



*Castle House  
Great North Road  
Newark  
NG24 1BY*

*Tel: 01636 650000*

[www.newark-sherwooddc.gov.uk](http://www.newark-sherwooddc.gov.uk)

**Friday, 31 January 2025**

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

**Members of the Committee:**

**Councillor N Allen  
Councillor A Brazier  
Councillor C Brooks  
Councillor A Freeman  
Councillor J Hall  
Councillor R Holloway  
Councillor R Jackson**

**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 P Harris  
Councillor S Michael  
Councillor L Tift**

<b>MEETING:</b>	<b>Policy &amp; Performance Improvement Committee</b>
<b>DATE:</b>	<b>Monday, 10 February 2025 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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13. Exclusion of the Press and Public	

The Committee will be invited to resolve that under section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 7 of Schedule 12A of the Act and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Categories of “Exempt Information”

Under Schedule 12A of the Local Government Act 1972 as amended

7 – Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

14. Bassetlaw and Newark & Sherwood Community Safety Partnership Update - 120 - 121  
Appendix 1 (Exempt)

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Presentation by Portfolio Holder for Sustainable Economic Development  
Annual Compliance Update – Housing Services  
Projected General Fund & Housing Revenue Account Revenue and Capital  
Outturn Report to 31 March 2025 as at 31 December 2024  
Budget Reports 2025/2026 – General Fun MTFP and Capital Programme  
Community Plan Refresh  
Social Value Charter  
Consultation on the Draft Local Nature Recovery Strategy (tbc)

# Agenda Item 4

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Policy & Performance Improvement Committee** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Monday, 25 November 2024 at 6.00 pm.

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

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

IN ATTENDANCE: Councillor S Haynes, Councillor J Lee and Councillor E Oldham and Councillor L Tift.

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

The Chair advised that, due to a technical issue, the meeting would not be live streamed. It was, however, still being recorded and requested that Members use their microphones when speaking. He noted that the recording would be published on the Council's website the following day.

56 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

There were no declarations of interest.

57 MINUTES OF THE MEETING HELD ON 28 OCTOBER 2024

The minutes from the meeting held on 28 October 2024 were agreed as a correct record and signed by the Chair.

58 PROJECTED GENERAL FUND AND HOUSING REVENUE ACCOUNT REVENUE AND CAPITAL OUTFURN REPORT TO 31 MARCH 2025 AS AT 30 SEPTEMBER 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 September 2024) variances. Table 1 showed a projected favourable variance against the revised budget of £0.421m, with an overall favourable variance of £0.719m that would require transferring to the General Fund reserves. Table 2 provided an overview of projected Housing Revenue Account (HRA) Outturn for 2024/25 with a favourable variance on



the net cost of HRA Services against the revised budget of £0.134m with an overall increase in the forecast transfer to the Major Repairs Reserve of £0.033m. 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 £0.719m be noted;
- b) the Housing Revenue Account projected favourable outturn variance of £0.033m to the Major Repairs Reserve be noted; and
- c) the Capital Programme revised budget and financing of £49.467m be noted.

#### 59 REVIEW OF HRA BUSINESS PLAN ASSUMPTIONS

The Committee considered the report of the Business Manager – Financial Services which provided Members with an overview of the key assumptions to be made within the production of the 30-year Housing Revenue Account Business Plan.

The report set out the background to the development and maintenance of the HRA Business Plan, setting out some of the key assumptions which would affect the Plan from an external perspective. Those external factors would then be considered when looking at internal factors e.g. setting of rent, capital improvements or revenue services. The agreed assumptions would then be fed into the overall HRA Business Plan which in turn would form the basis of the HRA Budget and Rent Setting report.

In response to whether the Council was liable for payment of Council Tax on NSDC void properties, the Business Manager confirmed that to be the case.

Members queried whether there had been any changes in the number of properties being sold under the Right to Buy Scheme. The Business Manager advised that the usual annual figure had been between 20-25 but following announcement from central Government in relation to the reduction in discount, the expectation was that this figure would reduce.

Members also queried what impact the number of empty properties on the Yorke Drive Estate had had on Council Tax receipts. The Business Manager advised he would circulate the information.

AGREED (unanimously) that the assumptions presented, to be utilised in the update of the 30-year HRA Business Plan, be endorsed.

#### 60 NEWARK TOWNS FUND UPDATE

The Committee considered the report of the Director – Planning & Growth which provided Members with an update on the progress and achievements of Newark Towns Fund projects. The report set out the background to the awarding of the Town Fund Grant and the selection of the ten priority projects as listed within the report.

Details of the assurance framework were provided together with progress for each of the projects, which included changes to grant profiles following approval of project adjustment requests as detailed within the report.

In considering the report a Member queried the number of apprenticeships delivered at the YMCA's Community Activity Village, noting that it was below the agreed target. In response, Members were advised that the YMCA ran a scholarship programme which was similar to an apprenticeship scheme, but not accredited. Officers assured Members that they would continue to work with the YMCA to ensure the apprenticeship numbers were monitored.

AGREED that the progress made in the delivery of the various Newark Towns Fund projects be noted and welcomed.

61 UPDATE FOR KERBSIDE GLASS RECYCLING SCHEME

The Committee considered the report of the Waste & Recycling Manager which provided Members with information as to the current performance and future risks of the glass recycling project. The report set out that kerbside glass recycling had commenced on 8 April 2024 following a period of 8 weeks when wheeled bins had been distributed. It also provided information as to the take-up of the service by residents and the gradual withdrawal of Glass Recycling UK bottle banks sites across the district. It was reported that where these had high usage, NSDC own glass collection points had been installed. Statistical information was provided as to the amount of glass collected and how this compared favourably to the estimates calculated as the scheme was being developed.

In considering the report Members raised a number of queries in relation to: capturing data as to the number of bins that were not emptied every 8 weeks and the reason for that; information on the future income likely to be realised by glass recycling; issues around capacity at the Newark Lorry Park for the storage of collected glass; use of a sticker to remind residents when their bins were due for collection; contamination of silver bins by residents putting glass in them; the final destination of the glass the Council sells; method used to determine the regularity of collections; and any noise issues from residents due to the emptying of glass bins. The Waste & Recycling Manager provided satisfactory answers to all the points raised by Members within the meeting.

AGREED that:

- a) the current status of the project be noted; and
- b) further updated be provided as required.

62 COMMUNITY PLAN PERFORMANCE UPDATE - Q2

The Committee considered the report of the Transformation & Service Improvement Officer which presented to Members the Quarter 2 Community Plan Performance Report (July to September 2024). Members were asked to review the Community Plan Performance Report attached as Appendix 1 together with the Compliance Report attached as Appendix 2.

In considering the report Members sought further detail on how the Council was working with Nottinghamshire County Council to deliver the Family Hub initiative and how this would continue into the future. The Transformation & Service Improvement Officer advised she would provide a written response to Members.

AGREED that the Community Plan Performance Report Q2 be noted.

63 RESPONSE TO KIDDEY STONES CONSULTATION

The Committee considered the report of the Transformation & Business Improvement Manager which provided Members with the results of the recent consultation on the proposal to site the Kiddey Stones at Castle House. The report set out the background leading to the Cabinet determining to agree, in principle, with the proposals pending a public consultation of the Kiddey Stones being installed at Castle House. The report provided details of the consultation method and the analysis of the results.

In considering the report Members commented on the location chosen for the siting of the stones. Suggestions were made for alternative locations with some Members indicating that should the location be changed, they could support the project.

Members sought clarity on how the project was to be financed, querying which budget it would be funded from and when this had been accounted for. They also raised the issue of: additional costs that would be incurred, should the recommendations of the Police be followed; what the final overall cost of the project would be and what that would cover; and whether alternative funding had been considered.

General comment was made as to whether Cabinet would consider not proceeding with the project in light of the public response; whether a Deed of Gift from Newark Town Council to Newark & Sherwood District Council had been considered; and whether the accuracy of the responses following their analysis could be relied upon.

Councillor J. Lee, who was in attendance at the meeting was invited by the Chair to put forward any comments he would wish to be submitted to Cabinet alongside those of the Committee Members.

All the themes that the Policy & Performance Improvement Committee Members wished Cabinet to consider when reviewing the report were captured, with the Chair relaying these back to the meeting at the end of the discussion.

AGREED that:

- a) the contents of the report and consultation responses as detailed in Appendices A to E be noted; and
- b) the comments, as detailed above, be included in the Kiddey Stones report to the meeting of Cabinet scheduled for 10 December 2024.

64 PRESENTATION BY COUNCILLOR E. OLDHAM - PORTFOLIO HOLDER FOR CLIMATE & THE ENVIRONMENT

The Committee considered the presentation delivered by Councillor Emma Oldham, the Portfolio Holder for Climate & the Environment. Detailed within the presentation were a number of projects undertaken, these included: Climate Change Action Plan; energy generation, energy management and tackling fuel poverty; waste collection and recycling; fleet management and maintenance; air quality; biodiversity and conservation; Council's Tree Strategy; maintenance and enhancement of parks and open spaces; public engagement in relation to the natural environment; and statistical data from the residents' survey.

In noting the presentation, a Member commented that much of the activities undertaken were Newark centric and queried whether it would be possible to work with Edwinstowe Parish Council to assist them in improving their playgrounds for areas where there was no district council provision. She added that events held in Newark were difficult for residents in the west of the district to access as bus services were limited. The Portfolio Holder responded that she was actively pushing for additional funding for district wide activities, noting that access to external funding was limited.

In relation to waste collection, Members made comment on whether data was captured on emptying rates as that would enable a data led provision. Reference was made about potentially including a 'micro-chip' in future bin provision and also whether information was available as to the final destination of recycled materials.

Referring to the Woodland Trust's Tree Equity Score, a Member commented that there was a perception that some areas benefited more than others and queried whether it was possible for information to be circulated on the location of the target areas. The Portfolio Holder advised that the Tree Equity Score was a free online tool. She added that Hawtonville and Brunel Drive were lower than the national average in terms of tree coverage and that Hawtonville had been chosen to find potential locations for new trees.

AGREED that Councillor Emma Oldham, Portfolio Holder for Climate & the Environment be thanked for her attendance.

65 CABINET FORWARD PLAN - NOVEMBER 2024 TO FEBRUARY 2025

NOTED the Forward Plan of the Cabinet for the period November 2024 to February 2025.

66 ITEMS FOR NEXT AGENDA

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

Bassetlaw and Newark & Sherwood SCO Progress & Performance/Review of Priorities

Portfolio Holder Presentation – Cllr. Susan Crosby

Newark Town Centre Master Plan  
Domestic Abuse Housing Alliance Accreditation  
Consultation on the Draft Local Nature Recovery Strategy

Meeting closed at 8.58 pm.

Chair



Report to: Policy & Performance Improvement Committee: 10 February 2025

Director Lead: Matthew Finch, Director - Communities & Environment

Lead Officer: Jenny Walker, Business Manager – Public Protection

Report Summary	
<b>Report Title</b>	<p>Bassetlaw and Newark &amp; Sherwood Community Safety Partnership Progress and Performance Update and Review of Priorities.</p> <p>The report's Appendix 1 contains exempt information as defined under Schedule 12A of the Local Government Act 1972 Paragraph 7 under which the Committee has the power to exclude the press and public if it so wishes.</p> <p>It is considered that the need to treat the information in the Appendix as exempt outweighs the public interest in disclosure because it contains information which is deemed Officially Sensitive.</p>
<b>Purpose of Report</b>	<p>To provide an update on the work undertaken by the Bassetlaw and Newark &amp; Sherwood Community Safety Partnership. The report will set out the current performance and introduce the new Community Safety Partnership Strategy and Delivery Plan.</p>
<b>Recommendations</b>	<p>That Policy &amp; Performance Improvement Committee:</p> <ol style="list-style-type: none"> <li>a) note the Community Safety Partnership performance information; and</li> <li>b) review the new Community Safety Partnership Strategy and Delivery Plan in advance of Cabinet review and adoption in April 2025</li> </ol>

## 1.0 Background

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

- i. The District Council(s)
- ii. The County Council
- iii. The Chief Officer of Police
- iv. The Fire and Rescue Authority
- v. The Integrated Care Boards

- 1.2 The Bassetlaw and Newark & Sherwood CSP (BNSCSP) meets on a quarterly basis with wider partners through the Joint Strategic Group (JSG). The chair of the JSG represents the CSP at the Nottinghamshire Safer Neighbourhoods Board and this role alternates between the two district councils on a biennial basis.
- 1.3 The CSP and its priorities are determined by statutory requirements set by government and localised priorities and requirements through the Safer Notts Board and related strategic groups.

## 2.0 Performance

- 2.1 Each month the CSP analyst produces a performance report based on all crime and a separate smaller report based on antisocial behaviour. This shows the comparative performance of the Community Safety Partnerships in the county (there are three) and each district. This shows the change in all crime/ASB compared to the same period last year as well as providing some more detailed analysis on the locations and causes of any hot spots.
- 2.2 The performance for Crime for 24/25 when compared with the previous year is shown below:

	All Crime Volume May-Dec 2023	All Crime Volume May-Dec 2024	Volume Change	% Change
County	40,534	38,713	-1,821	-4.5%
Ashfield	7,357	6,844	-513	-7.0%
Mansfield	8,314	7,054	-1,260	-15.2%
Bassetlaw	6,445	6,425	-20	-0.3%
<i>Newark &amp; Sherwood</i>	<i>5,879</i>	<i>5,971</i>	<i>92</i>	<i>1.6%</i>
Broxtowe	4,872	4,790	-82	-1.7%
Gedling	4,239	4,085	-154	-3.6%
Rushcliffe	3,421	3,541	120	3.5%

The table above illustrates that Newark & Sherwood experienced a 1.6% increase in All Crime compared to a 4.5% reduction in the county.

The performance for ASB for 24/25 when compared with the previous year is shown below:

	ASB Volume May-Dec 2023	ASB Volume May-Dec 2024	Volume Change	% Change
County	11,295	10,355	-940	-8.3%
Ashfield	2,076	2,014	-62	-3.0%
Mansfield	2,156	1,857	-299	-13.9%
Bassetlaw	1,746	1,535	-211	-12.1%

<i>Newark &amp; Sherwood</i>	1,747	1,493	-254	-14.5%
Broxtowe	1,385	1,396	11	0.8%
Gedling	1,230	1,184	-46	-3.7%
Rushcliffe	955	876	-79	-8.3%

The table above illustrates that Newark & Sherwood experienced an 14.5% reduction in ASB compared to an 8.3% reduction countywide.

- 2.3 As agreed at the previous committee the more detailed, ward-based data for crime and ASB is provided in **Appendix 1** (exempt).

### **3.0 Community Safety Partnership (CSP) Strategy**

- 3.1 Every CSP should have in place a Strategy and a delivery plan that sets out the key themes within the CSP alongside the delivery plan on how actions, activities and other work programmes linked to the strategy to seek improvements for the community. The delivery plan enables a clear oversight of the wider priorities and actions alongside detailing more locally based activities and priorities.

- 3.2 The Bassetlaw, Newark & Sherwood Community Safety Strategy is provided in **Appendix 2**. This document has been developed through the CSP and has now been formally adopted by Bassetlaw. Members of the CSP have reviewed the document in its draft form and had an opportunity to provide feedback. The strategy has been formally adopted by Bassetlaw District Council alongside their own delivery plan. The strategy document sets out the key legal requirements within the area of community safety and sets out key themes. The key themes are:

- Serious Violence (SV), Violence against Women and Girls (VAWG) and Domestic Abuse
- Anti-Social Behaviour
- Vulnerability and Contextual Safeguarding
- Community Cohesion
- Neighbourhood Crime

- 3.3 The strategy document provides the overarching roles, responsibilities and legal requirements and requires a local delivery plan to detail how each council is working towards the main themes. The NSDC Delivery Plan is provided in **Appendix 3**.

- 3.4 This encompasses work and activities from the NSDC Community Plan, statutory requirements such as PREVENT, Serious Violence, Violence Against Women and Girls (VAWG) to name a few. The local delivery plan enables a fuller picture to be provided and how our work feeds back through the key themes and statutory requirements.

- 3.5 The delivery plan will become the localised action plan for community safety matters and will replace presenting to this committee the previous limited set of priorities but instead enable the committee to have a full oversight of the work to be undertaken and the progress of those actions in line with the key themes. This will further enable the committee to have a broader conversation about priorities for our communities and see the scale of the work being undertaken.



- 3.6 It is proposed that the strategy and the delivery plan will be presented for adoption at the April Cabinet meeting and therefore seek the views of this committee in advance of the cabinet process. The delivery plan will then come back to this committee each year in advance, setting out the priorities and activities for the coming financial year.

#### **4.0 Community Safety Partnership Review**

- 4.1 A countywide decision was taken to complete a full review of the Community Safety Partnerships in place across the county. This work has been ongoing for the last 6 months and draft proposals have been submitted for consultation. A key benefit of this review is to look at the meetings that are attended, the documentation linked to the CSPs and how these can work more efficiently.
- 4.2 As the BNS CSP Strategy was the most recent document in place, it has proved a useful starting point for discussions. The other CSPs have also agreed to adopt the thematic approach developed by Bassetlaw as the basis of their strategies but also as a countywide approach to this work area.
- 4.3 The aim is to ensure that all the work activities and meetings set up, or new or emerging issues that come into place, will always fit within one of the key themes, with cross cutting issues embedded across the areas. This will ensure that any new emerging area is properly considered in line with existing meeting structures and delivery plans rather than creating another meeting, groups, panel etc.
- 4.4 The aim is to also provide a consistent approach at a district and borough for all multi agency meetings held by the district. This will ensure that all partners attending have a clear understanding of the meeting, the terms of reference and allow for more consistent attendance and information sharing.
- 4.5 As part of this review, as a group of Community Safety Managers, we have set up a Community Safety Managers Group to assist each other in the scale of the work required within this area to ensure that best practice and knowledge can be shared and to ensure that there is adequate representation across the meetings that require attendance. In some cases the meetings have to be attended at a CSP level with the information shared back as there is insufficient capacity for all to attend every meeting. Feedback from the review to Safer Notts Board on the scale and number of meetings is also proposed alongside discussion on how to rationalise these where possible.
- 4.6 Members will be aware that the new Community Plan for NSDC contains an objective related to Crime and Anti-social Behaviour, which lists 22 objectives for delivery, some of which have been completed. These have been added to the annual priorities alongside statutory requirements and the delivery of ongoing projects such as Safer Streets 5 and the delivery of diversionary activities through Locality Funding provided by the OPCC.

## 5.0 **Community Safety Activities**

### 5.1 **Safer Streets 5**

This project has been in operation since November 2023 and comes to an end in March 2025. Since the last meeting of this committee the project is nearing completion of all activities that formed the bid. CCTV and lighting has been installed at Balderton Lakes car park, neighbourhood watch training has commenced in advance of setting up a new scheme and a final graffiti project is planned in early March.

### 5.2 **Enforcement Activities**

The team have been busy throughout the year with enforcement action across the district this includes the following enforcement activities on adults:

- Closure Orders – 8
- Injunctions – 4
- Criminal Behaviour Order – 1
- Community Protection Warnings – 18
- Community Protection Notices – 2

There have been 38 young people referred to the ASB Panel from the following locations:

<b>Area ASB Occurred</b>	<b>No of Referrals</b>
Newark Town Centre	11
Balderton	9
Boughton	6
Clipstone	5
Hawtonville	3
Yorke Drive	2
Southwell	1
Bilsthorpe	1

### 5.3 **Yorke Drive**

Significant concerns were reported to NSDC and the Police regarding crime and anti-social behaviour severely impacting residents on Yorke Drive in the summer of 2024. Working with Nottinghamshire Police the ASB and Housing Teams have lead on a multi-agency enforcement programme to deliver improvements to the community. This in addition to the regeneration programme.

As a result of the enforcement action undertaken, we secured 4 closure orders on properties which were the source of criminal activities and anti-social behaviour. Successfully applied for civil injunctions banning named individuals from entering the Yorke Drive area and specific addresses.

A number of the specific individuals are currently on remand and are away from Yorke Drive which has benefitted the community. This remains under review, however current feedback from the residents is that the situation is much improved.

#### **5.4 Immediate Justice**

In April 2024, the OPCC set up a pilot for Immediate Justice, to deliver on this project and to engage from the local authorities, funding was made available for a project officer post to develop this project and how the council can be part of any referrals.

The scheme is now up and running and referrals are being made by the Police and the council. Some community clean ups have taken place in our district through this scheme which has been well received.

A decision as to whether this project will continue into 2025/26 is yet to be decided by the OPCC. The project officer role funding ends at the end of March 2025 and there is not at this time any proposal to extend this role.

#### **5.5 CCTV Replacement Scheme**

As agreed at Cabinet in March 2024 where the proposed replacement scheme was presented and approved, we have been working through the CCTV camera replacement this year, prioritising those that are not working or are the oldest. We have completed 14 replacements/installations, which include:

- Carter Gate (Beaumont Cross)
- Appleton Gate
- Sherwood Avenue Park
- Brunel Drive NSDC Depot
- Stodman Street/Middle Gate
- Church Street
- Castle Station Car Park
- Waitrose Station Car Park
- Riverside Car Park
- Balderton Lake
- St Marks Lane
- Church Walk Camera
- Newark Market Place/Newark Church
- Southwell - Leisure Centre

#### **5.6 CCTV Control Room**

At the March 2024 cabinet meeting a business case was presented that detailed the costs and design for a new in-house CCTV control room. Cabinet approved the recommendation to issue the 2-year notice period to the CCTV Partnership as required by the legal agreement. A further report is due to be presented to cabinet in April 2025.

## 5.7 Public Spaces Protection Orders (PSPOs)

The full review of the PSPOs was completed and approved at July cabinet. The following orders are now in place for a three-year period:

- Dispersal Order – Newark Town Centre
- Alcohol Control – Newark Town Centre
- Dispersal Order – Balderton Lakes, Lakeside Shopping Centre, Coronation Park
- Dispersal Order – Hawtonville
- Fire Control – Vicar Water
- Fire Control – Sconce and Devon
- Prohibition of vehicles – Eakring Road
- Dog Control – includes dog fouling controls district wide, dogs on lead by direction district wide, dogs on lead in specified areas, dog exclusion at all enclosed play areas district wide and dog exclusion at specified locations.

## 5.8 Diversionary Activities/Education Sessions

The team organised a number of diversionary activities and educational sessions funded through the OPCC Localities Funding, Safety Streets 5 and from NSDC. These include:

**Safety Challenge** – Approximately 820 year 6 pupils attended sessions at Vicar Water and Sconce and Devon Park in the summer 24, learning about Fire Safety, Water Safety, First Aid, Recycling and wildlife crime. We intend to run this again in the summer 2025

**Extreme Wheels** – weekly sessions run at Sherwood Avenue Park and Ollerton ran throughout the summer for children to attend the park and learn BMX bikes skills

**Prison Me, No Way** – Sessions have been arranged for all secondary schools in the district with a number of these being completed. These sessions aim to teach pupils about the consequences of their actions and behaviours and develop their knowledge and confidence in making better decisions. A replica prison cell is brought alongside hearing directly from ex inmates to provide real life situations.

**Boxing Project (Newark/Blidworth/Rainworth)** – Provides session to young people to take part in boxing sessions at a local club. Some young people may be referred into this project through the ASB Panel

**DJ Skills workshops** – to be delivered through the Young Peoples Centres across the district to allow for further engagement sessions with Youth Service.

**Cooking Project (Newark and Sherwood)** – Continuing a successful project run on Yorke Drive in 2023-24 there will be 4 sessions per rotating around the district with 15 young people per session. Provides an opportunity to learn cooking skills alongside budgeting and cost saving methods. Aims to improve community cohesion and relationships between groups of young people

**Graffiti Projects (Edwinstowe and Balderton)** – Engagement with young people in the locality to develop the design and deliver of graffiti art. The Balderton project forms part of Safer Streets 5.

## **6.0 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.

### **6.1 Financial Implications FIN**

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

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

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

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

Cabinet Report – CCTV December 23 and March 24

Cabinet Report – Public Spaces Protection Orders – February 2024 & July 2024



# COMMUNITY SAFETY STRATEGY

2024-2027

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## Foreword

Community safety and crime prevention is a substantial quality of life issue for all of our communities, as individuals and collectively. Delivering good community safety is multifaceted and is not just about tackling crime and disorder, but ensuring good health and wellbeing, suitable housing, safe neighbourhoods and positive economic and social regeneration, as well as community cohesion.

The delivery of our new community safety strategic plan requires all stakeholders, partners and the communities across Bassetlaw and Newark & Sherwood to work towards shared objectives. We will work hard to maximise our effectiveness as a partnership, tackling not only the obvious impact, but also the underlying issues which drive crime and disorder within our communities.

The ability to report concerns in relation to crime and disorder issues is important, as well as how we respond to these issues, providing communities with the confidence that as a partnership, we take these concerns seriously and provide feedback on the actions that have been taken.

This document outlines the partnership's commitment to community safety by way of a strategic plan for the next three years, identifying the actions we will take and what success will look like, so our communities can be assured that as a partnership, we will do all we can to build safer, stronger, and more confident districts.



## Introduction

This document aims to clearly articulate the vision, priorities and objectives of the Bassetlaw, Newark & Sherwood Community Safety Partnership (CSP) over the next three years. The strategy will be supported by localised delivery plans with SMART actions to help achieve the objectives at a local level, providing clarity and guidance around national and local requirements through both statutory and non-statutory duties.

This document will link into the corporate plans of our individual District Councils, as well as the many strategies, plans and guidance documents from the Home Office at national level and others at a county level.

## Context

There are many pieces of legislation that inform, direct and influence the approach and available responses to community safety. Section 17 of The Crime & Disorder Act (1998)<sup>1</sup> places a statutory duty on relevant authorities to consider the impact they have in exercising their powers and delivering services and do all they reasonably can to prevent crime and disorder in their area. Relevant authorities include local authorities, police, health, probation and social housing providers. Consequently, Community Safety Partnerships (CSPs) evolved from the original Crime & Disorder Partnerships (CDRPs) but their function remains the same in ensuring a multi-agency approach to tackling crime and disorder.

Numerous pieces of legislation have been introduced in recent years that place further statutory duties upon CSPs and/or the partners within. Examples of this include the new 'Public Health Duty' introduced in January 2023 to 'ensure that relevant services work together to share data, intelligence and knowledge to understand and address the root causes of serious violence including knife crime'. In addition, the government have amended section 6 of the Crime and Disorder Act 1998 to ensure that serious violence is an 'explicit priority for Community Safety Partnerships, which include local police, fire and probation services, by making sure they have a strategy in place to tackle violent crime.'<sup>2</sup>

We need to be prepared and flexible as a CSP to adapt to any future requirements that may be presented to us and continue to work well in partnership. Our three-year strategy is to be reviewed annually but the delivery plan will be a rolling document to ensure any changes or additions can be effectively managed. All such duties will be captured within the delivery plans, in order to keep this document brief and concise.

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<sup>1</sup> <http://www.legislation.gov.uk/ukpga/1998/37/section/17>

<sup>2</sup> [Serious Violence Duty - Statutory Guidance \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/111111/Serious_Violence_Duty_-_Statutory_Guidance.pdf)

## Bassetlaw, Newark & Sherwood Community Safety Partnership (BNS CSP)

Figure 1. Map of Nottinghamshire Districts and Boroughs



Rank of average score (1 is the most deprived)			
Nottingham	11	Newark & Sherwood	145
Mansfield	46	Gedling	209
Ashfield	68	Broxtowe	220
Bassetlaw	106	Rushcliffe	314

Figure 2. Table of ranked Districts according to IMD Sept. 2019

Based in the East Midlands of England, Nottinghamshire is a two-tier authority with the County Council and seven District/Borough Councils, as illustrated in figure 1. Nottingham City Council works independently of the other local authorities. Nottinghamshire has a population in excess of 826,257<sup>3</sup>.

Bassetlaw, Newark & Sherwood are two of the most northern districts, with large rural areas and a couple of large towns each. Bassetlaw borders with South Yorkshire, Derbyshire and Lincolnshire which also borders Newark & Sherwood. Bassetlaw currently has a population of approx. 118,351, whilst Newark & Sherwood is approx. 123,383. The table (fig.2) illustrates how the county districts are ranked according to the most recent indices of deprivation out of the 317 districts in England.<sup>4</sup>

Although Newark & Sherwood District Council are covered by the Nottingham & Nottinghamshire Integrated Care Board (ICB), Bassetlaw is under the South Yorkshire & Bassetlaw Integrated Care Service (ICS). We share all other services at county level across Nottinghamshire.

The two separate districts of Bassetlaw and Newark & Sherwood legally became one single CSP on May 1<sup>st</sup> 2010 under the Crime & Disorder Act 1998.

<sup>3</sup> Nottinghamshire Population 2023 | Varbes

<sup>4</sup> Indices of deprivation published on 29/09/19 - <https://www.nottinghamshireinsight.org.uk/research-areas/deprivation>

## Governance Structure and Relationships

Figure 3 illustrates the different Boards/Groups and their association with the SNB. Not all the Boards report into the SNB, although the majority have representation at the Performance Group. This structure is taken from 2020 and may have changed from that time.

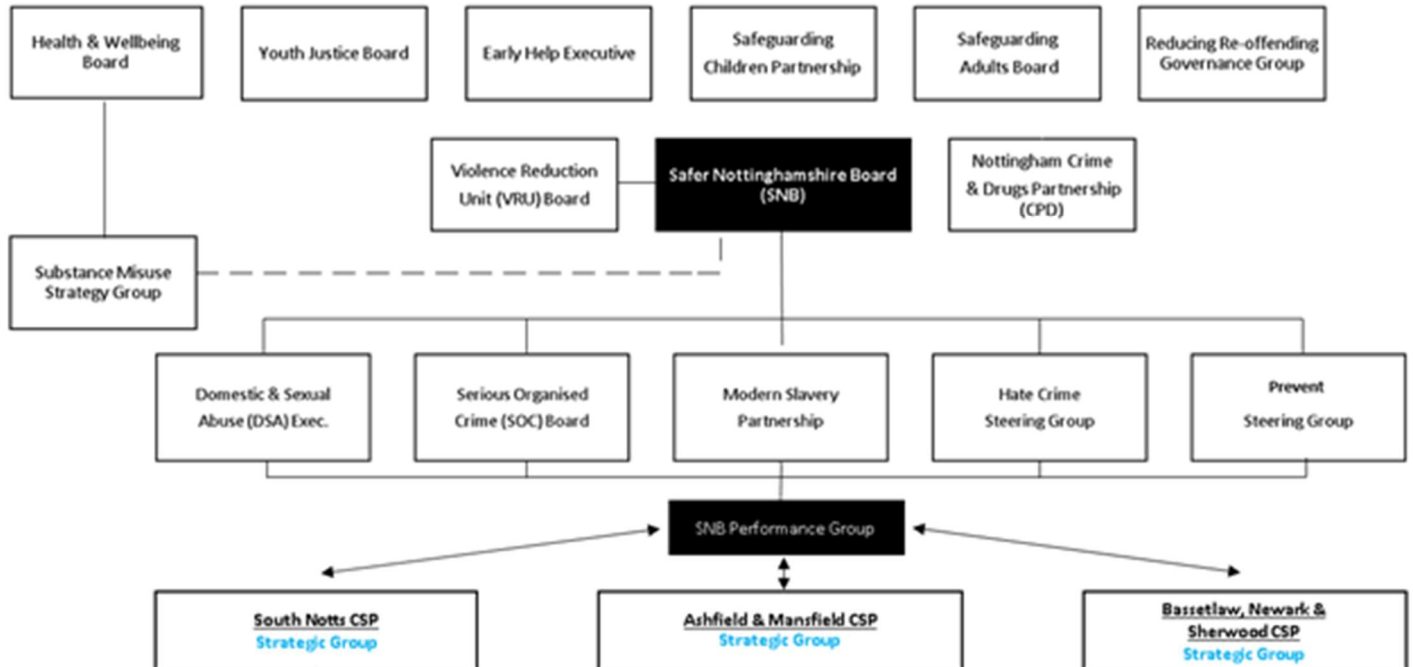


Figure 3. Governance Structure 2020

There are then the following countywide groups with thematic specialisms that should link into the SNB and feed down into the CSPs.

- Domestic Abuse Executive (DSE)
- Modern Slavery Partnership
- Hate Crime Steering Group
- Serious Violence Board and Implementation Group
- Serious Organised Crime (SOC) Group
- Prevent Board & Steering Group
- ASB Taskforce
- Nottinghamshire Fraud Partnership

## The Safer Nottinghamshire Board (SNB)

The Safer Nottinghamshire Board is a countywide strategic group (equivalent to Nottingham City's Community Safety Partnership) that is required under Crime and Disorder Regulations 2007 to ensure the delivery of shared priorities and a community safety agreement (CSA). Its key role is to provide leadership and set the strategic direction for community safety in Nottinghamshire. This is done through an annual strategic needs assessment (SNA) completed by the OPCC which informs the partnership CSA. The SNB was established in 2008 and has fulfilled the requirement for a county strategy group in Nottinghamshire since then. The Board has delegated its comprehensive performance management functions to the Performance Group. This Group is tasked to provide a summary of performance to the Board at each Board meeting together with any exception reports

around areas of poor performance or areas of concern in order that the Board is then able to take key decisions, and areas of excellent/effective performance for the Board to note.<sup>5</sup>

### **The SNB Community Safety Agreement (CSA) 2023-2025**

The 2023-2025 Safer Nottinghamshire Board's CSA (appendix A) identifies the following:

#### **Priorities:**

- Domestic Abuse
- Serious Violence (incorporating Young People at risk of offending and/or criminal exploitation, Sexual Violence and Violence against Women and Girls)
- Prevent
- High Harm Offences – slavery and exploitation
- Fraud and Cybercrime

#### **Cross-cutting Themes:**

- Reducing Reoffending
- Substance Misuse
- Feelings of safety

#### **Community Safety Partnership led priorities:**

- Neighbourhood Crimes – robbery, burglary, vehicle crime and rural crime
- Anti-social Behaviour

## **Nottinghamshire Office of the Police & Crime Commissioner (OPCC)**

The Commissioner sets the priorities for Nottinghamshire Police, to respond to the needs and expectations of communities. They will also ensure that the resources are available to address local and national priorities when they set the budget and they will assess the performance of the Force.<sup>6</sup> The OPCC conducts an annual strategic need's assessment (SNA) to identify the county's policing priorities that inform the Strategic Framework that Nottinghamshire Police work to and the local Police & Crime Plan (Make Notts Safe Plan 2021-25).

### **The Make Notts Safe Plan 2021-25**

The Make Notts Safe Plan prioritises the following issues:

- Serious violence and knife crime
- Violence against women and girls
- Neighbourhood crimes, including burglary, vehicle crime, robbery and rural crime
- Other high harm offences such as slavery, exploitation and abuse

<sup>5</sup> SNB Strategic Plan - <https://www.nottinghamshire.pcc.police.uk/Document-Library/Our-Work/Our-Partners/Safer-Nottinghamshire-Board.pdf>

<sup>6</sup> NOPCC Website - <https://www.nottinghamshire.pcc.police.uk>

And there is a commitment to fulfil responsibilities to:

- Promote equal opportunities and community cohesion between diverse communities and work to eliminate discrimination and harassment
- Have regard to the national priorities for policing set by the Home Secretary, which include terrorism, serious and organised crime, cyber-crime and child sexual exploitation
- Have regard to the need to safeguard and promote the welfare of children

## Funding Opportunities

The OPCC provide CSPs and Local Authorities with some of their key funding opportunities. These currently include the Locality, Safer Streets and Safer for All Funds. The BNS CSP has been successful in securing Safer Streets funding through joint bids to the OPCC in recent years, receiving between £100K-£300K per bid per Local Authority.

**Locality Fund** – annually provides an opportunity for Districts to apply for funding to enable local delivery against the PCCs Make Notts Safe Plan. This can be up to around £30-£40k but varies.

**Safer For All** - is intended to bolster situational crime prevention initiatives which have a sustainable year on year benefit to ensure maximum value for money e.g. fixed or re-deployable CCTV, CCTV Refuge Cameras, street lighting, target hardening of homes or vehicles, Automatic Number Plate Recognition cameras (ANPR) all of which must support the Commissioner's 'Make Notts Safe Plan' and be located in places where maximum impact can be gained.

**Safer Streets** – In Nottinghamshire, the local authorities apply for this funding through their joint CSPs via the OPCC. This is a Home Office initiative for crime prevention plans in areas affected by high levels of neighbourhood crime, such as burglary and robbery. In recent years, anti-social behaviour (ASB) and violence against women and girls (VAWG) have also become target themes. The funding is limited to specific local super output areas (LSOAs) that are provided by the OPCC for selection.

## Performance Data, Analysis and Monitoring

The Partnership Analyst's role is integral to the work of the CSP in providing and analysing crime and ASB data. This work enables us to monitor, assess and plan our work at a local level, ensuring that resourcing and funding decisions are evidence based. Analytical products currently include a monthly ASB assessment and also a wider crime assessment for the CSP area, broken down to the two districts. The majority of data available is through the police recording systems.

The BNS Joint Strategic Board (JSB) meets on a quarterly basis and will oversee performance, measured through delivery plans and analytical products.

## Strategic Objectives



### Prevention

- \*Provide factual information and advice on all community safety issues to reduce the risk of harm and enable people to make well informed choices in keeping themselves and others safe.
- \*Deter offending behaviour through pro-active activity and action.
- \*Improve visibility of and accessibility to services and support.
- \*Build social capital through positive engagement.
- \*Look for opportunities to raise aspirations.



### Early Intervention & Enforcement

- \*Consolidate clear and efficient pathways from point of report to close of case for offenders, victims and witnesses, to ensure the most appropriate actions are taken expeditiously and with full consideration of evidence.
- \*Use evidence based decision-making in resourcing and funding opportunities.
- \*Work with partners to solve local issues.
- \*Reflect the community's needs in our service delivery by recording and analysing feedback through satisfaction surveys and other research methods.



### Safeguarding & Support

- \*Provide a customer focused, responsive service that has a robust approach to assessing the individual risk and support needs of victims and vulnerable people, whilst addressing any safeguarding issues.
- \*Develop a pro-active approach to all work that considers 'contextual safeguarding' and enables the identification of those who are vulnerable and/or at risk of exploitation in extra familial settings.
- \*Pro-actively promote support services.



### Collaborative Working

- \*Ensure we are legally compliant by having sufficient information sharing agreements (ISAs) in place to enable affective contribution and engagement from all key partners.
- \*Ensure that we have appropriate, regular and consistent opportunities for officers to share information and contribute to the process of reducing the risk of harm.
- \*Effectively manage and record cases working across partnerships.



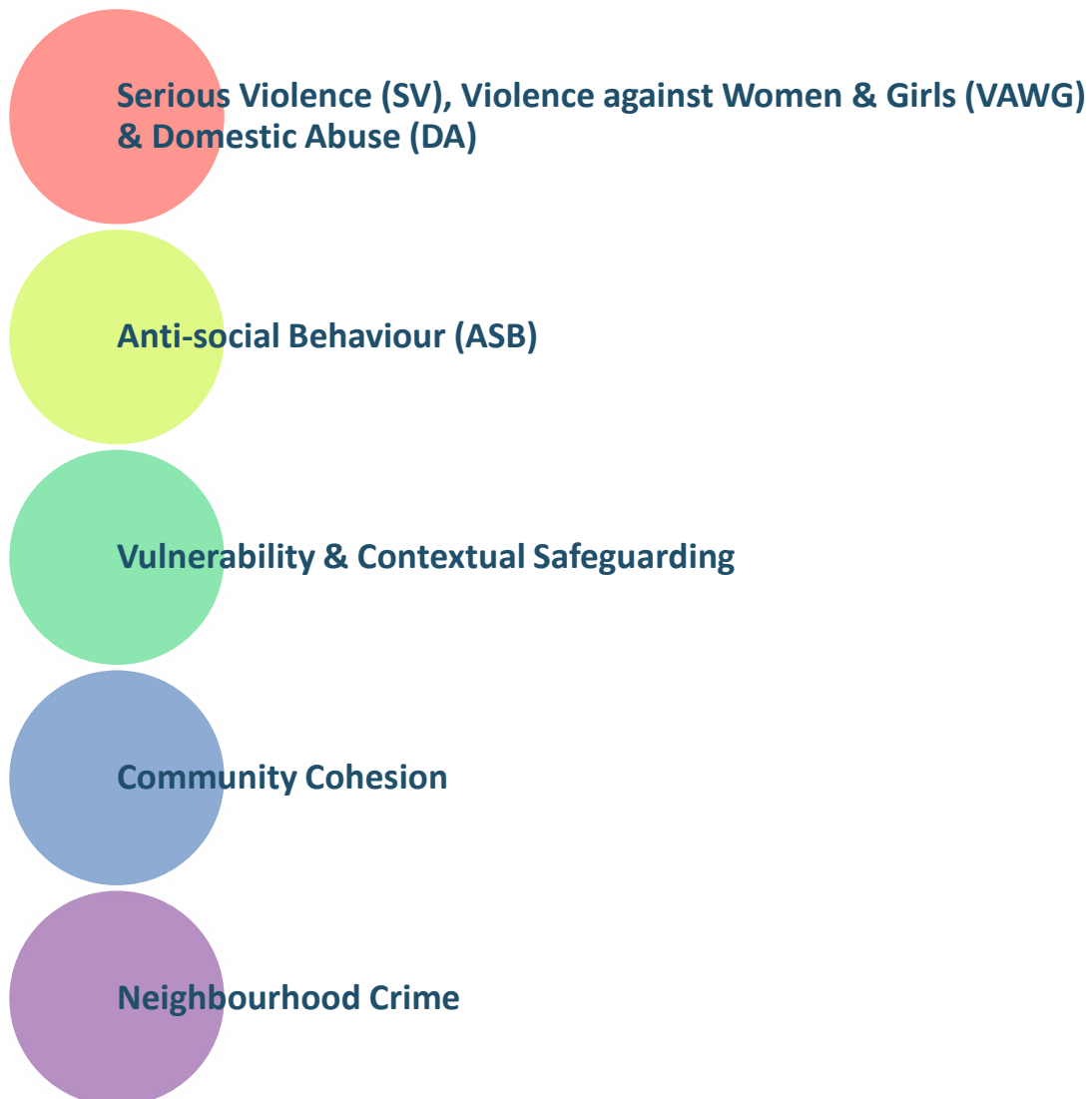
# Vision

*to reduce harm across our communities, whilst making them safer, more inclusive and cohesive*

We aim to achieve this vision by addressing each of the **5 thematic priorities** within our delivery plans under the following **strategic objectives**. Substance & alcohol misuse is a cross-cutting theme throughout each priority and will need to be addressed in relation to each.

## Thematic Priorities

We have identified 5 Thematic Priorities. Substance and alcohol misuse is not a priority theme on its own as it cuts across each area and so will be considered as part of each priority.



## Serious Violence (SV), Violence against Women & Girls (VAWG) & Domestic Abuse (DA)

### What will we do?

- Raise awareness within the communities and ensure staff are trained to recognise and report concerns
- Engage with and contribute to the work of the Nottinghamshire Violence Reduction Partnership (VRP) and Domestic Abuse Partnership Board, through local delivery plans
- Consider all opportunities for targeted diversionary activity where funding and resources are available
- Promote and support the 'healthy relationships' and 'knife crime' education within schools
- Embed existing safety campaigns across licensed premises and engage in further safety activity within the night-time economy (NTE)
- Further develop relationships and activity with specialist commissioned service providers such as Women's Aid and Equation
- Build on the existing network of CCTV and refuge points across the district to enhance feelings of safety, especially for women and girls
- Engage with and contribute to operational multi-agency meetings to safeguard victims, survivors and vulnerable individuals of domestic abuse
- Provide safe accommodation for survivors of domestic abuse
- Achieve DAHA Accreditation in relation to domestic abuse

### How will we measure performance?

✓ Compliance with the Serious Violence Duty	- Notts OPCC
✓ # Incidents of violence with injury	- Notts Police
✓ Hospital admissions for injury with a sharp object	- ICB/ICS
✓ # Incidents of young people carrying knives	- Notts Police
✓ # Incidents of rape and sexual offences	- Notts Police
✓ # Incidents of VAWG in public places	- Notts Police
✓ # Incidents of domestic abuse and repeat cases	- Notts Police
✓ # Domestic homicides	- Notts Police
✓ # MARAC referrals	- Notts County Council
✓ % accessing safe accommodation	- Notts County Council



## Anti-social Behaviour (ASB)

### What will we do?

- Raise awareness of ASB within communities, promote reporting methods and encourage reporting
- Deal with all reports of ASB expeditiously and robustly in line with local policy and the ASB Protocol as part of the Nottinghamshire OPCC's ASB Task Force
- Increase the identification and targeting of offenders through improved evidence gathering
- Provide high-visibility foot patrols to tackle issues of ASB and promote feelings of safety in town centres and other locations as appropriate
- Support and develop key initiatives focused on prevention and early intervention, referring young people into available programmes
- Facilitate regular partnership surgeries in key locations
- Continue to work closely with the CCTV Control Room staff to gather evidence
- Facilitate, engage with and contribute to the ASB and Partnership Problem-Solving meetings to more effectively address problematic and persistent issues – working with youth offending service, education, social services, CGL etc.
- Work closely with schools as partners to deter offending behaviour and better manage local issues
- Effectively use available equipment such as deployable CCTV and body-worn cameras to support the evidence gathering process
- Consider all opportunities for diversionary activity where funding and resources are available
- Consider how funding opportunities such as Safer Streets, Locality funding and Shared Prosperity Fund might be used in tackling ASB
- Make full use of our licensing laws to improve the management of licensed premises
- Develop and work to a seasonal comms plan to address peaks in activity

### How will we measure performance?

✓ Satisfaction Survey	- Notts OPCC
✓ Perception - Crime Survey	- Notts Police
✓ # Incidents of ASB	- Notts Police
✓ # Incidents of ASB (youth / NTE related)	- Notts Police
✓ # Incidents of environmental crime	- BDC
✓ # Repeat victims of ASB	- Notts Police
✓ # Secondary fires	- Notts Fire & Rescue Service

## Vulnerability & Contextual Safeguarding

(includes Child Criminal & Sexual Exploitation, Modern Slavery, Human Trafficking & Fraud)

### What will we do?

- Raise awareness within the communities and ensure staff are trained to recognise and report concerns regarding exploitation and abuse, to safeguard both children and adults
- Promote and support educational packages and opportunities in schools to educate students and staff around exploitation and abuse
- Target perpetrators and strengthen the community response to tackling these crimes
- Develop understanding and activity around contextual safeguarding
- Implement Safe Space Accreditation Schemes
- Ensure support services and multi-agency partnership working is in place regarding vulnerability including mental health and substance & alcohol misuse.
- Support and develop key initiatives to improve the lives of vulnerable residents
- Facilitate, engage with and contribute to local multi-agency safeguarding meetings such as complex case, vulnerable people, rough sleepers, CCE/CSE and MARAC panels where appropriate
- Encourage partners to adopt a Modern Slavery Statement
- Ensure local intelligence processes are in place across partners to identify patterns/concerns

### How will we measure performance?

✓ Referrals into the Multi-agency Safeguarding Hub (MASH)	- Notts OPCC
✓ Incidents of Child Criminal Exploitation (CCE)	- Notts Police
✓ Incidents of Child Sexual Exploitation (CSE)	- Notts Police
✓ Referrals into the National Referral Mechanism (NRM)	- Notts Police
✓ Intelligence reports into the police	- Notts Police

## Community Cohesion

(Counter-Terrorism & Hate)

### What will we do?

- Educate our communities and professionals and challenge attitudes that underpin hate
- Facilitate and support schools' Prevent training to ensure staff are able to recognise and report concerns
- Ensure staff are trained to recognise and report hate as an offence itself but also as a motivating factor within other offences such as anti-social behaviour and domestic abuse
- Target perpetrators and strengthen the community response to tackling these crimes
- Raise awareness of radicalisation and extremism, and reporting mechanisms into Prevent, True Vision and the police
- Facilitate, promote and support opportunities for community engagement activity to develop tolerance, cohesion and resilience
- Publish and work in line with the Counter-Terrorism Local Plan (CTLP)

### How will we measure performance?

✓ # Referrals into Prevent	- Notts Police
✓ # Incidents of Hate and Hate Crime	- Notts Police
✓ # Schools receiving Prevent training	- Notts Police
✓ Confidence survey	- Notts OPCC
✓ Victim feedback	- Notts Police

## Neighbourhood Crime

(Burglary, theft, vehicle crime)

### What will we do?

- Raise awareness of crimes and reporting routes
- Develop resident participation initiatives to empower local communities
- Increase the membership of Neighbourhood Watch & Alert
- Target perpetrators and strengthen the community response to tackling these crimes
- Build on the existing network of CCTV and refuge points across the district to increase the capacity for evidence gathering, whilst acting as a deterrent
- Target harden residential properties and public spaces
- Make environmental improvements through regeneration opportunities

### How will we measure performance?

✓ Number of burglaries	- Notts Police
✓ Number of vehicle crimes	- Notts Police
✓ Number of thefts	- Notts Police
✓ Uptake of Neighbourhood Watch/Alert	- Notts Police
✓ Confidence survey	- Notts OPCC
✓ Victim feedback	- Notts Police

2025 – 2027

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# Community Safety Partnership Delivery Plan CUSTOMER FEEDBACK

**Author:** Yvonne Swinton, Community Protection Manager

Jenny Walker, Business Manager – Public Protection

This delivery plan is a detailed outline of the actions required to support in the delivery of the Community Safety Strategy and NSDC's Community Plan.

## Introduction

This delivery plan will describe specific actions to help deliver the objectives of the Bassetlaw, Newark & Sherwood CSP Community Safety Strategy. The actions are split into the four strategic themes shown below, which prevents duplication and allows cross-over of the many crime and thematic areas. All individual thematic plans have been incorporated into this main document to allow for more effective delivery and monitoring. It will include all statutory duties and agreed actions across the many countywide partnerships and is a flexible working document that can be added to and amended.



## Strategic Themes

### PREVENT

- Provide information and advice on all community safety issues, to reduce the risk of harm and enable people to make well-informed choices in keeping themselves and others safe. This will be achieved through:
  1. Training.
  2. Communications.
- Deter offending behaviour through pro-active approaches (such as the broken window theory and diversionary activity).
- Improve visibility of and accessibility to services and support.
- Build social capital through positive and targeted engagement.
- Look for opportunities to raise aspirations and help achieve them.

### RESPOND

- Consolidate clear and efficient pathways from point of report to close of case for offenders, victims, and witnesses, to ensure the most appropriate actions are taken expeditiously and with full consideration of evidence.
- Use evidence-based decision making in resourcing and funding opportunities.
- Work with partners to solve local issues.
- Reflect the community's needs in our service delivery by recording and analysing feedback through satisfaction surveys and other research methods.

## **SUPPORT**

- Provide a customer focused and responsive service that has a robust approach to assessing the individual risk and support needs of victims and vulnerable people, whilst addressing any safeguarding issues.
  - Domestic abuse, stalking and 'honour'- based abuse (DASH)
  - Anti-Social Behaviour (ASB)
  - Risk assessments.
  - Signposting.
- Develop a pro-active approach to all work that considers 'contextual safeguarding' and enables the identification of those who are vulnerable and/or at risk of exploitation in extra familial settings.
- Pro-actively promote support services.

## **COLLABORATE**

- Ensure we are legally compliant by having sufficient information sharing agreements (ISAs) in place to enable affective contribution and engagement from all key partners.
- Ensure that we have appropriate, regular, and consistent opportunities for officers to share information and contribute to the process of reducing the risk of harm.
- Have clear and concise recording case management across partnerships.



# Prevention

*Working proactively with our partner agencies to prevent crime and anti-social behaviour.*

Method	By when	Lead	Action(s)	Update(s)	R A G
<b>Objective 1: Provide information and advice on all community safety issues</b>					
<b>Policies, Procedures and Statements</b>	31/3/2025	JW/ YS	1) Provision/review and refresh of corporate policies and procedures on <ul style="list-style-type: none"> <li>a. Domestic Abuse</li> <li>b. Safeguarding</li> <li>c. ASB Policy</li> <li>d. Enforcement Policy</li> </ul>	<p>NSDC is currently undertaking the DAHA Accreditation process and the ethos will be embedded into all policies to ensure compliance across the organisation. The accreditation is expected to be obtained in December 2025.</p> <p>Domestic abuse policies to be reviewed to include both inward and outward facing documents for victims and perpetrators of domestic abuse. This will also include safeguarding as it is often intrinsically linked to domestic abuse as a wider safeguarding context.</p> <p>The NSDC ASB Policy is currently being refreshed and updated as part of the standard review process.</p>	
	31/3/2025	JW/ YS	2) Consideration of how the following are included within NSDC corporate policies and/or if they should be: <ul style="list-style-type: none"> <li>a. Violence Against Women &amp; Girls (VAWG)</li> <li>b. Prevent (Counter-Terrorism)</li> <li>c. Modern Slavery &amp; Human Trafficking</li> <li>d. Hate</li> </ul>	<p>NSDC has undertaken the benchmarking process for our PREVENT readiness. This has highlighted some areas that require improvement, mostly around training. As part of the countywide PREVENT Delivery Group a revised training programme is being rolled out through 25-26.</p> <p>Modern Slavery is now managed by the countywide Slavery and Exploitation Team managed by Nottingham City Council. Referrals can be made by any</p>	

			<ul style="list-style-type: none"> <li>e. Serious Violence (SV)</li> <li>f. Fraud</li> </ul>	<p>agency and multi agency meetings to discuss cases have been set up alongside countywide overview meetings.</p> <p>NSDC has a serious violence action plan developed across the CSP with the Violence Reduction Partnership. The progress is reviewed on a quarterly basis.</p>	
	On-going	JW/YS	3) Consider the use of the Police Designing Out Crime (DOC) Officers in planning for both short and long term projects.	DOC Officers have been used for various projects this year including a review of Newark Town Centre, Balderton Lakes and shops and Yorke Drive.	
			4) Develop a local situational risk assessment (RSA) using the county Counter-Terrorism Local Plan (CTLP) for Prevent	NSDC is in the process of developing the Local Situation Risk Assessment using the recently released CTLP document issued.	
	Completed	JW	5) Produce and publicise a Modern Slavery and Human Trafficking Statement	Published online, NSDC website and Intranet. 25/26 both documents to be reviewed.	
	On-going	NR/YS	6) Conduct Domestic Abuse Related Death Review (DARDR) when required within specified framework	<p>DV Co-ordinator Newark and Sherwood and Bassetlaw leads on this working with Community Protection Manager as appropriate.</p> <p>A county review is currently underway to establish the benefits of managing DARDR's from a central location within Nottinghamshire.</p> <p>Currently managing 3 DARDR's across the CSP.</p>	
<b>Training</b>	On-going	JW/YS	7) Provision of mandatory training modules for all NSDC staff on <ul style="list-style-type: none"> <li>a. Domestic Abuse</li> <li>b. Safeguarding</li> <li>c. Prevent</li> </ul>	<p>Discussions to be held with HR for definitive list of themes to be added to the mandatory training.</p> <p>All training will be provided in various formats dependent on need of role within the authority.</p> <p>Three further ASB Officers to be fully trained into the additional responsibility of Safeguarding Officer and to form part of the NSDC Safeguarding team.</p>	

	On-going	JW/ YS	8) Review the provision of staff training modules on a. Hate / Unconscious Bias. b. Bystander/Upstander (VAWG/DA/SV) c. Modern slavery & human trafficking. d. Fraud and Cybercrime. e. Substance Misuse.	The new LMS, Ambition Academy will be used where possible for online training and the recording details for each member of staff.	
	April 2025	YS	9) ASB and Community Protection Team to have training on a. Evidence gathering and statements. b. Contextual safeguarding.	Evidence gathering and statement training took place in Nov/Dec 2024.	
	On-going	JW/ YS	10) Consider and deliver a collective community safety package of training for Elected members.	25/26 in person training to be developed.	
<b>Comms</b>	On-going	JW/ YS /SM	11) Produce a NSDC information sheet of community safety campaigns (newly developed or existing) for: a. Anti-social Behaviour (ASB) b. Domestic Abuse (DA) c. Violence Against Women & Girls (VAWG) d. Prevent (Counter-Terrorism) e. Modern Slavery & Human Trafficking f. Hate g. Serious Violence (linked with VAWG) h. Fraud i. Neighbourhood Crime	25/26 develop leaflets and look to update website.	
	On-going	YS /SM	12) Embed quarterly meetings with the Comms team to review and update the events calendar for consistent forward planning in relation to the afore-mentioned campaigns	Regular meetings currently held with Comms for ASB and Domestic Abuse. These need to be extended to include the other areas and take place quarterly.	

	YS /SM /KS	13) Provision of material to educate and raise awareness and provide information on reporting pathways.	<p>Report It campaign leaflets are used in areas where there is believed to be under reporting and where there is an increase in ASB. New fridge magnets detailing reporting pathways distributed at Community Safety events.</p> <p>DA/VAWG campaign materials obtained and distributed in line with national events.</p> <p>Active involvement by Community Safety on the Cocaethylene nights of action. Materials distributed within the nighttime economy to raise awareness.</p>
April 2025	YS /SM /KS	<p>14) Review and refresh of NSDC community safety web pages with signposting to include:</p> <ul style="list-style-type: none"> <li>a. Anti-social Behaviour (ASB)</li> <li>b. Domestic Abuse (DA)</li> <li>c. Hate</li> <li>d. Prevent (Counter-Terrorism)</li> <li>e. Modern Slavery &amp; Human Trafficking</li> <li>f. Violence Against Women &amp; Girls (VAWG)</li> </ul>	<p>Web training has been received by members of the team and website meetings have been diarised to address all areas that need reviewing and refreshing.</p>
April 2025	YS /KS	<p>15) Display the below corporate policies on the web pages (inter/intranet)</p> <ul style="list-style-type: none"> <li>✓ Domestic Abuse</li> <li>✓ Safeguarding</li> <li>✓ ASB</li> </ul>	<p>We have adopted the Nottinghamshire District Councils and Borough Children and Adult Safeguarding Policy, and a link is provided from our website.</p> <p>Domestic Abuse Policy to be reviewed as part of DAHA Accreditation.</p> <p>ASB Policy in final draft stage ready to be reviewed – January 2025</p>

	April 2025	YS/ KS	16) Pro-active promotion of Crimestoppers, NeighbourhoodWatch, PubWatch and ShopWatch	We need to add Crimestoppers, and Neighbourhood Watch to website and comms plan.
<b>Partnership Meetings</b>	On-going	YS/ SM/ KS	17) To continue to chair, support and nurture partnership meetings, improving relationships, building on the quality of shared information, and working together to prevent crime and ASB. <ul style="list-style-type: none"> <li>• ASB Panel</li> <li>• Vulnerable Person Panel</li> <li>• Newark and Sherwood Safeguarding and Disruption Panel</li> </ul>	Amount of attendance at meetings and duplication is currently a part of the countywide CSP review.
<b>Education</b>			18) Support the Violence Reduction Partnerships role out of schools-based healthy relationship programmes (Serious Violence/VAWG)	Training involving healthy relationships to be provided by Equation.
			19) Consideration of opportunities for 'consequential thinking' training at primary school level.	The School Safety Challenge, an event that started in 2024 and is running again this year provides up to a 1000, year 5/6 children with the opportunity to take part in a day of learning and consequential thinking around fire safety, water safety, crime, ASB, First Aid and this year will also include the dangers of the rail network, drugs and weapons.

## Objective 2: Deter offending behaviour through pro-active approaches

<b>Data Analysis</b>	Ongoing	CSP	1) Agree the frequency and content of analytical products our Analyst can produce at a local level for NSDC to ensure we are sufficiently monitoring: <ul style="list-style-type: none"> <li>a. Anti-social Behaviour (ASB)</li> <li>b. Domestic Abuse (DA)</li> <li>c. Violence Against Women &amp; Girls (VAWG)</li> <li>d. Prevent (Counter-Terrorism)</li> <li>e. Modern Slavery &amp; Human Trafficking</li> <li>f. Hate</li> <li>g. Serious Violence</li> <li>h. Fraud</li> </ul>	Analyst currently provides data on crime types and ASB. Further information can be requested.
	On-going	JW /YS	2) Use the analytical products to inform operational planning in an organised and consistent approach with key partners.	Analytical data is requested and used in all planning including events, prevention, and enforcement.
<b>Visible signage</b>	January 2025	YS	3) Implementation and placement of PSPOs in key locations, supported by pro-active enforcement by Police and Community Protection Officers.	All orders made or renewed in July 2024. Signage being placed across the district. Website is being updated. Training delivered to local policing teams in October 24 to allow them to be proactive with enforcement of PSPO's
		JW /YS	4) Placement of CCTV with signage in key locations.	<p>Currently running a replacement programme of cameras due to the ageing stock.</p> <p>The proposal to bring the CCTV control room back in house is now in the final stages of confirmation. Tender will need to be made available in March/April 2025 for all works to be completed by March 2026.</p> <p>Signage to be reviewed.</p>

		YS	5) Uniformed Community Protection Officers to wear body worn cameras to aid with safety of the officer and the collation of evidence for potential prosecution.	Body worn cameras are being extended to members of the ASB team and other departments such as planning enforcement.
<b>Broken Window Theory</b>		SM	6) Pro-actively engage with households that present untidy/littered gardens and properties to educate, advise and support them in improving and maintaining standards.	Estate walks are conducted on a regular basis with a variety of agencies dependent on the issues present in that area. Action may be taken on any tenured property should there be an issue that can be addressed.
<b>Diversionsary Activity</b>		YS/ SM	7) Look for and consider opportunities for diversionsary activity, especially those that encourage tolerance and integration.	A range of diversionsary activities are considered annually when funding is available from the OPCC. The funding has been decreased year on year and now awaiting information as to the plan for locality funding moving forward.
<b>Thematic Initiatives</b>				
<b>Operational Activity</b>	December 2026	YS	8) Create and implement safe spaces for women and girls to reduce levels of fear (VAWG)	Once the CCTV Control Room is back in house, we will look to introduce 'Help Points' throughout the district.
	April 2026	YS	9) Consider the tactical use of ANPR and CCTV cameras to pro-actively observe criminal and harmful behaviour	There is a high expectation that the new control room will allow the controllers to work in partnership, proactively with the police not just to deter crime but assist in the detention of more individuals involved in crime.
	Ongoing	JW/ YS	10) Target hardening	Where a hotspot area is identified the Designing Out Crime Officer (DOCO) will be requested to carry out an assessment of the area and provide recommendations.
	Ongoing	YS/ NR	11) Sanctuary Scheme	The Sanctuary Scheme is an ongoing provision that provides essential security measures at the homes of survivors of domestic abuse allowing them to stay in their homes.

### Objective 3: Improve visibility of and accessibility to services and support

<b>Visible, physical presence</b>	Ongoing	YS/SM	<ul style="list-style-type: none"> <li>Provide high visibility patrols in hot spot areas and other key locations. Activities to be included:               <ul style="list-style-type: none"> <li>Regular patrols of designated high crime/ASB areas.</li> <li>Partnership working with Parishes to encourage reporting, attend PC meetings and build relationships with the communities.</li> </ul> </li> </ul>	<p>We have 4 Community Protection Officers who have been assigned a specific 'patch' area of the district. In those areas they are building relationships with parishes and the public, supporting other agencies, and reporting issues as they arise.</p> <p>Several hours of patrolling has also taken place in partnership with Nottinghamshire Police as part of their Hot Spot patrols since the Summer 2024. This is due to end at the end of March 2025.</p> <p>Nights of Action arranged regularly with Nottinghamshire Police to target specific 'hotspot' areas, challenge and deal with criminal and anti-social behaviours and offer reassurance to the public.</p>
	Ongoing	YS/SM/KS	<ul style="list-style-type: none"> <li>Attendance at programmed local events within all geographical areas to deter ASB and provide a better customer service.</li> </ul>	<p>A busy programme of events takes place throughout the district every year. Where it is necessary and feasible the Community Protection Officers provide support and attend, to deter ASB along with policing team colleagues.</p>
<b>Virtual Access</b>	Ongoing		<ul style="list-style-type: none"> <li>Use of social media to promote services.</li> <li>Regular programme of social media releases on projects, events, and local issues</li> </ul>	XXX
			<ul style="list-style-type: none"> <li>Promotion of ASB Team, Community Protection Officers on social media to allow greater contact/communication</li> </ul>	XXX



## Objective 4: Build social capital through positive and targeted engagement

Engagement	On-going	SM	<p>1) ASB Officers and Community Protection Officers and Housing Wardens to pro-actively plan regular site visits to</p> <ul style="list-style-type: none"> <li>a. familiarise and promote themselves with their local geographical areas, businesses, and residents, especially where there appears to be a lack of reporting.</li> <li>b. Offer advice and signpost support services</li> </ul>	<p>Regular estate walks take place throughout the year involving staff members from NSDC and other partner agencies when required.</p> <p>'Report it' campaigns are completed in areas where there are issues but there is a lack of reporting.</p>
	On-going		<p>2) Help develop, implement, and encourage membership of local Neighbourhood Watch (NHW) Schemes NottsWatch, identifying and supporting potential 'Neighbourhood Alerts'.</p>	<p>A new Neighbourhood Watch is being established in Balderton with the assistance of Safer Streets 5 and Locality funding.</p>
	On-going	YS /SM /KS	<p>3) Where funding opportunities arise, consideration of providing multi-agency events/consultation within the community</p>	<p>Every opportunity will be taken to apply for funding where available.</p>

## Objective 5: Look for opportunities to raise aspirations and help achieve them

Positive Messaging	Ongoing	YS/ SM	1) Pro-actively address truancy, working with schools to identify and tackle attendance issues.	All Secondary education provision attends the ASB panel where those young people who are involved in ASB are also often failing to attend regularly at any educational provision.	
	Ongoing	YS/ SM	2) Consider opportunities to tackle the normalisation of drug taking.	All Secondary education schools including alternative provision have been given the opportunity to host Prison Me No Way. An area that is included in their education package is drugs.	
	Ongoing	YS? SM	3) Use of voluntary tools such as ABC's very early on to direct and focus young people.	NSDC follows a young people enforcement process and ABC's form part of that and will be considered when necessary.	
	Ongoing	YS/ SM	4) Enable staff to be familiar and confident with educational and work pathways to advise and signpost young people needing direction	All staff who work with young people are aware of the relevant pathways and can signpost.	
			5) Promote membership of the emergency service and armed force cadets, as well as other positive extra-curricular activities	25/26 develop social media releases to promote.  Supported Nottinghamshire Police with their showcase of available diversionary activities within the district in 2024.	
	Ongoing	YS/ SM	6) Consider opportunities to incentivise positive decision-making and behaviour	Where an individual has been subject to either informal or formal interventions and has rectified their behaviour diversionary activities will be sought for them to reward them for their improved behaviour and to continue their non engagement in ASB.	

## Response

*We want to take a positive and robust approach to dealing with complaints of unacceptable and offending behaviour, parallel and proportionate to the support offered*

Method	By when	Lead	Action(s)	Update(s)	R A G
<b>Objective 6: Consolidate clear and efficient pathways from point of report to close of case</b>					
<b>Case Management</b>	April 2025	YS	1) Provision of clear procedures that are understood and adhered to by all relevant staff dealing with reports and delivery of enforcement paperwork	Procedures currently being produced.	
	April 2025	YS	2) Implementation and embedding of procedures for all cases, to include the completion of ASB risk assessments.	Training being arranged. Needs to extend across to Housing to ensure that risk assessments are being produced to the same criteria.	
	Ongoing	YS	3) All aspects of case management to be recorded on Uniform system and system to accurately reflect the status of every case at any given time (within 24hrs of action). Ensure that no cases are left open unnecessarily for long periods of time.	A discussion needs to be held about Ecins and whether this system is to be identified reporting system for all ASB.	
<b>Effective use of legislation</b>	Ongoing	YS	4) Focus on prevention and early intervention through pro-active use of voluntary interventions such as Acceptable Behaviour Contracts (ABCs) early on	All ASB involving young people follows an agreed process. ABC's will always be considered as part of that process.	
	Ongoing	YS	5) Well considered use of the tools and powers available under the ASB, Crime & Policing Act 2014 in civil proceedings and to support criminal charges, informed by effective and expeditious evidence gathering	All tools and powers are utilised where required.	

## Objective 7: Use evidence-based decision making in resourcing and funding opportunities

<b>Safer Streets Funding</b>	Oct 2023 – April 2025	JW/ YS	1) Successful delivery of the Safer Streets 5 Project at Balderton North	A Graffiti project and Neighbourhood Watch project are still to be completed but will be completed by 31 <sup>st</sup> March 2025
<b>OPCC Locality Funding</b>	Nov 2024	YS/ SM	2) Neighbourhood Watch Training - Balderton	Being facilitated with Balderton Parish Council within the local community following on from the work of Safer Streets 5 to embed the volunteers in the process and help to deter crime and ASB.
		YS/ SM	3) Graffiti Project - Edwinstowe	Engagement with young people in a locality of their choice to provide an engagement opportunity and encourage ownership of their local area.
		YS/ SM	4) Cooking Project – Newark/Sherwood	Continuing a successful project run on Yorke Drive in 2023-24, 4 sessions per rotations, with 15 young people per session. Providing young people with the opportunity to learn cookery skills alongside budgeting and cost saving methods. Improvement to community cohesion and relationships between groups of young people. Allowing young people to eat together, promoting healthy habits and conversations without the distraction of phones etc.
		YS/ SM	5) Boxing Project – Newark/Blidworth/Rainworth	Provide sessions to young people to take part in boxing sessions at a local club. Some of the young people will be referred/offered the opportunity via the ASB Panel, others will be via local Young People’s Centres. To positively engage young people in a sport that takes skill and the ability to take absorb and react to leadership/tuition by a coach.  To encourage self-control and discipline and the understanding of consequences.  To reduce incidents of youth related ASB.
YS/ SM		6) DJ Skills Workshops	To be delivered through Young People’s Centres provision. The Young People’s Centres have provided some sessions, and this will allow further sessions and	

				engagement through the Youth Service, encouraging young people to learn new skills and to engage within the Young People's Centres
	June 2025	YS/ SM	7) School Safety Challenge	Following the success of the 2023/24 safety event and the learning from this, to provide the same in spring 2025. Delivery sessions to include water and fire safety, ASB & wildlife crime, first aid, conservation awareness, drugs awareness and we would look to expand on last year's event to include safety on railways/railway lines and online safety. Last year's event was delivered to over 850 Year 6 students, and we would hope to achieve the same.
<b>OPCC Safer for All Funding</b>			1) Rural Crime project has been funded by the safer for all funding.	Drones and target hardening measures being introduced to farming communities. This project concludes March 25.
<b>Other Funding</b>				

### **Objective 8: Work with partners to solve local issues**

	Jan 2024	JW/ YS	1) Attend Nottinghamshire Police MAPPS meeting to ensure agreement with priorities and share information as to issues in the locality.	Regular attendance at MAPPS enabling discussion on the priorities within the local community.
		YS/ SM	2) Ensure all ASB Officers know and are able to directly contact the housing, environmental health, and NPT officers for their area.	All ASB Officers work in partnership with other teams/organisations both internally and externally.
			3) The panel meetings, ASB, VPP, NSD, CCE, MACE to be attended.	Regular attendance at all panel meetings to allow for effective sharing of information.

**Objective 9: Reflect the community's needs in our service delivery**

	March 2025	YS	1) Produce and implement victim satisfaction surveys for the completion of cases	25/26 look to develop surveys and distribute.
		YS	2) Ensure all analytical products provide the appropriate information at regular intervals to coincide with any planning.	Police Analyst is the main source.

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# Support

*We want to ensure that victims, witnesses, and vulnerable people have the support they need*

Method	By when	Lead	Action(s)	Update(s)	R A G
<b>Objective 10: Provide a customer focused, responsive service that has a robust approach to assessing the individual risk and support needs of victims and vulnerable people, whilst addressing any safeguarding issues.</b>					
	On-going	JW/ YS	1) Ensure referral pathways are clear and accessible to all staff and members of the public where appropriate for: <ul style="list-style-type: none"> <li>a. Victim Care</li> <li>b. The Family Service</li> <li>c. CGL – drug and alcohol support</li> <li>d. Futures NEET</li> <li>e. Women’s Aid</li> <li>f. Equation</li> <li>g. Suicide Prevention</li> <li>h. Prevent (Counter-Terrorism)</li> <li>i. Modern Slavery &amp; Human Trafficking</li> <li>j. Hate</li> <li>k. Fraud</li> </ul>	25/26 regular updates of website information.	

**Objective 11: Develop a pro-active approach to all work that considers 'contextual safeguarding' and enables the identification of those who are vulnerable and/or at risk of exploitation in extra familial settings**

	On-going		1) Provide training for staff on 'contextual safeguarding'	All safeguarding training is currently under review.	

**Objective 12: Pro-actively promote support services**

	On-going	YS/ SM	4) Women's Aid and Equation	Proactive support given at all opportunities to Women's Aid and Equation. The promotion of these services is both inward and outward facing.	
			5) CGL	CGL is often referred to in signposting or recommended pathway.	
			6) Victim Care	Referrals frequently made to victim care and the victim care fund is used to assist people to feel safer in their homes.	



## Collaborative Working

*We want to ensure that all relevant agencies collectively engage with and contribute to resolving local issues*

Method	By when	Lead	Action(s)	Update(s)	R A G
<b>Objective 13: Ensure we are legally compliant through GDPR and any other relevant legislation to enable affective contribution and engagement from all key partners.</b>					
Legal Compliance	On-going	JW/ YS	1) Work with Information Governance to ensure there are sufficient information sharing agreements (ISAs) in place for all relevant partners.	25/26 ISAs to be reviewed.	
	On-going	JW/ YS	2) Provision of appropriate confidentiality agreements/documents that are available to be used for any partnership meeting in person or virtual.	25/26 to be reviewed.	
	On-going	YS	3) All Uniform/Ecins users to manage 'information' in accordance with GDPR	25/26 A discussion to be held on Ecins and its usage within NSDC.	
	ASAP	JW/ YS	4) All relevant staff to complete mandatory GDPR training	GDPR training is available on the LMS Ambition Academy	

**Objective 14: Ensure that we have appropriate, regular, and consistent opportunities for officers to share information and contribute to the process of reducing the risk of harm.**

Partnership Forums		BNS CSP	1) As a CSP, review the terms of reference for the strategic and operational groups, incorporating the new strategy and delivery plans to monitor and measure performance.	Review of CSP is currently in progress	
	On-going	JW/YS	2) Represent BDC as their lead officer at county led partnership groups/boards/meetings for: <ul style="list-style-type: none"> <li>a. Prevent</li> <li>b. VAWG &amp; SV – VRP</li> <li>c. Domestic Abuse</li> <li>d. ASB</li> <li>e. CCE/CSE</li> </ul>	All meetings are attended	
		JW/YS/N EC	3) Review the Community Trigger/ASB Case Review process across the CSP to ensure consistency and confidence for both staff and the public.	Will be completed through the CSP review.	
		JW/YS	4) Work with Probation and other agencies, to identify and manage those who are going to be released from custody, to help integrate them back into the community, away from circumstances that may have contributed to their offending.	Some discussion around prisoners being released from prison is discussed at MAPPS where relevant.	

<b>RAG Classification</b>	
<b>RED STATUS</b>	Actions underway but no significant change in target and performance measure.
<b>AMBER STATUS</b>	Actions underway with evidence of significant shift and direction of travel in target and performance indicator.
<b>GREEN STATUS</b>	Targets and measures met.

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Report to: Policy & Performance Improvement Committee – 10 Feb 2025

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

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

Report Summary	
<b>Report Title</b>	Customer Feedback – Half Year 1 - 2024/2025
<b>Purpose of Report</b>	The customer feedback report is an opportunity for the Committee to see what complaints are being submitted across the organisation. It gives an opportunity to understand how the customer is receiving the services we deliver and is a form of performance management to inform how well we are doing and where we can improve.
<b>Recommendations</b>	That the Policy & Performance Improvement Committee note the Customer Feedback Half 1 report.

## 1.0 Background

- 1.1 The Council values resident feedback on services received and has a robust customer feedback policy to capture, investigate, respond and learn from the insights it gives. This policy involves a two-stage complaint process, with the opportunity for complainants to escalate to the relevant Ombudsman if unsatisfied after Stage 2.
- 1.2 Feedback, both positive and negative, is crucial for identifying areas needing improvement and preventing larger issues. Significant work has been done in the past year on complaints policy, procedure and staff training. Key developments include comprehensive training for complaint handlers, a complaints toolkit, complaint response templates and adjustments to accommodate new Housing Ombudsman response times.

## 2.0 Half Year Report 24/25

- 2.1 Attached as **Appendix A** is the report for the first half year 2024/2025. This report is a comprehensive look at complaints. It demonstrates that as an organisation we take complaints seriously, that we look to learn from them and that we share that learning.
- 2.2 There has been a 66% increase in stage 1 complaints and a corresponding increase in stage 2 complaints, total number of complaints are shown in the table below.

*Total number of complaints received (half year 24/25)*

Stage 1 Complaints	Stage 2 Complaints	Suggestions	Compliments (Praise)
326	35	23	67

2.3 This is a significant increase in the number of complaints we have received. It is likely that there are a number of factors contributing to this rise in complaints. We have proactively promoted ways in which residents can make complaints to raise awareness. There are some known issues in delivering the repairs service, which are being addressed. It is important to see complaints in context of almost 3,500,000 waste collections there were 75 complaints. There are 5,400 council homes and 116 complaints in relation to these.

*Complaints responded to on time/late*

Period	Met Deadline	Missed Deadline	Total completed	% on Target
April- September 2023	182	3	195	93%
April - September 2024	208	91	317	66%

2.4 With the significant rise in complaint numbers it has been harder for officers to respond to them in time. A temporary resource is being pursued to assist the Housing Assets and Repairs Team in dealing promptly with complaints they receive.

**3.0 Distribution**

3.1 This report is shared with SLT and then Business Managers before being presented to the Committees below. This enables Directors and Business Managers to consider if there are any themes and actions they need to undertake to improve the services they provide.

- Member Champion for Complaints
- Policy & performance Improvement Committee - 10 February 2025
- Audit & Governance Committee - 19 February 2025
- Housing Assurance Board - 20 February 2025

**4.0 Proposal/Options Considered**

4.1 That the Policy & Performance Improvement Committee review the Customer Feedback Half 1 report.

**5.0 Implications**

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

**5.1 Financial Implications**

There are no financial implications as a result of this report

**5.2 Legal Implications**

There are no Legal implications as a result of this report

**5.3 Human Resources Implications**

There are no HR implications as a result of this report

**Background Papers and Published Documents**

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

None

# 1<sup>st</sup> Half Year Report Apr-Sept 2024/25



**NEWARK &  
SHERWOOD**  
DISTRICT COUNCIL

# CUSTOMER FEEDBACK

(COMPLAINTS, SUGGESTIONS  
AND PRAISE)



## **Director Lead:**

**Deborah Johnson**, Director of  
Customer Services and  
Organisational Development

## **Lead Officers:**

**Carl Burns**, Transformation and Service  
Improvement Manager

**Tracey Allen**, Research & Development Officer

[performance.team@newark-sherwooddc.gov.uk](mailto:performance.team@newark-sherwooddc.gov.uk)

# CUSTOMER FEEDBACK ANALYSIS

April - September 2024

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

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

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

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

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This report is shared with:

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

## Contents

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



## 1. Context

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

Our complaints policy has two stages, with a response to the complaint provided by the relevant service at Stage 1. If the complainant remains unsatisfied, they can request the complaint is reviewed by a more senior officer, which is a Stage 2 complaint. Following our complaint process being completed, the complainant is able to request a review by the relevant Ombudsmen where they remain dissatisfied.

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

Considerable work has been undertaken in the last year around complaints, policy, procedure, and training. Staff who respond to complaints have undertaken comprehensive training which included how to respond to complaints, our policy, and the role of the Ombudsmen. A complaints toolkit has been developed for staff which includes guidance in how to carry out an investigation and how to respond to a complaint. To support this, we have created complaint response templates which aid consistency in the responses. The Housing Ombudsman have made changes to the response times for complaints, these are now in place. We are currently working on amending out systems to accommodate the changes and prompts provided to officers and are updating the guidance to reflect these changes. Training on this amendment will be rolled out shortly.

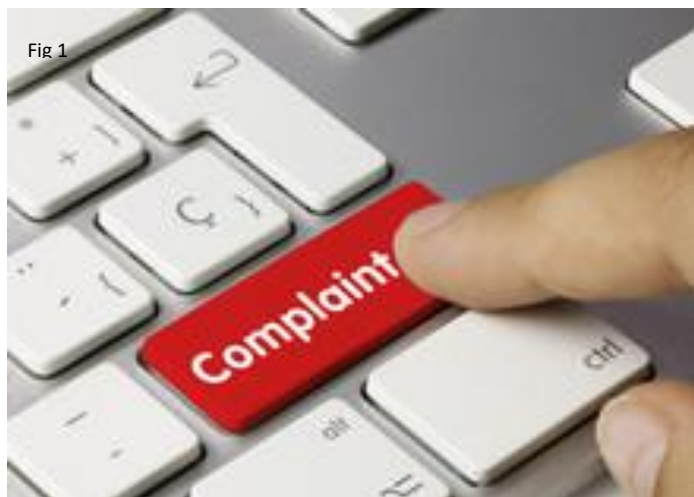
If a complainant has been through both stages of our complaints procedure and is still unhappy, they can ask the Local Government and Social Care Ombudsman, or if the complaint is regarding a housing tenancy, the Housing Ombudsman, to review their complaint. Tenants can contact the Housing Ombudsman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

*The Housing Ombudsman (HO) and Local Government and Social Care Ombudsman (LGSCO) carried out individual consultations on their joint complaint handling code proposals, with the aim of having one joint code, setting out standard for complaint handling across the local government and social housing sector. Unfortunately, they have concluded that it isn't possible at this time to do this.*

*The LGSCO have issued their Code as "advice and guidance" and intend to start considering the Code as part of their process from April 2026. Councils are encouraged to adopt the Code as soon as they are able to do so.*

*LGSCO Complaint Handling Code - February 2024*

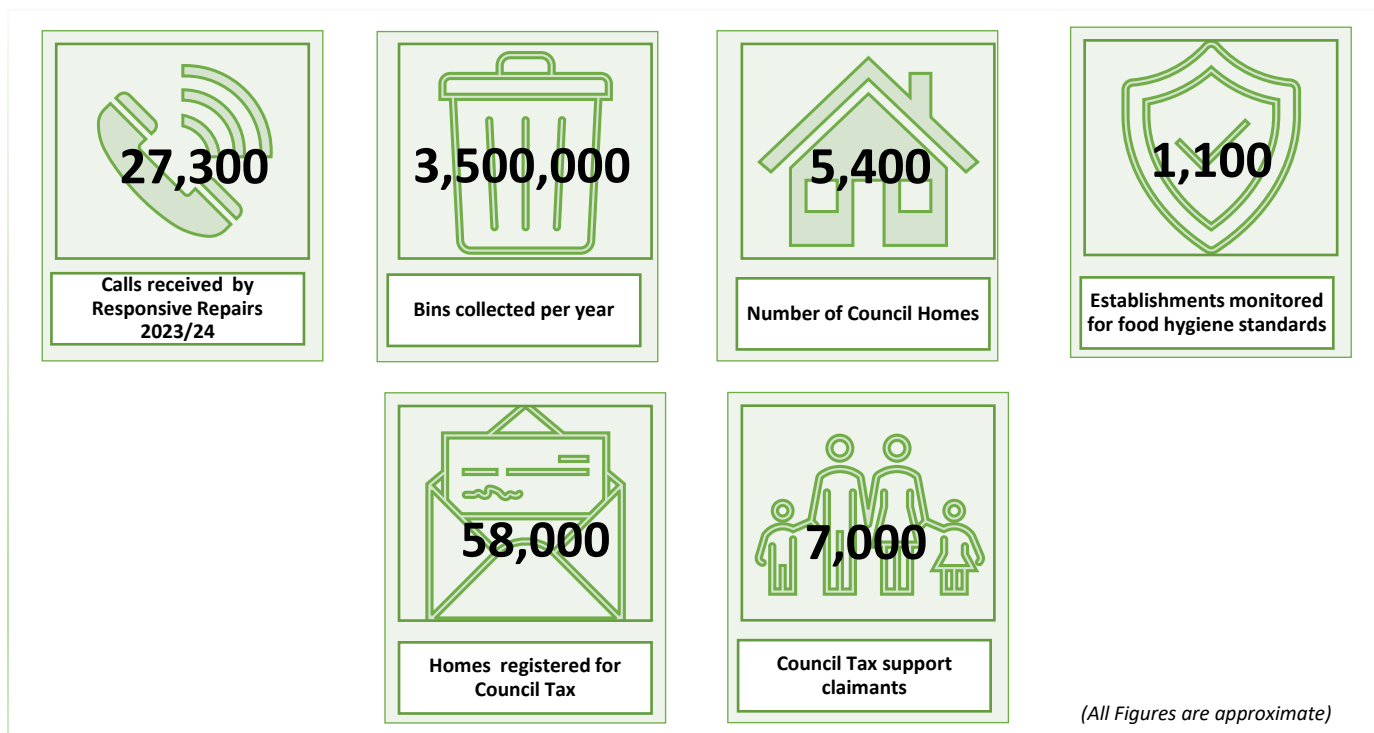
To accommodate the escalation in numbers referred to the Ombudsman, we are currently developing a procedure and guidance for staff on how to manage Ombudsman requests.



# Our Responsibilities

The Council delivers services, across various areas, and feedback is received for all these services. Some data to provide context can be found in fig 2 below, which was correct as of 24/25:

Fig 2



## 2. Overview of feedback

Table 1 illustrates the total feedback received during the first half of 2024-25.

Table 1

Stage 1 Complaints	Stage 2 Complaints	Suggestions	Compliments (Praise)
326	35	23	67

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

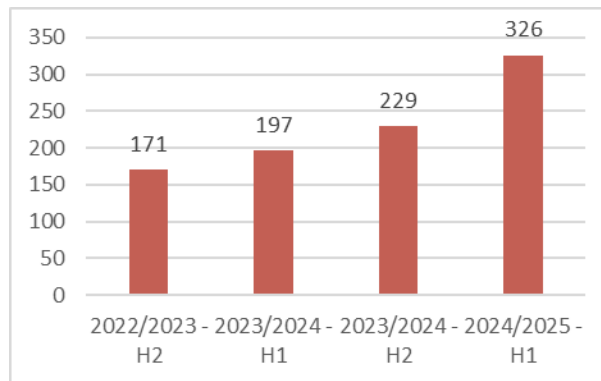
### 3. Complaints – Stage 1

It is important for us to use many different methods to engage and consult with our customers, so as to receive as broad and as representative view of our services as possible. Complaints are a valuable source of information that help us pinpoint areas for improvement and offer insight into where we are delivering a good service.

#### 3.1. Number of Stage 1 Complaints received

There is a 66% increase in complaint numbers during the first half of 2024/25, when compared to the same period in 2023/24. The gradual increase across the two years is illustrated in Chart 1

Chart 1 (2-Year trend)- half years Stage 1 complaints



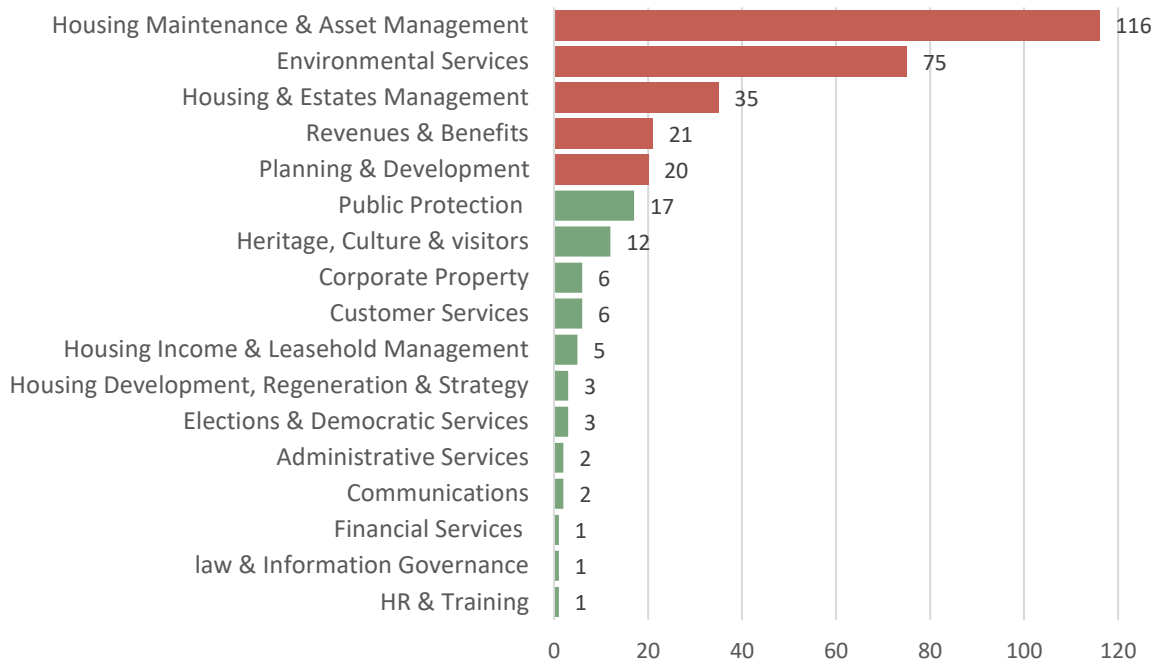
#### 3.2. Complaints by Business Unit

As expected, the largest proportion of complaints received in the period (Chart 2, below) were for the front facing services (*displayed in red*) with:

- Housing Maintenance & Asset Management receiving 36% of all reported issues.
- Environmental Services 23%
- Housing & Estates Management 11%
- Revenues & Benefits 6%
- Planning & Development 6%

Twelve further business units also received complaints during the period which, together, accounted for approximately 18% of the total received (*displayed in green*):

Chart 2 (Stage 1 complaints received by business unit)



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

**3.2a Housing Maintenance & Asset Management – 116 stage 1 complaints received (Chart 3)**

The largest proportion of complaints received for the service were for Responsiveness (Delay/Lack of Action) – 25 complaints. There were 17 each received for Contractor (standard of work) and Officer (standard/quality of work). Over the past 18 months, significant government campaigns such as “Putting It Right” , promotion by the Council of how to complain and an improvement in the recording of complaints has contributed to this increase.

These complaints relate to both our in-house repairs service, contractors delivering specific repairs and contractors delivering our investment programme and gas servicing programme. There is a similar picture across the sector with many landlords reporting an uplift in complaints and the scale of this will be know when the next round of Tenant Satisfaction Measures are published. Some complaints can be complex and involve a number of services areas which is time consuming to resolve effectively.

Chart 4 below shows the breakdown of categories reported for the service:

Chart 3 (2-year outturn Stage 1 complaints)

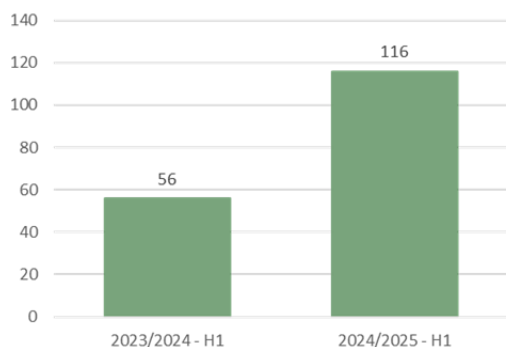
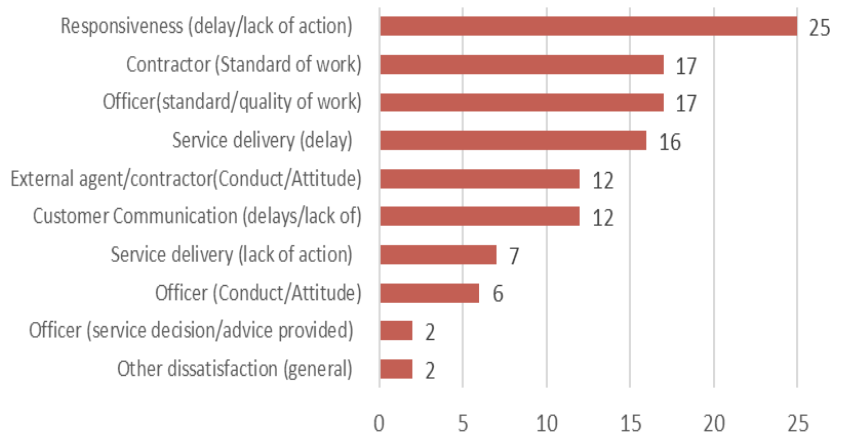


Chart 4 (Stage 1 complaints by category)



In response, we have taken the following steps to improve performance:

**Increased budgets** – additional budget has been proposed in repairs to improve repair completion times.

**Additional training** – more officers have been trained to respond effectively to complaints with refresher training planned in response to changes in the Complaint Handling Code.

**Additional resources** – new roles are being introduced to support the effective management of repairs including additional work planners to co-ordinate repairs and empty homes work, a complaints co-ordinator to support effective complaint handling and support for teams to identify and implement improvements resulting from the learning from complaints, providing a better service to tenants.

**Increased contractor meetings** – to discuss dips in performance and address the impact this has on the customer experience, putting monitored improvement plans in place.

**Focus on service improvement** – working with teams to review and improve our processes in conjunction with tenants and ensuring more quality checks are in place to ensure a good service is being provided. For example, the Repairs Policy has recently been reviewed by tenants and suggestions for improvements are being explored to agree changes that can be implemented.

**Increase focus on complaints and learning** – complaints are reviewed weekly by the Business Managers and monthly to consider learning and trends from complaints that then form an action plan to address. These are measured along with satisfaction with complaint handling to look for good practice and areas for further improvement.

### 3.2b Environmental Services – 75 complaints received

The business unit has received 27% more complaints compared to the same period in 2023/24 (Chart 5). The top 3 reasons for complaints in this area are as follows:

- The category “Service Delivery (Missed Action)” accounted for 43% of all complaints, primarily concerning missed bin collections. These issues were subsequently resolved either by returning to empty the bins or contacting the customers to address their concerns.
- Additionally, there were 14 complaints related to the standard and quality of work by officers. Of these, 5 complaints were about untidiness in parks, grounds, or streets, and 4 were regarding the placement of bins after emptying or delivery. Other reasons were noted in singular or smaller numbers
- Officer conduct/attitude received 12 complaints. Other reasons were noted in singular or smaller numbers.

Whilst Environmental Services received 27% of the stage 1 complaints, only 1 complaint of the 75 was escalated to stage 2. To have such a low level of complaints progress to stage 2 is excellent. Upon examination there are 2 elements that contribute to this, 1. Comprehensive reports are drafted to for the stage 1 complaint response and 2. The work/remedies detailed within the response are consistently delivered.

These improvements have come during a reporting period that has included the implementation of glass collecting in the district which has seen the number of bins collected each day rise significantly.

Chart 5 (2-year outturn Stage 1)

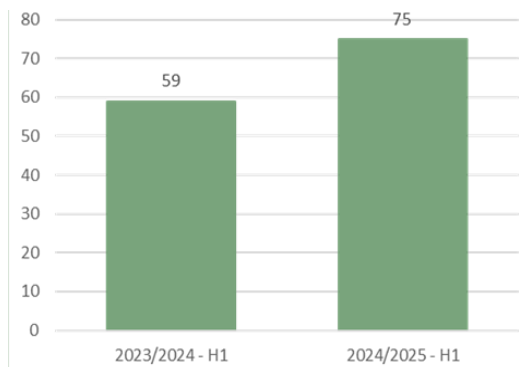
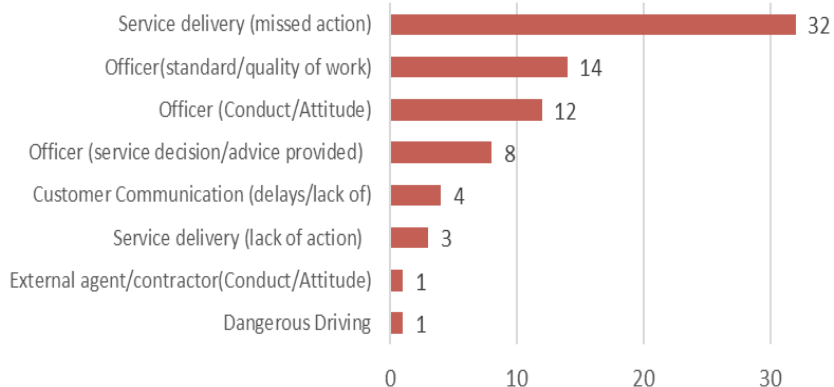


Chart 6 (Stage 1 complaints by category)



### 3.2c Housing & Estates Management – 35 Complaints received

The business unit received 2 more complaints than in the same period in 2023/24 with the majority (12) for the category, Officer conduct/attitude. Officer (Service Decision/ Advice given) received 9 complaints, for example, 3 complaints concerned issues with neighbours which hadn't been successfully resolved, and 2 mentioned our Council home banding process and decisions. Another person disputed our complaints procedure following parking issues at one of our social housing sites.

Complaints around officer conduct and attitude often relate to dissatisfaction with the application of policy and from April 2025, investigating officers can re-categorise where investigations establish a more appropriate category for the complaint.

Chart 7 (4-year outturn Stage 1 complaints)

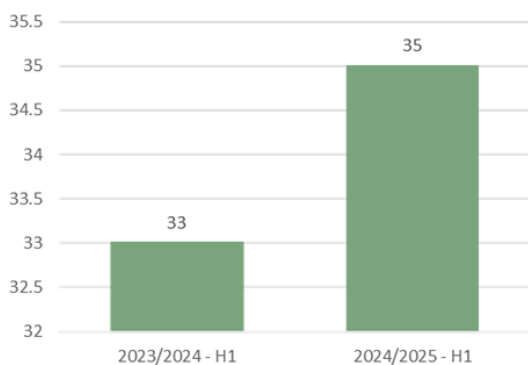
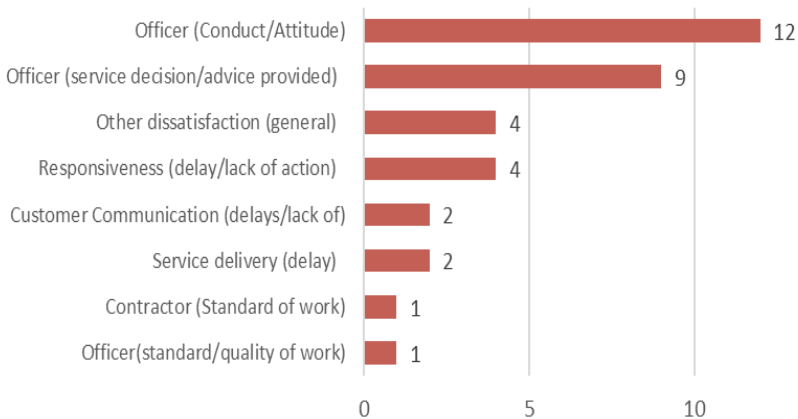


Chart 8 – Stage 1 complaints by category



### 3.3 Complaints by Category

During this period, 23% of the complaints received fell under the category “Officer (service decision/advice provided).” For example, 37 complaints were from customers who were dissatisfied with the outcome of a council decision, and 11 customers expressed dissatisfaction with our communication 5(Table 2).

**Table 2 (Stage 1 complaints by category)**

Complaints Category	Received	% of total
Officer (service decision/advice provided)	76	23%
Officer (Conduct/Attitude)	40	12%
Customer Communication (delays/lack of)	36	11%
Responsiveness (delay/lack of action)	34	10%
Officer (standard/quality of work)	34	10%
Service delivery (missed action)	32	10%
Service delivery (delay)	19	6%
Contractor (Standard of work)	18	6%
External agent/contractor (Conduct/Attitude)	14	4%
Other dissatisfaction (general)	12	4%
Service delivery (lack of action)	10	3%
Dangerous Driving	1	0%
<b>Total</b>	<b>326</b>	<b>100.0%</b>

**Note:** The complaints category ‘Officer (Conduct/Attitude)’ is a broad category that does not only cover the behaviour of an officer but could also include a complaint raised for either noise during a waste collection or response given by the officer with which the customer is not happy. Work is ongoing to review the categories to simplify them and ensure consistency.

### 3.4 Complaint Processing Times

To ensure compliance with the Housing Ombudsman’s complaint handling code, our policy includes specific timescales for responding to complaints. We have revised our response timescales to align with those stipulated by the Ombudsmen.

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

It is important that we take complaints seriously and meet the timescales of our policy and the Housing Ombudsman. When a customer has complained to us it is right that they expect a response within a reasonable timescale. There will be occasions where the timescales need to be extended in cases where obtaining the relevant information may take longer as it’s from a third party or because an officer who had dealt with the customer is on leave. Wherever this delay is necessary, the complainant will be kept updated.

Table 3 below details the number of complaints which haven’t met our statutory deadlines. The complaints which have not made the deadline in the period are being investigated to understand why. The volume of complaints received has significantly increased and this is impacting the ability to meet deadlines.

**Table 3 (Stage 1 Complaint processing summary)**

Period	Met Deadline	Missed Deadline	Total completed	% on Target
April- September 2023	182	3	195	93%
April - September 2024	211	94	326	65%

*9 Withdrawn and 2 suspended complaints are excluded from the above calculations*

Of the 326 complaints received between April and September 2024, 211 were responded to within the statutory time period, with a further 94 missing their deadline. A further 21 complaints were still in progress at the time of writing this report.

A weekly meeting to proactively chase responses have been introduced and we hope to see improvements in half 2.

Housing is particularly struggling with the number of complaints and are actively seeking to resolve this in two ways; initially to put additional resource in dealing with complaints which should be in place within the next few weeks and to undertake a service improvement project which will look at common causes of complaints and address the root cause of these.

**Table 4 – (Late responses by delivery team – Stage 1 complaints)**

Delivery Team	Received	Overdue	%
Housing Maintenance & Asset Management	113	59	52.2%
Waste & Transport	50	10	20.0%
Housing & Estates Management BM	33	7	21.2%
Planning Development	20	2	10.0%
Council Tax	19	3	15.8%
Street Scene/Grounds Maintenance	10	4	40.0%
Public Protection/CCTV/ASB	8	2	25.0%
Housing Income & Leasehold Management	5	1	20.0%
Housing Development, Regeneration & Strategy	3	1	33.3%
Communications	2	1	50.0%
Financial Services	1	1	100.0%

*Table 4 excludes complaints which were withdrawn/suspended complaints and Delivery teams with all complaints dealt with on time*

### 3.5 Outcome of Complaints by Delivery Team

- Once the officer responsible for responding to a complaint has undertaken the appropriate investigation they will determine if the complaint was fully upheld, partially upheld, or not upheld. In writing the response they clearly state the outcome and record this within the ESB system.
- It is important to note that sometimes customers are unhappy with a decision or process but upon investigation it is found that the council has acted appropriately, and these complaints are not upheld.
- Often complaints contain more than 1 issue, complaints partially upheld are where some of the issues raised are upheld but others are not
- Complaints that haven't been decided may be addressed after the reporting period and will be included in future reports once their decision process is complete.

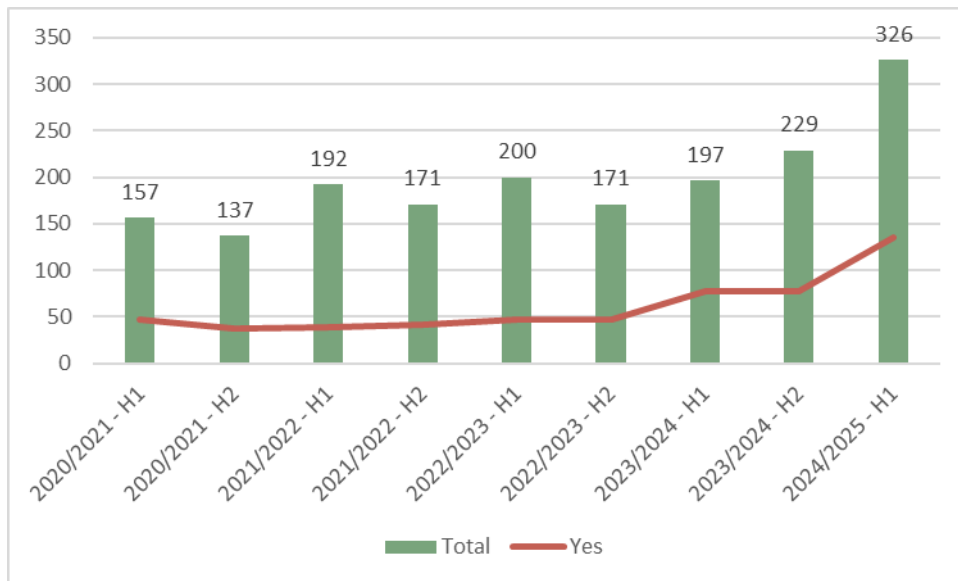


**Table 5 (decision status of stage 1 complaints)**

Complaints Upheld	Complaints Partially Upheld	Complaints Not Upheld	Complaints not decided
136	83	81	17
<i>*2 complaints were suspended and 9 were withdrawn from the process</i>			

On further examination of our data over a period of 4 years, we observed that while the number of complaints at Stage 1 has increased significantly, the number of upheld complaints has remained consistent, with most periods having over 90% of complaints upheld or partially upheld. The average percentage of upheld complaints over the previous 4 years is 94% (chart 7). This indicates that we are open to accepting when we have got something wrong and looking to learn and improve.

**Chart 9 – Stage 1 complaints upheld**



### 3.6 What have we learned?

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

Table 6 provides examples of actions taken to improve services as a result of customer complaints. These examples offer a snapshot of our efforts to enhance our services by learning from customer feedback, the majority of complaints upheld have some recorded learning and improvement logged.

**Table 6 (Lessons learned)**

Area of concern	Action taken to improve
<b>Administrative Services</b>	
<p>The customer is unhappy with communications regarding the termination of their garage tenancy. Communication was delayed by the request being directed incorrectly to the repairs team, causing a further rental payment to be deducted by direct debit.</p>	<p>We have reviewed and updated the Termination of a Garage Tenancy form to ensure the terms and conditions in relation to dates and times are clear. We will also endeavour to address terminations in a timely manner.</p>
<b>Environmental Services</b>	
<p>The customer was locked in a park while walking their dog. They were unable to contact staff by phone. Signage stating times for opening /closing or park gates was missing from the entrance used.</p>	<p>Town Council run park - The contractor in charge of locking the gates was contacted in this instance and we will contact the Town Council and recommend they review their information signs and ensure they are located at all entrances to the park with clear opening hours and contact information. Officer also left contact details for future issues.</p>
<p>Early morning noise complaint during glass recycling bin round.</p>	<p>Investigate practicalities to varying round start points to minimise noise issues for properties on this route. Officer left contact details for future reference.</p>
<b>Public Protection</b>	
<p>The customer waited 4 months from first communication to renew a personal licence, despite making payment and regularly chasing this up via calls and email.</p>	<p>New Licensing Support Officer is now in post, this should improve both communications and waiting times for Licensing requests and renewals</p>
<b>Housing &amp; Estates Management</b>	
<p>Inconsiderate parking causing access and safety issues around the Clipstone Village Community Centre.</p> <p>The customer felt harassed and distressed by the responses received when asking individuals to move their vehicles to enable access and now feel that they will have to involve the police if this continues.</p>	<p>Groups using community centre have been spoken to about inconsiderate parking.</p>

Area of concern	Action taken to improve
<b>Housing Maintenance &amp; Asset Management</b>	
<p>Faulty outdoor light flashing into customers bedroom and living room windows for several weeks, customer has to close curtains. Several reports made of this issue by complainant and other residents.</p>	<p>Follow up works completed outside of target timescales, this has been discussed with both the Works Planning and Trade Supervisor team meetings to look at ways in which we can better monitor and ensure follow up works are raised and completed within target.</p>
<b>Revenues &amp; Benefits</b>	
<p>Council tax demands were received after the customer had made payment. The customer used an incorrect reference number during bank transfer and the payment did not reach the intended destination.</p>	<p>The payment was located in suspense account and allocated to the customer's account. Officers reminded that a suppression should be put on accounts where the customer claims payment has been made and this is sent to Finance for payment to be traced. This will stop any reminders being issued unnecessarily.</p>

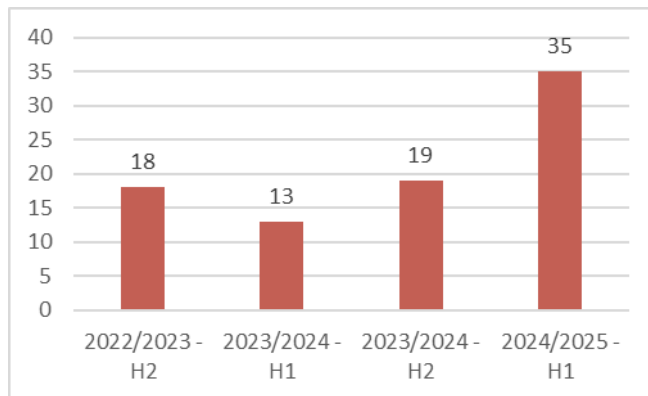
#### 4. Complaints - Stage 2

It is important to pay particular attention to Stage 2 complaints, this is where a customer remains unsatisfied with the response that they have received at Stage 1. By reviewing these in some detail we are able to learn and improve both in terms of direct service delivery and the approach to the initial response.

This is also the opportunity to do a deep dive into some complaints to see how effectively and efficiently we deal with them. It should be remembered that the number of complaints we receive is proportionally very small compared to the number of services and transactions we deliver.

The number of stage 1 complaints escalated to stage 2 has increased significantly with 35 complaints received for Half 1. This is an increase of 84% when compared to the same period in 2023/24.

Chart 10 (2-Year trend) - half years



Of the 35 stage 2 complaints received in the period, 12 were upheld with a further 6 being partially upheld

Table 7 (Stage 2 Complaints)

Complaints Upheld	Complaints Partially Upheld	Complaints Not Upheld	Complaints not decided/in progress
12	6	15	2

Of the 33 complaints processed during Half 1, 76% met the response deadline of 15 working days. Two further complaints are in progress or not decided.

Table 8 – All Stage 2 complaints received in Half 1 2024-2025

Service Area	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
Community Relations (5621376)	Unhappy with road closures due to Tour of Britain, impact on ability to get in and out of his property and lack of information on road closures.	Council Policy - Impact of road closures due to TOB	Not upheld	Customer dissatisfied	Not upheld	Complainant invited to give views in relation to the planning of any future events involving road closures.
Housing Assets - Originally allocated to Corporate Property at stage 1 (5470724)	Repairs not actioned on new build council house.	Assets- delay	Not upheld	Not all elements of the complaint responded to in stage 1	Upheld	The handoff between corporate property and repairs new build council houses (less than 1yr old) was not in place. This has since been rectified.
Council Tax (5455345)	Council tax arrears collection spanning a number of years	Council process	Not upheld	Customer dissatisfied with response	Not upheld	All attachments to the account were correctly applied.
Council Tax (5510231)	Informed Council Tax dept in April that complainant was leaving the property on 30 May but was still billed for the whole year. Then told council tax again that was leaving, and customer requested a bill up to the leaving date. Subsequently received another bill which had the new address on (out of the district), unhappy how you obtained the new address.	Council process	Partially upheld	Customer dissatisfied with response, queries the amount due and requests full breakdown.	Partially upheld	Bills should not be addressed to the new address until the date of occupancy, whether sent by post or email. All staff advised.
Council Tax (5511199)	The complainant was a landlord and was unhappy they were issued with a council tax bill as they were not liable the tenant was. The tenant had informed the council they were leaving on x date, but the council	Council process	Not upheld	Customer dissatisfied, not all elements of the complaint had been addressed in	Upheld	Amend procedure so that council tax bills and due dates are not issued/set in advance of actual liability commencement date - specifically with regard to landlord liability.

Table 8 – All Stage 2 complaints received in Half 1 2024-2025

Service Area	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
	issued the bill to the landlord before this date. The Landlord queried how they could issue a bill before the tenant had left, as there was no agreement that the tenant would actually leave on this date. At stage 2 it became apparent the tenant hadn't left on the date advised to council tax but a month later.			stage 1 response.		
Council Tax (5569865)	Recovery action taken when bill was in dispute, online form for single persons discount didn't explain what documents needed to be provided, bailiffs chasing for money not owed.	Council tax – council process	Partially upheld	Customer dissatisfied. A number of points in the complaint not addressed.	Partially upheld	Review the SPD online form to provide information on what evidence is required for a backdated claim.
Customer Services (5531019)	Made an overpayment on son's council tax account and was unhappy with the amount of visits it took to obtain a refund.	Council process	Upheld	Customer dissatisfied	Not upheld	Reminder to the team how important it is to raise urgent refund or finance issues. Noted that anyone can pay on someone else's account but need account holder's permission to refund.
Democratic Services (5441359)	Southwell Leisure Centre – how the petition was dealt with	Communication	Not upheld	Did not answer all elements of the original complaint	Not upheld	
Environmental Health (5436177)	Neighbour dispute re high hedges	Communication	Partially upheld	Customer dissatisfied with response	Not upheld	Where there is a difficult and ongoing issue, communication in addition to a standard notification should be undertaken.
Heritage and Culture *(5515134, 5527328 and 5527293)	During a show interval a male dressed as a female was using the female toilets	Council process and staff conduct	Not upheld	Customer dissatisfied with response	Partially upheld	Improved signage and opening of gender-neutral toilets at all times the building is in use

Table 8 – All Stage 2 complaints received in Half 1 2024-2025

Service Area	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
Housing Assets (5532100)	Complainant moved into property over a year ago and has not been able to decorate as structural repairs were needed which were highlighted before moving in. The tenancy officer promised that the works would be fully completed before the tenant moved in. The tenant now needs to move to another property while damp works, and other works are completed.	Repairs – delay	Partially upheld	Customer dissatisfied with response	Upheld	The process for responding to structural works has changed recently if this issue would have been raised now the complaint would not have happened. Complex damp cases are referred to the Asset team for investigation and to coordinate 1 contractor to complete all works.
Housing Assets (5333483)	Tenant was promised that pointing and repairs to brick work would be undertaken prior to a flat roof being installed. This was not done. Water quality issue which seven Trent has said is a council responsibility to replace a lead pipe and have a separate water feed into the kitchen. Lack of communication.	Repairs delay	Upheld	Customer dissatisfied some elements of complaint not addressed at stage 1. No date for the work to be undertaken	Partially upheld	Assumptions were made with regards to what works our contractor were contracted to do as part of the contract. Better communication and contractor management is being addressed by the Assets team.
Housing income and leasehold mgmt. (5506534)	When leaving a council property was advised by tenancy officer is now being charged far more for removal of items than promised.	Council process – dispute on recharge for void works	Not upheld	Customer dissatisfied and is adamant that the tenancy officer did advise a lower amount for removing belongings.	Upheld	All recharge costs and works descriptions will be provided in writing to increase transparency and minimise misunderstanding. This will be incorporated into the Recharge Policy
Housing income and leasehold mgmt. (5518068)	Personal items including floor covering damaged during repair. Repeated attempts to get someone to update complainant about the insurance claim	Communication – lack of updates	Upheld	Customer dissatisfied as claim has been going on too long and believes this is deliberate	Not upheld	Reminder to all officers involved with the complainant to respond to his requests for contact and ensure regular feedback is given even if there is no update on his claim (insurance team)

Table 8 – All Stage 2 complaints received in Half 1 2024-2025

Service Area	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
Housing Repairs (5473013)	Damp in kitchen for a year that requires external pointing/ rendering repair but operative attended to patch up internally only. Decoration and floor now ruined. Also fence at front directly on to road blown down, was told would be repaired but now past that date and it has not been completed.	Repairs -delay	Upheld	Customer dissatisfied – poor workmanship to repairs, poor quality fence replacement, not given notice of appointments damage to floor covering.	Upheld	It was acknowledged that the length of time taken to complete repairs and lack of communication with tenant were an issue, this is being addressed internally.
Housing repairs (5351600)	Ceiling leaking water, bedroom window issue – both causing damp and mould. Reported as a repair but its taking too long.	Repairs delay	Partially upheld	Some of the work agreed in stage 1 not undertaken	Partially upheld	Acknowledged and is being addressed internally.
Housing Repairs (5499061)	Leaking flat roof – workers attended but had not identified or solved the issue. Also repointing/ repair to brickwork not undertaken. They had attended but not done any works.	Repair – standard of work	Upheld	Customer dissatisfied as work promised in stage 1 response not undertaken	Upheld	At stage 1 it was identified that better descriptions of the work required and follow up details were needed from trade operatives. Better investigation into repairs history and warranty. Addressed with the team.
Housing Repairs (5405411)	Roof leak was not repaired when reported and this has led to damp and mould issues.	Repairs -delay	Upheld	Customer still had not had the repair undertaken	Upheld	The new works orders were put into the wrong category – they should have been set as ‘urgent’. Addressed with the team.
Housing Repairs (5494768)	Community facility – hot water has not worked for 6 months and toilets haven’t worked for 2 months	Repairs delay	Upheld	Customer dissatisfied with response.	Upheld	Ensure there is a triage for repairs requests based on information obtained and urgency to make sure they are prioritised accordingly and in line with our priority guidelines. Repairs call takers to ensure relevant questions are asked



Table 8 – All Stage 2 complaints received in Half 1 2024-2025

Service Area	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
						when receiving calls so that accurate information can be recorded. Being addressed with relevant teams.
Housing Repairs (5555500)	Waiting 18 months for a repair, when received a call about arranging for a plasterer to attend, they hadn't been told about the surveys and the extent of the damage.	Repairs -delay	Partially upheld	Customer dissatisfied with the poor information they have received and the need to now decant to an alternative property.	Upheld	We have added into the process adding a flag to capita when structural monitoring/works are in progress so that we don't raise repairs without first speaking to the asset surveyor who manages the structural works.
Housing Repairs (5520200)	Damage to his property (private owned) whilst roof works were being undertaken on a neighbouring council owned property	Contractor – quality of work	Partially upheld	Customer dissatisfied – Response not accurate and remedial works promised not undertaken	Upheld	The council's roofing contractor did make a mistake and will rectify the issues.
Housing Repairs (5518625)	New heating system had led to pipes banging, low water pressure. Repeated visits have left floorboards broken, damage to floor coverings, leaks from radiators and the problem remains.	Repairs -Quality of work	Upheld	Customer dissatisfied; appointments promised in stage 1 did not take place	Partially upheld	Examine a solution to centralise information and communication when works crossover through multiple teams.
Housing repairs (5605754)	Cracks throughout the house and problems with heating system and drains despite a number of visits from trades.	Repairs - Quality of work	Upheld	Customer dissatisfied with level of compensation offered	Partially upheld	Poor service received across multiple repairs to be addressed with relevant teams/contractor.
Housing Repairs (5455138)	Continuous mould issues in the bathroom spreading through the property.	Repairs delay	Partially upheld	Customer dissatisfied with response and	Partially upheld	Engagement with the tenancy officer is required where this property had a large volume of

Table 8 – All Stage 2 complaints received in Half 1 2024-2025

Service Area	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
				requests compensation for delay		possessions and was not ventilated appropriately therefore contributing to the issue.
Planning Development (5471005)	Planning didn't follow due process, including consultation, in relation to a neighbour's planning application	Council process	Not upheld	Customer dissatisfied with response	Not upheld	Process was followed appropriately
Planning development (5494994)	Customer did not get written notification of a planning application nor were any public notices put in her cul-de-sac. Although development on a different road, the extension will run alongside her garden. As customer didn't know about the planning application, she could not object and the time limit for objections has now gone. The development will impact on her privacy.	Council process	Not Upheld	Customer dissatisfied with response	Not Upheld	Process was followed and all required notifications sent.
Planning Development (5528734)	The way a planning application was dealt with, lack of response to an email.	Planning process	Partially upheld	Customer dissatisfied	Not upheld	Process followed appropriately – no change required.
Planning Development (5563488)	Planning process not properly applied. Drainage elements at church car park not taken into account.	Council process	Not upheld	Customer dissatisfied with response	Not upheld	Process followed appropriately – no change required.
Planning Development (5397540)	Neighbour shed overhanging property. Officers who visited did not do their job and didn't respond to update requests.	Officer conduct and poor communication	Partially upheld	Customer dissatisfied	Not upheld	Communication from officers to members of the public to be improved - officer training.
Planning Development (5613382)	Unhappy with planning officers not taking into account the impact of a planning application as they had not	Council process - Planning	Not upheld	Customer dissatisfied	Not upheld	Case Officers and the wider planning team have been reminded to always put

Table 8 – All Stage 2 complaints received in Half 1 2024-2025

Service Area	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
	visited them (the neighbouring property).					themselves in a neighbours' shoes when it comes to requests to view a proposed development site from their perspective. If a site visit is requested, we should try and accommodate.
Public Protection (5619478)	Damage caused to doors and windows as part of the closure notice.	Contractor – quality of work	Not upheld	Customer dissatisfied – does not agree with the answers given	Not upheld	Complaint not upheld; decision made by council's insurance company
Public Protection (5615333)	Neighbour – noisy exhaust. Council says it's the police, the police say it's the council. Lack of response by council.	Communication -Lack of response	Not upheld	Customer dissatisfied	Not upheld	This is a police responsibility.
Waste and Recycling (5526448)	Repeated missed bin collection	Missed Bin	Upheld	Customer dissatisfied. Bins continue to be missed.	Upheld	New Operational process now in place.

*complaints received from one customer were amalgamated and dealt with collectively as one stage 2 complaint.*

\*3

## 5. Ombudsman Complaints

Each Ombudsman produces Annual Review Letters detailing how many complaints they have received for individual councils and how many decisions they have made. These are reported to the Audit and Governance Committee. Table 11 below summarises the number of complaints received by the Local Government and Social Care Ombudsman (LGSCO) for the previous 4 years.

**Table 9 (LGSC Ombudsman complaints decisions)**

Year	Decided by the LGSCO	Number Upheld
April 2023 – March 2024	9	0
April 2022 – March 2023	9	0
April 2021 – March 2022	12	0
April 2020 - March 2021	11	1

None of the complaints decided were upheld the by LGSCO throughout 2021 - 2023. This is testament to the detailed responses to the complaints submitted to the Council and our commitment to putting right anything we got wrong.

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

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

The LGSCO have published two good practice guides aimed at helping authorities to get things right before cases are escalated:

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

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

**Table 10 (Housing Ombudsman complaints decisions)**

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

## 6. Suggestions

In the period, 23 suggestions were initially received. On examination, 10 suggestions were considered to be service requests and 1 was a complaint (Table 11). Four further suggestions were subsequently withdrawn. A sample of suggestions received are shown below.

**Table 11 (Suggestions)**

Suggestion	Outcome
<b>Revenues &amp; Benefits</b>	
<p>Suggestion that names of individuals exempt from council tax due to Severe Mental Impairment (SMI) should still appear on their bill. Customer feels dehumanised by this and would like his name to appear on the bill, albeit, marked as exempt. This would also allow him to use the bill as proof of address'</p>	<p>At present it is not a legal requirement to show the name(s) of the disregarded persons on the bill giving rise to the discount, and in certain circumstances, may not be practical however the software provider will be consulted to see if this is something that could be accommodated in the future.</p>
<b>Corporate Property</b>	
<p>Free short stay parking time removed from Southwell car parks, customer feels that people popping to the shops for a few minutes should not have to pay these charges and suggests that the free parking time be reinstated</p>	<p>The car park referred to is externally managed, the comments and suggestions have been forwarded to Southwell Town Council to review how to make the user experience better.</p>
<b>Environmental Services</b>	
<p>Sherwood Avenue play zone facilities We have paid our first of many visits. Great upgrade just a few points I would adjust... Needs more places to sit only 3 benches for the whole park area. Also add some more older children swings, you could add them on grass near the zip line."</p>	<p>Thank you for the feedback, we're delighted that you've enjoyed your visit to see some of the new facilities. At this time, we have installed the zip-wire and the new children's play area, but there is still much more to come – a new skatepark, water feature, active zone, and nature area. More benches and seating areas will be installed as part of those developments</p>
<p>I tried to use the QR code on the new glass recycling to determine when the glass would be collected. Instead I get sent to generic page on what can and can't be recycled. The most helpful info for the most people would be to state when the glass recycling is collected</p>	<p>The link on the QR code should take you to a page that has a link to sign up for bin reminders. you would need to confirm your address so that the calendar draws the correct information. When I checked your address, there was no glass round linked to it so I have updated our records and uploaded the new calendar which should now show the collections. I recommend to everyone to sign up for the bin reminders as collections are every 8 weeks and it is easy to forget.</p>
<b>Customer Services</b>	
<p>I have just submitted an on-line compliment regarding your refuse collection. I found it would be much simpler to make a complaint than to find a way to say something positive or make a suggestion. Please consider making it much easier to do this as I nearly gave up. If it was more prominent it may result in people feeling more inclined to say</p>	<p>Thank you for taking the time to submit your feedback about how hard it is to find out how to leave us a compliment. We regularly review the content of the website to make sure it is customer friendly, and that information is easy to find, so your comments are particularly helpful. We recently updated our feedback pages to bring them into line with the latest legislation, which puts the emphasis on to how to raise a grievance or complain. It is important that our</p>

<p>something nice and viewing the council in a more positive light. I'm sure you do some statistics on complaints, and this may reduce the numbers if people made suggestions rather than complaints. Thank you.</p>	<p>residents are able to tell us about issues easily. However, it is still important for us to receive praise, as we do also need to know when we are getting it right! We have used the word 'compliments,' but this did lead to some confusion with 'complaints'. We do want to make it as easy as possible for residents to submit comments, either positive or negative, so we will take your comments on board. thank you again for contacting us.</p>
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## 7. Praise (Compliments)

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

*I went to the council office on 27th September with a problem with my council tax. I was very stressed and scared to go to the office. It made me have anxiety. I would like to thank the receptionist who listened carefully to my explanation of the problem. And the second person, Laura, she listened, solved the problem, and helped me to use the computer to pay my tax. In the future, I will have to go to the office again. I hope that I will be greeted with a smile and have the patience to listen as this time.  
I thank you from the bottom of my heart.*

**Table 12 (praise by BU)**



Table 13 (Praise Themes)

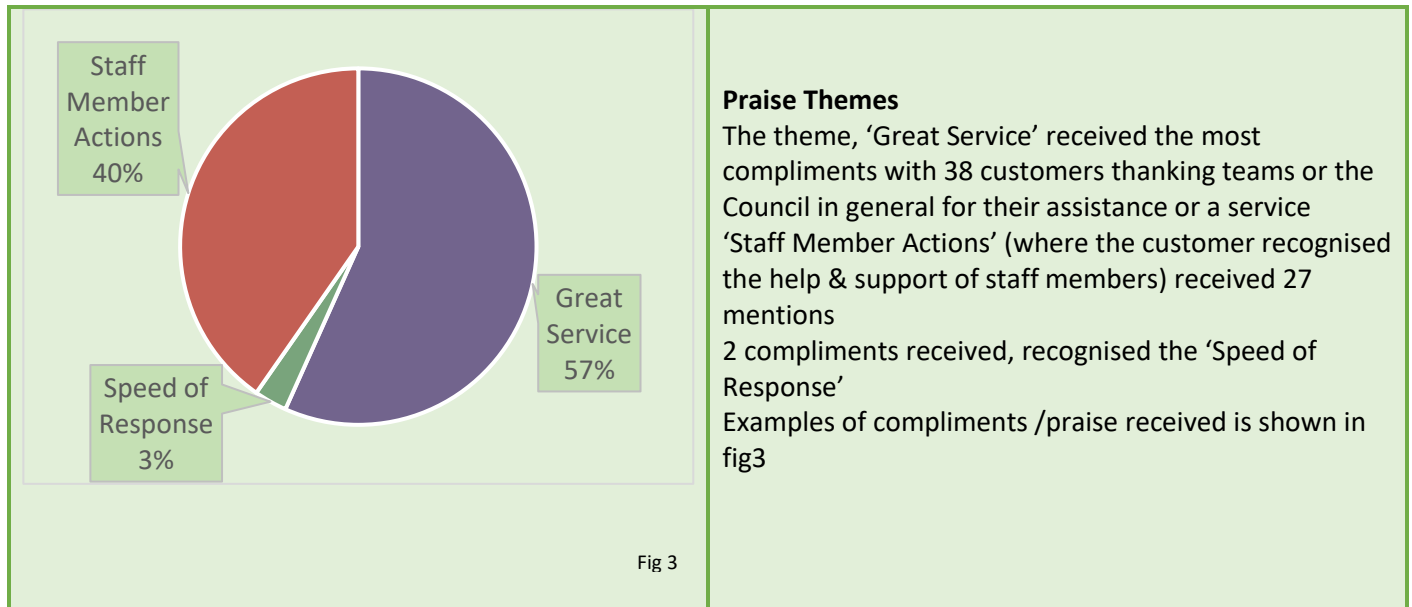

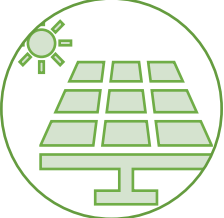





Fig 3

**Compliments Examples**

 <p>I wanted to pass on compliments for a number of staff working at Castle House. I attended to support someone presenting as homeless and was met with the kindest female staff member who completed the triage. All staff on the front desk were incredibly helpful.</p>	 <p>Thank you for the speed &amp; efficiency in granting a Lawful Development Certificate. The process took much less time than we expected &amp; we are grateful for your efficiency in allowing us to go ahead with the installation of our 16 solar panels.</p>	 <p>Just wanted to drop a note to highlight how lovely the three chaps that do the refuse collection around the Middlebeck estate on Fridays are. They've always got a smile and a wave for the children (and adults), my kids love 'bin day'!</p>	 <p>I just wanted to say we had a lovely chap come out on Friday to repair a dripping issue with the shower. Nothing was too much trouble for him. it's nice to see someone who cares about doing a good job! A credit to NSDC</p>	 <p>I'd like to leave a compliment to the waste recycling staff who collected my mattress this morning. I'd forgotten about the collection and the mattress was in the garage. They were kind enough to come and fetch it out for me. Thank you so much,</p>
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**8. Putting it Right**

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

Twenty one claims were awarded compensation in the period 01 April – 30 September (Half 1 2024/25) amounting to a total of £11,765; Chart 13 shows the number of awards to each category and percentage of the total awards. Table 16 displays the costs awarded in each category in comparison to the same period in 2023/24

Chart 11 (Categories %)

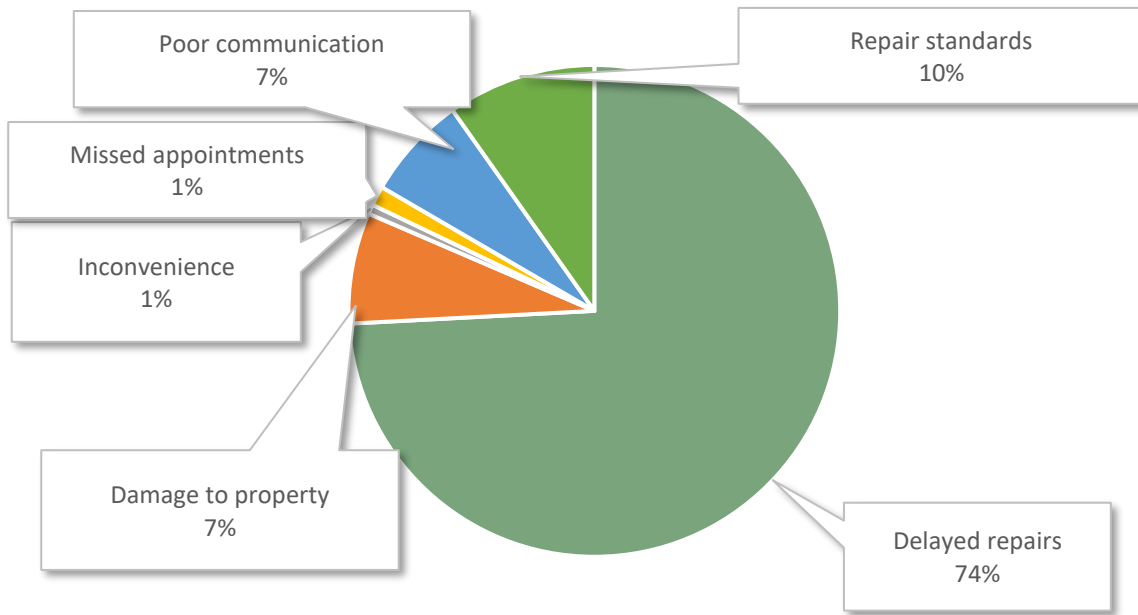


Table 14 (Cost by category)

Category of Complaint	Half 1 2023/24	Half 1 2024/25
Damage to property	£531.88	£858.98
Damp/Mould/Leaks	£709.15	
Delayed repairs/Works	£15,294.13	£8,725.63
Goodwill	£200.00	
Inconvenience	£2,707.57	£73.88
loss of income	£100.00	
Missed appointments	£172.00	£152.00
Poor communication	£801.90	£801.90
Poor service (Contractor)	£608.66	
Rent recovery	£80.85	
Repair Standards	£925.00	£1,152.11
Delay in Services	£50.00	
<b>Grand Total</b>	<b>£22,181.14</b>	<b>£11,764.50</b>

Table 14 provides a comparison of compensation costs between the same periods in 2023/24 and 2024/25. Notably, costs have decreased by 47% in the first half of 2024/25. This reduction highlights the effectiveness of ongoing efforts to enhance services and address complaints more promptly.



## Forward Plan

For the Period January 2025 - April 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>
Lowfield Lane Disposal	Cabinet	21 Jan 2025	Leader - Portfolio Holder Strategy, Performance & Finance	John Robinson, Chief Executive john.robinson@newark-sherwooddc.gov.uk	Part exempt	
2025/26 Housing Revenue Account Budget and Rent Setting	Cabinet Full Council	21 Jan 2025 11 Feb 2025	Portfolio Holder - Housing	Suzanne Shead suzanne.shead@newark-sherwooddc.gov.uk	Open	
2025/26 Proposed General Fund Revenue Budget	Cabinet Full Council	18 Feb 2025 6 Mar 2025	Leader - Portfolio Holder Strategy, Performance & Finance	Nick Wilson, Business Manager- Financial Services Nick.Wilson@newark-sherwooddc.gov.uk	Open	
General Fund Capital Programme 2025/26 to 2028/29	Cabinet Full Council	18 Feb 2025 6 Mar 2025	Leader - Portfolio Holder Strategy, Performance & Finance	Nick Wilson, Business Manager- Financial Services Nick.Wilson@newark-sherwooddc.gov.uk	Open	
2025/26 to 2028/29 Medium Term Financial Plan	Cabinet Full Council	18 Feb 2025 6 Mar 2025	Leader - Portfolio Holder Strategy, Performance & Finance	Nick Wilson, Business Manager- Financial Services Nick.Wilson@newark-	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
				sherwooddc.gov.uk		
Pay Policy Statement 2025/26	Cabinet Full Council	18 Feb 2025 6 Mar 2025	Leader - Portfolio Holder Strategy, Performance & Finance	Sarah Lawrie, Business Manager - HR and Training sarah.lawrie@newark-sherwooddc.gov.uk	Open	
Cost of Living Update	Cabinet	18 Feb 2025	Leader - Portfolio Holder Strategy, Performance & Finance	Cara Clarkson, Business Manager - Regeneration and Housing Strategy cara.clarkson@newark-sherwooddc.gov.uk	Open	
Stodman Street Phase 2 - St Marks	Cabinet	18 Feb 2025	Leader - Portfolio Holder Strategy, Performance & Finance	Neil Cuttell, Business Manager- Economic Growth & Visitor Economy Neil.Cuttell@newark-sherwooddc.gov.uk, Kevin Shutt, Housing Development Manager HRA kevin.shutt@newark-sherwooddc.gov.uk	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
Newark Funding Updates	Cabinet	18 Feb 2025	Portfolio Holder - Sustainable Economic Development	Neil Cuttell, Business Manager- Economic Growth & Visitor Economy Neil.Cuttell@newark-sherwooddc.gov.uk	Open	
Newark Castle Gatehouse Project Update	Cabinet	18 Feb 2025	Deputy Leader and Portfolio Holder - Heritage, Culture & the Arts	Carys Coulton-Jones, Business Manager- Heritage, Culture and Visitors Carys.Coulton-Jones@newark-sherwooddc.gov.uk	Open	
Thorney Abbey and Debdale Hill Wood, Little Carlton	Cabinet	18 Feb 2025	Portfolio Holder - Climate and the Environment	Matt Adey, Development Manager- Environmental Services matt.adey@newark-sherwooddc.gov.uk	Open	
in-House CCTV Control Room	Cabinet	18 Feb 2025	Portfolio Holder - Public Protection and Community Relations	Jenny Walker, Business Manager- Public Protection jenny.walker@newark-sherwooddc.gov.uk	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
Mansfield and District Joint Crematorium Committee - New Crematorium	Cabinet	11 Mar 2025	Leader - Portfolio Holder Strategy, Performance & Finance, Portfolio Holder - Health, Wellbeing & Leisure	Sue Bearman, Assistant Director of Legal and Democratic Services Sue.Bearman@newark-sherwooddc.gov.uk	Part exempt	
Levelling Up Fund 3 Sherwood Programme	Cabinet	1 Apr 2025	Leader - Portfolio Holder Strategy, Performance & Finance	Sarah Husselbee sarah.husselbee@newark-sherwooddc.gov.uk	Open	
UK Shared Prosperity Fund 2025-26 Update	Cabinet	1 Apr 2025	Portfolio Holder - Sustainable Economic Development	Neil Cuttall, Business Manager- Economic Growth & Visitor Economy Neil.Cuttall@newark-sherwooddc.gov.uk, Sarah Husselbee sarah.husselbee@newark-sherwooddc.gov.uk	Open	

## 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, 3 December 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 Jackson

ALSO IN ATTENDANCE: Councillor S Haynes and Councillor J Kellas

ATTENDANCE:

199 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.

200 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

There were no declarations of interest.

201 MINUTES FROM THE PREVIOUS MEETING 4 NOVEMBER 2024

The minutes from the meeting held on Tuesday 4 November were agreed as a correct record and signed by the Chair.

202 CHAIR'S UPDATE

The Leader welcomed Councillor R. Jackson to the meeting and thanked Councillor R. Holloway for her work on Cabinet and as Leader of the Opposition following her resignation.

203 BUDGET PERFORMANCE QUARTER 2

The Assistant Business Manager - Financial Services presented a report which detailed 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 Cabinet considered details of the favourable and unfavourable variances reported, detailed in tables one and two of the report, and the HRA revenue outturn in table three of the report. The Council had been fully compliant with all prudential indicators during the reporting period.

AGREED (unanimously) that Cabinet:

- (a) note the General Fund projected favourable outturn variance of £0.719m;
- (b) note the Housing Revenue Account projected favourable outturn variance of £0.033m to the Major Repairs Reserve;
- (c) approve the variations to the Capital Programme at Appendix E;
- (d) approve the Capital Programme revised budget and financing of £49.467m; and
- (e) note the Prudential indicators at Appendix H.

Reasons for Decision:

To consider the forecast outturn position for the 2024/25 financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets.

To show performance against the approved estimates of revenue expenditure and income; report on major variances from planned budget performance; and report on variations to the Capital Programme for approval; all in accordance with the Council's Constitution.

Options Considered:

Not applicable.

204 COMMUNITY PLAN PERFORMANCE QUARTER 2

The Transformation and Service Improvement Officer presented a report which detailed the Quarter 2 Community Plan Performance Report (July to September 2024). The report and accompanying presentation highlighted various projects undertaken by Business Units including cross objective working, community grant funding awards and some areas where performance was not meeting targets, including re-lets and processing Council tax and Housing benefits. Cabinet discussed the issue and noted that resources had been focused to address the back log in re-letting. With regard to the back-log in claims, the Council had seen a significant increases in claims since the migration to Universal Credit, which impacted our processing times for the Quarter. This had been addressed and at the start of December, times were now at or below target.

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.

205 HOUSING SERVICES COMPLIANCE REPORT

The Director - Housing, Health & Wellbeing presented a report which set out the performance position as of 30 September 2024 (Quarter 2) in the new format with regard to compliance, including actions to rectify identified issues. The report 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.

Cabinet heard details of where performance was either in red or amber categories and the actions underway to attain compliance, noting actions to gain access to properties and delay with some Court processes.

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 2 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 6.44 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, 10 December 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 J Kellas

ALSO IN ATTENDANCE: Councillor N Allen, Councillor S Haynes, Councillor J Lee, Councillor  
S Michael, Councillor P Rainbow, Councillor N Ross and Councillor  
S Saddington

APOLOGIES FOR  
ABSENCE:

206 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.

207 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Councillor L Brazier declared an Other Registerable Interest in Agenda Item No. 14 –  
Levelling Up Fund 3 Programme Update – as a Member of Ollerton & Boughton Town  
Council.

Councillors S Crosby, J Kellas and P Taylor declared Other Registerable Interests in  
Agenda Item No. 6 – Proposal to Site the ‘Kidney Stones’ as Castle House, Newark – as  
Members of Newark Town Council.

Councillor J Kellas advised that he was Trustee of Nottinghamshire and Newark  
District Scout Group, but not the organisation not of the Scout Group that had been  
successful in receiving community grant funding as detailed at Item 9 on the agenda.

208 CHAIR'S UPDATE

The Leader welcomed Councillor J Kellas to his first meeting of the Cabinet after being  
appointed as the new Leader of the Conservative Group on the Council. Councillor R  
Cozens paid a personal tribute to Councillor R Holloway for her service on the Cabinet.

209 ARTS COUNCIL ENGLAND NATIONAL PORTFOLIO ORGANISATION EXTENSION  
APPLICATION (KEY DECISION)

The Business Manager – Heritage & Culture presented a report which updated  
Members on the progress of the National Portfolio Organisation (NPO) programme  
and proposed that the Heritage & Culture Business Unit applies for the available  
extension funding for 2026-27.

The funding agreement was overseen by the independent Board which included the Portfolio Holder and the report gave examples of the projects delivered to date. It was proposed to submit an application to Art Council England for the maximum available funding of £309,000 for 2026-27 confirming that the activity would be broadly in line with 2023-26 plans which had been agreed by the Board. The detailed plans for the additional year would continue to build on the strengths and successes of the original three-year programme.

AGREED (unanimously) that Cabinet:

- (a) approve the submission of the extension application by 19 December 2024;
- (b) approve the extension of the three staff for £137,000 funded by the Arts Council National Portfolio Organisation, to be added to the establishment for 2026-27; and
- (c) approve a budget in 2026-27 of the remaining £172,000 of the £309,000 funded by the National Portfolio Organisation Grant.

Reasons for Decision:

The Open Doors programme links to Objective 7 in the community plan, to celebrate and invigorate community spirit, pride of place and a sense of belonging through heritage, culture and the arts, enabling the Heritage & Culture Business Unit to reach more audiences and increase cultural engagement.

Options Considered:

The extension application is not mandatory, however if the Council does not apply for the extension year there will be a gap in funding and activity will not be able to continue. Not applying would also be to the detriment of any future NPO application, which is anticipated to cover the period 2027-2030.

210 PROPOSAL TO SITE THE 'KIDDEY STONES' AT CASTLE HOUSE, NEWARK

The Portfolio Holder – Heritage, Culture & the Arts presented a report which set out the outcomes from the public consultation following on from a previous in principle decision by the Cabinet to site the Kiddey sculptures at Castle House. The Cabinet considered the responses from the public consultation and the comments from the Policy & Performance Improvement Committee, following their consideration of this item at their meeting held on 25 November 2024.

The cost to deliver the scheme was forecasted as £81,240 when the first report was presented to the Cabinet on 4 June 2024. That was based on latest cost from April, so given inflation a new cost estimate of £87,430 was noted, however this was subject to the works being tendered and completed.

It was reported that subject to any Cabinet decision, Newark Town Council and the District Council would need to enter into a formal agreement for leasing the Kiddey structures. The principles for such an agreement were set out in the report.

AGREED following a named vote (with 6 votes for, 1 against – Cllr Kellas and 1 abstention – Cllr Oldham) that Cabinet:

- a) consider the report on the public consultation on the Kiddey sculptures at Appendix B to the report;
- b) consider the comments from the Policy & Performance Improvement Committee at Appendix A to the report;
- c) confirm the earlier, in principle decision taken on 4 June 2024, to site the Kiddey sculptures at Castle House, Newark;
- d) add a sum of £87,430 to the capital programme funded by the Change Management Reserve, to fund the installation at Castle House; and
- e) give delegated authority to the Director - Communities & Environment, in consultation with the Portfolio Holder, to enter into an agreement with Newark Town Council for a loan of the Kiddey Sculptures.

Reasons for Decision:

The recommendations align with the Community Plan objectives in relation to heritage and culture, particularly the specific actions around increasing the quantity and quality of public art in the district.

Options Considered:

The Kiddey Stones are part of Newark's heritage. For around 40 years they have been under tarpaulin in the town's cemetery. Without funding and a suitable location to site the stones, it is highly likely they will continue to remain away from public view. However, it is an option not to invest in the project.

211 TENANT ENGAGEMENT UPDATE

The Portfolio Holder – Housing invited the Tenant Engagement Officers to present to the Cabinet progress made in relation to tenant engagement arrangements and new activities in the District, and the ongoing work towards maximum compliance with the social housing consumer regulation regime. The Cabinet welcomed and thanked officers for the informative presentation.

AGREED (unanimously) that Cabinet:

- a) review and note the responsibilities of the Council (both Members and officers) as a housing authority in relation to consumer regulation;
- b) note the progress and planned engagement with the Tenant Participation Advisory Services (TPAS) on creating a new, strengthened tenant engagement structure;

- c) note how feedback and insight from the tenant engagement survey 2024 will be used alongside Tenant Satisfaction Measures performance and learning from complaints, to inform the workplan for service improvement for next 18 months;
- d) note that the results of the TPAS re-engineering project will be reported to the Policy and Performance Improvement Committee in June 2025 to scrutinise the detailed action plan, proposals for implementation and endorse for approval by the Tenant Engagement Board and Cabinet; and
- e) approve and endorse a bespoke training session for all Members, to be led by the Tenant Engagement team, to raise awareness and understanding of the Council's obligations regarding tenant engagement and the broader consumer regulations.

Reasons for Decision:

To keep Members updated on progress towards maximum compliance with the Consumer Standards and to highlight how we are aiming to achieve this within the tenant engagement team.

These recommendations align to objective 2, and 8 of the Community Plan. Specifically:

Objective 2 - Explore further ways to seek out imaginative and effective ways to engage with and involve tenants; Design and implement a 'New Housing Management System' for Council owned homes, to provide a modern system and better user experience for both tenants and staff; Embed and evaluate our new 'Repairs Online' service.

Objective 8 - Plan and implement arrangements to respond to new regulatory inspections and requirements.

Options Considered:

Continue with current methods and structure – this would impact the ability of the Council to meet the Consumer Standards, as set out in the Regulator of Social Housing's regime, and potentially result in a worse rating upon inspection.

This option has been discounted since compliance with the standards is a regulatory requirement.

212 YORKE DRIVE REGENERATION UPDATE (KEY DECISION)

The Business Manager – Regeneration & Housing Strategy presented a report which updated Members on the Yorke Drive Regeneration Scheme. The report set out the background to the project and its evolution since the original concept in 2012. The report also detailed the complexities behind the scheme and the external impacts on the project. The report presented three scenarios at section 2.3 for the delivery of social housing within the scheme and projected costs. Some costs had been excluded from

the report and included in an exempt appendix given they were commercially sensitive.

The Cabinet indicated their full support for the project and delivering the scheme for the residents of Yorke Drive.

AGREED (unanimously) that Cabinet:

- a) as landowner, promotes a scheme which will deliver 207 units with an initial split of 133 market and 74 social units;
- b) alongside this, continue to negotiate with Homes England to maximise the affordable housing on the scheme through grant funding and a further report will be brought forward at the appropriate time;
- c) increase the HRA Capital budget by xx (financed by the Major Repairs Reserve) to xx to allow for future inflation and contingency;
- d) the Revenue loss of xx due to the change from Affordable Rent to Social Rent and a reduction in units from 100 to 74 be noted; and
- (e) give delegated authority to the Director - Housing, Health & Wellbeing in consultation with the Director – Resources / S151 Officer and Portfolio Holder for Housing to negotiate and enter into the development agreement and subsequent JCT agreements, subject to planning permission, costs remaining within the approved budget envelope and risk profile.

Reasons for Decision:

To continue the delivery of the Yorke Drive Regeneration Programme, a key action within the Community Plan and delivering overarching transformation for the Bridge Ward.

Options Considered:

Alternative options are considered within the body of the report.

213 COMMUNITY GRANT SCHEME UPDATE (KEY DECISION)

The Business Manager – Regeneration & Housing Strategy presented a report which gave an update on the Community Grant scheme delivery for 2024-25 to date, and budget setting proposals for 2025-26 to 2028-29. During 2023/24 a review of the grant scheme criteria led to a range of changes ineligibility, grant value and prioritisation which were approved by the Cabinet in October 2023.

The first round of the community grant scheme for 2024-25 received 29 applications of which 16 were successful. Five of these grants were allocated funding from the Shared Prosperity Fund. The successful applications were listed in the report. It was proposed that the £100,000 budget for the scheme continue for 2025-26 onwards.

Councillor J Kellas raised the eligibility criteria in relation to small parish councils being

excluded from this funding opportunity. The Portfolio Holder agreed to discuss this further.

AGREED (unanimously) that Cabinet:

- a) notes the delivery of the Community Grant Scheme in 2024-25 to date; and
- b) continue to budget for the Community Grant Scheme for 2025-26 to 2028-29.

Reasons for Decision:

To ensure that funding can be allocated to community groups, supporting communities to be sustainable and thrive.

Options Considered:

To withdraw the community grant scheme – this alternative has been discounted due to the demonstrable positive impact the scheme has on the local community – empowering local groups and developing community capacity and resilience.

To amend the community grant scheme criteria and prioritisation – this alternative has been discounted as the scheme criteria and prioritisation have only been in place for one year (approved Oct 2023) and continue to reflect the Council’s community plan objectives.

214 REVISED CONTAMINATED LAND STRATEGY (KEY DECISION)

The Business Manager – Public Protection presented a report which set out the purpose and revision of the Contaminated Land Strategy. The strategy was a legally required document which detailed how land would be inspected for contamination across the district.

The new strategy provided as an appendix to the report had undergone a full review, taking into account the most up to date statutory guidance available on assessing contaminated land. The strategy also recognised that the majority of assessments and remediation were now completed via the planning process through land redevelopment.

The Business Manager – Public Protection advised that the Environment Agency had submitted a late comment requesting a minor change to the section on their role and adding a further link to a national guidance document. It was confirmed that these changes would be made following approval of the strategy.

AGREED (unanimously) that the Contaminated Land Strategy as set out in Appendix 1 to the report be approved.

Reasons for Decision:

This is a legally required strategy that must be in place to set out how contaminated land is identified across the district.

Options Considered:

Not appropriate, the existing strategy is out of date and not in line with current statutory guidance.

215 PROPOSALS FOR THE FUTURE DEVELOPMENT OF THE BRUNEL DRIVE DEPOT SITE (KEY DECISION)

The Director – Communities & Environment presented a report which put forward proposals for the future development of the Brunel Drive depot site, Farrar Close and the glass recycling facility at the Lorry Park, following a strategic review of the Council's future needs.

The report set out a comprehensive background to the proposals and the Appendix gave a detailed analysis of the Brunel Drive site and Farrar Close. The analysis specifically looked at trying to accommodate all the Council's current and future needs from the site, a permanent glass bulking facility, ten new food waste vehicles, new staff vehicles and better visitor access to the museum store. The appended analysis identified four potential Master Plan options which could be accommodated in three phases. Two of these options were discounted from the outset and options three and four covered in full the report.

AGREED (unanimously) that Cabinet:

- a) approve the future development plan (Option 4) as set out in the attached study at Appendix A and described in the report;
- b) approve that a planning application is prepared and submitted for the permanent siting of the glass bulking facility at the Lorry Park in Newark;
- c) approve a first phase investment of £669,000 including contingency, inflation, and fees, at Brunel Drive and Farrar Close and equivalent budget being added to the Capital Programme for 25/26, in line with the timescales and phasing set out in the report; and
- d) give delegated authority to the Directors of Communities and Environment and Housing, Health and Wellbeing, in consultation with the Portfolio Holders, to tender and deliver the phased programme of investments in line with the indicative timescale set out in the report.

Reasons for Decision:

The recommendations align with the Community Plan objectives in relation to the environment and climate change, whilst waste and recycling always features at the top of any resident polling about the services provided by the Council which matter most to them. The proposals are the most cost-effective in the circumstances and are legislatively and operationally deliverable. They facilitate effective changes in the use of buildings which are no longer required. They also facilitate the Council's ability to accommodate the long-term delivery of new services from the existing site, including food waste, and in time may open up exciting opportunities to enable public access

into the Council's museum store. Whilst there has been a prolonged impasse in terms of national waste and recycling policy and how that is to be funded, the previous Government stated they would not be funding new depots or changes to depots with the rollout of a kerbside food waste collection service and there is no real reason currently to believe that stance will change. As such, Councils will need to arrange and fund their own requirements, which is what these proposals do.

Options Considered:

The study appended to this report sets out that it is not operationally, legislatively, or financially cost-effective for the Council to try to accommodate all of its future needs on the existing Brunel Drive and Farrar Road sites., as well accommodating the glass bulking facility on that site.

The Council could look to purchase a wholly new site, but this would be financially prohibitive and is not necessary given the ability to accommodate much of the Council's operations on the existing site, whilst taking advantage of some buildings on the site which are no longer required or soon could be surplus to requirements.

The Council could look to find an alternative site for the glass bulking station now situated on the Lorry Park. However, this would require the purchase or lease of additional land and the additional construction of a glass bulking facility, which already exists on the Lorry Park. This option would carry unnecessary additional costs. Furthermore, suitable locations are likely to be very challenging to find in order to meet the Environment Agency's permitting regime and planning permission. Efforts to find an alternative site to the Lorry Park in 2023 did not yield a suitable alternative.

The Council could forego the income generated through a glass bulking site and simply take the glass to the Veolia Materials Recovery Facility at Mansfield. In this way the Council would preserve the much-requested kerbside glass recycling service, but would lose a significant quantum of the forecasted £165,000 annual income being generated through the current model, which offsets some of the costs of providing the service.

216 14 MARKET PLACE, NEWARK (KEY DECISION)

The Business Manager – Economic Growth & Visitor Economy presented a report which informed Cabinet of project progress in respect of the 14 Market Place, Newark property, and provided recommendations for final use. Since March 2024, officers had been drawing up a specification based on the creation of a single residential unit at upper floors and commercial shell at ground floor with basement storage. This had identified a need for an uplift in the capital programme budget to £373,000.

The proposals for Newark College taking the tenancy of the ground floor and developing and activating the building for community use, along with the funding proposals were detailed in the report.

AGREED (unanimously) that Cabinet:



- a) note and support the proposed approach to create a usable community space at ground floor and single residential apartment at upper floors for long-lease sale to the market;
- b) approve amending the existing committed Capital budget from £353,000 to £373,000 in order to cover the costs of delivering a) above;
- c) delegate to the Deputy Chief Executive and Director – Resources authority to enter into a lease with the Lincoln College Group (LCG) for use of the ground floor and basement as a Community Information Hub for a minimum period of 3 years and to proceed with the long-leasehold sale of the apartment at upper floors, including the imposition of any necessary service changes for both uses approved;
- d) delegate to the Deputy Chief Executive and Director – Resources authority to include within the terms of c) above a rent-free and service charge free period of 12 months, with rent for subsequent years being jointly sought by the LCG, CVS, and this Council from any revised Newark Long Term Plan for Towns (LTPfT) which shall be capped at a maximum of £9,000 per annum until 31<sup>st</sup> March 2029; and
- e) subject to c) and d) above to conclude necessary fit-out costs for the Community Information Hub, providing the envelope remains within the revised capital budget of £373,000.

Reasons for Decision:

The use of the building for community space and residential will enable worthwhile use of a key asset within the Council’s property portfolio in line with town centre strategy.

Options Considered:

There is an option to ‘do nothing’ and mothball the building. This option has been discounted as it is a prime retail unit within Newark Town Centre and regenerating the site for future uses is a focus for the economic growth of the town.

217 TOWNS FUND PROJECT UPDATE

The Business Manager – Economic Growth & Visitor Economy presented a report which provided an update on Newark Town Fund and Long-Term Plan for Town (LTPfT) Programmes. Since the last update report presented to the Cabinet meeting on 4 November 2024, the Policy and Performance Improvement Committee had received a detailed update on projects, outputs and various case studies on 25 November 2024, and the LTPfT had been confirmed in the Autumn Budget Statement.

The report gave a summary of the Towns Fund projects and provided an update from the Town Board. The Cabinet referred to the number of apprenticeships being generated by the YMCA Community and Activity Village and how these were defined.

AGREED (unanimously) that Cabinet:

- a) note and welcome the progress and achievements of Newark Towns Fund projects; and
- b) note the future of Long-Term Plan for Towns Programme following the Autumn Statement in October 2024.

Reasons for Decision:

To update Members on Newark Town Fund and Long-Term Plan for Town Programme.

Options considered:

None, the report just details the projects finding which have delivered significant investment.

218 LEVELLING UP FUND 3 PROGRAMME UPDATE (KEY DECISION)

The Director – Planning & Growth resented an update report in respect of the Levelling Up Fund (LUF) 3 Programme. The update report published after the initial agenda, reflected the further discussions that had been held with the Ministry of Housing, Communities and Local Government to agree in principle the draw down of a deliverable portion of the LUF 3 grant in advance of confirmation of an extension beyond March 2025, and proposed wider recommendations.

The update report presented key recommendations to enable the ongoing delivery of the Ollerton and Clipstone regeneration projects, as well as giving a wider update on the programme. It was noted that a further report may be required at a future meeting, dependent on the finalisation of the Memorandum of Understanding with the Ministry of Housing, Communities and Local Government.

AGREED (unanimously) that Cabinet:

- a) note the report, including the updates associated with the LUF 3 Programme;

Ollerton Project

- b) approves a capital budget of £500,000, financed initially by borrowing, to be replaced by the LUF 3 grant when received, to enable essential project development works associated with the Ollerton scheme, prior to the Council receiving a Memorandum of Understanding, as detailed in section 1.6 of the report;

Clipstone Project

- c) approves a capital budget of £200,000, financed by borrowing initially, to be replaced by LUF 3 grant when received, to enable essential project development associated with the Clipstone scheme

(Phases 2 and 3), prior to the Council receiving a Memorandum of Understanding, as detailed in section 1.9 of the report;

#### Memorandum of Understanding (MoU)

- d) approves an amendment to the existing delegation to the S151 Officer, Deputy Chief Executive & Director of Resources and Director of Planning and Growth, to include the acceptance of a partial (or full), LUF 3 grant of up to £20m, via an MoU, as detailed in sections 1.12 and 1.13 of the report; and
- e) notes the existing and proposed financial commitments immediately eligible for repayment by MHCLG, subject to a finalised partial, or full MoU, as detailed in section 1.13 of the report.

#### Reasons for Decision:

To ensure Members are aware of the recent updates and developments associated with the LUF 3 programme, and to enable ongoing progression of both schemes for delivery within potential Government timescales. Without access to further funding, there is an elevated risk that both projects are unable to meet spend timescales detailed within this report.

It is recommended that the Council enters into an initial MoU with MHCLG at the earliest opportunity, to enable existing upfront investment to be eligible for repayment from LUF 3 Grant, in turn reducing the level of financial exposure for the Council.

#### Options Considered:

It remains an option for the Council to refuse to accept any future LUF 3 grant or decide not to provide further forward funding. This approach is not recommended as it would represent a missed opportunity to deliver genuine and impactful transformative change in the communities of Ollerton and Clipstone. Without additional forward funding, risk is elevated for both projects, particularly regarding timescales to deliver against LUF 3 funding requirements, potential loss of community and partnership momentum, and increased costs due to further delays.

## 219 INFRASTRUCTURE FUNDING STATEMENT (KEY DECISION)

The Director – Planning & Growth presented a report which updated Cabinet on matters set out in the 2023/24 Infrastructure Funding Statement (IFS) and sought approval to consult with Parish Councils and Parish Meetings on various issues relating to the Community Infrastructure Levy (CIL) Meaningful Proportion, where contributions were retained for local neighbourhoods.

It was a national requirement for the Council to produce an annual IFS setting out the current position on developer contributions which were either monies secured through CIL or onsite infrastructure provision secured through S106 agreements as part of planning applications. The 2024 IFS was attached as Appendix A to the report with a summary being presented in the report. It was noted that the most important projects were the A1 Overbridge at Fernwood and the Tolney Lane Flood

Alleviation Scheme. The Director – Planning & Growth advised that a further report on the A1 Overbridge would be brought to the Cabinet if required.

AGREED (unanimously) that Cabinet:

- a) approve the publication of the Infrastructure Funding Statement, which has been produced in accordance with the legislative requirements, before the end of the calendar year; and
- b) approve consultation with Parish Councils and Parish Meetings on CIL meaningful proportion issues as set out in section 2 of the report.

Reasons for Decision:

To ensure that the District Council is operating in accordance with the requirements of the Community Infrastructure Regulations.

To discuss with Parish Councils and Parish Meetings various issues related to CIL meaningful proportions.

Options Considered:

None, there is a statutory requirement to publish the IFS by the end of the calendar year.

It was considered whether or not consulting the Parish Council and Parish Meetings was necessary, but it is felt if the Council is formulating procedures, it would be appropriate to involve those impacted. In order for the Council to change the payment schedule consultation is required.

220 NEW LOCAL PLAN FOR NEWARK AND SHERWOOD (KEY DECISION)

The Director – Planning & Growth presented a report which updated the Cabinet on progress with the Amended Allocations & Development Management DPD, set out proposals in relation to the development of a new Local Plan for Newark & Sherwood, and proposed amendments to the Local Development Scheme to reflect these.

The report proposed two timetables be prepared for review, committing the Council to prepare a review as soon as possible. Both were based on assumptions which presented risk, but it was considered that whilst the systems may be different (a local plan under current regulations or one under new regulations) the overall task of preparing a plan for the district meant that the preparation work undertaken would not be wasted.

In considering the report, the Cabinet referred to future housing targets, a new Gypsy and Traveller Accommodation Assessment, and the importance of community involvement in shaping the future plan.

AGREED (unanimously) that Cabinet:

- a) note the report;

- b) approve the preparation of a new Local Plan for Newark & Sherwood; and
- c) adopt amendments to the Local Development Scheme as set in Section 2 of this report and Appendix A, to come into force on 17 December 2024.

Reasons for Decision:

To allow Cabinet to note progress on the Plan Review;

To agree to begin preparation of a new Local Plan for Newark & Sherwood so that the Council can demonstrate to the Planning Inspector that it is committed to producing one; and

To allow the Council to publish an amendment to the timetable so that the Local Development Scheme can be updated to comply with the Planning and Compulsory Purchase Act 2004 and appropriate regulations.

Options Considered:

The Inspectorate has requested that the Council confirm its position on Plan Review, therefore in order to meet these requirements it is necessary to review the Local Development Scheme.

221 EXCLUSION OF THE PRESS AND PUBLIC

AGREED (unanimously) that, under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in Paragraphs 2 and 3 of Part 1 of Schedule 12A of the Act.

222 YORKE DRIVE REGENERATION UPDATE (KEY DECISION)

The Cabinet considered the exempt report in relation to the Yorke Drive Redevelopment Programme.

(Summary provided in accordance with Section 100C(2) of the Local Government Act 1972).

223 ARTS COUNCIL ENGLAND NATIONAL PORTFOLIO ORGANISATION EXTENSION APPLICATION (KEY DECISION) - EXEMPT APPENDIX

The Cabinet considered the exempt appendix to the report on the Arts Council England National Portfolio Organisation Extension Application which contained the Human Resource implications.

(Summary provided in accordance with Section 100C(2) of the Local Government Act 1972).

Meeting closed at 8.30 pm.

Chair

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

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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, 21 January 2025 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)  
Councillor R Cozens, Councillor L Brazier, Councillor C Penny, Councillor P Taylor and Councillor J Kellas

ALSO IN ATTENDANCE: Councillor N Allen, Councillor P Harris, Councillor S Haynes, Councillor R Holloway, Councillor R Jackson, Councillor J Lee, Councillor K Melton, Councillor S Michael, Councillor P Rainbow and Councillor K Roberts

APOLOGIES FOR ABSENCE: Councillor S Crosby and Councillor S Forde

224 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.

225 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Sanjiv Kohli – Director – Resources and Deputy Chief Executive declared an Interest in Agenda Item No. 9 –Lowfield Lane Disposal, as a Director of Arkwood Developments Limited.

226 MINUTES FROM THE PREVIOUS MEETINGS HELD ON 3 DECEMBER AND 10 DECEMBER 2024

The minutes from the meetings held on 3 December 2024 and 10 December 2024 were agreed as a correct record and signed by the Chair, subject to Minute No. 210 – being amended to reflect a recorded vote in full.

227 CHAIR'S UPDATE

The Chair advised that the final report following the Corporate Peer Challenge had now been received and would be published later in the week. He added that an action plan to take forward the report recommendations would be considered in due course.

228 2025/26 HOUSING REVENUE ACCOUNT BUDGET AND RENT SETTING (KEY DECISION)

The Director – Housing, Health & Wellbeing and Business Manager – Financial Services presented a report which examined the proposed income and expenditure on the Housing Revenue Account (HRA) for the 2025/26 financial year for both revenue and capital, in accordance with Section 76 of the Local Government and Housing Act 1989. The report also provided indicative amounts of income and expenditure for the 2026/27 to 2028/29 financial years for both revenue and capital income and



expenditure, and proposed rent levels and service charges for 2025/26, with effect from the first Monday in April 2025.

The setting of the HRA budget and the approval of rent levels would be presented to the Full Council Meeting in February 2025, which would allow the required time to notify tenants of proposed changes to rents in accordance with the legislation.

AGREED (with 5 votes for and 1 against) that Cabinet recommend to Council at its meeting on 11 February 2025:

- a) the HRA budget for 2025/26, as set out in Appendix A to the report;
- b) an increase of 2.7% in the 2025/26 rents of all current HRA tenancies will be applied from 7 April 2025;
- c) the 2025/26 service charges, as set out in Appendix C to the report; and
- d) the Capital Budget set out in Appendix D to the report are committed expenditure in the Capital Programme for 2025/26 to 2028/29.

Reason for Decisions:

To advise Members of the proposed HRA budget and charges in rent and service charge levels for 2025/26 and for these to be recommended to Council at its meeting on 11 February 2025.

Options Considered:

Various modelling was undertaken to assess the impact of different rent levels on the viability of the HRA 30-year business plan to arrive at the recommendation above.

Consideration was also given to varying increases between general needs and supported (sheltered and extra care) accommodation but no rationale was found to support this, alongside the equitable nature of any decision to do so.

229 DEVOLUTION WHITE PAPER

The Chief Executive provided the Cabinet with an update on the latest position in respect of local government reform following the Government's White Paper on Devolution published in December. He reported that further clarity was awaited from the Government, but unitary authorities were to be created across the country in two tranches in April 2027 and April 2028. He confirmed that Nottinghamshire County Council had not requested a postponement of their elections scheduled to take place on 1 May 2025.

He added that the indicative Government timetable was for draft proposals for unitary authorities being submitted in March, and final proposals in the autumn. Given the tight timeframe, Members would be invited to various briefings and workshops to identify potential options for unitary Councils.

230 IMPLEMENTATION OF AN INFORMATION SECURITY MANAGEMENT SYSTEM

The Business Manager – ICT & Digital Services presented a report which outlined the design and implementation of the Information Security Management System (ISMS) for the Council. The purpose of the ISMS was to protect the Council's information assets from various threats, ensuring confidentiality, integrity and availability.

In respect of next steps for the ISMS implementation, the Cabinet emphasised the importance of Member training to raise awareness.

AGREED (unanimously) that Cabinet approve the Implementation of the Information Security Management System for the Council.

Reason for Decision:

To align with the community plan objective 8: To be a top performing, modern and accessible Council.

Community trust in the Council to manage and use their data in a secure and compliant way, whilst demonstrating transparency.

Options Considered:

Various alternative frameworks and the option to take no action have been evaluated. However, this international standard for information security is mandated by the Council for procuring systems and technology, where applicable.

231 LOWFIELD LANE DISPOSAL (KEY DECISION)

The Chief Executive presented a report which sought to agree revised terms for the disposal of land at Lowfield Lane, Balderton, to Arkwood Developments. It was reported that in January 2022, the Policy & Finance Committee agreed to the exclusive disposal of land at Lowfield Lane, Balderton to Arkwood Developments Ltd, for the sum of £4.4m. Since January 2022, there had been a number of matters that had impacted on the scope and viability of the development. Give those matters, following the granting of planning permission on 11 November 2024, the Council received a revised offer letter from Arkwood Developments Ltd on 13 December 2024 which proposed a revised offer to purchase Lowfield lane.

The revised offer (attached as an appendix to the exempt report given it was commercially sensitive) was made as a result of a number of changes to the proposed scheme for the site through the planning process and wider market conditions which were outside of the company's control. In order to demonstrate best value, the Council had commissioned two further valuations of the land which were based on the planning consent granted. These were included as appendices to the exempt report.

AGREED (unanimously) that Cabinet approve the revised sale price of £XXXXXX for the land at Lowfield Lane, Balderton as detailed in the report, subject to confirmation from Nottinghamshire County Council on the Green

Adoption at £XXXXXX; any adjustment in the offer in relation to the Green Adoption sum to be delegated to the Portfolio Holder for Strategy, Performance and Finance for decision following consultation with the Cabinet.

Reason for Decision:

In order to ensure that the Council secures the best consideration for the land which was previously purchased by the Council for residential redevelopment on the basis that it was both a largely allocated housing site and was entirely within the Newark Urban Area where the principle of residential development is acceptable.

Options Considered:

The Council could refuse the revised offer outright and request Arkwood to proceed to complete the sale on the original terms or seek to negotiate a higher sale value somewhere between the original and revised offers. Neither of these options are considered realistic, deliverable or in the Council's interest. Arkwood has set out its position that it is entitled to terminate the contract for sale in the circumstances if the revised offer is not accepted; Officers consider this position to be justified as the viability of the development has been materially affected due to the factors set out in exempt Appendix A. The revised offer exceeds the independent valuations obtained and detailed at paragraph 2.6 above, therefore it is not considered necessary to seek to negotiate a higher sale value.

The Policy & Finance Committee report of 27 January 2022 explored the alternative option of selling the land on the open market; this option was rejected as it did not deliver the Council's strategic aims of both housing delivery, and financial sustainability relative to the Council's Medium Term Financial Plan provided by Arkwood's involvement. In addition, as the Council's wholly owned company, Arkwood does not seek as high a commercial return as other developers and is therefore able to deliver a more diverse mix of housing including lower value units which generate lower returns, but which are much needed in the community. The position on this alternative option has not changed, in particular with reference to the independent valuations referenced at paragraph 2.6 of this report. The Council's Acquisitions and Disposals Policy allows for disposal to be negotiated with a single party such as Arkwood. There is also a risk that by going to the open market the Council could fail to secure a buyer at all if Arkwood withdraw interest.

The Policy & Finance Committee report of 29 June 2017 confirmed the land purchase based on use for strategic residential development, as most of the land was already allocated for that purpose. The proposal offers the best disposal value that can reasonably be obtained, together with associated benefits of delivering much needed housing especially considering new targets now being introduced by Government, and the Medium-Term Financial Plan benefits already set out in this report. There are no alternative uses that would offer a viable and comparable return which achieves Best Value to the Council as landowner given the constraints of the site.

232 UPDATE ON JUBILEE BRIDGE - CONDITION OF BRIDGE AND USAGE

The Development Manager – Corporate Property presented a report which provided the Cabinet with an update on the current condition of the Jubilee Bridge and set out some options for the Cabinet in respect of future maintenance and ownership.

The report conveyed the findings of the Principal Bridge Inspector which was conducted in June 2024. This report advised that the bridge was in generally sound condition with no significant defects in urgent need of repair, with some minor maintenance / repairs being required. Based on this report, the report advised that the planned refurbishment could be deferred until 2030. Given that, four options were presented to the Cabinet for consideration. Costings for some of these options were excluded from the open report and included in an exempt version of the report given their commercial sensitivity.

AGREED (unanimously) that Cabinet approve:

- a) option 3 as set out in the report, to continue to carry out annual safety inspections and the required remedial maintenance, until the next Principal Bridge Inspection is due in 2030 at a cost of up to £XXXXXX; and
- b) the Capital budget be reduced from £333,500 to £XXXXXX which will decommit £XXXXXX from the Asset Maintenance Reserve.

Reason for Decision:

To ensure the bridge remains in a safe condition, the most viable option to the Council, based on the current condition of the bridge.

Options Considered:

Option 1 - Pay Commuted sum to Nottinghamshire County Council to have the bridge adopted and to remove future liability of the bridge from NSDC.

Option 2 - To retain the bridge and to carry out a bridge major refurbishment.

Option 3 - Continue to carry out annual safety inspections, remedial and recommended maintenance, until the next Principal Bridge Inspection is due, 2030.

Option 4 - Close the bridge and decommission.

233 MOTION FOR THE OCEAN - ACTION PLAN UPDATE

The Director – Communities & Environment presented a report which provided the Cabinet with a detailed update on the Council's Motion for the Ocean commitments, activities to date and future plans. The Leader of the Council read a statement from the former Portfolio Holder, Councillor E Oldham acknowledging the Council achievements to date following the adoption of the Motion for the Ocean.

The Cabinet considered the hugely successful activities undertaken to date, and potential options for future initiatives which would require budget provision. It was considered that any decision on allocating further funding to Motion for the Ocean activities be deferred pending the impending review of Community Plan priorities.

AGREED (unanimously) that Cabinet defer any decision on the allocation of funds to further Motion for the Ocean activities given the impending review of Community Plan objectives.

Reason for Decision:

To further consider allocation of budgets linking into the review of Community Plan priorities.

Options Considered:

Alternative options in relation to Motion for the Ocean activities were set out in detail in paragraph 6 of the report and summarised at paragraph 7.

234 EXCLUSION OF THE PRESS AND PUBLIC

AGREED (unanimously) that, under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in Paragraphs 3 and 5 of Part 1 of Schedule 12A of the Act.

235 LOWFIELD LANE DISPOSAL (KEY DECISION)

The Cabinet considered the exempt report in relation to the Lowfield Lane Disposal.

(Summary provided in accordance with Section 100C(2) of the Local Government Act 1972).

236 UPDATE ON JUBILEE BRIDGE - CONDITION OF BRIDGE AND USAGE

The Cabinet considered the exempt report in relation to the Jubilee Bridge in Newark.

(Summary provided in accordance with Section 100C(2) of the Local Government Act 1972).

Meeting closed at 7.00 pm.

Chair

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

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## Topic Request Form

Available on Mod.Gov or by contacting the Democratic Services lead for PPI. To be considered at the next PPI Committee the form must be submitted 20 working days before the next meeting.

<b>Topic Request Form</b>	
Please complete the first section of this form to request that a topic is considered by the Policy and Performance Improvement Committee. Please send the completed form to Helen Brandham	
<b>Section 1: Member Request</b>	
<b>Proposed Topic</b>	Life Chances for Girls
<b>I would like to understand</b> (Key lines of enquiry)	<p>Based on the findings of a report by Plan International, Newark &amp; Sherwood are in the bottom 20% of places in the UK to be a girl;</p> <ul style="list-style-type: none"> <li>• 10 fewer years in good health</li> <li>• 25% leave school without good GCSE results</li> <li>• 1 in 3 live in poverty</li> <li>• Women earn 23% less than men</li> </ul> <p>As such the priority is to examine the data set in more depth and consider its merits.</p> <p>Build on this and develop a fuller picture of the life chance for girls in Newark and Sherwood, by identifying and supplementing with more up to date and relevant data, that the Council holds and from partners or wider, national sources too.</p> <p>To collate a summary of the activities, area of work and key achievements that the Council delivers or facilitates with partners to support this agenda around girls and young women. In many cases it is acknowledged that the Council has a place to influence by working with community groups, education, health care providers and business, but cannot directly and independently address all the challenges highlighted.</p> <p>Finally, by reflecting on all of this, to make recommendations of what changes, or work in this area that can be done differently to intervene, improve and advocate the life chances for girls and young women in the district by the Council and by our partners.</p>
<b>I think this topic should be considered because</b>	<p>Girls and young women are telling us that it remains tough to be a girl up and down the country, from their safety in public and online, health inequalities, disparity in education, future job prospects and a culture of misogyny.</p> <p>Where you live fundamentally affects your life chances. The support your community can provide, and the local services</p>

# Topic Request Form

	<p>you can draw on, can impact your quality of life and help or hinder access to your rights.</p> <p>Plan International, a global children’s charity striving for a fairer world, prioritising girls and their rights, have recently surveyed 3,000 girls and young women aged 12 to 21.</p> <p>The State of Girls’ Rights in the UK 2024 was the biggest ever exercise in listening to girls’ voices ever.</p> <p>With the results, Plan International have developed and published an online tool, you can search by postcode or council and learn about the reality of growing up as a girl in a specific region.</p>	
<b>(If applicable) High level evidence supporting the reason for consideration</b>	<p>Source: <a href="#">How tough is it to be a girl where you live?</a> Source: <a href="#">state-of-girls-rights-report.pdf</a></p>	
<b>Proposed by</b> (Name of member)	Cllr Rowan Cozens	Ward: Beacon Party: Independents for Newark & District
<b>Seconded by</b> (Name of member)	Cllr Susan Crosby	Ward: Beacon Party: Independents for Newark & District
<b>Date Form Submitted</b>		
<b>Section 2: Officer Recommendation</b>		
<b>Officer Comments</b>	<p>It is important to note that this working group is not about identifying more work for the Council to deliver, but to identify how we can possibly change some of the current approaches to support this agenda. Plus, engage and have open conversations with our partners to recognise their role and change any of their approaches too.</p> <p>It would be appropriate for the working group to carry out a scoping exercise only. It is not envisioned that any more resource is required by the Council but may indicate value of redeploying it, so we better support the life chances for girls across the district.</p>	
<b>Officer Recommendation</b>	Do undertake scoping work – Working Group Recommended	
<b>Officer Name</b>	Deborah Johnson	Director, Customer Services and Organisational Development
<b>Date Information Added</b>	24.01.25	



<b>Section 3: PPI Chair Recommendation</b>	
<b>PPI Chair Comment</b>	I fully support that this will be a worthwhile piece of scoping work and agree with the officer comments
<b>PPI Chair Recommendation</b>	Do undertake a review
<b>Date Information Added</b>	24.01.25   Role: Chair, PPIC
<b>Next step</b>	Completed form to be taken to PPI on 10.02.25

**Topic Request Form**

Available on Mod.Gov or by contacting the Democratic Services lead for PPI. To be considered at the next PPI Committee the form must be submitted 20 working days before the next meeting.

<b>Topic Request Form</b>					
Please complete the first section of this form to request that a topic is considered by the Policy and Performance Improvement Committee. Please send the completed form to Helen Brandham					
<b>Section 1: Member Request</b>					
<b>Proposed topic</b>	The scrutiny of all active NSDC commitments that sit outside of the remit of a typical District Council.				
<b>I would like to understand (key lines of enquiry)</b>	<p>The Council is committed to providing for our communities and over time has stepped into spaces where there is an evident need, sometimes these are really the remit of other bodies.</p> <p>I would like to see a full map of where and what these are.</p>				
<b>I think this topic should be considered because</b>	The Council's resources are stretched and coming under increasing pressure. There is no single explanation for this but a combination of factors which are placing a strain on our capacity to deliver. By ensuring we scrutinise our commitments we can clearly define areas in which we occupy a wider community leadership role, a role of influence only and those in which we are a direct service provider				
<b>(if applicable) High level evidence supporting the reason for consideration</b>					
<b>Proposed by (name of member)</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Cllr P. Peacock</td> <td style="width: 50%;">Ward Edwinstowe &amp; Clipstone</td> </tr> <tr> <td></td> <td>Party: Labour</td> </tr> </table>	Cllr P. Peacock	Ward Edwinstowe & Clipstone		Party: Labour
Cllr P. Peacock	Ward Edwinstowe & Clipstone				
	Party: Labour				
<b>Seconded by (name of member)</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Cllr L. Brazier</td> <td style="width: 50%;">Ward: Ollerton</td> </tr> <tr> <td></td> <td>Party: Labour</td> </tr> </table>	Cllr L. Brazier	Ward: Ollerton		Party: Labour
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	Party: Labour				
<b>Date form is submitted</b>					
<b>Section 2: Officer Recommendation</b>					
<b>Officer comment</b>	<p>It is important for councillors to be aware of the Council's commitments at all levels and not just those detailed in the community plan. Additional commitments such as those around flooding for example have a significant impact on the capacity available from our officers and therefore should be considered carefully by the administration.</p> <p>It would be appropriate to have a working group consider any activities NSDC are committed to outside of its remit as a District Council and balance the benefits to our residents with the impact on the Council's resources.</p> <p>As we move towards LGR this will also provide some useful information to ensure all services for our residents are considered.</p>				

## Topic Request Form

<b>Officer recommendation</b>	Do undertake a review	
<b>Officer name</b>	Carl Burns	Role: Transformation Manager
<b>Date information added</b>	21.01.25	
<b>Section 3: PPI Chair Recommendation</b>		
<b>PPI Chair comment</b>	I fully support this request and agree with the officer comments	
<b>PPI Chair recommendation</b>	Do undertake a review	
<b>Date information added</b>	23.01.25	Role: Chair, PPIC
<b>Next step</b>	Completed form to be taken to PPI on 10.02.2025	

By virtue of paragraph(s) 7 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted