office)
TENANTS FIXTURES AND FITTINGS		DETAILS	
Offices/chattels		As above	Tenant
TENANCY ISSUES		DETAILS	

FIRE RISK ASSESSMENT	YES /NO	FRA required for tenant operations, no evidence seen of Landlord FRA	Landlord Appendix 5
ASBESTOS REGISTER	YES/ NO	NSDC has copy on file	Landlord
LEGIONELLA LOGBOOK/TESTING	YES /NO	Tenant has not maintained, Landlord to pick up duty upon handover	Landlord
EICR ELECTRICAL SAFETY CERTIFICATE	YES /NO	Tenant has duty, landlord will pick up duty upon handover	Landlord
BUILDING REGULATIONS AND CERTIFICATES	YES /NO	Offices and internal structures not certified, tenant to remove	Tenant
OTHER ISSUES			
UTILITIES	FINAL READINGS	METER NUMBER	
ELECTRICITY			
WATER			
GAS			



Front Elevation



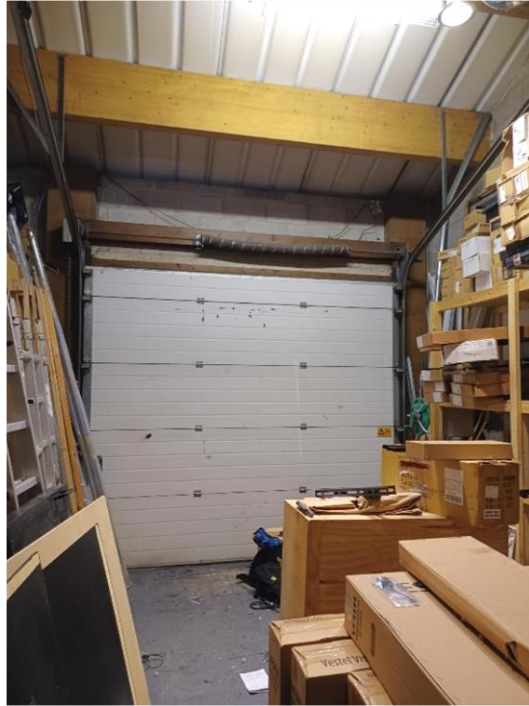
Inside Front Door



Office



Office



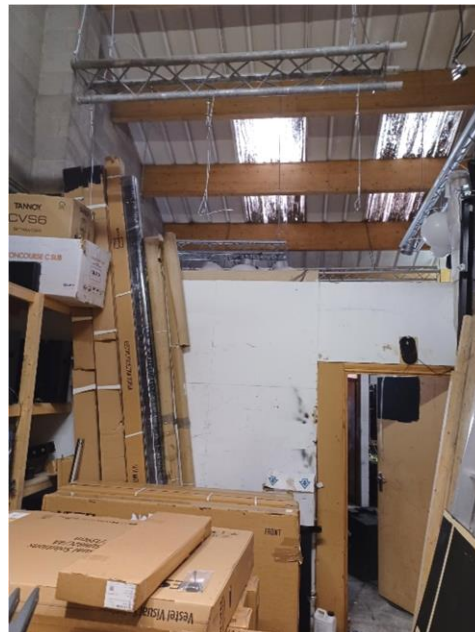
Inside front roller shutter



Storage



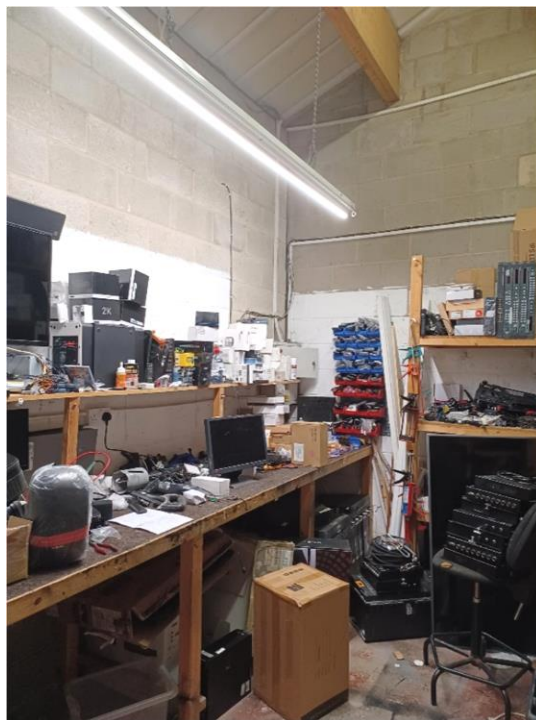
Office timber stud wall



Door to office



Kitchen Area



Workshop Store



Door to WC



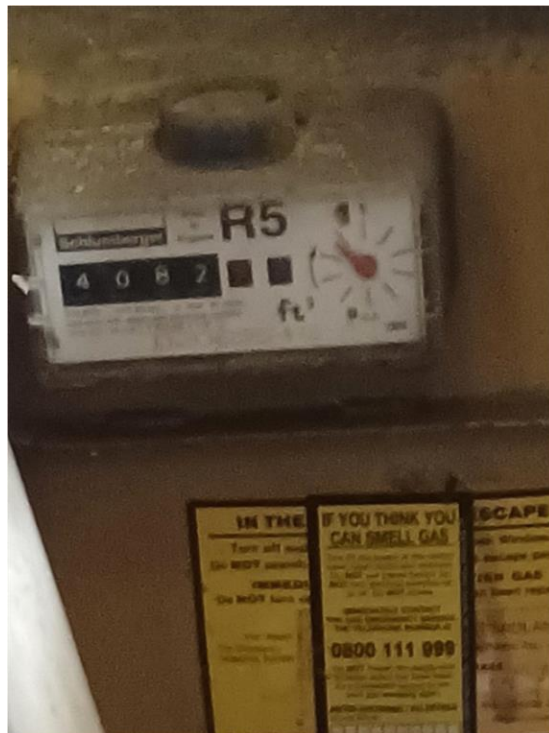


WC





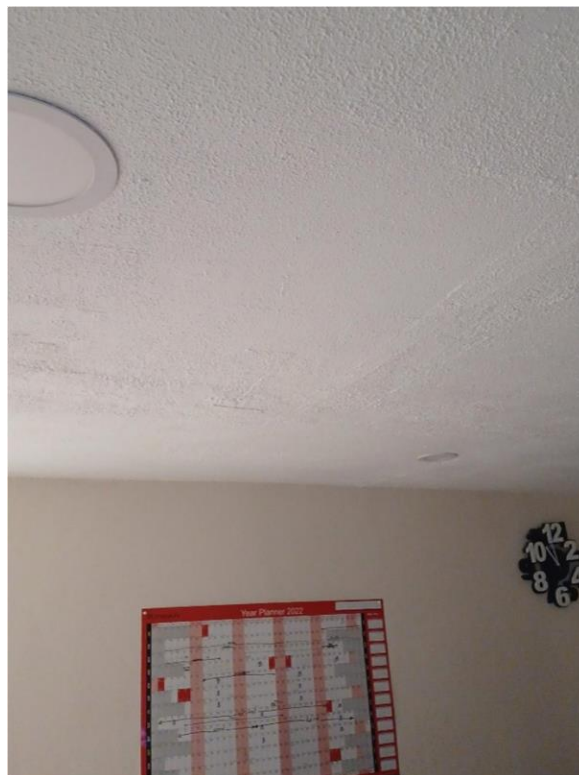
Electric meter read



Meter Read



Gas Heater



Ceiling to office

TENANT:

Signed: _____ **Print Name:** _____

Appendix 5

Date: _____

NSDC - LANDLORD:

Signed: _____ **Print Name:** _____

Date: _____

Minimum Lettable Standard for Void Industrial Units

VOID LETTABLE STANDARD SPECIFICATION – CORE (Includes internals and externals)		
01 st August 2023		
01: Health & Safety and Utilities		
1.1	<p>Ensure that an Electrical Installation Condition Report (EICR) is completed to current National Standards for electrical safety of the 'Wiring Regulations', British Standard 7671).</p> <p>On completion of the works a satisfactory Electrical Installation Condition Report (EICR) electrical safety certificate will be issued.</p>	ELECTRICAL
1.2	<p>Adequate emergency lighting will be provided in accordance with current regulations.</p> <p>Emergency Lighting will be installed where applicable within the curtilage of the building (and possibly the site).</p> <p>Emergency lighting to cover the following areas:-</p> <ul style="list-style-type: none"> • Each exit door • Escape routes • Intersections of corridors • Outside each final exit and on external escape routes • Emergency escape signs • Stairways so that each flight receives adequate light • Changes in floor level • Windowless rooms and toilet accommodation exceeding 8m² • Firefighting equipment • Fire alarm call points • Equipment that would need to be shut down in an emergency • Lifts • Areas in premises greater than 60m² <p>It is not necessary to provide individual lights (luminaires) for each item above, but there should be a sufficient overall level of light to allow them to be visible and usable.</p>	
1.3	<p>Electrical sockets, lighting fittings and switches to be thoroughly cleaned. Light pulls to be replaced where necessary.</p> <p>Minimum number of electrical sockets to be provided throughout the unit:-</p> <p>2 No. double sockets (i.e. 4 No. plug points) within the unit</p> <p>1 No. double socket (i.e. 2 No. plug points) within the kitchenette area.</p>	

1.4	<p>If the unit has either mains natural gas or propane gas appliances installed. All gas appliances will be removed, and all gas pipework will be removed back to source / meter unless specifically instructed to retain.</p> <p>If it is agreed to leave any gas appliance, boilers or gas pipework within a premises all gas safety tests and gas tightness tests to current gas regulatory standards / legislation standards will be paid for in full by the outgoing tenant to ensure that they are safe and fully operational. A new gas safety certificate (dated within 1-month) will be issued by the outgoing tenant to the landlord.</p> <p>If the incoming tenant(s) wishes to retain any part of the gas installation, then all tenants must sign & date a disclaimer form relating <i>specifically</i> to the gas installation agreeing to accept, safety check, service, and maintain all elements of the gas installation (including its full removal (and making good) on termination of the tenancy agreement).</p> <p>The disclaimer form must be signed 14-days prior to the tenancy agreement and handover of the unit's keys to the new incoming tenant, otherwise the Maintenance Team will proceed with the removal of the gas installation and all gas appliances.</p> <p>Please Note: that if a gas meter is present and requires removing or an incoming gas supply needs to be terminated, then this responsibility falls solely to the Estates Department / Team. With all costs being fully recharged back to the outgoing tenant and recovered by the Estates Department / Team.</p>	GAS
1.5	Refer to the N&SDC Legionella Check List.	WATER
1.6	Landlord / Corporate Property Repairs & Maintenance Team to undertake a basic schematic drawing of the unit's water system.	
1.7	<p>Legionella; the N&SDC Corporate Property Department is to undertake a legionella assessment of the unit / property.</p> <p>Where necessary a legionella chlorination will be undertaken (including the installation / alternation of all pipework necessary for the completion of the chlorination).</p> <p>While the property is void the N&SDC Estates Department / Team is to flush, check and inspect the water system weekly and records must be kept ready for handover to the new incoming tenant. Refer to the legionella void check list.</p>	
1.8	All 'dead legs' within the water systems will be removed prior to the new lease being assigned.	
1.09	All cold water outlets must be under 20° at the time of the lease being assigned.	
1.10	All hot water outlets must be a minimum of 50° and above within 1-minute at the time of the lease being assigned.	
1.11	The entire unit must be mains feed by a cold water incoming water main i.e. all cold water storage tanks are to be removed by the outgoing tenant(s).	
1.12	All Thermostatic Mixing Valves within the building must be fully serviced and a failsafe test must be undertaken. All costs to be	

	assigned to the outgoing tenant.	
1.13	All hot and cold water pipework to be fully insulated.	
1.14	Remove all flexible hoses and to be replaced in rigid copper pipework.	
1.15	No flexible hoses / flexible connections are to be allowed to the water system anywhere within the building(s). All water connections must be in solid copper pipe. WRAS approved flexible hoses would only be allowed following approval in writing from the Landlord.	
1.16	The incoming stop-tap should be free and in a usable / operational condition, otherwise it should be either overhauled or replaced. The water / plumbing systems should be inspected to ensure that it is leak-free and suitable for purpose, with all necessary repairs undertaken. All costs being fully recharged back to the outgoing tenant and recovered by the Estates Department / Team.	
1.17	During periods of frost or cold winter weather, the water system should be isolated to increase the protection against frost damage and frozen pipes etc.	
1.18	The Corporate Property Maintenance Team is to check the N&SDC Asbestos Management records which are held on file for the property. All asbestos containing materials are to be inspected. And any asbestos containing materials which are damaged or in a poor condition are to be either removed or encapsulated.	
1.19	All roller shutter / up-and-over doors should be inspected and fully serviced by a suitably skilled, experienced and trained contractor. Regulation 5 of the Workplace (Health, Safety and Welfare) Regulations 1992 – This applies to all types of roller shutter doors whether manual or electrical operation. "The equipment devices and systems to which this regulation applies shall be subject to a suitable schedule of maintenance ", Regulation 5 of the Provision and Use of Work Equipment Regulations 1998 (PUWER). With all costs being fully recharged back to the outgoing tenant and recovered by the Estates Department / Team.	
1.20	Inspect the condition of all windows and external doors (including any roller shutter doors) and arrange all necessary repairs prior to re-letting to ensure ease of operation, security and safety. All fractured or failed glazed units should be replaced. There should be at least one window offering ease of use for opening / closing and inspected to ensure correct operation. . Where lockable windows are installed, at least one window key should be provided and inspected to ensure correct operation. Windows not of the above standard should be <i>considered</i> for replacement either during the void period or at a later date.	OTHER
1.21	Roof should be where possible watertight with any damaged or missing tiles, slates or cement fibre sheets either repaired or replaced if possible. Include for any ridges or soffits.	
1.22	All guttering, downpipes and rainwater goods should be watertight and functional with no sign of leaks. (Checks to be completed weather permitting).	
1.23	Inspect all external footpaths, ramps, steps, handrails and entrances etc. to all areas within the curtilage of the property to ensure that they are safe and free from trip hazards.	

1.24	Door locks are to be replaced with a Eurolock cylinder barrel and 2 No. sets of keys are to be provided to the new ingoing tenant. i.e. ensure that there are two sets of keys provided to all locks / doors.	
1.25	All existing intruder alarms systems and / or CCTV equipment is to be carefully removed (and where necessary all areas are to be made good by the outgoing tenant).	
1.26	Any redundant external key safes are to be carefully removed and made good.	
02: Internal		
2.1	Ensure that there is some form of hot water to the kitchen sink and the toilet wash hand basin and that this source of hot is in good working order.	GENERAL ITEMS
2.2	Ensure that there is clean ceramicware within the toilet facilities and that all items are in good working order.	
2.3	All kitchen sinks and wash hand basins should have a minimum of two rows of 150mm x 150mm ceramic tile splashback. i.e. a minimum of a 300mm high ceramic tile splash back.	
2.4	Silicone sealant or sound grouting should be in place at the joint between all sanitary items, work tops and wall tiles/junctions etc. If the sealant or grout is discoloured or dirty it should be removed and re-applied.	
2.5	All water related ceramicware / units / installations are to be installed with inline isolation valves and non-return valves.	
2.6	All mains incoming water stop tap(s) should be in full working order and in a fully serviceable / usable condition.	
2.7	All water meters should be in full working order, readable and in a fully serviceable / usable condition.	
2.8	Ensure that all brassware and sanitary fittings are clean, limescale free, leak-free and in good working order.	
2.9	Ensure that there is a minimum of 1000mm kitchen base units. Include to check that all kitchen units, worktops and kitchen sinks etc. are clean and in a good serviceable condition.	
2.10	Ensure that all kitchen / toilet areas are free from rubbish and mould growth.	
2.11	All doors (internal and external), door frames, including architraves and side casings windows, window frames, window cills, skirting boards, radiators and pipe works should be washed down and wiped cleaned.	
2.12	Ensure that <i>a//</i> internal decorated areas have received redecoration within 3-months of the previous tenant termination. All woodwork, architraves, skirting boards, picture rails & dado rails etc. are to be complete and free from damage. All holes, gaps or damage etc. to be filled and sanded down to form a smooth paintable surface. All graffiti / signage etc. should be removed in accordance with the lease.	
2.13	All modular offices and mezzanine floors etc. which cannot be evidenced as being fully statutory compliant will be carefully removed and made good. Check and ensure that all internal glazing is either safety glass or Pyro fireproof glass (as appropriate) and upgrade / replace as necessary.	

2.14	All / any existing fire detection (system) / C.C.T.V. etc. will be carefully removed and made good.	DOORS & FLOORS
2.15	Remove all chattels in accordance with the lease.	
2.16	If the property shows any signs of vermin or insect infestation, then fumigation or other appropriate treatment will be undertaken.	
2.17	Inspect internal doors for damage, ensure door furniture is correctly fitted and is serviceable.	
2.18	All damaged solid floors to be made good.	
2.19	All carpets, carpet tiles, vinyl sheets, laminate flooring and floor coverings etc. to be totally removed and floors made good by the outgoing tenant unless requested to be left in place by the N&SDC Estates Team. If requested to remove by the Estates Team allow to carefully remove all floor covering, including all carpet tacks, gripper rods and flooring adhesive etc.	
2.20	All vents should be unobstructed allowing for the free flow of air.	
2.21	Inspect and ensure that all existing handrails are secure, safe and suitable to use.	WASHROOMS / SHOWER ROOMS
2.22	All toilet seats should be clean and in good order. If not, then the toilet seat should be replaced with a new seat (with lid) which meets British Standards.	
2.23	All toilets should have some form of ventilation by means of an operational openable window(s) or mechanical extractor fans.	
2.24	All kitchen sinks, wash hand basins (and baths etc.) should have a plug.	
03: External Fabric of the Building		
3.1	Ensure that the property is safe and secure, wind, water and weather tight.	EXTERNALS
3.2	Allow to issue a minimum of 2 No. full set of keys for the unit to the Estates Department / Team.	
3.3	Ensure that the external decoration within the property is in a reasonable condition. Include to ensure that the externals of the property are free of all graffiti and vandalism.	
3.4	Where possible the guttering and rainwater goods are to be leak free.	
3.5	Rainwater gullies direct connected to the unit are to be free from debris and leaf mould etc. and be in a good operational condition.	
3.6	All external areas associated with the building to be left clean and safe to use.	
3.7	Pathways associated with the building(s) are to be left swept and safe to use.	
3.8	All boundary fences and gates associated with the building are to be left safe to use.	
3.9	Inspect and ensure that there are no obvious trip hazards.	
3.10	All outbuildings, sheds and external storage etc. left on site should be removed.	
3.11	Ensure that all areas are free from rubbish.	

Appendix 6

	On completion the site is to be left secure and in a safe condition.	

Author:– Eric Dyche
Date:– 01st April 2024



Report to: Policy & Performance Improvement Committee – 24 June 2024

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

Lead Officers: Jill Baker, Business Manager - Customer Services

Report Title	Revised Customer Complaint and Feedback Policy and Housing Ombudsman Complaint Handling Code Self-Assessment update.
Purpose of Report	To update Members on the changes required to the Customer Complaints and Feedback Policy to ensure the Council meets the requirements of the Housing Ombudsman Complaint Handling Code.
Recommendations	That the Policy & Performance Improvement Committee: <ul style="list-style-type: none"> a) endorse both the revised Customer Complaints & Feedback Policy and the Housing Ombudsman Complaint Handling Code Self-Assessment; and b) recommend to the Audit & Governance Committee approval of the revised Customer Complaints & Feedback Policy and the Housing Ombudsman Complaint Handling Code Self-Assessment.

1.0 Background

1.1 The Housing Ombudsman (HO) and Local Government and Social Care Ombudsman (LGSCO) recently carried out individual consultations on their joint complaint handling code proposals, with the aim of having one joint code, setting out a gold standard for complaint handling across the local government and social housing sector. Unfortunately as each Ombudsman was at a different stage in their process, it was not possible for them to adopt a joint code at this time.

1.2 The LGSCO have issued their Code as “advice and guidance” and intend to start considering the Code as part of their process from April 2026. Councils are encouraged to adopt the Code as soon as they are able to do so. They are working with a number of pilot Councils to understand the impact of the Code and provide further guidance to the sector, the nearest to us is North Kesteven District Council. The LGSCO has advised that the Code itself will not change as a result of the pilots but learning from these councils will inform the accompanying guide and the way they use the Code when applying it in their casework.

1.2 Previously, landlords had to complete a self-assessment against the Code and publish it on their websites. There is now a statutory requirement for landlords to submit their self-assessment annually to the HO. The timing of the annual submission to the HO aligned with the Regulator of Social Housing’s requirements for the publication and submission of Tenant Satisfaction Measures (TSM). We need to have submitted ours by 30 June 2024.

1.4 The key areas of the HO Code include:

- universal definition of a complaint
- providing easy access to the complaints procedure and ensuring residents are aware of it, including their right to access the Housing Ombudsman Service
- the structure of the complaint's procedure - only 2 stages necessary and clear times set out for responses.
- ensuring fairness in complaint handling with a resident-focused process
- taking action to put things right and appropriate remedies.
- creating a positive complaint handling culture through continuous learning and improvement
- demonstrating learning in annual reports
- annual self-assessment against the Code

1.5 The significant changes to the new code which impact us are:

- timescales and requirements for acknowledging complaints at each stage
- timescales to responding to complaints at each stage, including extensions to timescales
- exclusions to and/or escalating complaints
- requirement to produce and publish an annual complaints and service improvement report.

2.0 Current Situation

2.1 Our current policy has the following timescales, which in the vast majority of cases are met.

	Acknowledgement	Response
Stage one	3 working days	10 working days
Stage two	3 working days	15 working days

In order to meet the Housing Ombudsman requirements, if the complaint relates to a housing tenancy, the acknowledgment process for stage 1 and 2 complaints is slightly different. Prior to sending the acknowledgement, the senior officer who is investigating the complaint will contact the complainant to discuss their complaint with them. The acknowledgement timescale for these complaints is up to 5 working days.

3.0 Required Changes to the Customer Complaints and Feedback Process

3.1 In order to meet the requirements of the HO Complaint Handling Code, a number of changes are required to the Customer Complaints and Customer Feedback Policy (**Appendix 1**). Although the changes are to meet the HO requirements, in order to have the one policy and process, it is proposed that the changes are made council wide. They do meet the proposed LGSCO Complaint Handling Code. These changes have already been made for complaints relating to housing tenancies.

3.2 The proposed changes are:

- a. the timescale to submit a stage 1 complaint increases from six to twelve months
- b. complaints are allocated to the investigating officer and it is the investigating officer who acknowledges the complaint and contacts the complainant to discuss their complaint with them
- c. the acknowledgment response timescale for both stage 1 and stage 2 complaints is 5 working days from the complaint being logged.
- d. the response time for stage two complaints is increased from 15 working days to 20 working days. This meets the Housing Ombudsman code and will provide more time to carry out detailed investigations and carry out home visits where required
- e. the current timescale to escalate a complaint to a stage 2 is three months from date of the stage 1 response being issued. The Housing Ombudsman recommends that there is no timescale to escalate a complaint to stage 2, unless we have a very good reason to impose one.

4.0 **Next Steps**

- 4.1 The Complaint Handling Code Self-Assessment has been shared with the Involved Tenants for their approval. The Tenant Engagement Board will review this at their next meeting on 20 June 2024. The final date for the completed assessment to be submitted to the Housing Ombudsman and published on our website is 30 June 2024.
- 4.2 The Customer Complaints and Feedback Policy will be updated to reflect these changes.
- 4.3 An action plan has been created to determine what changes are required to our processes etc, and these are being worked through.
- 4.4 The staff guidance, and process is being updated and then training will be delivered to staff by attending team meetings.
- 4.5 An Equality Impact Assessment to be completed.

5.0 **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.

5.1 **Digital implications**

Discussions are taking place with our existing software provider to determine the work required to reflect these changes. At the time of writing this report, the costs are unknown.

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.

Customer Complaints and Feedback Policy

Content

1. Overview of the policy
2. Scope of the policy
3. Reporting feedback
4. Complaints – what is a complaint?
5. Complaint process
6. Complaint stages – stage 1 and stage 2
7. Ombudsman information and additional information for Council tenants
8. Anonymous complaints
9. Complaint outcomes
10. Praise
11. Comments and suggestions
12. Publicising the policy
13. Managing Unreasonable Behaviour
14. Review and approval

1.0 Overview

- 1.1 Newark & Sherwood District Council recognises the importance of listening to the views of its residents about the service they receive from us.
- 1.2 One of our values is to be “Welcoming and Responsive”. To achieve this we strive to be approachable, open to feedback and challenge and swift to act. This policy seeks to outline how we will achieve this through customer feedback.
- 1.3 **We aim to provide services which are accessible to all residents. If a customer needs additional support or reasonable adjustments to provide their feedback, we will ensure this is provided.**
- 1.4 This policy provides us with the opportunity to capture, investigate, respond, and learn from customer feedback to assist with the delivery and shaping of our services in the future.
- 1.5 **This policy should be read in conjunction with:**
 - Reasonable Adjustments Policy
 - Managing Unacceptable Behaviour Policy
 - Compensation Policy (Housing)

2.0 Scope of the policy

2.1 This policy is designed to cover complaints, praise, comments and suggestions received through any channel related to the services we provide.

2.2 Whilst we welcome all customer feedback, there are some circumstances in which a matter will not be considered as a complaint. Neither does this policy cover issues where there is a separate process for reporting a matter to us or there is a statutory right of appeal. These include:

- Service requests. reporting a missed bin collection or a repair to a Council property
- **an expression of dissatisfaction with services made through a survey**
- complaints regarding formal decisions taken by a committee for which there is an existing right of appeal – either within the Council itself or to an independent tribunal
- any matter where there is an alternative statutory process or appeal process
- complaints about Councillors
- requests for information or explanations of our policies or practices
- the issue giving rise to the complaint occurred over twelve months ago
- legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court
- matters that have previously been considered under this policy

2.3 **If we determine that it is not appropriate for a complaint to be escalated through our feedback process, we will advise the complainant of what that process or right of appeal is.**

3.0 Reporting Feedback

3.1 A customer may feel hesitant in submitting feedback, especially if wanting to make a complaint, as they might be concerned in doing so, they could receive poor service or suffer unpleasant consequences of their action. It is important for customers to understand that making a formal complaint will not have a detrimental impact on the level of service we provide.

3.2 Feedback can be made either directly by the complainant or by someone appointed to act on their behalf e.g. a friend, relative or a voluntary agency, providing we have their consent.

3.3 Feedback can be submitted through these contact channels:

- online – via the online form
- email
- to any of our staff including by telephone
- letter
- social media

If a customer submits a complaint via social media, they will be contacted to be advised for the complaint to be progressed via a different method to ensure confidentiality and privacy is maintained.

4.0 Complaints – what is a complaint?

- 4.1 Complaints provide an opportunity for us learn from feedback and gives insight into the drivers of customer satisfaction. We use complaints to review the services we deliver.
- 4.2 A complaint is defined as “an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the Council, its own staff, or those acting on its behalf, affecting an individual resident or group of residents”. This is whether the service is provided directly by us or by one of our contractors or partners. You do not need to use the word complaint for it to be treated it as one.
- 4.3 We acknowledge that customers will at times, feel dissatisfied with the service they have received. We are committed to providing all of our customers with a positive experience no matter what the circumstances are. In the first instance, the customer will be encouraged to resolve their issue directly with the staff member or business unit and if applicable a service request will be raised.
- 4.4 A service request is a request from a customer to the Council, requiring action to be taken to put something right e.g. to report a missed bin collection or to carry out a repair. Service requests will be recorded, monitored and reviewed regularly. **They can be defined as a request that the council provides or improves a service, fixes a problem, or reconsiders a decision.**
- 4.5 **If the customer raises dissatisfaction with the response to their service request, or it cannot be resolved in the above manner, or if further enquiries are needed to resolve the matter, or the customer requests it, then the issue will be logged as a formal stage one complaint, even when the handling of the service request is ongoing.**
- 4.6 Each complaint will be considered on its own merit. We will accept a complaint unless there is a valid reason not to do so. There are certain issues which we cannot treat as a complaint and where this is the case, we will let the customer know by setting out the reasons why it is not suitable for the complaints process. These are detailed in section 2.2 above.
- 4.7 If we are your landlord and decide not to accept a complaint, a detailed explanation will be provided to you as the tenant setting out the reasons why the matter is not suitable for the complaints process. If you are not happy with the decision, you have the right to refer your concerns to the Housing Ombudsman.
- 4.8 A complaint can be made either directly by the complainant or by someone appointed to act on their behalf e.g. friend, relative, voluntary agency or other third party/representative, providing the complainant provides the consent for them to act on their behalf.

4.9 An expression of dissatisfaction with services made through a survey is not defined as a complaint. Surveys carried out by the Council will include details on how residents can submit a complaint.

5.0 The Complaint Process

5.1 We will accept complaints within twelve months of the issue occurring or the complainant becoming aware of the issue unless the complaint is excluded as per the reasons detailed in section 2.2. We will consider whether to apply our discretion to accept complaints made outside this time limit where there are good reasons to do so. If we decide not to accept a complaint, we will provide an explanation setting out the reasons why and provide details of your right to take our decision to the relevant Ombudsman and record all correspondence on our system.

5.2 The investigating officer will discuss with the complainant about any reasonable adjustments which are required during the complaint process, including being given the opportunity to have a representative deal with their complaint and to be represented/accompanied at any meeting. Other adjustments may include for decisions or letters to be discussed in person or by telephone prior to being issued, home visits or less telephone contact.

5.3 Where a service is provided by a third party on behalf of the Council, they will be expected to follow our Customer Complaint and Feedback Policy.

5.4 Complaints will be responded to when the answer/remedy is known, not when the outstanding actions required to address the issue are completed. These actions will be tracked and actioned with appropriate updates to the complainant.

5.5 If during the course of an investigation, additional complaints are raised, if they relate to the existing complaint, they should be incorporated into the response. Where matters are unrelated or it would be unreasonable to delay the response further, the issues will be logged as a new complaint.

6.0 Complaint stages

6.1 There are two stages to our process.

6.2 Stage 1

Once a complaint has been received by channels mentioned in section 3.3, it will be recorded by a customer services team leader or senior advisor. They will allocate the complaint to the relevant business unit and a senior officer will then, where appropriate, speak to the complainant. This enables them to:

- check their understanding of the issue the complainant wants investigating and confirm it is a complaint which we can investigate
- understand any reasonable adjustments required and any support needed during the complaint process
- identify opportunities to resolve the complaint at the earliest opportunity

- manage the customers' expectations and answer any questions about the process
- hear the complainant's view of what has gone wrong and how they say it has affected them
- understand the outcome they are wanting and explain if the desired outcome is unreasonable or realistic

The contact stage between the Council and complainant is valuable. It is a way of finding out whether the complainant needs assistance to pursue the complaint and to agree a way of dealing with and responding to the complaint.

When submitting a complaint, the complainant will receive notification by either an automated email or letter informing them that the senior officer who is investigating their complaint, will contact them within **5 working days**.

Within these **5 working days**, the investigating officer will issue an acknowledgement email or letter which will include the details of the complaint and the outcome requested. This is known as the "complaint definition".

The investigating officer will conduct a thorough investigation of the complaint and provide a response directly to the complainant within **10 working days** from the date the 5 day acknowledgement was issued.

Where it is not possible to provide a full response within this timescale, prior to the 10 day deadline, the investigating officer will contact the complainant and explain why this is the case and advise of an estimated date of response. This extension will not exceed a further **10 working days** without good reason. The reason for the extension will be clearly explained and suitable intervals agreed for updating the complainant.

At this stage, the complainant will be provided with the contact details of the relevant Ombudsman.

6.3 Stage 2

If the complainant is unhappy with the outcome of the stage 1 complaint, they can request it progresses to stage 2.

The stage 2 complaint will be investigated by a director or business manager who was not involved in the stage 1 complaint. The allocation and acknowledgment processes are the same as for a stage 1 complaint. The investigating officer will contact the complainant to ensure that the nature of the stage 2 complaint is understood, any outstanding issues and the desired outcome as well as any reasonable adjustments required. Where this is not possible, the stage 2 investigation will be a review of the stage 1 response.

The investigating officer will conduct a thorough investigation of the complaint including a review of the response provided at stage 1. The response will be issued within **20 working days** from the date the 5 day acknowledgment was issued.

Where it is not possible to provide a full response within this timescale, prior to the deadline, the investigating officer will contact the complainant and explain why this is the case and advise of an estimated date of response. **This extension will not exceed a further 20 working days without good reason. The reason for the extension will be clearly explained and suitable intervals agreed for updating the complainant.**

7.0 Ombudsman information and additional information for Council tenants

- 7.1 If at the end of the stage 2 process, the tenant remains unhappy with the outcome of their complaint, they can refer it to the Housing Ombudsman.

The Housing Ombudsman also welcomes tenants to contact them at any point for additional support and they do not have to complete the Council's full complaints process before doing so.

If the complainant remains dissatisfied – all other complaints.

If after receiving the stage 2 response, the customer is still unhappy with the outcome they can refer it to the Local Government and Social Care Ombudsman.

In most circumstances the Ombudsman will expect the complainant to have followed the Council's complaint process. However it is acknowledged that in some very rare cases, there is nothing to be gained from progressing with both stages. In these situations the Ombudsman may be prepared to consider complaints without both stages being completed.

8.0 Anonymous complaints

- 8.1 **Customers are encouraged to provide their identity when submitting a complaint. Complaints may be made anonymously and will still be treated with the same degree of importance and within the relevant timescales set out in our procedure above. Anonymous complaints may be more difficult to investigate, and therefore in most cases will be recorded as a service request to the appropriate business unit. They will be investigated by the relevant senior officer.**

It is at the discretion of the relevant business manager receiving the anonymous complaint whether to investigate it or not. The business manager will consider the following when make the decision:

- seriousness of the complaint
- credibility of the complaint
- likelihood of confirming the allegation from attributable sources
- whether the allegations have been investigated previously

9.0 Complaint outcomes

- 9.1 The complainant will be informed of the outcome of the investigation of their complaint, including what we have found and how and why we came to that

conclusion. If we find there is a fault in our systems or the way we do things, we will advise of this and explain how we plan to change things to stop it happening again. If we have got something wrong, we will apologise. Where issues have been raised regarding the conduct of officers, we will tell you if we think we have got it wrong but matters relating to any potential disciplinary action will not be divulged as these need to remain confidential. Within the response to your complaint, we will advise you how you can escalate your complaint should you remain dissatisfied.

- 9.2 Complainants should appreciate that not all complaints may be resolved to their satisfaction; however, we will always apologise and try to make things right if we find we are at fault. We will not tolerate abusive or unreasonable behaviour whilst investigating your complaint and ask that our staff are treated with courtesy and respect.

10.0 Praise

- 10.1 Praise is an expression of satisfaction, a compliment, thanks, or congratulations. These provide an additional overview for us to learn from when we have done something well and learn valuable insight into customer satisfaction.

It is appreciated when a customer takes the time to thank or praise us or our staff for when we have done something well.

11.0 Comments and Suggestions

- 11.1 A comment is a general statement about our policies, practices or the service we provide and can be positive or negative. A suggestion is about how we could change what we do.

These are welcomed as valuable sources of information as to how we could improve the service we deliver. It may not always be possible to implement or make changes because of a customer's comment or suggestion, but they are still important as the feedback might influence decisions we make in the future.

12.0 Publicising the Complaints and Feedback Policy

- 12.1 It is important that customers understand that there is a policy. As a minimum it will be publicised:

- on our website
- in our customer facing buildings
- in regular social media campaigns
- in tenant communications e.g. newsletters and rent statements including guidance on how to make a complaint and our complaint process

- 12.2 The details of the Housing Ombudsman and Local Government and Social Care Ombudsman, including links to their Complaint Handling Codes are published on our website.

<https://www.housing-ombudsman.org.uk/>

<http://www.lgo.org.uk/>

13.0 Managing Unreasonable Behaviour

13.1 In a minority of cases, complainants pursue their complaints in a way which is unreasonable. They may behave unacceptably or be unreasonably persistent in their contacts and submission of information. This can impede investigating their complaint (or complaints by others) and can have significant resource issues for us. These actions can occur either while their complaint is being investigated, or once an organisation has finished the complaint investigation.

13.2 A copy of our policy detailing how we manage these customers can be found on our website.

14.0 Review

14.1 The Policy is to be reviewed every two years or in response to changes in relevant legislation and or other Newark & Sherwood District Council policies, procedures, and agreements.

Approval, Consultation and Review Timetable

Document title	Customer Complaints and Feedback Policy		
Version number	DRAFT v.1 – replaces 1 February 2022 policy	Protective marking	Official
Lead Director	Director Customer Services and Organisational Development		
Lead Business Unit	Customer Services		
Lead Contact	Customer Services Business Manager		
Date approved (SLT)	14 May 2024	Date approved (Members)	
Reviews due:	July 2026		
Consultation			
Consultee	Date	Comments received	Material change requested (yes/no)
Involved tenants			
PPIC			



Report to: Policy & Performance Improvement Committee Meeting: 24 June 2024

Director Lead: Matt Lamb, Director - Planning & Growth

Lead Officer: Neil Cuttall, Business Manager - Economic Growth & Visitor Economy
Sarah Husselbee, Programme Manager - Economic Growth & Visitor Economy

Report Summary	
Report Title	Progress update on the delivery of UK Shared Prosperity Fund and Rural England Prosperity Fund
Purpose of Report	To provide PPIC with an update on the local delivery of UK Shared Prosperity Fund and Rural England Prosperity Fund, including initial outcomes achieved through investment and planned programme activity up until scheme completion in March 2025.
Recommendations	<p>The delivery of UKSPF and REPF is a specific activity outlined within the Community Plan, linking back to several key economic and regeneration related objectives. It is therefore recommended that PPIC note:</p> <ul style="list-style-type: none"> a) the high-level outputs and outcomes achieved through funding to date, as detailed within this report; and b) the finalised list of funding allocations/interventions, as detailed within Appendix A of this report.

1.0 Background

- 1.1 UK Shared Prosperity Fund (UKSPF) was first announced in July 2022 as part of the UK Governments wider levelling-up agenda, seeking to replace similar, former funding streams. The scheme provides three years of funding from 2022-2025 for a range of economic interventions across three investment priorities of communities and place, people and skills and supporting local businesses.
- 1.2 Following the introduction of UKSPF, the government launched Rural England Prosperity Fund (REPF), referred to as a capital top-up to UKSPF for rural areas. DEFRA determines rural locations, and locally exclude Newark Town, Balderton and areas within Clipstone that border Mansfield. Whilst UKSPF is a Department of Levelling up, Housing and Communities (DLUHC) scheme and REPF funded by the Department for Environment, Food and Rural Affairs (DEFRA), the two are monitored, reported, and administered as a single programme.

- 1.3 In order to draw down a pre-determined funding allocation, each local authority was required to complete an online investment plan submission to demonstrate how funding would be allocated locally across the three investment themes, providing details of former funded initiatives, intended to be replaced. The council since received confirmation of funding in early 2023, allowing for a delivery period of approximately 27 months, until the funding period ends in March 2025.
- 1.4 UKSPF/REPF is governed locally by Newark & Sherwood Community Partnership, acting as a mechanism to provide strategic influence during the development of high-level plans, and throughout delivery. In accordance with the Cabinet report dated 4 October 2022, delegated authority was allocated to the S151 Officer to approve funded interventions and project allocations, in consultation with the Portfolio Holder for Sustainable Economic Development, in accordance with the approved local investment priorities.
- 1.5 As demonstrated in Table 1, Newark & Sherwood’s allocation of UKSPF funding is £3.29m over a three-year period, with a further £0.891m of funding over a two year period through REPF. UKSPF funding is split approximately 80% revenue, 20% capital, with REPF available as 100% capital funding. Any unspent funds after March 2025, must be returned to government.

Table 1. Local UKSPF/REPF funding allocations

Delivery Year	UKSPF £'m	REPF £'m
2022-2023	0.399	n/a
2023-2024	0.798	0.446
2024-2025	2.100	0.446
Total	3.290	0.891

- 1.6 A summary of local UKSPF/REPF strategic priorities is provided below in Table 2. This results in a number of committed outputs and outcomes to be delivered, reported, and evaluated upon by the council and shared with DLUHC.

Table 2. Local UKSPF/REPF priorities

Supporting Local Businesses	<ul style="list-style-type: none"> • Rural economic growth • Tourism and heritage sites that support the visitor economy • Investment in enterprise infrastructure • Business growth and start-up • Town Centre regeneration • Sustainable economic growth • Support for the social economy and social enterprises
People and Skills	<ul style="list-style-type: none"> • Employment support and basic skills development for economically inactive individuals • Volunteering and work experience for socially excluded young people/economically inactive adults • Support to employers to up-skill their workforce, access training or address local skills gaps

Communities and Place	<ul style="list-style-type: none"> • Campaigns/projects to encourage people to explore the local area including cultural events • Town centre investment, regeneration, and feasibility • Volunteering and social action projects • Active travel/green space improvement • Heritage and culture initiatives • Support for residents in relation to the cost of living • Investment in events to bring people together
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1.7 All programme funding is committed to projects with a number of interventions now successfully complete or progressing in delivery (see Appendix A for list of projects). This includes activity through a combination of commissioning and procurement, direct delivery utilising in-house teams, and grants to local organisations through themed competitive funding rounds or ‘calls for projects’. The council has also explored joint commissioning activity with neighbouring local authorities, carefully considering and participating in opportunities where added value has been identified through delivery across a wider geographical area. As reflected in Newark & Sherwood, the encouraged route to REPF delivery is a grant led approach to replace various former funding opportunities, previously available to local organisations.

1.8 As the programme progresses into the final delivery year, the council, with support from partners, has collected a variety of data sets for the purpose of reporting to government and local evaluation, based on the first 15 months of delivery. Over 80 different indicators are reported on across the programme, with a number of the selected high-level outputs and outcomes achieved to date detailed in Table 3. Various sets of information are held by the council in relation to programme delivery such as business and participants wards, sectors and ages, and further statistics, or data sets can be presented, upon request. In addition to quantitative data collected, the council continues to gather qualitative sources such as case studies and participant/partner feedback, to provide further understanding of local impact. Examples of data sets collected and evaluated are demonstrated in Appendix B.

Table 3. High-Level example fund outcomes achieved Jan 2023 to March 2024

Communities and Place	Supporting Local Businesses	People & Skills
17 community projects delivered/in progress.	41 businesses received grant funding.	112 people supported to access basic/life skills.
15 community organisations/partners receiving financial support.	216 businesses received support (121 or workshops)	77 people gaining qualifications/skills/licences/ or completing courses.
7 community facilities/spaces created or improved.	46 entrepreneurs provided with assistance to be business ready.	51 employees supported to access training/education.
Over 850 residents supported to access support in relation to the cost of living.	22 business with improved sustainability	66 socially excluded residents accessing support.
	7 commercial premises improved/created.	39 residents newly engaged in job searching.

<p>7 regeneration/places-shaping feasibility studies completed.</p> <p>2 cycle paths/footpaths to be improved.</p> <p>Approx. 330 volunteers recruited, with over 1,000 volunteering hours undertaken.</p> <p>32 community events delivered.</p> <p>Over 75,000 people attending events.</p>	<p>18 FTE jobs created.</p> <p>54 FTE jobs safeguarded.</p> <p>59 businesses with new to the firm processes or technologies/services</p> <p>24 businesses with increased turnover/forecasted turnover.</p> <p>10 business de-carbonisation plans developed.</p>	<p>26 residents undertaking volunteering roles.</p> <p>49 residents receiving support to sustain employment.</p> <p>21 residents in new employment</p> <p>8 primary schools receiving extra curriculum support, with approximately 400 students supported.</p>
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- 1.9 Current learning to date demonstrates that local participation clearly aligns to the various programme fundings objectives and wider levelling-up strategic priorities. For instance, higher engagement within people and skills initiatives has been achieved locally in areas known for lower levels of pay, attainment of qualifications and overall life-chances. UKSPF has proven key to enable support to economically inactive residents to engage in initial activity that will later enable them to progress into mainstream provision. Projects funded through the scheme have acted as a ‘first step’, reducing barriers to skills development and employment support, meanwhile enabling support to a number of communities or individuals that would not typically be eligible for funding through the Adult Education Budget. Further local findings suggest that business support is most sought after in the district by small and micro businesses operating within the retail, hospitality, and professional services sectors. Support requested from established businesses most commonly focussed on adaptations to an accelerated digitally demanding environment through technological solutions, as well as sustainability measures to reduce costs, and drive environmental change.
- 1.10 Additional reflection upon delivery to date highlights that whilst benefits can be obtained through joint commissioning from a cost per unit perspective, a compromise in service quality can occur, resulting in lower-overall outputs. This is particularly apparent where delivery needs to adapt, flex and operate in a bespoke manner to respond to local challenges. This formed the basis for the council to decide not participate in some of the locally explored joint-commissioning activity, as well as consideration of the pace of establishing provision. Newark & Sherwood were able to achieve an additional six-month delivery period for elements of business support and people and skills activity, in comparison to activity commissioned in other areas across a wider geography. Similarly, when considering the provision of grant funding, lessons learned through UKSPF and REPF demonstrate the positive impact of a localised approach to administration, working closely with key partners to identify challenges unique to individual communities and provide solutions through locally designed grant funding.

1.11 Following completion of the scheme in 2025, an end of programme evaluation report will be produced to provide an in-depth review of local successes and learning opportunities, to take forward for future investment. With all existing programme funding received spent or committed to projects, the council has been able to over-achieve on a number of the original outcomes outlined within the Investment Plan, within the first 15 months of delivery. Current government guidance remains that funding must be spent by March 2025, with no further continuation funding announced yet beyond this period. It is understood that an update to local authorities regarding potential future funding, is expected before the end of the current financial year.

2.0 **Implications**

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

Financial Implications (FIN24-25/307)

2.1 The table below shows a summary of the expenditure incurred to date and forecast for 2024/25. UKSPF is split between Capital Revenue, total as above £3.290m and the REPF grant is 100% Capital.

Financial Year	Revenue £'m	Capital £'m	
	SPF	SPF	REPF
2022/23 Actual	0.303	0.020	0
2023/24 Actual	0.692	0.170	0.237
2024/25 Budget	1.324	0.781	0.704
Total	2.319	0.971	0.891

2.2 The individual projects that have been awarded grant from UKSPF or REPF are listed in **Appendix A**.

Sustainability Implications

2.3 Environmental sustainability is a thread throughout the programme and was factored into the evaluation process of applications/proposals. Interventions are delivered through the scheme that aim to reduce environmental impact of businesses and organisations, or improving green spaces. The Environmental Projects Officer was engaged and involved throughout the commissioning and project selection process.

Equality and Diversity Implications

2.4 Equality and diversity implications were considered as part of the evaluation process of applications/proposals submitted. Interventions are delivered through the scheme that aim to increase equality and diversity and access to local opportunity.

Data Protection Implications

Economic Growth has engaged with Data Protection teams to ensure any data collected is done so in a GDPR compliant manner. Where possible, the collection of data that uniquely identifies an individual has been avoided.

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.

- [Cabinet report, 4th October 2022](#)
- [UKSPF prospectus](#)
- [REPF prospectus](#)
- <https://www.youtube.com/watch?v=AkZhT5s-Jug> Business Support case study
- <https://www.youtube.com/watch?v=tuGWUNqLVAc> Communities and Place case study

Appendix A – UKSPF/REPF project list

Communities and Place
E1: Funding for improvements to town centres and high streets, including better accessibility for disabled people, including capital spend and running costs.
<ul style="list-style-type: none"> • Sherwood Avenue play-park re-development - direct delivery (UKSPF 24-25)
E3: Creation of and improvements to local green spaces, community gardens, watercourses and embankments, along with incorporating natural features into wider public spaces.
<ul style="list-style-type: none"> • Sherwood Community Tree Nursery project - grant to Sherwood Forest Trust (UKSPF/REPF 23-25)
E4: Enhanced support for existing cultural, historic and heritage institutions that make up the local cultural heritage offer.
<ul style="list-style-type: none"> • Forest Corner re-development feasibility and footfall camera installation – direct delivery (UKSPF 22-24)
E5: Design and management of the built and landscaped environment to ‘design out crime’.
<ul style="list-style-type: none"> • Lighting improvements Newark Town Centre, St Mary’s Remembrance Gardens - direct delivery (UKSPF 24-25)
E6: Support of local, arts, cultural and heritage projects.
<ul style="list-style-type: none"> • Newark Creates programme contribution – direct delivery (UKSPF 23-25) • St Marys ‘Re-awakening’ project contribution – grant to St Marys PCC (UKSPF 24-25)
E7: Support for active travel enhancements in the local area.
<ul style="list-style-type: none"> • Active travel feasibility - commissioning and procurement (UKSPF 23-24) • Trent Vale Trail surface improvements and trail creation - grant to Friends of TVT (UKSPF/REPF 22-24) • Balderton village trail development - grant to Newark Sustrans Rangers* (UKSPF 24-25)
E8: Funding for the development and promotion of wider campaigns which encourage people to visit and explore the local area.
<ul style="list-style-type: none"> • Cultural Heart of Newark project contribution – direct delivery (UKSPF 24-25)
E9: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places.
<ul style="list-style-type: none"> • Adventure Guides project – grant to YMCA (UKSPF 22-23) • Door 2 Door contribution - grant to Newark & Sherwood CVS (UKSPF 22-23) • Premier League Primary Stars project - grant to Nottingham Forest Community Trust (UKSPF 23-25) • Cost of living community voucher scheme – direct delivery (UKSPF 22-23) • NSDC Community Development Grant Scheme contribution - direct delivery (UKSPF 24-25)
E10: Funding for local sports facilities, tournaments, teams and leagues; to bring people together.
<ul style="list-style-type: none"> • Capital grant to Rainworth and Blidworth Boxing Club* (REPF 24-25) • Capital grant to Elston Parish Council* (REPF 24-25) • Capital grant to Newark R&M Cricket Club (UKSPF 24-25)
E11: Building community capacity through investment in community facilities
<ul style="list-style-type: none"> • Boughton Community Hub development - direct delivery (UKSPF/REPF 23-25) • Capital grant to The Shed, Collingham* (REPF 24-25)
E14: Funding to support relevant community feasibility studies.
<ul style="list-style-type: none"> • ‘Shaping Sherwood’ capital programme feasibility - commissioning/procurement (UKSPF 22-25) • Community based assets feasibility - commissioning/procurement (UKSPF 23-24) • Bilsthorpe community facilities feasibility - grant to Bilsthorpe Parish Council (UKSPF 24-25)

Supporting Local Businesses

E19: Increasing investment in research and development at the local level. Investment to support the diffusion of innovation knowledge and activities. Support the commercialisation of ideas, encouraging collaboration and accelerating the path to market so that more ideas translate into industrial and commercial practices.

E21: Funding for the development and support of appropriate innovation infrastructure at the local level.

E24: Funding for new and improvements to existing training hubs, business support offers, 'incubators' and 'accelerators' for local enterprise (including social enterprise) which can support entrepreneurs and start-ups through the early stages of development and growth by offering a combination of services including account management, advice, resources, training, coaching, mentorship and access to workspace.

E29: Supporting decarbonisation and improving the natural environment whilst growing the local economy.

E30: Business support measures to drive employment growth, particularly in areas of higher unemployment.

- 'Accelerator Programme' - commissioned to East Midlands Chamber (UKSPF 23-25)
- Small business de-carbonisation and sustainability scheme - grants up to £5k each (UKSPF 24-25)

E22: Investing in enterprise infrastructure and employment/innovation site development projects. This can help to unlock site development projects which will support growth in places.

- 32 Stodman Street scheme contribution - direct delivery (UKSPF 23-25)
- St Marks Place feasibility study - commissioning/procurement (UKSPF 23-24)

E23: Strengthening local entrepreneurial ecosystems, and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks

- 'Start-up Scale-up' project - grant to NBV Enterprise Solutions (UKSPF 23-25)
- Ad-hoc business advice - SLA with NCC (UKSPF 23-25)
- Small business growth and productivity scheme - grants up to £4k each (UKSPF 22-24)

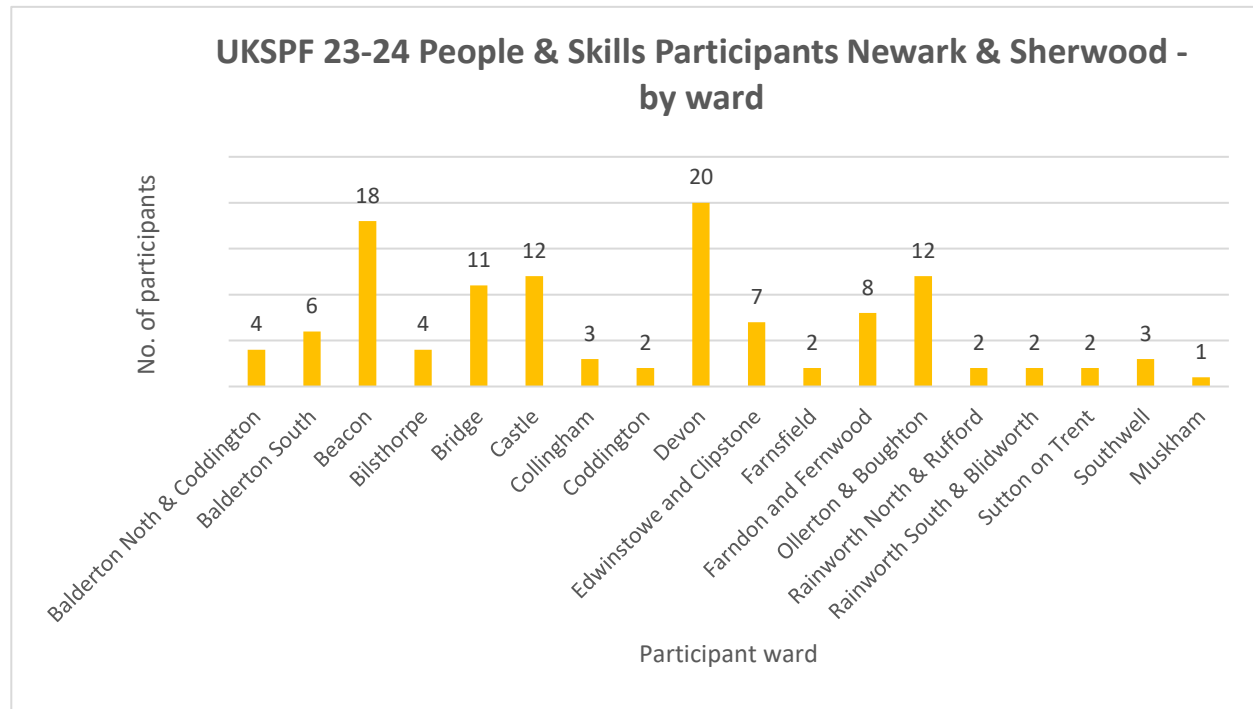
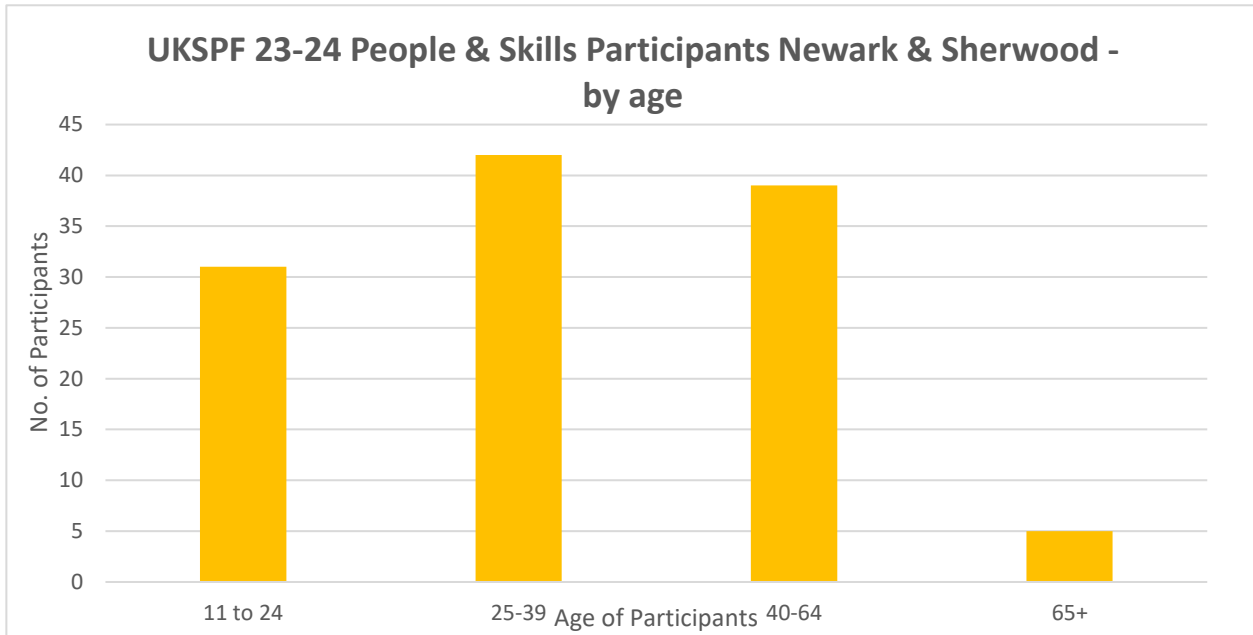
E1.1 Capital grant funding for small scale investment in small and micro enterprises in rural areas

- Rural business grant scheme - capital grants £10k-£50k each (23-25 REPF)

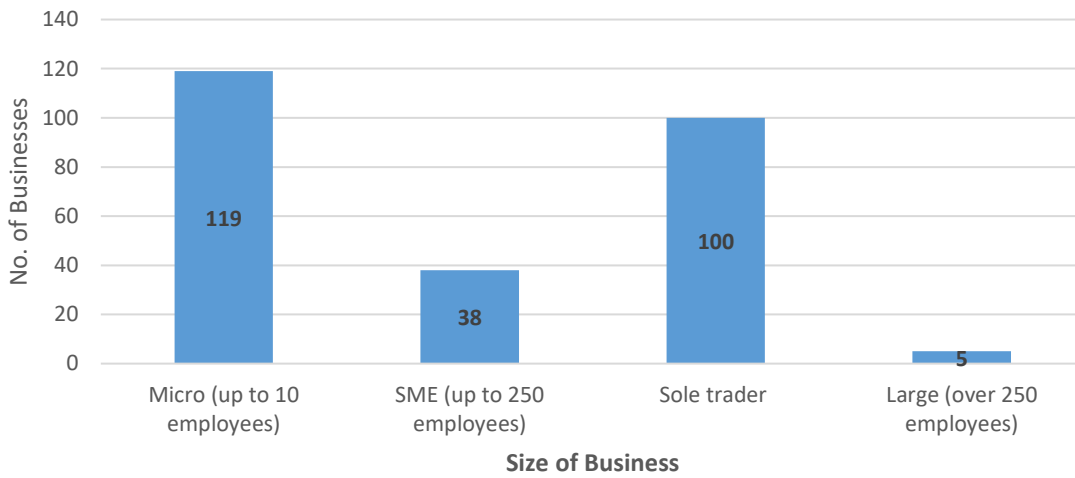
People and Skills
E33: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment, supplemented by additional and/or specialist life and basic skills (digital, English, maths* and ESOL) support where there are local provision gaps.
<ul style="list-style-type: none"> • 'Re-New' project - grant to Inspire (UKSPF 23-25) • 'Grow' project - grant to Framework HA (UKSPF 23-25)
E37: Tailored support to help people in employment, who are not supported by mainstream provision to address barriers to accessing education and training courses.
<ul style="list-style-type: none"> • 'BoostING' project- grant to Lincoln College (UKSPF 23-25)
E38: Support for local areas to fund local skills needs. This includes technical and vocational qualifications and courses up to level 2 and training for vocational licences relevant to local area needs and high-value qualifications where there is a need for additional skills capacity that cannot be met through mainstream funding
<ul style="list-style-type: none"> • Young persons practical skills development programme - grant to Volunteer It Yourself (22-25)
E35: Support for volunteering and enrichment activities to support individuals that are economically inactive or at risk of, or considered NEET aged 11+..
<ul style="list-style-type: none"> • GRT skills development project - direct delivery (UKSPF 24-25) • 'Golden Thread' project - grant to Newark & Sherwood CVS (UKSPF 24-25)

***grant award subject to due-diligence checks and further project planning by July 2024.**

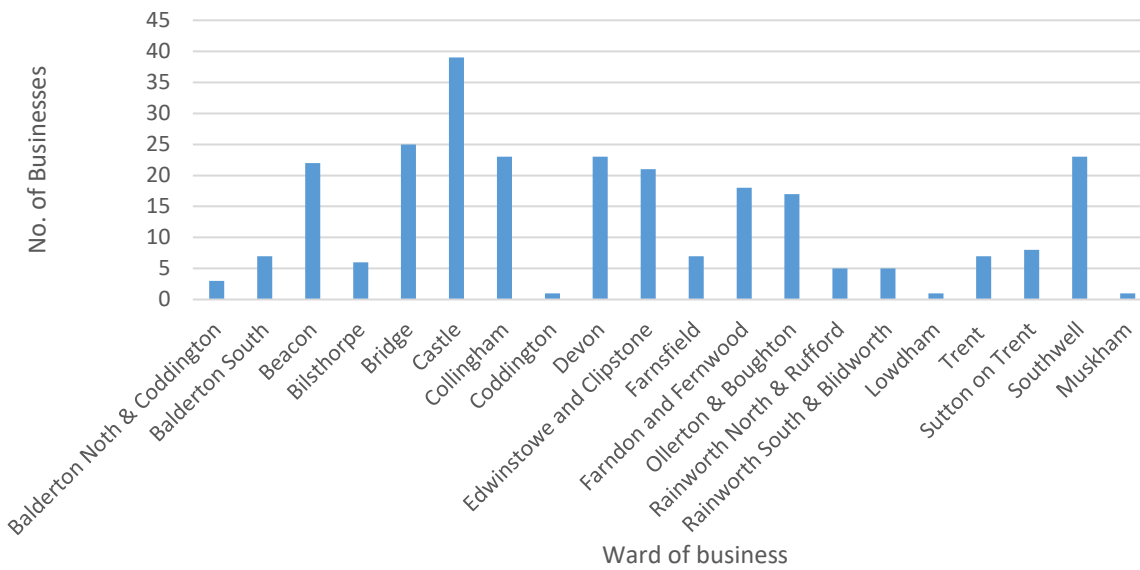
Appendix B – Example programme outcome data sets



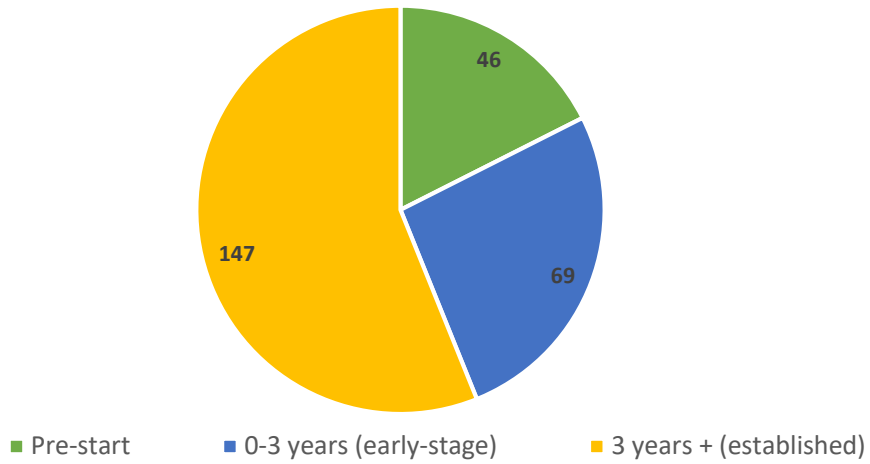
UKSPF 23-24 Business Support Newark & Sherwood- Size of Business



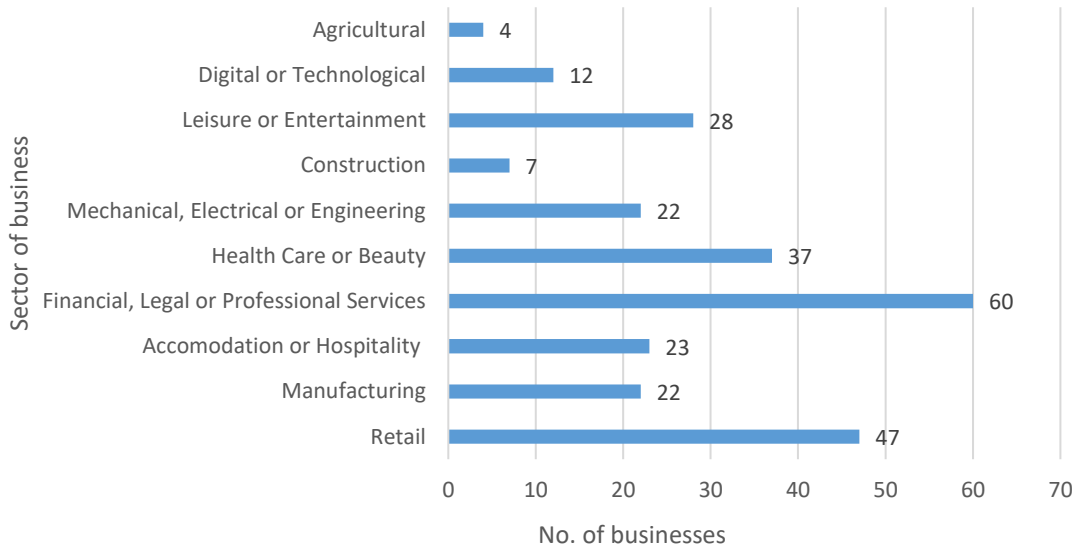
UKSPF 23-24 Business Support Newark & Sherwood - Wards



UKSPF 23-24 Businesses Supported Newark & Sherwood- Age



UKSPF 23-24 Businesses Supported Newark & Sherwood - Sectors





Report to: Policy & Performance Improvement Committee: 24/06/2024

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

Lead Officer: Carl Burns, Transformation and Service Improvement Manager
Tracey Mooney, Transformation and Service Improvement Officer, ext 5223,
performance.team@newark-sherwooddc.gov.uk

Report Summary	
Report Title	Community Plan Performance for Quarter 4
Purpose of Report	To present the Quarter 4 Community Plan Performance Report (January – March 2024)
Recommendations	That the Policy and 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 4 performance and includes activities delivered within the quarter.

2.0 Proposal/Options Considered

- 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 Q4

1 January to 31 March 2024



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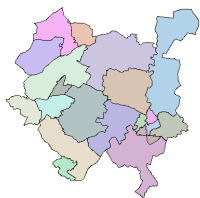
Introduction

We at Newark and Sherwood District Council aim to do everything we can to enable local residents and businesses to flourish and fulfil their potential, as well as encourage visitors to enjoy all that our area has to offer. How we intend to achieve this purpose is laid out in our Community Plan. This plan was informed by the views of residents and lays out the Council's objectives over four years as well as the activities that will help achieve these objectives. Our new Community Plan is now in place and a performance framework has been drafted. As this is finalised, it will become the how we will measure the performance of our objectives as of Quarter 1 2024/25. It will continue to contain key performance indicators; a combination of qualitative and quantitative data and it will expand on the current measures around objectives.



This report examines how the Council has been performing against the Community Plan. It examines data to look at the performance of key services and delivery against the activities outlined in the plan. This report examines the Council's performance and achievements from 1 January to 31 March 2024 (Quarter 4).

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



Our District

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

Page 3



Our Performance

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

Page 4



Our Customers

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

Page 28



Our Workforce

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

Page 33

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.

Performance of our district

This data tells us something about our district in quarter 4 (1 January to 31 March 2024). Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.



The number of planning applications we receive gives an indication of the level of construction planned in the district. When compared to the same period of last year, commercial applications have decreased by 11, residential applications have decreased by 25, non-major applications have decreased by 215 and major applications have decreased by 23.

- 11 commercial planning applications were validated
- 153 residential planning applications were validated
- 54 major planning applications were received
- 784 minor planning applications were received

Average daily footfall during Q4 was 2,773 visitors per day. Q3 had a value of 3,264, in comparison Q4 experienced a reduction in daily footfall by 15%. Meanwhile, the value generated by all 10 sensors in Newark is 6,497. Q3 had a value of 7,190 visitors per day. This is a reduction of 9.7%.



These reductions could be the result of several factors. These include the travel warnings issued during Storm Henk in January. The cost-of-living crisis also continued to impact household budgets, particularly during the winter when temperatures were lower, and nights were longer. As a result, the decision may have been made to take less trips to Newark town centre. The recent announcement that the UK entered a recession in 2023 may have further impacted these decisions. Despite this, it should be noted that both February and March experienced a rise in footfall from the previous month. This was the first instance since October 2023 in which there has been an increase in monthly footfall. This matches trends seen in regional and national indicators. While it would be premature to suggest that footfall has stopped declining, these statistics indicate that visitor numbers in Newark may begin to recover in the first quarter of 2024/25.

**please note, footfall figures are not currently being compared against last year due to the installation of the 5 new sensors.*

Interactions with the Council — Service Demand

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

- **16,720 face to face contacts** were held at Castle House, a 25.7% increase when compared to the same period of last year.
- **113,532 calls** were received by the contact centre, a 4% decrease when compared to the same period of last year.
- **27,292 calls** were received by responsive repairs, a 1.98% increase when compared to the same period of last year.
- **62,200 digital web form transactions** were completed by our customers, this has almost doubled the number of web form transactions when compared to the same period of last year with 31,236 transactions being recorded.

How are we performing against our objective to...

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



What we have been doing this quarter;

⇒ During Quarter 4 the UK was impacted by Storm Henk, which closely followed Storm Babet, causing significant issues across the county. In the Newark and Sherwood District, residential and commercial properties were internally flooded, sometimes for the second time, causing damage to properties and the loss and damage of possessions. Some premises were affected by the sewage system back surging, and some residents required evacuation and some of which continue to be displaced.



During the storm event, our officers liaised with Flood Wardens to provide immediate response, including the provision of aqua sacs. Additional support was provided by Nottingham Fire and Rescue Service in the form of boat rescue and the provision of food and medical items. In the immediate aftermath, our Officers conducted hi-visibility patrols throughout the district, concentrating on the key flood locations of Gunthorpe, Lowdham, Girton and Collingham, along with Farndon and Kelham Roads. We also undertook Flood Verification Visits across the district. Several

community meetings have been held around the affected parts of the District in partnership with the Environment Agency, Severn Trent Water and Nottinghamshire County Council to provide reassurance, offer practical advice and give information on flood plans.

Our Humanitarian Assistance Support Team (HART) were stood up for Storm Henk to provide a full range of support to residents. Support included: safe and well checks, food and medicine deliveries, arranging waste collections and road cleaning, and signposting to services. We have undertaken 152 home verification visits, enabling people to access government grant funding to support them in the recovery process.

The first Newark & Sherwood Flood Partnership Meeting was held at Castle House on Friday 23rd February 2024. Attendees included the Environment Agency, Nottinghamshire County Council, and the Canals and Rivers Trust. An action plan has been drawn up for all agencies, this action plan is primarily information gathering in nature to establish where responsibilities sit, what actions have/are being taken in the wake of storm Babet and Henk, and what lessons have been learnt. The next meeting is scheduled to take place in April 2024.



How are we performing against our objective to...

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



- ⇒ Four new consumer standards are due for publication on 1st April 2024. The Transparency, Influence, Accountability and Standard (TIAS) highlight the governments and the regulator's requirement for positive relationships between the tenant and the landlord, and as such remains a focus for us. As such we have started a review of our engagement methods, consultation with our tenants will be at the heart of this to ensure we understand what tenants would like from us and what methods of engagement work best for them. The outcomes of this will be shared in due course.
- ⇒ Within Quarter 4 we have undertaken 34 tenant engagement opportunities, including Local Influence Networks, Tenant Panel and 'Pop-in' session, and have had 46 new additional tenants become involved this quarter.
- ⇒ This quarters 'Tenant Times' went to 3,431 tenants, and we had a 95% successful delivery rate. This edition was opened by 1,985 residents, with the highest click rates being the 'Who is my Tenancy Officer' and 'Here to Help' pages. The Here to Help page includes cost of living tips, who to go to for advice for a range of subjects including benefits, repairs, and independent support, along with healthy eating guidance and



recipes, which have received positive feedback from our tenants.

- ⇒ During quarter four we had one new 'good cause' join the Community Lottery Fund. The Community Lottery Live Draw took place on the 13th of March. Six good causes, listed below, won £500 each to support their projects.

- Home Start Newark
- Walesby Forest
- Newark Dementia Carers Group
- Kick Start Youth Football League
- Edwinstowe Village Hall
- Newark Breast Cancer Support Group

The next live draw will take place in July where another six groups will be awarded £500 The scheme is on track to raise £34,569.60 for good causes within a 12-month (rolling) period.



How are we performing against our objective to...

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



⇒ Four Speedwatch sessions were attempted this Quarter. One was successfully undertaken:
 Collingham, Swinderby Road – Unsuccessful due to cars parked on both sides of the road.
 Collingham, Station Road – Unsuccessful due to adverse weather conditions.
 Southwell - Unsuccessful due to adverse weather conditions.
 Spalford, Eagle Road – 10 vehicles checked, one over the speed limit.

The details of speeding vehicles are sent to Nottinghamshire Police who send out a warning letter.

⇒ The Community Grant panel met in March to review all 47 applications and awarded funding of 100k to the following groups highlighted below. All successful groups submitted applications that met one of the Community Grant priority areas.

Application Name	Amount Awarded (£)
Blidworth on the Move	4,500.00
Christ Church Newark	8,100.62
Farnsfield Community Spaces	966.00
Friends of Coddington School	8940.60
Friends of Sconce and Devon Park	4440.78
Friends of Southwell Park	10,800.00
Muskham Rural Community Centre	4,980.00
Newark & District Royal Air Force Cadets	2,190.00
Newark Amateur Boxing Club (NABC)	7,900.00
Ollerton Town Football Club	4,932.00
Reach Learning Disability	10,000.00
Sherwood Forest Education Partnerships CIC	5,000.00
The Furniture Project	13,750.00
The Social Action Hub	10,000.00
Winthorpe Community Garden	3,500.00

How are we performing against our objective to...

Deliver inclusive and sustainable growth



What we have been doing this quarter;

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

- The Construction College is delivering four post 16 courses in bricklaying, plumbing and heating. There are 115 students enrolled, scheduled for completion in July 2024.
- Demolition commenced on the Stodman Street Project. Hoarding remains in place. The project is due to complete in Autumn 2025.



⇒ Newark Investment Plan and the Long Term Plan for Towns Fund. This quarter we have carried out comprehensive consultation with stakeholders. We are now in the next stage of the project – working towards developing the Newark Investment Plan for 2024 – 2034 which is a 10-year strategic plan for the town. This plan is in progress, alongside the Newark Town Centre Master Plan and Design Code, all of which are due for completion in August 2024 and will ensure we are developing projects which are supported by local people and will have a real impact on Newark. We are hopeful that the plan will help secure an additional £20million worth of funding, which will help support the delivery of the plan.



⇒ During the 2023/24 financial year, 49 residents have successfully completed courses funded and delivered through the BoostING programme. This is available to all local employers to support them in up-skilling their workforce.



⇒ The scheduled refurbishment of the Buttermarket has now been completed. The mezzanine floor is currently vacant whilst we pursue the available options to make the best use of this space.

Deliver inclusive and sustainable growth



⇒ Ambitious plans to create a new and improved visitor attraction at Newark Castle got another green light after plans were recently approved.

Through a funding application via the National Lottery Heritage Fund along with a £3million allocation from Newark's Towns Fund deal and a capital contribution, this ground-breaking project will see Newark Castle's original Romanesque Gatehouse, named by Historic England as the most complete example of such a structure in England, reinstated as the spectacular entrance just as it was centuries ago.



This quarter we have achieved some key milestones, which are puzzle pieces towards making this project a reality. These include:

- Planning Permission granted.
- Town Fund bid approved.
- Application to National Lottery Heritage Fund submitted November 2023, and we anticipate successful confirmation of the award in Quarter 1 2024/25.

⇒ The Sherwood Levelling Up Fund Bid, submitted in summer 2022, has been approved in principle. In January we submitted an updated programme plan to the Department for Levelling Up, Housing and Communities (DLUHC) as part of this review process. The outcome of this is expected by the Summer 2024. Feasibility studies The overall aim is to develop the scheme with key partners including the Town Council by summer 2026. The two core components of the bid are:

- The Ollerton Town Centre Scheme
- the Clipstone Regeneration Scheme (employment/commercial/sports/leisure and education linking in with Vicar Water)

Through the provision of capacity funding, both projects continue to deliver and move forward with feasibility and planning related works, whilst we await confirmation of funding from Government. Discussions with Department for Levelling Up, Housing and Communities (DLUHC) are in the final stages of the validation process, and an update will be provided to Cabinet in June. All Levelling Up Fund (LUF) funding awarded must be spent by March 2026.

Aside from Sherwood LUF, Bilsthorpe Parish Council were awarded £55k of UKSPF to continue to drive forward the development of a new community building in the village, with the funding set aside in 24-25 to support ongoing feasibility and professional fees.



Deliver inclusive and sustainable growth



⇒ Through UKSPF, we are delivering initiatives to support residents to progress into employment or develop skills within the workplace or education setting. For young people, this includes the Premier League Primary Stars Programme delivered in eight primary schools across Newark and Sherwood, reaching more than 280 young people across the district, as well as direct engagement with colleges, the Future First Expo, and direct support. We continue to develop a series of proposals with West Notts College to support adult education, community learning in Sherwood, and further develop a public service compact to support a route to employment for people to work in the public service.

⇒ We recently awarded Newark and Sherwood Community and Voluntary Service a UKSPF grant of £34K to support the CVS Golden Thread project. This project is due to commence in Quarter 4 2024/25 and is currently funded until March 2026. It will support local young (post 14 year of age) people to gain work experience and volunteer placements across the district, whilst gaining an accredited volunteering qualification and work experience. The courses will be tailored to the individual needs of the participants.

⇒ Across all of the UKSPF people and skill programmes to date we have supported nearly 470 residents to access educational support, training or complete courses. This support is provided to residents on an ongoing basis throughout the financial year, rather than quarter by quarter.

⇒ As detailed in the quarter three performance report, we have created a suite of initiatives in collaboration with partners to bolster sustainable economic growth through funding made available through UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF). This includes a package of support to businesses that provides:

- Accelerator - specialist research and innovation and decarbonisation support for local businesses to improve the sustainability of their operations. Delivered by East Midlands Chamber.
- Start-up Scale-up programme- specialist 1-2-1 support and workshops for prestart up and early-stage enterprises.
- 1-2-1 established business support through Nottinghamshire County Council Business Advisors
- Rural Business Investment grant fund
- Business Growth and Sustainability fund
- Grant finder searches
- Bespoke workshops on business support, exporting, and procurement.

To date 257 businesses have received support this financial year through the above schemes, with 216 receiving specialist 1-2-1 business advice or access to workshops. 71 businesses were awarded grant funding, with grants ranging from £1,000 to £50,000.

⇒ The Amended Allocations & Development Management DPD was submitted for Examination on the 16 January 2024. It will now be subject to examination. The anticipated timetable for adoption is detailed below, this timeline is however subject to change at the inspectors discretion.

- Q4 23/24 - Pre-Hearing Period January to March 2024
- Q1 24/25 - Examination by Inspector (April 2024)
- Q2 24/25 - Consultation on Main Modifications (June/July 2024)
- Q3 24/25 - Receipt of Inspector's Report (September 2024)
- Q4 24/25 - Adoption and Publication (October 2024)

Deliver inclusive and sustainable growth



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

- Construction of the Southern Link Road is ongoing. The recent flooding events have impacted the site and caused delays. We continue to liaise with Nottinghamshire County Council (local highways authority) and National Highways (strategic highways network authority) for technical approval for some elements, including the roundabout connecting the A46. Due to open to quarter 1 / 2 2026. We continue to liaise with Urban and Civic to maintain lines of communication on any issues arising.
- A1 over bridge: The 2021 updated feasibility study proved eight options. The feasibility study is currently with National Highways for comment, with anticipated return in Quarter 1 2024/25. The feasibility study and returned comments will inform the design stage of the A1 over bridge. We are currently working with National Highways for their uptake and delivery of the project.
- The full business case for the A614 Improvement Scheme has been submitted to the Department for Transport by Nottinghamshire County Council.

⇒ The Destination Management Plan (DMP) development plan is in progress and due to be completed by summer 2024.

Within Q1 we expect to see a draft of the Destination Management Plan (DMP), the background work being done is to establish whether a single DMP is superior to the previous incarnation, which was split into three, covering the three major towns: Southwell, Sherwood and Newark.

Early work suggests one destination plan with segments focusing on the three major areas ('nested destinations') would be most suitable. Under the banner of Tourism Action Group, focus sessions and interviews are being planned with key stakeholders to ensure we have buy-in and shared direction. This process will also ensure that the governance and structure align with DMP aims and objects, to ensure it supports on the implementation of the DMP

We are working closely with Visiting Nottinghamshire, who are also drafting a county wide DMP, to ensure that we are not doubling up on work and have a shared approach. We remain on schedule to complete by the end of summer 2024.

⇒ The Newark Heart Programme is developing with the Full Business Case aimed for completion in spring/summer 2024. The Capital Programme is focusing on the Market Place with initial concept designs for way-finding, lighting, event infrastructure and seating developed by designers and architects, New Practise.

The draft event strategy has been produced with key events throughout 2024. The events programme will be delivered in partnership with Newark Town Council. The next event scheduled in Spring 2024 is a 'Small Business Showcase' which is currently being developed.

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



Spotlight benchmarking

As of December 2023, the unemployment rate in Newark and Sherwood was 3.7% which is a 1% increase since December 2022. Whilst the unemployment rate for England is 3.7% which is an increase of 0.1% when compared to the same period.

Quarterly Indicators	Quarter 4 21/22	Quarter 4 22/23	Quarter 4 23/24	Target 23/24
Year to Date Indicators				
Total number of admissions - National Civil War Centre	8,709	13,234	16,800	12,000
Total number of admissions - Palace Theatre	28,517	59,877	52,619	48,000
% of visitors from schools – National Civil War Centre	New For Q1 23/24	New For Q1 23/24	24.0%	Trend
% of visitors from schools – Palace Theatre	New For Q1 23/24	New For Q1 23/24	12.0%	Trend
Number of people reached through direct participation and outreach	New For Q1 23/24	New For Q1 23/24	12,060	Trend
Total footfall across all heritage and culture services and sites	New For Q1 23/24	New For Q1 23/24	99,651	Trend
Car parking numbers across all council owned Newark car parks	New For Q1 23/24	New For Q1 23/24	377,798	Trend
All Other Indicator Types				
Newark town centre footfall count (average visitors per day)	5,019	4,042	2,773	3,750
Newark Beacon - % of occupied units	89.4%	99.1%	80.0%	95.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	100.0%	100.0%	95.0%
Commercial Property - % occupied units	93.0%	98.0%	98.0%	95.0%



Annual Indicators	21/22	22/23	23/24	23/24 Target
Percentage of town centre retail premises vacant across the NSDC District	6.9%	6.8%	7.2%	8.0%
New jobs created within the district	50,700	52,000	56,441	40,000
Number of new businesses as a percentage of business births to active enterprises	10.2%	9.6%	10.6%	10.0%
% of students within the district achieving LEVEL 1 - GCSEs 1-9 and lower or NVQ level 1	83.2%	83.6%	90.6%	85.0%
Increase in dwell time in Newark Town Centre	New For Q4 23/24	New For Q4 23/24	10.3%	2.0%

Exploring our performance

Newark Town Centre footfall is below target by 977, there are a number of factors which we believe to be contributing to this. This quarter was impacted by the flooding caused by Storm Henk as well as other instances of poor weather conditions, potentially discouraging people from entering town. The period following Christmas is usually one of low footfall, as people cut back on spending and visits to town centres. The decrease in footfall seen here is in line with national trends.

The cost-of-living crisis also continued to impact household budgets, particularly during the winter when temperatures were lower, and nights were longer. As a result, the decision may have been made to take less trips to Newark town centre. The recent announcement that the UK entered a recession in 2023 may have further impacted these decisions.

In order to address the shortfall, more events and campaigns will be taking place in Newark over the coming months. Notably the Small Business Showcase and the Whale Installation in the town centre. Work is also being done with Allies and Morrisons regarding town centre improvements, it is hoped this will provide benefits such as improving vibrancy and enhancing the flow of visitors throughout the town centre.

The Newark Beacon occupancy levels are currently below target by 15%, this can be attributed to the relocation of one business in June 2023 who occupied 11 offices but had outgrown the space and has moved to another building within the district, as well as the loss of 6 other companies in 6 offices during Q2 & Q3. However, occupancy levels have shown significant improvement in the past 8 months. Occupancy has increased from 61.8%, up to 80% in Q4 23/24. This is a great achievement and is attributed to additional marketing of vacant units across various platforms.

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



What we have been doing this quarter;

⇒ The practical completion of our new temporary accommodation facility, Alexander Lodge, took place in January 2024. Following the site and process trials, the first residents moved in week commencing 8th March 2024 and initial feedback is all very positive.



⇒ As Alexander Lodge has been commissioned and is now in use, as a result we are now decommissioning some of our older stock which will no longer be in use. We have plans to carry out an options appraisal on the temporary accommodation at Wellow Green into 2024/25.

⇒ As part of the ongoing continuous improvement to the standard of empty homes, we are continuing to work with tenants from our Local Influence Network groups to carry out 'fit to let' inspections. Results of these property inspections are being fed back to the empty homes team to improve performance.

⇒ Works progress on the Amended Allocations & Development Management (DPD) and associated Gypsy and Traveller Strategy. In January 2024, a draft DPD was submitted to the Planning Inspectorate appointed by the Secretary of State to examine the 'soundness' i.e., suitability of the plan. We have submitted a planning application for a Council run Gypsy Roma Traveller (GRT) site for 15 pitches on the former Belvoir Iron works, Bowbridge Lane to the south of Newark.

⇒ We are experiencing an increasing level of demand for routine repairs and we have plans to review the capacity of the Trades team in quarter 1 of 2024/25 to see which, if any, trades may need additional resourcing and the options available to provide this.

⇒ The Surveyor for Damp and Mould post has now been approved and we will be advertising this role and aiming to recruit an individual in quarter 1 2024/25.

⇒ In terms of our new online facility for reporting repairs, we have continued to see a flow of repairs coming through via this channel. We have plans to further promote the use of this service over the coming year.



⇒ Work is ongoing with resettlement communities in our district. We have completed partnership meetings this quarter to bring together the voluntary, statutory and commissioned services. We plan to continue with this meeting making it more strategic and enabling the commissioned and voluntary services to work through an operational model.

⇒ The HRA Development programme has delivered a further 38 properties during 2023/24 taking the total delivery under the original HRA Development Programme to 311 completions. A further 23 properties are currently on-site. The Council are applying to be partner for the Affordable Homes Programme and the team will be working to maximise grant into the council's bespoke 50 unit programme. This programme was approved last quarter to bridge the gap in development whilst the council fully considers and models the impact of decarbonisation, stock condition and new building safety requirements on the HRA business plan in order to explore the possibility of a further 3-5 year development programme.



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

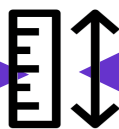
- ⇒ The focus on regeneration at the Hallam Road and Stepnall Heights estates is through community led regeneration rather than physical housing led, with two significant projects progressing well. The area is currently one of four focus areas within an Asset Based Community Development (ABCD) Project – identifying the current buildings and open spaces that can be used by residents and people assets (community champions and groups within the community) with a view to investing in and supporting these to remain resilient. The draft reports on ABCD have been received by the council and a period of review and action planning is now under way.
- ⇒ In addition, on the Stepnall Heights estate, we have developed the ‘Boughton Community Hub’ within a property on the estate. The hub is now providing onsite delivery in an area with recognised barriers to services and it is intended that the hub will be used by a wider range of partner agencies from which to collate, coordinate, co-deliver services.
- ⇒ We continue to exceed national performance targets for determining planning applications. National targets are 60% determined in 13 weeks for major applications and 70% determined in 8 weeks for non-majors, and both of our indicators are 90% or above.
- ⇒ We introduced our pre-application advice and the processing of applications satisfaction service survey in Q2 23/24. This survey is key to understand how satisfied our customers are and how we can improve to try and secure the best development possible for the sites and our customers, as well as in lieu of likely changes from Government. However, we have not achieved the response rates we hoped for and are now in the process of revising the survey to maximise responses. Our revised survey is in the final draft stage and we will be targeting Planning Agents only. As the feedback we have received from our survey indicates that changes to Planning Policy going forward will have the greatest impacts on agents who submit on behalf of householders, rather than householders who may only ever have submitted one planning application, and we need understand if agents have recognised the changes, especially with the removal of part of the exemptions, the pre-application process and the increase of fees.
- ⇒ An action to come out of the original survey is the creation of an Agents Forum. Out of over 400 agents, approximately 27 have expressed an interest in being part of a forum. These 27 are regular submitters of planning applications. We intend to set up and hold our first forum during the 2024/25 period.

**Measuring
Success**



Quarterly Indicators	Quarter 4 21/22	Quarter 4 22/23	Quarter 4 23/24	Target 23/24
Year to Date Indicators				
Number of all tenants who have been evicted for rent arrears	2	2	1	Trend
Number of evictions (anti-social behaviour)	2	3	1	Trend
All Other Indicator Types				
Arkwood - number of units delivered	20	55	79	Trend
Arkwood - plots commenced	79	87	87	Trend
Arkwood - total legal completions (Annual Indicator)	17	50	71	Trend
Average time spent in temporary accommodation (weeks)	12.3	8.8	11.6	13.0
Average time (days) to re-let Council properties	27.6	28.0	30.9	28.0
% of rent collected from current tenants as a % of rent owed	98.6%	99.0%	98.9%	98.5%
Average "End to End" time for all reactive repairs (CALENDAR days)	12.7	21.2	16.6	16.0
% of repairs completed at first visit	92.9%	88.4%	91.1%	93.0%
% of planning applications (major) determined in time	100.0%	90.0%	92.3%	90.0%
% of planning applications (non major) determined in time	98.0%	93.4%	94.4%	90.0%
Average number of working days to process housing benefit change in circumstances	3.0	2.6	1.5	5.0
Average number of working days to process new housing benefit claims	19.0	18.1	14.5	17.0
Amount of current arrears as a % of annual rent debit	1.68%	1.31%	1.47%	2.20%
Amount of current arrears	£396,533	£324,310	£382,744	£554,400
% of housing complaints responded to within agreed timescales	85.0%	94.0%	89.0%	100.0%
% of homes with a valid gas certificate	99.0%	98.8%	99.7%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	99.2%	99.0%	99.3%	100.0%

Measuring Success



Annual Indicators	21/22	22/23	23/24	23/24 Target
Number new homes developed within HRA	63	7	38	Trend
Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP11)	New For Q4 23/24	New For Q4 23/24	65.1%	90.0%
% of properties with an energy efficiency (SAP) rating of C or above	67.7%	68.0%	52.3%	70.0%
Overall Satisfaction (TP01)	New For Q4 23/24	New For Q4 23/24	77.9%	90.0%
Satisfaction that the landlord listens to tenant views and acts upon them (TP06)	New For Q4 23/24	New For Q4 23/24	68.0%	90.0%

Exploring our performance

The % of housing complaints responded to within agreed timescales has decreased this quarter, however the year has ended on 94% - with 13 out of 226 complaints not meeting this target. 7 complaints were out of target during the quarter, but the service has seen average monthly complaints reaching around 20. The majority of complaints fall within the repairs service and the team has been under pressure due to a number of vacancies. Some cases were extended by agreement with the tenant which is allowed under the terms of the Housing Ombudsman Service complaint handling code. Officers strive to provide a response within timescales and keep the tenant informed where this will go over time by some degree.

The % of homes with a valid gas certificate is below target by 0.3% which equates to a total of 15 properties. All properties that are out of compliance are in an enforcement process to gain access.

Overall satisfaction is below target by 12.1%, the question was asked as part of the first year of tenant satisfaction measures. Whilst this is the same question that was asked in STAR survey, this was a different survey and the survey was carried out by different methodology, so whilst there is a significant slippage, we are not comparing like with like. We have a range of actions in place to drive improvements across all of the tenant satisfaction measures, some of the key drivers will in turn drive improvements in overall satisfaction. This is also linked to the work we are doing to meet the new regulatory requirements and the new complaint handling code.

Satisfaction that the landlord listens to tenant views and acts upon them is below target by 22%, this is similar to the declining indicator above in that the question was asked as part of the first year of tenant satisfaction measures, we had no previous indication of what the outturn might be. We have a range of actions in place to drive improvements across all of the tenant satisfaction measures, a number of which cover engagement and consultation. This work is also linked to the work we are doing to meet the new regulatory requirements and the new complaint handling code.

Rent arrears performance remains excellent despite the challenges posed by the ongoing cost of living challenges faced by many of our tenants.

Benchmarking data from Housemark has placed our performance comfortably within the top quartile throughout 2023/24. At yearend, arrears as a percentage of debit of 2.04% was the benchmark for top quartile performance across the whole social housing sector. We out performed this with an outturn of 1.47%.

Performance has been maintained with limited formal recovery action taking place, with only 1 eviction rent arrears taking place in 2023/24, and a continued focus on preventative, proactive work to try to engage with tenants before arrears accrue. This approach will be maintained into 2024/25.

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 4 we issued 34 Fixed Penalty Notices for fly tipping and three for littering. These mainly consisted of small fly tips where the full penalty would not be appropriate (based on DEFRA guidance). We issued 15 notices to business's for failure to produce waste transfer and waste carrier documentation. Four notices were issued for abandoned vehicles. One of our biggest fly tipping cases of the year has been heard in court. The defendant pleaded guilty to the main offences and is now awaiting sentencing.
- ⇒ In February, District Enforcement became our new litter enforcement provider. They have made an excellent start with 213 fines being issued for littering in less than two months.
- ⇒ In quarter 2 we opened the Green Champions system up to all NSDC employees due to the limited number of responses from volunteers. Although we had less responses from employees than we had initially hoped, we have had enough responses to test the system which has now been carried out. We are planning to have a phased public launch as part of Big Green Week on the 10th June.
- ⇒ At Vicar Water Country Park we are continuing to work with Notts Wildlife Trust on the improvements to the waterway, with new plans developed for a wetland area and changes to the river channel designed to improve the flow and reduce silt build up.
- ⇒ At Sconce and Devon Park, the Ancient Orchard Area has been refreshed, with much of the scrubby vegetation which has been host to antisocial behaviour removed and replaced with new tree planting. The area has also had a redesigned access to highlight its uniqueness.
- ⇒ In partnership with Newark Town Council, work is now gathering pace on the Sherwood Avenue Park project with the final touches being put to the designs.
- ⇒ Responding to issues raised in respect of access, a letter drop was carried out across all properties on The Meadows in Farndon in February. The letter encouraged considerate parking and cutting back boundary vegetation.
- ⇒ In March, our Officers led a pop-up Responsible Dog Ownership event on Sconce Park, this was supported by the Dogs Trust. Dog waste bags and dog treats were handed out, and discussions to encourage responsible dog ownership were had.
- ⇒ In quarter 4, our Officers undertook Walkabouts in the following locations, as part of our 'Walkabout Project':
- Ollerton
 - Lovers Lane, Newark
 - Fosse estate, Newark.



We engaged with our residents to understand their concerns and assist with any enquiries.

How are we performing against our objective to...

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



⇒ Within this period the following enforcement action has been taken:

- Closure Order at a property on Lime Grove, Newark, due to drug related crime and anti-social behaviour.
- Injunctions were secured on two adults causing nuisance at the home address in a village on the Sherwood side of the district.
- ASB Officers supported the Police in securing a Criminal Behaviour Order on a female committing shop theft in Ollerton.
- One Injunction Warning was served on a male for repeated drunk and disorderly behaviour in Newark town centre.
- One Community Protection Warning issued to a young adult for nuisance at Churchill Drive shops, Hawtonville.
- One young person entered into an ABC in relation to repeated nuisance at Lakeside Shopping Centre, Balderton.
- Six first Stage Warning Letters were issued to young people for anti-social behaviour:
 - Three relating to incidents in Balderton
 - Two for incidents in Hawtonville
 - One for issues in Fernwood

⇒ Performance checks are made on the quality of the grounds maintenance service delivered for the Housing Revenue Account. 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 hours. Our year-to-date accumulative scores are as follows:

Performance Outcomes of Monitoring Inspections for the Maintenance of Housing Land (HRA)

Service Area	Q4 22/23	Q4 2023/24
Grass Cutting	1.27	1.66
Litter and Bins	1.17	1.16
Garage Sites	1.29	1.72
Shrub Bed Maintenance	1.56	1.60
Weed Control	1.41	1.49
Hedge Cutting	1.47	1.62



Quarterly Indicators	Quarter 4 21/22	Quarter 4 22/23	Quarter 4 23/24	Target 23/24
Year to Date Indicators				
Number of fly tipping incidents	1,643	1,576	1,604	1,800
Number of fly tipping enforcement actions	2,601	2,291	1,798	2,050
All Other Indicator Types				
% fly tipping incidents removed within 72 hours	89.5%	95.8%	93.6%	75.0%
% of household waste sent for re-use, recycling and composting	36.0%	35.4%	Waiting for External Data	40.0%
Number of missed bins (per 100,000 households)	New For Q1 22/23	44.4	52.5	45.0
Number of missed assisted collections	New For Q1 23/24	New For Q1 23/24	254	Trend
Total number of garden waste subscriptions	16,694	19,188	20,949	19,500
Number of level 1 graffiti incidents not removed within 36 hours	New For Q1 23/24	New For Q1 23/24	0	0
Number of level 2 graffiti incidents not removed within 10 days	New For Q1 23/24	New For Q1 23/24	0	Trend
% of failing sites - street and environmental cleanliness - litter	0.5%	0.8%	0.6%	2.8%
% of failing sites - street and environmental cleanliness - detritus	0.7%	1.1%	1.0%	1.8%

Exploring our performance

The number of fly tipping enforcement actions is below target by 252; however, the number of fly tipping incidents were significantly reduced by 196 incidents this quarter.

The number of missed bins per 100,000 households is below target by 7.5, this can be attributed to numerous day changes due to Bank Holidays, plus additional waste results in a spike of reported missed bins which are likely to have been refilled. In order to achieve this target, we are promoting the use of bin reminders which will help to avoid reports of missed bins which may have been presented for collection late.



Enhance and protect the district's natural environment

What we have been doing this quarter;

- ⇒ The Glass recycling programme is on track to hit its April 2024 launch target. Glass bins continue to be delivered to homes by postcode area, with those areas scheduled for earliest collections having their bins delivered soonest.
- ⇒ We held the first EnviroCrime Working group for our neighbouring authorities in Lincolnshire and Nottinghamshire. We shared best practice and intelligence via this group, which will help us tackle environmental crime.
- ⇒ The Active Travel Feasibility Study has been completed. We will now review and consider the recommendations.
- ⇒ We are continuing to develop the Forest Corner Masterplan; this process involves developing a number of project plans for implementation over the next 5 years. We have been busy carrying out comprehensive engagement with key stakeholders, traffic assessments, planning review, options analysis, and project review in readiness for developing these project plans. In Quarter 4, we established why the 2020 draft Master Plan did not meet expectations. Stakeholder engagement and a traffic assessment has been undertaken, and a revised draft Master Plan has been completed. It is due to be submitted to landscape architects in Q1 24/25. Budget for the architectural work is in collaboration with Nottinghamshire County Council, as per actions agreed in the February 2023 cabinet report to draw down £74K to move from RIBA stage Zero to RIBA Stage 3 or 4.



We have included integration with Active Travel, and the links already in place across the site, and will incorporate current footfall data into design and decision making. Footfall sensors will be installed in Quarter 1 2024/25.

New lighting to address Anti-Social Behaviour ahead of the Master Plan approval has been submitted to planning. A review has also been undertaken to ensure appropriate stakeholder collaboration and ensure up-to-date land ownership details have been obtained.

- ⇒ There is continued progress to achieve our target for carbon neutrality by 2035, as outlined in the Greening Newark and Sherwood action plan.

PV installations:

- In addition to the completed works on the Newark Sports and Fitness Centre and Newark Beacon, we now have completed the installation at Vicar Water and are now running the final testing and calibration.
- At The Dukeries and Sconce and Devon, preliminary work has started.





Enhance and protect the district’s natural environment

Decarbonisation

- The consultation work by B.E. Designs has been completed and the decarbonisation strategy for our 14 commercial buildings and 19 car parks will be discussed and progressed on in April 2024. The outcomes of which will determine a program of works to help achieve carbon neutrality.
- The Brunel Drive site’s future is still under discussion, but the new waste stream for glass collection is complete and collections are due to start in April 2024.

Green Reward App:

- We have had 11 new members sign up, and we continue to have the highest proportion of actual active members i.e., the members that sign up to the App in our district use the App most often. Currently there is work underway to increase the uptake of the App to encourage green behaviours.



⇒ We have planted 800 trees on Westbrook Drive in Rainworth with the help of the local community and 70 trees at Vicar Water Country Park.

⇒ Our Officers have delivered 6 school sessions with local primary schools. We have appointed an Officer with teaching experience to continue to further develop our education offering.

As part of the Christmas Tree Recycling funds, we contacted all the primary schools in the district to offer them free trees. Eight Schools accepted. 161 trees and hedging whips have been supplied:

- 38 fruit trees
- 3 native trees
- 120 hedging whips



Annual Indicators	21/22	22/23	23/24	23/24 Target
Number of trees planted on Council land or partner land	New For Q4 23/24	New For Q4 23/24	867	600
Number of trees given away to residents	New For Q4 23/24	New For Q4 23/24	1,305	1,000

Please note, the number of trees planted in the District has been replaced with the two indicators above.



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

What we have been doing this quarter;

- ⇒ On 26th March, the feasibility study and business case to return the CCTV Control Room to an in-house operation was agreed. The notice period for the current partnership is 24 months and notice has been served. Those approved plans will now be undertaken to move the project forward.
- ⇒ Re-deployable CCTV was deployed in Clipstone, Kneesall, Newark, and Edwinstowe to act as deterrents in ASB hotspot areas and a deployment in Hawtonville is in progress.
- ⇒ In February, our Officers from Public Protection attended a Community Meeting facilitated by Farnsfield Parish Council. The meeting was well attended and generated several actions for both us and the Police. In addition to this, anti-social behaviour reporting was discussed.
- ⇒ Our Public Protection Officers joined the Police for a Safer Businesses Action Day in Newark town centre this quarter. The purpose of the day was to find out what specific crimes and anti-social behaviour affect the businesses in Newark Town Centre, whilst building trust and a positive working relationship with those affected.
- ⇒ Operation Cognition Nights of Action took place on 16th February and 22nd March in Newark town centre. A number of our Officers joined Nottinghamshire Police Officers in Newark Town Centre to raise awareness of Cocaethylene. Cocaethylene is a chemical that our bodies create when alcohol and cocaine are taken together. It can increase violent and impulsive behaviours, increase chances of a heart attack, stroke or seizures, cause damage to the liver and even sudden death.
- ⇒ This quarter, we have seen a reduced number of youth related nuisances being reported across the district when compared to last year. However, under-reporting of all ASB incidents remains a concern. We have been focusing on smaller targeted areas of youth related nuisance in Balderton, Hawtonville, Fernwood and Bilsthorpe, that have been undertaken by our Public Protection team, in partnership with the Police.
- ⇒ In February, a joint Council and Police Community Safety event was held on Yorke Drive, providing an opportunity for residents to engage with the dedicated ASB and Community Protection Officers for their area, along with the Police Neighbourhoods officers.
- ⇒ In March, Bike Marking events took place in Collingham and Balderton delivered by officers from our Public Protection team, alongside the Police Neighbourhoods team.
- ⇒ March also saw us carrying out targeted patrols, following up on concerns over cars idling outside a school in Walesby. We engaged with parents at the beginning of the school day, providing advice to drivers/parents. We will continue to engage with residents in the area to offer ongoing advice and education over vehicle idling.



How are we performing against our objective to...

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



⇒ As part of Safer Streets 5 a Youth Shelter was installed in March 2024 at Coronation Park, Balderton. It is currently well used and received by local young people. Installation of additional CCTV on Coronation Park took place coinciding with the newly erected Youth Shelter.



⇒ As part of the attitudinal change, approximately 80 children from Barnby Road Academy attended a 2-day Graffiti event in March. The sessions were very well received and the children learned about anti-social behaviour whilst getting an opportunity to create their designs. The children chose the themes for two bridge walls on the Sustrans track which included Motion for the Ocean and Woodland. They displayed fantastic artwork skills and an enthusiastic approach with their cans under the guidance of a Graffiti Artist.

⇒ Cooking with Teens on Yorke Drive has taken place in this quarter. This initiative is funded by Locality Funding, and was led and delivered by our Community Engagement Officers, who are supported by officers from Public Protection. The sessions, attended by 45 young people, include a practical healthy cooking experience and allows them to eat together, forming friendships. Our officers have received positive feedback from those who attended and also parents. The sessions have been very popular and well received, as such another cohort is currently running, and more are hoped to take place in the future.

**Measuring
Success**



Quarterly Indicators	Quarter 4 21/22	Quarter 4 22/23	Quarter 4 23/24	Target 23/24
Year to Date Indicators				
Community protection notices/ warnings (number issued)	16	8	20	Trend
All other notices/warnings (number issued)	49	23	22	Trend
Number of notices issued relating to private rented properties	New For Q1 23/24	New For Q1 23/24	4	Trend
All Other Indicator Types				
% reduction in anti-social behaviour - Newark & Sherwood District com- pared against County area	-15.0%	2.0%	17.0%	6.0%
% reduction in all crime - Newark & Sherwood District compared against County area	14.5%	-9.0%	-1.1%	2.4%
% of businesses in the District with a food hygiene rating of 3 or above	93.12%	92.67%	98.00%	94.00%
% of businesses in the District with a 0 star food rating (major improve- ment necessary)	0.18%	0.18%	0.09%	0.16%
% of food inspections undertaken in quarter	No Data Rec'd	100.0%	100.0%	100.0%
% of all programmed Environmental Permitting Regulations inspections completed	New For Q1 22/23	100.0%	100.0%	Trend

*target is the County average and minus denotes an increase

Annual Indicators	21/22	22/23	23/24	23/24 Target
Satisfaction that the landlord makes a positive contribution to neighbour- hoods (TP11)	New For Q4 23/24	New For Q4 23/24	65.1%	90.0%

Exploring our performance...

Satisfaction that the landlord makes a positive contribution to neighbourhoods is below target by 24.9%. The question was asked as part of the first year of tenant satisfaction measures, we had no previous indication of what the outturn might be. We have a range of actions in place to drive improvements across all of the tenant satisfaction measures, a number of which cover estates and neighbourhoods. This work is also linked to the work we are doing to meet the new regulatory requirements.

The % reduction in all crime within Newark & Sherwood District has increased this quarter when compared against County area. The target is a moving target as it is based on the performance of the county and how we compare to it. The county saw a small reduction of 2.4% whereas we saw a slight increase Of 1.1% the data shows there has been an increase in thefts at year end compared to previous full year. Whilst there were some other increases these were small in numbers. We have an active Shopwatch scheme and more targeted patrols with shop staff encouraged to report any offences.

Improve the health and wellbeing of local residents



What we have been doing this quarter;

⇒ During the last quarter we have been busy working to deliver activities to help achieve the objectives set out within our Health and Wellbeing Strategy. Some of the key achievements this quarter include:

- Two successful funding bids enabling the creation of two new projects to further support residents via the food club. These include the rollout of monthly Saturday night takeaway bags which provides families with the ingredients and a recipe card to enable them to cook a healthy low cost “Fakeaway” meal. The second project has seen the food club work locally with a fruit and veg supplier to unlock wholesale price local produce which is sold at a fraction of the cost to families weekly in addition to their food club boxes.
- 4,650 households received food support from food clubs across the district this quarter.
- The newly created Community Alcohol Partnership (CAP) covering Newark and Hawtonville has commenced promotion in the community via engaging with supermarkets sharing the branding and messaging around CAP. In addition to this, educational resources have been given to schools and colleges and diversionary events are planned to further support the work of CAP.
- The Recognising Mental Health group identified a lack of local peer support groups and a number of local residents/volunteers have worked tirelessly to create a number of new local groups including “In Sam’s Name” in Ollerton, “Newark Town Team Talk” Men’s MH group in Newark, a suicide bereavement group in Newark and two additional groups in Rainworth and Southwell.
- The roll out of family hubs was agreed by Nottinghamshire County Council, our pilot centre is scheduled to be rolled out on 1st June at Hawtonville Children Centre.
- We have been working to renew and increase the number of accredited breastfeeding friendly venues, with 52 currently across the district, locations include cafes, leisure centres and health centres.



⇒ During Quarter 4, as part of the Tenant Welfare Fund, we delivered a project which targeted support to tenants who were not in receipt of Housing Benefit or Universal Credit Housing Element. Due to not receiving these benefits, tenants would have had limited access to the additional support provided to mitigate the impact of the increased cost of living. We made a payment equivalent to a weeks rent to qualifying tenants who responded to a survey to update their contact details along with some other tenancy-related information. We were able to support 262 tenanted households by making payments which totalled £26,032.

⇒ While tenant arrears performance remains strong, as anticipated at the end of Quarter 3, arrears at Quarter 4 are higher than at Quarter 4 last year. Arrears were around £58,000 higher than at Quarter 4 last year and while this is disappointing, performance remains in the top quartile across the sector and reflects the hard work of the income team supporting tenants with continued challenges of the increased cost of living.

⇒ We invested £75,000 of government funding, from the Better Care Fund, to continue delivery of the Warm Homes on Prescription scheme throughout 2023/24. This funding has enabled us to support another 27 low-income households suffering with cold-sensitive long-term health conditions to achieve affordable warmth.

⇒ During the last quarter, we wrote to all residents of Yorke Drive about the planned regeneration scheme, as well as holding a resident panel meeting. The purpose of engaging residents was to explain the delays presenting the scheme to the Planning Committee for approval and what actions need to be taken to ensure that a scheme that meets the requirement all statutory stakeholders, planning and the project objectives is delivered. It is anticipated that the final revisions to the scheme design will be submitted to Planning in June, with a further public consultation on the amendments to be held.

How are we performing against our objective to...

Improve the health and wellbeing of local residents



Measuring
Success



Quarterly Indicators	Quarter 4 21/22	Quarter 4 22/23	Quarter 4 23/24	Target 23/24
Year to Date Indicators				
Number of user visits - Active 4 Today (All)	909,388	1,008,319	1,101,987	1,000,000
Number of events held in NSDC parks	126	270	326	Trend
Number of children on environmental education visits to NSDC parks	969	982	818	800
All Other Indicator Types				
Live Leisure Centre membership base (All)	10,990	11,585	11,170	11,500

Exploring our performance...

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

The number of visits to our leisure centres has exceeded the target by 101,987. However, Active4Today have seen a reduction in live Leisure Centre memberships compared to the same period last year, the number of live memberships are also underperforming against target by 330. This is due to the closure of Southwell main pool.

Our Customers

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

Quarterly Indicators	Quarter 4 21/22	Quarter 4 22/23	Quarter 4 23/24	Target 23/24
Year to Date Indicators				
Website – NSDC – sessions (total number of views)	341,882	784,580	1,503,926	400,000
Engagement rate with posts issued on NSDC Facebook and X combined	1,055,405	920,610	1,085,448	1,000,000
Number of digital web form transactions	38,786	31,236	62,200	34,000
% business rate collection	98.0%	97.2%	97.8%	98.2%
% council tax collection	97.4%	97.1%	97.2%	97.4%
Telephony - average length of time to answer call (seconds)	78.0	84.0	156.0	90.0
Responsive Repairs - telephony - average length of time to answer call (seconds)	New For Q1 22/23	90.3	161.0	60.0
All Other Indicator Types				
% invoices paid within 30 days - whole Council	98.1%	98.0%	98.0%	98.5%
% effective response to careline calls within 180 seconds (industry standard)	99.1%	99.3%	99.8%	99.9%
Average number of days to process new council tax support applications	18.0	18.8	12.8	18.0
Average number of days to process council tax support change in circumstances	9.0	7.5	4.1	6.0
Average number of working days to process new housing benefit claims	19.0	18.1	14.5	17.0
Average number of working days to process housing benefit change in circumstances	3.0	2.6	1.5	5.0
% of complaints responded to within agreed timescales	New For Q1 23/24	New For Q1 23/24	91.3%	100.0%

Exploring our performance...

There has been unprecedented demand for telephone enquires in March.-The number of customer enquiries we deal with is very much based on the activity of other business units. During Q4 approximately 18,000 garden recycling renewals were issued. These coincided with the delivery of kerbside glass recycling bins and the issuing of the annual council tax bills and rent statements, all of which caused spikes in demand. We have seen peaks of just short of 1,000 calls in a day.

Considering the demand for our services across all contact channels and the unprecedented demand for telephone enquires in March, this performance is better than it was expected to be.

We do work with business units to try and “smooth out” the activities but there are so many conflicting factors that it is often not possible to do so. Demand cannot always be predicted but the team flex to meet demand peaks and are always focused on the quality of the provision ‘right first time’ which sometimes means that calls can take longer to resolve and there a longer waiting time for those in the queue, but overall a much better outcome for the customer.



Our face to face service at Castle House continues to be very busy. During 2023/24, compared to 2022/23, we saw an additional 3,421 customers requiring support, which is an increase of 25%. These customers can have complex enquires and often enlist the help of our partners located in Castle House. Q4 was the busiest quarter of the year with 4,773 customers requiring our help. The increase can be attributed to the impact of the cost of living. The additional enquires are mainly housing and benefit related. March 2024 was the busiest month of the year to date for face-to-face contacts. This shows that there remains a demand for face to face services.



When reviewing the average length of time to answer responsive repairs phone calls, we have had a significant increase in calls coming in from tenants, in part due to severe weather conditions and a reduction in colleagues to handle the calls. We are hopeful from next quarter we will see an improvement to the average length of time to answer responsive repair calls.

% of complaints responded to within agreed timescales is below target by 8.7%. We proactively chase outstanding complaints responses. During the second half of 2023 -24, 20 complaints missed the 10 working days deadline. These are predominately from the business units who receive the highest number of complaints. We do aim to respond to

every complaint within 10 working days but unfortunately a small percentage due miss the deadline.

We have exceeded our targets for both the engagement rate with posts issued on NSDC Facebook and X, this is attributed to the fact we have been focusing on the quality of posts issued, doing more videos than ever which have a much higher engagement rate and this is reflected here. The total number of NSDC website views is also performing above target with the increase in social posts, we push residents to the website more than we ever have done. So much of our information is so complex that driving to the website is the best way to get an share

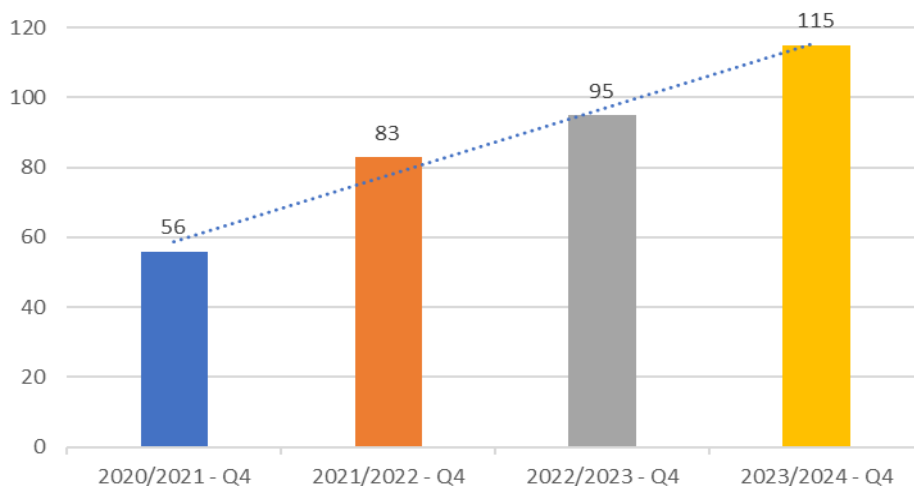
Customer Feedback

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

Complaints Received

During quarter 4 we received 115 Stage 1 complaints. The 4-year period outturn demonstrates an increasing trend overall as shown by the trendline in the chart below.

This period has seen a 21% increase in the number of complaints received when compared to Q4 of 2022/23.



Figures shown include complaints which were subsequently withdrawn

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

Area of improvement...

There is currently a lack of communication regarding tree protection order requests.

What we are doing to improve....

We have introduced an ongoing review of such requests and this is now part of the case officers weekly 1:1 reviews. Additionally, a letter template has been created to assist the officer with such requests.

Complaints by Business Unit

Due to the nature of their role the front facing services tend to attract the larger number of complaints. In quarter 4 the majority of complaints received were for the following services:

Housing Maintenance & Asset Management received 47, which is 41% of all complaints submitted. Of the complaints received by the team, 25 were due to a delay or lack of responsiveness and 6 related to Officers, specifically the standard/quality of work. Contractors standard of work received 5 complaints, delays in or lack of communication accounted for 5 complaints. A 6 further complaints in singular or smaller numbers related to service, decision or advice provided by officers, conduct or attitude of officers, and delays or lack of internal communication.

Environmental Services received 23 complaints, which equates to 20% of all complaints. Of those 23, 19 were for The Waste & Transport Team. The complaints were mainly related to service delivery and the conduct or attitude of officers. As well as a delay or lack of customer communication, the service, decision or advice provided by officers, and delays or lack of internal communication. The Waste Development team received 1 complaint and Street Scene/Grounds Maintenance received 3.

Housing & Estates Management received 12, which is 10% of all complaints submitted of which, 5 related to service, decision or advice provided by officers, the conduct or attitude of officers accounted for 4 complaints and a further 3 were received under the categories; Customer Communication (delays/lack of) and Officer (standard/quality of work). The table below summarises the numbers received across all Business Units.

Business Unit	Complaints Received
Housing Maintenance & Asset Management	47
Environmental Services	23
Housing & Estates Management	12
Planning & Development	8
Revenues & Benefits	8
Public Protection	4
Customer Services	4
Elections & Democratic Services	4
Housing Development, Regeneration & Strategy	2
Corporate Property	2
Housing Income & Leasehold Management	1
Grand Total	115

Includes complaints which were subsequently withdrawn

Response Times

Of the 115 complaints submitted in Quarter 4, 15 complaints were not responded to within the 10-working day timescale. These were agreed extension to time between ourselves and the complainant for more complex issues or in scenarios where the complainant was away or not available for any reason. These agreed extensions allowed us to provide a full and comprehensive response.

Suggestions

In Quarter 4, eleven suggestions were received, of which 7 were deemed to be service requests. The 4 remaining suggestions are shown in the table below.

Suggestion	Response
Preservation of town centre ethos and ensuring all storefront designs blend with the historical charm of the towns heritage	The Planning Enforcement and Conservation team will review the concerns raised in relation to the shops in Newark. If there is a breach of planning control and it is expedient to take action, this will be progressed.
Difficulty using online forms - Suggestions to improve online forms to enable accessibility	Portal is externally managed, the comments and suggestions have been forwarded, in order to review how to make the user experience better. I really do appreciate your time in contacting me as I wouldn't have been alert to this without it.
Promoting the use of water butts to collect rainwater is an excellent initiative! It not only conserves water but also benefits the environment. .	The Environmental team will explore options to establish the feasibility of this idea.
Suggestion for signage stating to "Switch engines off" to discourage parents from leaving their engines running whilst waiting for children at school. Many residents in the area suffer from health problems.	We are currently developing an anti-idling campaign that will include such signs and wider school and parent engagement to try to reduce this issue. However, in the interim I will ask our Community Protection Officer to attend the location and undertake interim discussions with the school and parents at pick up time.



Customer Quote:



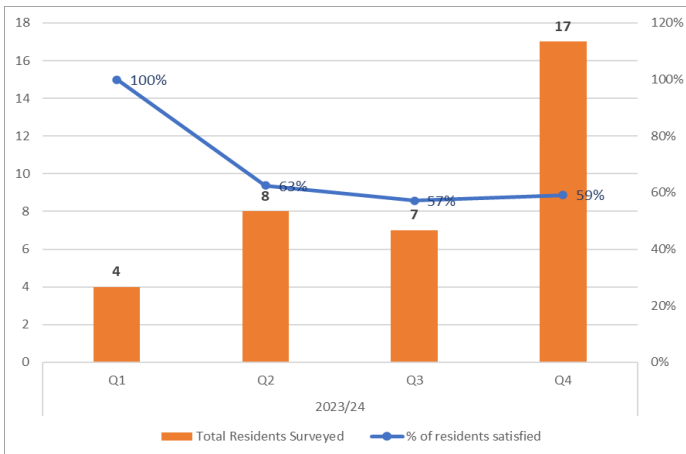
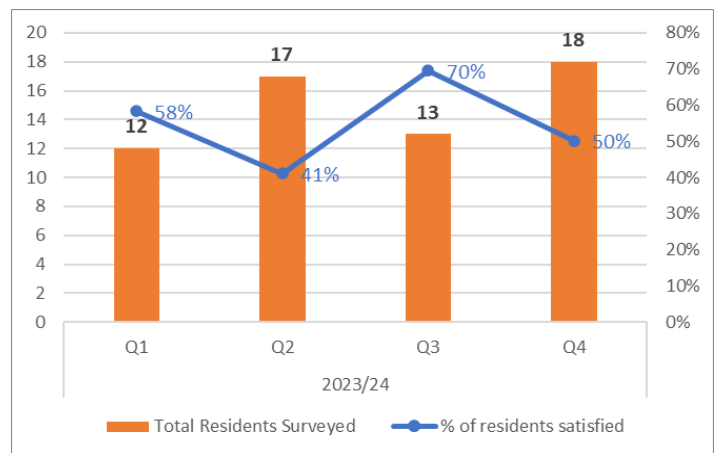
I just wanted to thank the Waste team for their speed and quality of response. This is the second issue related to bins in about a week and both were handed professionally and promptly with no fuss or need for me to chase up. It's really good to know that good customer service does still exist!

Tenant Satisfaction

Following tenants receiving a service, satisfaction surveys are undertaken by Viewpoint to understand if our service delivery met their expectations. In quarter four, 1,868 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 91% being satisfied or very satisfied. Two service areas scored 100% satisfaction - Careline and Housing Support. The areas scoring the lowest satisfaction rates across quarter 4 were; Complaints (50%), ASB (59%), and ,Right to Buy (75%).

Complaint Handling

During Q4, 18 responses were received, with 50% of the respondents expressing dissatisfaction regarding the handling of their complaints. This represents a 29% decrease in satisfaction compared to Q2. Customers primarily expressed discontent with their complaints not being adequately addressed and lengthy resolution times.



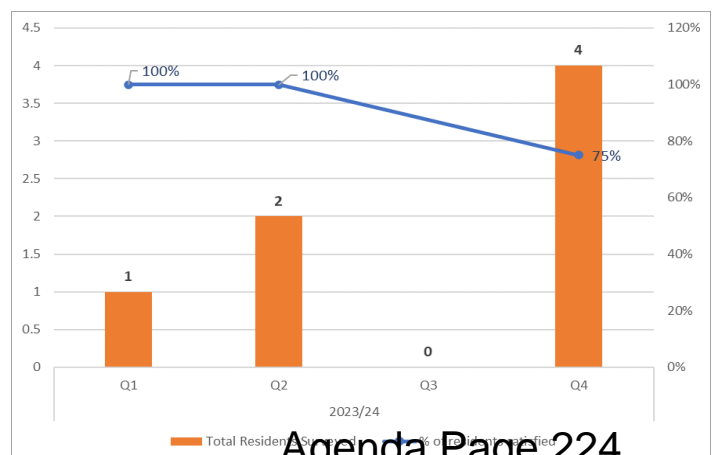
ASB

During Q4, 17 tenants responded to the survey, with 59% expressing dissatisfaction with the service.

The primary concerns were the prolonged resolution times, inadequate responses, and insufficient updates on the status of their issues. Notably, one tenant reported having to temporarily relocate due to the extended wait for a resolution.

Right to Buy

In the survey for the Right to Buy service, 4 responses were received. Among these, 1 person expressed dissatisfaction with the time it took to complete their purchase. They reported that the process spanned 18 months, primarily due to delays in completing repairs to the property.



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

Empowering women in industry

Lauren Anthony from our Corporate Property team is taking part in Newark College's Empowering Women mentorship and coaching programme. She will be mentoring a female student studying an industry-based course, offering support and guidance. It's crucial to encourage more women to pursue and advance careers in male-dominated industries like construction. We're proud to support Newark College in their initiative to empower women in industry by pairing experienced female leaders with students for mentorship.



Finalists in the East Midlands Building Communities Awards

On the 15th March, colleagues attended the East Midlands Building Communities Awards in Leicester. These awards recognise and celebrate professionalism, excellence and innovation within the housing and construction industry. We were shortlisted for:

- Carbon Reduction Project of the Year - Alexander Lodge.
- Employee Development – for organisations dedicated to bridging the skills gaps and fostering employee growth.
- Refurbishment Project of the Year – Eton Avenue Shops.

We were very proud to have been awarded runner up position for the Alexander Lodge project.

On Friday 8 March our colleagues Clare Barlow and Cheska Asman were joined by several housing staff members and Councillor Lee Brazier, Portfolio Holder for Housing, to take part in the Big Newark Sleepout 2024. This event raises awareness and funds to support young homeless people in our district. The Big Newark Sleep Out raised over £18,000 for Newark Emmaus Trust and the YMCA N&S.



This quarter our wellbeing champions continue to focus on various initiatives for both our community and our employees. For employees, our team have:

- Continued to develop the "Wellbeing Hub", which is due for launch via our intranet in Quarter 1
- Continued to run our well attended, informative and supportive Menopause cafes'
- 220 'Hug in Mug' nominations were received
- Continued to support our staff who are also carers through Peer Support Drop-in sessions, which will continue to run through 2024 and 2025.
- The launch of our Wellbeing MOT initiative to complement our successful Body MOT programme.



Our Workforce

Quarterly Indicators	Quarter 4 21/22	Quarter 4 22/23	Quarter 4 23/24	Target 23/24
Year to Date Indicators				
Average number of sick days per employee (FTE) per year lost through sickness absence	7.6	7.4	6.8	7.0
% staff turnover	New For Q1 23/24	New For Q1 23/24	14.0%	13.0%

The outturn of average number of sick days per employee is an improvement on last year and is the result of an increased focus on sickness absence management. The HR team have provided additional support to managers to ensure that those employees hitting triggers are being appropriately supported and managed back to work.

In terms of the % of staff turnover, it is known that the Council has an ageing workforce and over 20% of this year's leavers have retired.

Newark & Sherwood District Council Compliance Report 2023/24 Quarter 4

Introduction

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

Corporate Compliance

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

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

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

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

Performance Indicators for Corporate Compliance for Quarter 4 2023/24

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

Exploring Our performance

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

Performance Housing Compliance

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

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

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

Performance Indicators for Housing Compliance for Quarter 3 2023/24

Indicator	Previous Quarter	Current Quarter	Target
% Completed Legionella tests (due this quarter)	100%	100%	100%
% Completed Legionella Risk Assessments (due this quarter)	100%	100%	100%
% Completed Asbestos Condition Surveys (annual)	100%	100%	100%
% Completed Asbestos Annual Reviews (due this quarter)	100%	100%	100%
% Completed Fire Risk Assessments (due this quarter)	100%	100%	100%
Number of outstanding RED Fire Risk Assessment actions	0	0	Trend
Number of outstanding AMBER Fire Risk Assessment actions	24	2	Trend

% Completed Gas Boiler Services (due this quarter)	99.7%	97.4%	100%
% Completed Electrical Inspection Reports (due this quarter)	99.7%	65%	100%
% Completed Lift Inspections (due this quarter)	100%	100%	100%

Exploring Our performance

- The percentage of homes with a gas boiler service is below target by 0.6%, however, all properties that are out of compliance are in an enforcement process to gain access.
- The percentage of electrical inspection reports completed is below target by 35%, however, all properties that are out of compliance are in an enforcement process to gain access.

Green Space Compliance

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

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

Exploring Our performance

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

Risk

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

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



Report to: Policy & Performance Improvement Committee Meeting: 24 June 2024

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

Lead Officer: Mark Randle, Transformation & Improvement Officer

Report Summary	
Report Title	Outcomes of Information Sharing with Elected Councillors Working Group
Purpose of Report	To update the Policy & Performance Improvement Committee (PPIC) on the work of the member working group on Information Sharing with Elected Councillors.
Recommendations	<p>That the Policy & Performance Improvement Committee endorse and forward to Cabinet, for consideration and approval, the recommendations of the Working Group as follows:</p> <ul style="list-style-type: none"> a) that the amendment is made to the website, including a postcode search for ‘find your ward member’.(NB postcode search has now been implemented); b) that all elected councillors are automatically signed up to the Council’s Official Newsletters; c) the Communications & Marketing Team to set up a further drop in session for elected councillors to help with social media and Google Alerts; d) the posters at Appendix C will be made available for all elected councillors to use; e) that the Democratic Services Team will re advertise the allocated Democratic Services Officer (DSO) list and actively promote the support they can offer to elected councillors; and f) that the Power BI system is developed and provided to all councillors and that the system is further developed over time to include other service requests and reports.

1.0 Background

This Working Group was created after a submission of a Topic Request Form at Policy & Performance Improvement Committee (PPIC) on 11 September 2023, titled

'What and how information relevant to their ward and residents can be shared with elected Councillors?'

Councillor Kellas proposed the 'Topic Request' and it was seconded by Councillor Jackson. There had previously been a discussion on this topic at Full Council on 18 July 2023.

The request was made to help understand what type of information elected councillors would find useful to help them be effective in their roles as ward councillors. Also, to consider what information can and cannot be shared with them and what format that could take.

Councillors are seen as a point of information to the residents in their Ward. They need to be kept informed of what is happening in their areas so that they can answer questions when asked.

They can be approached by an individual or groups of residents, asking them to raise issues on their behalf. They need to be kept up to date with any actions this may trigger. Currently sometimes Councillors feel at a disadvantage because they do not have the information that they need.

The Working Group

The group met four times between November 2023 and March 2024 with input from the following working group elected councillors: -

- Councillor Kellas(chair)
- Councillor Jackson
- Councillor Shakeshaft
- Councillor Allen
- Councillor Freeman
- Councillor Smith

The working group was supported by a team of officers who, considering the direction given by elected councillors, gathered information and data to inform the sessions.

The agreed objectives of the working group were:

- To understand what information councillors can lawfully be provided with considering GDPR.
- To discover what information would be needed and in which formats, to enable them to best serve their wards.
- To understand how the handling of data may be different regarding individuals, businesses, and general council business.

- To research and identify what information is already provided to councillors at NSDC and how this information compares to that provided to councillors in other Local Authorities?
- To identify what further information is available, in what format and how accessible and cost effective it is to obtain?

2.0 Conclusions and Recommendations of the Working Group

2.1 General Data Protection Rules (GDPR)

The Council's Data Protection Officer advised the working group that there was no basis by which all elected councillors could be copied into all responses to residents in their ward.

In respect of resident enquiries, if they are acting on behalf of someone, the essential personal data can only be provided if the resident has given their consent for their personal data to be shared with their ward councillor or they have contacted them directly and requested they act on their behalf.

There is a considerable amount of data produced through the council's Customer Relationship Management system (CRM) with a high number and frequency of enquiries across the whole District, example data shown in **Appendix A**. The sheer volume could deluge councillors if it was not in a managed form.

- a.) Recommendation:-** Data can only be shared if it does not include personal data. This should be selected for its relevance to councillors and in a managed form to enable to use the data effectively.

2.2 Complaints Procedure

It was agreed to 'signpost' complainants through the council's website, providing information on how to contact their councillor, highlighting that their local councillor is available, if they required it, to help and advise them, putting the onus on the complainant to do this.

- b.) Recommendation:** - That the amendment is made to the website, including a postcode search for 'find your ward member'.
(NB postcode search has now been implemented)

2.3 Communications Support

Not all elected councillors appear to have signed up to the official council newsletters. It was proposed that councillors would be forwarded all newsletters sent out by the communication team and then they can unsubscribe if they no longer wish to receive certain newsletters. This means that they have access to the information seen by our residents.

It was suggested that the Communications and Marketing Team will promote a repeat session where councillors will be able to gain help in setting up their Social Media presence. They will also offer help to set up Google Alerts which can assist councillors in discovering non-council activity which is happening in their Wards.

To aid residents being able to identify and contact their ward elected councillors a template for a poster was suggested, which elected councillors can put up in locations around their Wards. (Examples are shown in **Appendix B**.) This will come with clear guidelines on use including that no political branding can be added to the template.

- c.) **Recommendation:** - That all councillors are automatically signed up to the Council's Official Newsletters.
- d.) **Recommendation;-** The Communications and Marketing Team will set up a further drop in session for councillors to help with social media and Google Alerts.
- e.) **Recommendation:-** The posters at **Appendix B** will be made available for all councillors to use.

2.4 Democratic Services

It was considered that Democratic Services should re-advertise the allocated Democratic Services Officer (DSO) list and to encourage councillors to use the Democratic Services Team to help them locate officers or provide other information. This was originally produced immediately after the election and some councillors had considered it was a time limited offer.

(NB – This has now been distributed)

Democratic Services could promote to elected councillors what support and help they can give them in their role.

- f.) **Recommendation:-** That Democratic Services Team will re advertise the allocated Democratic Services Officer (DSO) list (**Appendix C**) and actively promote the support they can offer to elected councillors.

2.5 Interactive Data Map for each Ward

Councillors considered two systems, one provided by Meritec, the provider of the council's CRM system and an inhouse version provided through Microsoft's 'Power BI'. On examining both systems it was apparent that both operated fundamentally in the same way, with Power BI having more ability for customisation. There was a clear preference for the Power BI system which had the ability to be more useful to councillors and had no cost, the Meritec version costing approximately £10k per annum.

The system would be self-serve for all councillors where they could see data on reported issues in their ward. This would initially include:- Flytipping, Graffiti, Missed Bins, Street Cleansing, Waste Investigations and Abandoned Vehicles. The initial build will only contain data from Meritec ESB, with additional functionality around ASB reporting being further explored.

Elected councillors would be able to see their own ward data and that of the whole district, there would be an average data function. Data was uploaded overnight and therefore refreshed every 24 hour period.

The data could be displayed in a variety of ways including a 'heat map' of the ward with the ability to compare data in different periods. It would enable councillors to look at 'live' open requests as well as closed requests. There would be a quick link to the report form for that request so that elected councillors could report issues if they could see they had not already been reported.

Elected councillors who do not have ICT access could have hard copy on a regular basis.

Screenshots of the system are shown in **Appendix D** and are based on the Farndon Ward.

All Member Power Bi demonstration – 15 May

All councillors were invited to attend an online demonstration from Dave Richardson, Business Manager for ICT, on what Microsoft 'Power BI' can offer, providing ward level data, drawn down from our CRM.

The session was chaired by Councillor Kellas. The general consensus from attendees was really positive with some councillors providing feedback to Dave Richardson on elements for improvement and clarification.

g.) Recommendation: that the Power BI system is developed and provided to all councillors. That the system is further developed over time to include other service requests and reports.

4.0 Implications

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

Financial Implications

All tools used to create the Power BI report are included in the existing Microsoft Office 365 Licensing contract, thus come at no additional cost.

HR Implications

Whilst there is no request for additional resource, there is a resource implication in terms of officer time for a number of the recommendations above. All Business Mangers have confirmed they can support the recommendations and release officers to undertake the activity.


Background Papers and Published Documents

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

None

Appendix A

2023	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Abandoned vehicles	18	22	27	28	18	29	20	16	31
Anti-social behaviour	23	24	18	27	28	15	20	24	6
Damaged street nameplate	15	11	7	10	6	5	10	9	15
Flytipping	189	231	204	221	193	144	230	88	173
Graffiti or flyposting	1	16	12	2	6	8	10	3	2
Litter bins	9	10	14	7	9	12	3	3	7
Noise problems	43	38	55	61	47	37	28	16	16
Street cleaning	92	87	111	89	64	100	111	129	111
Total per month	390	439	448	445	371	350	432	288	361

Your Local Ward Councillor 

Name:
Paul Peacock

Ward:
Edwinstowe

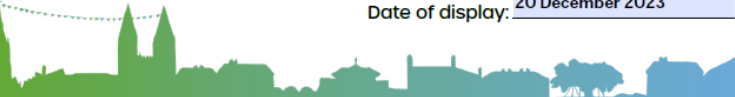
Contact details:
07123456789
paul.peacock@newark-sherwooddc.gov.uk


As a local ward Councillor at Newark and Sherwood District Council, I can:

- respond to your questions and assist with any concerns you have.
- share Council decisions that affect our ward.
- report any problems in our ward.
- work with local organisations, interest groups and businesses.
- represent your views at Council meetings.

Please get in touch if you would like to know more.

Date of display: 20 December 2023



KEEP UP TO DATE 

The best way to keep up to date on information from Newark and Sherwood District Council is to sign up to its free electronic newsletters.



It issues three different newsletters:

1. A resident newsletter, issued once a month.
2. A business newsletter, issued bi-monthly.
3. A tenant newsletter, issued quarterly.

You can sign up for any of these on its website or by scanning the QR code below.

Alternatively, follow them on social media

  Newark and Sherwood District Council

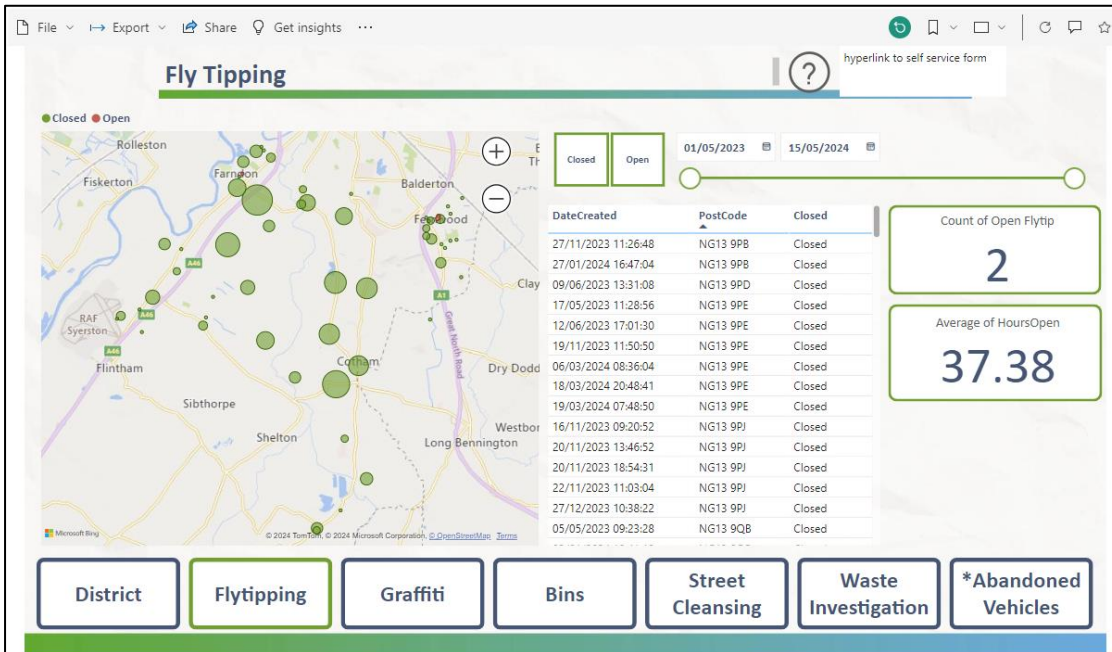
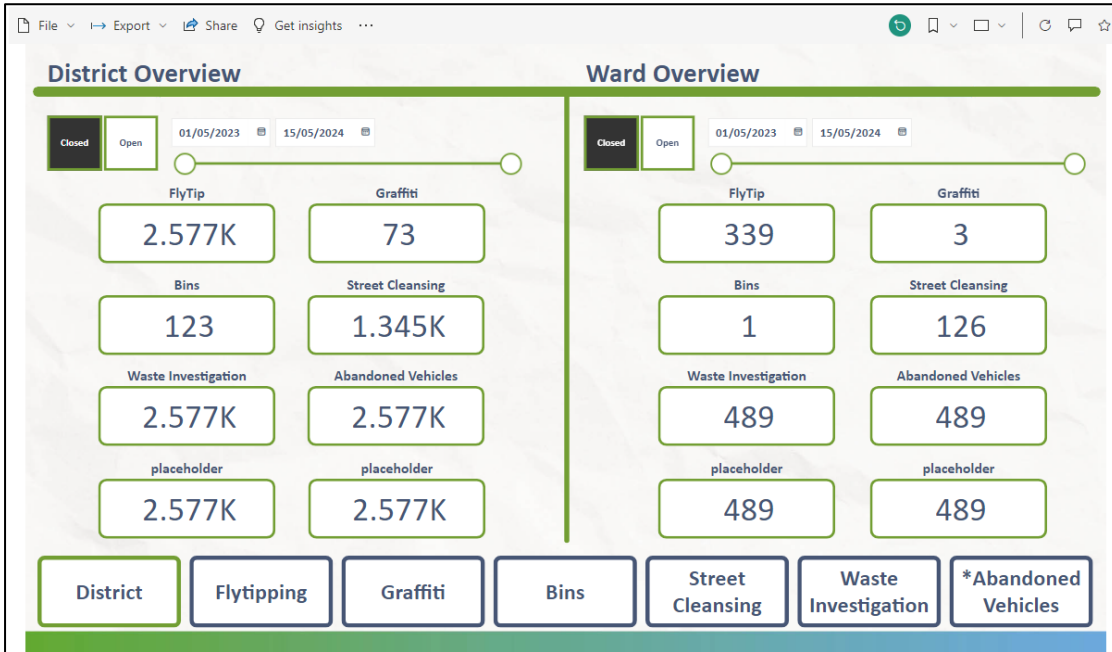
   NSDCouncil

www.newark-sherwooddc.gov.uk
Castle House, Great North Road, Newark, NG24 1BY



District Councillors 2023

Helen Brandham	Karen Langford	Catharine Saxton
Neil Allen	Jean Hall	Mike Pringle
Adrian Amer	Peter Harris	Penny Rainbow
Alice Brazier	Simon Haynes	Karen Roberts
Lee Brazier	Rhona Holloway	Neil Ross
Celia Brooks	Roger Jackson	Sue Saddington
Irene Brown	Jack Kellas	Maurice Shakeshaft
Rowan Cozens	Johno Lee	Tom Smith
Susan Crosby	Keith Melton	Matthew Spoons
Linda Dales	Sylvia Michael	Paul Taylor
Debbie Darby	David Moore	Tina Thompson
Phil Farmer	Emma Oldham	Linda Tift
Simon Forde	Paul Peacock	Timothy Wendels
Andy Freeman	Claire Penny	Tim Wildgust



Forward Plan

For the Period May 2024 - August 2024



What is the Plan?

This Forward Plan sets out all of the Key Decisions that are expected to be taken during the period referred to above.

The Council has a statutory duty to prepare this document, in accordance, with the Local Government Act 2000 (as amended). The Plan is published monthly and will be available on the [Council's Website](#).

What is a Key Decision?

The decisions listed in this plan are 'Key Decisions'. A Key Decision is one that is likely to:

- (a) Result in the Council spending or making savings of over £150,000 revenue or £300,000 in capital, or;
- (b) Where the impact of the decision would be significant in terms of its impact on communities living or working in two or more Wards.

Under the Council's Constitution, Key Decisions are made by the Cabinet, Portfolio Holders, or officers acting under delegated powers.

Exempt Information

The plan also lists those 'Exempt' Key Decisions which are going to be taken over the next four months. Exempt Key Decisions are those decisions which have to be taken in private. This is because they involve confidential or exempt information which cannot be shared with the public.

Agenda papers for Cabinet meetings are published on the Council's website 5 working days before the meeting [here](#). Any items marked confidential or exempt will not be available for public inspection.

Any background paper listed can be obtained by contacting the Responsible Officer. Responsible officers can be contacted on 01636 650000 or customerservices@newark-sherwooddc.gov.uk

Decision to be taken / Report title and Summary	Decision maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
Newark Towns Fund	Cabinet	14 May 2024	Portfolio Holder - Sustainable Economic Development	Matt Lamb, Director - Planning and Growth Matt.Lamb@newark-sherwooddc.gov.uk	Part exempt	20 May 2024
Long Term Plan for Towns Fund	Cabinet	14 May 2024	Portfolio Holder - Sustainable Economic Development	Matt Lamb, Director - Planning and Growth Matt.Lamb@newark-sherwooddc.gov.uk	Part exempt	20 May 2024
Southwell Leisure Centre Update	Cabinet	14 May 2024	Portfolio Holder - Health, Wellbeing & Leisure	Sanjiv Kohli, Director - Resources Deputy Chief Executive Section 151 Officer Tel: 01636 655000 sanjiv.kohli@newark-sherwooddc.gov.uk	Part exempt	20 May 2024
Crewe Lane, Southwell - Works	Cabinet	4 Jun 2024	Leader - Portfolio Holder Strategy, Performance & Finance	Dennis Roxburgh, Project Manager - Construction dennis.roxburgh@newark-sherwooddc.gov.uk	Open	10 June 2024
Jubilee Bridge Refurbishment	Cabinet	4 Jun 2024	Leader - Portfolio	Eric Dyche, Repairs and	Open	10 June 2024

Decision to be taken / Report title and Summary	Decision Maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
			Holder Strategy, Performance & Finance	Maintenance Manager eric.dyche@newark-sherwooddc.gov.uk		
Grant Agreements	Cabinet	4 Jun 2024	Leader - Portfolio Holder Strategy, Performance & Finance	Cara Clarkson, Business Manager - Regeneration and Housing Strategy cara.clarkson@newark-sherwooddc.gov.uk	Open	10 June 2024
Newark and Sherwood District Council's Biodiversity Duty- First Consideration	Cabinet	4 Jun 2024	Portfolio Holder - Biodiversity & Environmental Services	Nick Law nick.law@newark-sherwooddc.gov.uk	Open	10 June 2024
Adoption of the Statement of Community Involvement	Cabinet	4 Jun 2024	Portfolio Holder - Sustainable Economic Development	Matthew Norton, Business Manager - Planning Policy and Infrastructure matthew.norton@newark-sherwooddc.gov.uk	Open	10 June 2024
A46 Northern Bypass, Newark Gateway and Lorry Park	Cabinet	4 Jun 2024	Portfolio Holder - Sustainable Economic Development	Matt Lamb, Director - Planning and Growth Matt.Lamb@newark-	Open	10 June 2024

Decision to be taken / Report title and Summary	Decision Maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
				sherwooddc.gov.uk		
Levelling Up 3 - Ollerton and Clipstone	Cabinet	4 Jun 2024	Portfolio Holder - Sustainable Economic Development	Matt Lamb, Director - Planning and Growth Matt.Lamb@newark-sherwooddc.gov.uk	Part exempt	10 June 2024
Yorke Drive Regeneration Update	Cabinet	4 Jun 2024	Portfolio Holder - Housing	Cara Clarkson, Business Manager - Regeneration and Housing Strategy cara.clarkson@newark-sherwooddc.gov.uk	Part exempt	10 June 2024
220-224 London Road, Newark - Options Appraisal	Cabinet	4 Jun 2024	Portfolio Holder - Housing	Caroline Wagstaff, Business Manager- Housing Maintenance and Asset Management Caroline.Wagstaff@newark-sherwooddc.gov.uk	Part exempt	10 June 2024
Mansfield and District Joint Crematorium Committee - New Crematorium	Cabinet	9 Jul 2024	Leader - Portfolio Holder Strategy, Performance & Finance, Portfolio	Sue Bearman, Assistant Director of Legal and Democratic Services Sue.Bearman@newark-	Part exempt	15 July 2024

Decision to be taken / Report title and Summary	Decision Maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
			Holder - Public Protection and Community Relations	sherwooddc.gov.uk		
Final Public Spaces Protection Orders	Cabinet	9 Jul 2024	Portfolio Holder - Public Protection and Community Relations	Jenny Walker, Business Manager- Public Protection jenny.walker@newark-sherwooddc.gov.uk	Open	15 July 2024
Stodman Street Phase 2 - St Marks	Cabinet	9 Jul 2024	Leader - Portfolio Holder Strategy, Performance & Finance	Neil Cuttell, Business Manager- Economic Growth & Visitor Economy Neil.Cuttell@newark-sherwooddc.gov.uk	Part exempt	15 July 2024
ASDC Allocation Scheme Review and Draft Policy approval for Consultation	Cabinet	9 Jul 2024	Portfolio Holder - Housing	Maria Cook, Assistant Business Manager - Housing and Estates Management Maria.Cook@newark-sherwooddc.gov.uk	Open	15 July 2024
Housing Revenue Account Development Programme	Cabinet	9 Jul 2024	Portfolio Holder - Housing	Cara Clarkson, Business Manager -	Open	15 July 2024

Decision to be taken / Report title and Summary	Decision Maker	Date Decision to be taken	Responsible Portfolio Holder	Responsible Officer	Exempt y/n and Grounds for exemption	Date decision can be implemented
Update				Regeneration and Housing Strategy cara.clarkson@newark-sherwooddc.gov.uk		
Housing Revenue Account Community Centre Policy	Cabinet	9 Jul 2024	Portfolio Holder - Housing	Julie Davidson, Business Manager- Housing and Estates Julie.Davidson@newark-sherwooddc.gov.uk	Open	15 July 2024

NEWARK AND SHERWOOD DISTRICT COUNCIL

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

PRESENT: Councillor P Peacock (Chair)

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

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

85 NOTIFICATION TO THOSE PRESENT THAT THE MEETING WILL BE RECORDED AND STREAMED ONLINE

The Leader advised that the proceedings were being audio recorded and live streamed by the Council.

86 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

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

87 MINUTES FROM THE PREVIOUS MEETING HELD ON 23 JANUARY 2024

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

88 2024/25 PROPOSED REVENUE BUDGET (KEY DECISION)

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

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

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

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

Reasons for Decision:

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

Options Considered:

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

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

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

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

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

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

Reasons for Decision:

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

Options Considered:

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

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

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

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

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

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

Reasons for Decision:

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

Options Considered:

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

91 PAY POLICY STATEMENT 2024/25

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

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

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

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

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

Reasons for Decision:

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

Options Considered:

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

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

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

AGREED (unanimously) that: Cabinet:

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

Reasons for Decision:

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

Options Considered:

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

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

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

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

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

AGREED (unanimously) that Cabinet:

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

Reasons for Decision:

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

Options Considered:

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

94 PORTFOLIO HOLDERS ATTENDANCE AT THE POLICY & PERFORMANCE IMPROVEMENT COMMITTEE

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

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

Reasons for Decision:

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

Options Considered:

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

95 HOMELESSNESS AND ROUGH SLEEPER STRATEGY (KEY DECISION)

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

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

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

Reasons for Decision:

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

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

Options Considered:

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

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

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

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

AGREED (unanimously) that Cabinet:

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

Reasons for Decision:

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

Aligning to 24/27 Community Plan objectives:

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

Options Considered:

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

97 SOLAR PANEL INSTALLATION AT THE BROADLEAVES AND GLADSTONE HOUSE

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

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

Reasons for Decision:

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

Community Plan 24/27 alignment:

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

Options Considered:

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

98 SURVEYOR - DAMP & MOULD - NEW POST

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

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

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

Reasons for Decision:

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

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

Options Considered:

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

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

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

AGREED (unanimously) that Cabinet:

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

Reasons for Decision:

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

Options Considered:

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

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

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

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

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

Reasons for Decision:

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

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

Objective 1: Improve health and wellbeing;

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

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

Options Considered:

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

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

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

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

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

Reasons for Decision:

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

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

Objective 1: 'Improve health and wellbeing'; and

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

Options Considered:

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

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

102 SOUTHWELL LEISURE CENTRE

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

AGREED (unanimously) that Cabinet:

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

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

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

Reasons for Decision:

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

Options Considered:

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

Meeting closed at 8.26 pm.

Chair

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Tuesday, 5 March 2024 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)

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

ALSO IN ATTENDANCE: Councillor N Allen, Councillor I Brown, Councillor C Penny and
Councillor P Rainbow

103 NOTIFICATION TO THOSE PRESENT THAT THE MEETING WILL BE RECORDED AND STREAMED ONLINE

The Leader advised that the proceedings were being audio recorded and live streamed by the Council.

104 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Councillor K Melton advised the Cabinet of his resignation as a Trustee of Southwell Leisure Centre.

105 MINUTES FROM THE PREVIOUS MEETING HELD ON 20 FEBRUARY 2024

The minutes from the meeting held on 20 February 2024 were agreed as a correct record and signed by the Chairman.

106 PERFORMANCE FRAMEWORK

The Transformation & Service Improvement Manager presented a report and presentation to Members, which detailed the Performance Framework and indicators that would be used to monitor and measure our performance against the 2024-27 Community Plan. Performance would be measured against 117 targets, 30 of which were newly added. Of the targets, 38 were numerical, 32 a percentage target and 47 targets would use trend or demands to create realistic targets for the service. The report detailed those existing targets which had been altered. The Cabinet welcomed the new performance framework.

AGREED (unanimously) to review the Performance Framework and any accompanying comments carried forward from the Policy & Performance Improvement Committee

Reasons for Decision

Performance reporting is a key aspect of how we perform as a Council. It is vital that all stakeholders have a clear understanding of our Performance Framework to ensure that we remain committed to being a top performing, modern and accessible Council. To enable the Cabinet to monitor performance management and compliance to drive improvement.

Options Considered

Not applicable.

107 BUDGET PERFORMANCE QUARTER 3

The Business Manager - Financial Services, presented a report to update Members with the forecast outturn position for the 2023/24 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets. The report detailed performance against the approved estimates of revenue expenditure and income; reported on major variances from planned budget performance and on variations to the Capital Programme for approval; all in accordance with the Council's Constitution.

The report detailed a projected unfavourable variance on Service budgets against the revised budget of £0.331m, with an overall favourable variance of £0.636m to be transferred to General Fund reserves. The HRA accounts showed a projected unfavourable variance on the Net Cost of HRA Services against the revised budget of £0.044m. However, overall there was an increase in the forecast transfer to the Major Repairs Reserve of £0.025m: The main reasons for the £0.044m unfavourable variance on services were detailed at Appendix C and D to the report.

AGREED (unanimously) that Cabinet:

- a) note the General Fund projected favourable outturn variance of £0.636m;
- b) note the Housing Revenue Account projected favourable outturn variance of £0.025m to the Major Repairs Reserve;
- c) approve the variations to the Capital Programme at Appendix E;
- d) approve the Capital Programme revised budget and financing of £69.585m; and
- e) note the Prudential indicators at Appendix H.

Reasons for Decision

To consider the forecast outturn position for the 2023/24 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets.

Options Considered

Not applicable.

108 COMMUNITY PLAN PERFORMANCE QUARTER 3 2023/24

The Transformation & Service Improvement Manager was in attendance to present the Quarter 3 Community Plan Performance Report, October to December 2023, highlighting performance from a number of items from the Community Plan including tenant engagement, sustainable growth, the Newark Beacon Centre and the opening of Alexander Lodge. The Cabinet noted that the Policy and Performance Improvement

Committee had requested a ward breakdown of Anti-social behaviour which they would receive twice a year.

In discussion, the Cabinet considered: the Council's Green Rewards App, noting that it helped individuals to see how their own actions contributed to reducing their carbon footprint; the forthcoming Big Green Week from 8-16 June; the proposal to rebrand tenant engagement groups to make it clearer for those tenants wanting to get involved; and the proposal to bring the CCTV monitoring in house, which would enable the Council to further assist the Police in dealing with anti-social behaviour.

AGREED (unanimously) that Cabinet:

- a) review the Community Plan Performance Report attached as Appendix 1;
- b) review the compliance report attached as Appendix 2; and
- c) consider the Council's performance against its objectives highlighting any areas of high performance and identifying areas for improvement.

Reasons for Decision

To enable the Cabinet to monitoring performance management and compliance to drive improvement.

Options Considered

Not applicable.

109 CORPORATE PEER CHALLENGE - JUNE 2024

The Chief Executive presented a report which set out the reasoning behind and process for a Peer Challenge to be undertaken June 2024. Newark & Sherwood District Council last took part in a Peer Challenge in 2016. The Peer Challenge would help the Council identify what it was doing well, and where improvements could be made. The team undertaking the Challenge would be on site for 3 to 4 days and would provide a presentation of key findings on the last day and follow this up with a full report within a few weeks.

AGREED (unanimously) that Cabinet:

- a) note the rationale and practicalities for an LGA Peer Challenge; and
- b) welcomes the Peer Challenge and agrees to progress with the provisional arrangements.

Reasons for Decision

A peer challenge which looks at how we work, how we deliver for our residents and how our culture operates will enable us to focus on areas of improvement to assist in delivering our community plan.

Options Considered

The LGA is the national membership body for local authorities which works on behalf of member councils to support, promote and improve local government. There are no other organisations that provide this kind of service. There is no compulsion to undertake a peer challenge but as best practice it would be expected to participate every 5 years.

110 HOUSING COMPLIANCE QUARTER 3

The Portfolio Holder for Housing presented a report which provided an update on the position at the end of Quarter 3 2023/24 from 30 September 2023 to 31 December 2023, with regard to compliance assurance overview and actions arising. The Business Manager - Housing Maintenance & Asset Management was in attendance and explained the work undertaken to gain access to properties to ensure compliance. The Council had also written to the Regulator for Social Housing on 5th February to request the removal of the regulatory notice with supporting evidence. The service would remain under close scrutiny and a report was scheduled for Audit and Governance in April 2024.

The Cabinet noted that delays in the Courts process was an additional cause of delays. The Assistant Director- Legal and Democratic Services confirmed that the Council was a member of the Court User group and regularly raised the issue of the impact of delays.

AGREED (unanimously) that Cabinet:

- a) note the exceptions to performance of the housing service compliance functions;
- b) note the request to the Regulator to remove the regulatory notice; and
- c) note that the presentation of performance will change from Quarter 1 2024/2025 reporting cycle onwards.

Reasons for Decision

To enable the Cabinet to monitor performance and compliance relating to the Council's legal and regulatory landlord responsibilities for 27 building safety measures including fire protection, gas, asbestos, electrical and water.

Options Considered

Not applicable.

Meeting closed at 7.17 pm.

Chair

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Tuesday, 26 March 2024 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)

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

ALSO IN ATTENDANCE: Councillor I Brown and Councillor P Rainbow

APOLOGIES FOR ABSENCE: Councillor L Brazier

111 NOTIFICATION TO THOSE PRESENT THAT THE MEETING WILL BE RECORDED AND STREAMED ONLINE

The Leader advised that the proceedings were being audio recorded and live streamed by the Council.

112 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

There were no declarations of interest.

113 MINUTES FROM THE PREVIOUS MEETING HELD ON 5 MARCH 2024

The minutes from the meeting held on 5 March 2024 were agreed as a correct record and signed by the Chair.

114 GROWTH INVESTMENT FUND

The Business Manager – Financial Services presented a report which updated the Cabinet on the Growth Investment Fund scheme and sought to agree its closure given it had not, in practice, been operational since 2019. The report detailed the loans given to businesses during the scheme and it was reported that of the initial outlay of £1,507,968 the Council have received repayments and income totalling £1,405,054, which was 93.2% of the initial outlay and hence a default rate of 6.8%. £246,013 had previously been written off in relation to loan balances on 3 different loans and 2 remaining companies had both been subject to insolvency action.

AGREED (unanimously) that Cabinet approve the formal closure of the scheme.

Reasons for Decision

To formally close the scheme which has not been operational in practice since 2019.

Options Considered

To review the scheme and consider a refresh/relaunch; this option has not been

explored in depth due to the period the scheme has been dormant.

115 UPDATE ON JUBILEE BRIDGE MAINTENANCE COSTS (KEY DECISION)

The Business Manager – Corporate Property presented a report which provided the Cabinet with an update on the current position regarding the proposed future maintenance requirements of the Jubilee Footbridge over the River Trent in Newark. The report set out options for repairing the bridge following the tender exercise undertaken in 2023. The tender returns were significantly beyond those forecast and had also led to officers recommending a different option which was to replace existing softwood deck boards with hardwood timber boards.

The Cabinet discussed the use of the bridge and its adoption by the County Council and whether this would extend to them being responsible for ongoing repairs.

AGREED (unanimously) that any decision on repairing the bridge be deferred to a future meeting of the Cabinet to enable officers to establish the responsibilities of the County Council in terms of adoption and maintenance.

116 14 MARKET PLACE, NEWARK - FEASIBILITY AND DELIVERY (KEY DECISION)

The Business Manager – Corporate Property presented a report which set out options and recommendations for the Council owned property, 14 Market Place, Newark. The property was in a prominent position in the town centre of Newark with a dual frontage onto the Market Place and Queens Head Court. It comprised a large basement, ground floor retail space and former residential space spread over the upper three floors. It was reported that the property had had minimal investment in previous years and did not meet current standards for it to be used as a viable commercial unit. In addition, the upper floors did not conform to a habitably or lettable standard.

AGREED (unanimously) that Cabinet:

a) approve the refurbishment of the entire property to a shell and core finish noting the estimated capital cost for full refurbishment in the exempt Appendix; and

b) a further report be brought to the Cabinet with options for future use, including an update on associated capital costs and financing.

Reasons for Decision

14 Market Place sits within a prominent position in Newark town centre and is in disrepair and unoccupied. This recommendation will enable the property to be brought back into use and will help deliver Community Plan objectives through sustainable economic growth in the town centre.

Options Considered

Sale of the asset in its current condition. Retention as a General Fund Commercial Asset and Transfer of Residential Unit to the Housing Revenue Account.

117 STATEMENT OF COMMUNITY INVOLVEMENT REVIEW (KEY DECISION)

The Business Manager – Planning Policy & Infrastructure presented a report concerning an update to the Statement of Community Involvement (SCI) in relation to the Planning Committee permitting public speaking. At their meeting held on 14 March 2024, the Planning Committee resolved to allow public speaking in accordance with the ‘Protocol for Dealing with Planning Matters’. The SCI provided the detail of engagement by the Council in relation to planning matters – both for plan preparation as well as for consideration of a planning application as well as pre-application advice. The SCI therefore required amending to address that public speaking had now been permitted.

The opportunity had also been taken to ensure that the SCI was up to date in relation to a number of other matters given the time elapsed since it was last updated. The amendments were identified in the appendix to the report.

AGREED (unanimously) that:

- a) the proposed amendments to the Statement of Community Involvement be approved:
- b) public consultation be undertaken for 6-weeks on the proposed amendments for referral back to Cabinet for adoption; and
- c) Cabinet’s feedback on the nature of applications referred to the Planning Committee be communicated to the Chair of the Planning Committee for consideration.

Reasons for Decision

To ensure the SCI aligns with the Council’s Constitution and ‘Protocol for Dealing with Planning Matters’. To allow consultation to be undertaken on the Draft SCI.

Options Considered

It was not considered appropriate to continue with an unamended SCI following the decision of Planning Committee to allow public speaking.

118 DRAFT AFFORDABLE HOUSING SUPPLEMENTARY PLANNING DOCUMENT AND PLANNING POLICY WORK PROGRAMME (KEY DECISION)

The Business Manager – Planning Policy & Infrastructure presented a report which set out a proposed Work Programme for 2024/2025. Two Supplementary Planning Documents (SPD), the Affordable Housing SPD and Developer Contributions & Planning Obligations SPD were scheduled for consultation in accordance with the proposed Work Programme at Appendix B to the report. The Planning Policy Board had also agreed that a Solar Energy SPD should be prepared.

AGREED (unanimously) that Cabinet agree the new work programme for Planning Policy set out in Section 2 and Appendix B to the report.

Reasons for Decision

To agree a Work Programme for Planning Policy for 2024/25.

Options Considered

Not applicable.

119 SHERWOOD LEVELLING UP 3 UPDATE - OLLERTON AND CLIPSTONE (KEY DECISION)

The Director – Planning & Growth presented a report which updated the Cabinet on the progress of the LUF 3 Programme, including funding and details of the two place projects at Ollerton Town Centre and Mansfield Road, Clipstone. The Sherwood LUF 3 funding of £19,995,358 was still to be received from the government but forward-funding necessary works were ongoing to ensure delivery remained on track. Details of the various schemes were set out in the report.

AGREED (unanimously) that Cabinet:

a) note and welcome the progress on the LUF 3 projects:

Ollerton

b) to add the requisite budget to the Council's Capital Programme as detailed in the exempt Appendix to cover the full costs of the acquisition and ongoing holding of the former Lloyds Bank Building until such time as the building is absorbed into the delivery of the Ollerton Town Centre LUF 3 scheme;

c) to require presentation to a future Cabinet of a final Business Case for the Ollerton Town Centre Regeneration, including updates on funding, risk, any Council commitments (capital and revenue), programme, delivery route (procurement) and a request to include the project within the Council's capital programme;

d) delegate to the Portfolio Holders for Strategy, Performance & Finance and Sustainable Economic Growth in consultation with the Director – Resources and Director - Planning & Growth, authority to negotiate and enter legal options to purchase in accordance with the requirements of the Council's Acquisitions and Disposals Policy the land holdings required for the Ollerton Town Centre scheme (from Ollerton & Boughton Town Council and Johal Ltd) for the Maximum Offers detailed at Exempt Appendix A, subject to planning permission and a decision from Cabinet to implement the scheme.

e) delegate to the Director - Resources, in consultation with the Director - Planning & Growth, Business Manager - Corporate Property and Portfolio Holders for Strategy, Performance & Finance and Sustainable Economic Growth, authorisation to negotiate and seek formal commitments from Nottinghamshire County Council to secure a financial commitment for the Minimum amount in Exempt Appendix A and Tesco to secure ongoing commitment to the Public Transport Hub and car parking provision for patrons of this development and the wider Town Centre.

Clipstone

f) to require presentation to a future Cabinet of a final Business Case for the Clipstone Mansfield Road Regeneration project (Phases 2 and 3), including updates on funding,

risk, any Council commitments (capital and revenue), programme, delivery route (procurement) and a request to include the project within the Council's capital programme;

g) delegate to the Portfolio Holders for Strategy, Performance & Finance and Sustainable Economic Growth in consultation with the Director – Resources and Director - Planning & Growth authorisation to negotiate and secure ongoing commitments from the Clipstone Miners Welfare Trust to ensure the District Council will have an ongoing role in the governance and management of any new Sports Facility associated with Phase 2 of the Mansfield Road Clipstone regeneration project;

h) delegate to the Portfolio Holders for Strategy, Performance & Finance and Sustainable Economic Growth in consultation with the Director – Resources and Director - Planning & Growth authorisation to negotiate and seek formal commitments from Welbeck Estates for any land purchase or land swap to facilitate Phase 3 of the Mansfield Road Clipstone regeneration project, in accordance with the details provided at Exempt Appendix A; and

i) to add to the Clipstone Road Mansfield budget an additional revenue of £250,000 to allow for further development of the Phase 2 and 3 projects through to RIBA Stage 3. The first £129,000 of this budget shall be funded by the Levelling Up Fund 3 Capacity Funded provided by Government with the residual drawdown (£121,000) being delegated to the Director of Resources & Deputy Chief Executive, in consultation with the Director for Planning & Growth upon receipt of LUF 3 funding from Government.

Reasons for Decision

To allow progression, at pace, the development of the LUF 3 Projects with Development Partners and (prospective) tenants, including all necessary land deals, such that the Council can provide appropriate updates and implementation timelines to Government in order to continue to access the LUF 3 funding.

Options Considered

It remains an option to pause, stop, or reduce the scale of ambition of the LUF3 projects in Clipstone and Ollerton. This continues to be discounted given the desperate need to invest in these communities. The Regeneration Partners, including the District Council, remain committed to delivery notwithstanding the challenge of meeting the grant funding spend deadline of 31 March 2026.

120 NEWARK LONG TERM TOWN FUND UPDATE AND ASSOCIATED FEASIBILITY WORK

The Director – Planning & Growth presented a report which updated the Cabinet on the progress of the Newark Long-Term Town Fund and sought approval of budget to progress feasibility work for the St Marks Project. To receive the investment a long-term plan for Newark and a Town Board was required to be established. The report gave a progress update and identified St Marks as a significant opportunity which could be developed subject to due diligence and detailed feasibility works. Details and costs of this feasibility work were set out in the report.

AGREED (unanimously) that Cabinet approve a revenue budget of up to £145,000 from the Change Management Reserve to progress to the next stage of feasibility

works for the St Marks Project.

Reasons for Decision

To allow the Council to commence detailed feasibility and due diligence on future options to repurpose St Marks for the benefit of the Town.

Options Considered

'Do nothing' approach - It remains open for this Council and the Towns Board to decline the £20m grant available via the LTPfT fund. That is discounted on the basis that this is an opportunity to building upon the Town Investment Plan (2020) and its 9 priority projects and Levelling Up Fund 1 (Newark Southern Link Road). St Marks has been identified as a site which could be repurposed for positive change in the TIP1, the emerging Newark Masterplan & Design Code, and discussions to date with the Newark Towns Board.

121 IN-HOUSE CCTV MONITORING BUSINESS CASE (KEY DECISION)

The Business Manager – Public Protection presented a report which set out the full business case of both revenue and capital requirements for the creation of an in-house CCTV control room to monitor all Newark & Sherwood District Council cameras. The full business case was included as an exempt appendix to the report.

The detailed report gave the background to the proposal covering issues such as the location of the CCTV mast and control room, staffing, data storage and server access and maintenance. Two options were given in the report, to withdraw from the existing partnership and create an in-house CCTV control room or to remain within the existing partnership. Under the first option an application would be made to the Long-Term Towns Fund for capital funding.

AGREED (unanimously) that Cabinet:

- a) approve the creation of a new CCTV Control Centre as set out in the exempt Appendix;
- b) formally give notice of termination to the CCTV Partnership; and
- c) allocate £30k from the Capital Feasibility Reserve in order for the full business case proposal to be developed in line with Towns Fund Requirements and report back to Cabinet on the outcome of such, with detailed financial implications of the Capital costs.

Reasons for Decision

It is recommended that Newark & Sherwood District Council formally give notice of termination to the CCTV Partnership agreement in order to develop an in-house CCTV control room service. The creation of this service will enable both proactive and reactive CCTV monitoring to take place, alongside great service provision for other related areas such as security controls and out of hours. This recommendation directly links to the Community Plan Objective of Reduce Crime and Anti-Social Behaviour.

Options Considered

Remain in the CCTV partnership for the remaining term of the agreement and future agreement extensions.

122 EXCLUSION OF THE PRESS AND PUBLIC

AGREED (unanimously) that, under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in Paragraphs 3 and 5 of Part 1 of Schedule 12A of the Act.

123 GROWTH INVESTMENT FUND

The Cabinet considered the exempt report in relation to the Growth Investment Fund.

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

124 14 MARKET PLACE, NEWARK - FEASIBILITY AND DELIVERY (EXEMPT APPENDIX)

The Cabinet considered the exempt appendix to the report on 14, Market Place, Newark.

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

125 SHERWOOD LEVELLING UP FUND 3 UPDATE - OLLERTON AND CLIPSTONE (EXEMPT APPENDIX)

The Cabinet considered the exempt recommendations in respect of the Sherwood Levelling Up Fund 3 Update – Ollerton and Clipstone.

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

126 NEWARK LONG TERM TOWN FUND UPDATE (EXEMPT APPENDIX)

The Cabinet considered the exempt appendix to the report on Newark Long Term Town Fund Update.

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

127 IN-HOUSE CCTV MONITORING - EXEMPT BUSINESS CASE

The Cabinet considered the exempt business case for the In-house CCTV Monitoring Report.

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

1972).

Meeting closed at 7.42 pm.

Chair

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

Document is Restricted

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Tuesday, 14 May 2024 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)

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

ALSO IN ATTENDANCE: Councillor I Brown, Councillor S Forde, Councillor P Harris, Councillor R Jackson and Councillor P Rainbow

128 NOTIFICATION TO THOSE PRESENT THAT THE MEETING WILL BE RECORDED AND STREAMED ONLINE

The Leader advised that the proceedings were being audio recorded and live streamed by the Council.

129 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Councillor R Holloway declared an Other Registerable Interest in Agenda Item No. 6 – Newark Long Term Plan for Towns Fund as a member of the Town’s Board.

130 MINUTES FROM THE PREVIOUS MEETING HELD ON 26 MARCH 2024

The minutes from the meeting held on 26 March 2024 were agreed as a correct record and signed by the Chair.

131 CHAIR'S UPDATE

The Chair invited the Deputy Leader of the Council to give an update to the Cabinet.

Councillor R Cozens confirmed that National Lottery Heritage Funding for £1.4m had been secured which would enable the Newark Castle Gatehouse project to be completed.

Councillor E Oldham also advised the Cabinet of the success of the District Council stalls at the Nottinghamshire County Show and thanked officers for their support. In addition, Councillor Brazier advised that the new Boughton Hub was due to open this weekend.

132 NEWARK LONG TERM PLAN FOR TOWNS FUND (KEY DECISION)

The Portfolio Holder – Sustainable Economic Development and Director – Planning & Growth, presented a report which outlined the next steps in progressing the Newark Long Term Plan for Towns funding opportunity, including the creation of the required Vision (alignment with the Newark Town Centre Masterplan & Design Code) and the three-year Investment Plan (TIP2) for 2024-2027.

Newark was one of fifty towns identified for an investment of £20m over 10 years to drive ambition and regeneration in towns. To secure this government funding, Newark would need to develop a 10 year Town Plan Vision and a three year Investment Plan. Both plans would be shaped by the Towns Board. It was reported that the three identified priorities for the long term Town Fund were: safety and security; high streets, heritage and regeneration; and transport and connectivity. Once approved, the government would release funding of £1.6m capital and £0.4m revenue per annum for 10 years, subject to submission of three yearly Investment Plans. The Director – Planning & Growth gave an update on Council led projects as detailed at paragraph 2.3 of the report.

AGREED (unanimously) that Cabinet:

- a) note the update on the Long-Term Plan for Towns Fund for Newark; and
- b) recommend to Newark Towns Board a number of Newark & Sherwood District Council priority projects and programs we would wish to be considered by them in the preparation of the Newark LTPfT Fund Investment Plan (TIP2), as detailed at paragraph 2.3 of the report.

Reasons for Decision:

The LTPfT opportunity will allow sufficient funding to unlock a range of outputs and allow the Council to deliver on a range of shared priorities if they are also agreed by the Newark Towns Board and are included in the proposed TIP2.

Options Considered:

The Council do have the option not to accept the opportunity of the Long-Term Town Fund. This has been discounted as an option on the basis that the funding presents another opportunity to work with partners to achieve genuine transformational change for the Newark community, aligning fully with the objectives of a range of partners and the Council's own stated objectives within the Community Plan.

The Council also has the option not to promote to the Newark Towns Board any priorities, projects, or programs. This is also discounted on the basis that the Council's priorities and Community Plan has been shaped with many partners and communities and there are a number of projects upon which the Council will lead which could deliver genuine, long-term, and legacy transformational change.

133 NEWARK TOWNS FUND UPDATE (KEY DECISION)

The Portfolio Holder – Sustainable Economic Development and Director – Planning & Growth, presented a report which provided an update and proposal for next steps in the delivery of the Newark Towns Fund Programme. The report detailed the successful delivery of four Towns Fund projects (the Air & Space Institute; Construction College of Excellence; the YMCA Community Activity Village; and the Cycle Town project) and provided an update on four Council led projects which were in various stages of development (32 Stodman Street; Castle Gatehouse; Newark Heart Project; and Newark Gateway / SisCLog).

In respect of the development of land at the Newark Gateway site, this was dependent on the relocation of the lorry park, however at the current time it was considered that this was not financially viable given the borrowing rates and current development costs. In addition, the A46 Bypass works would have an impact on site and a further report on this would be brought back to the Cabinet. Therefore, it was proposed to pause the redevelopment of Gateway site and reprofile the grant funding to the Stodman Street, phase 1 and 2 projects and to the Newark Castle Gatehouse project as set out in the report.

AGREED (unanimously) the Cabinet:

- a) note the report;
- b) for the Newark Gateway/SiSCLog Towns Fund Project:
 - i. agree to pause the Newark Gateway/SiSCLog Towns Fund project until such time as a viable solution for the relocation of Newark Lorry Park and redevelopment of the Newark Gateway site can be presented back to Cabinet;
 - ii. subject to b)i) above, agree to informing the Newark Town Board of the decision to pause the Newark Gateway/SiSCLog development, noting that the £4.294m of Towns Fund money allocated to this project will be reallocated to existing undelivered Towns Fund projects by Newark Towns Board, as delegated to its Chair and the Council's Section 151 Officer;
- c) for the Stodman Street Phase 1 (32 Stodman Street) and Phase 2 (St Marks Place)
 - i. subject to approval of the Newark Towns Board Chair and the s151 Officer (in accordance with paragraphs 2.3 of the report), that the Council reallocates the £4.294m as follows: £790,000 towards Stodman Street Phase 1; £310,000 to the Gatehouse and £3.194m of the remaining budget towards a Stodman Street Phase 2, as detailed below;
 - ii. subject to c)i) above, to delegate to the Director - Resources in consultation with the Director - Planning & Growth authorisation to submit a Project Adjustment Form to Government seeking formal authorisation to re-allocate the Newark Gateway/SiSCLog grant to the Stodman Street Phases 1 & 2 and to Newark Castle Gatehouse;
 - iii. approve, subject to c)i) an uplift of the Stodman Street and Newark Castle Gatehouse budgets within the Capital programme by £790,000 and £310,000 respectively;
 - iv. delegate to the Director - Resources and Director - Planning & Growth authority to continue negotiations to establish an appropriate purchase price and funding package for Stodman Street Phase 2 (St Marks Place), subject to c)i) and c)ii) above and subject to a further update to Cabinet on 4 June; and

- d) for the A46 Bypass and the existing Newark Lorry Park, a further report will be brought to Cabinet on the implications of the A46 Bypass including the specific short and long term impact to the existing Newark Lorry Park as a result of the Bypass.

Reasons for Decision:

Stodman Street Phase 1 (32 Stodman Street) remains a key priority for this Council (as reflected in successive Community Plans), the Newark Towns Board, and Government and the reallocation of £790,000 of the £4.294m to deliver due to unforeseen market price rises is considered appropriate. The same is true for the Newark Castle Gatehouse project, for which an additional ask of £310,000 is also required.

Stodman Street Phase 2 (St Marks Place) is a key emerging priority for intervention through the emerging Newark Town Masterplan & Design Code and emerging Newark Town Investment Plan 2 (TIP2), as detailed elsewhere on this agenda. It is therefore considered appropriate to reallocate the remaining balance of £3.194m of Towns Fund 1 towards the cost of acquisition.

Options Considered:

The Gateway/SiSCLog scheme is not financially viable at present. A lesser scheme cannot be grant-funded without the relocation of the lorry park. The £4.294m of Towns Fund monies allocated to this Towns Fund project will therefore be retained by government unless recycled by agreement to other Towns Fund projects.

134 SOUTHWELL LEISURE CENTRE UPDATE

The Director – Resources / Deputy Chief Executive presented a report which provided an update to the Cabinet following the previous decision to build a new swimming facility at Southwell Leisure Centre. The decision taken on 19 December 2023 to approve, in principle, the option of developing a new swimming facility on land adjacent to the current leisure centre, was conditional on reaching an agreement with the current landowners to transfer the ownership of the land to the District Council.

It was reported that securing agreement from the Southwell Leisure Centre Trust had been delayed and complicated by two main factors. Firstly, the Trust's persistence in wanting the District Council to meet the cost of repairing the existing pool as well as providing a new one, and secondly the exclusion of the six District Council representatives on the Trust from participating in decision-making, so unable to decide to progress the freehold transfer of its land.

The report set out the recent indication of support from the Trust, but this had arrived extremely late and with some resistance and reluctance. Given that reluctance and the ongoing community opposition, the report recommended the removal of the £5.5m allocated in the Capital Programme for developing a new swimming facility at Southwell Leisure Centre be reallocated to other projects in the District.

In addition, the report referred to the quote of £247,000 obtained by the Trust to repair the existing main pool. Therefore, it was also proposed that the District Council pay this sum to the Trust in order to carry out the repairs. There was also a proposal to pay an additional £250,000 to the Trust as a contribution to the essential works which were required to the dry side.

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

- a) remove the capital allocation of £5.5m to build a new swimming facility at Southwell Leisure Centre;
- b) retain the £5.5m in the Council's Capital Programme to be re-allocated to other health and wellbeing schemes in the District;
- c) give delegated authority to the Chief Executive in consultation with the Deputy Chief Executive, the Assistant Director - Legal & Democratic Services and the Portfolio Holder for Strategy, Performance & Finance to negotiate the surrender of the current lease with Southwell Leisure Centre Trust;
- d) as consideration for the surrender of the lease, approve a capital budget of £247,000 to be paid to Southwell Leisure Centre Trust for repairs to the current main pool and a further £250,000 as a contribution to essential works to the dry side at the Leisure Centre. The total of £497,000 to be funded from the existing remedial works scheme currently in the Capital Programme, with the remaining balance of £75,855 to be removed from the Capital Programme. Any negotiated terms outside of these financial parameters be brought back to Cabinet for approval;
- e) note the £25,000 budget, for design and feasibility of a new leisure facility, approved by Cabinet on 19 December has not been expended to date and will be returned to the Capital Feasibility reserve on termination of the lease; and
- f) note that the £12,300 to be funded from the Change Management Reserve for the engineered solution to safeguard the structure of the current main pool has not been expended and will be retained in the Change Management Reserve on termination of the lease.

Reasons for Decision:

The £5.5m allocated to the capital programme on 19 December 2023 to develop a new swimming facility at Southwell Leisure Centre was conditional on the Council agreeing the transfer of land to the Council from the Trust and the Town Council. Nearly 5 months on from the decision, the transfer of land has not been resolved.

To re-instate the budgets in the Capital Programme, the Capital Feasibility Reserve and the Change Management Reserve.

Options Considered:

One alternative is to progress the scheme by preparing a submission for the Charity Commission; the reasons for not doing this are set out at paragraph 2.6 of the report.

Another alternative is to continue with the current lease arrangement, either leaving the pool closed for the long-term or repairing it; the reason for not doing this is set out in the report at paragraph 2.7 of the report.

A final alternative of last resort would be to close the leisure centre, but this is not considered to be in the best interests of the residents and users of the leisure centre, or the staff working there.

Meeting closed at 7.50 pm.

Chair

Topic Request Form

Available on Mod.Gov or by contacting the Democratic Services lead for PPI. To be considered at the next PPI Committee the form must be submitted 20 working days before the next meeting.

Topic Request Form	
Please complete the first section of this form to request that a topic is considered by the Policy and Performance Improvement Committee. Please send the completed form to Helen Brandham	
Section 1: Member Request	
Proposed topic	Digital Strategy Refresh 2024-2028
I would like to understand (key lines of enquiry)	Our customers insight into the next digital strategy refresh, the customers in this instance is our elected members and what will help them and the constituents over the next 4 years.
I think this topic should be considered because	Emerging technology, post covid customer expectations, Amazon like services and digital poverty are some of the many areas that need to be considered in the next digital strategy and why this topic should be considered. Without a digital strategy the direction of travel could be too vague and cause misdirection of precious council resources.
(if applicable) High level evidence supporting the reason for consideration	
Proposed by (name of member)	Lee Brazier Ward: Ollerton Party: Labour
Seconded by (name of member)	Paul Peacock Ward: Clipstone and Edwinstowe Party: Labour
Date form is submitted	17/03/2024
Section 2: Officer Recommendation	
Officer comment	It is recommended that the Council have a digital strategy and is expected from the LGA. The existing digital strategy comes to an end in 2024, therefore this is ideal timing, alongside the next industrial revolution with Artificial Intelligence and Machine Learning. Having spoken to officers across the Council it is recommended the four pillars remain of Digital Council, Digital Customer, Digital Place and Digital Community. Furthermore, internal work with officers and SLT will feed into the topic.
Officer recommendation	Do undertake the review
Officer name	Deborah Johnson Role: Director
Date information added	17/03/2024

Topic Request Form

Section 3: PPI Chair Recommendation		
PPI Chair comment	I am happy to recommend that we explore further what on the surface seems will have a positive impact for our residents	
PPI Chair recommendation	Do undertake a review	
Date information added	31.05.24	Role: PPIC Chair
Next step	Completed form to be taken to PPI on [DATE]	

Topic Request Form

Available on Mod.Gov or by contacting the Democratic Services lead for PPI. To be considered at the next PPI Committee the form must be submitted 20 working days before the next meeting.

Topic Request Form			
Please complete the first section of this form to request that a topic is considered by the Policy and Performance Improvement Committee. Please send the completed form to Helen Brandham			
Section 1: Member Request			
Proposed topic	Review the Public Consultation Document Kidney Stones		
I would like to understand (key lines of enquiry)	The extent of information given within the consultation document and assess public responses.		
I think this topic should be considered because	<p>I think this topic should be considered because it would enable the Committee to play an active part in this process, looking at the 'reach' of the consultation, extent of information given within the document whilst assisting in the effective delivery of the Council's aims.</p> <p>As members of the committee are not Cabinet members, it would also enable a wider and transparent input and involvement of members in reviewing decision and policy of the Council.</p>		
(if applicable) High level evidence supporting the reason for consideration	N/A		
Proposed by (name of member)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Cllr Rainbow</td> <td>Ward: Southwell Party: Conservative</td> </tr> </table>	Cllr Rainbow	Ward: Southwell Party: Conservative
Cllr Rainbow	Ward: Southwell Party: Conservative		
Seconded by (name of member)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Cllr Jackson</td> <td>Ward: Dover Beck Party: Conservative</td> </tr> </table>	Cllr Jackson	Ward: Dover Beck Party: Conservative
Cllr Jackson	Ward: Dover Beck Party: Conservative		
Date form is submitted	5 June 2024		
Section 2: Officer Recommendation			
Officer comment	<p>A report was considered by Cabinet on 4th June 2024 at which the following recommendations were approved in relation to the Kidney Stones:</p> <ul style="list-style-type: none"> a) approve, in principle, the design and location of the Kidney Stones to be installed at Castle House, Newark. b) support a period of public consultation on the proposals to enable residents and stakeholders to have their views on the plans, including the Town Council in whose ownership the stones are in. c) agree that a report is brought back to Cabinet in September 2024 to formally endorse the scheme or otherwise with a budget to be included in the Council's capital programme. 		

	<p>The suggested scope covers two specific areas that could be considered.</p> <p>Firstly, that a working group could feed into the public consultation on this proposal. They would be able to consider and input into the consultation questions and methodology prior to it being issued.</p> <p>Secondly this proposal asks to scrutinise the decision of Cabinet to progress this proposal to the next stage. One of the functions of PPIC is to scrutinise decisions of Cabinet. It is important this is done in a productive way, which improves decisions making and adds value rather than just a disagreement with the decision. This could include how this proposal meets the council’s agreed priorities contained within the Community Plan.</p> <p>The outcome of the consultation is due back to Cabinet in September. A delay to this may incur additional costs, this needs to be explored and members of the working group should have sufficient availability to attend meetings over July and August to minimise any delay.</p>
<p>Officer recommendation</p>	<p>Do/Don't undertake a review</p> <p>It should be noted that the remit of PPIC states it will only look at topics where it has the potential to improve the quality of life of residents or achieve greater value for money across at least 2 wards.</p> <p>It is my opinion this meets the test of a PPIC Working Group and would be a suitable subject for a review.</p> <p>It is recommended that the Portfolio Holder should be given the opportunity to attend the Working Group to ensure their opinions are properly considered as part of this review.</p>
<p>Officer name</p>	<p>Deborah Johnson Director – Customer Services & Organisational Development (Lead Director for PPIC)</p>
<p>Date information added</p>	<p>06.06.24</p>
<p>Section 3: PPI Chair Recommendation</p>	
<p>PPI Chair comment</p>	<p>I consider this is a suitable topic and am in agreement it is put forward to the Committee as subject for a working group.</p>
<p>PPI Chair recommendation</p>	<p>Do/Don't undertake a review</p>
<p>Date information added</p>	<p>06.06.24</p>

Topic Request Form



Next step	Completed form to be taken to PPI on 24 June 2024