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**Friday, 18 October 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 Spoons  
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**

<b>MEETING:</b>	<b>Policy &amp; Performance Improvement Committee</b>
<b>DATE:</b>	<b>Monday, 28 October 2024 at 6.00 pm</b>
<b>VENUE:</b>	<b>Civic Suite, Castle House, Great North Road, Newark, NG24 1BY</b>
<p><b>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.</b></p> <p>If you have any queries please contact Helen Brandham on <a href="mailto:helen.brandham@newark-sherwooddc.gov.uk">helen.brandham@newark-sherwooddc.gov.uk</a>.</p>	

## AGENDA

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<b>Review of Cabinet Work Programme and Recent Decisions</b>	
10. Forward Plan of Cabinet - October 2024 to January 2025	55 - 59
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<b>Topic Suggestions</b>	
None	
13. Items for Future Meetings	
<ul style="list-style-type: none"><li>• Presentation by Portfolio Holder for Biodiversity &amp; Environmental Services</li><li>• Review of HRA Business Plan Assumptions</li><li>• Projected General Fund and Housing Revenue Account Revenue &amp; Capital Outturn Report to 31.04.25 as at 30.09.24.</li><li>• Newark Town Fund Update</li><li>• Update on Kerbside Glass Recycling</li><li>• Update on Outcome of Kidney Stones Consultation</li></ul>	

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Policy & Performance Improvement Committee** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Monday, 2 September 2024 at 6.00 pm.

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

Councillor A Brazier, Councillor P Farmer (substitute), Councillor A Freeman, Councillor J Kellas, Councillor D Moore, Councillor P Rainbow, Councillor K Roberts, Councillor M Shakeshaft and Councillor T Thompson

IN ATTENDANCE: Councillor L Brazier, Councillor I Brown and Councillor P Taylor

APOLOGIES FOR ABSENCE: Councillor S Forde, Councillor R Jackson and Councillor T Wendels

29 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 from Castle House.

30 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

There were no declarations of interest.

31 MINUTES OF THE MEETING HELD ON 22 JULY 2024

The minutes from the meeting held on 22 July 2024 were agreed as a correct record and signed by the Chair.

32 PROJECTED GENERAL FUND AND HOUSING REVENUE ACCOUNT REVENUE AND CAPITAL OUTTURN REPORT TO 31 MARCH 2025 AS AT 30 JUNE 2024

The Committee considered the report of the Business Manager – Financial Services which provided Members with the forecast position for the 2024/25 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets. The report also provided Members with information as to the performance against the approved estimates of revenue expenditure and income and on major variances from planned budget performance, in accordance with the Council's Constitution.

Details were provided as to the current position (as at 30 June 2024) variances. Table 1 showed an unfavourable variance against the revised budget of £0.074m on service budgets, with an overall favourable variance of £0.145m that would require transferring to the General Fund reserve. Table 2 provided an overview of projected Housing Revenue Account (HRA) Outturn for 2024/25 with an unfavourable variance on the net cost of HRA Services against the revised budget of £0.025m and a reduce transfer to the Major Repairs Reserve of £0.048m. Details of the overview of the Projected Capital Outturn 2024/25 were also provided.

AGREED (unanimously) that:

- a) the General Fund projected favourable outturn variance of £0.145m be noted;
- b) the Housing Revenue Account projected unfavourable outturn variance of £0.048m to the Major Repairs Reserve be noted; and
- c) the Capital Programme revised budget and financing of £63.232m be noted.

33 HOUSING COMPLIANCE ASSURANCE REPORT 2024/25 - Q1

The Committee considered the report of the Business Manager – Housing Maintenance & Asset Management which sought to provide Members with the performance position as of 30 June 2024 (Q1). The information was presented in a new format which had regard to compliance including actions to rectify any identified issues. The focus of the report was on exceptions performance, which were outside of the council's target parameters. Full details of the performance indicators, along with associated commentary, were included at Appendix 1 to the report. In presenting the report, the Business Manager advised that since it had been written, there had been an improvement in the compliance levels for gas and oil servicing and also the EICR certifications less than five years old.

In considering the report, Members queried as to the reason for the spike in properties without a gas safety certificate and how this had been rectified. In response, the Business Manager advised that the service was provided by an outside contractor who had failed to adhere to the contract terms and conditions. These issues had now been resolved. In relation to whether 100% compliance could be reached, she advised that despite the best efforts of the Council and the contractors, some tenants would not engage and that this resulted in the Council having to commence legal proceedings to gain access to their property.

In noting the changes to the red, amber and green (RAG) ratings, a Member queried whether this had the potential to drive down performance. The Business Manager advised that the changes had been made following comment received from the Regulator that the Council's target setting was too wide. She added that performance was constantly monitored with any necessary action being taken accordingly.

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

- a) the exceptions to performance of the housing service compliance functions; and
- b) the new format for performance for Quarter 1, 2024/2025 onwards.

34 RESIDENT PANEL REFRESH

The Committee considered the joint report of the Transformation & Service Improvement Manager and the Transformation & Service Improvement Officer which sought to provide Members with an update on the progress of the Resident Panel Refresh. The report provided Members with the background to the establishment of the Panel in 2018 together with the number of residents involved as of December 2023. Details of the proposed refresh were reported which was separated into 5 key elements: data cleanse; youth engagement; demographic profile; tailored consultation; and long-term engagement with commentary provided for each of the elements.

In considering the report Members noted the number of residents involved and the demographic thereof. They queried as to what the target number of residents was to ensure that the Panel was representative of the district. The Transformation & Service Improvement Officer advised that it would be between 1000 and 1200. In response to the number of residents who participated in consultations, the Officer advised that tracking engagement would be a tool to determine the number of active participants and would enable targeted consultations in the future. She advised that knowing the demographic of existing Panel members would allow a more targeted approach to engage with under-represented groups.

Members noted and commented that they would wish to understand the reason for the 16–24-year-olds age group having no representation on the Panel. It was suggested that consideration be given as to how Panel members might be energised to respond when they received communication from the Council. Members requested that the next update report include statistical information as to the number of Panel members and how this might be increased.

AGREED that the progress of the Resident Panel Refresh be noted.

35 GREEN REWARDS PROGRAMME - UPDATE

The Committee considered the joint report of the Transformation & Service Improvement Manager and the Transformation Officer which sought to provide Members with an update on the progress of the Green Rewards Programme. The report set out the background to the development of the App and how it is used as a tool by local authorities to encourage residents to undertake environmentally friendly activities and to reduce their carbon footprint. The implementation of the App assists with the delivery of the Council's climate change ambitions as outlined in the Community Plan. The report provided details of how the App worked and how winning participants were chosen monthly and the reward received. It was reported that there were currently 611 members, an increase of 5.4% since April 2024, the largest growth in the county.

In considering the report a Member noted that use of an App was generally done using a smartphone and queried as to the usage rate for the older generation. The Transformation & Service Improvement Manager advised that demographical information was not collected but that he would raise the point with the external provider. A Member suggested that consideration be given to emphasising the

secondary benefits of the Green Rewards Programme by an individual going to the park or shopping locally and that these habits help to save carbon emissions. It was also suggested that some of the activities in the App be revised in an attempt to keep it 'fresh'. Adding to this it was also suggested that certain activities be promoted on a monthly basis and that completion would benefit from double points being awarded.

In noting that a video had been recorded and streamed, a Member suggested that the timing of this in relation to people signing up to the App be reviewed as this would give an indication of whether the Council's promotion of the scheme was effective. It was also suggested that there may be possible benefits to corporate sponsorship thereby promoting a company's green credentials and that work be carried out with ambassadors, individuals who use the App and who could promote a healthy lifestyle.

In closing the debate, the Chair asked that elected Members be approached to sign-up. He also suggested that there be a targeted approach to younger ambassadors as they had the potential to make longer term positive changes.

AGREED that the progress of the Green Rewards Programme be noted.

#### 36 COMMUNITY PLAN PERFORMANCE FOR QUARTER 1

The Committee considered the report of the Transformation & Service Improvement Officer which presented to Members the Quarter 1 Community Plan Performance Report (April to June 2024). Members were asked to review the Community Plan Performance Report attached as Appendix 1 together with the Compliance Report attached as Appendix 2. Members were appreciative of the new format and the informative way information was presented.

In considering the report a Member noted the increase in the average time to re-let a Council property from the same quarter the previous year. In response, Members were advised that there had been a resource issue in the Voids Team and that work was ongoing to recruit additional staff.

Members also noted the spike in fly-tipping and whether the reason for this was known. They were advised that it was ultimately a trend in behaviour. Enforcement Officers could not cover the whole district but if identified, fly tippers were actively punished. The number of Fixed Penalty Notices issued was high and the enforcement officers were very active. Members noted that much of the fly-tipping was done by individuals who did not care, adding that it was shameful and there was no excuse for such behaviour. In referring to the specific quarterly indicator for the number of positive outcomes resulting from CCTV intervention, Members requested that statistics in relation to fly-tipping be included in the report in a year's time.

AGREED that the Community Plan Performance Report Q1 be noted.

37 PRESENTATION FROM PORTFOLIO HOLDER - PUBLIC PROTECTION AND COMMUNITY RELATIONS

The Committee considered the presentation delivered by Councillor Paul Taylor, the Portfolio Holder – Public Protection & Community Relations. Detailed within the presentation were a number of actions taken which fell within his remit, including some of the following: Public Protection - Food Safety inspections and Permitted Installation inspections; a full review of CCTV provision; increased resource within Community Safety and Private Sector Housing Teams; completion of Safer Streets 4 and commencement of Safer Streets 5; ASB and actions taken; establishment of a new sanctuary scheme; involvement in the emergency and recovery response for Storm Babet and Storm Henk following which involvement in the Multi Agency Flood Partnership; lighting installed at St. Mary's Church; domestic abuse housing alliance accreditation process; safety challenge event; review and implementation of PSPO; Community Development – Community Grant Scheme; Community Lottery; community group support; humanitarian assistance and responses; engagement with under-represented groups. Also included were the proposed actions to be taken during 2024/2025.

In opening his presentation, Councillor Taylor sought to clarify for Members the difference between Anti-Social Behaviour (ASB) and criminal offence, by reading out the definition for both, adding that the Police were responsible for enforcement in relation to criminal behaviour and that the Council enforced actions to prevent ASB.

In considering the presentation, Members raised a number of issues, many of which focussed on the review undertaken of CCTV, which included camera locations, the age, make and model of the cameras and the business case for the in-house CCTV monitoring. One of the issues raised was in relation to why there was an apparent disproportionate provision of CCTV in Newark compared to other areas in the district, with Ollerton being cited. The Portfolio Holder advised that there was an identified problem in Newark but would consider other areas if there were issues. He asked Members to encourage all residents to report any incidents of ASB so that behavioural patterns could be identified.

In relation to the control room for CCTV monitoring coming back in-house, a Member queried how this would work in practical terms and whether it would be 24 hours per day monitoring with Fixed Penalty Notices being issued when incidents were taking place. The Portfolio Holder advised that it would be newer more modern equipment that was to be monitored 24 hours per day. The Council's ASB Officers would not be on duty for the same duration but the Police would be and therefore incidents could be referred to them. The Member queried the benefit of bringing the control room back in-house as there would be no additional Police resource to react to reports of ASB therefore the location of the control room would be irrelevant.

A Member queried whether the location of the cameras was dependent on the reporting of incidents, noting that Newark and Balderton had better coverage than any other areas in the district. The Portfolio Holder advised that choosing the location for the cameras was done scientifically. He added that the majority of the funding was from grants which with a set number of criteria, adding that some issues were beyond the Council's control.

In noting the proposal to bring the control room back in-house, a Member queried as to whether the proposed new operation would be better as the current partnership arrangement offered an economy of scale. The Portfolio Holder stated that it would be better in-house and that the CCTV monitoring operatives would know the area better rather than being stationed at the Police HQ. In response the Member queried as to the evidence for that statement. The Portfolio Holder advised that notice to quit the agreement had already been given and that it was known that the current equipment would no longer be supported. The new equipment would be able to offer the Police with a better and quicker resource when they wished to view footage as they would be able to input filters into the search facility rather than trawling through hours of footage as was the case currently. The Member also queried what had been done to maintain the current provision. The Portfolio Holder stated that as it was known that new equipment needed to be purchased then there had been no discussions in relation to maintaining the existing provision.

In referring to the flooding events following Storms Babet and Henk, a Member queried what the embedding of internal improvements had been. The Portfolio Holder advised that there had been a lack of staff able to respond to certain issues. Resource provision had been increased following a review of service provision. A meeting with the Mayor of the East Midlands Combined Authority was scheduled to discuss flooding responses. There had been an issue with partners not being proactive in their approach to flooding and work was ongoing to improve this. He noted that some work was at a national level, citing the Environment Agency. A review of how the Council communicated what was happening had also been undertaken.

In noting that Nottinghamshire County Council (NCC) were the lead authority for flooding issues, a Member commented that whilst NSDC took on more responsibility, it needed to be made clear to residents where responsibility lay. The Portfolio Holder was in agreement with this and advised that this would be included in future communications. It was noted that NCC had recognised the efforts of NSDC in relation to flooding within the district.

In relation to ASB at Northgate, specifically the vandalising of charging points for Tesla vehicles, a Member asked whether anything could be done to help the company e.g. provision of surveillance. The Portfolio Holder advised he would speak with Officers about this matter.

In returning to the issue of bringing the monitoring of CCTV equipment back in-house, a Member stated that he would wish to see a full breakdown of the splitting of the existing partnership and the actual physical benefit of it being located in Newark, including the costs thereof as opposed to the partnership being unchanged. The Portfolio Holder advised that paper had already been considered at full Council and Cabinet but that a more detailed breakdown was being developed. He noted that not all the benefits were financial.

A Member queried whether the reporting of ASB incidents had the potential to shift the issue to other locations and that this may skew the data used to choose the location of cameras. The Portfolio Holder advised that urban areas typically had more cameras. He again urged everyone to report any incidents of ASB or criminality as until they were, they could not be counted in statistical information.



A Member noted that partnerships were beneficial for a number of reasons, citing: intelligence; skills and expertise sharing and that buying equipment in bulk with partners would result in a cost benefit. The Portfolio Holder acknowledged the benefits of partnership working but that dissolving the partnership would allow NSDC to have better coverage for their district.

In closing the debate, the Chair commented that the Criminal Prosecution Service often let down residents and that ASB sometimes turned into criminal behaviour. He also commented that all Members had been affected by recent flooding events following reports from residents.

AGREED that Councillor Paul Taylor, Portfolio Holder – Public Protection & Community Relations be thanked for his attendance.

### 38 KIDDEY STONES - VERBAL UPDATE

The Committee considered the verbal update of the Chair of the Kiddey Stones Working Group, Councillor Andy Freeman.

Councillor Freeman advised that the Working Group had met on 15 August 2024 to discuss the siting of the artwork known as the Kiddey Stones with a bespoke installation at the front of Castle House. He noted that the two key objectives within the remit of the Working Group were: whether the proposed installation aligned with the Council's Community Plan priorities; and the shaping of the public consultation. There had been discussions in both areas which had resulted in amendments to the background information which sat alongside the consultation. Agreement had also been reached that the consultation be circulated to all parish councils to enable district wide consultation. Consensus had been reached that the consultation would allow the public to offer their opinion in a fair and inclusive manner. He advised that the consultation process had been launched that morning via the Council's media channels, which had included the full detail of the proposal on the Council's website, a press release with the Newark Advertiser and Newark Radio. Discussions would continue with key stakeholder groups with the consultation being live until 30 September 2024. Following the ending of the consultation, the results would be collated and analysed by the Consultation & Engagement Lead Officer before presentation to Cabinet in December. He noted that there were no further meetings of the Working Group scheduled with the results of the consultation being reported to the November meeting of the Committee for consideration.

In considering the verbal update a Member of the Working Group commented that she would wish to view the results prior to them being reported to the full Committee. The Chair of the Working Group commented that all members of the Working Group were also members of the Committee and therefore an additional meeting was not required. In response to the suggestion that consultation also be circulated to the Residents Panel, the Transformation & Service Improvement Manager advised that this could be actioned.

AGREED that the verbal update by the Chair of the Kiddey Stones Working Group be noted.

39 DIGITAL STRATEGY - VERBAL UPDATE

The Committee considered the verbal update of the Chair of the Review of the Digital Strategy Working Group, Councillor Neil Ross.

Councillor Ross advised that the first meeting of the Working Group was scheduled for 30 September. He commented that it would be useful to review the capability of ICT and digitisation borne from the pandemic and also to assess how artificial intelligence (AI) might benefit the Council. He noted that the work of the Information Sharing with Members Working Group was relevant and how this linked to customers. The Working Group would also look at governance issues; what media platforms were used for communicating with residents and the Council's current Document Retention Policy. The work would build on the 2021 strategy by undertaking the review.

AGREED that the verbal update by the Chair of the Review of the Digital Strategy Working Group be noted.

40 CABINET FORWARD PLAN (AUGUST TO NOVEMBER 2024)

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

41 MINUTES OF CABINET MEETING HELD ON 23 JULY 2024

NOTED the Minutes of the Cabinet meeting held on 23 July 2024.

42 ITEMS FOR NEXT AGENDA

AGREED that the provisional items for future Agendas be noted and that the following be brought to a future meeting of the Committee:

Attendant at Committee by Councillor Rowan Cozens – Portfolio Holder for Heritage, Culture & the Arts.  
Tenant Engagement Strategy  
Food Waste

Meeting closed at 8.45 pm.

Chair



Report to: Policy & Performance Improvement Committee - 28 October 2024  
Director Lead: Matthew Finch, Director - Communities & Environment  
Lead Officer: Gregory Dowson, Environmental Policy & Projects Officer, Ext.5434  
[gregory.dowson@newark-sherwooddc.gov.uk](mailto:gregory.dowson@newark-sherwooddc.gov.uk)

Report Summary	
<b>Report Title</b>	Climate Emergency Update
<b>Purpose of Report</b>	To provide the annual update to Members on the progress of the Climate Emergency Strategy and associated Action Plan as was agreed by Members when approving the strategy
<b>Recommendations</b>	For the update, progress on the action plan and its key projects to be noted by Members

## 1.0 Background

- 1.1 Newark & Sherwood District Council (NSDC) declared a Climate Emergency at the Full Council meeting of 16 July 2019. At that stage, the declaration did not include a target for net zero for the Council but recognised that the UK Government had, the preceding month, agreed a target of 2050.
- 1.2 Following the declaration, the Carbon Trust were appointed to work alongside officers and Members to develop a Climate Emergency Strategy and Action Plan. The Climate Emergency Working Group (CEWG) met on several occasions to review the data and findings from the Carbon Trust, as well as to seek out views from partners, businesses, and local groups. The CEWG comprised of the Chair, Vice-Chair and Opposition Spokespersons of the Policy & Finance, Leisure & Environment, Economic Development, and Homes & Communities Committees. Members of the working group recommended the carbon net neutral target date of 2035 and an emissions reduction target in line with this aspiration. The Climate Emergency Strategy and both targets were approved by Policy & Finance Committee in September 2020 and Full Council in December 2020.
- 1.3 The Council's agreed target for reduction is 2,165 tCO<sub>2</sub>e (gas and fuel consumption from scope 1, purchased electricity from scope 2, and waste and water from scope 3).
- 1.4 The Greening Newark & Sherwood Action Plan was developed to deliver the vision outlined in the Climate Emergency Strategy. This action plan is being progressed and an annual report of progress is made to Members. This report informs Members of the Council's progress towards the 2035 carbon neutrality target and provides an update on work ongoing to date to tackle Climate Change.

1.5 As part of objective 6 in the community action plan, Members will be aware that there is a group made up of Members and Officers, supporting a commissioned review by the Carbon Trust of the Council's carbon reduction target. The Carbon Trust has been commissioned to explore the feasibility and implications of accelerating the decarbonisation target to 2030 or 2035 if we include the social housing stock. The resulting report detailing possible activities/initiatives to enable the target date reductions should be available in January 2025 for Member consideration.

## 2.0 Ongoing Projects

Members can refer to previous update reports with the latest being presented on 29 January 2024). Ongoing projects fall into three themes as outlined below.



### 2.1 **Green Rewards App** (Behaviour Change in Residents)

2.1.1 The Green Rewards App is an online platform designed to incentivise and encourage users to undertake positive behaviour change by enabling users to log carbon reducing activities and gain points for these activities. Residents collect points for undertaking carbon avoidance measures, such as having a sustainable commute, learning about recycling or buying eco-friendly products. The points collected are honesty based and rely on users logging completed tasks. For some tasks you can only gain points once, for example completing the carbon quiz, whilst for other tasks, such as a recycling, users can connect points every week. The Green Rewards App launched to the rest of the County in November 2021, to coincide with COP26, and it launched to Newark and Sherwood residents on 16 February 2022. This made Nottinghamshire the first county to have a carbon focused platform available to all residents.

2.1.2 The platform features a leader board which enables residents to view where they sit in relation to other residents. There are a range of reward and benefits to residents who join the scheme.

Winners are selected on a monthly basis by the platform operator:

- A £20 voucher to the resident at the top of the leader board (each resident can only win once annually), and

- A £20 voucher for a resident that has logged activities in the last month (a random prize draw).



The project team reviewed the available options and chose to use 5 of the vouchers supplied by the App operator Jump, giving residents the opportunity to select from.

- National Garden Centre £20 Voucher
- National Book £20 Voucher
- Love2Shop £20 Voucher
- Asda £20 voucher
- Tesco £20 voucher
- Or a month's bus pass for Nottingham City Transport buses, worth £70!

In addition to the opportunity of winning one of the vouchers detailed above, Green Reward members also benefit from access to a number of discounts around the region. These are controlled by the programme provider (JUMP) and the current offers includes:

- 25% off Active Nottingham Memberships
- 10% off National Justice Museum
- 10% off Romanos
- 15% off NCT Bus Travel

2.1.3 The project team continue to review the progress of the App on a quarterly basis to monitor uptake, analyse trends and ensure the App's continued promotion. So far 608 of our residents have signed up (as of 10/07/24) which is a 5.2% increase since April 2024. We have the highest average actions logged per user in Nottinghamshire. Also 73 tonnes of carbon have been avoided (as of 31/03/24). This is more than our expected annual carbon savings from the solar PV for Newark Sports and Fitness Centre, Newark Beacon, Sconce & Devon & Vicar water combined.

2.1.4 We have signed up to the App for another year and this expires in January 2025. Before its expiry, the success of the App will be reviewed. This review will consider the carbon savings attained, impact achieved and take up across the geography and demographics of the district. A recommendation on whether to continue with Green Rewards will then be taken to the Portfolio Holder for decision.

### **3.0 Climate Awareness Training (Reducing the Council's Carbon Footprint)**

- 3.1 Climate Awareness training has been delivered to those in key climate roles across the Council. These sessions have been delivered both on and off site as appropriate.
- 3.2 To date the training has been delivered to 12 Councillors and 50 officers.
- 3.3 Further opportunities are being explored to ensure that climate awareness training is available to our Members and any officers that work in environmental activities and initiatives.

### **4.0 Net Zero Accelerator Training Workshops (Behaviour Change in Businesses)**

- 4.1 Accelerator is a new fully funded business support project being delivered by East Midlands Chamber to help local businesses at all stages of their development to start, sustain, grow and innovate.
- 4.2 This project is funded by the UK Government through the UK Shared Prosperity Fund (UKSPF). The UK Shared Prosperity Fund is a central pillar of the UK government's Levelling Up agenda and provides £2.6 billion of funding for local investment by March 2025. As part of this NSDC has committed £150k over 2 years for the delivery of the accelerator training workshops.
- 4.3 The Sustainability Accelerator will support businesses to reduce the cost of their energy bills and improve energy efficiencies any stage or level of their sustainability journey. Businesses can access a variety of workshops, training courses and 1-2-1 bespoke consultancy opportunities. The programme will also support businesses to develop comprehensive energy audits and decarbonisation plans.
- 4.4 Workshops and training courses take place through a mix of online and in person events throughout Nottinghamshire and Derbyshire, NSDC businesses are welcome to attend at any location. Topics featured include: Supply-Chain Decarbonisation for manufacturing; retail and food & drinks sector; Introduction to Carbon Footprinting; Sustainability Sprint Series: Share your company sustainability journey; and Remodel your brand for Net-Zero.
- 4.5 So far 80 businesses have been enrolled on the program and all have received more than 6hrs of specialist advice. 12 have now received decarbonisation plans to implement.
- 4.6 There are some grants available to businesses such as Decarbonisation and Sustainability Grants. This is part of the UKSPF aimed at SME and Micro businesses. So far circa £90k has been allocated to businesses for decarbonisation support, from LED lighting through to solar and air source heat pump installation.

## 5.0 **Solar PV installation** (Reducing the Council’s Carbon Footprint)

5.1 Our Climate Emergency Strategy Action plan outlines recommended carbon reduction initiatives which the Council can undertake in order to improve energy efficiency and reduce its overall carbon footprint. This includes the installation of Solar PV. As such we undertook feasibility works in collaboration with specialist consultants to consider the intricacies of Solar PV installation on a range of its corporate and leisure sites in order to gain further understanding in relation to costs involved, payback, carbon savings and if installation is practical.

5.2 The outcome of the feasibility study was presented to members at Policy & Finance Committee in November 2021 with a £685,250 budget approved for installation on the sites listed below. Due to tight management and efficiencies the work will be delivered for considerably less. The monies saved will be recycled into further projects to help reduce our carbon footprint. All sites are now installed, with the Beacon, Dukeries and Sconce and Devon having final checks.

- Newark Sports & Fitness Centre
- The Beacon
- Vicar Water
- Dukeries Leisure Centre
- Sconce and Devon

Table 1.

Site	12 Month Projections	
	Maximum Potential Saving	Tonnes of carbon saved
Newar Sports & Fitness	£19,701.00	35
Vicar Water	£3,609.00	6
Dukeries Leisure Centre	£9,569.00	17
Sconce & Devon	£2,165.00	4
The Beacon	£7,274.00	12

5.3 The savings above are indicative of what will be saved throughout the year and will be recalculated after 12 months when actual figures are available.

5.4 The completion of this project will assist the Council with making carbon savings and generating renewable energy which will assist us with reaching our 2035 net zero target.

## 6.0 **Local Area Energy Plan** (Reducing the District’s Carbon Footprint)

6.1 The Local Area Energy Plan (LAEP) is a pathway broken down into components that show the wider district’s route to achieve net zero. It will list the interventions and where they will have the most impact, for example, heating system installations in this area and public electric vehicle chargers in the district.

6.2 The LAEP will focus on three key areas:

- Retrofitting of existing housing to improve energy efficiency of homes (private and Council owned homes)
- Switching to low carbon road transport (private and Council owned)
- Deployment of renewable generation (on Council owned land/properties)

6.3 The implementation of a LAEP will complement our existing ongoing projects and work streams, with housing specific projects which focus on energy efficiency improvements in the private and Council owned sectors. This is also aligned with our Climate Emergency Projects and our overall direction of travel in relation to becoming net carbon neutral. This also will give us the opportunity to consider each of the included aspects at a district level in combination with our direct emissions.

6.4 Undertaking the works outlined in the LAEP would realise considerable associated benefits, both socio-economic and health benefits, as undertaking this carbon reduction work across the East Midlands would likely lead to:

- The creation of new 'green' jobs as a result of low carbon investments in local areas,
- Benefits to health and comfort from warmer homes and improved air quality,
- A reduction in fuel poverty through lower cost warmth, and
- A lower delivery cost due to economies of scale with mass procurement and the opportunity for more grant funding.

6.5 The opportunities to obtain further grant funding will be extremely beneficial in meeting our individual net zero targets and making strides in carbon reduction at a district level. The LAEP will also enable the creation of an interconnected work stream between housing, energy generation and electrification of vehicles internally and at a district level. Included in the outputs of the LAEP will be a digital twin. (A digital twin is a virtual model of an object, a system, or a process. It is connected to its real-world counterpart by a 2-way flow of right-time data, meaning it mimics it in all aspects. This helps us test decisions before we make them and understand how different actions might affect the real world), to enable NSDC to better model work packages for maximum benefit.

6.6 The LAEP is of such significance to the region that the new Office of the Mayor of the East Midlands Combined County Authority has stepped forward to pay for the LAEP consultancy work saving NSDC £56,190.95. This saving will be recycled into other projects and initiatives that can reduce our CO2 footprint.

6.7 The LAEP was signed off and the initial piece of consultancy is under way. The sign off to start the work happened on the 28 June 2024. The initial piece of consultancy work will be delivered by IES & Mott Macdonald. The LAEP consultancy is expected to be completed with a targeted NSDC specific action plan in early 2026.



6.8 The initial kick-off meeting for the LAEP was held on 1 August 2024. We are waiting the central LAEP team to release documentation to enable us to progress. Once this documentation is received, we will look to set up a stakeholder and working group in order to provide the consultants delivering the LAEP, on behalf of D2N2, with the data they need.

7.0 **Energy Efficiency Improvements to Homes** (Reducing the District's Carbon Footprint)

7.1 LAD3 is a scheme which aims to raise the energy efficiency of low income and low energy performance homes. Focusing on homes with energy performance certificate (EPC) ratings of E, F or G. The Midland Energy Hub allocated Newark & Sherwood just over £800k of funding to carry out this work which enables cost saving for householders as well as carbon reduction, and the creation of green jobs via Regional Energy Hubs.

7.2 So far as part of the LAD3 programme of works 65 properties have been identified and a total of 66 properties have been completed, these have been retrofitted with energy efficiency measures, enabling cost savings on energy bills and to support low-income households in Newark and Sherwood. Improvements such as loft, floor, cavity or solid wall insulation, solar panels and smart heating controls; enabling significant and sustainable cost savings on energy bills.

7.3 **Social Housing Decarb Fund Wave 2.1**

7.4 This funding is for approximately £2.2m to install new Air Source Heat Pumps and Solar PV to 102 properties. All of these are off-gas and either using oil, electric or Liquid Petroleum Gas to heat the properties. Most were either D or E rated on the Energy Performance Certificate register but once completed by March 2025 will all be C rated .

7.5 **Devolution Funding**

Nottinghamshire County Council, along with Derbyshire County Council, Derby City Council and Nottingham City Council, have signed up to work on a £1.14 billion devolution deal with the Government. As part of this scheme NSDC were allocated monies administered by Nottingham City Council, for retrofitting properties to make them more energy and thermally efficient.

7.6 This is for approximately £585k and includes retrofitting 5 x whole house retrofits and is for; solid wall insulation, loft insulation, "A" rated double glazed windows, high efficiency "A" rated composite doors, air source heat pumps and solar PV. These are all E rated properties on the EPC but once completed by September 2024 they will all be B rated.

In addition to this there are 28 more "Off-gas" properties which have had Air Source Heat Pumps fitted and also Solar PV, all from EPC D or below rating to a C or B EPC rating and should be completed by September 2024.

The majority of these properties were in Sutton on Trent and South Muskham

## 8.0 **Electric Vehicle Charge Points**

8.1 The Climate Emergency action plan commits us to exploring the implementation of electric vehicles within the Council owned fleet of vehicles. It was agreed at Leisure and Environment Committee on 16 March 2021 to adopt a phased approach towards electrification. This began with the pilot of two vehicles which have been used by our Community Protection team for short journeys in the district within the past two years. Work is currently ongoing to upgrade the EV charge points outside the back of Castle House to enable faster charging of our Community Protection vehicles. There are now 3 charge points at Brunel Drive.

We are now in a position to start the installation of a distribution load management system providing ultrafast charging and satellite charging, allowing daisy chain charging so we can add to it over time without having to install further infrastructure. We are doing this to be as future proof as we can.

## 9.0 **The Council's 2022-23 Carbon Footprint Report**

9.1 As part of the Climate Emergency Strategy, and associated action plan, we have committed to monitoring and measuring our carbon emissions. This helps us be accountable to our residents. It also helps us identify areas of high carbon emissions suitable for targeted action.

9.2 Our target for reduction is 2,165 tCO<sub>2</sub>e (gas and fuel consumption from scope 1, purchased electricity from scope 2, and waste and water from scope 3).

9.3 Full Council in December 2020 decided that the Council's housing stock would be excluded from this target. This decision was made due to the estimated associated costs (circa £55million based on a 2020 estimate).

9.4 The baseline carbon emissions (meaning the carbon footprint of the Council), was first measured in 2020, and the baseline was agreed at Full Council in December 2020. However, since the setting of this baseline with the Carbon Trust, the Council has undergone some key service changes impacting on its emissions, such as:

- We now deliver our garden waste service in house, which increased the fleet by two waste trucks
- This year have started delivering a new kerbside glass service which will have required three new trucks further adding to our CO<sub>2</sub> footprint
- We have increased the scale of our Grounds Maintenance works, including taking on the maintenance of HRA land, which increased the fleet by five vehicles
- The addition of the 4 Community Protection Officers, and their 2 vehicles
- An additional vehicle to run the targeted action street scene team
- The installation of a pool at the Dukeries Leisure Centre

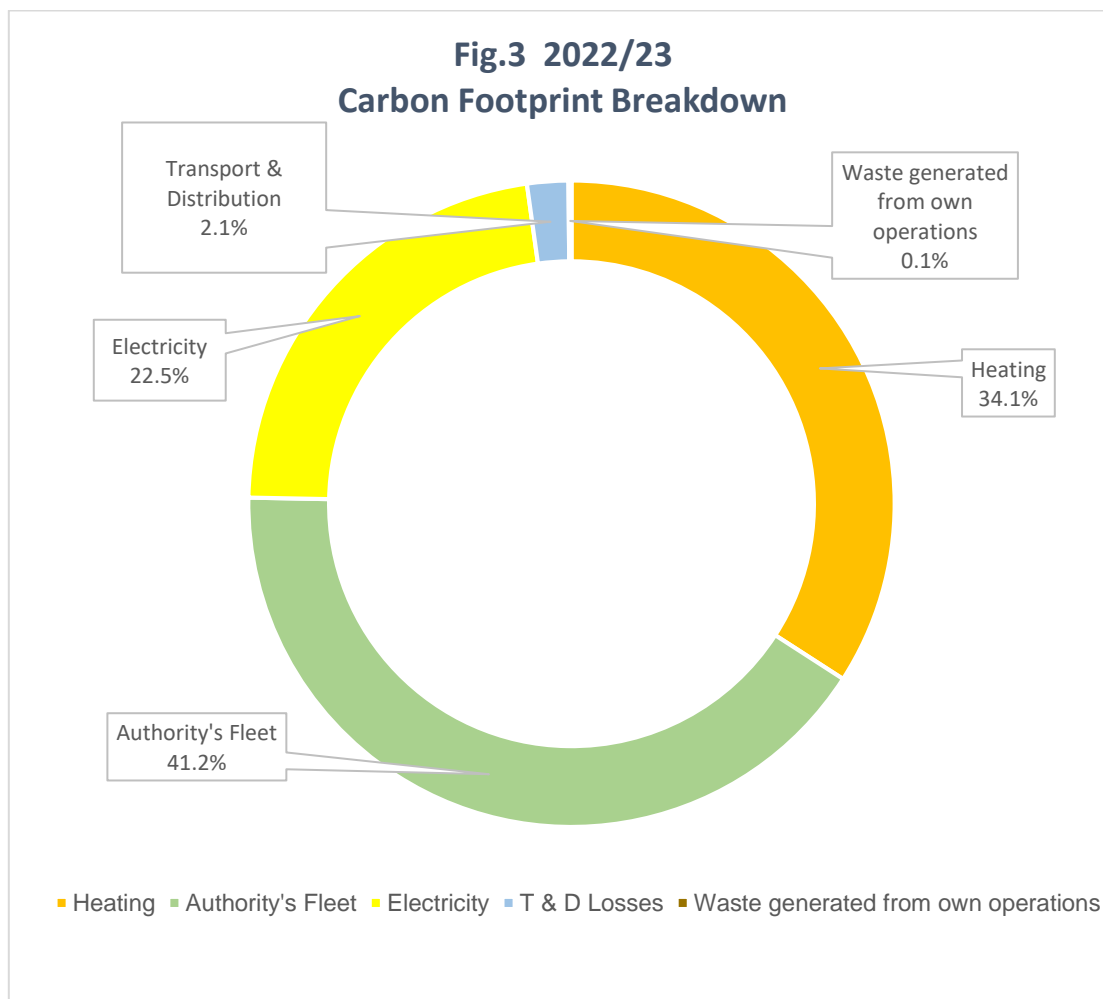
9.5 These approved key service changes have undoubtedly had an impact on our carbon footprint, whilst nonetheless have been required in order to provide services to our residents.

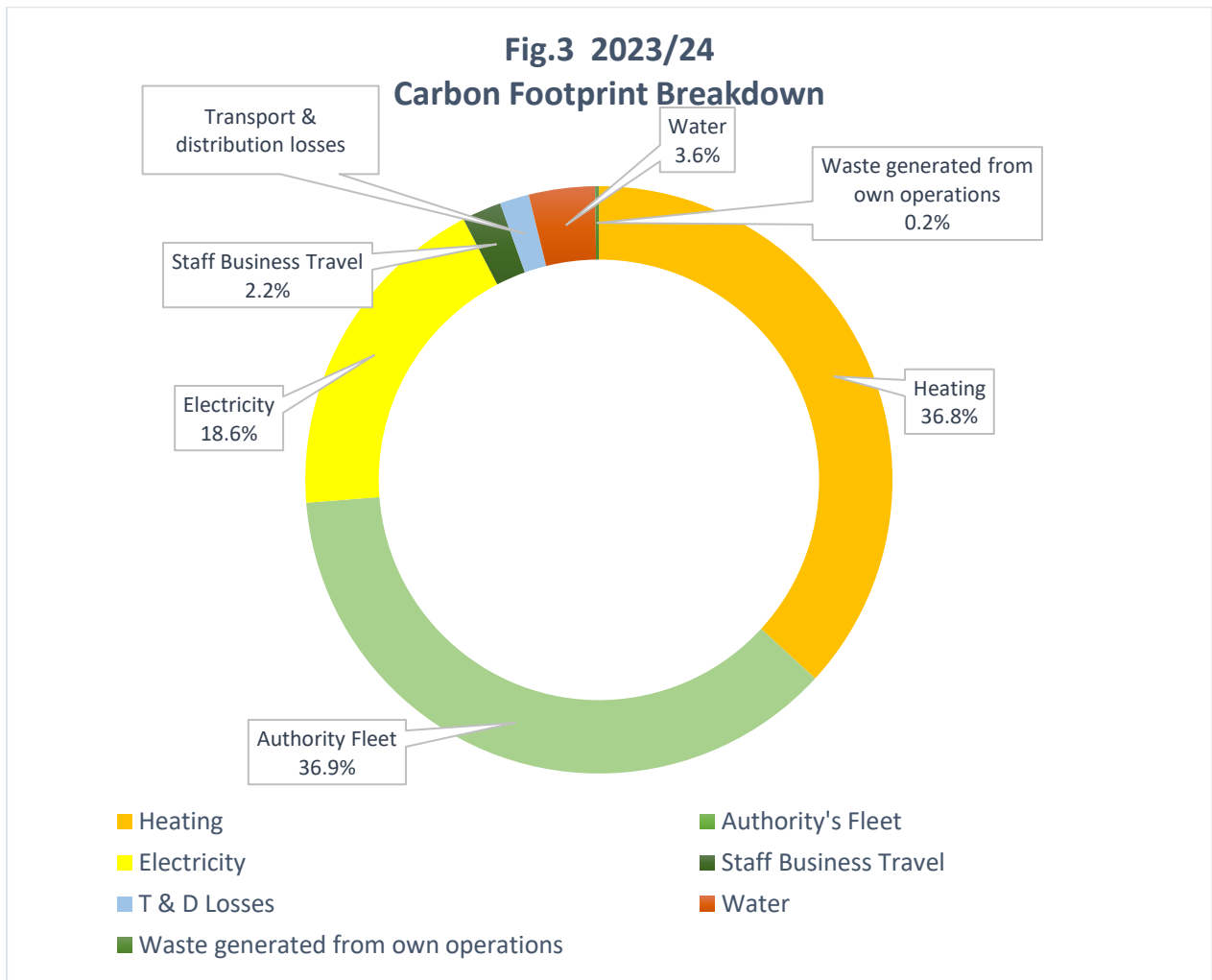
9.6 It is important to recognise the significance of the decisions we have made since 2018/2019 and the impact on our carbon footprint, as seen in the table below.

Newark and Sherwood District Council's Carbon Footprint				
2018/19	2019/20	2021/22	2022/23	2023/24
2,165 tCO2e	Not gathered due to Covid	2,483 tCO2e	2,407 tCO2e	3,141 tCO2e

9.7 When comparing like-for-like, our carbon footprint was 1,916 tCO2e. This is a 11% reduction since 2018/19 until 2022/23. But now, due to the increase in services, facilities, and our ability to capture more complete data capture, it shows an increase in 2023/24. Moving forward, subject to service delivery demands, this figure should start to decline.

9.8 Please see the following graphs for a breakdown of the carbon footprint for the last two years.





9.9 The setting of the target and the annual monitoring has shown how we need to be mindful of our energy consumption in both our operational practices and strategic decision making and how these decisions will impact upon our carbon footprint. Moving forward, we plan to consider energy efficiency recommendations from the Decarbonisation Plan, and our Corporate property team will continue to review energy consumption and understand energy profiles for each building and determine a tolerance level to carry out investigations. All reports now feature an environment section for report authors to consider when submitting reports for decision.

9.10 We are currently reviewing our utilities across all corporate sites. Initially evaluating electricity and then other utilities in turn. This is to establish best value in terms of cost and green tariff options in order to reduce the Carbon Footprint of the council.

**10.0 Carbon Trust Housing Stock Consultation and Net Zero Targets: (Projects to Reduce our (the Council's) Carbon Footprint)**

10.1 Full Council in December 2020 decided that the Council’s housing stock would be excluded from our Net Zero target. This decision was made due to the estimated associated costs (circa £55million based on a 2020 estimate).

- 10.2 Within the Community Plan 2023-27, an action has been identified to revisit the scope and targets set by the Council in 2020. As a result, a piece of work has been commissioned and is currently underway with the Carbon Trust to determine whether we can include the social housing stock in the 2035 net zero target, or if excluded, can we achieve net zero by 2030.
- 10.3 The work is being overseen by a working group of officers and a working party of members. The outcome of this work is expected late November early December 2024. Further updates and output from this assessment will be brought back to PPIC in the future.

<b>Members Working Party:</b>	<b>Role:</b>
Cllr Paul Peacock	Leader of the Council & Portfolio Holder-Strategy, Performance & Finance
Cllr Lee Brazier	Portfolio Holder - Housing
Cllr Keith Melton	Councillor
Cllr Mike Pringle	Chair of Policy & Performance Improvement Committee
Cllr Rhona Holloway	Leader of the Conservative Group

<b>Officers Working Group:</b>	<b>Role:</b>
Matt Finch	Director - Communities & Environment
Carl Burns	Transformation & Service Improvement Manager
Caroline Wagstaff	Business Manager - Housing Maintenance & Asset Management
Matt Adey	Development Manager Environmental Services
Stephen Young	Building Surveyor - Corporate Property
Nick Wilson	Business Manager - Financial Services
Ryan Oliff	Waste & Recycling Manager - Environmental Services
Cara Clarkson	Business Manager - Regeneration & Housing Strategy
Matthew Norton	Business Manager - Planning Policy & Infrastructure
Gregory Dowson	Environmental Policy & Projects Officer

- 10.4 At the same time the review is being undertaken, the Council is actively looking into a number of new initiatives which may, subject to business case and Member decision, help our ability to deliver against a revised target within the existing scope. A precis of some of these initiatives are set out below.

11.0 **Decarbonisation Plan** (Reducing the Council's Carbon Footprint)

- 11.1 As part of the Climate Emergency action plan we are committed to delivering and installing low carbon heating measures at a range of Council buildings before 2035. The Carbon Trust recommended Air Source Heat Pumps as the low carbon technology. However, before installing this technology on large scale sites (which requires significant investment) we must ensure this new technology is appropriate and consider all fossil fuel free options.

11.2 As such, we engaged BE Design, Newark-based consultants, to develop a Decarbonisation Plan for our corporate and leisure buildings. This plan will advise on the energy efficiency measures and carbon reduction improvements we can put in place at each site.

11.3 The Decarbonisation Plan has recently been completed and shows a detailed road map of the technologies and strategies we could put in place as well as the associated costs to achieve the energy savings and reduction in carbon emissions. The report, its findings and some recommendations arising from it will be presented in due course, but the sites it looks at are listed below.

- Blidworth Leisure Centre
- Brunel Drive Depot
- Car Parks
- Castle House
- Dukeries Leisure Centre
- Farrar Close
- Newark Beacon
- NSFC
- Palace and Civil War Museum
- Sconce and Devon
- Sherwood Arts and Craft Centre
- Vicar Water

11.4 Each site has its own breakdown of consumption, improvement areas and associated CO2 reduction and costings that give a very granular level of detail, which is essential when calculating the CO2 reduction we are looking for.

12.0 **Tree Planting** (Reducing the District's Carbon Footprint)

12.1 As part of the Community Plan and Climate Emergency Strategy the Council committed to planting 10,000 trees by 2023. The Council have surpassed this, since 2019 we have planted or given away in excess of 19,000 trees and opportunities to increase this number are continually explored. We plan to plant more trees later this year once the planting season starts, including new planting on Clay Lane and Sherwood Avenue Park as part of the park's regeneration.

A typical tree can absorb an estimated 1 tonne of carbon dioxide (CO2) over its lifetime. They typically do not really start storing significant amounts until they are at least 15 years old. If the trees we have planted to date all reach maturity, they will offset 475 tonnes of CO2 per year!

12.2 We are also taking part in the Sherwood Forest Trust project 'Trees for Climate' helping to identifying suitable areas for planting and woodland development in the district.

12.3 We have recently awarded the Sherwood Forest Trust £93,000 as part of the UKSPF to support a community tree nursery. They aim is to plant 10,000 trees in the next 3 years. They have recruited 680 volunteers for planting and seed collection. To date they have collected 40,000 seeds, planted 2,000 trees and have 4,600 trees maturing on site awaiting planting. Since the Council approved its target in 2020, The Carbon Trust has now changed its stance on the use of tree planting as an acceptable means of accounting for carbon savings. This obviously offers scope to account for and reduce the Council's carbon footprint as a result of tree planting in a way that was not previously possible in 2020.

13.0 **Switching our Fleet to Hydrotreated Vegetable Oil (HVO)** (Reducing the Council's Carbon Footprint)

13.1 Early feasibility work has been undertaken to explore the benefits that may be available should we switch to HVO usage across our fleet. HVO offers a wide range of benefits that make it an excellent environmentally friendly alternative to diesel fuels:

- HVO is made from 100% renewable Raw Materials.
- A drop-in replacement for regular diesel with no change to infrastructure or modifications.
- Up to net 90% Net reduction of Green House Gas emissions.
- Reduction in regulated air pollutants (NOx/SOx/PM/CO)
- Biodegradable
- Shelf life of ten years in comparison with two years for Regular Diesel, depending on storage conditions.
- Tried and tested product; its clean and safe and endorsed by a wide range of OEMS.
- Excellent cold weather performance, with a high cetane number of up to 90, HVO provides improved cold start performance, clean combustion and less chance of waxing in extreme temperatures.
- Average 10% reduction on Ad blue consumption
- Potential saving Fuel economy (current data suggest 4-10% dependent upon engine)

13.2 It is more expensive than diesel, but the environmental benefits exceed the cost difference. By Switching to HVO we would immediately see a reduction in CO<sub>2</sub> of up to 90% in the fleet emissions, which would be a reduction of approximately 33% of our total carbon footprint. That's a saving of **1,018.8 tonnes of CO<sub>2</sub>**. That is the equivalent of having **46,864.8** adult trees offsetting our carbon, which about 30 hectares of trees. That is an area about thirty times as big as Trafalgar Square. This is an initiative that is being considered and a complete report would be brought back in due course about its feasibility.

#### 14.0 **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.

## **Financial Implications FIN24-25/2967**

- 14.1 The costs within this report are fully budgeted for. There is not expected to be any additional financial implications associated with this report.

### **Green Rewards**

- 14.2 As outlined, this is a joint procurement exercise between all Nottinghamshire Councils and the continued subscription to the App for two years expiring in January 2024 and is subject to review. The Transformation Revenue budget 2024/25 includes £5,490 plus inflation going forward should the Portfolio Holder decide to continue the subscription. If the Council withdraw, then this budget will be removed.

### **Accelerator Training Workshops**

- 14.3 The Accelerator Training workshops are fully funded by SPF grant, £50,000 in 2023/24 and £100,000 in 2024/25.

### **Decarbonisation Plan**

- 14.4 A budget has been set up for £150,780 from the Change Management reserve for Feasibility Works to be completed in during 2023/24 and 2024/25 at which time recommended works will be brought forward.

### **Climate Awareness Training**

- 14.5 The Councils Corporate Training budget includes a commitment to provide Climate Change Awareness Training.

### **Energy Efficiency Improvements to Homes**

- 14.6 The Housing Revenue Account Capital Programme includes the following budgets for decarbonisation of Council Dwellings:

	<b>2023/24</b>	<b>2024/25</b>	<b>Total</b>
Budget	916,212	1,352,470	2,268,682
Total NSDC Contribution (HRA Capital)	458,106	676,235	1,134,341
Total Grant	458,106	676,235	1,134,341

### **Tree Planting**

- 14.7 NSDC are working in partnership with Sherwood Forest Trust in respect of planting and maintaining Whips, Feathers, and Fruit Trees, within their jurisdiction. A full agreement in terms of number of trees and time scales is still in progress; this will come at no additional expense to the Council.



### Local Area Energy Plan

- 14.8 The revenue budget includes £82,000 split over two years 2023/24 and 2024/25. This represents £75,000 contribution to the creation of the LAEP and £7,000 towards a LAEP advisor for a 2-year period. There is currently no budget provision for 2025/26 onwards. Due to the Office of the East Midlands Mayor contributing to the LAEP programme. £56,190.95 budget is therefore available in 2024/25 to use towards other climate change priorities or as an in year saving.

### Climate Change budget allocation

- 14.9 The Capital Programme has the following budgets in the Capital Programme:

	<b>Revised Budget</b>	<b>Spend to 30 September</b>
Climate Change	205,000	36,900
Solar PV	685,250	125,582
LED Lighting – Beacon	81,995	3,355
Boiler - Beacon	61,525	0
Electric Vehicle Charge points – Beacon	36,850	0
Electric Vehicle Charge points – Castle House	75,000	0
Broad Leaves and Gladstone House PV Project	217,000	0
<b>Total</b>	<b>1,362,620</b>	<b>165,837</b>

### Solar PV

- 14.10 The maintenance costs and savings anticipated following the installation of the PV units were included in the 2023/24 revenue budget process, including a reduction in the Active 4 Today management fee to take account of their maintenance costs and savings. This will need to be updated during the 2025/26 budget process to reflect the figures shown in the table at 5.2.

### **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.

Climate Emergency Strategy 2023

Greening Newark and Sherwood Action Plan

Climate Emergency Update November 2022

BE DESIGN Decarbonisation Strategy Newark & Sherwood District Council 8th July 2024

COMMUNITY PLAN 2024 - 2027



Report to: Policy & Performance Improvement Committee - 28 October 2024

Director Lead: Suzanne Shead, Housing, Health & Wellbeing

Lead Officer: Jane Diver, and Robyn Henry, Tenant Engagement Officers, HHW

Report Summary	
<b>Report Title</b>	Tenant Engagement Update – Embedding the Tenant Voice at NSDC
<b>Purpose of Report</b>	To provide a progress report on tenant engagement methodology and practices and new activities towards maximum compliance with the new consumer regulation regime.
<b>Recommendations</b>	<p>That the Policy &amp; Performance Improvement Committee:</p> <ul style="list-style-type: none"> <li>a) review and note the responsibilities of the Council (both members and officers) as a housing authority in relation to consumer regulation;</li> <li>b) note the progress and planned engagement with the Tenant Participation Advisory Services (TPAS) on creating a new tenant engagement structure;</li> <li>c) note how feedback from the tenant engagement survey will be used alongside Tenant Satisfaction Measures performance and learning from complaints to inform the workplan for service improvement for next 18 months;</li> <li>d) consider how this activity fits in the programme of scrutiny for Policy &amp; Performance Improvement Committee; and</li> <li>e) note that the results of the TPAS re-engineering project will be reported to Committee in June 2025 to scrutinise the detailed action plan and plans for implementation and endorse for approval by Tenant Engagement Board and Cabinet.</li> </ul>

## 1.0 Background

1.1 Tenant engagement has changed a lot over the past few years, mostly due to the introduction of The Social Housing (Regulation) Act 2023 and the new consumer standards that were introduced from 1 April 2024. The Act and consumer standards aim to drive forward significant change in holding all landlords to account, placing the needs of tenants at the heart of government reforms to improve the quality of life for those living in social housing.

1.2 Having the consumer standards is another step in addressing systemic issues identified following the Grenfell Tower tragedy, and other major failings by social landlords, not just on the safety and quality of social housing, but about how tenants are treated by their landlords and the stigma associated with social housing. The new Consumer Standards are as follows:

- **Safety and Quality standard:** Requires landlords to evidence they are providing safe and good-quality homes for their tenants, along with good-quality landlords services.
- **Transparency, influence and accountability standard:** This requires landlords to be open and honest with tenants and treat them with fairness and respect so they can access services, raise concerns, when necessary, influence decision making and hold their landlord to account.
- **Neighbourhood and Community standard:** This requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.
- **Tenancy standard:** This requires landlords to have a fair allocation process for the letting of homes, as well as requirements for how tenancies are managed by landlords.

1.3 ***Genuine consideration of tenants' views should be at the heart of registered providers' different levels of decision-making about the delivery of landlord services.'***

*Regulator of Social Housing (RSH), Consumer standards Code of Practice April 2024.*

1.4 In preparation for this focus on engagement, the Council created two full time Tenant Engagement Officers in 2022, funded through savings of bringing housing services back into The Council. In line with consumer standards that engagement is everybody's role, when considering the reward and retention project, tenant engagement will be added in to all relevant job descriptions and listening and responding to tenants' views will be included as a key responsibility.

1.5 The new Regulatory framework consists of:

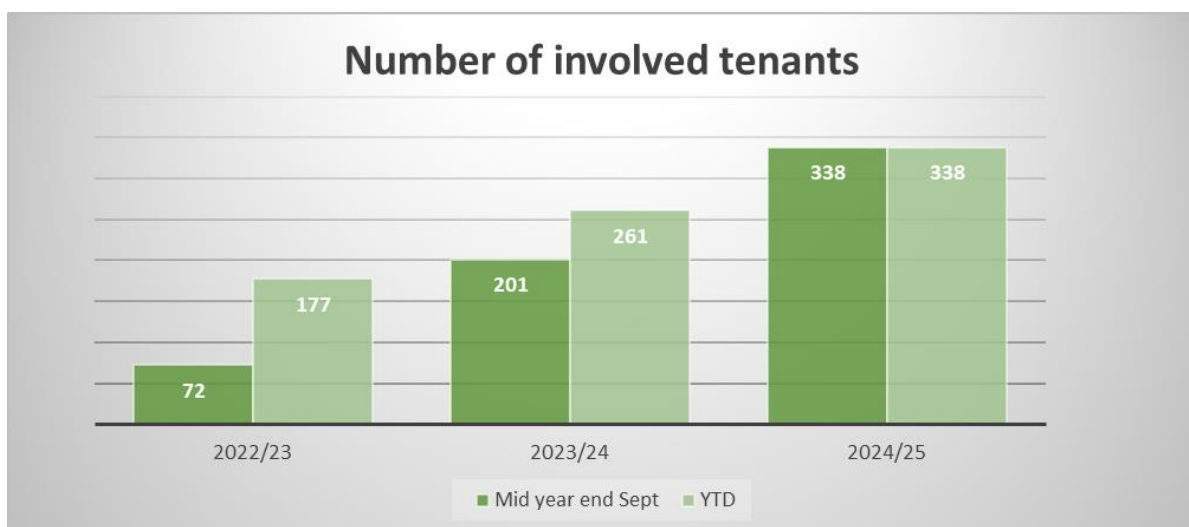
- a new set of Consumer Standards which social housing providers will be inspected against by the Regulator of Social Housing and awarded a rating of C1-C4 for compliance with the standards. The grading descriptions are as follows:
  - C1, our judgement is that overall, the landlord is delivering the outcomes of the consumer standards, The landlord has demonstrated that it identifies when issues occur and puts plans in the place to remedy and minimise recurrence.
  - C2, our judgement is that there are some weaknesses in the landlord delivering the outcomes of the consumer standards and improvement is needed.
  - C3, our judgement is that there are serious failings in the landlord delivering the outcomes of the consumer standards and significant improvement is needed.
  - C4, our judgement is that there are very serious failings in the landlord delivering the outcomes of the consumer standards. The landlord must make fundamental changes so that improved outcomes are delivered.

- Introduction of annual Tenant Satisfaction Measures to enable landlord performance to be compared across the sector against key performance indicators.
  - Strengthening the role of the Regulator of Social Housing's powers to carry out regular inspections and utilise an array of enforcement tools.
  - With plans to:
    - introduce (following consultation) powers to set strict timescales for social landlords to address hazards ([Awaab's Law](#))
    - introduce an additional standard for Conduct and Competency to set out the qualification requirements for staff involved in the management of social housing.
  - Alongside this, the Housing Ombudsman Service (HOS) powers have increased, requiring all social landlords to comply with and publish the Complaint Handling Code, producing spotlight reports and training relating to failings in the management of complaints. The Housing Ombudsman are working closely with the Regulator for Social housing by sharing information and data about landlords that are having complaints made against them more regularly and being found of maladministration judgements, which is shaping part of the inspection regime.
- 1.6 To show compliance with the consumer standards, the Council needs to clearly evidence how tenants have influence on the services the Council provides and how they hold the Council, as their landlord, to account.
- 1.7 These enhanced regulations and standards have been an opportunity for the tenant engagement team to review the approach to tenant engagement and create meaningful opportunities for tenants to influence the services they receive.
- 1.8 The Housing Teams have completed a self-assessment against the consumer standards and are creating an action plan to address any gaps, in preparation for the Regulator giving six weeks' notice of an inspection of our housing services.
- 1.9 This report sets out the current arrangements for Council tenants to have their say and influence specifically housing services that the Council provides, and changes proposed to ensure continued meaningful opportunities for tenants continue.
- 2.0 Performance Around Tenant Engagement to Date**
- 2.1 The table below shows how our 2023-24 tenant satisfaction measures (TSMs) outturn compares against the benchmark for measures relating to tenant engagement. Overall, our performance was good with some areas for improvement. For the current year, the Council changed its TSM methodology from an annual snapshot to a rolling programme of monthly sampling of tenant's views. As of August 2024, our performance is strong and improved against previous results.

TSM Survey Question	NSDC Result 2023/24	HouseMark Top Quartile Threshold 2023/24	NSDC rolling result August 2024
TP01 Satisfaction with overall service	77.9%	78.0%	81%
TP06 Satisfaction that the Council listens to views and acts upon them	68.0%	67.3%	70%
TP07 Satisfaction with being kept informed	69.8%	76.7%	74%
TP08 Satisfaction that treated fairly and with respect	80.8%	83.3%	85%
TP09 Satisfaction with approach to complaints	27.6%	40.0%	45%

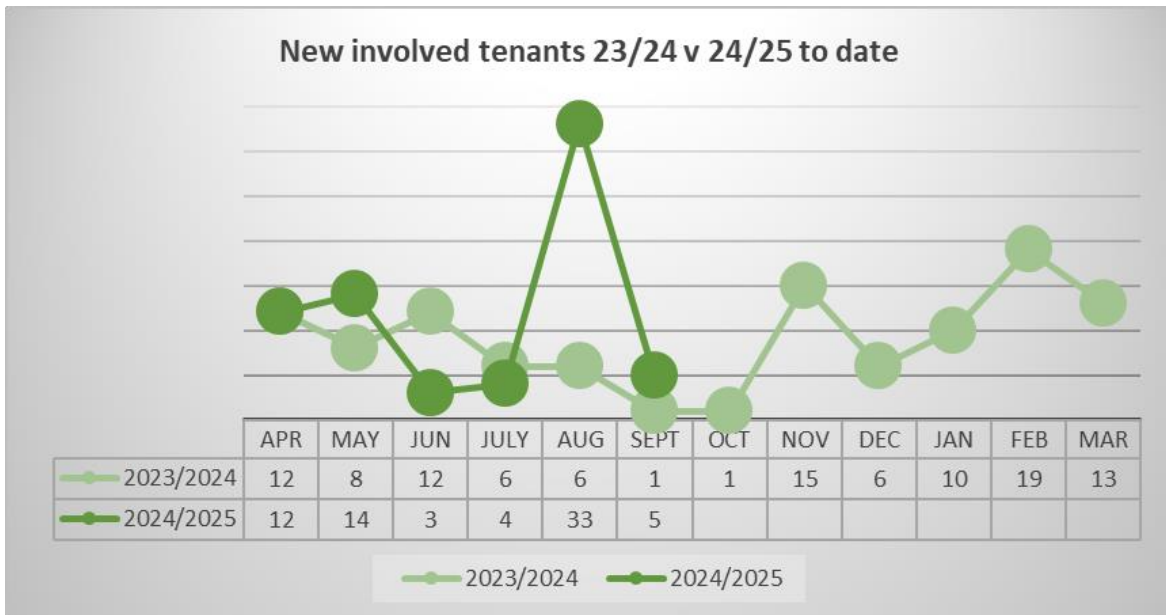
2.2 The following charts show data we collect relating to the Council’s involved tenants. There are tenants who engage in many of the ways that are available, attending meetings across the district in person, attending workshops to feedback on policies and procedures, joining online sessions and in person events. Some tenants provide feedback by email, preferring to have influence from the comfort of their own home; others prefer to receive information about the services the council provides, and the opportunities to join in, but have no intention of being actively engaged.

2.3 This chart shows the number of involved tenants, as at the mid-point and the end of the year. Those tenants who have identified themselves as having an interest in being involved. This group receive all communications regarding opportunities to be involved.



The data shows a steady increase in the number of tenants stating an interest in getting involved. Tenants are identified through a variety of ways including 'Getting To Know You Visits' and Tenancy Sign up, completed by tenancy officers; attendance at community events such as local litter picks and the local Community Link Meetings; by word of mouth from other tenants; from social media requests and website enquiries; and from general enquiries.

2.4 This chart shows the number of new involved tenants joining the database by month and year. There have been 24 requests for removal from the list.



2.5 This chart shows the number of engagement activity opportunities, in this current year, which includes community link group meetings, local litter picks, Boughton Hub open day, empty home inspections prior to re-let, grounds maintenance champion audits, and events such as the Yorke Drive community day and the Alexander Lodge open day. We now have 33 involved tenants on the new Sounding Board – the first point of call that we use for consultations, workshops, and policy feedback.



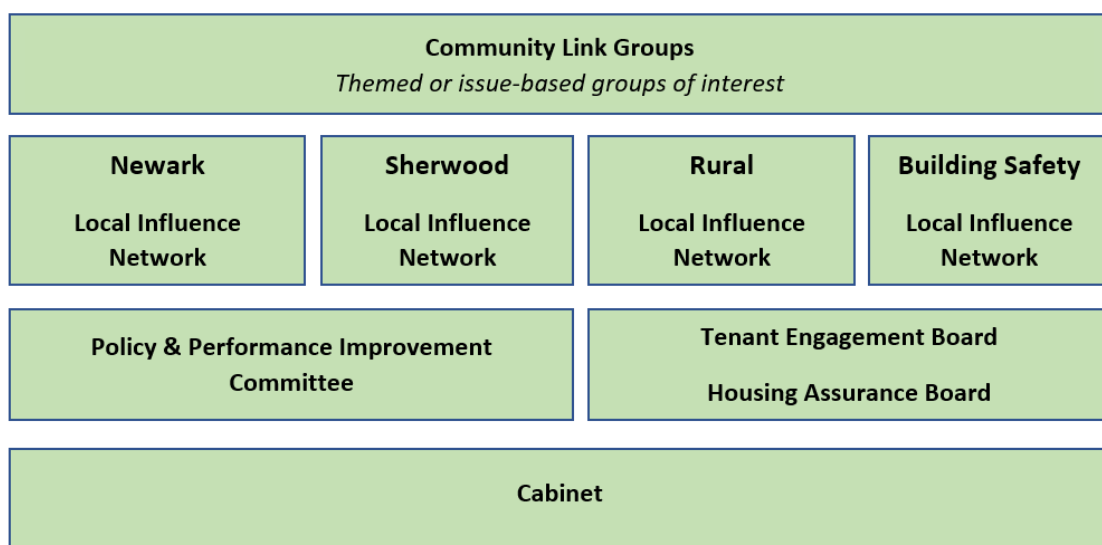
- 2.6 This chart shows the number of tenants attending the engagement opportunity events. The peak in August is the number of tenants who completed the tenant survey (609).



- 2.7 We understand the benefit of data collection and have been more rigorous in collection this year; how we do that going forward will be part of the TPAS scope of work and the use of the new Housing Management System.

**3.0 Existing Tenant Engagement Framework**

- 3.1 Tenant Engagement is integral to the culture within the council and represents all our core values. The Council last reviewed its tenant engagement framework in 2021/2022 following the reintegration of housing services into the Council, and investment of efficiency savings to provide two dedicated officers to oversee this service.



- 3.2 These arrangements aimed to entice more tenants into engagement and included the introduction of Local Influence Networks which were formal meetings with agendas and minutes, taken out to communities, utilising our community centres & online to update and welcome feedback from tenants on changes to policies, strategies, and service delivery.

We appointed four tenant representatives to chair these meetings who would feed back into the Tenant Engagement Board to present the tenant view of the formal changes.

To provide and increase focus on the regulatory regime, a Housing Assurance Board was created to scrutinise the Council's compliance with the consumer standards. Members of PPIC and the Local Influence Network chairs are on both Boards.

In June 2023 a menu of involvement was created and added as an appendix to the tenant engagement strategy and presented to PPIC. The menu of involvement has been adapted to suit the feedback from tenants.

- 3.3 There have been successes with the current tenant engagement structure, including involvement in scrutinising gas servicing provision, helping with tendering contracts, tenant feedback on both internal and external consultations, internal policy and procedure changes, and representation from tenants (the LIN Chairs) in the formal governance structure at TEB & HAB.

- 3.4 Subsequently in 2023, Community Link Groups were introduced in 8 different locations to give tenants an informal meeting to raise their concerns about issues that affect them locally such as anti-social behaviour, car parking, and lighting. These meetings were well attended and as such, the programme was expanded geographically in June 2024 by having the Tenancy Officers run the meetings on their patch, across all our community centres.

The increase in opportunity has meant more tenants have been able to attend and give feedback on topics that matter to them.

This method of engagement has seen an increase in the number of actively engaged tenants from 190 to 311 between June – September 2024.

#### **4.0 Review of Tenant Engagement Structure**

- 4.1 The Tenant Engagement team and the LIN Chairs recognised from tenant feedback and when sharing information about the Local Influence Networks, many tenants did not really know what these meetings were about, and the format was too corporate; therefore, were poorly attended.

Tenant engagement arrangements should be reviewed regularly so in February 2024, a working group was formed with tenants and staff, with the purpose of identifying changes that could improve the way we engage with tenants.



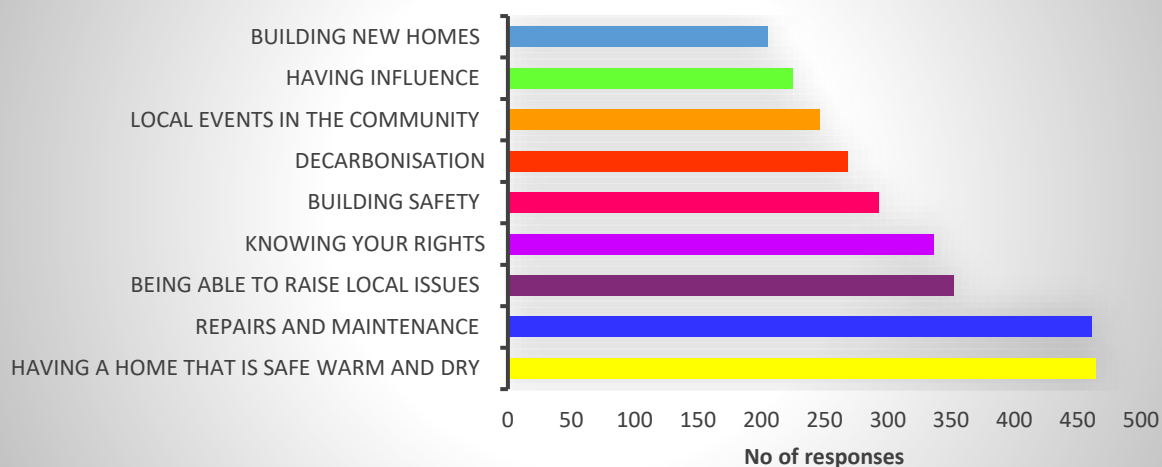
The Tenant Engagement team commenced a strategic review of the formal engagement framework, starting with a review of current meetings and attendance. It was evident from collected data that the 'Local Influence Network' meetings were poorly attended, and not representative of the tenant population with involvement of only 107 tenants out of a possible 5553 tenancies (as of Aug 2024) which equated to 1.9%.

- 4.2 In agreement with the Tenant Engagement Board and the four LIN chairs the Local Influence Network meetings were temporarily postponed, whilst at the same time Tenancy Officers were assigned full ownership to expand the number of face-to-face Community Link Groups and encourage wider attendance from their patches across the district.
- 4.3 The Council seeks more diverse opportunities for involved tenant roles and responsibilities to widen and deepen the tenant voice; fundamentally changing the makeup of the involved tenant framework. Whilst the current four LIN chairs present their own (valid) views, they do not represent the views of their neighbours and more generally the wider tenant population.

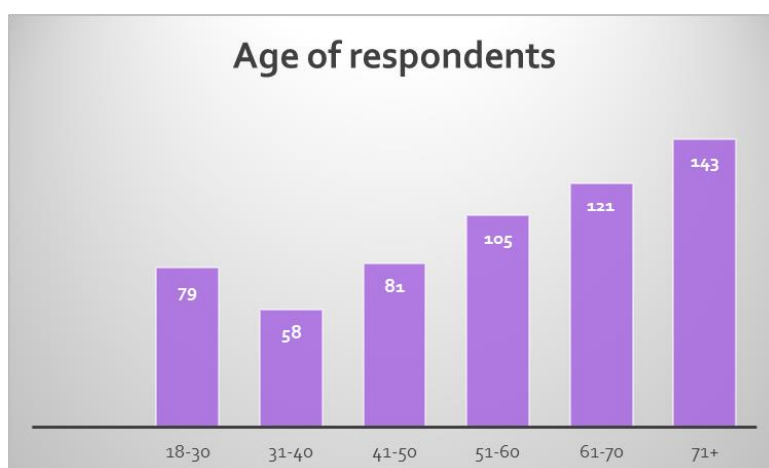
## **5.0 Tenant Engagement Survey**

- 5.1 The working group co-created a survey which went to tenants across the district over an eight-week period to help the Council understand how they wish to engage, and which topics are a priority for them.
- 5.2 One of the primary aims of conducting the survey was to reach as many tenants as possible, the engagement rate with our tenant population is an area which has been challenging in the past, and the working group employed a variety of methods to encourage as many tenants as possible to take part in the survey.
- 5.3 The first question asked the respondent to confirm whether they are a tenant of NSDC, those who answered 'no' were unable to complete the rest of the survey. In total, the survey received 444 complete responses and 170 partial responses totalling 614 responses. At the time of writing, 5,553 properties are tenanted which means that we reached tenants who represent just over 11% of our total stock.
- 5.4 The survey responses evidence the main themes important to tenants.

## Themes that are important to our tenants



## Age of respondents



5.5 The data collected has been evaluated and a report of the findings is being produced and presented to the Tenant Engagement Board, this will be shared with PPIC when it is available. This data will be used alongside the results of Tenant Satisfaction Measures and feedback collated through complaints to influence how tenant engagement activities are conducted in future and will influence the Council's priorities and work streams.

### 6.0 Re-Engineering 'The Tenant Voice' at NSDC

6.1 The Tenant Engagement Team attended the TPAS conference in July 2024 as part of the Council's membership to TPAS. TPAS have a strong reputation for pioneering tenant engagement, sector best practice and providing an independent challenge to landlords to improve and reset the relationship with tenants; whilst as a minimum, meeting the requirements set out in consumer regulation.

6.2 SLT has approved the engagement of TPAS to conduct a re-engineering activity with the Tenant Engagement Team, to help the Council further enhance and embed the Tenant Voice at NSDC. This project will commence in November 2024 and completion anticipated by April 2025.

6.3 This process will help to create the mechanisms and opportunities for the Council to harness the tenant voice; with frameworks that are deliverable and that also comply with the Regulatory Standards. By commissioning TPAS, the Council can build on known best practice, and TPAS' cross-provider experience, to produce a top-performing engagement model and have the ambition to achieve TPAS Exemplar accreditation.

6.4 The Council is keen to embrace continuous improvement; to evolve; a transparent, customer centric approach at all levels of staff and members.

## **7.0 TPAS Methodology**

7.1 The TPAS re-engineering project will take place in three parts, Discovery, Design and Delivery. Typically, this would include:

- Discovery - carrying out research with key stakeholders to understand the detail of what is already working well. This research is undertaken virtually using the Zoom platform, with:

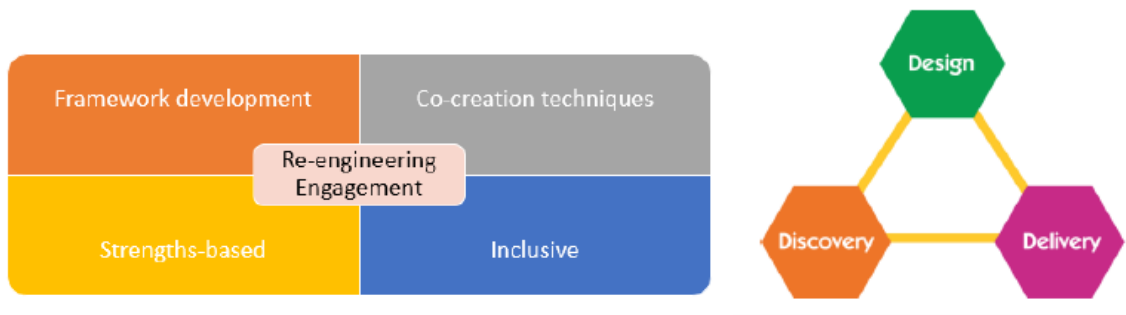
Key executive stakeholders - Members and SLT.

Currently involved residents.

Staff members (a mix from across the organisation).

Non-involved tenants.

- The lived experiences and views of tenants not involved in formal structures are as important as those that are involved. This will remain a key theme throughout the process, and we anticipate arrangements to achieve this being built into the new structure.
- Design - co-creation sessions to co-design the new approach.
- Drafting a new engagement framework and taking it back to the design volunteers for sign off.
- A full report presenting the findings and recommendations of a newly designed approach, including draft action plan.
- Delivery - building learning from this project alongside best practice to support the further development of the Council's engagement strategy.
- TPAS supporting the tenant engagement teams' recruitment to the new framework.



- 7.2 A key component of the delivery phase is the continued involvement of stakeholders, with the group involved in the Design phase may also oversee delivery and governance – holding the Council to account.
- 7.3 The main stakeholders are: Involved and housing applicants, the Tenant Engagement Team, Housing teams, Business Managers and Director; Portfolio Holder for Housing; and the Policy Performance and Improvement committee.
- 7.4 The tenant views about the TPAS re-engineering are captured below:
- The proposal is endorsed by the involved tenants that sit on the Tenant Engagement Board.
  - Tenants will experience tenant-centric provision of services and engagement based on tenant needs, voices and influence.
  - There will be more opportunities for more tenants identified as having protected characteristics to be involved.
  - Will create positive impact upon currently ineffective communication loops with tenants.
  - Will promote improved understanding of tenant engagement and how influence can have impact on services.
  - Will promote retention of involved tenants.
  - Will create a professional foundation for engagement which will encourage involvement, and support building trust.

## 8.0 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.



Report to: Policy & Performance Improvement Committee– 28 October 2024

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

Lead Officers: Carl Burns, Transformation & Service Improvement Manager, Carina Tona, Rowan Bosworth-Brown, Transformation & Service Improvement Officer's, Philene Evason-Bacon, Transformation & Service Improvement Graduate Trainee

Report Summary	
<b>Report Title</b>	Resident Survey Temperature Check – Findings
<b>Purpose of Report</b>	To provide a summary of the findings of the Resident Survey Temperature Check.
<b>Recommendation to Exclude Press &amp; Public</b>	<p>That the Policy and Performance Improvement Committee note the findings of the Resident Survey Temperature Check.</p> <p>The Community Plan 2023-2027 set out that it is important to listen to the views of our residents; to capture district wide views of residents, using this feedback to allow us to drive service improvement and deliver services that meet the needs of residents.</p> <p>The Council conducts a district wide consultation every four years, with the next planned resident survey planned for 2026.</p>

## 1.0 Background

- 1.1 The Council's Community Plan is a key document that sets out the Council's values and purpose as well as its objectives for the next four years. The current Community Plan, covering 2023 to 2027, was informed by the 2022 resident survey.
- 1.2 The 2022 Resident Survey was a district wide consultation, in which all residents over the age of 16 had the opportunity to share their feedback on our services and tell us what is important to them in their local area. The open survey received 4,577 responses, which equated to a 3.7% response rate.
- 1.3 The consultation had a three-pronged approach, and all the consultation was undertaken between May and July 2022. The three elements were:
  - An open survey that could be completed by any district resident over 16,
  - A representative sample was gathered to sense check the open survey, and
  - A series of focus groups which were held to gather the views of underrepresented groups.

- 1.4 The open survey consisted of 16 questions, mostly multiple choice with some open questions to provide residents with space to expand on their answers. Respondents were asked a range of questions to gather a picture of their experiences as a resident, their satisfaction with Council services and their views on their local area. There was an online survey with paper copies available on request (paper was used by 1%). The survey was promoted through social media and council newsletters as well as leafletting, posters and banners across the district.
- 1.5 This consultation showed us that resident priorities have remained consistent since 2018. Residents have a continued focus on roads and pavements, health services, tackling ASB and crime and keeping the streets and public areas clean and tidy, but some areas of improvement have shifted with an increased focus on regeneration of town centres.
- 1.6 Customer contact had changed with more people getting in touch with the Council than before. In terms of resident aspirations, the main themes were wanting clean and green streets and public spaces, better recycling facilities (especially kerbside services) and receiving clear, consistent and timely communication from the Council.
- 1.7 The Community Plan guides the priorities of the Council across a 4 year term of office, as such following the Local Elections of May 2023 it was necessary to review and redevelop our community plan. This in addition to progress being made across a stream of projects detailed as important by our residents such as Town centre development, the introduction of a kerbside glass service and digital transformation works making it easier for our customers to keep up to date. With these changes in mind a follow up sample survey was requested by the Senior Leadership Team (SLT).

## **2.0 Our Approach**

- 2.1 In July 2024, a report was presented which outlined to SLT the proposals for the approach for undertaking the temperature check, which was subsequently approved.
- 2.2 The aim was to align this survey with the Local Government Association (LGA) project 'Are you being served?' The LGA conducts regular national telephone polling of resident's satisfaction with local government, three times a year.
- 2.3 As such, the same resident satisfaction questions and guidance to enable us to benchmark against these national and regional results whilst also providing a familiar and proven method of interaction.
- 2.4 Telephone/conversational methods can bring out more thorough and substantial responses and allows the interviewer to manage understanding before logging responses. For example, if we were to ask for a satisfaction of council services in an online survey, we may get low ratings due to a service that the council does not manage, such as pothole repairs. In conversation we can discuss and ensure the respondent understands the council's key functions before noting their response. Moreover, research has shown if the question features a ratings scale, telephone poll respondents are more likely than online survey respondents to select extremely positive answers but are not more likely to give extremely negative responses.

2.5 The target sample set was between 100-200 survey respondents. There were several options considered in order to target residents from around the district. Section 3 of this report describes how the surveys were conducted and the groups of residents that we consulted with.

### **3.0 The Survey**

3.1 There are 14 questions in the LGA question set and they cover the following areas:

- satisfaction with the local area as a place to live.
- satisfaction with the way the council runs things.
- value for money
- council responsiveness
- how well informed the council keeps residents.
- advocacy
- community identity
- community safety
- trust in the council.
- satisfaction with services
- community cohesion
- anti-social behaviour.

The questions in full can be found at **Appendix 1**.

### **4.0 Conducting the Survey**

4.1 It was agreed that the Resident Panel, which had recently been refreshed, with 247 residents signed up and the Engaged Tenant Group, made up of 217 tenants across the district, would be contacted to invite them to take part in a resident survey via telephone.

4.2 On the 18 July 2023, these groups were contacted via email and asked to complete a short survey to register their interest and confirm a time that would be convenient time to be contacted.

4.3 There were 127 total replies, which were used as the contact list for the telephone call surveys.

4.4 In addition to the telephone calls, we also conducted surveys in person, including GRT Community Engagement, Yorke Drive Family Fun Day & Refugee Coffee Morning.

### **5.0 Results: NSDC Resident Survey against LGA Survey Results**

5.1 We collected 123 responses to the survey across telephone and face to face surveys.

<b>Telephone Calls</b>	<b>In person events,</b>
<ul style="list-style-type: none"><li>• 94 residents spoken to, from a range of geographies</li></ul>	<ul style="list-style-type: none"><li>• 29 residents spoken to</li></ul>

<ul style="list-style-type: none"> <li>• Average call length was 13 minutes*</li> </ul>	
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*\*The average length of calls carried out by Transformation was 13 minutes. The longest call was 39 minutes and the shortest just over 5.*

*Transformation conducted 62 of the 94 completed surveys. This consisted of 145 calls total, which included calls to residents that were unanswered. In this instance voicemails were left and we tried to call them back up to 2 further times.*

*Not reflected in the average length of call time was that customer services also spoke with 32 residents and conducted 42 calls. The actual number will be higher than this as customer services also made up to 3 attempts to any callers who did not answer.*

- 5.2 The results are displayed in the table below and includes comparative data which is available from the LGA. The full comparative data can be found in **Appendix 2**.
- 5.3 Where comparison is available, the council has a score above the LGA on all, but one question. On questions 9, which asks residents about feelings of safety outside in the local area after dark, the Council scores 2% less than in the LGA survey.
- 5.4 The Council understands that crime and anti-social behaviour (ASB) can significantly impact the quality of life of our residents and communities and are committed to working with our partners and stakeholders to implement a range of measures and strategies to prevent and tackle crime and anti-social behaviour and improve the feelings of safety and well-being across our district.
- 5.5 Some of these measures over the last quarter include, which includes partnership and collaborative working. Further details are outlined in the Council’s [Performance Report, Quarter 1](#).
  - Promoting the Reporting of Anti-Social Behaviour
  - Using CCTV and Improving lighting
  - Nights of Action to address emerging ASB hotspots
  - Targeted street patrols where there are ASB hotspots
  - Working with partners on a staged approach to interventions with young people
  - Bid for funding
  - Early Intervention and Youth Diversionary Activities

QUESTION	LGA SCORE	NSDC SCORE
Q2. Very or fairly satisfied with the local area as a place to live.	75%	83%
Q3. Very or fairly satisfied with the way Newark and Sherwood District Council runs things.	55%	64%
Q4. Strongly or tend to agree that Newark and Sherwood District Council provides value for money.	38%	56%



Q5. Newark and Sherwood District Council acts on the concerns of local residents a great deal or fair amount.	47%	65%
Q6. Newark and Sherwood District Council keeps residents very or fairly well informed about the services and benefits it provides.	52%	72%
Q7. Residents speak positively of Newark and Sherwood District Council without being asked or when asked.		57%
Q8. How strongly do you feel you belong to your local area?		82%
Q9. Feeling very or fairly safe when outside in the local area after dark.	71%	69%
Q10. Feeling very or fairly safe when outside in your local area during the day.	91%	96%
Q11. Residents trust Newark and Sherwood District Council a great deal or a fair amount.	53%	74%
Q12. Very or fairly satisfied with the council's services.		77%
Q13. Definitely or tend to agree that the local area is a place where people from different ethnic backgrounds get on well together.		65%
Q14. Definitely or tend to agree that people in this local area pull together to improve the local area.		62%
Q15. This is a six-part question. Thinking about this local area, how much of a problem do you think each of the following are... 1) Noisy neighbours or loud parties 2) Rubbish or litter lying around. 3) Vandalism, graffiti and other deliberate damage to property or vehicles 4) People using or dealing drugs. 5) People being drunk or rowdy in public places. 6) Groups hanging around the streets.		1) 11% 2) 30% 3) 16% 4) 27% 5) 6% 6) 18%

## 6.0 Summary

6.1 The temperature check consultation has provided some really valuable insights, including how residents view the Council, feel within their local area and satisfaction with services.

The Council will conduct a district wide consultation in 2026.

## 7.0 Implications

### 7.1 **Financial Implications FIN24-25/4362**

There are no financial implications arising from this report.

### 7.2 **Equality and Diversity**

The Resident Panel group has recently been refreshed (Report presented to PPIC 02.09.24) with efforts ongoing to ensure that the demographic profile of the panel is as representative of the profile of the district as possible. The sample included other more underrepresented groups, such as the travelling community, tenants and refugees.

### 7.3 **Data Protection**

Information Governance have been consulted with in the development of this consultation and were satisfied. The Council has collected and hold personal information for the Resident Panel and Engaged Tenant group in accordance with policy and details of how the Council will manage personal information is shared and signposted to the Council's Privacy Notice.

### **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.

Appendix 1: Resident Survey Question Set

Question 1: Demographic information

**What is your postcode?**

Question 2: Satisfaction with the local area

**Overall, how satisfied, or dissatisfied are you with your local area as a place to live?**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know (Do not read out, but interviewer can code)

Question 3: Satisfaction with the local authority

**Overall, how satisfied, or dissatisfied are you with the way Newark and Sherwood District Council runs things?**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know (Do not read out, but interviewer can code)

Question 4: Value for money

**To what extent do you agree or disagree that Newark and Sherwood District Council provides value for money?**

- Strongly agree.
- Tend to agree.
- Neither agree nor disagree
- Tend to disagree.
- Strongly disagree.
- Don't know (Do not read out, but interviewer can code)

Question 5: Council responsiveness

**To what extent do you think Newark and Sherwood District Council acts on the concerns of local residents?**

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know (Do not read out, but interviewer can code)

Question 6: Informed about the council.

**Overall, how well informed do you think Newark and Sherwood District Council keeps residents about the services and benefits it provides?**

- Very well informed
- Fairly well informed
- Not very well informed
- Not well informed at all
- Don't know (Do not read out, but interviewer can code)

Question 7: Advocacy

**On balance, which of the following statements comes closest to how you feel about Newark and Sherwood District Council?**

- I speak positively of the council without being asked.
- I speak positively of the council if I am asked about it.
- I have no views one way or another.
- I speak negatively about the council if I am asked about it.
- I speak negatively about the council without being asked.
- Don't know (Do not read out, but interviewer can code)

Question 8: Community identity

**How strongly do you feel you belong to your local area?**

- Very strongly
- Fairly strongly
- Not very strongly
- Not at all strongly
- Don't know (Do not read out, but interviewer can code)

Question 9: Community safety after dark

**How safe or unsafe do you feel when outside in your local area after dark?**

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know (Do not read out, but interviewer can code)

Question 10: Community safety during the day

**How safe or unsafe do you feel when outside in your local area during the day?**

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know (Do not read out, but interviewer can code)

Question 11: Trust in the council

**How much do you trust Newark and Sherwood District Council?**

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know (Do not read out, but interviewer can code)

Question 12: Satisfaction with services

**I would like you to tell me how satisfied or dissatisfied you are overall with the council's services.**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know (Do not read out, but interviewer can code)

Question 13: Community cohesion (ethnicity)

**To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?**

- Definitely agree.
- Tend to agree.
- Neither agree nor disagree
- Tend to disagree.
- Definitely disagree.
- Don't know (Do not read out, but interviewer can code)
- Too few people in local area (This should be treated the same as 'don't know' both when asking the question and when reporting results)
- All the same ethnic background (Also treated the same as 'don't know')

Question 14: Community cohesion

**To what extent would you agree or disagree that people in this local area pull together to improve the local area?**

- Definitely agree.
- Tend to agree.
- Neither agree nor disagree
- Tend to disagree.
- Definitely disagree.
- Nothing needs improving (This should be treated the same as 'don't know')
- Don't know (Do not read out, but interviewer can code)

Question 15: Anti-social behaviour

**Thinking about this local area, how much of a problem do you think each of the following are....**

- a) Noisy neighbours or loud parties
- b) Rubbish or litter lying around.
- c) Vandalism, graffiti and other deliberate damage to property or vehicles.
- d) People using or dealing drugs.
- e) People being drunk or rowdy in public places.
- f) Groups hanging around the streets.

***Response scale:***

- A very big problem
- A fairly big problem
- Not a very big problem
- Not a problem at all
- Don't know/No opinion (Do not read out, but interviewer can code)



## Appendix 2: Resident Survey Findings across all surveys

### Question 2: Satisfaction with the local area

Overall, how satisfied, or dissatisfied are you with your local area as a place to live?

	% LGA	% NSDC
<b>Very or fairly satisfied</b>	75	83
<b>Very satisfied</b>	24	31
<b>Fairly satisfied</b>	51	52
<b>Neither satisfied nor dissatisfied</b>	13	7
<b>Fairly dissatisfied</b>	8	6
<b>Very dissatisfied</b>	5	3

### Question 3: Satisfaction with the local authority

Overall, how satisfied, or dissatisfied are you with the way Newark and Sherwood District Council runs things?

	% LGA	% NSDC
<b>Very or fairly satisfied</b>	55	64
<b>Very satisfied</b>	15	15
<b>Fairly satisfied</b>	40	49
<b>Neither satisfied nor dissatisfied</b>	23	21
<b>Fairly dissatisfied</b>	13	9
<b>Very dissatisfied</b>	9	6
<b>Don't know</b>	1	

### Question 4: Value for money

To what extent do you agree or disagree that Newark and Sherwood District Council provides value for money?

	% LGA	% NSDC
<b>Strongly agree or tend to agree</b>	38	56
<b>Strongly agree</b>	7	13
<b>Tend to agree</b>	30	44
<b>Neither agree nor disagree</b>	29	18
<b>Tend to disagree</b>	21	16
<b>Strongly disagree</b>	10	10
<b>Don't know</b>	2	

Question 5: Council responsiveness

To what extent do you think Newark and Sherwood District Council acts on the concerns of local residents?

	% LGA	% NSDC
<b>A great deal or fair amount</b>	47	65
<b>A great deal</b>	7	9
<b>A fair amount</b>	40	56
<b>Not very much</b>	38	23
<b>Not at all</b>	11	6
<b>Don't know</b>	4	5

Question 6: Informed about the council.

Overall, how well informed do you think Newark and Sherwood District Council keeps residents about the services and benefits it provides?

	% LGA	% NSDC
<b>Very or fairly well informed</b>	52	72
<b>Very well informed</b>	7	26
<b>Fairly well informed</b>	45	47
<b>Not very well informed</b>	33	17
<b>Not well informed at all</b>	14	10
<b>Don't know</b>	1	1

Question 7: Advocacy

On balance, which of the following statements comes closest to how you feel about Newark and Sherwood District Council?

	% NSDC
<b>I speak positively of the council without being asked or when asked</b>	57
<b>I speak positively of the council without being asked.</b>	16
<b>I speak positively of the council if I am asked about it</b>	41
<b>I have no views one way or another</b>	20
<b>I speak negatively about the council if I am asked about it.</b>	12
<b>I speak negatively about the council without being asked.</b>	6
<b>Don't know</b>	4

Question 8: Community identity

**How strongly do you feel you belong to your local area?**

	<b>% NSDC</b>
<b>Very or fairly strongly</b>	82
<b>Very strongly</b>	47
<b>Fairly strongly</b>	35
<b>Not very strongly</b>	16
<b>Not at all strongly</b>	0
<b>Don't know</b>	2

Question 9: Community safety after dark

**How safe or unsafe do you feel when outside in your local area after dark?**

	<b>% LGA</b>	<b>% NSDC</b>
<b>Very or fairly safe</b>	71	69
<b>Very safe</b>	31	37
<b>Fairly safe</b>	40	32
<b>Neither safe nor unsafe</b>	12	7
<b>Fairly unsafe</b>	11	15
<b>Very unsafe</b>	5	6
<b>Don't know</b>	1	2

Question 10: Community safety during the day

**How safe or unsafe do you feel when outside in your local area during the day?**

	<b>% LGA</b>	<b>% NSDC</b>
<b>Very or fairly safe</b>	91	96
<b>Very safe</b>	60	68
<b>Fairly safe</b>	31	28
<b>Neither safe nor unsafe</b>	6	2
<b>Fairly unsafe</b>	2	2
<b>Very unsafe</b>	1	0
<b>Don't know</b>	0	0

Question 11: Trust in the council

**How much do you trust Newark and Sherwood District Council?**

	<b>% LGA</b>	<b>% NSDC</b>
<b>A great deal or fair amount</b>	53	74
<b>A great deal</b>	5	7
<b>A fair amount</b>	48	67
<b>Not very much</b>	34	19
<b>Not at all</b>	11	5
<b>Don't know</b>	2	1

Question 12: Satisfaction with services

**I would like you to tell me how satisfied or dissatisfied you are overall with the council's services.**

	<b>% NSDC</b>
<b>Very or fairly satisfied</b>	77
<b>Very satisfied</b>	26
<b>Fairly satisfied</b>	51
<b>Neither satisfied nor dissatisfied</b>	11
<b>Fairly dissatisfied</b>	9
<b>Very dissatisfied</b>	3
<b>Don't know</b>	1

Question 13: Community cohesion (ethnicity)

**To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?**

	<b>% NSDC</b>
<b>Definitely or tend to agree</b>	65
<b>Definitely agree</b>	27
<b>Tend to agree</b>	38
<b>Neither agree nor disagree</b>	13
<b>Tend to disagree</b>	9
<b>Definitely disagree</b>	1
<b>Don't know</b>	5
<b>Too few people in local area (This should be treated the same as 'don't know' both when asking the question and when reporting results)</b>	5
<b>All the same ethnic background (Also treated the same as 'don't know')</b>	2

Question 14: Community cohesion

To what extent would you agree or disagree that people in this local area pull together to improve the local area?

	% NSDC
<b>Definitely or tend to agree</b>	62
<b>Definitely agree</b>	29
<b>Tend to agree</b>	33
<b>Neither agree nor disagree</b>	15
<b>Tend to disagree</b>	17
<b>Definitely disagree</b>	3
<b>Don't know</b>	2
<b>Nothing needs improving ( To be treated the same as 'don't know')</b>	1

Question 15: Anti-social behaviour

Thinking about this local area, how much of a problem do you think each of the following are....

	Noisy neighbours or loud parties	%	Rubbish or litter lying around	%	Vandalism, graffiti and other deliberate damage to property or vehicles	%
<b>A very or fairly big problem</b>	10	11	28	30	15	16
<b>A very big problem</b>	2	2	11	12	3	3
<b>A fairly big problem</b>	8	9	17	18	12	13
<b>Not a very big problem</b>	17	18	29	31	30	32
<b>Not a problem at all</b>	67	71	37	39	48	51
<b>Don't know/No opinion</b>	0	0	0	0	1	1

	People using or dealing drugs	%	People being drunk or rowdy in public places	%	Groups hanging around the streets	%
<b>A very or fairly big problem</b>	25	27	6	6	17	18
<b>A very big problem</b>	11	12	0	0	4	4
<b>A fairly big problem</b>	14	15	6	6	13	14
<b>Not a very big problem</b>	31	33	26	28	29	31
<b>Not a problem at all</b>	31	33	60	64	48	51
<b>Don't know/No opinion</b>	7	7	2	2	0	0



## Forward Plan

For the Period October 2024 - January 2025



### 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](mailto:customerservices@newark-sherwooddc.gov.uk)

<b>Decision to be taken / Report title and Summary</b>	<b>Decision maker</b>	<b>Date Decision to be taken</b>	<b>Responsible Portfolio Holder</b>	<b>Responsible Officer</b>	<b>Exempt y/n and Grounds for exemption</b>	<b>Date decision can be implemented</b>
Mansfield and District Joint Crematorium Committee - New Crematorium	Cabinet	4 Nov 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	
Active Travel Feasibility Report	Cabinet	4 Nov 2024	Portfolio Holder - Sustainable Economic Development	Cara Clarkson, Business Manager - Regeneration and Housing Strategy cara.clarkson@newark-sherwooddc.gov.uk	Open	
Fernwood Open Space	Cabinet	4 Nov 2024	Portfolio Holder - Biodiversity & Environmental Services	Oliver Scott, Senior Conservation Officer Oliver.Scott@newark-sherwooddc.gov.uk	Part exempt	
Post Recovery for Re-inspection under the National Food Hygiene Rating Scheme	Cabinet	4 Nov 2024	Portfolio Holder - Public Protection and Community Relations	Damian Wilkins damian.wilkins@newark-sherwooddc.gov.uk	Open	
Revised Contaminated Land	Cabinet	4 Nov 2024	Portfolio Holder -	Jenny Walker, Business	Open	



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
Strategy			Public Protection and Community Relations	Manager- Public Protection jenny.walker@newark-sherwooddc.gov.uk		
Yorke Drive Regeneration Update	Cabinet	4 Nov 2024	Portfolio Holder - Housing	Cara Clarkson, Business Manager - Regeneration and Housing Strategy cara.clarkson@newark-sherwooddc.gov.uk	Part exempt	
Yorke Drive- Developing a Shared Equity Model	Cabinet	4 Nov 2024	Portfolio Holder - Housing	Cara Clarkson, Business Manager - Regeneration and Housing Strategy cara.clarkson@newark-sherwooddc.gov.uk	Open	
Herwood Levelling Up, Long term Plan for Towns and UKSPF / UKRPF Fund Update	Cabinet	4 Nov 2024	Portfolio Holder - Sustainable Economic Development	Matt Lamb, Director - Planning and Growth Matt.Lamb@newark-sherwooddc.gov.uk	Part exempt	
Stodman Street Phase 2 - St Marks	Cabinet	10 Dec 2024	Leader - Portfolio Holder Strategy,	Neil Cuttell, Business Manager- Economic	Part exempt	

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
			Performance & Finance	Growth & Visitor Economy Neil.Cuttell@newark-sherwooddc.gov.uk		
Crewe Lane, Southwell - Works	Cabinet	10 Dec 2024	Leader - Portfolio Holder Strategy, Performance & Finance	Dennis Roxburgh, Project Manager - Construction dennis.roxburgh@newark-sherwooddc.gov.uk	Open	
Jubilee Bridge Refurbishment	Cabinet	10 Dec 2024	Leader - Portfolio Holder Strategy, Performance & Finance	Eric Dyche, Repairs and Maintenance Manager eric.dyche@newark-sherwooddc.gov.uk	Open	
14 Market Place, Newark- Refurbishment	Cabinet	10 Dec 2024	Leader - Portfolio Holder Strategy, Performance & Finance	Jak Whitney, Project Surveyor jak.whitney@newark-sherwooddc.gov.uk	Open	
Towns Fund Project Update	Cabinet	10 Dec 2024	Portfolio Holder - Sustainable Economic Development	Elaine Poon elaine.poon@newark-sherwooddc.gov.uk	Open	

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
Public consultation on the Draft Developer Contributions & Planning Obligations Supplementary Planning Document	Cabinet	10 Dec 2024	Portfolio Holder - Sustainable Economic Development	Matthew Norton, Business Manager - Planning Policy and Infrastructure matthew.norton@newark-sherwooddc.gov.uk	Part exempt	

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Tuesday, 10 September 2024 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)

Councillor R Cozens, Councillor S Crosby, Councillor L Brazier,  
Councillor E Oldham, Councillor C Penny, Councillor P Taylor and  
Councillor R Holloway

ALSO IN ATTENDANCE: Councillor P Rainbow

APOLOGIES FOR  
ABSENCE:

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

The Leader advised that the proceedings were being audio recorded and live streamed by the Council.

171 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

There were no declarations of interest.

172 MINUTES FROM THE PREVIOUS MEETING 23 JULY 2024

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

173 CHAIR'S UPDATE

The Leader welcomed Councillor Claire Penny as the new Portfolio Holder for Sustainable Economic Development and thanked Councillor Keith Melton for the work he had undertaken as Portfolio Holder for Climate Change. The Leader advised that whilst the Portfolio for Climate Change was no longer an individual portfolio, the issue of climate change would be a focus for all Portfolio Holders.

174 PROJECTED GENERAL FUND AND HOUSING REVENUE ACCOUNT REVENUE AND CAPITAL OUTTURN REPORT TO 31 MARCH 2025 AS AT 30 JUNE 2024

The Business Manager – Financial Services, presented a report which set out the forecast outturn position for the 2024/25 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets, which detailed performance against the approved estimates of revenue expenditure and income; report on major variances from planned budget performance; and report on variations to the Capital Programme for approval; all in accordance with the Council's Constitution.

The report detailed a summary of actual income and expenditure compared to the revised budget and how any surpluses or deficits have been allocated to/from reserves. Members considered the report and welcomed the Council's financial position, noting the variances due to vacancies and the forecast management fee for Active4Today which had been reduced due to utility costs which had reduced. In response to a question, the Business Manager for Housing Maintenance and Asset Management explained that all vacancies for in the Direct Labour Organisation were filled which would reduce the use of external contractors, however, it was likely to take some time to catch up with the back-log of works required.

AGREED (unanimously) that Cabinet:

- a) note the General Fund projected favourable outturn variance of £0.145m;
- b) note the Housing Revenue Account projected unfavourable outturn variance of £0.048m to the Major Repairs Reserve;
- c) approve the variations to the Capital Programme at Appendix C;
- d) approve the Capital Programme revised budget and financing of £63.232m; and
- e) note the Prudential indicators at Appendix F.

Reasons for Decision:

To consider the provisional 2023/24 financial outturn position on the Council's revenue and capital budgets.

Options considered:

Not applicable.

175 COMMUNITY PLAN PERFORMANCE FOR QUARTER 1 2024/25

The Transformation and Service Improvement Manager was in attendance to present the Community Plan Performance for Quarter 1 2024/25. The report and accompanying presentation highlighted customer feedback, various projects undertaken by Business Units across the Council, responsive repairs telephone calls, levels of occupation within the Newark Beacon site, and garden waste collection.

The Cabinet noted that a report to their next meeting would include more detail on the Council's oral health project and work to support oral health and access to dental care. Members also noted recent anti-social behaviour in the Bridge Ward which

Officers and Partners were working to address. The Portfolio Holder for Housing explained that complaints within housing were viewed as positive by the Housing Ombudsman as it provided assurance that Tenants had the confidence to complain safely and that their concerns would be addressed. The Portfolio Holder for Biodiversity and Environmental Services highlighted work undertaken by Business Units across the Council in relation to the environment and biodiversity.

AGREED (unanimously) that Cabinet:

- a) review the Community Plan Performance Report attached as **Appendix 1**;
- b) review the compliance report attached as **Appendix 2**; and
- c) consider the Council's performance against its objectives highlighting any areas of high performance and identifying areas for improvement.

Reasons for Decision:

Performance management is used to drive improvement by analysing data and progress against key activities as well as building a picture of the context of performance using district statistics, customer feedback and workforce information.

Options considered:

Not applicable.

176 HOUSING COMPLIANCE ASSURANCE REPORT QUARTER 1 2024/25

The Housing Maintenance and Asset Management was in attendance to present the position at the end of Quarter 1 – 2024/5 20 June which set 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. Damp and mould ratings and response levels were also detailed. The new format of reporting had been recommended by the Council's External Auditors. The Homes Standard had been replaced with the Safety and Quality Standard from 1 April 2024.

Gas servicing was now 98.5% compliant with 39 now outstanding, and two homes where the oil had not been serviced reduced from 8 last quarter. There were 27 properties without a EICR electrical certification of less than five years old, which was an improvement on last quarter performance of 39. There were two cases of hoist and stairlift inspection outstanding but both had appointments booked.

AGREED (unanimously) that Cabinet note:

- a) the exceptions to performance of the housing service compliance functions; and
- b) the new format for performance for Quarter 1 2024.25 onwards.

Reasons for Decision:

To enable the Cabinet to monitor performance and compliance relating to the Council's legal and regulatory landlord responsibilities for 27 building safety measures including fire protection, gas, asbestos, electrical and water.

Options considered:

Not applicable.

Meeting closed at 6.40 pm.

Chair

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Cabinet** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Tuesday, 24 September 2024 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)

Councillor R Cozens, Councillor S Crosby, Councillor L Brazier,  
Councillor E Oldham and Councillor P Taylor

ALSO IN ATTENDANCE: Councillor N Allen, Councillor I Brown, Councillor K Melton and  
Councillor P Rainbow

APOLOGIES FOR ABSENCE: Councillor C Penny and Councillor R Holloway

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

The Leader advised that the proceedings were being audio recorded and live streamed by the Council.

### 178 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Councillor L Brazier declared a Non-Registerable Interest in Agenda Item No. 13 – Transfer of Section 106 Open Space – off Site Sports Contribution to Ollerton Town Football Club – given he was the local Ward Member and his daughter played for Ollerton Town Football Club.

Councillor S Crosby and Councillor P Taylor declared Other Registerable Interests in Agenda Item No. 8 – Proposal to Adopt the Land and Ongoing Maintenance of the Middlebeck Phase One Development – as Members of Newark Town Council.

### 179 MINUTES FROM THE PREVIOUS MEETING HELD ON 10 SEPTEMBER 2024

The minutes from the meeting held on 10 September 2024 were agreed as a correct record and signed by the Chair.

### 180 PRIVATE SECTOR HOUSING GRANT AMENDMENTS (KEY DECISION)

The Business Manager - Public Protection presented a report which set out proposed amendments to the adopted standalone policy covering the administration and distribution of mandatory and discretionary Disabled Facilities Grants (DFG) and changes to the private sector housing Minor Works Grant (MWG) scheme. These grants were designed to provide adaptations to the home to allow people to continue to live in the community and were means tested.

The report sought approval for a number of amendments to both the DFG and MWG schemes which reflected feedback from service users and partner organisations over recent years, a recognition that building and labour costs had increased significantly since the last revisions made in 2021, plus the Council's commitment to the Armed Forces Covenant and assisting ex-service personnel and their families.



AGREED (unanimously) that Cabinet approve:

- a) the inclusion of the Armed Forces Covenant into the policy;
- b) the increase in the discretionary Disabled Facilities Grant funding from £20,000 to £30,000 to be funded through the Better Care Fund Allocation;
- c) the increase to the Minor Works Grant funding from £5,000 to £10,000 to be funded through the Better Care Fund Allocation;
- d) a review of the outcome of the amendments to the discretionary grant maximum amounts after 6 months of the policy update approval; and
- e) delegated authority to the Director – Communities & Environment, following consultation with the Portfolio Holder - Housing and the Leader of the Council to increase the discretionary grant by a further £10,000 without requiring a further report to the Cabinet, if considered appropriate, following the review.

Reasons for Decision:

To ensure that the Council can continue to deliver necessary adaptations to enable residents to live independently at home for longer.

Options Considered:

Do nothing – this would not allow inclusion of the Armed Forces Covenant in line with other Council policies, limit the number of disabled facilities grants that can be approved due to maximum limits reached and prevent additional minor works to be completed.

Consider differing funding limits – The proposed amended grant maximum have been based on the current costs of adaptations that are being managed by the team. There will always be a few cases that will exceed any limit but these levels represent the majority of cases.

181 NEWARK & SHERWOOD HEALTH AND WELLBEING STRATEGY 2022 - 2026 - YEAR 2 OUTTURN REPORT

The Senior Health Improvement Officer presented a report which gave a mid-point update on the Health & Wellbeing Strategy for 2022 to 2026. The Strategy helped the Council deliver against objective one in the Community Plan to 'Improve Health & Wellbeing' and aligned to the County Council's joint strategy. Appendix A to the report provided a detailed midterm update on the strategy at year two.

The Cabinet welcomed the update and the positive work the Council were doing in respect of health and wellbeing. It was suggested that the update could include the family hub in Ollerton and the work the Council does in respect of biodiversity such as the provision of play parks and outdoor fitness equipment. One matter which remained of concern was access to the provision of emergency care.

AGREED (unanimously) that Cabinet note the work delivered to date in line with the Health & Wellbeing Strategy for 2022 to 2026.

Reasons for Decision:

To share the progress made against the Health & Wellbeing Strategy for 2023-24.

Options Considered:

None, the Council had local priorities in respect of health and wellbeing.

182 PROPOSAL TO ADOPT THE LAND AND ONGOING MAINTENANCE OF THE MIDDLEBECK PHASE ONE DEVELOPMENT (KEY DECISION)

The Director – Planning & Growth presented a report which put forward a proposal that would see land from the first phase of the Middlebeck Development being maintained by the Council over the next 20 years through a commuted sum payment of £2million. It was reported that at the time land south of Newark was consented the Council agreed to take on the public open space as part of the new development, something it now does not normally do. However, there were practical advantages of the Council taking on the land which were set out in the report. The commuted sum of £2m was inclusive of maintenance costs and repairs and renewals which would be required over the 20-year period. It was noted that any agreement was dependent on Newark Town Council not wishing to take on the ownership of this land which they could do under the current devolution agreement.

AGREED (unanimously) that Cabinet:

- a) approve, subject to appropriate legal mechanisms and formal decision from Newark Town Council it does not wish to take on the land, the Council entering into a long-term arrangement to adopt and maintain the open space from the first phase of the Middlebeck development in Newark;
- b) approve the maintenance of the land in return for a £2million commuted sum agreed with the developer, Urban & Civic;
- c) agrees that, at the end of the 20-year period, ongoing maintenance of the land would be funded from the Council's own resources;
- d) approves that delegated authority be given to the Council's Directors - Communities & Environment and Planning & Growth, in consultation with the Portfolio Holders, to enter into an appropriate legally-binding contract with the developer Urban & Civic, as detailed at paragraph 2.6 of the report; and
- e) approves that Newark Town Council be formally approached for a decision about whether it wishes to take on responsibility for the future ownership and maintenance of the land in line with the principles set out in the Devolution Agreement.

Reasons for Decision:

The recommendations align with the Community Plan objectives in relation to biodiversity, the environment and climate change. As set out in the report, the development has the potential to help the Council meet objectives set out in the community plan, thereby offering value beyond the £2million commuted sum to maintain the open spaces.

Options Considered:

The existing S106 Planning legal agreements set out that the land will be passported to Newark & Sherwood District Council in stages when certain housebuilding milestones are reached. A management company option, which exist in some other parts of the district, is not deemed to be viable by the developer, with sales in the first phase not having this mechanism incorporated. Homeowners would understandably have an expectation that an additional charge in this regard would not be placed upon them. The Council could look to passport the land and the funding to the Town Council which does have precepting powers to fund the maintenance of the land once the commuted sum has been defrayed. This was envisaged in the devolution deal with the Town Council in that they would have the first option on any new space in their administrative boundary. The Middlebeck Open Space crosses town and parish boundaries, stretching beyond the devolution agreement. Moreover, Members may be aware of the financial challenges the Town Council faces, irrespective of the additional challenge that comes with an asset of the size and scale of future Open Space cumulatively across Middlebeck which incorporates open space in every phase and new country parks. Informal discussions with the Town Council have seen these concerns raised, but there is not yet a formal decision from the Town not to take on the land or otherwise.

183 CORPORATE ANNUAL BUDGET STRATEGY FOR 2025/26

The Business Manager - Financial Services presented a report which to set out the General Fund, Capital & Housing Revenue Account (HRA) Budget Strategy for 2025/26. The Strategy was considered by the Policy & Performance Improvement Committee at their meeting held on 24 June 2014 at which they recommended approval.

It was noted that the budget process would result in setting the budget and the Council Tax for 2025/26 and the HRA budget and the rent setting for 2025/26.

The Strategy took into consideration agreed financial policies on Budgeting and Council Tax, Reserves and Provisions, Charging, Value for Money and also a set of Budget Principles which set out the approach to be taken to the budget process. These policies had been reviewed and updated where necessary 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 average Band D would 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 Cabinet:

- a) approve 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.

Reasons for Decision:

To enable the Council's budget process to proceed encompassing agreed assumptions.

Options Considered:

Not applicable, the Budget Strategy is required each year in accordance with the Council's Constitution.

184 COMMERCIAL PLAN UPDATE

The Business Manager - Financial Services presented a report which gave an update on the Commercial Strategy and action plan which demonstrated how the Council was responding to the anticipated reduction in funding by making strategic savings and generating additional income. From the MTF and subsequent Annual Budget Strategy this showed an anticipated £300,000 reductions in net expenditure in 2024/25 increasing in later years to £520,000.

The Council had identified areas where additional income could be made, or savings could be achieved without impacting the quality of service delivery. The report detailed projects and actions identified as generating income and/or achieving savings which were broken down into three categories.

AGREED (unanimously) that Cabinet note the update on the Commercial Plan.

Reasons for Decision:

To share how the Council is seeking to address our forecast financial deficit.

Options Considered:

None, this was an update report.

185 ANNUAL REVIEW OF EXEMPT ITEMS

The Business Manager – Elections & Democratic Services presented a report which detailed the exempt business considered by the Cabinet for period 11 July 2023 to date. The report set out those reports taken as exempt business and identified which items, in the opinion of report authors, could be released into the public domain.

AGREED (unanimously) that Cabinet:

- a) note the report, with any items being released into the public domain if considered no longer exempt by report authors; and
- b) the annual review of exempt items continues to be brought to the Cabinet going forward.

Reasons for Decision:

To review previous exempt reports considered by the Cabinet over the previous 12 months and to continue receiving this report in order to release reports into the public domain if appropriate.

Options Considered:

This report reviews previous exempt items of business considered by the Cabinet over the previous 12 months, in order to release any information into the public domain if appropriate.

Given the report only reviews confidential items over the previous 12 months it is limited in scope and an alternative approach to taking this report on an annual basis is to utilise the Freedom of Information regime which enables the public to request reports / information to be released at any time which would then be assessed on a case-by-case basis.

There is also provision under the Access to Information Procedure Rules for Members to request the Monitoring Officer to release exempt information into the public domain if there are substantive reasons to do so (paragraph 1.3 of the report refers).

186 NEWARK TOWNS FUND UPDATE (KEY DECISION)

The Business Manager - Economic Growth & Visitor Economy presented a report which provided an update for the Cabinet on the Newark Towns Fund Programme and sought approval to submit a Project Adjustment Request to the Government to redistribute the grant funding from the Gateway Project to the Newark Heart Project.

It was noted that the original Newark Cultural Heart project envisaged a £1.5m capital Towns Fund grant towards the visible transformation of Newark Market Place. The aspiration was that this would allow a space, with associated infrastructure that could accommodate a range of experiences from the markets to events, to al-fresco dining, to areas to relax and play. However, it was apparent that the current £1.5m budget would be insufficient to change the Market Place as originally hoped, given the level of reinforcement work required on infrastructure.

AGREED (unanimously) that Cabinet:

- a) note and welcome the progress on the Towns Fund Programme; and
- b) approve, subject to agreement from the Newark Town Board, the following:

- i. an increase to the Newark Cultural Heart delivery budget by £2,203,737 (made up of £2,110,000 from the Towns Fund Capital grant and £93,737 from the Towns Fund Revenue grant;
- ii. delegate to the Director - Resources, in consultation with the Director - Planning & Growth, authorisation to submit a Project Adjustment Request form to Government seeking authorisation to re-allocate the remaining £2,203,737 detailed at b) ii from the Newark Gateway scheme to the Newark Cultural Heart project; and
- iii. to undertake the Full Business Case and return to Cabinet for approval in late 2024.

Reasons for Decision:

Through the recent Newark Masterplan consultation, the Market Place continues to be a priority for the community. Additional grant will allow for a visible and impactful transformation of the space, enhancing the space for events and animation.

Options Considered:

The Council could return the grant earmarked for the Newark Gateway (SiSCLog) to Government. This has been discounted given the ability to enhance Newark Market Place as part of Newark Cultural Heart, another Town Fund project.

187 TRANSFER OF SECTION 106 OPEN SPACE - OFF SITE SPORTS CONTRIBUTION TO OLLERTON TOWN FOOTBALL CLUB

The Business Manager – Regeneration & Strategic Housing presented a report which sought Cabinet approval to transfer Section 106 contributions held by the District Council for open space off site sports to Ollerton Town Football Club for improvements at the Walesby Lane Sports Ground in Ollerton.

AGREED (unanimously) that Cabinet approve:

- a) the Section 106 contributions for open space off site sports held by the District Council be transferred to Ollerton Town FC for improvements at the Walesby Lane Sports Ground in Ollerton; and
- b) the Council’s Capital Programme for 2024/25 is increased by £59,696.76 financed by the Section 106 receipt reference AG924 held for open space off site sports improvements in Ollerton.

Reasons for Decision:

To enable Ollerton Town Football Club to deliver improvements to its sports ground in Ollerton which will deliver improved sporting, health and community benefits and outcomes for local residents.

Options Considered:

The Section 106 receipt held under this agreement must be spent on open space off site sports in Ollerton, therefore it is appropriate that the District Council transfers the receipt held to Ollerton Town Football Club in order that the Club, as long term

leaseholder and operator of site, can deliver much needed improvements to the sports ground for the benefit of local community groups which access and use the site.

The District Council is working closely with the Ollerton Town Football Club to improve the facilities at its ground in order to grow its capacity to accommodate increased active participation in sport and leisure activities at one of the communities most valuable assets and it is appropriate therefore to support the Club to deliver improvements at the site as part of a wider ambition to regenerate the site and protect it for future generations.

The Walesby Lane site was determined as the most appropriate site to invest in based on the recent growth in the numbers of teams based at the site particularly women and girls' participation and the scope the ground offers for further expansion of activity to meet the growing demand for football locally. The only other local sports club with its own outdoor facility has suitable provision to meet local demand.

Meeting closed at 6.56 pm.

Chair