



*Castle House
Great North Road
Newark
NG24 1BY*

Tel: 01636 650000

www.newark-sherwooddc.gov.uk

Thursday, 11 July 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, 22 July 2024 at 6.00 pm
VENUE:	Civic Suite, Castle House, Great North Road, Newark NG24 1BY

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

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

AGENDA

	<u>Page Nos.</u>
1. Notification to those present that the meeting will be recorded and streamed online	
2. Apologies for Absence	
3. Declaration of Interest by Members and Officers	
4. Minutes of the meeting held on 24 June 2024	3 - 13
Reports and Presentations	
5. Customer Feedback (Complaints, Suggestion and Praise for October 2023 to March 2024	14 - 34
6. Update on Property Repair and Letting Arrangements for Council Owned Homes	35 - 48
7. Policy & Performance Improvement Committee Annual Report 2023/2024	49 - 50
8. Annual Compliance Update - Housing Stock	51 - 59
9. Newark & Sherwood Community Lottery Annual Update	60 - 61
Reports from Working Group	
10. Support for Active Lifestyles Working Group	62 - 65
Review of Cabinet Work Programme and Recent Decisions	
11. Cabinet Forward Plan (July to October 2024)	66 - 71
Topic Suggestions	
None	
12. Provisional Items for Future Agendas	
Food Waste	
Towns Fund Projects	
Newark Town Centre Master	
Presentation by Cllr. Matthew Spoors – Portfolio Holder – Climate Change	

Agenda Item 4

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Policy & Performance Improvement Committee** held in the Lifespring Centre, Sherwood Drive, New Ollerton NG22 9PP on Monday, 24 June 2024 at 6.00 pm.

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

Councillor N Allen, Councillor A Brazier, Councillor C Brooks, Councillor S Forde, Councillor A Freeman, Councillor J Kellas, Councillor D Moore, Councillor P Rainbow, Councillor K Roberts, Councillor M Shakeshaft, Councillor T Thompson and Councillor T Wendels

IN ATTENDANCE: Councillor L Brazier

APOLOGIES FOR ABSENCE: Councillor R Jackson

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

The Chair advised that the meeting was being recorded and live streamed.

2 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

Agenda Item No.18 – Review of Public Consultation Document: Kidney Stones. Councillors Kellas and Ross declared Other Registerable Interests relating to their roles on the Town Council.

3 MINUTES OF THE MEETING HELD ON 4 MARCH 2024

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

4 BASSETLAW AND N&S CSP PROGRESS & PERFORMANCE UPDATE AND REVIEW OF PRIORITIES

The Committee considered the report of the Business Manager – Public Protection which sought to provide Members with an update on the performance data and activities for crime and ASB across the Bassetlaw and Newark & Sherwood Community Safety Partnership.

The report set out the 2023/2024 performance and activities and set out the priorities for 2024/2025. The appendices were restricted.

In considering the report the Chair stated individual cases could not be discussed.

In noting the report Members asked questions of the Business Manager and also Inspector Charlotte Ellam of the Nottinghamshire Police Authority, who was in attendance at the Committee.

In noting the 11.8% reduction in anti-social behaviour a Member asked how accurate the figures were and how the Council ensured their accuracy as in the past the Council had put a lot of time and effort into campaigning for reporting, but that had not been the case recently.

The Business Manager - Public Protection responded that both the Council and Police highlighted the importance of reporting but that was an ongoing issue. Those areas that have seen a drop in anti-social behaviour were specifically targeted for reporting, a lot of actions had been taken and as a result an improvement had been seen. The Council and the Police were actively trying to increase reporting in a number of ways including within press releases. There had been an increase in patrols by the Community Protection Officers who had been making connections with local groups and businesses so that reporting was more real life rather than being seen in news articles. The Council and Police wanted to see more reports but in doing so this could result in seeing more in the % changes.

A Member asked for clarification on the numbers in the report noting that the figures showed that anti-social behaviour had reduced, in comparison to the Nottinghamshire Police statistics, which showed that crime had gone up. This suggested that although the number of reported cases of anti-social behaviour may have reduced, if crime had gone up, then the reduction may not be as significant and that more should be done to push the importance of reporting.

In response Inspector Ellam advised that the crime figures refer to all crime therefore it was a broad subject matter and within the figures there would be a link to anti-social behaviour, but the vast majority were linked to other forms of criminality.

Reductions may refer to specific issues that had been targeted and which fell within the boundaries of anti-social behaviour.

In respect of youth anti-social behaviour particularly relating to a specific core group of young people within the town centre, a lot of work has been done to engage and divert them to make a real change. This group may account for a significant number of reports made over a short period of time and which may affect the figures.

The town centre also had issues with homelessness and street drinking. The partnership needed to work together to find ways of tackling this. Anti-social behaviour covered a broad spectrum and there was a need to adapt and target all issues of anti-social behaviour and actively encourage reporting.

AGREED (unanimously) that the performance and priorities of the Community Safety Partnership be noted.

5 FINANCIAL OUTTURN REPORT TO 31 MARCH 2024

The Committee considered the report the Business Manager - Financial Services, which sought to provide the provisional financial outturn position for 2023/24 on the Council's revenue and capital budgets. The information contained in the report included: general fund revenue; housing revenue account; capital programme; provisions and impaired estimates on debtors, usable reserves and collection fund.

The report provided a summary of actual income and expenditure compared to the revised budget and how any surpluses/deficits that had been allocated to or from reserves.

The accounts showed a favourable variance of £0.252m on service budgets, with a total favourable variance of £0.989m which was broken down in the report.

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

- a) the final outturn of revenue and capital spending for 2023/24;
- b) the variation 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 creations of the new reserves, as outlined in paragraph 1.27; and
- g) the individual contributions to, and withdrawals from, the revenue and capital Usable Reserves.

6 CORPORATE ANNUAL BUDGET STRATEGY FOR 2025/26

The Committee considered the report of the Business Manager - Financial Services which sought to provide Members with information to enable the Council's budget process to proceed encompassing agreed assumptions. The report set out the General Fund, Capital and HRA Budget Strategy for 2025/26 for Members' consideration, prior to the detailed work commencing.

The budget process would result in setting the budget and the Council Tax for 2025/26 and the Housing Revenue Account budget and the rent setting for 2025/26.

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

The current Medium Term Financial Plan (MTFP) was approved on 7 March 2024. The report set out a 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 namely 1.94%.

The report also set out a number of underlying assumptions which would be applied in compiling the draft budget for 2025/26 including staff costs, provision for inflation and fees and charges.

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

- a) recommend to Cabinet 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.

7 PRESENTATION BY COUNCILLOR L. BRAZIER - PORTFOLIO HOLDER FOR HOUSING

Councillor Lee Brazier, Portfolio Holder for Housing gave a presentation on the work of the Housing directorate. Councillor Brazier introduced each business unit of the directorate and gave an overview of their responsibilities and what had been the main focus and achievements in 2023/2024.

At the end of the meeting, the Chair invited Councillor Brazier back to the floor to take questions.

In noting the presentation, a Member commented that as part of ensuring high standards, the Regulator stipulated that the Council engaged with tenants and that the Council had a newsletter, The Tenant Times, which should have paper copies in all community rooms, however, this was not the case in Southwell and asked if this could be addressed. Having access to paper copies was especially important for those tenants who did not have access to online copies. Councillor Brazier responded noting that it was important to know where the newsletter was not accessible and would ensure it was addressed by the Tenant Engagement Team. Councillor Brazier advised he would also raise it with the Business Manager - Tenancy & Estates and ask that Tenancy Officers take copies of the newsletters when they visit tenants.

In noting the presentation, a Member referred to the 50 unit new development scheme detailed in the Community Plan and queried when work would start on this. They also queried, in relation to the 3-5 year program, what would be included and when was it likely to commence. Councillor Brazier responded confirming that in relation to the 50 unit program a report outlining the details of how it would look going forward would be brought to the committee by the Business Manager - Regeneration & Housing Strategy in the next few weeks. In relation to the 3-5 year development program, the priority was to ensure the current stock was at the highest possible standard before going forward with the development program. The Chair raised that the forthcoming report from the Business Manager - Regeneration & Housing Strategy be shared with all Members.

In noting the presentation, a Member asked as to how the 2,500 people on the Housing waiting list would be accommodated, noting that the housing stock reduced in numbers each year as a result of Right To Buy sales and what would the priority be in terms of addressing the decarbonisation of existing homes against building new green homes. Councillor Brazier replied that it was important to note that the majority of people on the waiting list were adequately housed in Band 4. With respect to decarbonisation, Councillor Brazier stated that to-date, all work had been carried out through grant funding and they continued to look for suitable grant funding to support properties when possible. Work was ongoing to ensure the best lifestyle for current and future tenants. Building new properties was challenging due to limited land supply and limited finances and it was not known when funding would become available, it was not possible to know when new properties would be built. Should funding become available for decarbonisation in certain properties, then this would be utilised accordingly, but obtaining funding for a few properties would not take priority over getting the basics right for all properties and tenants. The current Stock Condition Survey was incomplete and must be completed, as per the legislation. Once completed it would give the most accurate data and would be in a position to look at new builds from that point.

In noting the presentation, a Member commented on the new Hub at Boughton and queried if there were plans for more hubs during 2024/25 and 2025/26 in areas across the district that were considered to be socially challenging. Councillor Brazier advised that most areas have a community facility. Boughton was considered unique within an area of social deprivation because it did not have a community centre. The Boughton Hub was modelled on Chatham Court and was working well so far. After the first year they would consider what the benefits had been for the residents, what the social and economic impact had been and would hold training courses with Citizens Advice and other services. Once past this point and should the Tenancy teams feel there was a recognised need for further Hubs, then it would be considered.

A Member commented that following a walk-about in the district recently, noting the environment as opposed to the properties, it was their belief that properties which were previously owned by Newark and Sherwood Homes were maintained by the Street Scene Team under a Level Agreement. They queried to what extent was that service less than other Service Level Agreements in the district and if so, are there any plans to address it. In addition, the Member stated that they were impressed with the Street Scene Team and how quickly they addressed issues using a miscellaneous budget. This seemed more preferable compared to other service level agreements which created lists of issues, often outsourcing to contractors which was more labour intensive and expensive. The Member queried if the miscellaneous Street Scene budget could be used more and could the budget be increased. Councillor Brazier responded that there should be no difference between the Service Level Agreements and that they are all in place to provide the same level of service. The HRA Street Scene was funded by the HRA budget which was a ringfenced budget of tenant money. If there was a lack of quality within the HRA Street Scene Team, then it needed to be raised with the Business Manager - Tenancy & Estates. Councillor Brazier further advised that Street Scene teams had limited resources and may not always have the capacity to deal with problems quickly therefore some work was carried out by external contractors. Service Level Agreements were reviewed with the Director - Housing Health & Wellbeing to ensure that fees were not being over or

under charged. He noted that the General Fund was separate to the HRA and whilst services could be paid through the General Fund, budget could not be transferred from the HRA to the General Fund. If there were any concerns about spending within the HRA or issues with service quality these should be raised. The HRA budget was the responsibility of all Members to ensure it was providing the best value for tenants.

In noting the presentation, a Member queried what plans were in place for recruitment and retention of staff in terms of CPD, trainees and apprenticeships in order to fill gaps and to ensure they were not in the same position in 5 years' time. Councillor Brazier responded that apprentices were appointed and the Council would be looking to colleges with a view to getting apprentices coming forward at the end of this academic year. It was also important to upskill the local talent and show that the Council was a good place to work and that it offered job security.

In relation to HRA and green spaces, the Member stated that previously there had been estates which had a high percentage of council owned properties but with Right To Buy those communities have now changed and the parks were accessed by anyone, not just council tenants. The Member queried if there were any plans to review the assets and which spaces are paid for purely by the HRA. Councillor Brazier responded that they had looked at scatter land and how best it could be utilised. There was a project going forward across portfolios into how some land was transferred into the General Fund. It was important that tenants had access to parks and green spaces where it is available. Councillor Brazier and the Director - Housing Health & Wellbeing were continually looking at assets if proving to be good value for tenants.

A final question was asked in relation to the York Drive project as to the degree of confidence there was in the planning of it this time and given that the level of trust residents had in the Council had dropped and how this would be rebuilt. Councillor Brazier responded that at the last public consultation event no negativity was raised regarding the revised plans and the feedback had been positive. The planning officers and Statutory Authorities were happy with the plans, the concerns had been appropriately addressed and the developer was on board. Therefore, they were in a positive position for the work to be carried out and to build the relations back up with residents which was a key priority. The Tenant Engagement Team would be part of the relationship building. Councillor Brazier gave a special mention to the good work of Julie Madin, Tenancy Officer.

8 CORPORATE ESTATE - ANNUAL COMPLIANCE UPDATE

The Committee considered the report of the Business Manager - Corporate Property which sought to update Members on Compliance Management across the Estate, focusing on the Corporate Estate and Tenanted Properties.

In noting the report, a Member referred to the Fire Risk Assessment and queried why 16 assessments remained outstanding. The Business Manager advised that the Assurance Template Report included figures that were captured as a snapshot in time and that the figures had since been updated. The report had been presented to the Senior Leadership Team and the Directorate with an updated version available if required.

AGREED (unanimously) that the Policy & Performance Improvement Committee note the content of the report.

9 REVISED CUSTOMER COMPLAINT & FEEDBACK POLICY AND HOUSING OMBUDSMAN COMPLAINT HANDLING CODE SELF-ASSESSMENT UPDATE

The Committee considered the report of the Business Manager – Customer Services which sought to update Members on the changes required to the Customer Complaints & Feedback Policy to ensure the Council met the requirements of the Housing Ombudsman Complaint Handling Code.

In noting the report, a Member queried why this Committee were making recommendations to the Audit & Governance Committee. In response, the Director Customer Services & Organisational Development advised that the responsibility for complaints sat with the Audit & Governance Committee but that as the Policy & Performance Improvement Committee was the scrutiny committee, any strategy or policy change should be considered by this committee to provide an opportunity to comment.

The Chair thanked the Business Manager and her team for her work on this topic.

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

- 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.

10 DELIVERY UPDATE ON UK SHARED PROSPERITY FUND AND RURAL ENGLAND PROSPERITY FUND

The Committee considered the report of the Business Manager – Economic Growth & Visitor Economy and the Programme Manager – Economic Growth & Visitor Economy which provided Members with an update on the local delivery of the UK Shared Prosperity Fund and the Rural England Prosperity Fund, including initial outcomes achieved through investment and planned programme activity up until scheme completion in March 2025.

The Business Manager introduced the report explaining that the Shared Prosperity Fund and the Rural Prosperity Fund was a Locality Fund which had replaced the previous European Fund put in place by the Government in 2022 running through to 2025. Each locality was given a proportion of funding that was to be delivered in each community. The Programme Manager talked through the implementation of that funding within the community.

In noting the report, a Member queried if part of the report would be looking at what other districts were doing as a comparison to our district. In response, the Programme Manager advised that it was something that could be included in the end of programme evaluation report. A number of working groups had been established in each of the neighbouring authorities to share ideas and best practice and to identify opportunities for collaboration. Therefore, there was a good understanding of what others were doing but this could be formalised in the evaluation report.

The Business Manager commented that they were aware of a number of areas in the country that had significant underspends this year and some of the neighbouring authorities had not used their expenditure therefore, there was a risk that their funding would be returned to Government. However, the Nottinghamshire and East Midlands was showing as slightly better.

A further question was asked as to how the Shared Prosperity funding compared with ESF and IDEF funding. The Business Manager responded that from experience the Shared Prosperity Fund had been easier to administer than the ESF and IDEF project. Whilst not easy to compare, it was something that could be looked into when the project finished in March 2025.

The delivery of UKSPF and REPF was a specific activity outlined within the Community Plan, linking back to several key economic and regeneration related objectives.

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

- a) note the high-level outputs and outcomes achieved through funding to date, as detailed within the report; and
- b) note the finalised list of funding allocations/interventions, as detailed within Appendix A of the report.

11 COMMUNITY PLAN PERFORMANCE Q4

The Committee considered the report of the Transformation & Service Improvement Officer which presented the Quarter 4 Community Plan Performance Report (January – March 2024).

In noting the report, a Member commented that in relation to the Buttermarket, they had been contacted in June 2023 by a customer who wished to rent out some space at the top of the building as a music area and queried if the customer had been consulted about this. It was also suggested that the reason for the reduction in footfall could be related to the number of shops closing recently and therefore more active regeneration was needed. In response the Transformation & Service Improvement Officer stated that the team were consistently attempting to fill the space and had had discussions with interested parties and would pursue all opportunities. With respect to the footfall this would be raised with the Corporate Property team.

In noting the report, a Member commented that they had been contacted by a customer enquiring about hiring the Buttermarket for an event. The customer had been given a number of reasons why the event could not take place and queried why the Council had been obstructive and not proactive in trying to help. The Director - Customer Services & Organisational Development stated that this would be a question for Corporate Property to answer and would raise this with them.

AGREED (unanimously) that the Policy & Performance Improvement Committee note the Community Plan Performance Report attached as Appendix 1 and the Compliance report attached as Appendix 2.

12 APPOINTMENT OF COMMITTEE MEMBERS TO:

AGREED that the following Members be appointed to:

a) The Tenant Engagement Board

Councillors: Alice Brazier, Penny Rainbow and Neil Ross

b) The Planning Policy Board

Councillors: Linda Dales, Mike Pringle and Karen Roberts

13 INFORMATION SHARING WITH ELECTED MEMBERS WORKING GROUP - RECOMMENDATIONS

The Committee considered the report of the Transformation & Improvement Officer which sought to update Members on the work of the member working group on Information Sharing with Elected Councillors.

The Chair of the Working Group, Councillor Kellas, thanked the Members and staff for their good work, with a special mention to Alexander Gamage Data & Digital Innovation Team Leader. The Committee Chair agreed that this had been a very useful Working Group.

AGREED (unanimously) that the Policy & Performance Improvement Committee endorse and forward to Cabinet, for consideration and approval, the recommendations of the Working Group as follows:

- a) that the amendment was made to the website, including a postcode search for 'find your ward member'.(NB postcode search had 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** be made available for all elected councillors to use;
- e) that the Democratic Services Team 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 be developed and provided to all councillors and that the system be further developed over time to include other service requests and reports.

14 CABINET FORWARD PLAN - MAY TO AUGUST 2024

NOTED the Forward Plan of the Cabinet for the period May to August 2024.

15 MINUTES OF CABINET MEETINGS

NOTED the Minutes of the Cabinet held on:

20 February 2024

5 March 2024

26 March 2024

14 April 2024

16 DIGITAL STRATEGY REFRESH 2024/2028

The Committee considered the Topic Request Form to undertake a Digital Strategy Refresh 2024/2025.

AGREED that a Digital Request Working Group be established with the following Policy & Performance Committee Members expressing an interest in participating in the Group and that Councillor N. Ross be appointed as the Working Group's Chair:

Councillor N Ross – Chair

Councillor M Shakeshaft

Councillor A Freeman.

17 REVIEW OF PUBLIC CONSULTATION DOCUMENT: KIDDEY STONES

The Committee considered the Topic Request Form to review the public consultation document in relation to the Cabinet approval, in principle, on the design and location of the Kiddey Stones being installed at Castle House.

AGREED that a Review of the Public Consultation Document – Kiddy Stones Working Group be established with the following Policy & Performance Committee Members expressing an interest in participating in the Group and that Councillor A Freeman be appointed as the Working Group's Chair:

Councillor A Freeman (Chair)
Councillor P Rainbow
Councillor M Shakeshaft
Councillor K Roberts
Councillor D Moore
Councillor S Forde
Councillor N Allen
Councillor J Kellas
Councillor J Hall

Meeting closed at 8.10 pm.

Chairman



Report to: Policy & Performance Improvements Committee - 22 July 2024

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

Lead Officer: Carl Burns, Transformation and Service Improvement Manager
Tracey Allen, Research & Development Officer

Report Summary	
Report Title	Customer Feedback (Complaints, Suggestion & Praise for the period October 2023 – March 2024 (Half 2 - 2023/24)
Purpose of Report	To present the Customer Feedback half year report
Recommendations	That the Policy & Performance Improvement Committee: a) review the Customer Feedback Report attached at Appendix 1 ; and b) consider the report’s content, identifying areas of good practice and areas for improvement

1.0 Background

- 1.1 The Council acknowledges the significance of listening to residents’ views regarding the services they receive. Our customer feedback policy facilitates the capture, investigation, response and learning from customer feedback, contributing to the improvement and development of Council services in the future.
- 1.2 Significant efforts have been made in the past year concerning complaints, policy, procedures, and training. Staff members responsible for handling complaints have undergone comprehensive training, covering complaint responses, our policy, and the role of the Ombudsman.
- 1.3 This report details the feedback received over the second half of 2023/24 and will be presented on a half yearly basis.

2.0 Proposal/Options Considered

- 2.1 That the Policy & Performance Improvement Committee review the Customer Feedback Report and provide comment.

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.

OCTOBER - MARCH
2023/2024



NEWARK &
SHERWOOD
DISTRICT COUNCIL

APPENDIX 1

CUSTOMER FEEDBACK

(COMPLAINTS, SUGGESTIONS
AND PRAISE)



Director Lead:

Deborah Johnson, Director of
Customer Services and
Organisational Development

Lead Officers:

Carl Burns, Transformation and Service
Improvement Manager

Tracey Allen, Research & Development Officer

performance.team@newark-sherwooddc.gov.uk

CUSTOMER FEEDBACK ANALYSIS

October 2023 – March 2024

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

Lead Officers: Carl Burns, Transformation and Service Improvement Manager, Tracey Allen, Research & Development Officer, performance.team@newark-sherwooddc.gov.uk,

Our Customer Feedback Policy has been formally adopted and agreed and is designed to cover the requirement of both the Local Government & Social Care Ombudsman and the Housing Ombudsman. We are bound by the requirements both Ombudsmen set out which are clear about the expectations on us in how we deal with complaints.

One of the key things that both Ombudsmen expect that we report on and use all the feedback from customers, especially complaints, to improve our services.

This report is shared with:

- Senior Leadership Team and Business Managers
- Member Champion for complaints
- Housing Assurance Board
- Policy and Performance Improvement Committee
- Audit and Governance Committee

Contents

1. Context
2. Overview of Feedback
3. Complaints – stage 1
 - 3.1 Number of complaints received
 - 3.2 Complaints by Business Unit
 - 3.3 Complaints by category
 - 3.4 Processing times
 - 3.5 Outcomes of complaints by delivery teams
 - 3.6 What we learned – examples
4. Complaints – Stage 2
5. Ombudsman complaints
6. Suggestions
7. Compliments (Praise)
8. Putting it Right

1. Context

The Council recognises the importance of listening to the views of its residents about the services they receive from us. Our customer feedback policy provides the opportunity to capture, investigate, respond, and learn from customer feedback to assist with the delivery and shaping of Council services in the future.

This involves two stages, with a response to the complaint provided by the relevant service at Stage 1. If the complainant remains unsatisfied, they can request the complaint is reviewed by a more senior officer, this is then a stage 2 complaint. Following this, the complainant is able to request a review by the relevant Ombudsman if they remain dissatisfied.

Fig 1



Both positive and negative feedback is important to us as it provides us with customer opinion, it allows us to recognise what areas need improvement and provides opportunity for us to learn. It can act as an early warning of problems that may otherwise stay unseen until they become a larger problem, which can then take up significant resource and time to remedy. Feedback helps us find the root cause of problems and to recognise where specific systems or processes aren't working as they should, it enables us to create meaningful and effective changes in policies, procedures, or the training of staff.

Considerable work has been undertaken in the last year around complaints, policy, procedure, and training etc. Staff who respond to complaints have undertaken comprehensive training which included how to respond to complaints, our policy, and the role of the Ombudsman. A complaints toolkit has been developed for staff which includes guidance in how to carry out an investigation and how to respond to a complaint. To support this, we have created complaint response templates which aid consistency in the responses.

If a complainant has been through both stages of our complaints procedure and is still unhappy, they can ask the Local Government and Social Care Ombudsman, or if the complaint is regarding a housing tenancy, the Housing Ombudsman, to review their complaint. Tenants can contact the Housing Ombudsman at any point for additional support, and do not have to complete our full complaints process before they do so.

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 standard for complaint handling across the local government and social housing sector. Unfortunately, They have concluded that it isn't possible at this time to do this.

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.

[LGSCO Complaint Handling Code - February 2024](#)

Previously, landlords had to complete a self-assessment against the Code and publish it on their websites. There is now a 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). Ours were submitted by the deadline of 30 June 2024.

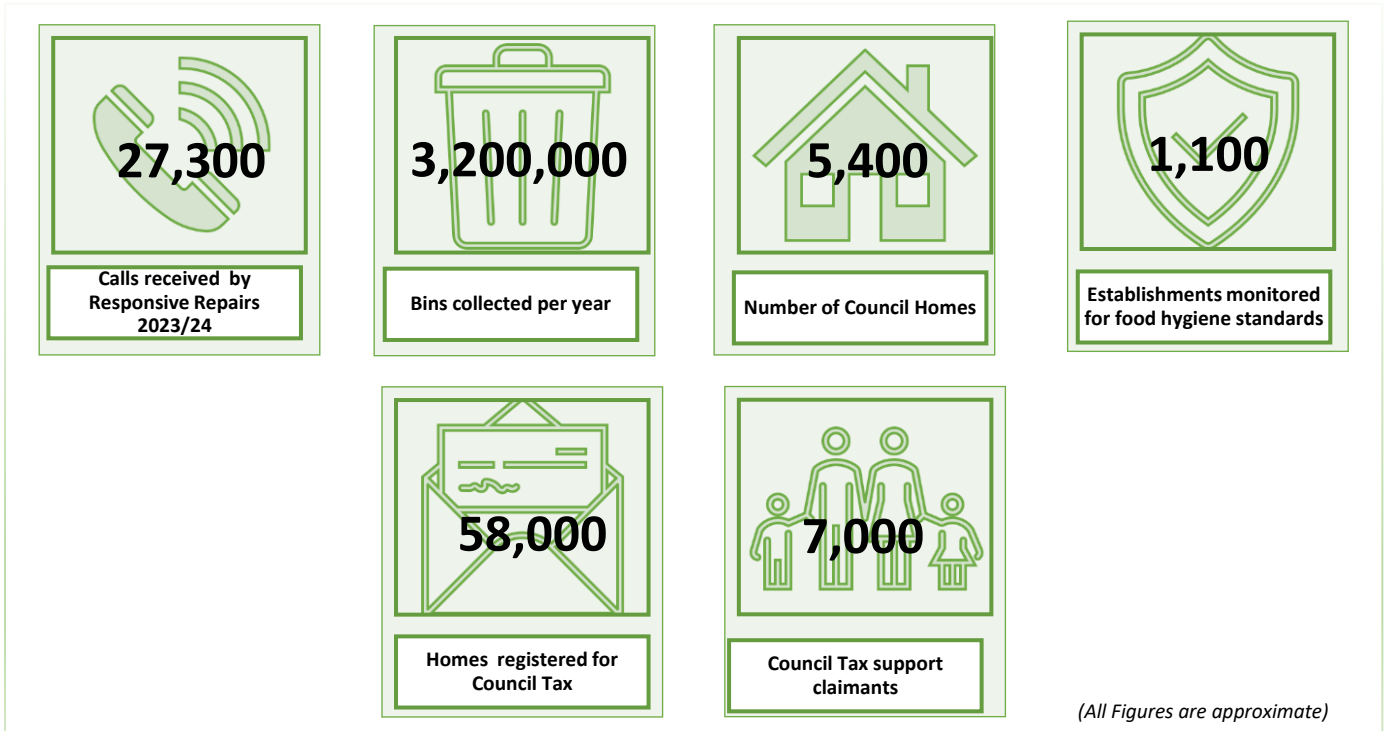
In addition to this half yearly report, the Housing, Health & Wellbeing Directorate also produce a quarterly complaints and satisfaction report which covers tenant and housing-related aspects. It includes information on:

- Complaints performance: Tracking the number of complaints received, response times, and types of complaints.
- Satisfaction: Measuring tenant satisfaction with housing services.

Our Responsibilities

The Council delivers services, across various areas, and feedback is received for all these services. Some data to provide context can be found in fig 2 below:

Fig 2



2. Overview of feedback

Table 1 illustrates the total feedback received during the second half of 2023-24. For consistency in reporting, this includes all feedback received during the period 1 October 2023 – 31 March 2024 (Half 2) as follows:

- Stage 1 Complaints
- Stage 2 complaints
- Suggestions
- Compliments

Table 1

Stage 1 Complaints	Stage 2 Complaints	Suggestions	Compliments (Praise)
229	19	13	77

All figures shown include complaints withdrawn complaints unless stated otherwise. These tend to be enquiries which are submitted as complaints but upon investigation, are found to be service requests. The customer is contacted and if they agree with this approach then the complaint is withdrawn and treated as a service request.

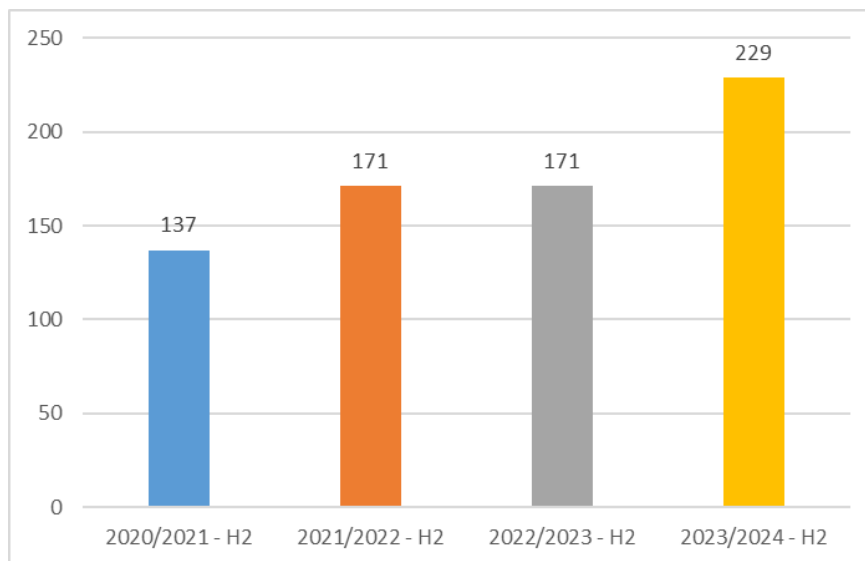
3. Complaints – Stage 1

It is important for us to use many different methods to engage and consult with people, so as to receive as broad and representative response as possible. Complaints are a valuable source of information that help the Council identify areas for improvement and offer insight into where it is delivering a good service.

3.1. Number of Complaints received

Over the past year, we have engaged in various initiatives related to handling complaints. These efforts include consulting on our customer promise, promoting our customer strategy, and providing staff training on complaint resolution. The increase in complaint numbers during the second half of 2023/24—up by 25% compared to the same period in 2022/23 (Chart 1)—indicates that customers are more aware and feel empowered to voice their concerns.

Chart 1

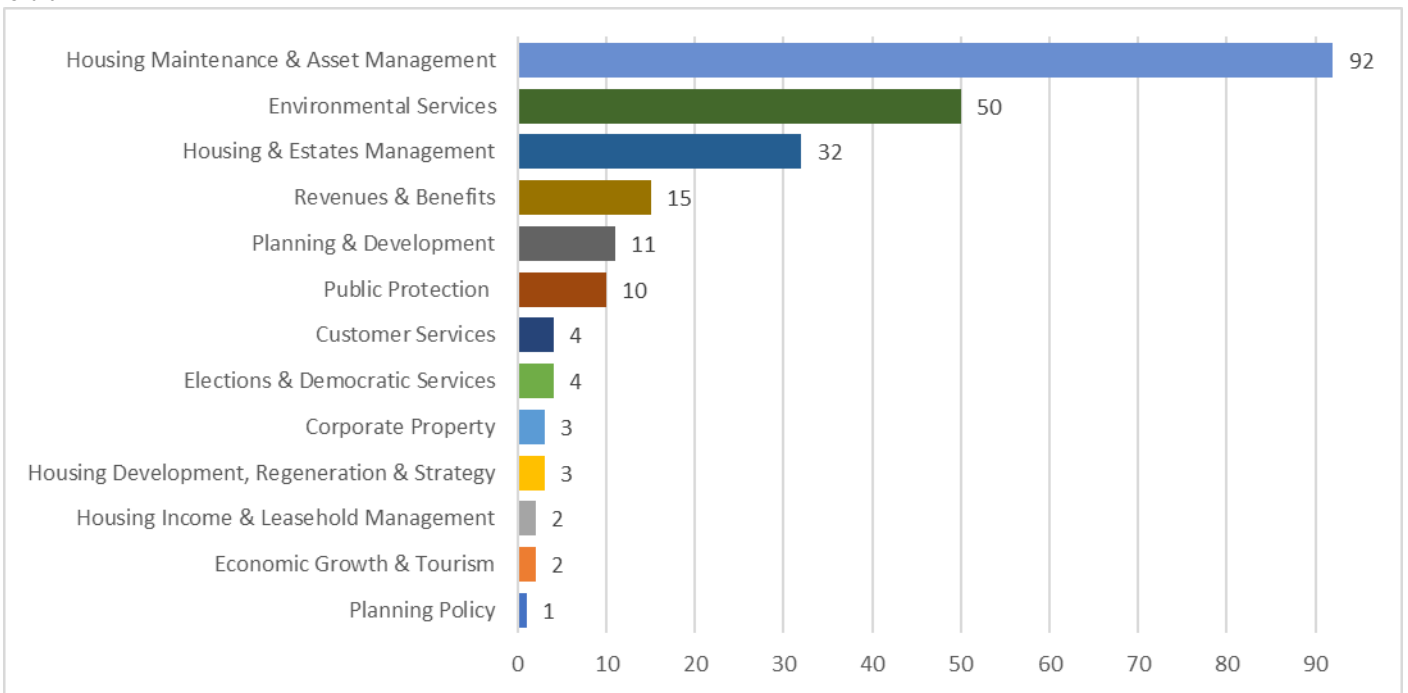


3.2. Complaints by Business Unit

The largest proportion of complaints received in the period (Chart 2) were for the front facing services with:

- Housing Maintenance & Asset Management receiving 40% of all reported issues.
- Environmental Services received 22%
- Housing & Estates Management 14%
- Revenues & Benefits 7%
- Planning & Development 5%
- The following Business units also received complaints during the period which, together, accounted for approximately 12% of the total received:
 - Public Protection
 - Customer Services
 - Elections & Democratic Services
 - Corporate Property
 - Housing Development, Regeneration & Strategy
 - Housing Income & Leaseholder Management
 - Economic Growth & Tourism
 - Planning Policy

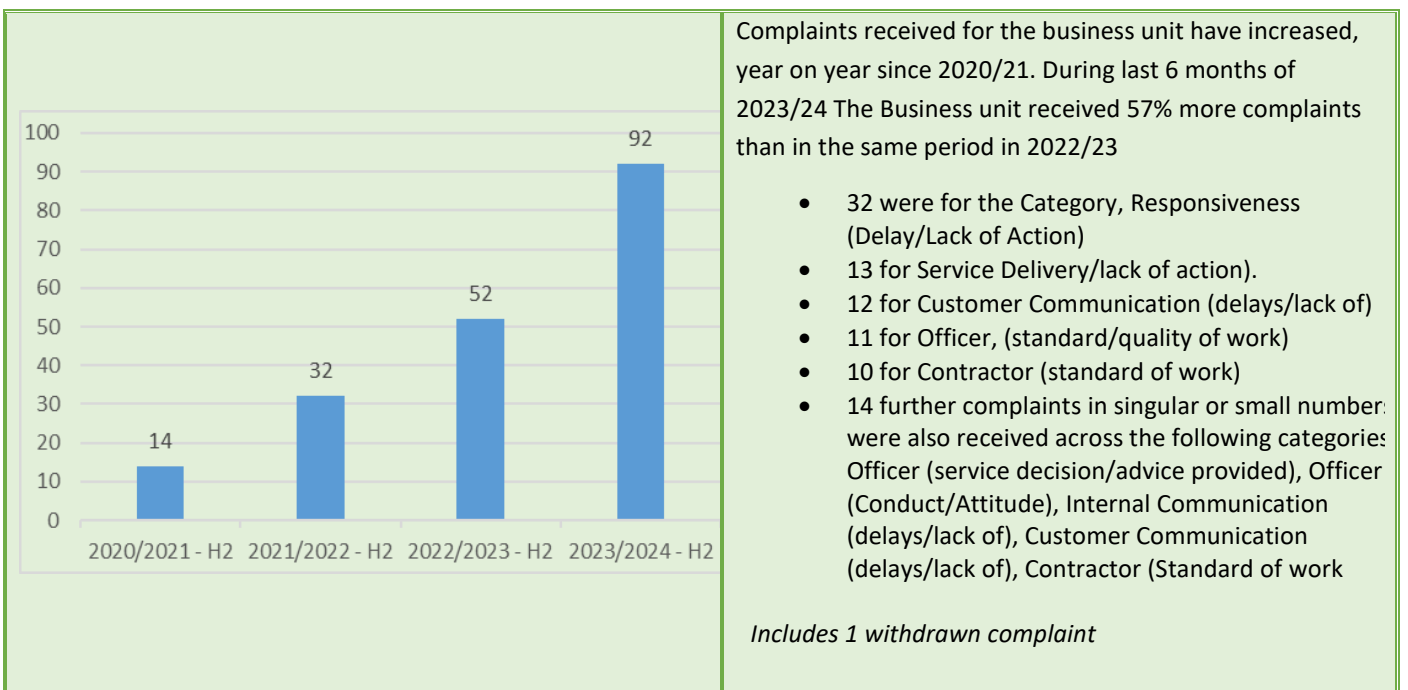
Chart 2



All Figures shown include complaints withdrawn. This provides a more accurate measure of demand

3.2a Housing Maintenance & Asset Management – 92 complaints received

Chart 3



Complaints received for the business unit have increased, year on year since 2020/21. During last 6 months of 2023/24 The Business unit received 57% more complaints than in the same period in 2022/23

- 32 were for the Category, Responsiveness (Delay/Lack of Action)
- 13 for Service Delivery/lack of action).
- 12 for Customer Communication (delays/lack of)
- 11 for Officer, (standard/quality of work)
- 10 for Contractor (standard of work)
- 14 further complaints in singular or small number: were also received across the following categories: Officer (service decision/advice provided), Officer (Conduct/Attitude), Internal Communication (delays/lack of), Customer Communication (delays/lack of), Contractor (Standard of work)

Includes 1 withdrawn complaint

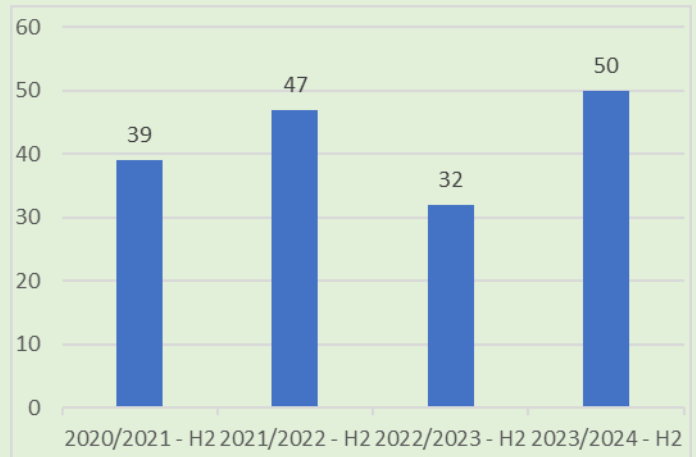
3.2b Environmental Services – 50 complaints received

Chart 4

The Business unit has received 32% more complaints than in the same period in 2022/23. A breakdown of complaints received are as follows:

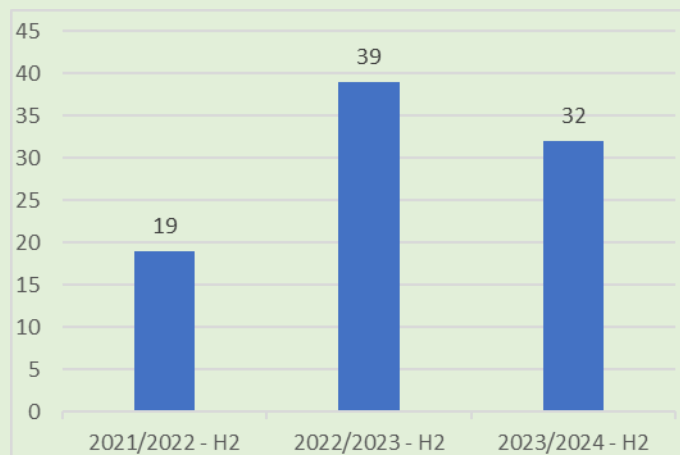
- 19 Service delivery, (missed action)
- 16 Officer (Conduct/Attitude)
- 5 Responsiveness Delay/ lack of action
- 10 further complaints in singular or small numbers were also received across the following categories: Officer (service decision/advice provided Customer Communication (delays/lack of), Officer (standard/quality of work), Contractor (Standard of work), Service delivery (delay) and, Internal Communication (delays/lack of)
- Of the 4 Delivery teams within the Business Unit, the majority of complaints (36) were for the Waste & Transport, Team and Street Scene/Grounds Maintenance (10), Environmental Services and Waste Development each received 2 complaints.

Includes 1 withdrawn complaint



3. 2c Housing & Estates Management – 32 Complaints received

Chart 5



Complaints have fluctuated in numbers across the previous years for Housing & Estates Management. They have decreased by 22% when compared to the same period in 2022/23.

The categories which received the most complaints were as follows:

- 10 for Officer conduct/attitude
- 11 for Officer service decision/advice provided
- 6 for Customer communication (delays/lack of)
- 5 further complaints in singular or small numbers were for the categories: Officer (Standard/quality of work), Service delivery (lack of action) and, Other dissatisfaction (general)

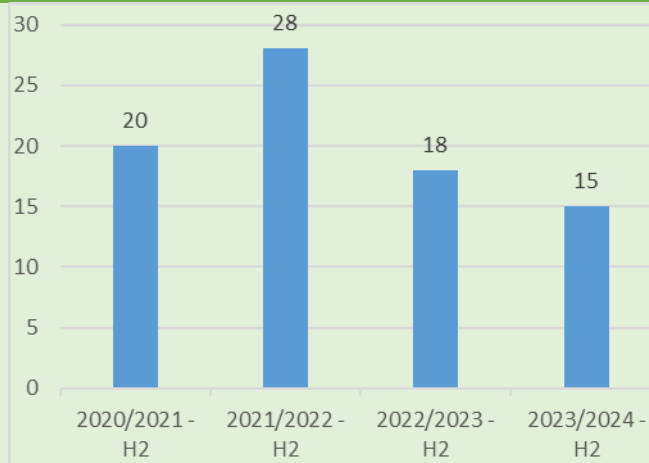
Includes 6 withdrawn complaints

3.2d Revenues & Benefits – 15 Complaints received

Chart 6

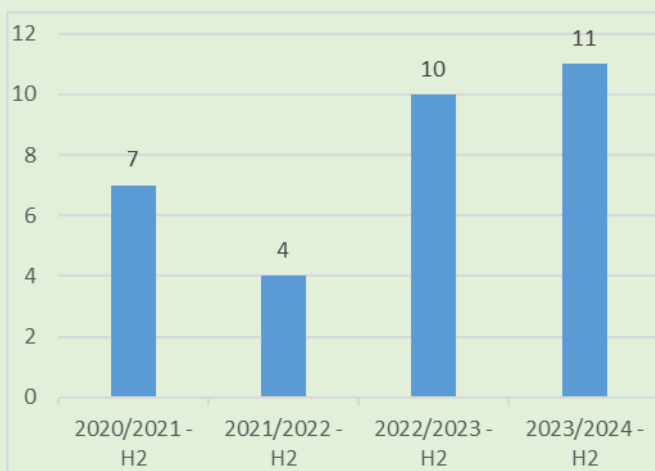
Complaints received for the period has fallen overall for the past 2 years with a 17% reduction against the same period in 2022/23. The categories which received the most complaints were as follows:

- 10 for Officer (Service decision/advice provided) of which 9 complaints were for the Revenues Team and 1 for Benefits
- 5 for Customer communication (delays/lack of), of which 4 were for Revenues and 1 for Benefits



3.2e Planning & Development – 11 complaints received

Chart 7



Generally, complaints for the Business Unit have risen over the 4-year monitoring period with a small increase of just 1 complaint in this period when compared to 2022/23. The categories which received the most complaints were as follows:

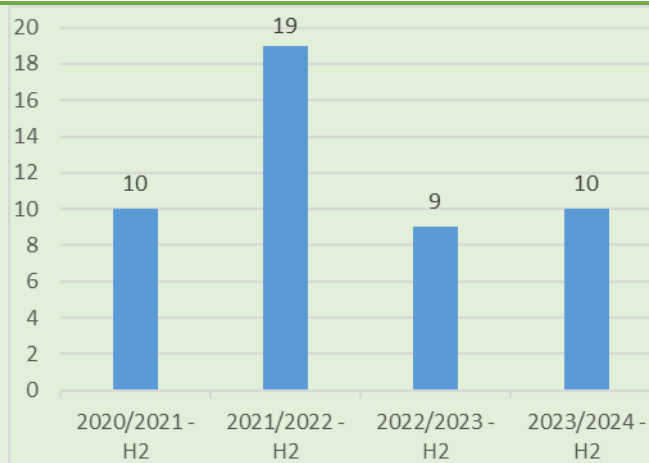
- 6 for Officer (Service decision/advice provided)
- 5 further complaints in singular or small numbers were for the categories: Customer communication (delay/lack of), Responsiveness (delay/lack of), Officer (Conduct/Attitude), and Other dissatisfaction (general)
- Where a customer is unhappy with a planning decision, there is a separate planning appeals process, and they are not included here within complaints.

3.2f Public Protection – 10 complaints received

Chart 8

Complaints have reduced for the Business Unit between 2021/22 and 2022/23. This period there was an increase of just 1 complaint (10%). The categories which received the most complaints were as follows:

- 5 for Responsiveness (delay/lack of),
- 3 for Customer communication (delay/lack of)
- 1 each for Officer (Conduct/Attitude), and Other dissatisfaction (general)



3.3 Complaints by Category

This period, Responsiveness (delay/lack of action) was the category most mentioned with 19.7% of all complaints received. Officer Service decision/advice provided received 17.0%. Customer Communication (delays/lack of) accounted for 16.2% and, Officer (Conduct/Attitude) received 15.7%

Table 2

Category	Complaints Received
Responsiveness (delay/lack of action)	45
Officer (service decision/advice provided)	39
Customer Communication (delays/lack of)	37
Officer (Conduct/Attitude)	36
Service delivery (missed action)	19
Officer (standard/quality of work)	15
Service delivery (lack of action)	14
Contractor (Standard of work)	12
Other dissatisfaction (general)	8
Service delivery (delay)	2
Internal Communication (delays/lack of)	2
Grand Total	229

3.4 Complaint Processing Times

To ensure compliance with the Housing Ombudsman’s complaint handling code, it is necessary for our policy to include specific timescales for responding to complaints. We are therefore revising our response timescales to align with those stipulated by the Ombudsman

- Stage 1 - acknowledge the complaint within 5 working days of the request being received and provide a full response within 10 working days
- Stage 2 -acknowledge the complaint within 5 working days of the escalation request being received and provide a full response within 20 working days.

It is important that we take complaints seriously. Defined response timescales support this and provide reassurance to customers that we will promptly investigate their complaint and provide a speedy response. Complaint officers must investigate and respond to a complaint as soon as possible and not wait until the timescales are up.

There will be occasions where the timescales need to be extended e.g. a complex complaint. The complainant will be kept updated.

Table 3 below details the number of complaints which haven’t met our statutory deadlines. The complaints which have not made the deadline in the period are being investigated to understand why. Occasionally, to ensure that officers can provide a thorough and detailed response, it may be required to extend the response deadline. We are actively addressing the reasons that led to the response delays for these complaints, with the aim of avoiding such delays in the future.

Table 3

Period	Met Deadline	Missed Deadline	Total completed	% on Target
October 2022 – March 2023	150	12	162	93%
October 2023 – March 2024	195	20	218*	91%
<i>*11 Withdrawn are excluded from calculations</i>				

*Out of the 218 completed complaints, 20 missed their 10-working-day deadline. This represents a 2% decline compared to the 2022/23 figure of 93%. The late responses by delivery team are detailed in Table 4.

Table 4

Delivery Team	Overdue Responses
Waste & Transport	5
Housing Maintenance & Asset Management	4
Council Tax	2
Street Scene/Grounds Maintenance	2
Planning Development	1
Corporate Property & Car Parks	2
Public Protection/CCTV/ASB	1
Democratic services	1
Economic Growth	1
Housing & Estate Management BM	1

3.5 Outcome of Complaints by Delivery Team

- Once the officer responsible for responding to a complaint has undertaken the appropriate investigation they will determine if the complaint was fully upheld, partially upheld, or not upheld. In writing the response they clearly state the outcome and record this within the ESB system.
- Often complaints contain more than 1 issue, complaints partially upheld include some elements of the complaints, but not all.
- Complaints that haven't been decided may be addressed after the reporting period and will be included in future reports once their decision process is complete.

Table 5 shows the decision status of the Stage 1 complaints received in the period

Table 5

Period	Complaints Upheld	Complaints Partially Upheld	Complaints not Upheld
2021/22	42	45	70
2022/23	47	39	74
2023/24	78	59	59
**Figures exclude withdrawn, suspended or incomplete cases			

3.6 What have we learned?

Analysis of customer feedback enables us to identify and tackle specific issues:

Table 6

Housing Maintenance & Asset Management	
Area of concern	Action taken to improve
Scaffolding encroaching on neighbouring property	Contractor process with regards to customer engagement has been reviewed and implemented. The process includes contacting neighbouring properties when scaffold is erected.
Repairs timescales - leaking roof, damp, and mould	The flat roof has had a temporary repair that has not worked. Review of timescales for flat roof replacements to be completed if temporary repair has been unsuccessful.
Lack of communication over central heating repair	We have revised the process to take into account the increased number of repairs during the winter months. after a trial period the process will be altered if successful.

Table 7

Public Protection	
Area of concern	Action taken to improve
Noise nuisance	There were delays formalising an approach under the Environmental Protection Act 1990, spending too much time carrying out informal approached under the Licensing Act 2003. We have already instigated changes so that the Environmental Protection Team lead on any complaint from a Pub/Club, with the Licensing Team assisting.

Table 8

Planning Development	
Area of concern	Action taken to improve
Lack of communication regarding TPO planting request	Ongoing review of such requests now part of case officer weekly 1:1 reviews. Additionally, officers now has letter template to assist with such requests.

Table 9

Revenues & Benefits	
Area of concern	Action taken to improve
Council tax charges relating to empty property	The empty property premium council tax charges are now more prominently displayed on the council tax web pages

4. Complaints - Stage 2

It is important to pay particular attention to Stage 2 complaints, this is where a customer remains unsatisfied with the response that they have received at Stage 1. What can we learn from this both in terms of direct service delivery and the approach to the initial response.

There were 19 complaints escalated to stage 2 during this period and 2 complaints answered in this period; these are detailed below in table 10.

Table 10

Team	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
Council Tax	Having moved into a property and informed the council wishes to complain on receiving a bill for the caravan parked on his drive.	Council process	Not upheld	Customer dissatisfied with response and now seeking compensation.	Not upheld	Previous lessons learnt from original complaint regarding the more prominent publication of empty property premium on our council tax web pages.
Council Tax	Customer was told and twice issued bills at zero charge as the flood relief had been applied, and then was issued with a bill that applied a charge.	Council process	Partially upheld	Customer dissatisfied with answer	Upheld	The issuing of the zero charge was an error. Staff reminded of flood grant exemption procedure.
Debtors team	Council tax debt	Council process	Partially upheld	Customer not satisfied with the original answer. Wanted debt writing off and wanted to push for this again	Not upheld	Further training given on checking all debt when looking to set up payment plans.
Environmental health	Noise complaint delay in action being taken	Council process	Not upheld	Customer dissatisfied with response and now seeking compensation for the delays and moving costs	Partially upheld	There were delays formalising an approach under the Environmental Protection Act 1990, Operational changes have already been made to ensure an improved service for the future.

Team	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
Housing Assets	Time taken to undertake repairs - damp and mould.	Service failure	Upheld	That promised actions in stage 1 response had not been fully completed	Upheld	New policy and procedure will ensure issues will be escalated in a timely manner.
Housing Assets	Wants a drive installing at their property, linked to parking issues.	Council process	Partially upheld	Customer dissatisfied that their property will not get a driveway.	Not upheld	Introduction of a clear process which includes liaison with VIA and a community impact assessment which mean tenants can see what is achievable and the impact a parking scheme would have.
Housing Assets	The customer stated they felt discriminated against as a driveway was not installed at their bungalow and that an officer had not been honest regarding the parking scheme.	Council process and conduct of officers	Partially upheld	Customer dissatisfied with stage 1 response which did not fully address their concerns.	Not upheld	A clear process is now in place on the consultation and other factors to consider when dealing with parking issues.
Housing Assets	Damp causing issues in their home, water ingress via the back door, broken guttering.	Council process and contractor quality of work	Upheld	The stage 1 response clearly stated the repairs were needed and that they should be escalated and completed promptly. This had not been carried out and no further contact had been made with the tenant.	Upheld	There were issues with both the quality and speed of works. Reminder to staff of the importance of completing repairs correctly and escalating accordingly. Greater oversight of this area now in place.
Housing Assets	Work to level a floor was defective, leaving an uneven surface, different levels between rooms, and the inability to fit new flooring as the front door would not skim over it.	Quality of service (repair)	Upheld	The repair was undertaken but was again of poor quality, meaning a floor covering could still not be fitted.	Upheld	There was a delay in completing the works. Poor workmanship will be addressed by the supervisor.

Team	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
Housing Assets	The door entry/intercom system is not working and needs repair and the missing inspection cover needs replacing. This has been reported but work has not been done.	Delay in service (repair)	Upheld	4 weeks after stage 1 response repairs have not been undertaken	Partially Upheld	There were delays with a repair due to the new intercom system being set up. Improved information now on Capita. Officers reminded that dates for completion of repairs to be included in stage 1 responses.
Housing Assets	Customer reported bathroom has leaked a number of times over the last few months and it has been replaced but is still leaking which has caused damage and damp and mould.	Delay in service & quality of works (repair)	Partially upheld	A further attempt at repair had taken place, but the leak continued.	Partially upheld	A number of visits had taken place before the leak was actually detected and the issue not diagnosed correctly.
Housing Options	Damp and mould in the property	Service failure	Upheld	Customer dissatisfied with response	Upheld	An officer was not dispatched quickly enough to assess the property which caused the tenant to complain. The incoming Damp and Mould Policy (now in place) will ensure quicker attendance and manage tenants' expectations.
Planning Development	GRT planning application for Barnby in the willows.	Council process	Not upheld	Customer dissatisfied and seeking further clarity	Not upheld	None - cannot determine anything that could be changed or improved following this complaint
Planning Development	Planning applicant unhappy that during the standard consultation process a comment on the application was published which he found offensive.	Council process	Not upheld	Customer dissatisfied with stage 1 response	Not upheld	The comment highlighted was not found to be inappropriate. No action required.
Planning Development	Information from planning service was contradictory and unhelpful and that the application was dealt with unfairly.	Council process	Not upheld	Customer dissatisfied with response	Partially upheld	Staff to be advised to be clearer in communications around the need to agree extensions of times and the statutory deadlines for applications.

Team	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
Planning Policy	CIL land charges not applied correctly and the length of time it has taken for a response from the council on the CIL land charges.	Lack of response, council process	Not upheld	Customer dissatisfied with response	Not upheld	This was a complex matter for which the council sought legal opinion before being able to reply, an extension to the timeline for response was communicated to the customer.
Public Protection - ASB	A number of ASB incidents reported in relation to the area in which the customer resides. The customer felt the response was blunt and unsympathetic.	Officer conduct	Partially upheld	Customer dissatisfied with response	Not upheld	The original response to the enquiry was factually accurate, the issues reported by the customer were police matters rather than things the council could deal with. An empathetic template of response will be devised for responses where the customer will be directed to contact the police.
Supported Housing	Tenant complaints relating to behaviour of a fellow tenant.	Behaviour of other persons	Partially upheld	Customer dissatisfied with response	Not upheld	None – all appropriate action in relation to the complaint was undertaken
Tenancy Support	Tenant felt unsupported and discriminated against	Staff conduct	Not upheld	Customer dissatisfied with stage 1 response	Not upheld	None - The tenant had received considerable support and the Police had dealt with the criminal behaviour of a neighbour, resulting in a prosecution.
Tenancy Support	Customer alleges officer has been unsupportive and had behaved inappropriately.	Staff conduct	Not upheld	Customer dissatisfied with response.	Not upheld	No specific improvements identified.
Waste and Recycling	Customer reported repeated missed bin over the last 6 months and taking up to 2 weeks to collect the bin when reported as missed.	Service failure	Partially upheld	Customer dissatisfied with response.	Upheld	A new procedure put in place for operations relating to this difficult to locate property. All staff spoken to, and clear expectations set out.

5. Ombudsman Complaints

Each Ombudsman produces Annual Review Letters detailing how many complaints they have received for individual councils and how many decisions they have made. These are reported to the Audit and Governance Committee. Table 11 below summarises the number of complaints received by the LGSCO for the previous three years. Figures for 2023/24 are expected to be published in July 2024 and reported in the 2024/25 (Half 1) Customer Feedback report.

Table 11

Year	Decided by the LGSCO	Number Upheld
April 2022 – March 2023	9	0
April 2021 – March 2022	12	0
April 2020 - March 2021	11	1

None of the complaints decided were upheld the by LGSCO throughout 2021 - 2023. This is testament to the detailed responses to the complaints submitted to the Council. During the 2020/21 period, one complaint was upheld. This case related to the conduct of a Parish Councillor. Following the Ombudsman’s recommendation, the complaint was re-evaluated, and ultimately, a resolution was reached.

The received and decided figures are different due to several reasons including:

- The complaint may have been received during 2022 - 2023 but a decision will be made in 2023 - 2024 (or even later) and therefore the complaint will show in a later year’s report.
- The complaint did not relate to a service providing by us e.g., highways.
- The complaint was classed as premature

The Local Government and social care ombudsman have published two good practice guides aimed at helping authorities to get things right before cases are escalated:

- Appendix 1. [Section 117 Aftercare guidance \(lgo.org.uk\)](https://lgo.org.uk/section-117-aftercare-guidance)
- Appendix 2. [Guidance for practitioners: Deprivation of Capital \(lgo.org.uk\)](https://lgo.org.uk/guidance-for-practitioners-deprivation-of-capital)

The Housing Ombudsman outcomes for the past 3 years are shown in Table 12. Figures for 2023/24 are expected to be published in November 2024 and reported in the 2024/25 (Half 2) Customer Feedback report

Table 12

Year	Decided by the HO	Number Upheld
April 2022 – March 2023	1	0
April 2021 – March 2022	1	0
April 2020 - March 2021	1	0

6. Suggestions

In the period, 13 suggestions were received. (Table 13) of which 7 were subsequently withdrawn.

Table 13

Suggestion	Passed to	Outcome
Most cities or towns would promote the archaeological find near the Southern link road. Is it possible that the council could either show this find through a museum or at a shop not currently used. It might well attract visitors	Heritage, Culture & Visitors	Archaeological works are currently underway on the construction site for the new Southern link road This has revealed archaeological remains, which portray the occupation of parts of the site over around 10 thousand years. Response to suggestion from Senior Conservation officer: This is both a good idea and essential in the important cultural heritage of Newark. The challenge is where to display and for how long. Suggestions have been shared with the relevant colleagues.
How about having a litter action group with volunteers looking after roads near where they live. I appreciate council employees do a good job and this is just additional support with local residents taking more control over their area.	Health & Community Development	We currently have 20 residents on a new scheme, and we are running a soft launch to make sure the collection system works. We have well over 60 additional individual volunteers across the district on our system. Including 10 Duke of Edinburgh Students, and over 30 groups who are regularly picking. The gentleman has now been added to our Green Champions group across the district
Suggestion regarding preservation of Town Centre ethos and ensuring all storefront designs blend with the historical charm of the towns heritage	Planning Development BM	The Planning Enforcement and Conservation team will review the suggestion 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	Communications BM	The Portal referred to is externally managed, the comments and suggestions have been forwarded to review how to make the user experience better.
Potential suggestion of NSDC offering water butts free to households, to encourage the collection of rainwater.	Transformation	Environmental team to explore options to establish feasibility of this idea
Suggestion for signage outside schools stating "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.	Public Protection	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 our Community Protection Officer will attend the location and undertake interim discussions with the school and parents at pick up time.

7. Compliments (Praise)

Compliments can help us identify what our customers' value and highlight good practice. This includes compliments to the Council by a customer relating to the quality of service provided by individual staff members or service teams. On a few occasions, customer have submitted a compliment instead of a complaint, to prevent confusion we have amended the wording to Praise

Table 14

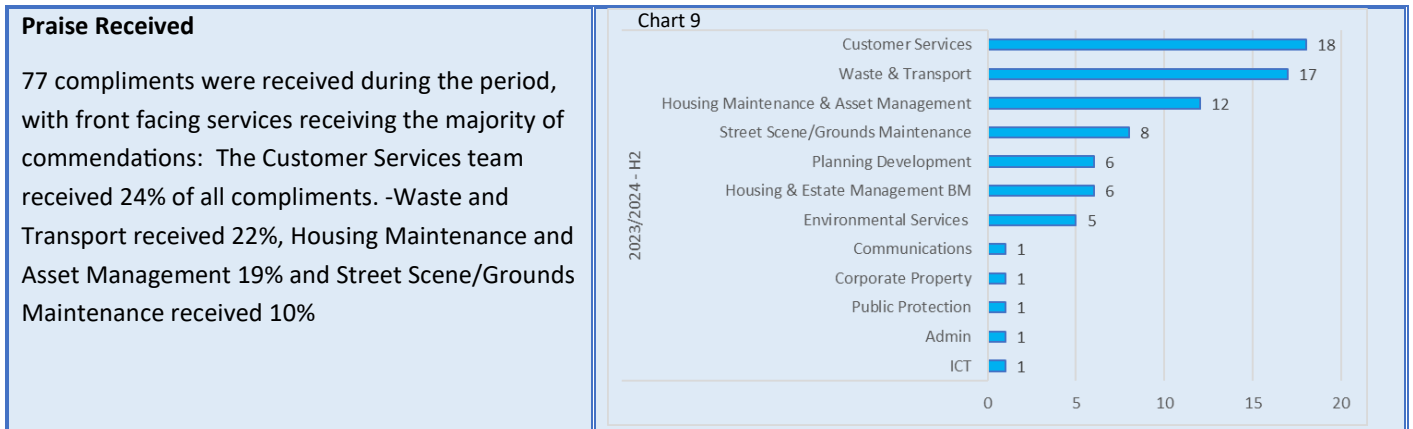
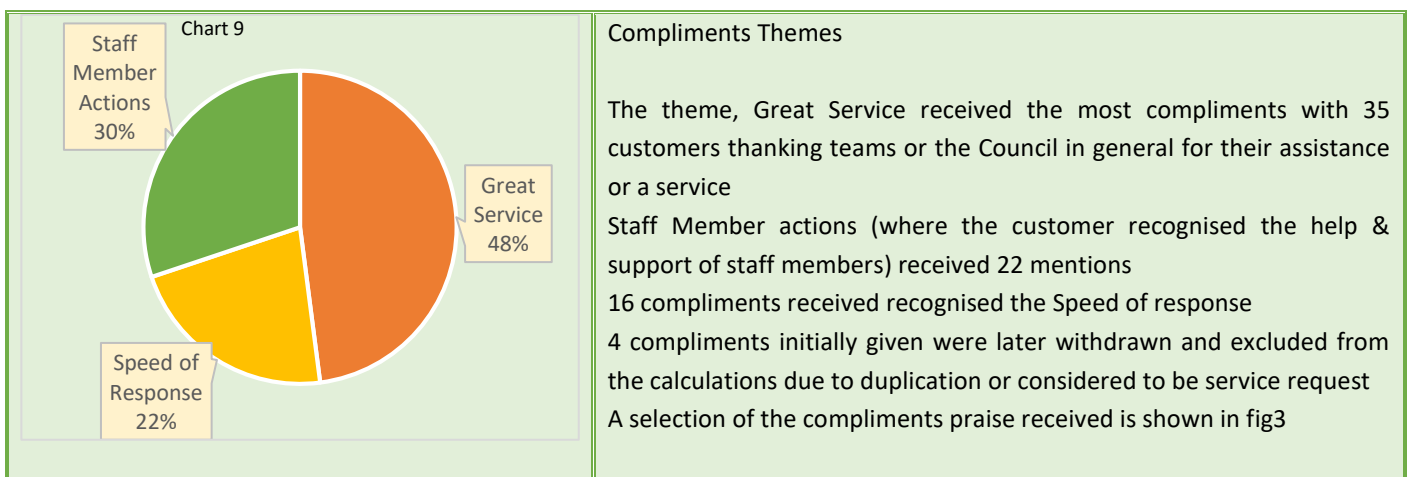




Table 15





Compliments Examples


Fig 3











During my recent call to your customer services team, I found all of the advisors dealing with my request were incredibly helpful, knowledgeable, clear and tenacious. this is testament to the training and temperament of officers

Thanks for the November newsletter. I found it very informative and interesting.
A nice format and the articles were not too long with helpful links to more information.

A big thank you to the crew who delivered my new garden bin .
Reported yesterday and replaced today,
Excellent service!!

After the recent flooding, I would like to express my sincere appreciation of the kindness, help and support shown by various departments within Newark and Sherwood District Council. I received invaluable help during a stressful and unsettling time.

Thank you to the team who have cleaned my Road, they have done a great job and it is very much appreciated

8. Putting it Right

A response to a complaint will be open and transparent and we ask the customer what they would want as a resolution to the complaint and where this is reasonable we will put right our mistake. Our first priority is always to rectify the issue that has been reported.

Compensation is considered to be a remedy for inconvenience or distress caused by a service failure within the council's social housing, and claims will be considered on a case-by-case basis. The amount of compensation paid will reflect the level of inconvenience, disturbance and distress caused by not getting things right sooner and the extent to which the Council is solely responsible. The Council will also take into account, the time taken to resolve the problem and whether this is excessive.

25 claims were awarded compensation in this period amounting to a total of £6,135. Chart 10 shows the number of awards to each category and percentage of the total awards. Table 16 displays the the costs awarded in each category

Chart 10

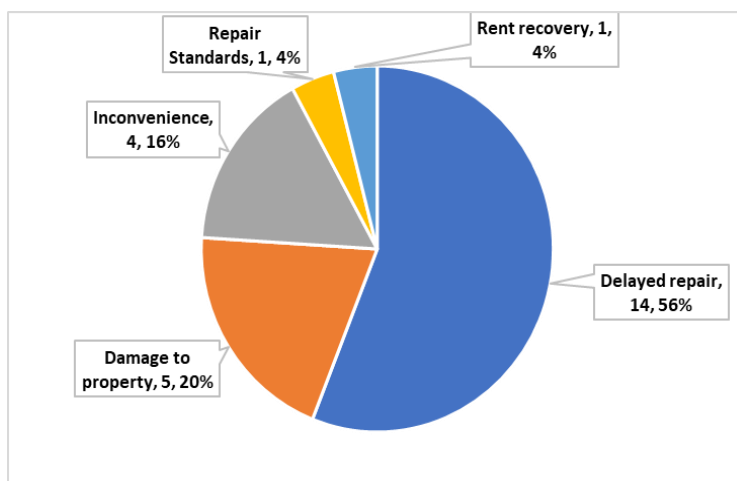


Table 16

Category	Awarded
Delayed repair	£4,880
Inconvenience	£544
Damage to property	£531
Repair Standards	£100
Rent recovery	£81
Grand Total	£6,135



Report to: Policy & Performance Improvement Committee - 22 July 2024

Director Lead: Suzanne Shead, Director - Housing, Health & Wellbeing

Lead Officer: Julie Davidson, Business Manager - Housing Services

Report Summary	
Report Title	Update on Property Repair and Letting Arrangements for Council Owned Homes
Purpose of Report	To report back on the progress of recommendations endorsed by the Committee at the meeting of 11 September 2023
Recommendations	<p>That the Policy & Performance Improvement Committee consider the recommendations set out below:</p> <p>a) consider the options relating to floor coverings in new lets in section 3 and agree officer recommendation:</p> <p>Option One: The Council already do more than some housing landlords through the provision of the Starting Well Fund. Continue with existing arrangements given cost pressures on the Housing Revenue Account and write to the Government to address this issue at a national level with any legislation supported by adequate funding.</p> <p>Option Two: Expand existing support available via Starting Well Fund to support the cost of installing flooring in more properties/circumstances to recognise the challenges and costs of flooring whilst also balancing the limited funds of the Council. This option would be challenging to put into practice because the Tenancy Officer has discretion to direct support where needed based on financial circumstances of the tenant.</p> <p>Option Three: Implement a pilot scheme for one year to increase the circumstances in which flooring will be provided as part of letting standard. Below gives the appropriate costs for providing flooring based on new lettings (excludes transfers) from 2023/24. and to note:</p> <p>b) the progress with the simplified letting standard being introduced;</p> <p>c) the introduction and out turn of the satisfaction measure for temporary accommodation satisfaction of 86%; and</p> <p>d) the progress of the Tree Policy which, once finalised would be adopted through a Portfolio Holder Decision.</p>

1.0 Background

- 1.1 Committee members will recall the report tabled on 11 September 2023, and the endorsement of several recommendations:
- a) Following discussions in the housing sector about furniture poverty and the value of carpeting homes as part of the landlord's lettable standard. It was proposed to take this initiative to the Local Influence Networks to explore the benefits and challenges of providing of floor coverings in all new lettings.
 - b) The committee was asked to support a request to involve tenants to design a simplified Empty Homes Standard to hold the service to account and promote feedback including complaints.
 - c) To support the introduction of a satisfaction measure for quality of temporary accommodation from Qtr. 3 2023-24.
 - d) To support the development of a policy to pilot the Council assisting tenants with maintaining trees within their gardens using funds available from efficiency savings.
- 1.2 The report will set out progress against each recommendation and include any proposals or options for consideration and decision.
- 1.3 During 2023-24, we relet 371 properties with 92% tenants satisfied with their new homes. Over the same period, the Council received five complaints relating to the condition of their home at point of let.

2. Progress Against Recommendations

2.1 The provision of floor coverings in all new lettings

- 2.1.1 This proposal was taken to the Newark and Rural Local Influence Networks in November 2023, and 18 tenants were asked in total.
- 2.1.2 83% of tenants were supportive of this and believed new tenants would benefit from having flooring provided to them. The rationale included:
- It is a large "starting up" cost for tenants to find when moving in, especially with the current cost of living crisis.
 - Flooring helps make a property feel like a home much quicker, with a feeling of warmth.
 - They noted it would also help with cleanliness in the home particularly if there was bare concrete.
 - Encourages a sense of pride in a new home.
- 17% of tenants disagreed that flooring should be provided, and their reasons were:
- The new tenant should be allowed to choose their own flooring rather than having it provided to them.
 - This could delay moving in times for tenants whilst flooring was fitted.

- 2.1.3 The Council already support incoming tenants with setting up in their new home through the starting well fund. The Starting Well Scheme was created in October 2021, initially as a six month pilot and then fully endorsed by Committee in March 2022. This scheme was introduced for all new tenants (not transfer tenants) to start well with the Council; each new tenant is eligible for funds up to £500 which can be used to obtain carpets or a voucher to make their house a home.

The total fund for Starting Well 23/24 was £95,000, of which 64% was allocated to flooring as this was the tenant's priority for support. During 2023-2024, the Council spent £60,000 on flooring from the Starting Well fund which equates to around 120 homes receiving flooring of a monetary value up to £500.

- 2.1.4 Flooring in bathrooms and kitchens is provided as part of meeting the Decent Homes Standard and the Empty Homes team currently spend circa £10,000 per year renewing this outside of the Council's current lettable standard.

- 2.1.5 Provision of flooring is being discussed in the social housing policy arena as the people who need social housing are those least likely to have the funds to afford this significant outlay at an already expensive time in their lives – as moving home is costly.

- 2.1.6 Research released in May 2024, commissioned by Longleigh Foundation ([Final-Report-Longleigh-Flooring-v2.pdf](#)) calls upon the Government to fund an increase in the flooring standard of part of the pending Decent Homes Review, recognising that Local Authorities have significant cost pressures and both Wales and Scotland have already taken steps to include flooring as part of their lettable standard legislative requirements. The report highlights the reasons the Council, as a social housing landlord should consider fitting floor coverings as standard in all relets.

- 2.1.7 The following key findings are highlighted from the report:

- The lack of floor coverings significantly impacts tenants financially; we estimate it takes at least 20 months for those on Universal Credit and 8 months for those on low incomes to repay the cost of floor coverings.
- There are numerous benefits to providing floor coverings, for both tenants and landlords, including increased tenancy sustainment, greater pride in an area, increased community cohesion, and health and wellbeing benefit from less anxiety about money and reduced social isolation.
- Not providing floor coverings may mean tenants and staff are less satisfied. Turnover of tenancies and rent arrears are likely to be higher, and there is an increased cost burden and potential impacts on your tenants' health and feelings of stigma.

- 2.1.8 The report made two recommendations of Local Authorities:

- To stop removing floor coverings during the void process unless the incoming tenant has specifically asked for these to be removed.

The Council's current approach when a property becomes empty is to assess if the existing floor coverings in the empty property are adequate i.e. the flooring (including laminate) is in good condition, without stains or damage and is safely and correctly fitted. If, following letting, any of the floor coverings are not required by the incoming tenant, the Council will return within 5 days to remove them.

- To commit to undertaking a pilot on providing floor coverings in empty properties, using the tools outlined in their report.

Currently, as part of the Council's Starting Well scheme, tenants can choose flooring to value of £500 as part of their move in support. Having spoken to tenants who have benefitted from new flooring at point of letting, feedback has been resoundingly positive and has helped them greatly. In line with the Longleigh Foundation research, it has reduced financial pressure from their startup costs as well as the time and stress of having to organise it themselves and meant they could move in and utilise the property sooner.

- 2.1.9 Within our tenancy agreement we ask tenants to request permission before fitting laminate flooring if they are living above ground floor:

If you live in any flat or maisonette above the ground floor you must obtain permission from us before laying laminate flooring (or similar material) or glazed vitreous or quarry floor tiling of any kind as this could cause noise nuisance to neighbouring properties.

This helps to moderate noise transference between properties and reduce any associated nuisance to neighbours.

- 2.1.10 The challenges of providing a flooring standard in all properties is the percentage of tenants who would prefer to fit their own flooring and therefore the carpets could be removed without the Council's knowledge or at the Council's cost. The percentage of tenants who would do this is unknown. Also, the ability to refit carpet in another property would be challenging due to differing room sizes and storage between fittings.

- 2.1.11 The benefit of engaging with tenants when properties are allocated means that the incoming tenants' priorities are the deciding factor in locations and colour/type of flooring provided as part of Starting Well fund.

2.2 The design of a simplified Empty Homes standard

- 2.2.1 Working with tenants and colleagues, a simplified version of the Empty Home standard has been designed and is now on our website and issued to tenants at viewing. A copy is appended to this report.

- 2.2.2 This document forms the basis of the checks completed by tenants who periodically quality inspect empty homes following work being completed and before letting.

- 2.2.3 Further work is ongoing including a review of the current sign-up paperwork which is due to be completed in September 2024 and will include how to prevent and report damp and mould and how to get involved and make a complaint.

2.3 The introduction of a satisfaction measure for quality of temporary accommodation

- 2.3.1 This was introduced, a little later than planned, and the outturn is detailed below for quarter 4:

86% of tenants asked were very satisfied and 14% were fairly satisfied.

2.3.2 This satisfaction measure will be included in the performance report for 24/25 onwards.

2.4 The development of a policy to pilot the Council assisting tenants with maintaining trees within their gardens funded through remaining efficiency savings.

2.4.1 The policy is currently in draft form following tenant consultation in February of this year and will be shared under separate cover with this committee once final draft is available. There will be financial implications for the pilot with an initial estimated budget allocation of £30,000 to be secured from the Efficiency Savings reserve.

3.0 Options for Consideration Arising from this Report.

3.1 Flooring

As explained in 2.1.8, the Council already assess existing floor coverings and provide some new tenants with support for floor coverings through the Starting Well fund. On this basis, the following options are available:

3.2 **Option One:** The Council already do more than some housing landlords through the provision of the Starting Well Fund. Continue with existing arrangements given cost pressures on the Housing Revenue Account and write to the Government to address this issue at a national level with any legislation supported by adequate funding.

3.3 **Option Two:** Expand existing support available via Starting Well Fund to support the cost of installing flooring in more properties/circumstances to recognise the challenges and costs of flooring whilst also balancing the limited funds of the Council. This option would be challenging to put into practice because the Tenancy Officer has discretion to direct support where needed based on financial circumstances of the tenant.

3.4 **Option Three:** Implement a pilot scheme for one year to increase the circumstances in which flooring will be provided as part of letting standard. Below gives the appropriate costs for providing flooring based on new lettings (excludes transfers) from 2023/24.

Property Size	Amount	23/24 No. of Lets	Est. Spend
Average room size based on 4x4m (or 16sqm)	Carpet		
	£13 per sqm		
1 bedroom & 1 reception room	£416 + VAT	113	£47,008.00
2 bedrooms & 1 reception room	£624 + VAT	120	£74,880.00
3 bedrooms & 1 reception room	£832 + VAT	33	£27,456.00
4 bedrooms & 1 reception room	£1040 + VAT	2	£2,080.00
Total Spend			£151,424.00

- 3.5 Officer recommendation is Option One, to maintain current practice as there is a finite budget with competing pressures and priorities. As detailed above the Council are delivering an enhanced Empty Homes Standard and a much-valued Starting Well Scheme. This is complimented by the Household Support Fund which is accessed by tenancy officers both at sign-up and during the tenancy as required.

The Council will review options again following the outcomes and financial implications from the Decent Homes revision and Awaab's Law are known.

4.0 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 – FIN24-25/4312

- 4.1 Where possible the financial implications of each of the three options have been assessed and the details of each are shown below.

Option One – Continue with Existing Arrangements

There is currently budget provision within the Housing Revenue Account of £105,000 for the Starting Well Scheme for 2024/25. If the current arrangements were to remain the same as they were in 2023/24, with the same percentage of spend under the scheme relating to floor coverings, then 68% of this budget, or **£67,200**, would be spent on floor coverings under this option.

Option Two – Expand Existing Support

This option is difficult to assess in terms of overall financial cost without an indication of the number of lets which might be involved. However, the cost per let of Option 1 is £500 per floor covering, per property. Whilst, for Option 3, the average cost per floor covering, per property, is marginally higher at a cost of £565. If this second option were to be adopted, with a similar mix of properties detailed in the table in paragraph 3.4, then an increased average cost of £65 per new let property would be incurred.

Option Three – Pilot scheme

The full cost of this option is detailed in the table in paragraph 3.4 and has been assessed as being **£151,424** for the year during which the pilot scheme would be run. This represents an increase in cost over the current arrangements of **£84,224**. or **25%**. This would be a significant increase in cost and there is currently no budget provision for this within the Housing Revenue Account. Meaning that budget would need to be found from within existing resources.

Equality Implications

- 4.2 This report has no direct equality implications, if the floor covering pilot is approved an Equality Impact Assessment will be completed.

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

VHIF001-2024 Empty Homes Inspection Form
VOID LETTABLE STANDARD SPECIFICATION



Property Address	
Property Type	
Photos added? Y/N	

	NSDC Inspector	Tenant Inspector
Date of Inspection		
Name of Inspector 1		
Name of Inspector 2		
Signature 1		
Signature 2		

Additional Comments after inspection completion by NSDC Inspector. Include any additional hazards spotted.	
Additional Comments after inspection completion by Tenant Inspector Include any additional hazards spotted.	

	Please use ✓ for completed	NSDC Inspector	Tenant Inspector
1.	HEALTH, SAFETY, & UTILITIES		
	ELECTRICAL		
1.1	EICR condition report & test completed. All Cat 1 and Cat 2 remedial repairs done.		
1.2	Electrical sockets, light fittings & switches clean and undamaged.		
1.3	Immersion heater thermostat replaced if required.		
1.4	Remove all DIY electrics and make good.		
1.5	All non-standard light fittings replaced, all bulbs LED only.		
1.6	Immersion heater in working order - if in use.		
1.7	Minimum one hard-wired smoke detector per floor OR Battery smoke alarm with ten-year battery life.		
	GAS		
1.8	Gas cooker and/or fitted gas hob disconnected.		
1.9	Cooker space available if necessary.		
1.10	Gas test completed.		
1.11	Gas radiators free from rust and in good operational and decorative order.		
1.12	Carbon monoxide detectors tested Y/N		
	WATER		
1.13	Mains cold water tank – insulated, close-fitted lid, suitable base.		
1.14	Any rising or penetrating damp remedied.		
1.15	All drainage systems free flowing and functional.		
1.16	All plumbing systems free of leaks. All stopcocks labelled.		
1.17	Water system drained down and refilled for frost protection.		

	OTHER	NSDC Inspector	Tenant Inspector
1.18	Fire doors and fire prevention mechanisms in good working order.		
1.19	Heating tested and ready for use.		
2.	INTERNAL	NSDC Inspector	Tenant Inspector
2.1	All internal doors free of damage, furniture correctly fitted and serviceable. <i>Curtains, poles and blinds usually left for security reasons - will be removed on request of new tenant.</i>		
	DOORS & FLOORS		
2.2	Any asbestos containing materials removed.		
2.3	Floor tile gaps removed and filled.		
2.4	<ul style="list-style-type: none"> • Carpets removed if unfit. • Carpets removed - If new tenant requests. • Carpets gifted to new tenants. • Gifted carpets cleaned - if instructed. 		
2.5	<ul style="list-style-type: none"> • All internal floorboards, fixed floor coverings, stair treads, banisters, and handrails free of hazards. • All flooring clean and free of hazards. • All gripper rods removed if carpet removed. • Handrails in place between ground and upper floor. • Banister rail gaps not more than 10cm. 		
2.6	Confirm no laminate flooring in first floor or above flats.		
	WALLS & CEILINGS		
2.7	Fitted adaptation handrails left in situ.		
2.8	Polystyrene ceiling tiles removed, and plaster coat applied.		
2.9	Bathroom, kitchen, and internal walls clean.		
2.10	All architraves, skirting boards, picture rail, dado rail painted.		
2.11	After ACM removal, all plaster repairs completed.		
2.12	All walls and ceilings free of excessive cracking or holes. All wall and ceiling surfaces made good and ready to decorate. All doors clean.		
2.13	Loft hatch locked & out of use.		
2.14	Vents unobstructed allowing for free flow of air.		

	BATHROOMS	NSDC Inspector	Tenant Inspector
2.15	Sinks, basins, WC pan/cistern and baths free from damaged.		
2.16	Clean sealant or sound grouting in place at joints between sanitary units, work top and wall tiles.		
2.17	Enamel bath if in use in good condition.		
2.18	All toilet seats meet British Standard quality.		
2.19	All bath, sink, wash hand basins have usable plugs.		
2.20	New shower head and hose installed. Shower seats in over 55's clean and fit to use.		
	KITCHENS		
2.21	Kitchen fittings and fixtures safe and functional.		
2.22	Kitchen contains an electric cooker point and a gas cooker point. (If gas on site).		
2.23	Kitchen has space for cooker, washing machine and fridge/fridge-freezer.		
2.24	Kitchen has ventilation by means of window(s) or extractor fans.		
2.25	Kitchen contains as a minimum: <ul style="list-style-type: none"> • Stainless steel sink top with single drawer. • Kitchens too small to fit a 1000x600mm sink unit can be fitted with a 1000x500mm unit. • Double base unit with draw-line with rolled worktop. • A 1000x300x600 wall unit securely fixed to the wall. 		
	FINISHES		
2.26	All walls and surfaces free from drawing pins, blue tac, nails, screws, picture hooks and holes filled. All carpet tacks and gripper rods removed where flooring removed.		
2.27	All walls and surfaces free from graffiti.		
2.28	All walls and ceilings free from loose wall coverings.		
2.29	All baths, splash back areas and kitchen worktops have two rows high of tiles fitted. Tiles fitted to walls where shower units installed. Tiles fitted to walls from skirting level in cooker spaces.		
3.	External Fabric of the Building - HEALTH & SAFETY	NSDC Inspector	Tenant Inspector
3.1	Roof is watertight. Any broken or missing tiles, missing pointing to eaves or ridge tiles have been repaired/replaced.		

3.2	Gutters and rainwater systems functional with no signs of leaks.		
3.3	All external footpaths, ramps, steps, and handrails to main door entrances free of tripping hazards and safe to use.		
3.4	All windows and glass in windows and external doors free from damage. A minimum of one window key, for each window in each room – fit for use.		
3.5	Any casement opening windows at first floor level or above fitted with opening restrictors to reduce risk of falling from a height.		
3.6	All Outbuildings and attached canopies / garages safe and watertight.		
3.7	No tenant items remain in roof space/loft space. Roof firebreaks are intact.		
3.8	All window types and materials free from rot or decay, no ingress of water. All openers/closures fit to use. Unfit windows on programmed schedule for repair/replacement.		
	External Fabric of the Building - SECURITY		
3.9	Front fire-door locks have Primary Test euro lock barrel and 2 sets of keys.		
3.10	Minimum 2 working keys for front/back doors; and external side doors, communal door entry, garage, and outside storage sheds linked to property.		
3.11	Non-fire-door front doors have replacement Euro lock in existing multi-lock systems; OR dual latch and mortice lock arrangement for standard timber doors.		
3.12	Door entry systems (where installed) fit for use.		
3.13	All burglar alarms systems and CCTV equipment removed.		
3.14	Key for external meter cabinet key on site.		
4.	CLEANING	NSDC Inspector	Tenant Inspector
4.1	No items on site pertaining to previous tenant. No discarded items on site. No discarded bulky furniture on site.		
		NSDC Inspector	Tenant Inspector
4.2	If applicable, vermin/insect infestation treatment records on file.		
4.3	All cleaning completed using appropriate and safe materials.		

	SPARKLE CLEAN		
4.4	All floors and stairs swept and cleaned, wet mopped where possible. Bathroom and WC floors disinfected.		
4.5	All scuffs (where possible) and paint splashes removed.		
4.6	All internal & external doors, doorframes, architraves, side casings windows, window frames, windowsills, skirting boards, radiators and pipe work clean.		
4.7	No cobwebs in property.		
4.8	All storage cupboards swept and mopped.		
4.9	Kitchen units inside and out, work surfaces, wall tiles, cupboards, drawers and sink to be thoroughly cleaned and fit for use.		
4.10	All bathroom fittings clean and fit for use. All taps clean and free of limescale, fit for use. All toilets clean and fit for use.		
4.11	All electrical sockets, light fittings, & switches clean and fit for use. New light pulls fitted if necessary.		
4.12	All radiators clean and fit for use.		
4.13	Final check toilet strip in place.		
4.14	No evidence of cleaning marks, finish is streak free and dry.		
4.15	All rooms deodorised and a freshener pot in each room.		
5.	GARDEN & CURTILAGE	NSDC Inspector	Tenant Inspector
5.1	No evidence of rubbish or litter left in gardens, garage, and outbuildings. No garden debris or rubbish in dustbins.		
5.2	Hedges to garden areas trimmed - not exceeding 4ft at the front and 6ft at the rear.		
5.4	All grass areas trimmed.		
5.5	Gardens / yards cleared, fit and safe for use.		
5.6	No evidence of garden alterations previously installed.		
	GARDEN & CURTILAGE contd	NSDC Inspector	Tenant Inspector
5.7	All boundary fences, walls, gates etc. safe and fit for use. Note – some boundary fencing or wall bordering onto a public footpath may have been repaired/replaced.		
5.8	Pathways swept and free of hazards.		

5.9	All sheds & greenhouses in good order – these may be gifted to new tenant if agreed. Note: Sheds with asbestos present will be removed within 5 days of letting the property (subject to tenant's approval).		
5.10	The number and condition of trees in the garden noted.		
5.11	Any external access gate has a padlock with keys supplied. All lockable outhouses have a working lock or padlock fitted with keys supplied.		
<i>Please add additional comments following completion of inspection on page 1.</i>			
<i>Send completed form and JPEG photos as necessary by email to – Responsive Repairs Supervisor and Repairs and Voids Manager.</i>			
Form ends			



Report to: Policy & Performance Improvement Committee: 22 July 2024

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

Lead Officer: Mark Randle, Transformation & Service Improvement Officer

Report Summary	
Report Title	Policy & Performance Improvement Committee Annual Report
Purpose of Report	To present the PPIC Annual Report for 2023-24 for approval and publication.
Recommendations	That the Policy & Performance Improvement Committee approve the report content and structure.
Reason for Recommendation	To provide details of the work PPI has undertaken and evidence how the work of PPI has positively impacted residents.

1.0 Background

- 1.1 The Policy & Performance Improvement Committee's (PPIC) role is to fulfil the 'scrutiny' function required in the Cabinet model, as well as serving as an integral role in improving the work of the Council. It is an open meeting, meaning public and press can attend and the Committee meets at least five times a year.
- 1.2 Since June 2023 there have been 6 committee meetings and 2 working groups. PPIC have been involved in developing and shaping Council policies and strategies, questioning the Council's performance and driving improvement to services. During the year PPIC received information in the form of presentations, updates and reports.
- 1.3 Every year there is an Annual Report summarising the work of the Committee. This will be the second Annual Report of the PPI Committee since the introduction of the Cabinet system and sets out a review of the work, carried out and completed by the committee during 2023/24 (June 2023 to March 2024).

2.0 Proposal

- 2.1 This report, attached as **Appendix One (to follow)**, sets out an overview of NSDC, including the area and services that we cover and provides an overview of the roles and responsibilities of the Policy & Performance Improvement Committee as well as the Members that have been involved. It then sets out the work PPIC have been doing in the last 12 months, separated into the 4 key areas:

1. Working groups
2. Shaping policy and strategy
3. Driving service improvement
4. Scrutinising and questioning performance

The report provides an overview of the work of the Committee over 2023/24 and will be available internally for officers and Members via the Intranet and externally to tenants and residents via the NSDC Website.

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.

None



Report to: Policy & Performance Improvement Committee – 22 July 2024
 Director Lead: Suzanne Shead, Director - Housing, Health & Wellbeing
 Lead Officer: Caroline Wagstaff, Business Manager - Housing Maintenance & Asset Management caroline.wagstaff@newark-sherwooddc.gov.uk

Report Summary	
Report Title	Quarter 4 2023-24 - Housing, Health & Wellbeing Housing Compliance Assurance Report
Purpose of Report	To provide the performance position as of 31 March 2024 (Quarter 4) with regard to compliance including actions to rectify identified issues and to advise the format will change for 2024 performance.
Recommendations	That the Policy & Performance Improvement Committee note: a) the exceptions to performance of the housing service compliance functions. b) the removal of the Regulatory Notice by Regulator of Social Housing; and c) that the presentation of performance will change from Quarter 1 2024.25 reporting cycle onwards.

1.0 Purpose of Report

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

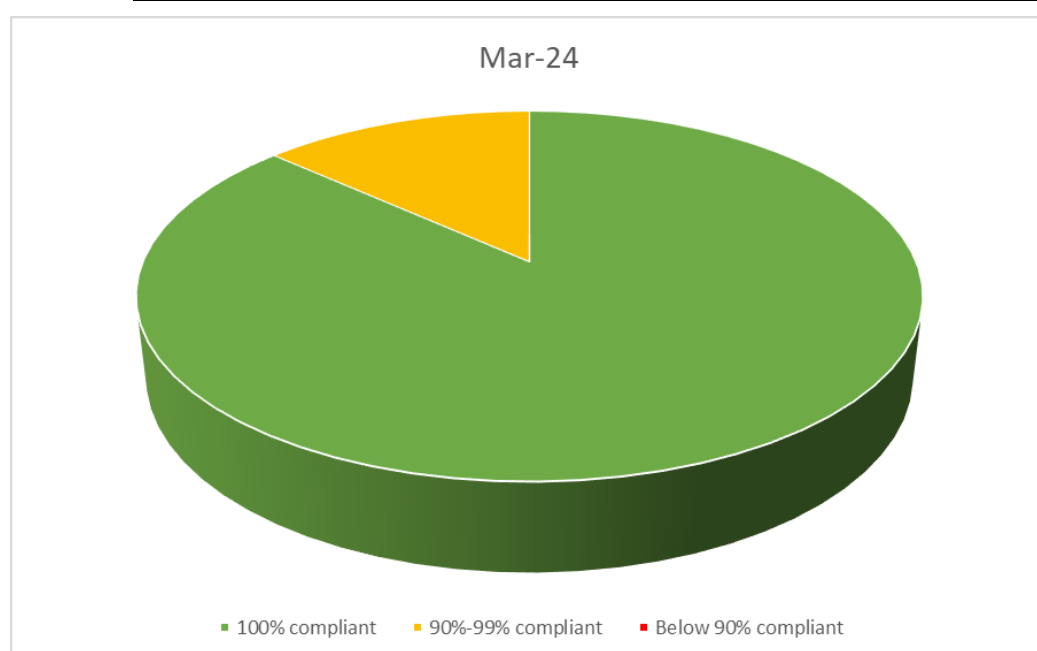
2.0 Background Information

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

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

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

Month	Compliant	90% -99% compliant	Below 90% compliant	Total
June 2021	20 (74%)	4 (15%)	3 (11%)	27
Sept 2021	19 (70%)	5 (19%)	3 (11%)	27
Dec 2021	20 (74%)	5 (19%)	2 (7%)	27
Mar 2022	23 (85%)	4 (15%)	0 (0%)	27
June 2022	20 (74%)	6 (22%)	1 (4%)	27
Sept 2022	18 (67%)	6 (22%)	3 (11%)	27
Dec 2022	21(77%)	5(19%)	1(4%)	27
Mar 2023	23 (85%)	4 (15%)	0 (0%)	27
June 2023	23 (85%)	4 (15%)	0 (0%)	27
Sept 2023	23 (85%)	4 (15%)	0 (0%)	27
Dec 2023	26 (88%)	4 (12%)	0 (0%)	30
Mar 2024	26 (88%)	4 (12%)	0 (0%)	30



3.0 Performance Exceptions

3.1 Gas Servicing - AMBER

Gas servicing is 99.71% compliant. There are 15 properties without a current gas safety certificate, but all are in an enforcement process. Please see [Home Standard - GOV.UK \(www.gov.uk\)](https://www.gov.uk) for further information on the Council's responsibilities.

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

3.3 Carbon monoxide alarms for all heating appliances in every home (with the exception of cookers) is a standard part of the annual service. There are 27 properties where the tenants have been identified through adaptations data as having hearing difficulties and alternative CO alarm have now been fitted. These have flashing lights and vibrating pillows to warn the occupier of any issues. These will also be linked into the smoke alarm system to overall protection.

3.4 Oil Servicing - AMBER

There are currently 8 homes where the oil service has not been completed, all are in an enforcement process. Our gas contractor is now carrying out the oil servicing as part of their servicing contract and are increasing the number of trained oil engineers on the contract. The number oil-based heating properties is reducing as the Council replace with heat source heating systems as part of the WAVE 2.1 decarbonation project.

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

We currently have 39 properties without a EICR electrical certification of less than five years old, of these 38 are in a legal process. The one remaining property is booked in with the tenant for April 2024. The directive to make 5-year EICR certification mandatory has not yet been confirmed by legislation.

Position with Housing Regulator

3.6 The Council has had the regulatory notice removed by the Regulator for Social Housing. This service will remain under close scrutiny and a report is scheduled for Audit and Governance in July 2024.

4.0 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.

Equalities and Diversity Implications

4.1 There are no direct equalities implications arising from this report though as part of how we manage these services, we consider the tenants individual circumstances and work with them through our housing services team to achieve compliance.

Financial Implications

- 4.2 There are no direct financial implications arising from this report.

Community Plan – Alignment to Objectives

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

Background Papers and Published Documents

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

None

Newark & Sherwood District Council Compliance Reporting

For the month of March 2024 (Housing Services Compliance Performance)

Prepared by Mark Plant

1) Asset Base

Total no. of individual dwellings / properties being managed	5571
Total no. of "blocks" being managed. Note: "Blocks" relates to multiple dwellings contained within one building i.e. flats, bedsits, maisonettes, apartments, HMO's etc.	346
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.) Communal Boilers for Gladstone / Vale View / De Lacy/Broadleaf	4

2) Stock Type

Residential	Number of Units
Social & affordable housing	
Rented	5387
Leasehold/Shared Ownership	184
Non-Housing	
Community centres	32
TOTAL	5,607

3) How to Read This Report

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

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

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

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

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

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













The final 2 **Compliance** columns record the annual and monthly compliance percentage at the time of the report.

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

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

4) Work Activity

Fire Safety

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Type 3 Fire Risk Assessments	139	0	0	0	100% 	100% 
Fire Alarm Testing (including emergency lighting)	6780	540	540	0	100% 	100% 
Sprinkler system	6	0	0	0	100% 	100% 
Fire Door Inspections (4 Monthly)	117	0	0	0	100% 	100% 
Fire Door Inspections (6 Monthly)	517	0	0	0	100% 	100% 
Fire Door Inspections (12 Monthly)	581	123	132	0	100% 	100% 
<p>Comments:</p> <p>Newly added into this report are the Fire Door Inspections. All of which are as per the programme. The first 3 quarterly monthly checks have been completed as have the 6 monthly checks.</p> <p>The 12 monthly checks have also started to the larger blocks Gladstone, Vale View and Broadleaves (any remedial works are being done following the initial inspection but before they move onto another site).</p>						

Type 3 Fire Risk Assessment (FRA) rectification















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

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

Table A

Complete	Further Action	Work In Progress	Grand Total
1293	0	2	1295
Action	Count	Progress	
PCFRA	2	Last few remaining blocks to complete (Actions from newer FRA's) (Yorke Drive, Strawberry Hall Lane)	

Heating Appliance Servicing

Heating Systems	Annual Target	Target for Month	Total for Month	Out of Compliance	Compliance	
					Annual	Month
Valid Gas Annual Safety Inspection	5199	571	556	15 (With 15 in enforcement process)	99.71% 	97.37%  (Low % due to outstanding enforcement cases)
Solid Fuel	20	4	4	0	100% 	100% 
Oil Servicing	163	34	8	8 (all in an enforcement process)	95.09% 	76.47%  (Low % due to outstanding enforcement cases)
LPG Gas Servicing	2	0	0	0	100% 	100% 
Commercial Boilers	4	0	0	0	100% 	100% 
Heat Pumps	130	8	8	0	100% 	100% 
Electric	18	0	0	0	100% 	100% 

Comments:

Weekly meetings are being carried out to ensure the movement of legal cases is maintained. It is anticipated that other steps taken to improve access such as installation/activating service interval timers and lifetime injunctions will reduce the number of cases required to enter a legal process.





1st time access for servicing 83.62% as at end of March with a target of 75% for 2023/34

First time fix on Gas repairs 82% as at the end of March with a stretch target of 85% for 2023/24.

Turn on and test following voids 2.25 days target is 2 days.








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

Asbestos Works

Asbestos	Annual Target	Target for Month	Total to Month	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Domestic)	333	40	40	0	100% 	100% 
Asbestos Surveys (Communal)	125 (per 1999 blocks)	0	0	0	100% 	100% 





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

Electrical Safety

Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	905	107	39	39(with 38in the enforcement process)	95.69% 	63.55% 
Housemark - Domestic EICR certified up to 5 years old	5553	N/A	N/A	39	99.30% 	N/A
Non-domestic Testing	133	0	0	0	100% 	100% 
PAT Testing	37	4	4	0	100% 	100% 



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





Water Safety

Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Legionella testing	194	33	33	0	100% 	100% 
Gladstone house Bacteria Testing Potable Water	1	0	0	0	100% 	100% 





Comments:
Monthly visits completed and minor repairs identified by our contractor have been ordered. All works are weekly testing are recorded on Zetasafe web-based Compliance software.

Lifting Equipment









Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Passenger and Goods Lift Servicing	108	9	9	0	100% 	100% 

Stair lift Servicing	92	6	6	0	100% 	100% 
Hoist Servicing	30	2	2	0	100% 	100% 
Comments: All compliant						

Environmental

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

Blocks

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



Report to: Policy & Performance Improvement Committee – 22 July 2024

Director Lead: Suzanne Shead, Director – Housing, Health & Wellbeing

Lead Officer: Cara Clarkson, Business Manager Regeneration and Housing Strategy

Report Summary	
Report Title	Newark & Sherwood Community Lottery Annual Report
Purpose of Report	To provide Members of the Policy and Performance Improvement Committee with an update on the Community Lottery scheme since its launch in May 2021.
Recommendations	The report be noted.

1.0 Background

- 1.1 Newark & Sherwood Community Lottery launched in May 2021 and has now been in operation for three years. To date, 79 ‘Good Causes’ have registered with the lottery and are receiving financial support through ticket sales. The membership target of 60 good causes in year two has been increased to 75 and the current number of registered clearly demonstrates that there is continued interest in the Lottery. The range of ‘Good Causes’ currently benefiting from the lottery includes charities, sports clubs, community and youth groups and other ‘not for profit’ organisations, with a number generating in excess of £1,000 per year for their respective organisations.
- 1.2 Currently there are 570 supporters registered with Community Lottery purchasing 4,229 tickets per month which has generated £34,569.60 for the registered ‘Good Causes’ in the third year, which compares very favourably in comparison with other community lotteries across the country.
- 1.3 The District Council also benefits directly from the lottery through two payment receipts each month. Players can choose for 50p of their £1 ticket to be donated to either a specific ‘Good Cause’ registered with the lottery or for it to go towards the ‘Central Fund’ which is held by the District Council. In March 2023 this fund generated £379.00 for onward distribution by the Council to registered ‘Good Causes’. In addition, 10p from every £1 ticket contributes towards the ‘Operator Fund’ where April’s income was £422.90. The Operator Fund provides a contribution to the councils operating costs from running the Lottery including registration and licensing with the Gambling Commission and membership of the Lotteries Council.

- 1.4 At its meeting on 22 November 2021, Members of the Homes & Communities Committee approved a proposal to introduce a 'lottery within a lottery', whereby funds generated for the District Council are distributed to registered 'Good Causes' through a six-monthly raffle style draw. It was agreed that one-off awards of £500 are granted to successful groups, with the number of awards available at each draw dependant on the total income generated into the 'Central Fund'. In addition, any funding within the Operator Fund remaining after operating costs are covered, are also shared with 'Good Causes'.
- 1.5 In 2023 two lottery draws were held with twelve awards £500 going to registered 'Good Causes' as an additional income payment. Both draws were presided over by the Leader of the Council and 'live streamed' on Facebook.

2.0 Proposal/Options Considered

- 2.1 This report is intended to provide a summary of the impact and benefits generated through the launch of the Newark & Sherwood Community Lottery after its third year of operation and the report is for noting. It is intended that an annual report will be presented to Policy & Performance Improvement Committee each year to ensure that members are appropriately informed of the positive contribution the lottery makes to voluntary and community sector organisations that provide support and assistance to residents of the District.

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.

- 3.1 There are no adverse implications with this report, the launch of the Community Lottery has been a great success and is generating much needed financial support for the District's registered 'Good Causes' and has become a sustainable operating model where costs associated with its management are covered by proceeds generated

3.2 Financial Implications – FIN24-25/6697

There is current provision within the General Fund Revenue budget for the Community Lottery on a self-funding basis, with ticket sales budgeted to offset all budgeted expenditure for Good Causes and Prizes. Any ticket sales which are unspent in each financial year are transferred to a reserve which is held solely for the purpose of funding future year commitments. There is currently £18,078.25 in this reserve.

Background Papers and Published Documents

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

None



Report to: Policy & Performance Improvement Committee: 22 July 2024

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

Lead Officer: Carl Burns, Transformation & Service Improvement Manager
Rowan Bosworth-Brown, Transformation & Service Improvement Officer

Report Summary	
Report Title	Support for Active Lifestyles Working Group
Purpose of Report	To provide an update and the findings from the work of the Support for Active Lifestyles working group.
Recommendations	That the Policy & Performance Improvement Committee note the findings of the Working Group

1.0 Background

1.1 In August 2023 a topic request form was proposed by Cllr Paul Peacock and seconded by Cllr Lee Brazier, which was submitted to the Policy & Performance Improvement Committee. The proposed topic was Support for Active Lifestyles and subsequently a cross-party working group was formed.

The Working Group

1.2 The working group met on three occasions between December 2023 and April 2024, with input from the following working group elected councillors: -

- Cllr Brooks (Chair)
- Cllr Roberts
- Cllr Jackson
- Cllr Brazier
- Cllr Thompson
- Cllr Tift
- Cllr Shakeshaft
- Cllr Penny

1.3 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.

- 1.4 The working group identified two key aims based on the aforementioned topic request form, which formed the basis of the review initiation document.
- Firstly, to establish the active lifestyles baseline for all residents, across the district.
 - Secondly, once the baseline is established, work to identify any areas in which the Council can make recommendations to add value to the active lifestyles offering. Whether that is by identifying a need that is not currently being met or looking at ways to remove barriers to accessing an active lifestyle for all.
- 1.5 The working group recognised early on that the topic of ‘Active Lifestyles’ is broad, with many different areas of potential focus. As a result, members agreed that an area of focus would need to be identified. The sessions set out to share as much information on relevant strategies, projects and business as usual activities, to inform the working group.
- 1.6 Members reviewed data from the Resident Survey during the sessions, which consisted of: Residents satisfaction levels with parks & open spaces by ward and residents’ satisfaction levels with leisure & sports facilities by ward. This data supported the information shared by members based on their own experiences from the wards they represent.
- 1.7 Key officers were invited to contribute, helping to inform the working group, which covered topics including: -
- Strategies, namely the Sports and Recreation Facilities Strategy, Playing Pitch and Outdoor Sport Strategy and the Health & Wellbeing Strategy
 - Interlinking projects, including ongoing work around Active Travel and the Asset Based Community Development project.
 - The community groups, initiatives, sports clubs, green spaces and partnership working available.
 - An overview of Active4Today and its role in supporting healthy and active lifestyles
 - Consultation with residents
 - Communication with residents

2.0 Proposal/Options Considered

2.1 Benchmarking the cost of Council owned leisure services

Research was carried out to understand and compare the cost of different membership types offered by Active4Today in comparison to three other leisure centres. Two of the leisure centres are within a 25 mile radius of Newark Sports and Fitness Centre, with the third leisure centre sitting outside of this immediate vicinity.

- 2.2 This exercise demonstrated that there are a range of different membership options available, which are not always like for like. When comparing Active4Today against Active Nottingham we can see the cost of various membership types were very similar across the board, with the biggest price difference being evident in the concessionary membership. Active4Today's concessionary membership was £26.00 per month in comparison to Active Nottingham at £29.59 per month for a flexible membership. Of the three other leisure centres reviewed as part of this comparison, two advertised a joining fee online and of which Active4Today's joining fee was the lowest.

Membership Type	Active4Today	Fitness+ Nottingham	Active Retford Leisure Centre	Doncaster Dome Leisure Centre
Rolling/Flexi Adult Membership	£39.00		£36.99	
Contractual membership	£31.00		£31.63*	
		*Cost has been equated over 12 months for comparison purposes, membership is actually payable over 11 months		
Concessionary Membership	£26.00		£29.59 £27.60	£20.00
Student	£20.00		£19.99	£20.00
Joining fee	£20.00		£30.00	£25.00
Prices correct as of October 2023				

2.3 Identifying where the Working Group can add value.

Throughout the working group sessions members were looking at the topic of Active Lifestyles through the lens of where and how the Council could add value, both to strengthen its existing offering and by identifying any gaps. As described in section 1, officers were invited to attend the working group meetings to share information with the working group. It became clear through these sessions the Council currently directly delivers and indirectly supports through partnership working a wide range of support for residents, encouraging them to lead an active lifestyle across the district.

- Strategically: There are a number of interlinking strategies which ensure that the right activities and facilities are being concentrated in the right locations around the district, developing a strategic response to the unique needs of our communities. As well as planning and making the necessary provisions for the future of those communities.
- Innovatively: Several projects were ongoing at the time of the working group looking at the topic of Active Lifestyles, which had a direct link into the objectives of the working group. This demonstrated the fact that as an organisation our finger is on the pulse when it comes to encouraging and supporting residents to lead an active lifestyle and we are doing so in a holistic manner. The two projects that the working group heard about specifically were the Active Travel project and the Asset Based Community Development project.
- Consistently: Strategies and projects were offset against what the Council does day in day out to support residents and how we communicate what support is available to all of our residents. This included understanding more about tailored communication approaches which are used to reach specific demographics of residents, where a bespoke approach is evidenced by a need in the community.

2.4 Members of PPIC can expect an accompanying presentation to this report, to be delivered by the Chair of the Working Group, supported by key officers who will share more granular information about the relevant strategies, projects and approaches to communicating our offering to residents.

- 2.5 Based on the depth and breadth of support available now and the strategic work ongoing to secure the future support, the working group did not find any one key area whereby value could be added to supporting Active Lifestyles. Upon reflection of why that is, it is believed that due to the strength and quality of what we as a Council are already offering, we have reached capacity and without significant investment in resource in this area, there is not a clear recommendation for this working group to put forward. It is also not recommended that a significant investment is needed, the quality and range of support available is felt to be comprehensive and meeting the needs of the community.
- 2.6 The working group would like PPIC to note that the Council is dedicated to supporting all residents across the district to lead an active lifestyle.

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.

Forward Plan

For the Period July 2024 - October 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
Final Public Spaces Protection Orders	Cabinet	23 Jul 2024	Portfolio Holder - Public Protection and Community Relations	Jenny Walker, Business Manager- Public Protection jenny.walker@newark-sherwooddc.gov.uk	Open	29 July 2024
Emergency Planning and Flooding Update	Cabinet	23 Jul 2024	Portfolio Holder - Public Protection and Community Relations	Jenny Walker, Business Manager- Public Protection jenny.walker@newark-sherwooddc.gov.uk	Open	29 July 2024
Stodman Street Development	Cabinet	23 Jul 2024	Leader - Portfolio Holder Strategy, Performance & Finance	Neil Cuttell, Business Manager- Economic Growth & Visitor Economy Neil.Cuttell@newark-sherwooddc.gov.uk, Mark Eyre, Business Manager- Corporate Property Mark.Eyre@newark-sherwooddc.gov.uk	Part exempt	29 July 2024
Long Term Plan for Towns	Cabinet	23 Jul 2024	Portfolio Holder -	Matt Lamb, Director -	Part exempt	29 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
Fund			Sustainable Economic Development	Planning and Growth Matt.Lamb@newark-sherwooddc.gov.uk		
Levelling Up 3- Ollerton and Clipstone	Cabinet	23 Jul 2024	Portfolio Holder - Sustainable Economic Development	Matt Lamb, Director - Planning and Growth Matt.Lamb@newark-sherwooddc.gov.uk	Part exempt	29 July 2024
Solar Power Supplementary Planning Document	Cabinet	23 Jul 2024	Portfolio Holder - Sustainable Economic Development	Matthew Norton, Business Manager - Planning Policy and Infrastructure matthew.norton@newark-sherwooddc.gov.uk	Open	29 July 2024
Affordable Housing Supplementary Planning Document	Cabinet	23 Jul 2024	Portfolio Holder - Sustainable Economic Development	Matthew Norton, Business Manager - Planning Policy and Infrastructure matthew.norton@newark-sherwooddc.gov.uk	Open	29 July 2024
Biodiversity Net Gain Resources	Cabinet	23 Jul 2024	Portfolio Holder - Sustainable Economic Development,	Lisa Hughes, Business Manager - Planning Development	Open	29 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
			Portfolio Holder - Biodiversity & Environmental Services	lisa.hughes@newark-sherwooddc.gov.uk		
NSDC Allocation Scheme Review and Draft Policy Approval for Consultation	Cabinet	23 Jul 2024	Portfolio Holder - Housing	Maria Cook, Assistant Business Manager - Housing and Estates Management Maria.Cook@newark-sherwooddc.gov.uk	Open	29 July 2024
Housing Revenue Account Development Programme Update	Cabinet	23 Jul 2024	Portfolio Holder - Housing	Cara Clarkson, Business Manager - Regeneration and Housing Strategy cara.clarkson@newark-sherwooddc.gov.uk	Open	29 July 2024
Approval for Disposal of HRA property	Cabinet	23 Jul 2024	Portfolio Holder - Housing	Caroline Wagstaff, Business Manager - Housing Maintenance and Asset Management Caroline.Wagstaff@newark-sherwooddc.gov.uk	Part exempt	29 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
Mansfield and District Joint Crematorium Committee - New Crematorium	Cabinet	24 Sep 2024	Leader - Portfolio Holder Strategy, Performance & Finance, Portfolio Holder - Public Protection and Community Relations	Sue Bearman, Assistant Director of Legal and Democratic Services Sue.Bearman@newark-sherwooddc.gov.uk	Part exempt	30 Sept 2024
Jubilee Bridge Refurbishment	Cabinet	24 Sep 2024	Leader - Portfolio Holder Strategy, Performance & Finance	Eric Dyche, Repairs and Maintenance Manager eric.dyche@newark-sherwooddc.gov.uk	Open	30 Sept 2024
Stodman Street Phase 2 - St Marks	Cabinet	24 Sep 2024	Leader - Portfolio Holder Strategy, Performance & Finance	Neil Cuttell, Business Manager- Economic Growth & Visitor Economy Neil.Cuttell@newark-sherwooddc.gov.uk	Part exempt	30 Sept 2024
Grewe Lane, Southwell - Works	Cabinet	24 Sep 2024	Leader - Portfolio Holder Strategy, Performance & Finance	Dennis Roxburgh, Project Manager - Construction dennis.roxburgh@newark-sherwooddc.gov.uk	Open	30 Sept 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
Newark Town Masterplan	Cabinet	24 Sep 2024	Portfolio Holder - Sustainable Economic Development	Neil Cuttell, Business Manager- Economic Growth & Visitor Economy Neil.Cuttell@newark-sherwooddc.gov.uk	Open	30 Sept 2024
Yorke Drive Regeneration Update	Cabinet	24 Sep 2024	Portfolio Holder - Housing	Cara Clarkson, Business Manager - Regeneration and Housing Strategy cara.clarkson@newark-sherwooddc.gov.uk	Part exempt	30 Sept 2024
Yorke Drive- Developing a Shared Equity Model	Cabinet	24 Sep 2024	Portfolio Holder - Housing	Cara Clarkson, Business Manager - Regeneration and Housing Strategy cara.clarkson@newark-sherwooddc.gov.uk	Open	30 Sept 2024