



*Castle House
Great North Road
Newark
NG24 1BY*

Tel: 01636 650000

www.newark-sherwooddc.gov.uk

Friday, 28 February 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**

MEETING:	Policy & Performance Improvement Committee
DATE:	Monday, 10 March 2025 at 6.00 pm
VENUE:	Civic Suite, Castle House, Great North Road, Newark, NG24 1BY

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

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

AGENDA

	<u>Page Nos.</u>
1. Apologies for Absence	
2. Declaration of Interest by Members and Officers	
3. Notification to those present that the meeting will be recorded and streamed online	
4. Minutes of the meetings held on 10 February and 17 February 2025	4 - 12

Reports and Presentations

5. Building Safety Policy	13 - 27
6. Compliance Update - Housing Services	28 - 35
7. Projected General Fund and HRA Revenue and Capital Outturn Report to 31 March 2025 as at 31 December 2024	36 - 54
8. Community Plan Performance for Quarter 3	55 - 108
9. Community Plan Refresh	109 - 112
10. Presentation by Portfolio Holder for Sustainable Economic Development	Verbal Report

Reports from Working Group

11. Update on Digital Strategy Refresh Working Group	Verbal Report
--	---------------

Two Working Groups were established on 10 February 2025.

Life Chances for Girls

Expressions of interest to participate in the work of this group are currently being sought, the deadline for which is Friday, 7 March. All expressions of interest will be forwarded to the Chair of the Policy & Performance Improvement Committee for final approval.

Scrutiny of Active NSDC Out of Remit Commitments

The Review Initiation Document is currently being developed following which an email will be sent to all Members of the Council asking for expressions of interest to participate in the work of the group.

Review of Cabinet Work Programme and Recent Decisions

12. Cabinet Forward Plan - February to May 2025	113 - 117
13. Minutes of Cabinet Meeting held on 18 February 2025	118 - 128

Topic Suggestions

None

14. Provisional Items for Future Agenda

Future of Portfolio Holder Presentations

Present of Newark Town Centre Master Plan

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, 10 February 2025 at 6.00 pm.

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

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 T Thompson and Councillor T Wendels

IN ATTENDANCE: Councillor S Crosby, Councillor S Michael and Councillor S Saddington

APOLOGIES FOR ABSENCE: Councillor M Spoons

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

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

68 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

Councillor T Wendels declared an Other Registerable Interest in Agenda Item No. 5 – Bassetlaw and Newark & Sherwood Community Safety Partnership Progress and Performance Update and Review of Priorities as an employee of the Nottinghamshire Police Authority.

Councillor J Hall declared an Other Registerable Interest in Agenda Item No. 5 – Bassetlaw and Newark & Sherwood Community Safety Partnership Progress and Performance Update and Review of Priorities as an elected Member of Balderton Parish Council who had received funding from Safer Streets 5.

69 MINUTES OF THE MEETING HELD ON 25 NOVEMBER 2024

The minutes from the meeting held on 25 November 2024 were agreed as a correct record and signed by the Chair.

70 BASSETLAW AND NEWARK & SHERWOOD COMMUNITY SAFETY PARTNERSHIP PROGRESS AND PERFORMANCE UPDATE AND REVIEW OF PRIORITIES

The Committee considered the report presented by the Business Manager – Public Protection and Inspector Charlotte Ellam from the Nottinghamshire Police Authority which sought to provide Members with an update on the performance data and activities for crime and ASB across the Bassetlaw and Newark & Sherwood Community Safety Partnership.

The report set out the 2024/2025 crime and ASB performance when compared with the previous year and also introduced the new Community Safety Partnership Strategy and Delivery Plan.

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

In noting the 1.6% increase in all crime but a reduction in ASB, a Member queried whether the reason for this was known. Inspector Ellam advised that there had been a number of burglaries in the town centre together with auto-crime and drugs related offences which had all contributed to the increase in crime.

A Member noted that the replacement programme of CCTV cameras were for those located in the Newark area with one being in Southwell but none for the rest of the district. The Business Manager advised that the oldest cameras were to be replaced first and then a 10 year programme of replacements would commence across the whole estate.

In referring to paragraph 5.4 of the report – Immediate Justice, a Member queried how successful the pilot scheme had been. The Business Manager advised that funding from the Police & Crime Commissioner had enable a dedicated Officer to be engaged to deal with this. Feedback from the scheme was that the interaction with individuals had been profound and that it was hoped that it would continue. Inspector Ellam added that the context for the project had been borne from public opinion that waiting for justice was frustrating. This project had enabled justice for low level crime to be carried out swiftly. A final data analysis was awaited on the success of the scheme.

In noting that speeding was not included as a key theme as reported in paragraph 3.2 of the report, a Member queried as to whether it was not considered a serious enough offence. The Business Manager advised that the use of cameras by community groups continued to be supported and that speeding was still being monitored even though it was not logged as a theme.

In response to whether the Public Spaces Protection Orders/Dispersal Order at Balderton Lakes, Lakeside Shopping Centre, Coronation Park, had resulted in a positive change in relation to ASB, Inspector Ellam confirmed it had resulted in a significant reduction in ASB at that location.

A Member recalled that previously a discussion about the use of microphones in CCTV cameras had been held and queried whether this had ever been agreed. He also queried whether CCTV footage was being used in prosecution cases. The Business Manager advised that footage was frequently used and would look into whether the use of microphones had ever been examined.

A Member noted that a previous report to Cabinet had indicated that the relocation of the CCTV Control Room would be funded from the Newark Town Fund, querying whether this remained unchanged. The Business Manager advised that the funding stream had been amended. She also advised that the current CCTV Control Room

partnership with the other local authorities was due to end in 2026. It was confirmed that a report on the amended funding arrangements was being presented to Cabinet on 18 February 2025.

In closing the debate, the Chair sought any comments from Members they wished to be forwarded to Cabinet for consideration prior to their review and adoption of the CSP Strategy and Delivery Plan in April 2025. A Member commented that he would like to request Cabinet to reconsider their decision to relocate the CCTV Control Room from the Police HQ at Sherwood Lodge to Newark and associated loss of revenue.

AGREED that:

- a) the Community Safety Partnership performance information be noted; and
- b) Cabinet be requested to clarify the source of funding for the relocation of the CCTV Control Room.

71 CUSTOMER FEEDBACK - HALF YEAR 1 - 2024/2025

The Committee considered the report presented by the Director – Customer Services & Organisational Development which sought to provide Members with customer feedback that had been submitted across the whole of the organisation. Appendix A attached to the report provided feedback for the first half of the 2024/2025 year and was a comprehensive look at complaints received, thereby demonstrating that, as an organisation, complaints were taken seriously and learned from.

Prior to opening the debate, the Chair commented that as the Member Responsible for Complaints (MRC) it was his role to oversee complaint handling and that it included ensuring that elected Members reviewed complaints during their quarterly performance assessments and also that there was effective complaint handling. He noted that the Customer Feedback Policy had recently been updated to comply with both the Housing Ombudsman Complaint Handling Code and the Local Government and Social Care Complaints Handling Code.

In considering the report and noting the increase in the number of complaints in relation to the delivery of the repairs service, a Member queried whether the performance of contractors who were responsible for carrying out repairs were monitored against their Service Level Agreements. The Chair advised that clarification on this would be sought and shared with Members.

In closing the debate, the Chair commented that an increase in complaints was not necessarily negative. He noted that responses received were recorded and responded to in accordance with the Customer Feedback Policy but that work continued to improve the number of complaints received.

AGREED that the Customer Feedback Half 1 report be noted.

72 PRESENTATION BY PORTFOLIO HOLDER FOR HEALTH, WELLBEING & LEISURE

The Committee considered the presentation delivered by Councillor Susan Crosby, the Portfolio Holder for Health, Wellbeing and Leisure.

Detailed within the presentation were a number of topics the Portfolio Holder expanded on, including: sporting infrastructure; Play Pitch & Outdoor Sport Strategy; Sport & Recreational Facilities Strategy; Active4Today Leisure Provision; Section 106 Funding Allocations; Tour of Britain; Run Archery; Paddle to the Castle; Park Run; Delivery of NSDC's Health & Wellbeing Strategy; Urgent Care at Newark Hospital; Strategic Partnership with Sherwood Forest Hospital Trust; NCC's Health & Wellbeing Board representation; focus on the preventative angle of the NSH 10-year plan; local public health campaigns; designing services and activities around community need; cost of living activities; and workplace health.

The Portfolio Holder also identified topics for the year ahead; 2025 paddleboard with some 400 competitors; Darwin Park new changing facilities; delivery of 3D pitches; investing in communities place work – expansion into Ollerton; carers support with a roadshow and engagement activities planned; events based on cookery/baking; development of each GP surgery Patient Participation Group to strengthen the patient voice.

A Member submitted a pre-question to the Portfolio Holder querying the latest position in relation to Southwell Leisure Centre, specifically regarding the Council's move to mediation with the Trustees. The Portfolio Holder advised that a meeting had been held between the Council and the Trustees in August 2024. The Trustees had sourced quotations for repairs to the swimming pool and had requested that the Council review those and the Council found the quotations to not offer value for money. The current situation was that the Council had entered into mediation with the Trustees to try to find a resolution. The Member thanked the Portfolio Holder for the update.

In relation to health inequalities across the district and the legacy of the former mining colliery villages impacting on those residents' life expectancies, a Member queried what specific measures were in place to encourage the use of existing facilities including healthy eating promotions. The Portfolio Holder advised that residents were participating in the cookery and baking events but would provide more additional detail on what specific measures were in place. It was noted that Active4Today were also promoting diabetes awareness.

A Member commented that in relation to fitness and health, the Council previously had a team of officers who liaised with grass root sports clubs and ran seated exercise classes, querying whether this was still active. The Portfolio Holder advised she would raise this query with Officers and provide a written response.

In relation to an Urgent Treatment Centre at Newark Hospital, a Member queried whether there was any available data to suggest that this was being used as an alternative when a GP appointment could not be made. The Member also referred to the call for a 24-hour provision, querying whether the Portfolio Holder thought that the funding required to provide that might be better spent at a local level in primary

care in local communities and whether there was any available cost analysis for that. The Portfolio Holder advised that discussions had been held with the Integrated Care Team on what facilities were available for residents. She added that she was considering options to inform Members of the various facilities so that they could share the information with their residents. The Integrated Care Team had advised that there was insufficient people/infrastructure to justify an overnight provision. In response, the Member queried whether the Portfolio Holder was actively lobbying for the reinstatement of the shuttle bus service between Newark Hospital and Kings Mill Hospital and that members of staff also be permitted to utilise the service. The Portfolio Holder welcomed the question and suggestion.

In referring to the Yorke Drive redevelopment scheme and the disproportionate life expectancy in deprived areas, a Member queried whether the Portfolio Holder had been invited to be involved with the scheme. In response, the Portfolio Holder advised that the planning application required approval prior to any involvement from her but thanked the Member for the suggestion.

In relation to life expectancy and the use of leisure centres, a Member stated that there was no evidence to support this. She added that someone's life expectancy was determined by other aspects of lifestyle and type 2 diabetes. The Council could note the issue but were not in a position to solve the matter. She referred to the work of the Active Lifestyles Working Group noting that it was about getting people active and not just in a leisure centre and that public transport/access was a contributing factor.

A Member noted that a lack of physical activity was a factor in life expectancy. He queried whether low impact activities, such as Nordic walking, were promoted. This assisted with a person's fitness levels but also contributed to improvement in mental health. In referring to the focus of a provision of an Urgent Treatment Centre overnight at Newark Hospital, he queried whether there were alternative ways of delivering the outputs, noting that a building staffed all night was not necessarily required but access to 24-hour care, 7 days a week was, without having to travel to access treatment was the ultimate aim. The capacity of service provision needed to be reviewed and he requested that the Portfolio Holder raise the suggestion with the Integrated Care Board. The Portfolio Holder thanked the Member for their suggestions.

In relation to an increase in urgent care provision, a Member queried what the next steps were that the Portfolio Holder was to take to facilitate an increase in care at Newark Hospital. The Portfolio Holder stated that there had been improvements in service provision but any increase could only be provided by the health service and not the Council.

A Member noted that the Active4Today Board were interested in the work of the Portfolio Holder and would provide her with details of the work they were undertaking with schools. He noted that leisure centres dealt with a significant number of GP referrals and would like to provide this information to the Portfolio Holder and the Committee for information.

In noting the debate, a Member queried with the Portfolio Holder what she would wish to have achieved at the end of her tenure. The Portfolio Holder commented that health and equality took time to achieve but that she would wish to see the provision of services throughout the night at Newark Hospital.

In closing the debate, the Chair thanked the Portfolio Holder for her attendance and presentation.

73 UPDATE OF DIGITAL STRATEGY REFRESH WORKING GROUP

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

Councillor Ross advised that the Working Group had met on four occasions. They had considered the digital landscape in the East Midlands and the County Digital Infrastructure for Nottinghamshire. The final meeting was scheduled when the revised Digital Strategy and associated Action Plan would be created. Councillor Ross also referred to the Local Government Review and how digitisation would play a major part in that. He noted that the Council's digitisation needed to be improved upon but that no customer should be left behind, noting that not every customer of the Council had digital accessibility.

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

74 CABINET FORWARD PLAN - JANUARY TO APRIL 2025

NOTED the Forward Plan of the Cabinet for the period January to April 2025.

75 MINUTES OF CABINET

NOTED the Minutes of the Cabinet meetings held on 3 and 10 December 2024 and 21 January 2025.

76 LIFE CHANCES FOR GIRLS

The Committee considered the Topic Request Form to establish a Working Group to develop a full picture of the life chances for girls in Newark & Sherwood by identifying and supplementing with more up to date and relevant data that that the Council held and from partners or wider, national sources too.

AGREED that a Life Chances for Girls Working Group be established with the following Policy & Performance Members expressing an interest in participating in the Group and that Councillor Karen Roberts be appointed as the Working Group's Chair:

Councillor Alice Brazier
Councillor Celia Brooks
Councillor Andy Freeman
Councillor Jean Hall

Councillor David Moore
Councillor Karen Roberts - Chair

77 SCRUTINY OF ACTIVE NSDC OUT OF REMIT COMMITMENTS

The Committee considered the Topic Request Form to establish a Working Group to scrutinise all of the Council's active commitment which sit outside of the remit of a typical district council.

AGREED that a Scrutiny of Active NSDC Out of Remit Commitments Working Group be established with the following Policy & Performance Members expressing an interest in participating in the Group and that Councillor Rhona Holloway be appointed as the Working Group's Chair:

Councillor Neil Allen
Councillor Alice Brazier
Councillor Andy Freeman
Councillor Rhona Holloway - Chair
Councillor David Moore
Councillor Penny Rainbow

78 ITEMS FOR NEXT AGENDA

Presentation by Portfolio Holder for Sustainable Economic Development
Annual Compliance Update – Housing Services
Community Plan Refresh
Social Value Charter
Consultation on the Draft Local Nature Recovery Strategy (tbc)

Meeting closed at 7.35 pm.

Chair

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Extraordinary Meeting of the **Policy & Performance Improvement Committee** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Monday, 17 February 2025 at 6.00 pm.

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

Councillor N Allen, Councillor A Brazier, Councillor C Brooks, Councillor R Jackson, Councillor D Moore, Councillor P Rainbow, Councillor K Roberts, Councillor T Thompson and Councillor T Wendels

IN ATTENDANCE: Councillor S Michael, Councillor L Dales and Councillor S Haynes

APOLOGIES FOR ABSENCE: Councillor A Freeman, Councillor J Hall, Councillor R Holloway and Councillor M Spoons

79 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

There were no declarations of interest.

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

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

81 BUDGET REPORTS 2025/26

The Committee considered the report of the Business Manager – Financial Services which provided Members with details of: the spending proposals in the Council’s proposed 2025/2026 General Fund Revenue Budget; the Council’s Medium Term Financial Plan (MTFP) for the four financial years between 1 April 2024 and 31 March 2028; and the Capital Programme. The information was provided in 3 appendices to the report and was to be considered by Cabinet at their meeting to be held on 18 February 2025 with recommendations being forwarded to full Council for consideration at the meeting scheduled for 6 March 2024.

In presenting the report the Business Manager advised that the report recommendations, as written, had been amended to include that any suggestions made by the Committee would be forwarded to the meeting of Cabinet for consideration.

General Fund Revenue Budget: It was reported that the budget proposals had been prepared in accordance with the Council’s budget setting strategy for 2025/26, as approved by Cabinet on 24 September 2024. Accordingly, the budget had been derived from the 2025/26 base budget within the MTFP approved by full Council on 7 March 2024. Growth and efficiencies had been included based on engagement with Portfolio Holders throughout the budget setting process. Changes, as described in the Budget Strategy in relation to pay awards and inflation had also amended the base position.

Medium Term Financial Plan: It was reported that the Council's MTFP for four financial years between 1 April 2024 and 31 March 2028 had been approved by full Council on 7 March 2024. The report sought to update the MTFP's assumptions on expenditure, income and financing for the four years between 2025/2026 and 2028/2029. The main aims of MTFP were to: deliver the Council's Community Plan objectives over the life of the relevant Community Plan; clearly present the Council's current predictions of its financial position between 2025/2026 and 2028/2029; and enable Members to make decisions which ensure the Council's future financial sustainability.

Capital Programme Budget 2026/2026 to 2028/2028: It was reported that the Capital Strategy had been approved by Council on 7 March 2024 and contained the capital appraisal form template and the prioritisation criteria. The capital appraisal forms were circulated to Business Managers to enable bids for new capital schemes. These were then scored in conjunction with the prioritisation criteria with the results considered by the Senior Leadership Team together with the proposed Capital Programme. Details of the capital expenditure in relation to the general fund were included in the report, together with the resources available. Paragraph 4 of the report set out the current plan for financing the proposed capital programme.

In response to queries raised by Members, the Business Manager provided further information in relation to: increases in National Insurance contributions; pay awards; inflation on insurance and utilities; notional savings; and increases to car parking charges.

AGREED (unanimously) that the Policy & Performance Committee note the report and appendices.

Meeting closed at 6.30 pm.

Chair



Report to: Policy & Performance Improvement Committee – 10 March 2025
Director Lead: Suzanne Shead – Director Housing, Health & Wellbeing
Lead Officer: Caroline Wagstaff, Business Manager – Housing Maintenance & Asset Management - 01636 655637

Report Summary	
Report Title	Building Safety Policy
Purpose of Report	The purpose of the report is to share the draft Building Safety Policy which includes how tenants and leaseholders in Council owned homes can raise safety concerns and our responsibilities to keep homes warm safe and decent.
Recommendations	That the Policy & Performance Improvement Committee endorse the Building Safety Policy.

1.0 Background

- 1.1 The aim of this policy is to set out how Newark & Sherwood District Council meets the requirements of the Building Safety Act 2022, the Fire Safety Act 2021 and other legislative and regulatory changes introduced and proposed following the Grenfell tragedy and how it discharges its duties to residents and other stakeholders to keep residents and buildings safe.
- 1.2 For tenants and residents, there is a separate policy “Safety in the Home” that sets out how the Council manage their health and building safety responsibilities.
- 1.3 It outlines how we effectively manage all risks identified and to ensure effective action plans are in place to mitigate those risks as soon as reasonably practicable for all residents living in these buildings, employees and contractors who will work in and around these buildings and members of the public.
- 1.4 It ensures effective arrangements are in place to engage with all residents through the Council’s Tenant Engagement Strategy with a specific focus around safety, ensuring individual needs across all age groups and diversities through multiple engagement methods are considered.
- 1.5 The policy supports the Council’s Community Plan to create more and better quality homes through our roles as landlord, developer and planning authority.

2.0 Proposal

2.1 The Building Safety policy is attached as an Appendix to this report for consideration.

3.0 Implications

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

3.1 Financial Implications -

This policy has no direct financial implications outside of existing budgets for compliance and safety measures in Council owned homes.

3.2 Equalities

The policy has no direct equalities implications although there is an expectation that approaches to engagement are varied and reflect the needs and requirements of tenants.

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.

Document Name	Building Safety Policy
Effective Date	February 2025
Date for Review	February 2027
Version Number	2
Approved By and Date	Cabinet TBC
Responsible Business Manager	Business Manager - Housing Maintenance & Asset Management

1.0	Purpose
1.1	The safety of everyone who lives and works in or around our buildings, owned and managed by Newark and Sherwood District Council (NSDC) is priority.
1.2	The purpose of this document is to set out how NSDC meets the requirements of the Building Safety Act 2022, the Fire Safety Act 2021 and other legislative and regulatory changes introduced and proposed following the Grenfell tragedy and how it discharges its duties to residents and other stakeholders to keep residents and buildings safe.
1.3	For tenants and residents, there is a separate policy “Safety in the Home” that sets out how the Council manage their health and building safety responsibilities.
1.4	In implementing this policy, we are compliant with the Building Safety Act, which introduces wide-scale reforms to support building safety for residential blocks classed as Higher Risk Buildings (HRBs), defined as residential buildings at least 18 metres or seven stories high and containing two or more residential units.
1.5	<p>This policy relates to the following National Standards or Regulation:</p> <p>Regulatory Standards</p> <ul style="list-style-type: none"> • Safety and Quality Standard • Tenancy Standard • Neighbourhood and Community Standard • Transparency, Influence and Accountability (inc. TSMs) Standard <p>Relevant Legislation:</p> <ul style="list-style-type: none"> • Building Safety Act 2022 • Fire Safety Act 2021 • Regulatory Reform (Fire Safety) Order 2005 • Housing Act 2004 • Approved Document B (Building Regulations) • Legal influences on this policy • Part 1 of the Housing Act 2004 - Housing Health and Safety Rating System (HHSRS) • Fire Safety Act 2021 • Gas Safety (Installation and Use) Regulations 1994. • Electrical Engineers Wiring Regulations, BS7671 • Building (Amended) Regulations Part P 2016 • Electricity at Work Regulations 1989 • Health & Safety at Work Act 1974 • 18th Edition of the IEE Wiring Regulations (2018) • Lifting Operations and Lifting Equipment Regulations 1998 • The Control of Asbestos Regulations 2012 • The Construction Design and Management (CDM) Regulations 2015 • The Control of Substances Hazardous to Health Regulations 2002 (COSHH) • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

2.0	Objectives
2.1	Effectively manage all risks identified and to ensure effective action plans are in place to mitigate those risks as soon as reasonably practicable for all residents living in these buildings, employees and contractors who will work in and around these buildings and members of the public.
2.2	Set out necessary policies and procedures to help mitigate risks to ensure that NSDC complies with its legal requirements to the satisfaction of the Social Housing Regulator and Building Regulator.
2.3	Ensure effective arrangements are in place to engage with all residents through the Council's Tenant Engagement Strategy with a specific focus around safety, ensuring individual needs across all age groups and diversities through multiple engagement methods are considered.
2.4	<p>Responsibilities under this Policy</p> <p>The roles and responsibilities for key stakeholders across NSDC:</p> <p>Cabinet will review reports that provide progress updates to ensure that NSDC is meeting the requirements of this policy.</p> <p>Senior Leadership Team will ensure adequate resources are made available to ensure NSDC can comply with the requirements of legislation.</p> <p>Director of Housing, Health and Wellbeing will work closely with the Business Manager – Housing Maintenance and Asset Management and the Health and Safety Team to ensure the Council is compliant with legislation.</p> <p>Business Manager Housing Maintenance & Asset Management is responsible for the overall implementation of this policy and the development and delivery of the policy detailed within including scrutiny of performance reports generated for the senior leadership team.</p> <p>Compliance Manager is responsible for managing all compliance activities and informing the Business Manager and Director of any compliance related issues which may affect the safety of buildings in scope.</p> <p>Compliance Surveyors (Gas/Electrical/Fire Safety/Asbestos) are responsible for the management of all buildings in-scope of this policy. They will also be responsible for the management and programming of works required to meet compliance and undertake the day-to-day contract management requirements.</p> <p>Data Coordinators will support the Compliance Manager and Surveyors with general administration, contract management and ensuring access is in place. They will also maintain the asset database.</p>

3.0	Scope																																								
3.1	NSDC does not own or manage any high-rise blocks as defined in the Building Safety Act (BSA) which currently defines Higher Risk Buildings. It is anticipated that in future years buildings that are within the scope of the BSA may change (for example to include buildings over 11m+ in height).																																								
3.2	The following properties are considered by the Council to require additional activity to ensure buildings are safe and tenants are engaged in their building safety.																																								
3.3	<table border="1" data-bbox="260 633 1417 1205"> <thead> <tr> <th data-bbox="260 633 716 692"></th> <th data-bbox="716 633 983 692">Address</th> <th data-bbox="983 633 1155 692">Height</th> <th data-bbox="1155 633 1417 692">Designation</th> </tr> </thead> <tbody> <tr> <td data-bbox="260 692 716 745">Almond House (flats 23-33)</td> <td data-bbox="716 692 983 745">Chatham Court</td> <td data-bbox="983 692 1155 745">16 mtrs</td> <td data-bbox="1155 692 1417 745">General Needs</td> </tr> <tr> <td data-bbox="260 745 716 799">Cedar House (flats 1-11)</td> <td data-bbox="716 745 983 799">Chatham Court</td> <td data-bbox="983 745 1155 799">16 mtrs</td> <td data-bbox="1155 745 1417 799">General Needs</td> </tr> <tr> <td data-bbox="260 799 716 853">Chestnut House (flats 12-22)</td> <td data-bbox="716 799 983 853">Chatham Court</td> <td data-bbox="983 799 1155 853">16 mtrs</td> <td data-bbox="1155 799 1417 853">General Needs</td> </tr> <tr> <td data-bbox="260 853 716 907">Pine House (flats 34-44)</td> <td data-bbox="716 853 983 907">Chatham Court</td> <td data-bbox="983 853 1155 907">16 mtrs</td> <td data-bbox="1155 853 1417 907">General Needs</td> </tr> <tr> <td data-bbox="260 907 716 969">101 - 116 Vale View</td> <td data-bbox="716 907 983 969"></td> <td data-bbox="983 907 1155 969">16 mtrs</td> <td data-bbox="1155 907 1417 969">Housing w/Care</td> </tr> <tr> <td data-bbox="260 969 716 1023">202 - 216 Vale View</td> <td data-bbox="716 969 983 1023"></td> <td data-bbox="983 969 1155 1023">16 mtrs</td> <td data-bbox="1155 969 1417 1023">Housing w/Care</td> </tr> <tr> <td data-bbox="260 1023 716 1077">Gladstone House</td> <td data-bbox="716 1023 983 1077"></td> <td data-bbox="983 1023 1155 1077">11m+</td> <td data-bbox="1155 1023 1417 1077">Housing w/Care</td> </tr> <tr> <td data-bbox="260 1077 716 1140">Broadleaves</td> <td data-bbox="716 1077 983 1140"></td> <td data-bbox="983 1077 1155 1140">8m+</td> <td data-bbox="1155 1077 1417 1140">Housing w/Care</td> </tr> <tr> <td data-bbox="260 1140 716 1205"></td> <td data-bbox="716 1140 983 1205"></td> <td data-bbox="983 1140 1155 1205"></td> <td data-bbox="1155 1140 1417 1205"></td> </tr> </tbody> </table>		Address	Height	Designation	Almond House (flats 23-33)	Chatham Court	16 mtrs	General Needs	Cedar House (flats 1-11)	Chatham Court	16 mtrs	General Needs	Chestnut House (flats 12-22)	Chatham Court	16 mtrs	General Needs	Pine House (flats 34-44)	Chatham Court	16 mtrs	General Needs	101 - 116 Vale View		16 mtrs	Housing w/Care	202 - 216 Vale View		16 mtrs	Housing w/Care	Gladstone House		11m+	Housing w/Care	Broadleaves		8m+	Housing w/Care				
	Address	Height	Designation																																						
Almond House (flats 23-33)	Chatham Court	16 mtrs	General Needs																																						
Cedar House (flats 1-11)	Chatham Court	16 mtrs	General Needs																																						
Chestnut House (flats 12-22)	Chatham Court	16 mtrs	General Needs																																						
Pine House (flats 34-44)	Chatham Court	16 mtrs	General Needs																																						
101 - 116 Vale View		16 mtrs	Housing w/Care																																						
202 - 216 Vale View		16 mtrs	Housing w/Care																																						
Gladstone House		11m+	Housing w/Care																																						
Broadleaves		8m+	Housing w/Care																																						
3.4	There are also several other important sources that NSDC uses to determine the legislative environment within which it works in respect of health and safety, which are:																																								
3.4.1	<p data-bbox="260 1429 1129 1464"><u>The Housing Health and Safety Ratings System (HHSRS)</u></p> <p data-bbox="260 1503 1398 1682">The condition of all housing is subject to Part 1 of the Housing Act 2004 and the Housing Health and Safety Rating System (HHSRS) evidence-based risk assessment process of the on which local authorities now base enforcement decisions Government are seeking to review how HHSRS will be further used to improve and maintain good property condition.</p> <p data-bbox="260 1720 1433 1868">This system assesses twenty-nine categories of housing hazard - addressing first the likelihood of an occurrence and then the range of probable harm outcomes. These factors combined give a score in respect of each hazard. HHSRS does not provide a single score for the dwelling or building a whole.</p> <p data-bbox="260 1906 1457 2013">All stock condition surveys, and day-to-day surveys carried out by either NSDC staff or specialist contractors, consider the HHSRS assessment and identify risks and action required accordingly.</p>																																								

3.4.2	<p><u>Local Government Regulation Housing - Fire Safety Guidance</u></p> <p>This area of law is covered by both the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005.</p> <p>This guidance offers advice and assistance to enforcers, landlords, managing agents and tenants, on ways to make residential buildings safe from fire. At its core, this guidance relies on the landlord carrying out a fire risk assessment to ensure that a property has adequate and appropriate fire safety measures in place.</p>
3.4.3	<p><u>RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013</u></p> <p>RIDDOR puts duties on employers, and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses).</p> <p>As an employer, it is a legal requirement to report all incidents, no matter how big or small. To be legally compliant, a record must be kept of all incidents. Keeping RIDDOR records includes:</p> <ul style="list-style-type: none"> • Recording all reportable accidents, injuries, illnesses, dangerous occurrences, work- related deaths and specific injuries lasting more than seven days • Keeping all records in a file, accident book, on a computer or a written log • Ensure RIDDOR reporting is done through the online reporting system via the HSE website • Understanding and patterns in injuries and/or accidents to be considered when undertaking risk assessments • Keeping all records organised and up to date. • Incidents must be reported within a 10-day timeframe after the occurrence <p>The specific information that needs to be recorded for RIDDOR purposes is:</p> <ul style="list-style-type: none"> • The date of reporting • The date, time and location of the incident • Personal details (name, job title etc) of the person(s) involved • A description of the injury, illness or occurrence <p>The kind of incidents that require you to complete an online RIDDOR report is:</p> <ul style="list-style-type: none"> • Work-related death • Serious injuries • Over-7-day injuries (where the person is unable to work for at least a week) • Work-related diseases • Injuries to members of the public (i.e. not employees) • Dangerous occurrences – when an accident almost happens • Dangerous gas fittings in a workplace (Gas Safe registered gas fitters must report this)

4.	<u>Policy</u>
4.1	To ensure NSDC is adequately prepared to meet likely future changes to the BSA (to include 11M+ buildings), and the requirements of the Fire Safety Act an 'Accountable Person' is in place and information updated on our website.
4.2	<p>In addition, NSDC will:</p> <ul style="list-style-type: none"> • Monitor building and fire safety via Quarterly Assurance and Compliance Reports to senior leadership and members. • Develop a residents group for Building Safety as part of the Tenant Engagement Framework • Ensure general precautions are undertaken, such as the regular inspection of communal areas and all fire doors throughout all buildings in line with legislation with all teams taking an “eyes wide open” approach • Develop and retain specific building information to be “digital by default” and further ensure this meets the “golden thread” of information requirements • Ensure that all staff who work in or around the buildings applicable to this policy are competent to do the work require • Ensure all records relating to inspection, tests and remedial works are recorded on a suitable compliance system to enable accurate and timely reporting of performance.
4.3	<p><u>Gas Safety</u></p> <p>The annual testing and inspection of all gas appliances and installations (cookers (visual only), gas heaters, gas fires, hot water and heating boilers and associated pipe work) is set out within a regulatory framework. All properties are tested annually for gas safety purposes in accordance with the Gas Safety (Installation and Use) Regulations 1998.</p> <p>Gas works must only be undertaken by appropriately qualified Gas Safe Registered engineers. To be Gas Safe registered engineers must have completed as a minimum an ACS initial assessment. NSDC will ensure processes are in place to verify appropriately qualified Gas Safe engineers and businesses are carrying out all works to properties.</p> <p>For quality assurance, certificates are logged with our gas audit consultants who carry out agreed percentage of desktop checks and onsite inspections of work carried out by our contractor and in house team.</p>
4.4	<p><u>Electrical Safety</u></p> <p>Best practice is a five-year mains installation inspection programme.</p>
4.4.1	NSDC ensures that electrical safety within its property portfolio is maintained in several ways:

	<p>a) All new electrical installations are certified as safe by a professionally competent electrician, one that is registered with NICEIC. An Electrical Installation Certificate (compliant with BS 7671) is handed over by the contractor or developer for property and landlord supply within 4 weeks of the building being completed. The certificates are kept electronically.</p> <p>b) For existing installations, a periodic electrical testing and inspection regime is carried out for each dwelling and landlord supply. A report is issued by a professionally competent electrician who provides an overall summary of the electrical fixed wiring systems compliance with relevant regulations and an assessment that the installation is satisfactory and, if unsatisfactory, outlines what work is required (Cat 1&2 are corrected on site at the time of inspection). Test Result certificates for every property are kept electronically in NSDC asset system.</p> <p>c) Minor Works take place frequently within the portfolio. Following certain minor alterations or additions to existing electrical wiring systems within the property portfolio.</p> <p>d) The 18th Edition of the IEE Wiring Regulations (BS 7671:2018). All new commercial, domestic and industrial wiring installations after that date must be designed, constructed, inspected, tested and certificated to meet the requirements of BS 7671: 2018. In some cases, where certain alterations are made to an electrical installation, that installation may need upgrading to meet the 18th Edition standard.</p>
4.4.2	<p><u>Portable Appliance Testing (PAT)</u></p> <p>NSDC undertake annual portable appliance testing in its portfolio for electrical white goods that it has supplied and is responsible for maintaining (i.e. not gifted), including appliances and equipment in any of HRA communal areas and community rooms.</p>
4.5	<p><u>Fire Safety</u></p> <p>The current standards NSDC uses for its properties are based on Local Government Regulation (LGR) Housing - Fire Safety Guidance on fire safety provisions for certain types of existing housing which covers obligations under both the Housing Act 2004 and the Fire Safety Act 2021.</p> <p>This guidance offers advice and assistance to enforcers, landlords, managing agents and tenants, on ways to make residential buildings safe from fire. At its core, this guidance relies on the landlord carrying out a fire risk assessment to ensure that a property has adequate and appropriate fire safety measures in place.</p>
4.5.1	<p><u>Fire Risk Assessments</u></p> <p>NSDC carries out a specified risk assessment (Type 1 Fire Risk Assessments) on all common parts of sub-divided buildings (usually buildings divided into flats) including HRA community centres.</p>

	<p>The purpose of these fire risk assessments is to:</p> <ul style="list-style-type: none"> • identify the fire hazards • reduce the risk of those hazards causing harm to as low as reasonably practicable • decide what physical fire precautions and management arrangements are necessary to ensure the safety of people in the premises if a fire does start. <p>All risk assessments are reviewed by NSDC Compliance Surveyor (Fire Safety and Asbestos) or equivalent with higher risks properties over 11 meters (5 storey) completed annually and every 2 years for all other relevant properties.</p>
4.5.2	<p><u>External Wall Assessments (EWI)</u></p> <p>In total Newark and Sherwood District Council has a total of 754 properties in blocks that have external cladding called SPS Envirowall including Gladstone House and Broadleaves and the blocks at Chatham Court and Vale View. These systems are fundamentally different to ACM cladding systems that have been installed on other high-rise blocks.</p> <p>SPS Envirowall external wall insulation systems have undergone full scale fire tests, and the system has a classification of class O, having been tested for flame spread and potential spread to adjacent properties of which the risk is classified as low risk.</p>
4.5.3	<p><u>Fire Doors</u></p> <p>Regular inspections of fire doors are completed by a competent and qualified contractor and any issues identified are logged and action taken to remedy them either on-site or as part of a planned programme.</p> <p>The testing regime by a competent person is:</p> <ul style="list-style-type: none"> • Annual for all flat entrance doors leading onto a communal area • Quarterly for all communal doors, including Community Centres. <p>Inspections need to ensure a working self-closing device is present and that doors are free from damage and fully closes.</p>
4.5.4	<p><u>Fire Safety and General Precautions</u></p> <p>Fire safety is achieved by a combination of detection systems, layout design and tenant education. The integrity of these fire systems is then maintained by a structured testing and monitoring regime.</p> <p>All properties that have a fire system are tested annually to comply with BS 5839. This involves testing every detector, battery back-ups and the general functioning of the system annually. Blocks with a ‘Stay Put’ policy in place are no longer required to have an alarm system in the communal areas.</p>

4.5.5	<p>Premises Information Boxes (PIB) are installed in our 11m+ blocks and in housing with care schemes where there are known vulnerabilities within the occupants.</p> <p>These securely hold information regarding the building, its facilities, pertinent details relating to occupants reside and are used by the Fire and Rescue Service in the event of a fire.</p> <p>NSDC also provide information to residents in blocks annually to refresh on fire safety and evacuation procedures and other important information.</p>
4.5.6	<p><u>Person Centred Fire Risk Assessments (PCFRA)</u></p> <p>Where we are informed that a resident may have difficulty in safely evacuating their home, we have completed PCFRAs. PCFRAs help to identify residents who are at higher risk from fire in their own home, whether this is due to their behaviours or their ability to respond and escape from a fire for example residents with disabilities. The PCFRA focuses on three key areas:</p> <ol style="list-style-type: none"> 1. An increased fire risk 2. Ability to react to a fire or alarm 3. Ability to respond and escape a fire <p>PCFRA’s have been conducted across our Housing with Care and Supported buildings and in our General Needs blocks as residents make us aware, following receipt of the emergency plan information, of any concerns they have in self-evacuating in the event of an emergency and are reviewed annually.</p> <p>Currently NSDC is carrying compartmentation surveys in blocks to assess fire stopping and has where necessary relocated bin storage for residents in blocks. Condition of signage in buildings and the management of combustibles is observed through monthly block inspections carried out by Housing Services.</p>
4.5.7	<p><u>Layout/Fire Integrity</u></p> <p>All NSDC properties are designed or converted to ensure that the layout, fire integrity and signage of the building is coordinated with the overall fire strategy of the property to ensure a safe exit from the property in the event of a fire or where our blocks have a ‘Stay Put Policy’, a safe refuge from fire which will maintain its integrity long enough to allow the fire to burn out or for the automatic detection system to activate so that the fire service can be called to assist.</p>
4.5.8	<p><u>Emergency Lighting</u></p> <p>Emergency lighting is a self-descriptive term and is lighting for an emergency when the main power supply fails. In larger buildings the provision of emergency lighting is an integral part of the safety regime of the building and is fitted at the time of construction or conversion.</p>

	<p>Emergency lighting systems are inspected in line with statutory compliance and testing in accordance with recommendations made in BS 5266 and following Lacors guidance (Local Government Regulation).</p>
<p>4.6</p>	<p><u>Lifts</u></p> <p>The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) contains the requirements for the safe provision and use of lifting equipment. Regulation 9 of LOLER requires that all lifts provided for use in work activities are thoroughly examined by a competent person at regular intervals. In the case of NSDC lifts, all of whom carry people, the requirement is that the lifts are examined at least twice a year.</p> <p>As the duty holder of the lift(s) NSDC is legally responsible for ensuring that the lift is safe to use and that it is thoroughly examined. These responsibilities include:</p> <ul style="list-style-type: none"> • maintaining the lift so that it is safe to use • selecting and instructing the competent person. • ensuring that the lift is examined at statutory intervals (every 6 or months) by a competent person; • keeping the competent person informed of any changes in the lift operating conditions which may affect the risk assessment • making relevant documentation available to the competent person, e.g. manufacturer's instructions and maintenance records • acting promptly to remedy any defects; • ensuring that all documentation complies with the Regulations • record keeping. <p>To ensure the examination is sufficiently independent, a separate company performs routine maintenance. Examination reports are used to arrange remedial works. It is a legal requirement that reports of thorough examination are kept available for at least two years.</p>
<p>4.7</p>	<p><u>Windows</u></p> <p>When replacing windows and doors, NSDC complies with current thermal performance standards and ensure a certificate is obtained from FENSA or Local Authority Building Control. FENSA enables companies that install replacement windows and doors to self-certify compliance under these Building Regulations without the need for a separate assessment from Building Control.</p> <p>NSDC only use FENSA registered window fitters where window replacement is undertaken. Where full property refurbishment takes place, applications are likely to be made with Building Control and as such FENSA certification is not essential.</p> <p>The FENSA scheme does not cover the following and work should be notified to the local authority:</p> <ul style="list-style-type: none"> • New build dwellings • New domestic extensions • Any glazing work in commercial and industrial buildings

	<ul style="list-style-type: none"> • Listed buildings or those in conservation areas • Doors with less than 50% glazing • New loft conversions • Communal areas for flats <p>These requirements are not applicable when repairing existing windows, for example, repairing handles, replacing broken or damaged glazing or fitting or adjusting hinges.</p>
4.8	<p><u>Water Hygiene and Legionella Testing</u></p> <p>The Control of Substances Hazardous to Health Regulations 2002 (COSHH) provides a framework of actions to control the risk from a range of hazardous substances, including biological agents (e.g. Legionella).</p> <p>The Health & Safety Executive (HSE) advises that Legionella testing (or sampling) is generally not required in domestic hot and cold-water systems and then only in exceptional circumstances. There is a requirement for landlords of both domestic and business premises to assess the risks from exposure to Legionella to their tenants.</p>
4.9	<p><u>Asbestos Policy</u></p> <p>The Control of Asbestos Regulations 2012 states that asbestos must be properly managed, and that as a body responsible for maintenance and repair of buildings, NSDC has a duty to manage any asbestos that is, or may be, present in NSDC properties.</p> <p>Under the Regulations, all non-domestic buildings are included, whatever the type of business; as well as the common areas of residential rented buildings (e.g. hallways, staircases, lift shafts, roof spaces). This means that any NSDC property with common areas (e.g. sub-divided buildings with a shared entrance and staircase) will require an asbestos record to be kept, regardless of the need or intention to carry out any maintenance works for properties built before 2000.</p>
4.10	<p><u>Energy Performance Certification</u></p> <p>NSDC ensures it meets its obligations in respect of making Energy Performance Certification available to tenants and those seeking to rent NSDC's housing. At time of letting, certification is checked and if expired, a new inspection is commissioned prior to letting a property and following installation of components that directly impact the thermal efficiency and energy performance of the property.</p>
4.11	<p><u>Construction (Design and Management) Regulations 2015</u></p> <p>NSDC has certain responsibilities when undertaking all construction jobs and ensures that suitable management arrangements are in place for construction projects.</p> <p>For small projects of low complexity contractors are appointed directly by NSDC or on a procurement framework which requires them to have demonstrated that they have sufficient competence and resources to undertake the work. NSDC provides</p>

	<p>suitable pre-construction information to contractors by specifying its requirements for the construction project, details of the site and any existing structures or hazards.</p> <p>Where projects are notifiable (those lasting more than 30 days or involving more than 500 person days of construction work) NSDC may appoints a consultant who is a competent CDM Co-Coordinator and as part of that appointment qualifications are requested. The CDM Co-Coordinator co-ordinates the health and safety aspects of design work. This includes:</p> <ul style="list-style-type: none"> • ensuring that the Health and Safety Executive are informed of any notifiable projects • that works do not commence unless a construction phase plan is in place • Facilitating adequate communication between the client, designers and contractors on all matters relating to health and safety. <p>The CDM Co-Coordinator also ensures there are adequate welfare facilities on site and compiles a health and safety file for each project. The Investment Manager keeps a record of all CDM Co-Coordination appointed in respect of each project undertaken by the Operations team.</p>
4.12	<p><u>Balcony Reviews</u></p> <p>A review of all buildings with balconies and walkways across the Council's portfolio was completed in 2024/25. This identified balconies where remedial action may be required and a programme to carry out works is planned in 2025/26.</p> <p>Balconies are included in the fire risk assessment for the block moving forward.</p>
5.0	<p>Linked policies</p> <p>Other documents linked to this policy are:</p> <p>NSDC Housing Asset Management Strategy 2017-2027 Asbestos Management Policy Asbestos Management Plan Electrical Safety Procedure Electrical Safety Policy Fire Safety Policy Fire Safety Procedure Gas Servicing and Safety Policy Gas Servicing Procedure Legionella Risk assessment in Domestic Premises Procedure Water Hygiene Safety Policy Safety in the Home Policy</p>
6.	<p>Equality and Diversity</p> <p>This Policy will be applied in a way which ensures equality of treatment for all customers without discrimination, or victimisation on account of any protected characteristic as defined within the Equality Act 2010.</p>

Document Title	Building Safety Policy		
Version Number	2.0	Protective Marking	Official
Lead Director	Housing Health and Wellbeing		
Portfolio	Housing		
Consultation	Tenant Engagement/Housing Assurance Board February 2025	Colleagues February 2025	
Approval Dates	SLT: March 2025		
	Portfolio Holder: March 2025		
	PPIC: March 2025		
Review Dates	Desktop:	January 2026	
	Full:	January 2028	



Report to: Policy & Performance Improvement Committee -10 March 2025

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

Lead Officer: Caroline Wagstaff, Business Manager - Housing Maintenance & Asset Management

Report Summary	
Report Title	Quarter 3 2024-25 - Housing, Health & Wellbeing Housing Compliance Assurance Report
Purpose of Report	To provide the performance position as of 31 December 2024 (Quarter 3) in the new format with regard to compliance including actions to rectify identified issues.
Recommendations	That the Policy & Performance Improvement Committee note: <ul style="list-style-type: none"> a) the exceptions to performance of the housing service compliance functions; and b) the new format for performance for Quarter 3 2024.25 onwards.

1.0 Purpose of Report

- 1.1 This report provides Members with the performance of housing compliance services at the end of December 2024, focusing on exceptions performance, which is outside the Council’s target parameters.
- 1.2 The full performance summary is shared with SLT; the Portfolio Holder for Housing and discussed as a standard agenda item for the Tenant Engagement Board meetings ensuring that Health & Safety are at the heart of our conversations and actions. Performance is also discussed quarterly at Cabinet (Performance) to ensure there is oversight at Board level.

2.0 Background Information

- 2.1 This report sets out the Council’s performance against the Council’s legal and regulatory landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water as well as summarising details of the Council’s housing stock.
- 2.2 Full details of these performance indicators along with associated commentary are included at **Appendix 1** to this report.
- 2.3 Please note that the Home Standard has now been replaced by the Safety & Quality Standard as of 1 April 2024. Please see

<https://www.gov.uk/government/publications/safety-and-quality-standard> for further information on the Council’s responsibilities.

2.4 It should be noted that we have shortened the range of the RAG ratings as recommended by external auditors and the Regulator of Social Housing. The changes are listed in the table below:

RAG Rating	Old Rating 2023/24	New Rating 2024/25	Colour in Appendix Report
Green	At Target	100%	
Amber	Within 2%	98 – 99.9%	
Red	Below 2%	0 – 97.99%	

2.5 The report also included information on the number of damp and mould cases and our performance in this area including:

- number of inspections conducted.
- number of works order raised and completed.
- average time taken to complete works.
- percentage completed on time.
- average cost of repairs not capitalised (Priority 1 & Priority 2 only)

across three categories (P1-P3) based on the amount and difficulty of the work and in total. The description for each category is listed below and can be found on page 3 of Appendix 1 Key Performance Reporting Scorecard for Housing Compliance.

- P1 - Emergency e.g. excessive mould or major leak.
- P2 - Minor repair works and mould wash.
- P3 - Major Works undertaken by Asset Team e.g. new Damp Proof Course

3.0 **Performance Exceptions**

3.1 **Gas Servicing Domestic - AMBER**

Gas servicing is now 98.62% compliant. There are 72 properties without a current gas safety certificate which is down by 1 from the end of September 2024.

The number of properties without a current gas safety certificate has occurred because of a dip in performance from our gas servicing contractor. We meet weekly with the contractor at operational level and fortnightly at strategic level with senior staff to bring performance back in line.

Our contractor has provided a manager to oversee the Action Plan agreed to improve performance and a member of operational team attends Castle House once per week sitting with our compliance team. Additional engineers have been bought in to continue to reduce the number out of compliance in the last quarter.

Whilst performance has been slow to pick up, as of 25 February 2025 the number of properties without a valid gas safety certificate has dropped further to 58.

3.2 Fire Safety Checks – RED

We have changed our programming from a 3- & 5-year schedule to a 1 & 2-year schedule this year to meet changes in fire safety standards. This is a significant change which we are catching up on prioritising our highest risk blocks first. We have completed 41 assessments, which has produced 199 actions of which 72 are complete and 127 outstanding. It has taken time to plan in the works due to the high number recently received. The indicator is red as the actions have not been completed within timescales and there are still some fire risk assessments to be completed. However, the contractor is in place, working on these repairs which are expected to be completed by end March 2025. None of the actions are a high priority, with x70 medium priority; x25 low priority; and x32 recommended to be included in next planned works.

Please see table below with action plan for completion of the outstanding Fire Risk Assessments and due dates in 2025/26.

Type	Completed	Due to be completed Mar'25	Not Due	TOTAL
Blocks P1	20	33	8 x Oct'25	63
Blocks P2	8	0	8 x Aug & Sept'25	8
Blocks P3&4	0	0	57 Sept'25 – Mar'26	57
Community Centres	13	0	17 x Apr-Sept'25	30
TOTAL	41	33	90	158

3.3 Fire Door Inspections – RED

We are working with our contractor to schedule the necessary three monthly and annual checks that are due this financial year. It is not expected that this will be fully complete before end March 2025. There are 336 fire door inspections to be completed in February and March 2025. Any necessary repair works to doors will be completed on inspection.

3.4 Asbestos Domestic & Communal – RED

Our new Asbestos Surveyor has been working hard to review a large amount of data on our Compliance system and ensure it is in the best format for use and reference. The compliance team are currently loading c1,000 asbestos inspections carried out in the last 6 months asap and once, updated, we expect our compliance to be significantly improved. Admin Services will also provide assistance from 3 March 2025 to speed up the uploading of data.

3.5 Water Safety – RED

We have 40 new properties that require testing, which have been booked in for Qtr4. Performance should significantly improve by end March 2025.

3.6 Stair Lifts – RED & Hoists – RED

We have x35 new stair lift and x20 new hoists where warranties have expired and are being programmed in by our contractor. We expect to be compliant again by end March 2025, subject to access being successful. Significant progress has now been made as at 25 February 2025 stair lifts are 94% and hoists 82% compliant.

3.7 **EICR certifications less than five years old – AMBER**

There were 17 properties without a EICR electrical certification of less than five years old, which is an improvement on last quarter performance of 23. Progress continues to be made to work towards 100% completion and being six months in advance on renewal of certification.

3.8 **Solid Fuel & Oil Servicing - Red**

There are 5 x solid fuel heated homes and 9 x oil heated homes where access has not been obtained to service the heating. The team are making calls to these tenants to gain access and it is expected this performance will recover by next quarter.

4.0 **Implications**

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

Equalities & Diversity Implications

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

Financial Implications

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

5.0 **Community Plan – Alignment to Objectives**

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

Background Papers and Published Documents





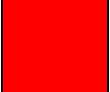
Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act.

Appendix 1. Key Performance Reporting Scorecard for Housing Compliance December_2024

Domestic No.5541 Blocks No. 341 Communal No. 4	Asset Summary		Performance					Trend Analysis	2024/25 Qtr. 2 Performance	Outstanding/ follow-on works
		Total Properties	Compliance	Non-Compliance	Due within 30 days	Dwellings at risk	Performance %			
Gas Safety	Commercial Boilers for Communal Areas only	4	1	3	3	0	100%	→	100%	
	Community Centres	26	26	0	0	0	100%	↑	100%	
	Domestic Dwellings No.	5209	5137	72	72	0	98.62	→	98.6%	
	No. Capped long term	13	13					↓	16	
Fire Safety Checks	Blocks Requiring FRA and follow on works	106	0	106	3	106	0%	↓	98.11%	Significant WIP not competed yet
	Dwellings within the blocks	929	0	929	3	929	0%	↓	97%	Significant WIP not competed yet
	Fire Alarm Test & Emergency Lighting Weekly	Blocks x 54	54	0	0	0	100%	→	100%	
	Fire Door Communal Inspections 3 mthly	117	0	117	0	0	0%	↓	100%	By end March will be completed
	Fire Door Inspections 6 mthly							↓	100%	No longer required.
	Fire Door Flat Entrance Inspections Annually	888	297	591	0	591	33%	↑	10.5%	Set up new programme complete Apr
	Sprinkler Systems	6		0		0	100%	→	100%	
Asbestos Safety Checks	Properties Domestic	5,200	3,781	1,419	n/a		72%	↑	-	(380 post 2000) 1,000 surveys to upload
	Properties Communal	136 (Blocks & CC)	98	38	0		72%	↑	-	100% by end March 25
Water Safety Checks	Properties require LRA	166	109	0	57	57	65%	↓	100%	Increase in 40 properties
	Properties require bacteria test	1	1	0	0	0	100%	→	100%	

Domestic No.5541 Blocks No. 341 Communal No. 4	Asset Summary		Performance					Trend Analysis	2024/25 Qtr. 1 Performance	Outstanding/ follow-on works
		Total Properties	Compliance	Non-Compliance	Due within 30 days	Dwellings at risk	Performance %			
Lift Equipment Safety Checks	Passenger & goods lifts	108 (9 lifts)	9	0	0	0	100%	→	100%	
	Stair Lifts	117	97	20	8		82%	↓	95%	35 new lifts to service now programmed in
	Hoists	76	44	32	6		58%	↓	98%	20 new hoists
Electrical Safety Checks	Domestic Dwellings up to 5 years old	5,545	5,528	17	5	17	99.7%	↑	99.6%	
	Non- domestic properties	133	133	0	0	0	100%	→	100%	
	PAT Testing	37	37	0	0	0	100%	→	100%	
Other Heating Sources	Solid Fuel	11	6	5	0	5	54%	↓	91.6%	5 booked in
	Oil	93	84	9	9	0	90%	↓	100%	9 with new contractor
	LPG	0					N/A	→	100%	Last 1 changed to ASHP
	Heat Pumps	143	143	0	0	0	100%	↑	98.5%	
	Electric	21	21	0	0	0	100%	→	100%	
Block Inspections	General	1,212						→		
	Gladstone Commercial Air Conditioning	2	2	0	0	0	100%	→	100%	
	Community Rooms	384 inspections for 32 properties	32	0	0	0	100%	→	100%	
			P1	P2	P3	Total	Average Cost of Repair			
Damp & Mould Cases	Number of Dwellings YTD		12	162	78	252	£57.34			
	Number of Inspections Completed					200				
	Number of Repairs Raised YTD					585				
	Number of Repairs Outstanding					102				

	Number of repairs completed					273				
	Average time all works (Days)					57				
	Completed on Time %					80%				
	No. recurring cases during period		0	0	0	0				

Trend Analysis Key:		Performance has improved since last reporting period		Performance remains unchanged since last reporting period		Properties have become non-compliant since last reporting period
RAG Rating Key:		100%		98-99.9%		0-97.99%
Damp & Mould 'P' Ratings Key:	P1	Emergency e.g. excessive mould or major leak.	P2	Minor repair works and mould wash	P3	Major Works undertaken by Asset Team e.g. new DPC

12 Month Trend Analysis – TSM Compliance Percentages (%)

		Apr-24	May-24	Jun- 24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Gas Safety Check	Domestic	99.2%	97.9%	98.5%	98.70%	99.01%	99.37%	97.89%	98.39%	98.62%			
	Communal	100%	100%	100%	100%	100%	100%	100%	100%	100%			
FRA & Works	Blocks	100%	100%	100%	99.2%	99%	98.11%	0%	0%	0%	11%	37%	
Asbestos	Domestic	100%	100%	100%	94%	86%	80%	76%	78%	72%	75%	78%	
	Communal	100%	100%	100%	100%	100%	100%	100%	72%	72%	76%	98.6%	
Water Safety	LRA	100%	100%	100%	100%	100%	100%	68%	58%	65%			
	Bacterial	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Lift Equipment	Lifts	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	Stair lifts	100%	100%	98%	99%	100%	95.3%	89%	80%	82%	87%	94%	
	Hoists	100%	100%	100%	98%	98%	98.2%	98%	78%	58%	51%	82%	
Electrical Safety	Domestic under 5 yrs	99.4%	99.56%	99.5%	99.3%	99.3%	99.01%	99.0%	99.05%	99.7%			
	Non-domestic	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	PAT	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Damp & Mould Cases	Number of Repairs Raised YTD	33	62	92	210	314	397	453	501	585			
	Outstanding	5	23	11	137	217	198	207	199	102			

	Average time works (Days)	35.22	33.83	46.21	35.22	33.83	31.89	41.5	45.6	57.0			
--	---------------------------	-------	-------	-------	-------	-------	-------	------	------	------	--	--	--

Month to Month Stock Variations						
	Monthly Summary			Breakdown of Movements		
	Sept-24	Dec-24	Variation	Acquisitions	Disposal/RTBs	Change property type
Total number of domestic dwellings	5,580	5,598	18	18	0	0
Total number of blocks	346	346	346	0	0	0
Total number of Leaseholders	184	184	0	0	0	0
Total number non-domestic	30	30	0	0	0	0



Report to: Policy & Performance Improvement Committee – 10 March 2025
 Director Lead: Sanjiv Kohli, Deputy Chief Executive, Director - Resources
 Lead Officer: Nick Wilson, Business Manager – Financial Services

Report Summary	
Report Title	Projected General Fund and Housing Revenue Account Revenue and Capital Outturn Report to 31 March 2025 as at 31 December 2024
Purpose of Report	<p>To update Members with the forecast outturn position for the 2024/25 financial year for the Council’s General Fund and Housing Revenue Account revenue and capital budgets.</p> <p>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.</p>
Recommendations	<p>That the Policy & Performance Improvement Committee note:</p> <p>(a) the General Fund projected favourable outturn variance of £0.250m;</p> <p>(b) the Housing Revenue Account projected favourable outturn variance of £0.500m to the Major Repairs Reserve;</p> <p>(c) the Capital Programme forecast Outturn of £42.162m.</p>

1.0 Background

Overview of General Fund Revenue Projected Outturn for 2024/25

Current position (as at 31 December 2024): variances

1.1 *Table 1* shows a projected favourable variance on Service budgets against the revised budget of £1.023m, with an overall favourable variance of £0.250m to be transferred to General Fund reserves. This forecast outturn position is based on meetings which took place with Business Managers during October, whereby they have analysed actual income and expenditure to 31 December 2024 and forecasted forward the additional income and expenditure expected to be incurred to the end of March 2025. Further

details of the variances projected against each of the portfolio holder budgets are provided in **Appendix A**.

Table 1: General Fund revenue outturn for 2024/25 financial year as at 31 December 2024

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Climate and the Environment	3.270	3.283	2.906	(0.377)
Health, Wellbeing and Leisure	1.456	1.608	0.775	(0.833)
Heritage, Culture and the Arts	1.079	1.111	0.866	(0.245)
Housing	0.732	0.815	1.013	0.198
Public Protection and Community Relations	3.026	3.179	3.049	(0.130)
Strategy, Performance and Finance	8.496	9.204	9.485	0.281
Sustainable Economic Development	1.728	2.503	2.586	0.083
Net Cost of Services	19.787	21.703	20.680	(1.023)
Other Operating Expenditure	4.932	4.875	4.874	(0.001)
Finance & Investment Income/Expenditure	(1.736)	(1.736)	(1.601)	0.135
Taxation & Non-Specific Grant Income	(24.578)	(24.578)	(25.767)	(1.189)
Net Cost of Council Expenditure	(1.595)	0.264	(1.814)	(2.078)
Transfer to/(from) Usable Reserves	0.794	(1.065)	(0.565)	0.500
Transfer to/(from) Unusable Reserves	0.801	0.801	2.129	1.328
Transfer to/(from) General Reserves	0	0	0.250	0.250

- 1.2 A favourable variance of £1.023m is currently being projected on service budgets managed by business managers. This represents 4.71% of the total service budgets. A variance analysis is detailed at **Appendix A**.
- 1.3 There have been significant issues in recruitment seen across the Council over the last few financial years. This has been felt across the Local Government sector, with similar issues being seen in a number of neighbouring authorities. As a result of this, the forecast vacancy savings target for 2024/25 was kept at 5%.
- 1.4 A favourable variance of £0.428m on employee related expenditure includes £1.053m of vacancy savings target, representing 5% of the total budget for employees within each Business Unit. Actual vacancies forecast currently is a favourable variance of £1.481m, which represents 6.62% (5.10% as at 30 September 2024) of the total employee budget. This is kept under regular review.
- 1.5 Non-Service expenditure is projected to have a favourable variance of £1.055m against the revised budget of £21.382m. These budgets primarily relate to income from council tax, national non-domestic rates (NNDR, or 'business rates') and investment interest. The unfavourable variance of £0.135m on Finance & Investment Income/Expenditure is attributed to the bank interest rate remaining higher than initially forecast, whilst internal borrowing between the HRA and the General Fund is expected to be lower than forecast. Of the £1.189m favourable variance on Taxation & Non-Specific Grant Income £0.444m relates to an expected additional surplus from the Nottinghamshire Business Rates pooling arrangements together with the return

of £0.860m from the Pool's volatility reserve. This is offset by £0.120m which relates to the reduction in Drainage Board levy support grant allocation from Government.

- 1.6 There is a forecast additional transfer to unusable reserves of £1.328m. This is mainly due to a forecast Voluntary Revenue Provision of £1.429m in order to reduce borrowing costs in future years. This was referenced within the Medium Term Financial Plan approved at Cabinet on February 18 2025 as a mitigation towards meeting the financial gaps in future years of the MTFP.
- 1.7 There is a forecast additional transfer to usable reserves of £0.500m. This relates to the creation of a reserve specifically to fund the potential increase in 25/26 pay award over and above the 3% currently budgeted for.

Overview of Projected Housing Revenue Account (HRA) Outturn for 2024/25

- 1.8 With reference to the 'Variance' column in *Table 3*, the HRA accounts show a projected unfavourable variance on the Net Cost of HRA Services against the revised budget of £0.061m. Overall there is an increase in the forecast transfer to the Major Repairs Reserve of £0.500m:

Table 3: HRA revenue outturn for 2024/25 financial year as at 30 December 2024

	Original Budget £'m	Revised Budget £'m	Projected Outturn £'m	Variance £'m
Expenditure	22.571	22.781	22.545	(0.236)
Income	(30.226)	(30.251)	(29.954)	0.297
Net Cost of HRA Services	(7.655)	(7.470)	(7.409)	0.061
Other Operating Expenditure	0.027	0.011	0.011	0
Finance & Investment Income/Expenditure	3.955	3.955	3.394	(0.561)
Taxation & Non Specific Grant Income	0	0	0	0
(Surplus)/Deficit on HRA Services	(3.673)	(3.504)	(4.004)	(0.500)
Movements in Reserves				
Transfer to/(from) Usable Reserves	(0.027)	(0.196)	(0.196)	0
Transfer to/(from) Unusable Reserves	(6.269)	(6.269)	(6.269)	0
Transfer to/(from) Major Repairs Reserve	9.969	9.969	10.469	0.500
Total	0	0	0	0

- 1.9 The favourable variance of £0.561m in the Finance & Investment Income/Expenditure line relates to the current in year borrowing being allocated to the HRA fund and therefore revising the forecast internal borrowing charge to the General Fund via the item 8 credit and debit determination calculation.
- 1.10 The main reasons for the £0.061m unfavourable variance on services are detailed at **Appendix C** and the main reasons for the changes in variance between this report and the report for the previous quarter, ended 30 September 2024, are in **Appendix D**.

Overview of Projected Capital Outturn 2024/25

1.11 The table below summarises the position for the Capital Programme as at 31 December 2024 and is split between General Fund and Housing Revenue Account.

	Original Approved Budget £'m	Current Approved Budget £'m	Revised Budget updated for Approval £'m	Actual Spend to 31 December 2024 £'m	Forecast Outturn £'m
General Fund	25.599	28.442	21.200	10.675	21.241
Housing Revenue Account	25.808	21.025	20.921	12.265	20.921
Total	51.407	49.467	42.121	22.940	42.162

1.12 As projects are developed and spending commitments are made, budget requirements can change. It is a requirement that Cabinet approve all variations to the Capital Programme. Following the meeting of 3 December 2024, the total approved budget was £49.467m. The additions and amendments that now require approval at Cabinet on 11 March 2025 to reduce the total (General Fund and HRA) revised budget to £42.121m as summarised in the table below.

Scheme	General Fund £'m	HRA £'m
Original Budget	25.599	25.808
Slippage from 2023/24	10.297	3.291
Quarter 1 approved changes reported to PPIC on 2/9/24	(1.591)	(0.172)
Quarter 2 approved changes reported to PPIC on 25/11/24	(5.863)	(7.902)
Current Revised Budget	28.442	21.025
Reprofiles to future years		
Information Technology Investment	(0.435)	
SLC Fire Safety Remedial Works	(0.393)	
Museum Improvements	(0.184)	
Castle - Condition Works	(0.134)	
Towns Fund - 32 Stodman Street Regeneration	0.150	
Housing Regeneration Loan Facility	(3.000)	
Southern Link Road Contribution	(2.389)	
Castle Gatehouse Project	(1.286)	
New Housing Management System		(0.100)
Other Changes	(0.154)	(0.249)
Additions/Reductions		
Leisure Equipment Purchase	(0.158)	
Ollerton Regeneration	0.500	
Shared Prosperity Fund	(0.111)	
Lighting at St Marys Gardens - SPF	0.141	
Other Structural		0.253
Thermal Comfort		(0.100)

Allenby Road Conversion		0.140
Void Works		0.150
Fire Safety		(0.214)
Enhanced Fire Risk Assessments		0.115
Disabled Adaptations		(0.125)
Major Adaptations		0.115
Building Safety		(0.100)
Building Safety		(0.190)
Phase 6		(0.600)
Phase 6 Cluster 1		0.600
Other Changes	0.211	0.201
Total Change	(7.242)	(0.104)
Revised budget to be approved	21.200	20.921

- 1.13 If these variations are approved, then the revised budget will be reduced to £42.121m. A more detailed breakdown at scheme level, including comments on projects progress, can be found at **Appendix C** (General Fund) and **Appendix D** (Housing Revenue Account).

Capital Programme Resources

- 1.14 The Capital resources available to the Council are not static. Capital receipts are generated throughout the year, additional grants and contributions are paid to the Council, and borrowing may be increased to fund some projects.
- 1.15 In summary, the revised budget of £42.121m will be financed as follows, with every attempt to minimise the impact on the Council's revenue budget of financing costs:

	General Fund £'m	Housing Revenue Account £'m	Total £'m
Borrowing	7.247	1.182	8.429
External Grants & Contributions	1.725	0.360	2.085
Capital Receipts	0.076	0.000	0.076
Community Infrastructure Levy	5.903	5.771	11.674
Revenue Contributions	6.249	13.608	19.857
Total	21.200	20.921	42.121

Capital Receipts

- 1.16 The Council has been successful in securing capital receipts for both general fund and HRA in previous years and continues to do so. The current level of capital receipts is detailed in the table below:

	General Fund £'m	HRA Receipts £'m	HRA 1-4-1 Receipts £'m	Total £'m
Balance at 1st April 2024	0.039	0.120	0.000	0.159
Received up to end of December 2024	2.403	0.197	0.295	2.895
Estimated receipts for remainder of the financial year	0.115	0.043	0.065	0.223
Approved for financing	1.725	0.000	0.360	2.085
Available Capital receipts balance at 31 March 2025	0.832	0.360	0.000	1.192
Estimated Receipts 2025/26 - 2027/28	5.966	0.777	1.166	7.909
Approved for Financing 2025/26 - 2027/28	6.048	1.118	0.644	7.810
Estimated Uncommitted Balance	0.750	0.019	0.522	1.291

2.0 Implications

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

Background Papers and Published Documents

Projected General Fund and Housing Revenue Account Revenue and Capital Outturn Report to 31 March 2025 as at 30 September 2024 to Cabinet on 3 December 2024.

General Fund (GF) Revenue Outturn Variance Analysis by Portfolio and Business Unit as at 31 December 2024

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

Climate and the Environment - £(0.377)m		£'m
Climate Change	Local energy area plan saving from budget not required as Major of East Midlands is now paying for the work required.	(0.056)
Environmental Services	Salaries underspends across various services within the Business Unit	(0.190)
Environmental Services	Prices of Petrol & Diesel have stabilised since the Budget Setting for 24.25	(0.095)
Environmental Services	Garden Waste Collection income is up due to more customers than anticipated to budget. Anticipated outturn is estimated to be 1,681 more customers than budget.	(0.062)
Environmental Services	Glass Income exceeds expectations and value of the sale of glass has increased	(0.062)
Environmental Services	Additional Trade Waste with Businesses taking Glass Collections & Additional Bulky Waste Income	(0.040)
All	Vacancy Factor	0.200
All	Culmination of other Employee favourable variances across the Portfoli	(0.018)
All	Other Small Variances	(0.054)
Climate and the Environment Total		(0.377)
Health, Wellbeing and Leisure - £(0.833)m		£'m
Housing Strategy & Development	Reduction in anticipated A4T Management fee due to revised utility costs within the leisure centres and a reduction in associated irrecoverable VAT paid, however it is also anticipated that some of the saving in the management fee reduction will be utilised for income generating initiatives with a further report to be brought to the relevant committee for approval.	(0.593)
Housing Strategy & Development	Successful VAT refund claim in respect of non-business VAT sporting claim	(0.157)
Housing Strategy & Development	Salaries underspends across various services within the Business Unit	(0.054)
All	Vacancy Factor	0.025
All	Culmination of other Employee favourable variances across the Portfoli	(0.006)
All	Other Small Variances	(0.048)
Health, Wellbeing and Leisure Total		(0.833)
Heritage, Culture, and the Arts - £(0.245)m		£'m
Heritage & Culture	Additional Income from Panto Ticket Sales and in turn additional Bar & Catering Income. Total of 22,700 tickets sold	(0.174)
Heritage & Culture	Salaries underspends across various services within the Business Unit	(0.040)
Economic Growth & Visitor Economy	Salaries underspends across various services within the Business Unit	(0.042)
All	Vacancy Factor	0.052
All	Culmination of other Employee favourable variances across the Portfoli	(0.001)
All	Other Small Variances	(0.040)
Heritage, Culture, and the Arts Total		(0.245)
Housing - £0.198m		£'m
Housing & Estates Management	A reduction in the numbers coming through the resettlement schemes	0.161
Housing Strategy and Development	Unfavourable variance on the recharge to HRA due to the calculation including a portion of salaries and there is vacancies within the business unit.	0.053
All	Vacancy Factor	0.057
All	Culmination of other Employee favourable variances across the Portfoli	(0.129)
All	Other Small Variances	0.056
Housing Total		0.198
Public Protection and Community Relations - £(0.130)m		£'m
Public Protection	Government have now enacted the Bellwin scheme which has enabled the Council to claim for flooding costs from storm Babet and Henk.	(0.095)
Public Protection	Salaries underspends across various services within the Business Unit	(0.086)
Environmental Services	Salaries underspends across various services within the Business Unit	(0.045)
All	Vacancy Factor	0.136
All	Culmination of other Employee favourable variances across the Portfoli	(0.024)
All	Other Small Variances	(0.016)
Public Protection and Community Relations Total		(0.130)

Strategy, Performance and Finance - £0.281m		£'m
Customer Services	Salary underspend due to a number vacancies and maternity leave within the team.	(0.101)
Admin Services	Salary underspend due to vacancies in the team.	(0.077)
Legal and Democratic Services	Agency staff utilised due to previous vacancies	0.067
Corporate Property	Car Parking services - Additional income forecast relating to all the car park and 10 car parking spaces for McDonalds, London Rd	(0.154)
Corporate Property	Reduction on income generated from the Lorry Park due to the continued impact on surface condition and reputation from previous flooding	0.096
Corporate Property	Business Rates cost for the Palace Theatre and NCWC expected to exceed budget due to revaluation	0.045
Corporate Property	Time allocation is below what was originally forecast on recharge to capital	0.067
Financial Services	Outsourced legal costs for the recovery of debts	0.024
Revenues & Benefits	Housing Benefit - Vacant post from July 24 no recruitment expectec	(0.021)
Revenues & Benefits	Revenues - Apprentice vacant post no recruitment expected and an additional post vacant for a period of time.	(0.058)
Revenues & Benefits	Initially budgeted for the LCTS Admin support grant, however this has now been rolled into the revenue support grant which is received in the nonservice lines.	0.097
All	Vacancy Factor	0.453
All	Culmination of other Employee favourable variances across the Portfolioc	(0.324)
All	Other Small Variances	0.167
Strategy, Performance and Finance Total		0.281

Sustainable Economic Development - £0.083m		£'m
Planning Development	Favourable variance forecast on salaries in the Development Management department due to vacancies and timing difference on new posts starting, partly offset by increase in agency costs.	(0.024)
Planning Development	Unfavourable variance on income for planning applications due to a reduction in major applications due to market caution as a result of a number of external factors still persisting.	0.022
Planning Development	Costs are being incurred in relation to Nationally Significant Infrastructure Projects (NSIPS), some of these are able to be recovered from developers	(0.038)
Planning Development	Use of agency staff and consultants due to staffing vacancies	0.133
Economic Growth	Use of agency staff due to staffing vacancies	0.087
All	Vacancy Factor	0.130
All	Culmination of other Employee favourable variances across the Portfolioc	(0.241)
All	Other Small Variances	0.014
Sustainable Economic Development Total		0.083

General Fund Revenue Outturn Variance for Services	(1.023)
---	----------------

Housing Revenue Account (HRA) Revenue Outturn Variance Analysis as at 31 December 2024

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

HRA - £0.061m		£'m
Housing & Estates Management	Salary underspends due to unused job evaluation provisions, 3 Housing Choice Advisors roles being removed, and vacancies such as: Tenancy Assistants, Street Wardens, Tenancy Officer	(0.485)
Housing Income & Leaseholder Management	Salary underspends due to vacancies such as: x2 Tenancy Assistants, Apprentice, Rent Recovery Assistant and Income Recovery Team Leader	(0.133)
Housing Maintenance & Asset Management	Salary underspends due to vacancies such as: Apprentices, Technical Assistants, Senior Investment Surveyor, Damp and Mould Surveyor, Multiskilled Operatives, Maintenance Operative, Compliance Surveyor and Compliance and Safety Manager	(0.402)
Housing Maintenance & Asset Management	Agency costs to cover vacant roles	0.456
Housing Income & Leaseholder Management	Agency costs unused due to project delay	(0.036)
Housing Maintenance & Asset Management	Compliance costs have been higher due to air source and oil servicing and repairs works being done. Also catching up with a backlog of works in 'Fire Alarm and Emergency Lighting', 'Periodic Electrical Testing' and 'Appliance Servicing'.	0.181
Housing Maintenance & Asset Management	Responsive repairs contractual works costs higher due to volume of work higher than anticipated and cost of services has increased	0.148
Housing & Estates Management	Gas underspends across Gladstone House and Broadleaves due to unused accruals carried over from last year	(0.044)
All	Under received income relating to housing rents, service charges, garages etc	0.336
Yorke Drive	Underspends largely due to delays in the scheme meaning fewer tenants moving out (less home loss payments)	(0.176)
Housing & Estates Management	Council tax voids losses	0.127
All	Various recharges from GF underspent due to vacancies	(0.171)
All	Vacancy Factor	0.292
All	Other small variances	(0.032)
HRA Total		0.061

General Fund - Spend against budget - Estimated in year

Project	Capital Description	Current Revised Budget	Future Proposed variations	Revised Budget including future proposed variations	Actuals to 31.12.24	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
TA3062	Beacon EV Chargepoints	36,850	0	36,850	0	0	36,850	36,850	0	9.10.24 load test survey currently being carried out before capital works can start. 16.01.25 Reprofile budget to April 25 with a view to seeking further quotes
TB2253	Vehicles & Plant	100,400	-50,000	50,400	21,950	0	28,450	50,400	0	12.07.24 lead in times are currently an issue but orders will be placed for planned replacement 16.01.25 reprofile £50k to 25/26
TB2255	Glass Recycling Transfer Station	7,475	950	8,425	6,370	2,055	0	8,425	-0	12.07.24 works complete and site in use.
TB2258	Vicar Water Improvements (SANGS)	35,556	0	35,556	0	0	35,556	35,556	0	
TB2260	Sconce & Devon Pitch Improvements	50,000	0	50,000	49,996	0	0	49,996	-4	12.07.24 works started and will continue until September 24. 16.01.25 works complete
TB3155	Castle - Condition Works	512,758	-134,000	378,758	337,039	134,391	-92,673	378,758	-0	12.07.24 works are underway now including ph 2 and will be complete by end of the calendar year 16.01.25 90% complete but some works deferred. Reprofile £134k to 25/26
TC3136	Climate Change	168,300	0	168,300	0	0	168,300	168,300	0	
TC3154	Solar PV	422,591	0	422,591	156,709	58,629	207,252	422,591	-0	12.07.24 5 sites, 3 almost complete and ready for handover, 2 still to do. 9.10.24 all installations complete. Just final paperwork to complete and payment schedule.
TC3158	Upgrade Charging point at Castle House	75,000	0	75,000	0	74,419	581	75,000	0	09.10.25 Purchase order to go to supplier in October. Scheme due for completion in December 25. Consultation with ICT on power.
TF3227	Lowdham Flood Alleviation	200,000	0	200,000	0	0	200,000	200,000	0	12.07.24 the environment agency are completing the works. Waiting for the draft agreement. 9.10.24 Draft agreement with Legal to be finalised. Reprofile £100k to 25/26. 16.01.25 agreement to be signed for the money to be released.
CLIMATE AND THE ENVIRONMENT TOTAL		1,608,930	-183,050	1,425,880	572,618	269,495	583,763	1,425,876	-5	
TA1218	Leisure Equipment Purchase	784,230	-158,034	626,196	626,196	0	0	626,196	0	12.07.24 - direct award through ESPO framework, still working through with Legal, anticipating install by October 24 9.10.24 BCLC, NSFC, DLC installations started in September. 16.01.25 installations are now complete. Remaining budget is not required.
TA1221	SLC Fire Safety Remedial Works	497,000	-393,195	103,805	89,805	14,001	0	103,805	0	16.01.25 Reprofile the remaining budget to 25/26
TA1222	Leisure Centre Provision	0	0	0	0	0	0	0	0	09.10.24 reprofile the budget to 2025/26
TA1225	NSFC Replacement Pool Cover and LED Lights	71,356	0	71,356	0	13,848	57,508	71,356	0	9.10.24 x3 quotes required on pool covers, will do a trail in the Gym for the LED lights. Scheme to be carried out in stages. 16.01.25 pool cover is being installed on 18 Feb. awaiting quotes on LED lights.
TA1226	Dukeries LC Inflatables	0	82,100	82,100	0	0	82,100	82,100	0	16.01.25 currently going through procurement, hopefully procurement completed by March.
TA3097	Yorke Drive Regeneration and Community Facilities	59,677	0	59,677	0	1,518	58,159	59,677	0	9.10.24 Report will be going to Cabinet in November to update Members on the scheme.
TA3098	Carelines x1000 Mansfield Customers	195,000	0	195,000	165,750	0	29,250	195,000	0	9.10.24 850 units purchased to date for the Mansfield Customers to date, with 150 remaining. Will know by Jan 25 if there is capacity to purchase the remaining units.

Project	Capital Description	Current Revised Budget	Future Proposed variations	Revised Budget including future proposed variations	Actuals to 31.12.24	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
TB2259	Sherwood Avenue Park - Shared Prosperity Fund	520,400	0	520,400	437,638	68,593	14,169	520,400	-0	12.07.24 evaluating tenders w/c 15 July some works have already started. 16.01.25 the majority of the scheme is complete, will be spent by the end of March.
TB6165	S106 Community Facilities to SOT	239,620	0	239,620	0	0	239,620	239,620	0	12.07.24 deed of variation with Legal. 9.10.24 currently with the developer. 16.01.25 currently in discussion with Developers and Planning to finalise the deed of variation. Reprofile budget to 2025/26.
TB6173	S106 Rainworth Community Facilities Improvements	90,377	0	90,377	89,349	18,087	-17,059	90,377	-0	16.07.24 scheme almost complete
TB6174	S106 Rainworth Off Site Sports Transfer to Joesph Whitaker	228,315	0	228,315	0	0	228,315	228,315	0	12.07.24 side agreements require signatures, then payments can be made. 9.10.24 check update with Legal. 16.01.25 conversations with school and Legal prior to release of funds.
TB6175	S106 Sherwood Avenue Pavillion	17,993	0	17,993	17,993	0	0	17,993	0	12.07.24 complete
TB6176	S106 Clipstone PC Village Hall	19,077	77,157	96,234	19,077	0	77,157	96,234	0	12.07.24 complete
TB6177	S106 Edwinstowe PC Forth Ave Play Area	21,707	0	21,707	21,707	0	0	21,707	0	12.07.24 side agreements being arranged, payments will be made as soon as possible
TB6178	S106 Ollerton Town Football Club	59,697	0	59,697	34,417	0	25,280	59,697	0	12.07.24 side agreements being arranged, payments will be made as soon as possible 16.01.25 final payment towards the end of March.
TB6179	Newark R&M Cricket Club, Kelham Road	0	45,000	45,000	0	0	45,000	45,000	0	16.01.25 Grant agreement to be signed, and will be paid over before the end of march 25
	HEALTH, WELLBEING & LEISURE TOTAL	2,804,449	-346,972	2,457,477	1,501,933	116,046	839,499	2,457,478	2	
TF2000	CCTV Replacement Programme	108,742	-43,936	64,806	36,606	28,199	0	64,805	-0	12.07.24 currently working through the programme. 16.01.25 14 new cameras installed in 24/25, reprofile £43k to 25/26
TF3232	Rural Crime and Prevention	39,000	0	39,000	0	0	39,000	39,000	0	12.07.24 forest Corner lighting - works to be agreed. 9.10.23 Currently in conversations with land owners. 16.01.25 specification has changed. Works will be complete within 24/25.
TF3230	Lighting at St Marys Gardens - SPF	0	141,000	141,000	0	136,294	4,706	141,000	0	16.01.25 via are booked in to complete the work in February 25.
	PUBLIC PROTECTION AND COMMUNITY RELATIONS	147,742	97,064	244,806	36,606	164,493	43,706	244,806	0	
TA1223	Dukeries Changing Places	100,000	0	100,000	9,143	80,000	10,857	100,000	0	12.07.24 at design stage, hope to be on site Dec 24. 9.10.24 out to tender, SOS due 2 December with a 3-4 week build time. 16.01.25 on site, due to finish in January.
TA3053	Museum Improvements	219,577	-184,294	35,283	-4,655	39,938	0	35,283	0	12.07.24 tudor attic now back in use, plans can be put forward. 9.10.24 working through the plan 16.01.25 expecting to spend £30k in 24/25, reprofile remaining to 25/26.
TA3056	NCWC Tudor Hall	82,380	0	82,380	74,050	5,037	3,293	82,380	-0	17.07.24 complete, only £5k retention left to pay in 25/25.
TA3057	Palace Theatre Emergency Lighting	0	0	0	-2,000	2,000	0	0	0	12.07.24 scheme complete
TA3058	Palace Theatre Fire Alarm Upgrade	151,145	0	151,145	4,189	85,574	61,382	151,145	-0	12.07.24 due to start on site 22.07.24 5 week programme. 9.10.24 scheme complete. 16.01.25 invoices currently being finalised, expecting an underspend.

Project	Capital Description	Current Revised Budget	Future Proposed variations	Revised Budget including future proposed variations	Actuals to 31.12.24	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
TA3063	Palace Backstage Safety Improvements	0	0	0	0	0	0	0	0	
TA3064	Palace Theatre Sound Desk	35,000	0	35,000	31,870	0	3,130	35,000	-0	16.01.25 scheme complete.
TA3065	Kiddey Stones	0	0	0	0	0	0	0	0	
TB2256	Glass Recycling Bin Purchase	454,981	5,158	460,139	454,944	5,196	0	460,139	0	12.07.24 all orders raised and bins required have been received. £74k underspend not required. 14.10.24 final invoice received, budget needs to be increased back to original.
TB3154	Castle Gatehouse Project	1,785,526	-1,285,526	500,000	176,676	342,123	-18,799	500,000	-0	12.07.24 project will be tendered during the summer for the main build which will inform the required budget profile. To be updated in Q2. Current completion date 2026. TF grant to be spent by March 2026. 9.10.24 out to tender at the moment, due back at the end of October at which point we'll have firmed up costs for the project. 16.01.25 finalising value engineering report due to Cabinet on 18 Feb, reprofile £1.285m to 25/26.
HERITAGE, CULTURE & THE ARTS TOTAL		2,828,610	-1,464,662	1,363,948	744,216	559,867	59,863	1,363,946	-1	
TF3228	Homeless Hostel	0	0	0	-15,505	19,178	-3,673	0	0	12.07.24 scheme complete, review outstanding orders that can be deleted.
TF3267	Homes for Ukraine	227,445	0	227,445	238,479	1,439	0	239,918	12,473	12.07.24 works ongoing expected completion Sept 24. 9.10.24 scheme complete, finalising final invoices.
TF3268	Bridging Accommodation	0	0	0	-15,454	89	2,892	-12,473	-12,473	
TF6011	Private Sector Disabled Facilities Grants	1,034,848	0	1,034,848	685,382	21,923	327,543	1,034,848	0	12.07.24 25 approvals completed to date. 16.01.25 a number of referrals are pending.
TF6012	Discretionary DFG	142,783	0	142,783	63,773	0	79,009	142,782	-0	9.10.24 Cabinet approved increase to the discretionary DFG value. 16.01.25 costs here will increase now NCC are no longer topping up grants
TF6807	Warm Homes on Prescription	101,759	0	101,759	28,530	5,107	68,122	101,759	0	16.07.24 Q1 and Q2 are quieter periods for this scheme, action taken to make the scheme more attractive by working in collaboration with Mansfield District Council to review/update the maximum household income threshold (to reflect inflationary increases and to bring criterium into line with Gov't guidance for similar grant-funded home energy efficiency schemes) and are hopeful more residents will apply going forward. 9.10.24 8 cases completed so far. improved the criteria to attract more demand, review budget in Q3.
HOUSING TOTAL		1,506,834	0	1,506,834	985,205	47,736	473,893	1,506,834	0	
TA3061	Beacon - LED Lights	78,640	0	78,640	0	0	78,640	78,640	0	12.07.24 had to delay the tender process, adjust required to the design, but still anticipated completion by March 25. 9.10.24 tenders will be finalised by December and SOS Jan 25 install by the end of March 25. 16.01.25 due to carry out some more market testing. Reprofile to April 25.
TA3060	Beacon - New Boiler	0	0	0	0	0	0	0	0	reprofile to next year
TA3286	Information Technology Investment	1,191,980	-434,847	757,133	329,502	352,213	75,419	757,133	0	12.07.24 - whole Council hardware and software
TC2006	Land at Bowbridge Road Purchase & Works	1,000	0	1,000	-14,608	15,608	0	1,000	0	12.07.24 car park works are completed, retention left to pay, no further budget required.

Project	Capital Description	Current Revised Budget	Future Proposed variations	Revised Budget including future proposed variations	Actuals to 31.12.24	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
TC2007	Clipstone Holding Centre Purchase & Works	474,064	0	474,064	165,394	107,660	201,010	474,064	-0	12.07.24 planning app to be submitted by the end of July to be on site by Nov 24. will reprofile budget 9.10.24 Planning app submitted, waiting for validation, tender documents being prepared. SOS expected Feb 25. 16.01.25 scheme is now due to go to planning on 13 Feb 25 subject to highways comments.
TC2009	Former Belvoir Iron Works	900,000	0	900,000	14,396	460	885,144	900,000	-0	12.07.24 phase 2 site investigations ongoing. 9.10.24 investigations not due to finish until January 25, expecting to spend c£900k in 24/25.
TC2010	Purchase Former Ollerton Bank	161,584	0	161,584	152,744	0	8,840	161,584	0	17.07.24 purchase meant to complete at end of July 24. 9.10.24 purchased completed on 31st July.
TC3135	Works to Buttermarket	56,357	0	56,357	0	49,850	6,507	56,357	0	9.10.24 lift to be installed in 24/25. 14.10.24 lift refurbishment will be complete by the end of March 25.
TC3142	Common Lighting at Industrial Estates	6,138	0	6,138	6,138	0	0	6,138	-0	12.07.24 remaining budget not required
TC3144	Fire & Security Rear Entrance Doors at Industrial Units	4,332	0	4,332	0	4,332	0	4,332	0	12.07.24 remaining budget not required
TC3148	RHH Units Fit Out	50,676	0	50,676	91,500	0	0	91,500	40,825	17.07.24 beaumont cross - works still progressing budget increase request.
TC3157	Shower Block Lorry Park	24,497	0	24,497	24,383	0	0	24,383	-114	16.01.24 scheme complete
TC3160	14 Market Place	153,000	-60,000	93,000	0	0	93,000	93,000	0	12.07.24 out to tender in July 24, to start on site end of Sept/Oct 24. may not need full budget initially due to change to recommendation, will update accordingly in Q2. 9.10.24 tender to be awarded in October. Reprofile £200k to 25/26 based on SOS in November/December 24. 16.01.25 report went to December 24 Cabinet, negotiations taking place now, reprofile £60k to 25/26.
TG1003	Housing Regeneration Loan Facility	8,000,000	-3,000,000	5,000,000	2,226,000	0	2,774,000	5,000,000	0	25.07.27 Lowfield Lane works starting this year will spend the full budget. Will review again at Q2 incase this gets pushed back. 16.01.25 adjusted to better reflect Arkwoods potential requirement
STRATEGY, PERFORMANCE AND FINANCE TOTAL		11,102,267	-3,494,847	7,607,420	2,992,668	533,249	4,122,214	7,648,131	40,711	
TC2011	Ollerton Regeneration	0	500,000	500,000	0	0	500,000	500,000	0	
TE3250	Shared Prosperity Fund	231,263	-110,823	120,440	16,469	49,398	54,573	120,440	-0	9.10.24 all funding is allocated to external projects and is due for spend by March 25. 16.01.25 forecast to be spent by March for recently awarded projects.
TE3251	Rural England Prosperity Fund	654,979	0	654,979	378,112	276,804	63	654,979	1	9.10.24 all funding is allocated to external projects and is due for spend by March 25. 16.01.25 grant recipients due to claim remaining funding.
TE3268	Southern Link Road Contribution	4,660,556	-2,388,732	2,271,824	2,271,823	0	0	2,271,823	-0	12.07.24 £3m NCC money now due, budget needs to be increased to include again. 9.10.24 still waiting on NCC to send order for £3m which is due to be passed to U&C in line with Grant Agreement. 16.01.25 Order due in Feb for £3m. Reprofile remaining budget to 25/26 to match U&C cashflow.

Project	Capital Description	Current Revised Budget	Future Proposed variations	Revised Budget including future proposed variations	Actuals to 31.12.24	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ <u>Underspend</u>	Comments - Spend to date
TI1002	A1 Overbridge Improvements	76,000	0	76,000	31,415	3,585	41,000	76,000	0	
TT1000	Towns Fund - 32 Stodman Street Regeneration	2,820,866	150,000	2,970,866	1,143,751	466,075	1,361,040	2,970,866	0	12.07.24 report to cabinet in July 24 to approve additional TF grant to be allocated to the scheme. Delays to programme due to archaeology. 9.10.24 chase up cashflow. Repofile £2m to 25/26 in the meantime. 16.01.25 bring £150k forward from 25/26 to cover the expected spend. foundations nearing completion and steel frame manufactured, high vault cables diverted and party wall works have commenced, scheme is on track for completion by March 2026.
	SUSTAINABLE DEVELOPMENT AND REGENERATION	8,443,663	-1,849,555	6,594,108	3,841,580	798,383	1,954,144	6,594,108	0	
	TOTALS	28,442,494	-7,242,022	21,200,472	10,674,827	2,489,270	8,077,082	21,241,179	40,708	

HRA - Spend against budget - Estimated in year

Project	Capital Description	Current Revised Budget	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 31.12.24	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/Underspend	Comments - Spend to date
PROPERTY INVESTMENT PROGRAMME										
S91100	ROOF REPLACEMENTS	1,050,000	50,000	1,100,000	703,786	343,077	53,137	1,100,000		10.07.24 slowing down spend in August, 77 roofing works completed so far this FY, 55 pitched 22 flat roofs. Expect to spend full budget 10.10.24 completed 146 to the end of September. 13.01.25 £50k minimum needed for Millgate roof, heritage assessment complete works need to be done by year end.
S711	ROOF REPLACEMENTS	1,050,000	50,000	1,100,000	703,786	343,077	53,137	1,100,000	0	
S91205	Bathrooms	0			0	0	0	0	0	
S91219	Kitchens	0			0	0	0	0	0	
S91218	Kit & Bathrooms	2,115,750	0	2,115,750	1,496,977	452,396	166,377	2,115,750		10.07.24 64 total works completed so far, out of a total of 250/300 for the FY. Predicting full budget spend. Contract runs out Nov/Dec 24. 10.10.24 117 completed to mid september. Still on target to spend the full budget. 13.01.25 Expected to spend full budget, PO raised to cover upto end of Feb.
S712	KITCHEN & BATHROOM CONVERSIONS	2,115,750	0	2,115,750	1,496,977	452,396	166,377	2,115,750	0	
S91300	EXTERNAL FABRIC	378,000	0	378,000	236,231	70,897	70,871	378,000		10.07.24 79 properties with works completed this FY 10.10.24 due to carry out 204 properties, all at 60% or more completion. 13.01.25 Full spend anticipated by end of financial year.
S713	EXTERNAL FABRIC	378,000	0	378,000	236,231	70,897	70,871	378,000	-0	
S91401	Doors	0			0	0	0	0	0	
S91413	Windows	0			0	0	0	0	0	
S91412	Doors & Windows Works	214,200	0	214,200	105,646	31,812	76,742	214,200		09.07.24 23 total works completed so far, invoice for £37k awaiting. Works speeding up, budget expected to be fully spent. 10.01.25 Work issued, expected to spend £200k in total upto year end.
S714	DOORS & WINDOWS	214,200	0	214,200	105,646	31,812	76,742	214,200	-0	
S91500	OTHER STRUCTURAL	300,589	252,693	553,282	146,215	241,386	165,681	553,282		09.07.24 putting in planned schedule for the remainder of the year, 3 works fully completed so far, 20 part completed. Expecting to need additional budget to pick up backlog of works. 13.01.25 New strategy respond & monitor works which has created an additional spend. Expected to need and additional £100k upto end of year. Works are now being progressed.
S91535	DPC Works	60,000	50,000	110,000	9,688	77,490	22,822	110,000		25.07.24 works starting imminently 10.10.24 Some unforeseen works found, so cost likely to be higher than expected, still within existing budget. 13.01.25 3 live jobs currently, additional spend anticipated as unexpected costs incurred. Expected to fully spend budget to end of year.
S715	OTHER STRUCTURAL	360,589	302,693	663,282	155,903	318,876	188,503	663,282	0	
S93100	ELECTRICAL	0	0	0	0	0		0	0	
S93115	Rewires	843,728	0	843,728	469,547	220,582	153,598	843,728		11.07.24 27 property rewires completed so far this FY. Contract finishes in December 24, predicting slight underspend, to review in Q2. 17.01.24 120 property rewires completed this FY. Contract completes end of Feb 25, will be an underspend but possibly needs to be moved to other projects.
S731	ELECTRICAL	843,728	0	843,728	469,547	220,582	153,598	843,728	-0	
S93300	Passenger Lifts	52,500	0	52,500	18,977	33,523	0	52,500		17.01.25 Expected to fully spend budget by the end of the financial year, possibly may need an additional £5k if any repair works come in.
S733	PASSENGER LIFTS	52,500	0	52,500	18,977	33,523	0	52,500	0	
S93500	HEATING	1,411,174	-97,000	1,314,174	652,456	110,661	472,156	1,235,274	-78,900	09.07.24 hold on payments due to bad performance - expected spend actually around £310k as at end June. 69 jobs complete so far, expecting full spend this FY. 17.01.25 Account with Phoenix needs to be reconciled before any further payments made, expected to fully spend budget before end of FY.
S735	HEATING	1,411,174	-97,000	1,314,174	652,456	110,661	472,156	1,235,274	-78,900	

Project	Capital Description	Current Revised Budget	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 31.12.24	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date
S93600	ENERGY EFFICIENCY	5,495	0	5,495	0	0	5,495	5,495	0	
S93622	PV Invertors	210,000	0	210,000	42,613	28,087	139,300	210,000	0	25.07.24 using for adhoc energy efficiency works outside of Decarbonisation. Expecting an underspend. Will review in Q2.
S93624	EE Boilers	0	0	0	0	0	0	0	0	
S93625	Thermal Comfort	167,129	-100,000	67,129	25,859	12,904	28,366	67,129	0	25.07.24 using for adhoc energy efficiency works outside of Decarbonisation. Expecting an underspend. Will review in Q2. 14.10.24 works will be identified following EPCS. 28.01.25 £25k actuals, income needs to be moved to decarb, underspend of £100k
S93626	Decarbonisation	1,370,260	0	1,370,260	1,261,981	75,062	77,217	1,414,260	44,000	10.07.24 41 works completed in first year and 24 completed so far this FY. 40 jobs left to complete in scheme. On track to finish scheme early in Oct/Nov 24. 10.10.24 98 jobs completed, out of 102, waiting on some invoices to be up to date with spend, invoiced for 53 jobs. 15.01.25 Another 4 jobs planned in, plus requests for an additional 4 jobs. Possible additional budget required for additional 4 jobs £44k.
S93627	Decarb Devolution	216,824	0	216,824	245,934	5,790	0	251,724	34,900	10.07.24 Scheme will be finished in September 24. 28 total works completed with 5 still ongoing. Scheme ongoing, expecting £20k overspend - in talks with devolution team to recover this money. 10.10.24 waiting on final invoice then will put in the final claim from Nottingham City Council. 15.01.25 final claim to NCC submitted in December and final payment received. Project now complete.
S93628	EPC	157,500	0	157,500	32,780	30,942	93,778	157,500	0	18.07.24 stock condition survey works around £100k, and EPCs for around £90,000 are a possibility. 15.01.25 Expected to be finished by year end upto the current commitment, expected to be an underspend. Need to review with Simon.
S736	ENERGY EFFICIENCY	2,127,208	-100,000	2,027,208	1,609,167	152,785	344,156	2,106,108	78,900	
S95100	GARAGE FORECOURTS	0	0	0	0	0	0	0	0	
S95109	Garages	0	0	0	0	0	0	0	0	
S95115	Resurfacing Works	61,024	0	61,024	32,896	0	28,128	61,024	0	10.07.24 plans to spend some of this budget (around £10k) at Queens Court, purchase order being raised this week. 10.10.24 works at queens court complete. Two further sites in the pipeline, at the moment. 13.01.25 Antipated full spend by year end.
S751	GARAGE FORECOURTS	61,024	0	61,024	32,896	0	28,128	61,024	0	
S95200	ENVIRONMENTAL WORKS	178,073	-46,415	131,658	94,571	37,088	0	131,658	0	25.07.24 expecting full budget spend. May be split between other environmental codes
S95203	Car Parking Schemes	0	0	0	0	0	0	0	0	
S95208	Sewerage Treatment Works	0	0	0	0	0	0	0	0	
S95250	Communal Lighting	24,000	0	24,000	0	0	24,000	24,000	0	12.07.24 no works identified yet but confident this budget will be spent 17.01.25 PO raised for full amount of budget for HD electrical. Not expecting any further spend.
S95252	Flood Defence Systems	22,000	0	22,000	6,109	2,906	12,985	22,000	-0	12.07.24 no works identified yet but confident this budget will be spent, especially with the flooding we had last year. 28.01.25 To be used for 8b Thorpe Close
S95254	Estate Remodelling	119,000	0	119,000	555	61,621	56,824	119,000	-0	25.07.24 £70k of the budget will be spent at Gladstone and Vale View with other works yet to be identified. 13.01.25 Authorised £34k spend to come off into actuals, Vale view now in progress. Expect to be fully spent, possibly move to S91100.
S95292	Communal Areas	10,500	0	10,500	0	0	10,500	10,500	0	12.07.24 no works identified yet but confident this budget will be spent 28.01.25 Possible spend for some works before year end, to be confirmed
S95304	Tithe Barn & Queens Court	0	0	0	145	0	-144	0	0	
S95305	Boughton Community Hub	8,000	0	8,000	7,184	28	788	8,000	0	12.07.24 finalising last jobs, hub is open to the public 13.01.25 Now complete
S95306	Ferndale Conversion	150,000	0	150,000	129,372	20,362	266	150,000	0	15.10.24 started on site in July 24, will be complete within 6 months. 14.01.25 Expected to be fully spent.

Project	Capital Description	Current Revised Budget	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 31.12.24	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date
S95307	PV Panels Broadleaves and Gladstone	217,000	0	217,000	141	2,950	213,909	217,000		25.07.24 out for procurement at the moment, evaluating mid August. Estimating to start on site in Q3. 16.01.25 Estimated start Feb 25, Awaiting Legal to sign contracts off. Still anticipated to finish before the end of Financial Year. Likely that there will be a small underspend at the end of the year.
S95308	Repairs to CDs from Floods 2324	360,617	0	360,617	358,566	734	1,318	360,618		09.07.24 works started in July on 10 properties and will be complete by end of September 24 ready for letting. Phase 1 was complete last FY in phase 2 now, out of 5 10.10.24 works complete, waiting for final account from contractor. 13.01.25 All works completed, tenants all moved back in, one additional fence needed so expected to fully spend budget.
S95309	Allenby Road Conversion	0	140,000	140,000	0	0	140,000	140,000		23.01.25 Expecting works to start in the next couple of weeks, possible reprofiling into 25/26 once we know what costs are going to come in before the end of FY.
S95400	Void Works	344,864	150,000	494,864	222,144	42,698	230,023	494,864		Speak to Craig. Should be larger spend on Voids due to all of the works being classified as Voids and not rev. 13.01.25 Expected to fully spend remaining budget plus potentially another £50k required to complete works before year end. £32,500 also needs moving into voids from S91218.
S752	ENVIRONMENTAL WORKS	1,434,054	243,585	1,677,639	818,786	168,386	690,469	1,677,640	1	
S97100	ASBESTOS	63,000	0	63,000	14,218	37,944	10,838	63,000	-0	17.07.24 vacant surveyor works will pick back up once someone is in post 14.10.24 new surveyor starting at the end of October 17.01.25 Expected to fully spend budget for year end. All jobs have PO raised for currently. £10k remaining will be for any additional works that come in.
S771	ASBESTOS	63,000	0	63,000	14,218	37,944	10,838	63,000	-0	
S97200	FIRE SAFETY	288,455	-214,200	74,255	69,000	58,208	-52,953	74,255		17.07.24 vacant surveyor works will pick back up once someone is in post 14.10.24 new surveyor starting at the end of October 17.01.25 Expected to full spend budget before year end. Fire door remedial works to be completed.
S97218	Enhanced Fire Risk Assessments	0	115,000	115,000	0	0	115,000	115,000	0	
S97221	Fire Doors Various Locations	0	99,200	99,200	0	0	99,200	99,200	0	
S772	FIRE SAFETY	288,455	0	288,455	69,000	58,208	161,247	288,455	0	
S97300	DDA IMPROVEMENTS	0			0	0	0	0	0	
S773	DDA IMPROVEMENTS	0	0	0	0	0	0	0	0	
S97400	DISABLED ADAPTATIONS	125,000	-125,000	0	0	0	0	0	0	
S97416	Major Adaptations	700,000	115,000	815,000	685,007	104,943	25,050	815,000	-1	12.07.24 108 completed works. Number of OT1 referrals are record highs. Expecting to spend full budget. 14.10.24 received 226 referrals to date, completed 215. Referrals are being received all the time, therefore budget review required to continue to end of March. 13.01.25 PO raised upto £800k for Matthews & Tannerts, some smaller jobs also committed. Typical spend £80k per month. Possible additional £180k needed upto year end.
S97417	Minor Adaptations	60,000	10,000	70,000	36,248	25,859	16,892	70,000		12.07.24 142 completed works. Receiving around 40/50 OT1 referrals each month now. Expected to spend full budget. 14.10.24 285 referrals received so far this financial year and completed 275 to date. 13.01.25 December jobs agreed total £8,600 approx. Expected to spend remaining budget plus an additional £8-9k required upto the end of the year.

Project	Capital Description	Current Revised Budget	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 31.12.24	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date
S97418	Adaptation Stair Lift/Ho	74,226	6,382	80,608	54,651	25,957	0	80,608	0	12.07.24 8 completed works for stairlifts/hoists. Expecting to spend full budget. 14.10.24 25 of the 226 major referrals relate to stairlifts and hoists, with 20 complete. 13.10.24 5 new jobs in to be completed for January totalling £14k, included in commitments.
S774	DISABLED ADAPTATIONS	959,226	6,382	965,608	775,905	156,760	41,942	965,608	-1	
S97500	LEGIONELLA	46,842	8,200	55,042	22,617	32,424		55,042	-0	31.01.25 More assessments expected.
S775	LEGIONELLA	46,842	8,200	55,042	22,617	32,424	0	55,042	-0	
S98100	BUILDING SAFETY	290,020	-290,020	0	0	0		0	0	17.07.24 currently a vacant surveyor works will pick back up once someone is in post 14.10.24 reduce expected spend to cover spend on lightning conductors and structural works 28.01.25 £100k moved to voids
S98101	Fire Alarm Systems	0	0	0	0	0		0	0	
S98102	Sprinkler System	0	0	0	0	0		0	0	
S98103	Structural Surveys - Elevated Walkways	0	0	0	0	645	-645	0	0	
S98104	Scooter Shed	0	0	0	0	0		0	0	
S98105	Compartmentalisation in Roof Space	34,337	16,152	50,489	41,380	9,109	0	50,489	-0	
S781	BUILDING SAFETY	324,357	-273,868	50,489	41,380	9,754	-645	50,489	-0	
S99100	PROPERTY INVESTMENT CONTINGENCY	60,000	0	60,000	0	0	99,207	99,207	39,207	14.10.24 contingency to cover the overspend on structural works
S99102	Housing Capital Fees	576,690	0	576,690	0	0	537,483	537,483	-39,207	investment team recharges, underspend 1 x Apprentice surveyor for year & 1 senior investment surveyor.
S791	UNALLOCATED FUNDING	636,690	0	636,690	0	0	636,690	636,690	0	
	SUB TOTAL PROPERTY INVESTMENT	12,366,797	139,992	12,506,789	7,223,495	2,198,085	3,094,209	12,506,790	1	
	AFFORDABLE HOUSING	0	0	0	0	0	0	0	0	
SA1031	Site Acquisition (Inc RTB)	179,312	-48,425	130,887	125,612	0	0	125,612	-5,275	18.07.24 Church Circle to be acquired in the coming months aiming for completion at end of August - cost £160k. Gusto site Station Rd, Collingham is due in Cabinet for spend of £700k. Reprofile the rest of the budget. 9.10.24 Church Circle due to complete now in October. Station Road is progressing but will be a phase 6 site, so costs will be incurred in SA1092. Reprofile £800k to 25/26. 14.01.25 Church circle complete, Station Road same as previous comment.
SA1033	Estate Regeneration	199,546	0	199,546	113,051	44,512	41,983	199,546	0	14.10.24 Report due to November Cabinet to update Members on the scheme and seek approval to move forward. Planning permission to be determined in December. 17.01.25 Report went to December cabinet and was approved, including the reprofiling of budget, complexities with planning have led to committee date expected early 2025.
SA1037	Purchase of 20F Lombard Street	0	105,500	105,500	0	0	110,775	110,775	5,275	15.01.25 Purchase of lease now complete, budget fully spent additional cost relating to SDLT
SA1047	New Build Contingency	52,483	0	52,483	0	0	52,483	52,483	0	
SA1048	Boughton Extra Care	39,566	0	39,566	0	10,951	28,615	39,566	0	18.07.24 carrying out defects, quotes due in for works to be done before December 24. Excess budget is retention from North Midland Constructin who went under - roll £250k into Phase 6? 14.01.25 End of defects work still to be carried out, awaiting quote for this. Reprofile to 25/26 £28,615
SA1063	Phase 3 - Cluster 3	0	0	0	-30,284	525	29,759	0	0	18.07.24 complete - just retention left to pay 14.01.25 Still waiting for administrators for contact re retention. Does this need moving to contingency?
SA1064	Phase 3 - Cluster 4	0	0	0	-7,553	8,828	-1,275	0	-0	18.07.24 complete 14.01.25 all complete, Woodhead retention left to pay
SA1071	Phase 4 Cluster 1	0	0	0	-56,537	0	56,537	0	-0	18.07.24 complete - Woodhead retention left to pay
SA1072	Phase 4 Cluster 2	0	0	0	-19,440	0	19,440	0	0	18.07.24 complete - Woodhead retention left to pay
SA1073	Phase 4 Cluster 3	0	0	0	-22,888	19,209	3,678	0	-0	18.07.24 complete, some orders have been closed
SA1074	Phase 4 Cluster 4	0	0	0	0	-0	0	0	-0	18.07.24 complete, some orders have been closed 14.01.25 complete retention released

Project	Capital Description	Current Revised Budget	Future Proposed Variations	Revised Budget including Variations for Approval	Actuals to 31.12.24	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance Over/ Underspend	Comments - Spend to date
SA1075	Phase 4 Cluster 5	0	0	0	-17,231	17,351	-120	0	0	18.07.24 complete. 14.01.25 retention left to pay.
SA1080	Phase 5	20,909	0	20,909	63,096	29,169	-71,356	20,909	-4	18.07.24 complete, some orders have been closed, other spend can be moved to phase 6. 14.01.25 Lauren to review and update what needs to be moved.
SA1081	Phase 5 Cluster 1	1,280,199	0	1,280,199	1,201,071	40,391	38,738	1,280,199	0	18.07.24 1 site complete in Gateskill, Edwinstowe, anticipate remaining sites to be complete Sept 24. 14.01.25 Still on site at Kings Court. Lauren to review and update.
SA1082	Phase 5 Cluster 2	831,118	-51,825	779,293	550,646	228,647		779,293	0	18.07.24 1 site complete, remaining sites to be complete by the end of 2024. 14.01.25 Wolfit C to be completed in 25/26 reprofile £51,825 into 25/26
SA1083	Phase 5 Cluster 3	490,136	0	490,136	181,576	55,510	253,050	490,136	0	18.07.24 anticipate completion in Aug 2024 15.10.24 cluster included a site now being delivered in phase 6. 14.01.25 Land at southwell complete, just retention left to pay. Move rest to contingency, Lauren to confirm amount £7k retention
SA1084	Phase 5 Cluster 4	1,576,633	0	1,576,633	845,326	621,284	110,022	1,576,633	-4	18.07.24 cluster to be complete by March 25 14.01.25 Lauren to confirm if still on track to complete this financial year.
SA1085	Phase 5 Cluster 5	759,867	0	759,867	508,938	219,912	31,016	759,867	-4	18.07.24 cluster to be complete by March 25. 14.01.25 Still on track to complete 24/25
SA1086	Phase 5 Cluster 6	974,639	0	974,639	925,021	59,921	-10,303	974,639	-4	18.07.24 1 site complete, final site completion around Oct 24 - move spend to phase 6. 14.01.25 Eton ave complete, still some spend left. Hawton Lane complete.
SA1087	Phase 5 Cluster 7	0	0	0	-6,601	13,037	-6,436	0	-4	18.07.24 complete just retention left to pay 14.01.25 retention to be paid before end of 24/25
SA1090	Phase 6	1,205,750	-600,000	605,750	286,174	231,576	88,000	605,750	0	18.07.24 works to begin on South Crescent in Aug/Sept 24 and buying 8 S106 dwellings in Collingham that should total £771k 15.10.24 reallocate costs to correct cluster. 14.01.25 Order on SA1090 needs to be moved to SA1091, expected to be complete by April 25.
SA1091	Phase 6 Cluster 1	82,250	600,000	682,250	0	0	682,250	682,250	0	15.10.24 South Crescent, started on site Aug/Sept 24, works to be completed by the end of this financial year. 14.01.25 Expected to fully spend budget this FY, works still due to be completed 24/25.
SA1092	Phase 6 Cluster 2	250,000	-50,000	200,000	0	0	200,000	200,000	0	15.10.24 S106 Properties in Collingham approved at Cabinet on 23 July. 14.01.25 Awaiting S106 agreement currently with Legal. Reprofile £50k to 25/26.
SC2000	Careline Analogue to Digital	365,338	-98,573	266,765	266,765	0		266,765	0	18.07.24 works are progressing well on the current replacement. 13.01.25 Not expecting any further spend in 24/25. Underspend to be reprofiled to 25/26 as spend will come in April.
SC2002	New Housing Management System	350,000	-100,000	250,000	134,312	0	115,688	250,000	-4	24.07.24 Project is progressing at pace, the confidence level of meeting May 25 go live for phase 1 is in the 80-85% as reported to the project board. Experienced multiple risks from the risk register, mitigating to the best of abilities and capacity. It is expected that the majority of project costs will be confirmed in the next 3-4 months once the two key integrations are fully scoped with third party costs confirmed. Review in Q2 for any reprofiles. Decisions around hitting go live dates are expected to be made in late 2024 with final option for delay due in Feb 25 when final user testing is undertaken 17.01.25 Project costs not yet confirmed, possible that some costs will need to be reprofiled into 25/26. £18K costs expected before end of FY plus staff recharge costs for Q3 & Q4 (£77k). Project expected to go live as planned in May 25.
	SUB TOTAL AFFORDABLE HOUSING	8,657,746	-243,323	8,414,423	5,041,055	1,600,824	1,772,544	8,414,423	0	
		0								
	TOTAL HOUSING REVENUE ACCOUNT	21,024,543	-103,331	20,921,212	12,264,550	3,798,910	4,866,753	20,921,213	1	



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

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

Lead Officer: Tracey Mooney & Rowan Bosworth-Brown
Transformation & Service Improvement Officers
performance.team@newark-sherwooddc.gov.uk

Report Summary	
Report Title	Community Plan Performance for Quarter 3
Purpose of Report	To present the Quarter 3 Community Plan Performance Report (1 October – 31 December 2024)
Recommendations	That the Policy & Performance Improvement Committee review the Community Plan Performance Report attached as Appendix 1 and the Compliance report attached as Appendix 2 .

1.0 Background

- 1.1 We continue to deliver an approach to performance that is used to drive improvement rather than being simply used as a counting device. We are doing this by analysing data and progress against key activities as well as building a picture of the context of performance using district statistics, customer feedback and workforce information.
- 1.2 The development of this report details the Quarter 3 performance and includes activities delivered within the quarter.

2.0 Proposal/Options Considered

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

3.0 Implications

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

None

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.

Performance Report

2024-25 Q3

1 October to 31 December 2024



Contact Us

www.newark-sherwooddc.gov.uk

01636 650000

customerservices@newark-sherwooddc.gov.uk

Introduction

We at Newark and Sherwood District Council aim to do everything we can to enable local residents and businesses to flourish and fulfil their potential, as well as encourage visitors to enjoy all that our area has to offer. How we intend to achieve this purpose is laid out in our [Community Plan](#). This plan was informed by the views of residents and lays out the Council's objectives over four years as well as the activities that will help achieve these objectives. Our 2023-27 Community Plan is now in place and a performance framework has been drafted. As this is finalised, it will become the how we will measure the performance of our objectives as of Quarter 3 2024/25. It will continue to contain key performance indicators; a combination of qualitative and quantitative data and it will expand on the current measures around objectives.



This report examines how the Council has been performing against the Community Plan. It examines data to look at the performance of key services and delivery against the activities outlined in the plan. This report examines the Council's performance and achievements from 1 October to 31 December 2024 (Quarter 3).

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



Our District

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

Page 3



Our Customers

A look at what our customers are telling us about the services they receive and insight into how we are learning from customer feedback.

Page 4



Our Performance

How we are delivering against the objectives we outline in the Community Plan.

Page 11



Our Workforce

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

Page 48

OUR DISTRICT

About Newark and Sherwood (2021 Census)...



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

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

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

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

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

Performance of our district

This data tells us something about our district in Quarter 3 (1 October to 31 December 2024). Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.

Planning: The number of planning applications we receive gives an indication of the level of construction planned in the district. The number of residential planning applications being received nationally continues to be low, reflected within our numbers when compared to corresponding period in previous years. The number of commercial planning applications being received nationally continues to be low, although locally, slightly higher when compared to corresponding period in 2023/24.

As previously reported, it is anticipated that the lower numbers are as a result of the introduction of mandatory biodiversity net gain (introduced on 14th February 2024). Furthermore, it is assumed that there is a precautionary approach in the residential sector at present following change in Government. Noting potential government planning reforms and revised NPPF, it is anticipated that planning applications for residential could rise over the next 6 to 12 months.

Unemployment is represented as a model based percentage. It is 0.7% higher this quarter when compared to the same quarter in 2023/24, and the same when compared to last quarter.

- Quarter 3 2023/24—3.1%
- Quarter 3 2024/25—3.8%

Footfall: the table below shows the average footfall figures for quarter 3 for Newark, Southwell, Edwinstowe and Ollerton. Footfall in Southwell, Edwinstowe and Ollerton was down in December when compared to the previous two months.

Newark experienced an increase in footfall during December by 6.9%, potential as a result of Christmas shopping and popular shows at the Palace Theatre. Despite this, visitor numbers remained below the figures reported at the start of the quarter. The overall decrease in footfall throughout quarter 3 could be a consequence of the continuing adverse weather conditions, with Storm Bert in November and Storm Darragh in early December deterring footfall in all locations. The weather warnings led to the cancellation of events such as the Newark Christmas Lights Switch On, and the relocation of the Steam Punk Christmas market to the inside of the Buttermarket.

The daily average was also impacted by the low footfall over Christmas Day and Boxing Day. These bank holidays are historically days of low footfall in town centres across the UK, and this year was no exception. In all four locations the 25th and 26th December recorded the lowest footfall numbers of the month.

The sensors for Southwell, Edwinstowe and Ollerton were installed and activated in October.

Average Daily Footfall				
	Newark*	Southwell	Edwinstowe	Ollerton
October 2024	7,979 / 2,849	2,160	2,088	2,293
November 2024	6,994 / 2,760	2,205	2,029	2,429
December 2024	7,237 / 2,700	2,004	1,946	2,229
Quarter 3 Average	7,408 / 2,770	2,122	2,201	2,316

*All 10 sensors / 5 town centres sensors

OUR CUSTOMERS



Exploring our performance...

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

Interactions with the Council — Service Demand

This information gives an indication of demand for council assistance **year to date**:

- **12,696 face to face contacts** were held at Castle House, a **6% increase** when compared to the same period of last year.
- **81,145 calls** were received by the contact centre, a **0.8% decrease** when compared to the same period of last year.
- **17,582 calls** were received by responsive repairs, a **9% decrease** when compared to the same period of last year.
- **37,481 digital web form transactions** were completed by our customers, a **1.6% increase** when compared to the same period of last year.



CUSTOMER FEEDBACK



Customer Feedback

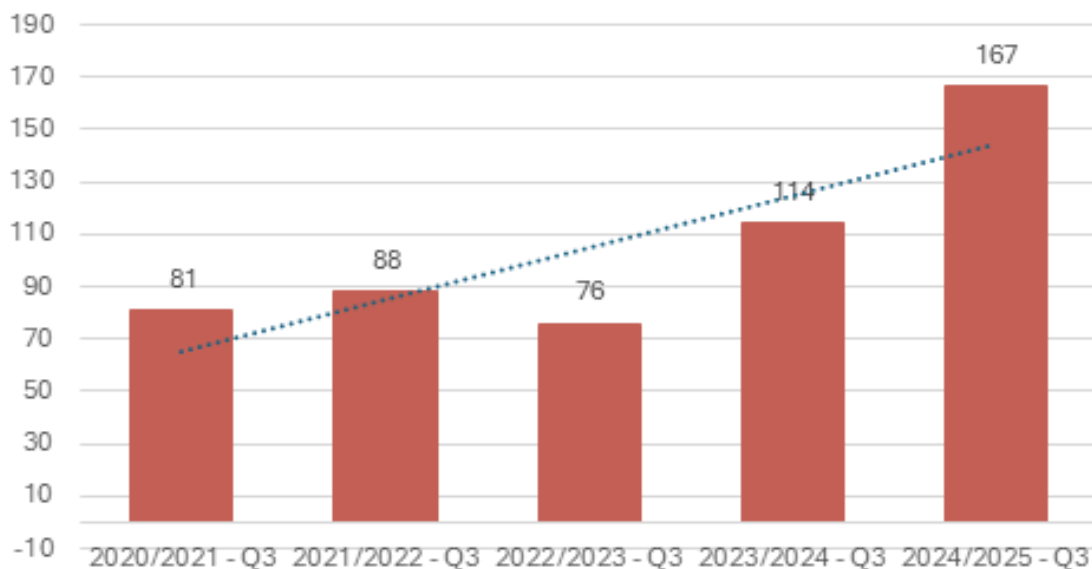
Both positive and negative feedback is important to us as it provides us with customer opinion, it allows us to recognise what areas need improvement and provides opportunity for us to learn. It can act as an early warning of problems that may otherwise stay unseen until they become a larger problem, which can then take up significant resource and time to remedy.

Because feedback is important to us, we actively encourage our customers to provide it. This coupled with changes to the complaint handling timelines, as outlined below, mean we have seen an upward trajectory recorded.

Complaints Received

During Quarter 3 we received 167 Stage 1 complaints. The 5-year period outturn demonstrates an increasing trend overall as shown by the trendline in the chart below. This period has seen a 46% increase in the number of complaints received when compared to Quarter 3 of 2023/24. Nationally and locally there is a greater emphasis on the promotion and reporting of complaints, especially relating to Housing.

We have amended our Customer Complaints and Feedback Policy, including changes to the complaints acknowledgment and response timescales to meet the requirements of the Housing Ombudsman Complaint Code. These changes need to be embedded into our complaints handling software and we are working with our software provider to implement these changes.



Figures shown include complaints which were subsequently withdrawn

CUSTOMER FEEDBACK



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

Complaints by Business Unit

Due to the nature of their role the front facing services tend to attract the larger number of complaints. In Quarter 3, most complaints received were for the following 3 services:

Housing Maintenance and Asset Management received 79 complaints, accounting for 47% of all submissions. Of these, 45 were due to delays in service delivery (Repairs/Assets), and 23 were related to Officer standard/quality of work/service. 11 further complaints were received in smaller or singular numbers

Housing & Estates Management received 29 complaints, accounting for 17% of the total received. Of these, 7 were related to Officer conduct/attitude. Other complaints included communication (5), standard of accommodation (4) and neighbour issues (4). A further 9 complaints were received in smaller or singular numbers.

Environmental Services received 24 complaints, representing 14% of all complaints for the quarter. The majority (12) were for Service delivery (Missed action), all of which concerned Missed Bins. A further 12 complaints were received in singular or smaller numbers.

Business Unit	No of Complaints	Complaints %
Housing Maintenance & Asset Management	79	47%
Housing & Estates Management	29	17%
Environmental Services	24	14%
Revenues & Benefits	12	7%
Planning & Development	5	3%
Public Protection	4	2%
Corporate Property	3	2%
Financial Services	3	2%
Customer Services	3	2%
Elections & Democratic Services	2	1%
Law & Information Governance	1	1%
Communications	1	1%
Housing Income & Leasehold Management	1	1%
Grand Total	167	100%

Includes complaints which were subsequently withdrawn



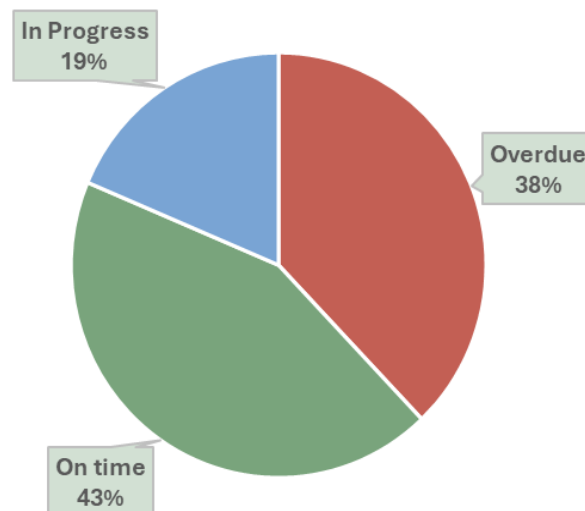
Response Times



Of the 167 complaints submitted in Quarter 3, 6 were subsequently withdrawn, and of the remaining submissions, 70 (43%) were responded to within the 10 working day timescale.

Housing Maintenance and Asset Management were late in responding to 44 of their 79 complaints received within the quarter. Housing and Estates Management received 27 complaints and missed the response deadline for 10 of these. Other delivery teams who were late in responding to their complaints were; Waste & Transport who missed 3 deadlines, Council Tax, missed 2. Planning development and Corporate Property each missed 1 deadline.

30 further complaints are marked as in progress at the time of writing this report



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 known 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. Which may mean an extended timeline. All efforts are made to keep the complainant informed.

CUSTOMER FEEDBACK



Suggestions

I am writing to you as a young resident of Newark who recently suffered a stroke. I have discovered a significant gap in support services for younger stroke survivors in our area. The local stroke support groups are primarily designed for the older generation with more complex needs. These groups don't cater to younger individuals like myself, who are managing not only recovery but also the demands of work, family life, and maintaining independence.

Younger stroke survivors face unique challenges, such as:

- Returning to work and regaining professional skills.
- Managing independent living and home adaptations.
- Emotional and practical support for families, especially for those with young children.
- Guidance during the crucial transition from hospital to home, a time when tailored support is often lacking.

I recently started a local Facebook group aimed at connecting younger stroke survivors in Newark and surrounding areas to foster community support. The early feedback has been promising, and I believe there is potential to grow this further with the right resources and backing. I would like to propose that the Council consider creating or supporting targeted services for younger stroke survivors, providing the specific assistance we need to regain independence and return to a fulfilling life.

I would be happy to discuss this in more detail and share insights from my own experiences and the feedback I've received from others in similar situations.



We met with the resident to understand the goals of their newly created "Stroke 2 Strength" group, which aims to support other stroke survivors during the challenging period after hospital discharge. We have agreed to assist with the initial setup costs through a small EEM funding grant, providing support in creating communications, and ensuring that policies and supporting paperwork are in place to help the resident grow this community. Additionally, we have directed the resident to officers who can offer further support and ensure that information is shared with other young stroke survivors upon discharge from secondary care.

Agenda Page 64

CUSTOMER FEEDBACK

Suggestions

In Quarter 3, 8 suggestions were received, of which 3 were deemed to be service requests and 4 were subsequently withdrawn, 1 further correspondence was actually a complaint. Examples of suggestions received in Q3 are shown below:

Suggestion	Response
The new skate park looks amazing but I would like to know if it's going to open before the end of the year. There is any official day for the opening?	We don't have a confirmed date yet, but hope to open the skate park as soon as possible. The official park opening will be in May
Is it possible to clear the Victoria St. pavement, from the rear of the B&M building along to Pelham St. of waste bins and parked cars. There are occasions when pedestrians, mobility scooter users and pushchairs users have to use the road instead of the pavement.	Thank you for your enquiry regarding pavement concerns on Victoria Street. Unfortunately, Newark and Sherwood District Council does not have the authority to enforce regulations on pavement or obstructive parking. Enforcement is limited to marked parking areas such as disabled bays, loading bays, and double yellow lines. Obstructive parking falls under the jurisdiction of the Police as a non-emergency matter, and reports can be made by calling 101. We understand this is a source of great frustration for many residents. We regret that Newark and Sherwood District Council cannot assist further in this matter. Environmental Services will visit the area to identify any obstructions caused by bins after collection day. While they also lack enforcement powers regarding obstructions, they plan to write to residents to remind them of their responsibilities to avoid causing obstructions with bins.

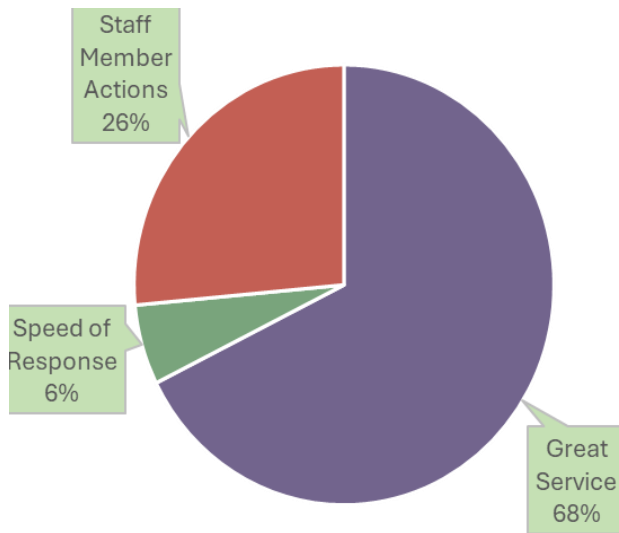


CUSTOMER FEEDBACK



Praise

35 compliments were received for Q3 of which 1 was deemed a service request. Of the remaining 34 compliments, 23 customers mentioned great service. 9 customers praised staff members for their actions and speed of response was quoted twice in the period.



Compliments Themes

Environmental Services received 7 compliments for excellent service from Grounds Maintenance, Bulky Waste Collections, Bin Collection teams, and Street Cleaning. They were also commended for their speed of response along with Public Protection

Customer Services received 5 compliments, with staff praised for their politeness, efficiency, helpfulness, and good advice.

Additionally, individual staff members in Housing Estates Management received 3 compliments, and Regeneration & Housing Strategy received 4 compliments for helpfulness of specific staff members

Examples of comments received are shown below

Customer Comments

I just wanted to give a great big thank you to the team who came out last week to do disability adaptations to our bathroom for our son. You are a very caring team and I'm so grateful.

My neighbours and I have had a very stressful few months, caused by anti-social issues. Our tenancy officer has worked tirelessly to gain a positive outcome. Neighbours cannot thank the officer enough for giving us our peace of minds back, as well as a feeling of safety in our homes, that we all love living in.

A plasterer came to our property today and did a fantastic job. He was polite, kind, and a pleasure to have in our home. Truly a nice chap.



Improve Health and Wellbeing

During Quarter 3, we have been working to deliver activities that align with the objectives outlined in our Health and Wellbeing Strategy. Our strategy focuses on several key areas, including identifying and reducing health inequalities within our district. There is a wide range of activities underway across the Council, our partners, and our district to increase access to services and support, enhance access to parks and green spaces, provide safe cycle routes, and improve air quality and aesthetics. A key theme this quarter has been around living and eating well in a challenging economic climate. This quarter's outputs include:

Living Well: We have created a 'Living Well' booklet to act as a central place for important information available for residents who are looking for support and advice on a range of topics. The booklet contains information on where residents can access food provision across the district, as well as food hubs and social supermarkets who offer affordable groceries to those who may need them, including in an emergency. In addition, the booklet gives the locations and opening hours of warm spaces, coffee mornings and social eating opportunities that are in operation across the district.

FREE!

CHOP AND CHAT
FAMILY COOKERY SESSIONS

Come and learn how to cook a delicious recipe from scratch!
For families with children aged 8 and over.

SESSIONS:

- Monday 19 August - Rookwood Community Centre, Bilsthorpe 10am-12pm
- Tuesday 20 August - Ambleside Community Centre, Ollerton 10am-12pm
- Wednesday 21 August - Beaumont Walk Community Centre, Newark 10am-12pm
- Tuesday 27 August - Cleveland Square Community Centre, Newark 1pm-3pm

Places are limited so book now to avoid missing out. Email wellbeing@nsc.gov.uk to book your space. Please let us know of any food allergies at the time of booking.

LIVING WELL IN NEWARK AND SHERWOOD

We have created this booklet containing advice and support available in our district.

Inside you will find information on:

- Food Banks and emergency food provision
- Food Hubs and Social Supermarkets
- Warm spaces and coffee mornings
- Social eating
- Financial support
- Council Tax support
- Caroline Service

NEWARK & SHERWOOD DISTRICT COUNCIL

FREE!

TEENS COOKERY SESSIONS

Are you interested in learning how to cook?
Come and join us for a four-week course to learn how to cook some delicious recipes and share dinner together! A great opportunity to learn new skills and meet new friends!

THE GREEN COMMUNITY CENTRE, BILSTHORPE

Wednesdays, on the 2, 16, 30 October and 6 November
4.30pm-6.30pm
For Year 6 children and over

Places are limited so book now to avoid missing out. Email wellbeing@nsc.gov.uk to book your space. Please let us know of any food allergies at the time of booking.

Eating Well: This quarter we have run four family cookery classes sessions in Hawtonville, Ollerton and Blidworth. We had over 30 families engage over these 4 sessions. In November we ran a teens cookery course in Bilsthorpe and we have introduced adult cookery sessions for tenants of De Lacy Court. The younger children made spooky pizzas, and the older children made cheeseburger pasta using their own cooking station. One parent said she was glad of the course as it meant that her child who is a fussy eater was touching and trying new foods, and other participants said spending time together learning in a group setting really helped them. We observed that the sessions also facilitated open discussions on mental and physical well-being.



Pharmacy First is a national campaign to raise awareness of the multiple conditions that pharmacy's can now prescribe medication for – our primary role in this campaign was to raise awareness within each parish and town to alleviate the winter pressures on primary and secondary care.



Improve Health and Wellbeing

Promoting Health and Wellbeing

We supported the first **'Teens Health and Wellbeing'** event at Magnus Academy in October organised by the CVS. We successfully engaged over 25 partner organisations, facilitating engagement from each year group.

The Newark and Hawtonville **Community Alcohol Partnership (CAP)** underwent its first-year review and update. Over Christmas, we engaged with residents through an event held in partnership with ASDA to promote the dangers of proxy alcohol sales. Under the CAP initiative, the winner of the young sports person of year award, Lorenzo Costantin has put together a motivational video which is being used by CAP partners on social media and across schools.



Health and Wellbeing event at Magnus



Lorenzo Costantin

Hosted by CVS in partnership with NSDC three **Winter Wellness Events** were held across the district including Newark, Rainworth, and Collingham. A number of partners, including Citizens Advice, Your Health Notts, Talking Therapies and CISWO Coaling Mining Charity, attended to promote the support they offer to residents.

Work and Wellbeing: The **'Improving Healthy Lifestyles'** Task and Finish Group have continued to focus and build on their findings of raised blood pressure within a number of workplaces in the **'Know Your Numbers'** week working in partnership with Newark's Clinical Director to increase the importance of ongoing health checks and the implications of raised blood pressure. The team delivered 84 health and wellbeing checks in partnership with Active4Today to three of our partners, Curry's, Bakkavor and Collingham Medical Practice. 37% of people who had their blood pressure checked, were advised to speak to a GP or healthcare professional regarding high blood pressure.





Improve Health and Wellbeing

Community Engagement in our Parks: This quarter, we have made significant strides in developing our parks to provide free play and exercise opportunities, as well as hosting inclusive and varied events. Some key highlights include:

- **Football Pitch Renovations** were completed at Scone and Devon Park ahead of the season starting in September, and are now in use.
- **Guided Walks:** We organised 6 free guided walks across our parks this quarter. The walks provide opportunity to undertake physical activity and make social connections to support health and wellbeing. We often use the walks as an opportunity to educate of and inform participants about plant and animal species that can be seen in the parks. This quarter we discussed the different species of Willow on site, ending with willow wreath design and making.



- **Junior Ranger Sessions:** were held at Sconce and Devon Park and Vicar Waters for 8-12 Year olds. Sessions focused on the role of the Ranger, and gave children the opportunity to undertake some conservation activities.



- **Green Champions Scheme:** We now have 30 active participants in the district. Through the provision of equipment, PPE and training we have enabled them to become community litter pickers to support us in keeping the district clean and tidy.

- **Music Works:** A further Music Works event was held at Vicar Water Country Park, in conjunction with Music Works and Open Doors. We also hosted a seasonal event at Rumbles Café, where visitors could join in with a festive sing-a-long with Santa.

- **Poetry in Nature** trails and a scavenger hunt were hosted in Sconce and Devon Park, with the winners of poetry competition having their works displayed within the park. These were self led activities.
- **A Christmas Crafts** event was held at Vicar Water Country Park.
- **Park Runs** continue at Sconce and Devon Park and a new



Park Run has commenced at Vicar Water Country Park.



Agenda Page 69



Improve Health and Wellbeing

Improving Cycling and Walking Infrastructure:

The Active Travel Feasibility Report, adopted by Cabinet in November 2024 as a key piece of evidence when developing future planning policy, regeneration and active travel opportunities. 23 routes have emerged from the data as routes where physical infrastructure improvements are most likely to have a significant positive impact on the active travel network. Priorities have been presented along with their alignment the D2N2 Local Cycling and Walking Infrastructure Plan (including consideration of the priority walking zones and cycle network plan) and Nottinghamshire's Delivery Plan. The full report is available here: [website: https://www.newark-sherwooddc.gov.uk/infrastructuretosupportgrowth/Infrastructure to support growth | Newark & Sherwood District Council](https://www.newark-sherwooddc.gov.uk/infrastructuretosupportgrowth/Infrastructure%20to%20support%20growth%20|%20Newark%20&%20Sherwood%20District%20Council)



Improving Air Quality: We continue to work towards cleaner air for our communities across the district. This quarter have supported in decision making, and undertaken research and inspections achieve this aim.

- **Environmental Permit** reviews for timber treatment Best Available Techniques (BAT) are continuing. We have completed one review this quarter and issued the necessary permit. We have had one new application which is in the process of being reviewed and is due to be completed by year end.
- **Pollution Prevention and Control Measures:** During Quarter 3 we have undertaken 10 of the 11 Permit inspections scheduled for the quarter (90.8%) to ensure emissions are being controlled.
- **Air Quality Supplementary Planning Document:** We continue to review planning applications with potential air quality impact. In Quarter 3, 57 planning applications were considered and comments provided for consideration. Furthermore, we have reviewed multiple submissions for the A46 widening scheme and attended and inputted into the hearings.

Financial Support for Households: During Quarter 3 we have continued to ensure that invites are issued to those residents not currently in receipt of localised council tax support but would likely qualify if they claimed. During the Quarter 598 new claims to council tax support were made and awarded, as well as 122 new claims for housing benefit





Improve the health and wellbeing of local residents

Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Number of User Visits - Active 4 Today (all)	725,001	818,751	768,660	750,000
Number of DFG grants awarded	59	37	73	Trend
Number of aids and adaptations delivered in Council homes	New For Q1 24/25	New For Q1 24/25	1,520	Trend
All Other Indicator Types				
Live Leisure Centre membership base (all)	11,148	11,102	11,484	11,500
Leisure Services - based on your experience; how likely are you to recommend us to a friend, family member, or colleague?	New For Q1 24/25	New For Q1 24/25	60.0%	60.0%
Average number of calendar days to process new council tax support applications	20.0	14.9	15.2	14.0
Average no of calendar days to process council tax support change in circumstances	8.0	9.6	20.6	7.0
Total council tax support claimants	6,682	6,659	6,637	Trend
Average no of working days to process new housing benefit claims	19.0	14.5	16.9	14.0
Average no of working days to process housing benefit change in circumstances	4.5	4.4	4.5	4.0
Total housing benefit claimants	3,709	3,447	3,001	Trend
% of businesses in the District with a 0 star food rating (major improvement necessary)	0.09%	0.09%	0.08%	0.18%
% of businesses in the District with a food hygiene rating of 3 or higher (generally satisfactory or above)	92.50%	98.00%	98.00%	98.00%



Improve the health and wellbeing of local residents

Exploring our performance...

Council Tax and Housing Benefit

Processing times for both new and changes to claims of Tax Credit and Housing benefit have been impacted by the migration over to Universal Credit, which created a backlog.

To address this resource was redirected from other tasks to focus on clearing the backlog. As of November, the backlog has been eliminated, and the daily downloads of Universal Credit notifications are up to date.





Increase Supply, Choice and Standard of Housing

What we have been doing this quarter;

Housing is one of the most fundamental and pressing issues affecting the quality of life, well-being, and economic development of our district. We are committed to increasing the supply, choice, and standard of housing in Newark and Sherwood, ensuring that everyone has access to decent, affordable, and suitable homes. To achieve this, we have set out to modernise and improve our Housing Management Systems (HMS) and Repairs Processes, regenerate our housing stock, tackle homelessness, support refugees, and support on the provision of affordable homes.

Housing Management System: The HMS implementation project continues with anticipated go-live of May 2025. In Quarter 3 progress has been made with functionality across the system along with configuring system security and test data being loaded from the legacy system.

Local Authority Housing Fund: All properties under the Local Authority Housing Fund (LAHF) scheme are let to households from the target group i.e. Ukrainian Nationals. Newark and Sherwood have 30 live Ukrainian host placements currently.

Alexander Lodge:

The Facilities Site Supervisor role has had a positive impact on the speed at which accommodation can be reallocated, and ensured it is presented well for the next occupier.

The site and its residents benefitted from generous charity donations for the residents and their children over the festive period.

Tackling Homelessness and the Effects of Homelessness.

Homelessness impacts households and individuals in many ways. Managing a home or tenancy can also be challenging; not everyone has the confidence, knowledge and necessary skills to live independently without risk.

Budgeting, practical skills such as DIY, cooking or gardening, ensuring health and wellbeing, such as GP registration, and dealing with isolation and maintaining healthy relationships are all factors that need consideration when embarking in a new home or coming out of homelessness.

To try and maximise tenancy sustainment and prevent homelessness wherever possible, a skills and training needs assessment has been created and launched to give our residents the opportunity to identify the level of skill they feel they have and recognise courses, workshops and information that will help to build the skills and gain the confidence and knowledge needed to thrive. This initiative will be useful to all residents as well as individuals or households that have or who are experiencing homelessness.

Many of the courses created or identified have been built in partnership with Newark College, Academy Transformation Trust Further Education College, Ollerton and Citizens Advice Central Nottinghamshire.



Increase Supply, Choice and Standard of Housing

Addressing Empty Homes: A private sector housing stock condition survey is currently underway to identify key issues within private sector stock within the district.

We are exploring the option to introduce a levy on second homes in line with recent legislative changes and to amend the current discount for short-term empty properties – a further report will be brought to Cabinet to approve any proposed changes.

Council House Building Programme: We are committed to a further phase of our Development Programme (Phase Six) to deliver up to 50 further properties through direct delivery or appropriate acquisition.

The approval by Cabinet aligned existing S106 Affordable Housing contributions to support financing of the scheme.

The development programme currently has the following under construction/due to start on site with planning approval:

- 3 on South Drive, Newark
- 9 on Lowfield Lane, Newark
- 8 on Station View, Collingham
- 5 on Bowbridge Road, Newark
- 5 on Church Circle, Ollerton

The programme will also include the four units within the Ollerton Town centre regeneration taking the total identified to 34.

Housing Stock Condition Survey: We have commenced the house stock condition survey for our own housing stock and have completed to approximately 70% of our properties. We anticipate completing to approximately 85% surveyed by March 2025.

A Countywide desktop assessment has been undertaken to understand the condition of the private rented sector, from which we will be able to extract our Districts data from.

Our Gypsy, Roma and Traveller (GRT) Community:

We have developed a GRT partnership across a wide range of partners, which we chair, including but not limited to representatives from education, public health, police, fire and rescue, HomeStart.

The partnership is currently developing a Terms of Reference and has identified the following priorities:

- Engagement with the GRT Community – developing a GRT led forum/ GRT Voice with active members of the community.
- Developing communications channels – where key information specific to GRT needs can be shared e.g. recognising community specific issues related to school attendance, immunisation take up.
- Developing an alternative education provision for young people at risk of becoming NEET (not in employment, education or training). A pilot programme is currently underway utilising Shared Prosperity Funding.

A specific update on meeting the housing needs of the GRT community will be provided following completion of the extermination of the councils Development Plan by the planning inspectorate.



Increase Supply, Choice and Standard of Housing

Review the 'Housing Allocations Scheme': Following the completion of the consultation period, feedback received has been reviewed and where appropriate changes were made to the scheme. A 'draft' final version of the scheme has been produced for review by the Director of Housing, Health & Wellbeing and Portfolio Holder for Housing in readiness for final sign-off in Quarter 4 2025.

Arkwood Developments Ltd:

In May 2018, the Council incorporated Arkwood Developments Limited to develop open market housing for sale. The key objectives of the company are to support housing growth that meets existing and emerging needs of Newark and Sherwood District Council, to bring forward sites that other private sector developers are not interested in developing, develop mix of house types to meet local demand, to prevent land banking, and to provide additional income stream to the council to fund its services.

We continue to progress well with our development of 32 houses in Manea, Cambridgeshire. Several units, including the show home, are now close to completion and we have taken our first sale. The first homes are due for completion during March 2025.

In Wirksworth, Derbyshire, following successful planning consent, work has commenced on site with the construction of 30 new homes. These will be going on sale in the Spring 2025 with the first units due for completion by the summer 2025.

In Long Benington, we secured land for development with a conditional exchange of contracts subject to planning permission. The site has outline planning consent with reserved matters and a full planning consent was submitted by Arkwood just prior to Christmas. We are progressing matters with the Planning Authority, and we expect a decision by the end March 2025. We are in the process of finalising the construction costs with a build partner and (subject to planning) work is expected to commence on site late spring 2025.

At Lowfield Lane, Balderton, we have now obtained full planning consent and have agreed a land deal with NSDC as landowner. We are now commencing the procurement process and aim to start on site during the summer.



Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Responsive Repairs - telephony - average length of time to answer call (seconds)	60.3	121.0	33.0	60.0
Number of all tenants who have been evicted for rent arrears	1	0	3	Trend
Number of calls received by Responsive Repairs call handlers	19,355	19,361	17,582	Demand
Number of commercial planning applications	138	118	89	Trend
Number of residential planning applications	20	9	12	Trend
Number planning applications - major	54	42	17	Trend
Number planning applications - non-major	751	587	546	Trend
Number of private housing disrepair complaints received	New For Q1 24/25	New For Q1 24/25	76	Trend
Number of notices issued relating to private rented properties	New For Q1 23/24	0	1	Trend
Number of repairs reported online	New For Q1 24/25	New For Q1 24/25	411	Trend

Exploring our performance

Planning: The number of planning applications we receive gives an indication of the level of construction planned in the district.

The number of residential planning applications being received nationally continues to be low, reflected within our numbers when compared to corresponding period in previous years.

The number of commercial planning applications being received nationally continues to be low, although locally, slightly higher when compared to corresponding period in 2023/24.

As previously reported, it is anticipated that the lower numbers are as a result of the introduction of mandatory biodiversity net gain (introduced on 14th February 2024).

Furthermore, it is assumed that there is a precautionary approach in the residential sector at present following change in Government. Noting potential government planning reforms and revised National Planning Policy Framework, it is anticipated that planning applications for residential could rise over the next 6 to 12 months.

Responsive Repairs: This quarter we have seen lower numbers of calls received by Responsive Repairs call handlers along with a significant drop in Responsive Repairs average length of time to answer call (seconds) when compared to the same Quarter in previous years. This may be due to several factors. Weather conditions were more favourable this year than previous years, and we did not have the additional burden of the impacts of flooding on our properties. We have also recruited to the post of Repairs Customer Services Advisor and have seen 806 fewer repairs reported this quarter compared to 2023/24. Both would result in reduced numbers of calls and reduced length of time to answer calls.

Measuring Success

All Other Indicator Types	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Average time spent in temporary accommodation (weeks)	9.1	12.4	10.2	13.0
Average time to re-let Council properties (days)	28.0	29.4	42.8	28.0
Amount of current arrears as a % of annual rent debit	1.66%	1.63%	2.03%	2.10%
% of rent collected from current tenants as a % of rent owed	99.0%	98.2%	97.5%	98.5%
Amount of current rent arrears	£412,077	£414,728	£586,441	£500,000
Average "End to End" time for all reactive repairs (calendar days)	17.6	12.8	37.3	16.0
% of repairs completed at first visit	90.3%	89.9%	91.1%	93.0%
% of homes with a valid gas certificate	99.5%	99.7%	98.4%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	98.9%	95.5%	99.5%	100.0%
Number of homes delivered through our housing development company Arkwood	44	73	87	Trend
Number of plots commenced to-date through our housing development company Arkwood	87	87	119	Trend
Arkwood - forecast pre tax profit for the year	New For Q1 24/25	New For Q1 24/25	16,000* Pre-Audited	Trend
Number of long term empty properties in the district	New For Q1 24/25	New For Q1 24/25	862	Trend

Exploring our performance

Re-letting Council Properties: This is a primary focus of service improvements for quarter 4 and into the next financial year. We have weekly teams meetings in place to monitor performance and improvements are subject to a bespoke action plan.

Satisfaction with Letting service: Despite the challenges with empty home turnaround, satisfaction remains high and 95% is a stretch target for the team. This may reflect the improved Lettable Standard.

End to End time for reactive repairs: We are reviewing the repairs by trade to understand where the demand is being felt the most so that additional resources can be considered. Areas of stretch are currently brickwork, plastering and joinery.

Gas Certificates: We have an Action plan in place with contractor, complemented by the Compliance team ringing tenants to arrange appointments and establish reasons for non-access, which is starting to improvement, with cases down from 72 in December to 60 by mid-February .

Measuring Success

Exploring our performance

Reletting Council Properties: Process and resource issues continue to impact on our time to re-let our residential properties, combined with an increase in properties becoming vacant. We have undertaken a review of our processes and resourcing. The result of this has been a request for additional resources. We have in the latter half of this quarter achieved an increase in property lettings resulting in a two day improvement.

Amount of Current Arrears: We are seeing a significant number of customers migrating to Universal Credit from legacy benefits which results in larger balances accruing on accounts. In addition, there have been some resource challenges in the team with a high level of sickness and staff turnover. Temporary additional resource has been put in place to improve performance, and we anticipate seeing an improvement over the next two quarters.

Average "End to End" time for all reactive repairs: there is an increased number of outstanding non-urgent works and routine works, for which we have 6 weeks to complete. This is disproportionately affecting the overall performance. Emergency works are being completed on average within 1 day. Additional external contractors have been brought in to tackle the planned works backlog, and we anticipate seeing an improvement during Quarter 4.

% of repairs completed at first visit: We have seen an increase in more complex repairs that have required follow on visits, and continue to develop staff to obtain the correct repair diagnoses. We anticipate seeing improvement during Quarter 4.

Gas Compliance: Contractor performance has seen some improvement, but we still have some outstanding cases which have fallen out of compliance, and cases where visits didn't meet the 2 months before expiry requirement. We continue to monitor contractor performance through weekly performance meetings, and we have agreed an Improvement Action Plan. The contractor has agreed to provide additional resources to complete overdue services and outstanding repairs. We have seen some improvement in performance since December and we anticipate being able to see more measurable improvements towards our target by the end of the 2024/25 reporting period.



How are we performing against our objective to...



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

We have several key initiatives aimed at boosting economic development, employment opportunities, and raising skill levels in our district. These include a review and adoption of a new Sustainable Economic Development and Visitor Economy Strategy for 2023-2028, the redevelopment of the Clipstone Holdings site with sustainable industrial units, the delivery of the 'Shared and Rural Prosperity Fund Programmes' up to March 2025, the reinvigoration of Invest Newark and Sherwood, and the annual review of the 'Infrastructure Funding Statement' to support identified priorities.

Shared and Rural Prosperity Fund Programmes: UKSPF and REPF projects continue to progress in the final year of the current tranche of funding (ending March 2025). Projects supported sit across three investment themes of communities and place, people and skills and supporting local businesses.

Outputs within Quarter 3 include:

- 73 additional participants supported through UKSPF skills and employment programmes
- 44 residents completing volunteering
- 38 businesses receiving 121 support or guidance to improve processes, increase productivity or introduce new to firm processes.

All UKSPF and REPF funding is forecasted to be spent by March 2025 in accordance with the local Investment Plan. In October 2024, the Government announced a 1-year extension to the UKSPF programme, to the value of £25m for the East Midlands region. We are engaging with neighbouring authorities and East Midlands Combined County Authority to develop programme plans from April 2025 onwards and take advantage of this opportunity.



Volunteer it Yourself:

"We've loved working on this knockout project with the Blidworth community and all of the young volunteers and others from the community - thanks to the funding from the UK Shared Prosperity Fund and our partners Dulux!"

Thanks to a grant from the UK Shared Prosperity Fund, community organisation Volunteer it Yourself (VIY) have supported 23 local young people to participate in the renovation of St Andrews Mission Hall, Blidworth, during Quarter 3.

All young people involved were able to gain an accredited trades qualification with the help of VIY Trades Mentors. Not only did they gain valuable skills, but they also improved a vital community space!

14 Market Place: Following a successful procurement process, a contractor has been selected. We will be signing contracts and agreeing a start date in Quarter 4.

How are we performing against our objective to...



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

The Employment and Skills Board now meets quarterly. The board members include representatives from the Department for Work and Pensions; Nottingham Trent University; Newark and Lincoln College; Inspire; West Notts College and the North Notts Careers. The meetings take place in February, May, September and December.

These meetings allow us and other agencies to share information so we develop programs and events to identify, support and expand local opportunities in green and land management sectors, target specific demographics to enable access to education and employment.

Future First Career Expo: The 2024 Future First EXPO was successful in November, supporting over 1,400 students from 9 schools to engage with over 50 businesses to look at career and employment opportunities and pathways. The business sectors who attended included those from:

Construction; Health; Professional Services; Logistics; Manufacturing; Armed Forces; Colleges and Training Providers. Awards were handed out for the following:

- Most Innovative Stand – GXO
- Most Interactive Stand – NHS
- Best Looking Stand – Richmond Plant



Economic Growth: In October we hosted our 4th annual Economic Growth Conference at The Renaissance at Kelham Hall. This year’s theme was ‘Technology, skills, and the future of business in Newark and Sherwood.’ Through unique, engaging, and entertaining keynote speakers and workshops facilitated by leading experts, attendees received valuable insights into recent advances in technology and what these mean for their business, as well as what skills are becoming most essential in our increasingly digital world.

The Air and Space Institute is now officially open and operating. For the 2023/24 academic period, 147 student were enrolled. For the 2024/25 academic period 182 students are enrolled.

2024/25 Academic year Intake		
Qualification Name	Level	Number enrolled
Certificate in Travel and Tourism	2	6
Diploma in Travel and Tourism	3	16
ASI Engineering (Civil)	3	33
ASI Pilot (Civil)	3	35
ASI Engineering (Military & Defence)	3	24
ASI Pilot (Military & Defence)	3	29
ASI Space & Engineering Studies	2	23
Extended Diploma in Travel and Tourism	3	19
Total		185

Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Total number of people supported to access education or training through UKSPF	New For Q1 24/25	New For Q1 24/25	199	Trend
Number of businesses receiving non-financial support (e.g. 1-2-1/workshops)	New For Q1 24/25	New For Q1 24/25	182	Trend
Number of work experience placements offered at differing levels of education within NSDC	New For Q1 24/25	New For Q1 24/25	23	Trend
Number of apprenticeships commenced at all educational levels within NSDC	New For Q1 24/25	New For Q1 24/25	4	Trend
All Other Indicator Types				
Newark Beacon - % of occupied units	92.8%	73.2%	83.3%	88.0%
Commercial Property - % occupied units	100.0%	97.0%	100.0%	95.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	95.0%	100.0%	95.0%
Newark town centre footfall count (average visitors per day)	New For Q3 23/24	7,195	7,408	7,000

Footfall: When we look exclusively at the original 5 sensors, we can see that during Quarter 3 there was an average daily visitor number of 2,770. This is around 3.6% lower than the figure for Quarter 2. It should be noted that there were multiple weather warnings due to snow and storms during this period which resulted in lower footfall and the cancellation of festive events. Consequently, historically busy periods attracted unusually low footfall. Despite this, the events that did take place during this quarter, such as the ALS event in November and Newark Creates event in October, attracted a higher than usual number of visitors.

Helping Business Grow: We do all we can to support businesses to grow in our district. Whether it be supporting with business advice or providing access to grant finder programmes, we're here to help. Every Nook, an online fragrance company based in the district, has been supported to grow and now has a space at the **Beacon Centre** in Newark and has been selected to have a pop-up at John Lewis in Nottingham.

Emma, Owner of Every Nook:

"Earlier this year I first made connections with the business support team within Newark and Sherwood District Council. It is from this interaction that I discovered the Newark Beacon and the space and resources they had available which would help scale my business. I have been fortunate to have had some 1:1 business advice from Dawn Fear, funded by UKSPF, which has been invaluable in focusing my business plan and giving me the confidence to make decisions for future growth."



Agenda Page 81



Reduce Crime and Anti-social Behaviour

What we have been doing this quarter;

We understand that crime and anti-social behaviour (ASB) can significantly impact the quality of life of our residents and communities and are committed to working with our partners and stakeholders to implement a range of measures and strategies to prevent and tackle crime and anti-social behaviour and improve the feelings of safety and well-being across our district.

Situational Crime Prevention.

Using CCTV and Improving lighting: The ASB re-deployable cameras have remained in the same locations within Quarter 3 with no new deployments:

- Newark town centre (Wilson Street) and London Road/Library Gardens – Both areas are repeated ASB hotspot locations.
- Churchill Drive, Hawtonville – incidents have reduced following the initial installation in April 2024. The camera has remained in situ as a deterrent.
- Kneesall Village – CCTV was installed due to the severity of crime and ASB perpetrated by residents. Injunctions were secured and have been served on the individuals involved. The camera has remained in situ as a deterrent.



This quarter there have been 58 constructive outcomes (arrest or Police/Council Intervention) resulting from CCTV intervention, 16 in October 14 in November, and 28 in December.

In this period the CCTV Control Room were proactive in identifying 85 incidents and reactive to 244 requests from Police or Council Officers.

Lighting columns and CCTV at Heron Way Car Park Balderton were installed in December 2024.

The provision of lighting and CCTV has been approved at St Marys Gardens and installation is due to commence during Quarter 4.

ASB Hot Spot Patrol:

We completed 92 hours of dedicated Hot Spot Patrols in Newark Town Centre and Hawtonville.

Yorke Drive has continued to be an area of focus following the enforcement taken in Quarter 2, with two Closure Orders secured on 16th October 2024 due to drug related criminal activity and anti-social behaviour. On 21st October 2024, we secured an injunction on one individual. The injunction terms exclude them from the area. Further enforcement action is in progress, and we continue to have a presence on the estate alongside the police.





Reduce Crime and Anti-social Behaviour

Operation Cognition: We joined forces with Nottinghamshire Police to undertake 2 Op Cognition nights of action raising awareness of Cocaethylene and its effects.

Pub Watch: On 15 November officers from the Licensing Team and Chair of the council visited various pubs and bars in Newark to undertake licensing checks to ensure businesses were operating in the appropriate way. Our principal objectives were to interact with some of the high volume businesses. We visited 10 premises, who were all extremely welcoming. We also had a look at the Taxi Rank on Castle Gate as Cllr Hall has been dealing with complaints from licensed drivers regarding the use of this by private cars.

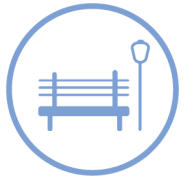


Community Design and Development

We continue to work collaboratively across the council to deliver a co-ordinated approach to Public Protection, Housing and Estate Management and Environmental Services. Yorke Drive activities have required close working from all to assist in environmental improvements alongside enforcement actions for ASB and housing.

During Quarter 3 we have provided input to the planning element of the Yorke Drive regeneration programme, with regard to CCTV and lighting placement and other security considerations.





Reduce Crime and Anti-social Behaviour

Rural Crime and ASB Prevention: Environmental Crime Reduction:

The concession contract with 'District' has continued over the course of Quarter 3 with 112 Fixed Penalty Notices being issued for environmental offences including littering and dog fouling. The data is contained in the performance indicators underpinning the Community Plan.

'District' have served notice to terminate the contract, citing inflationary pressures and rising employment costs. Preparation is being made for the procurement process to begin again following member approval.

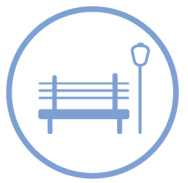
In Quarter 3 we issued the following Fixed Penalty Notices:

- 27 - Fly Tipping
- 11 - Littering
- 4 - Waste Transfer Notes
- 3 - Fly Posting
- 2 - Community Protection Notices
- 5 - Public Spaces Protection Orders, with further enforcement action being taken because of subsequent breaches.

An application has been put forward to the Police and Crime Commissioner (PCC) to fund the target hardening of the property on Rufford Road, where a Section 59 notice, requiring the landowner to clear and secure their site, has been issued.

We have 7 prosecution cases being processed for fly tipping, Duty of Care and failure to provide information.





Reduce Crime and Anti-social Behaviour

Community Crime Prevention

Promoting the Reporting of Anti-Social Behaviour (ASB): An ASB awareness week was held in November. This allowed us to raise awareness of the impacts of ASB and the importance of reporting it. Social media was utilised to:

- Share an account of the effects of (ASB) from the perspective of an individual recently affected by it.
- Raise awareness of the work performed by various litter picking groups within the district.
- Publicise agencies offering support, such as Victim Care and Community Alcohol Partnership (CAP).



Community Engagement and Collaborative Efforts to Address Anti-Social Behaviour, Deliver 'Safer Streets' projects:

School Engagement: We attended Forest View Academy in Ollerton and hosted ASB themed assemblies for Year 5 and 6 pupils, where the children were really engaged; asking and answering questions.

Safety Awareness: Along with Nottinghamshire Police and Nottinghamshire Fire and Rescue Service, we hosted a stall on Newark Market and attended an event at Boughton Hub to raise safety awareness and distribute safety items. We donated 60 keyring style torches to young people at Bilsthorpe Youth Centre after they had raised concerns in respect of their safety.

Developmental Crime Prevention

- **ASB Panel** continues to meet monthly. As part of our interventions with young people, one new referral was received this quarter for a young person to engage with projects in the community designed to raise awareness on the causes, impacts, penalties and consequences of ASB.
- Funding has been secured through the **Office of the Police and Crime Commissioner's Locality Funding** to deliver intervention and diversionary activities to youngsters across our district, including:
 - Running DJ skills workshops in Boughton, Bilsthorpe and Hawtonville Young People's Centres via Nottinghamshire County Council's Young People's Services.
 - Bespoke boxing sessions to secondary schools in partnership with Rainworth and Blidworth Boxing Club.



Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Fixed penalty notices for fly tipping (number issued)	New For Q1 24/25	New For Q1 24/25	98	Trend
Number of fixed penalty notices issued for all environmental offences (excluding fly tipping)	New For Q1 24/25	New For Q1 24/25	783	Trend
Community protection notices/warnings (number issued)	6	17	17	Trend
Number of positive outcomes resulting from CCTV intervention	New For Q1 23/24	No Data Rec'd	145	Trend
Number of evictions (anti-social behaviour)	3	1	4	Trend
All Other Indicator Types				
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	5.0%	19.0%	18.0%	0.0%
% reduction in all crime - Newark & Sherwood District compared against County area	-15.0%	-5.0%	-6.0%	-1.0%

Exploring our performance...

Four community protection notices / warnings were related to dogs.

Crime: NSDC have had a 6% increase in crime while County have had a 1% increase. County performance is better therefore red.





How are we performing against our objective to...

Protect and Enhance the District's Natural Environment and Green Spaces

What we have been doing this quarter;

The natural environment and green spaces of our district are vital assets for our residents, visitors, and wildlife. They provide a range of benefits such as improving health and well-being, mitigating climate change, and enhancing biodiversity. As a local authority, we are committed to protecting and enhancing these assets through various initiatives and actions, as outlined below.

Environment Crime Partnership: In October we attended the Joint Waste Management Board where it was agreed to formally create the Envirocrime Partnership with all Nottinghamshire Councils, with a joint information sharing agreement and communications strategy to help deal with enviro crime.

Environmental Protection Activities: the Public Space Protection Order for Eakring Road is now in force, however securing the site has been difficult due to members of the public who have moved boulders and felled trees to get around the barriers. We are now assessing the options for the site.

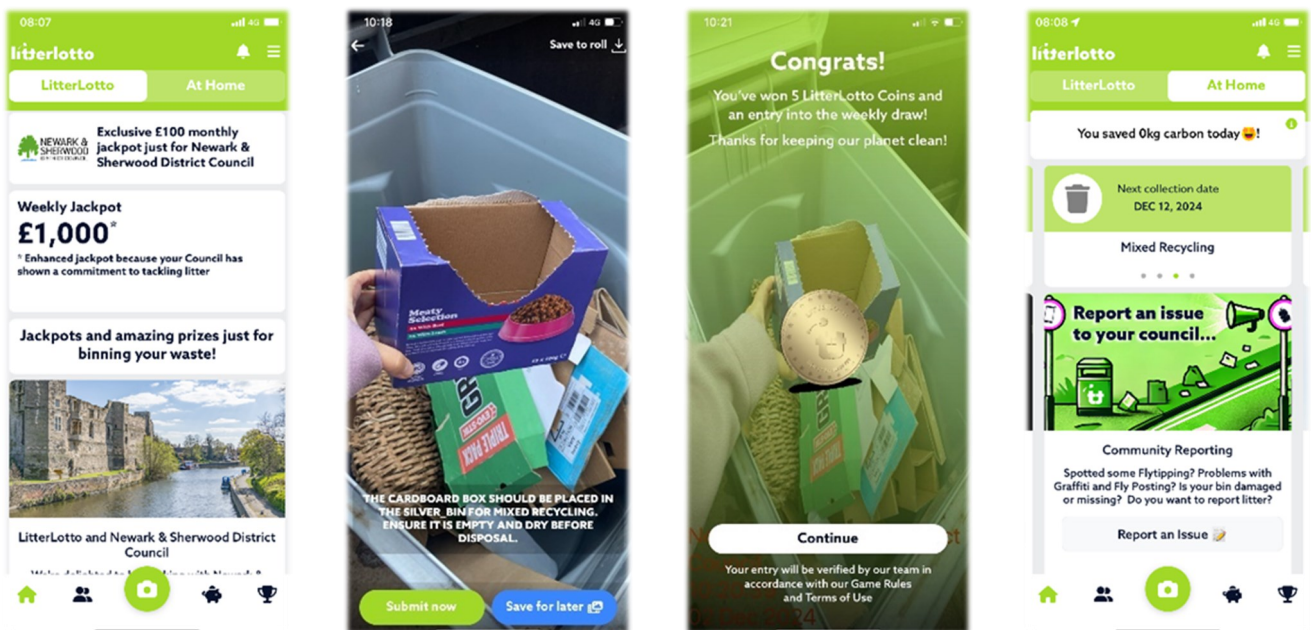
Community Engagement and Recycling Initiatives

Recycling Application:

LitterLotto was launched on 16th December through a press release, social media posts and the resident newsletter.

Residents who sign up to the application can be rewarded for recycling and litter picking; check what can be accepted in the recycling bins using the AI technology; receive bin collection date reminders; and report issues with bins, litter, and graffiti on the go.

In the first few days, 50 active users were recorded, binning 4000 pieces of rubbish. Actual figures will be provided at the end of January 2025 and our first Newark and Sherwood District monthly winner will be announced in the first week of February 2025.



On 20th December, we attended a small launch event in Newark Market Place to promote the new application and answer queries related to recycling, including signing up residents for a glass bin and asking Veolia to consider an issue with the recycling of Tetra Pak cartons at the Household Waste Recycling Centre. We interacted with around 40 residents throughout the day, giving out QR codes to download the app and share with family, friends, and neighbours.



Protect and Enhance the District's Natural Environment and Green Spaces

Community Engagement and Recycling Initiatives

Digital Resources for Communities and Schools:

The KS2 and KS3 recycling presentations and games resources are now available for download on the website, we have advised schools of this new resource.



Contaminated Bin Review:

The contaminated bin review began on 16th December and between 16th – 31st December. It looked at contamination rates within the recycling bins.

There were 415 contaminated bins recorded by waste operatives. We have been able to record the weight of the waste recorded as contamination during these dates and it equates to 3.98 tonnes.

From the data collected between 16th – 31st December, the table outlines what contamination was recorded by waste operatives. In some instances, more than one item was recorded for the same address/bin.

CONTAMINATION ITEM	NUMBER
Food & Fruit Trays	14
Packets, Wrappers & Bags	154
Polystyrene Packaging	25
Takeaway Containers	36
Shredded Paper	7
Drinks Cartons & Coffee Cups	2
Nappies, Sanitary & Pet Waste	25
Other Household Waste	217

Events around recycling:

As part of our Reduce, Reuse, Recycle social media campaign over Christmas, we held two 'Kids Christmas Crafts in the Park' events to show children and families how to transform old books, cardboard boxes, and Christmas cards into Christmas baubles to adorn their trees. Initially scheduled to be held in Sconce and Devon Park, the wet weather forced the event to move indoors to the National Civil War Centre on Saturday 7th December. Around 75 children and adults made decorations throughout the day. QR codes with instructions on how to make the items were provided alongside some tips on how to reduce, reuse and recycle over the festive period.



The same event was offered at Vicar Water Country Park on Sunday 15th December within Rumbles Café. Due to poor weather conditions, numbers were low, with 4 children attending.





Protect and Enhance the District's Natural Environment and Green Spaces

Community Engagement and Recycling Initiatives

Social Media Campaigns Around Recycling:

Gen Z Writes the Script

As part of recycling week from 14th – 18th October and as a way to engage young people in recycling, we took part in a viral trend known as 'When Gen Z Writes the Script'. The video included staff from different sections within Environmental Services and gained over 10,000 views whilst helping to educate on items that can and can not be recycled by our waste processor, Veolia. We paid particular attention to plastics which display the recycling logo but are not recyclable across the county due to the County Council contract.



To help to reduce, reuse and recycle over the festive period, we delivered a 12 Days of Recycling Christmas. Each day provided information on the three Rs for items associated with Christmas. This offered an opportunity to promote our services such as the Christmas Tree Collection Scheme and other ways to recycle items, such as at The Furniture Project in Ollerton.

🎵 On the ninth day of Christmas my waste team took from me...nine broken tree lights. 🎵

We love Christmas a whole 'watt' but if you laid out all the Christmas fairy lights thrown away each year, they would wrap around Earth 3 times!

- 1️⃣ **REDUCE** waste by replacing broken bulbs, repairing broken lights, or simply switching around where you place them in your home.
- 2️⃣ **REUSE** lights as decorations in jars, vases, and bottles. Paint broken, vintage-style bulbs silver or gold as they make great garlands.
- 3️⃣ **RECYCLE** broken fairy lights in the 'small electrical appliances' container at your local Household Waste Recycling Centre.

You can donate working fairy lights to The Furniture Project in Ollerton.

Please use the Recycle Checker to help avoid contaminating bins this Christmas: <https://www.nottinghamshire.gov.uk/.../recycling-checker>

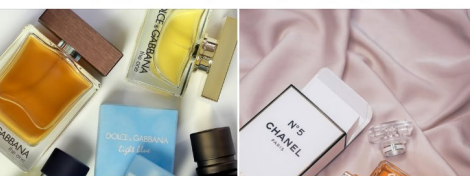


🎵 On the eleventh day of Christmas my waste team took from me... eleven scented bottles. 🎵

On the 10th of December 2023, 31,748 bottles of perfume were sold across the UK alone. That's not to be sniffed at. It isn't just us that smell great during the festive season; we like our homes to smell warm and welcoming too.

- 1️⃣ **REDUCE** the amount of packaging waste by choosing more eco-friendly packaging or fragrances with less packaging.
- 2️⃣ **REUSE** glass diffuser bottles by refilling them with scent and buying reed sticks.
- 3️⃣ **RECYCLE** empty glass perfume, aftershave and reed diffuser bottles in your kerbside glass recycling bin but please throw the reeds in general waste.

Please use the Recycle Checker to help avoid contaminating bins this Christmas: <https://www.nottinghamshire.gov.uk/.../recycling-checker>



🎵 On the twelfth day of Christmas my waste team took from me... twelve adverts eaten. 🎵

Hopefully, you are lucky enough to have enjoyed an advent calendar this year... because you know their days are numbered! 11.5 million calendars we buy are filled with chocolate, which means they contain a fair amount of plastic.

- 1️⃣ **REDUCE** waste from advent calendars by buying a more sustainable option that can be used year after year.
- 2️⃣ **REUSE** recyclable materials to make your own and start a new Christmas tradition. Take a look at the DIY calendars in this link for inspiration: <https://uk.pinterest.com/r2pxdesign/diy-advent-calendar/>
- 3️⃣ **RECYCLE** the outer cardboard packaging of bought calendars in your silver recycling bin but place the inner plastic tray in your general waste bin as this is not currently recyclable by Nottinghamshire's recycling provider.

Please use the Recycle Checker to help avoid contaminating bins this Christmas: <https://www.nottinghamshire.gov.uk/.../recycling-checker>



Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Number of fly tipping incidents	1,129	1,189	1,215	1,350
Number of events held in NSDC parks	181	273	342	113
Number of loads rejected at Veolia's disposal facilities	New For Q1 23/24	0	0	2
Kg of residual household waste collected per household	367.8kg	363.3kg	Awaiting External Data	Trend
Number of children reached via environmental education visits including river health and 'Motion for the Ocean'	New For Q1 24/25	New For Q1 24/25	2,599	675
Number of targeted focus weeks	New For Q1 23/24	5	2	5
All Other Indicator Types				
% fly tipping incidents removed within 72 hours	95.9%	93.4%	97.7%	80.0%
Number of level 1 graffiti incidents not removed within 36 hours	New For Q1 23/24	0	0	0
Number of level 2 graffiti incidents not removed within 10 days	New For Q1 23/24	0	0	Trend
% of failing sites - street and environmental cleanliness - litter	1.1%	0.0%	0.0%	2.7%
% of failing sites - street and environmental cleanliness - detritus	1.5%	0.6%	1.2%	1.7%

Exploring our performance

Number of targeted focus weeks – due to staff changes and workload the focus week programme stalled in Quarter 3, however targeted deep cleans have continued. For example, we undertook a successful focus week in Balderston in October.

Kg of residual household waste collected per household—We received this data a quarter in arrears. Quarter 2 data has now been received: - 248.58Kg collected.





Reduce the Impact of Climate Change

Climate change is an important and complex challenge, possessing significant risks to the environment, the economy, and the well-being of people and communities. Local authorities have a crucial role to play in mitigating and adapting to the effects of climate change, as we are responsible for delivering essential services and managing local resources. We are committed to reducing our carbon footprint and contributing to a greener and more sustainable future.

Brunel Drive Masterplan: The proposals for Brunel drive were approved at Cabinet in December.

The project will commence in the first quarter of 2025 by the appointment of a consultant and the production of applications to enable statutory permissions to be sought.

The project will be phased over the next 3 financial years to fit in with likely service changes.

Market Place Improvement Project: In December 2024, we worked with the Town Board and Newark Town Council to agree a schedule of works for the Market Place Improvement Project. We have developed a vision and established principal outcomes for the scheme which will be agreed with the Board during Quarter 4.

Installation of Solar Panels:

Installation has been completed at the following five sites and are generating power.

- Newark sports and fitness
- The Newark Beacon
- Dukeries Leisure centre
- Scone and Devon Park (café roof)
- Vicar Water (Café roof)

Two further sites scheduled for installations are Gladstone House and Broadleaves.



Home Upgrade Grant (HUG) Scheme Support: 46 owner occupied homes within the Newark and Sherwood District Council area are currently engaged in the HUG2 scheme of which:

- 9 have had their energy efficiency improvement measures installed.
- 5 installations are in progress.
- 13 have been surveyed and costs submitted to the Principal Contractor for approval.
- 9 are awaiting survey/at design stage.

Replacing Oil Heating Systems with Air Source Heat Pumps and Solar Panels: To improve affordability for tenants and reduce carbon emissions we secured funding to upgrade 102 properties on oil heating systems to air source heat pumps heating systems and solar panels. During Quarter 3 we upgraded three properties, bringing our total to 104. Furthermore, we have secured additional funding to upgrade a further three properties, due for completion in quarter 4. This will conclude our program for the 2024/25 period.



We have submitted a bid for a Warm Homes Social Housing grant, to upgrade a further 300 hundred properties over a three-year period to decarbonise the heating systems and improve thermal efficiency of the properties. The grant will cover up to 50% of the capital and revenue cost of these upgrades.

Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Number of Council homes with retrofitted energy efficiency measures	New For Q1 24/25	New For Q1 24/25	266	Trend
Total gas and electricity energy consumption across Council owned corporate assets	New For Q1 24/25	New For Q1 24/25	757,141	Trend
Total energy generated from solar panels on Council owned corporate assets (Kwh)	New For Q1 24/25	New For Q1 24/25	57,077	Trend
Total businesses or community facilities supported with energy efficiency measures through successful UKSPF applications	New For Q1 24/25	New For Q1 24/25	7	Trend
All Other Indicator Types				
% of household waste sent for reuse, recycling and composting	37.4%	36.1%	Awaiting External Data	40.0%
Number of missed bins (per 100,000 households)	43.1	32.9	35.2	45.0
Total number of garden waste subscriptions	19,188	20,949	21,678	20,000
Number of missed assisted collections	New For Q1 23/24	150	186	Trend

Exploring our performance

Total energy generated from solar panels on Council owned corporate assets: Due to a minor signalling issue the meters at Dukeries Leisure Centre are not functioning correctly. As the Solar PV is similar size to that at Newark Leisure Centre, we estimate this figure to be higher by 33000kWh. Therefore 01/04/24 to 31/12/24 is in the region of 90077kWh. We are discussing this with the provider in Quarter 4 (January) to resolve this issue.

% of household waste sent for reuse, recycling and composting: We received this data a quarter in arrears. Quarter 2 data has now been received: - 38.69Kg collected.

Total number of garden waste subscriptions: 19,280 customers paying for 21,678 bins.





Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

What we have been doing this quarter;

We aim to foster community spirit, pride of place, and connectivity through adaptable cultural activities, strategic marketing campaigns, and support for local projects. Key efforts include promoting family-friendly tours, completing heritage site developments, collaborating on community actions, offering grants, and supporting veterans. We also plan to revitalise town centres and ensure diverse participation in our major projects. Newark Town Board have recently reviewed their Board Structure and adopted an approach based on key sectors and identifying local partners to champion those sectors within the Board. This includes private, voluntary, education, community, youth and public sectors.

In October we won **Kids In Museums Family Friendly Museum of the Year Award** in the Best Small Museum Category. We were assessed on five separate occasions by 'Secret Shoppers' and scored against how welcoming, relaxing, fun, accessible and affordable they found us to be. They commented on the museum's exhibitions, family resources, staff and facilities, including the café. Our Family judges commented on how welcoming and relaxing the museum is for families.

"We visit a lot of museums as a family, and out of everywhere this has had the most activities that my 5y/o has proactively engaged with, we went around twice to return to his favourites. Plus because he was busy I had the time to read the information which was brilliant"

Kids in Museums Judge

"They seem to engage very well with the local community and there was evidence of creative groups, toddler groups and work with schools"

Kids in Museums Judge



We also secured funding from the **Group for Education in Museums and the Culture, Health and Wellbeing Alliance** to pilot projects using cultural venues to support the wellbeing of local communities, we are one of 6 venues across the country to secure this funding.



Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

The **National Portfolio Organisation (NPO)** is recognised by Arts Council England and receives regular funding to deliver arts and cultural activities. These organisations cover various disciplines like visual arts, theatre, dance, literature, music, and museums, supporting a diverse and sustainable arts sector in England. We were chosen for our ability to meet the Arts Council's goals of promoting creativity, cultural education, diversity, and community engagement, and are included in the activities over the following pages.

The Open Doors programme has progressed positively during this quarter. Projects of note include:

- **Creative Influencers** – our youth group of 13 – 17 year olds – who have not only visited Sheffield's National Video Game Museum and watched Little Shop of Horrors at the Crucible, but also got involved with our pantomime production, and several of them got up on stage during Press Night to interview the cast! They also worked with the Artist in Residence on her final project.
- **'A Polish Heart Beats Here'** exhibition was installed at the National Civil War Centre. This is the culmination of a project working with the local Polish community to co-create an exhibition highlighting the historical ties between Newark and Poland, and celebrating the vibrant Polish community that thrives in the area.
- **'Mining for Stories'** where we collaborated with Bilsthorpe Heritage Museum and members of the former mining community to co-create a touring exhibition. The tour kicked off in Bilsthorpe during in Quarter 3 and will be visiting Ollerton and Edwinstowe over the coming months. Feedback from the Bilsthorpe stage of the tour was positive, with museum staff reporting an increase in footfall during the event and uptake in community interest in their mining heritage. Oral histories have been captured and stored within the National Civil War Centre and Bilsthorpe Museum an interest in further partnership working.





Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

Enhancing Family Engagement, Community Integration and Community Access: We continue to deliver a wide and varied program of events at and out of the Civil War Museum, to appeal to a wide range of audiences.

School Visits

From October-December 2024 we welcomed 625 young people, an increase of 209 pupils from the year before. Evaluation sheets are completed by teachers at the end of every visit. All visits were deemed 'excellent' and teachers comment on how engaged students were throughout the day.

"A wonderful day. My 3rd visit and I look forward to returning next year. Fantastic for the staff and a great day out for the students"

History Coordinator, The Bishop Stortford School

"We valued the pupil's engagement enjoyment and there was lots of participation. We want to return again next year. Thank you for a very enjoyable day!"
Year 8 visit, Amhurst school, Loughborough

"Excellent engaging host, well designed sessions"

KS2 Teacher, Elston All Saints Primary School

Family Engagement

Our weekly **Mini Museum** sessions are now fully booked for every session. Because of our Family Friendly Museum of the Year Award, Kids in Museums sent along a photographer in December and the images will be used in national campaigns to improve the family offers of museums across the country, further raising profile of the Museum, Newark and the District.

We have delivered three more successful **Family Saturdays**, attended by 475 people.

- October's event was part of the Festival of Creativity in partnership with Newark Creates.
- In November we made shadow puppets and magic wands
- In December we made wreaths from greenery collected from Sconce and Devon Park.

Due to high winds, we offered a safe venue to undertake a Christmas event normally held in our parks, so visitors made recycled Christmas decorations in our Tudor Hall. We have planned a number of partnership events with the Environment team in 2025 and have committed to using recycled materials in our craft activities as much as possible this year!





Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

Enhancing Family Engagement, Community Integration and Community Access Continued...

Alive with Music

The second 'Alive with Music' event was hosted at the Palace Theatre, bringing together local musicians, professionals and community groups to network and share their experience of working collaboratively, and was attended by 70-100 individuals who provided positive feedback.



Talks and Tours

Our partnership with The Friends of The National Civil War Centre has strengthened in 2024 and we work together to curate a programme of talks on a range of subjects. This quarter we hosted the book launch for local historian Stuart Jennings' new book about Newark in the British Civil Wars, as well as talks on food in the seventeenth century with Dr Mark Dawson, female highwaymen, and early modern Christmas music with 'A Merrie Noyse'.

84 people attended our talks this quarter. Many of these are new audience members, attracted by a new focus on social, as well as military history. This community is growing, and we look forward to continuing to develop this audience in the coming months.

A-Level Debate Project conferences

In September 2024 the Oracy Commission published recommendations that address the rising importance of oracy skills in a rapidly changing world. In order to respond to this national focus and to promote the A level Debate Project, we collaborated with Newcastle University Library and Archive to develop source-based resources. Then in November we ran two conferences, one at The National Civil War Centre and one at Newcastle University library in collaboration with the Newcastle Team and Voice 21. 28 teachers attended the conferences across the two days.

"Excellent CPD session with a range of strategies to improve oracy skills for myself and my students"
Conference Attendee

"Positive opportunity to share practice"
Conference Attendee

"Favourite CPD I have ever attended. Really excited to put this into practice"
Conference Attendee

Agenda Page 96



Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

Enhancing Family Engagement, Community Integration and Community Access Continued...

National Profile as the centre for the study of The British Civil Wars

In order to ensure our continued relevance and connection to current research in the field, we are working to create a professional network for all sites across the country who tell the story of the British Civil Wars. Our ongoing collaboration with our academic partners and colleagues across the country will result in the publication of *A History of the Civil Wars in 100 Objects* in February 2025. This publication will be accompanied by resources for primary and secondary schools developed by us. Filming has taken place in our galleries and schools' resources have been written in Quarter 3 and are awaiting publication in February alongside the book.



Hilarious Histories: Historical comedy character Professor Edvard Von Goosechaser has been entertaining crowds at the National Civil War Centre - Newark Museum for the past 7 years. He was back for the Halloween season with a hilarious hellraising show 'Sects and Violence'. On Friday 8 November, we travelled back in time to All Hallows' Eve 1668 for the annual Professor Edvard von Goosechaser lecture on all things supernatural. The subject was mad prophets, prophetesses and crazy 17th century cult leaders. Throughout the course of the evening, the Professor took audience members on a laugh-out-loud journey, exploring the prophet with the most ridiculous name, how eating a raw potato could bring you closer to God, and the catastrophic curse wars that erupted between two cults and one fledgling religion.





Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

Seasonal Destination Marketing Campaigns and Brand Ambassadors: We have successfully delivered several seasonal destination marketing campaigns to promote visitor attractions, working closely with accommodation and food providers, as well as event promoters. This included the shop local Christmas campaign over social media which generated 59,653 views/impressions, 27,528 reach and 610 interactions.

We've been actively involved in informing a wider destination management plan through District and Borough meetings and a new events calendar will be launched in early 2025.



The Town and City Gift Card has been developed and designed and contracts are now signed following due diligence checks – it is expected to launch in March 2025.

Event Name	Date
Festival of Creativity	5th—6th October
A Likely Story	1st November
Christmas Light Switch On	25th November
Steampunk / Christmas Market	7 - 8th December

Newark Cultural Heart Programme: In Quarter 3, the programme plan included four events, detailed in the table, across 6 event days in Newark town centre. Due to adverse weather conditions the Christmas Lights Switch on was cancelled resulting in an output of 3 events and 5 event days. Both positive business and visitor satisfaction was received for the events that took place with an increase in town centre footfall of 3,036 visitors.

Newark Creates delivered 'A Likely Story' – a historical projection on Newark Town Hall depicting local stories, engaging families and communities. Footfall of 3,900 was recorded in the market place over the duration of the event, which also featured a light and sound scape in the Church Gardens and an activity in the Civic Centre museum's Tudor Hall which had more than 400 visitors.





Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

Supporting Community Led Days of Action

Poetry in Nature Trail: To help young people connect with nature, we created a nature trail with a poetry outcome for Sconce and Devon Park. Young people used their senses as they enjoyed their surroundings, collecting vocabulary to create their own poem about nature. Poems received were displayed at Rumbles Café in Sconce and Devon Park. For younger children, a scavenger hunt of items in Sconce and Devon Park was provided for families to enjoy. The self-guided activities ran throughout the half-term holiday from Saturday 19th October until Sunday 3rd November.

Approximately, 50 of the Poetry in Nature Trails and 80 of the Nature Detectives Scavenger Hunts were enjoyed throughout half term.



Magnus School Wellbeing Event: The Magnus School Wellbeing Event was held on Wednesday 16th October. We provided information around recycling through interactive boards and a 'Spin to Win' game. The event for us was a huge success as we interacted with around 300 young people about recycling. We were really impressed as their overall knowledge was very good!



Anti-social Behaviour Week: As part of "Let's Talk ASB" Day for Anti-social Behaviour Awareness Week, we were at the Boughton Community Hub on 20th November. We offered residents advice around recycling and fly tipping through games. Around 6 local residents attended the afternoon event.



Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

Supporting Community Initiatives through Grant Schemes: We recognise the important contribution that local organisations make to improving peoples' quality of life and that small amounts of funding can often help to get a project off the ground or enhance its impact. Our Community Grant Scheme aims to support district based registered charities, voluntary and community groups, societies or clubs with projects or initiatives that align to the Council's Community Plan objectives. The Efficiency East Midlands (EEM) Small Grant Scheme, are awarded monthly, and aim to support groups who cannot access larger grants for reasons including not having a bank account or having fund below a threshold. Awards are always a value of £500 or less.

Round 2 of the 2024/2025 Community Grant Scheme was delayed due to one of the panel members being unwell. The panel has been rearranged for the 8th of January.

This Quarter, the Efficiency East Midlands (EEM) Small Grant Scheme awarded 3 community groups funding to the value of £1,500.00.

Clipstone and Ollerton Funding Feasibility: Within the Autumn Budget in October 24, the Government confirmed its intention to continue with LUF 3 grant awards, including the £20m commitment for Sherwood.

Following a report to Cabinet in July 2024, progress associated with Ollerton and Clipstone projects was paused beyond the continuation of activity approved within existing budgets. Negotiations have continued with interested tenants, in addition to ongoing workstreams associated with securing the remaining match funding. In December 2024, a report was taken to Cabinet to secure additional forward funding to enable the ongoing progression of both projects.

Stodman Street: The site is progressing well with works nearing completion on the foundations, the steel frame has been manufactured, planning conditions have been discharged for the relevant stages of the construction.

Supporting the Veteran Community

In November we held the consecutive Veterans Remembrance Afternoon Tea. This event was hosted for the first time in Quarter 3 2023/24 and the event was well received, as such it was decided to host the event again this year.

The event was booked to capacity with around 110 veterans enjoying an afternoon tea and a performance of a 1940s style singer, in the atmospheric setting of the Newark Town Hall Ballroom which was decorated in honour of Remembrance Day.



Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Total footfall across all heritage and culture services and sites	New For Q1 23/24	76,641	95,897	75,000
Total number of admissions - National Civil War Centre	9,821	12,253	12,706	10,500
Total number of admissions - Palace Theatre	38,365	41,102	53,628	40,000
Number of people reached through direct participation and outreach	New For Q1 23/24	8,894	9,372	9,000

Pro-active programming and linked events such as themed family Saturdays are continuing to support increased footfall to the National Civil War Centre.

The theatre has experienced a highly successful autumn season, including the first West End Musical - Blood Brothers - and a record breaking pantomime season.

The Arts Council England funded programme of outreach continues to deliver quality activity across the district, including a Polish Exhibition, a touring exhibition in Bilsthorpe and Edwinstowe called 'Mining for Stories', our Artist in Residence programme and a VR project with young people.




MINING FOR STORIES

Journey back in time to unearth the rich history of our local mining communities with **MINING FOR STORIES!** A unique exhibition sharing the experiences of miners and their families from Ollerton, Thorseby, and Bilsthorpe.





Be a Top Performing, Modern and Accessible Council

Striving to be a top-performing, modern, and accessible council is crucial for meeting the evolving needs of our community. The initiatives outlined below are essential for enhancing our operational efficiency, ensuring regulatory compliance, promoting staff well-being, and driving continuous service improvements. By focusing on these areas, we aim to build a resilient and responsive organisation that serves the public with integrity and excellence.

Communication Strategy: The Communications and Marketing team are currently undergoing a restructure. This is in preparation for the delivery of the Communications and Marketing Strategy. The restructure will see four clear areas of focus for the team, Sales and Marketing, Corporate Communications, Internal Communications and Digital Communications, which we are in the process of appointing to.

Customer Experience Strategy: The Customer Satisfaction Officer will be focussing on our complaints handling and customer satisfaction.

Corporate Peer Challenge: The final report has now been received and has been shared with staff and member colleagues, as well as being made public on our website. An officer and member working group will be established to work through the recommendations and pull together an action plan, this is likely to be ready for April and will be presented to Cabinet for endorsement.

Expanding and Refreshing the Wellbeing and Engagement Programme: During Quarter 3 we have delivered the Serving People Improving Lives Awards and a range of festive themed activities for staff wellbeing and engagement.

We have also launched Ambition Academy, our first learning and development platform on which employees can access around 50 different courses to develop their skills. We have also included several wellbeing modules such as avoiding burnout, speaking up, neurodiversity at work and feeling resilient.

We have continued to develop the 'Investing in You' project and have delayed the launch for a short time. We are recruiting to a new post in the Communications and Marketing Team which will have a focus on employee engagement, and it makes sense that this post holder is able to shape the final program.

Regulatory Inspections and Requirements: Evidence has been gathered and updated in relation to the assessment criteria set by the regulator of social housing and a gap analysis and our position has been identified with some actions in place. This latest updated position and details of the gaps will be reported to Senior Leadership Team and the Tenant Engagement Board during Quarter 4 and will continue to be reported each quarter to Tenant Engagement Board until we are inspected.

Recruitment and Retention Measures:

Over 50% of job descriptions have now been updated by Managers.

The piloting of Zellis, the digital Job Evaluation system, has been completed in Quarter 3 and the results are being analysed and will inform system parameters.

During Quarter 3 we have also been working with a provider to offer a Pension Additional Voluntary Contribution's to staff which is due to Launch 01/04/25. This will offer staff a tax efficient way of saving for retirement.

Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Engagement rate with posts issued on NSDC Facebook and X combined	746,000	857,351	721,328	750,000
Contact Centre - telephony - average length of time to answer call (seconds)	79.0	113.0	74.0	120.0
No of digital web form transactions	23,054	36,891	37,481	27,000
% business rate collection	81.1%	80.6%	81.9%	73.7%
% council tax collection	79.7%	79.9%	79.5%	80.8%
No of phone calls presented to Contact Centre	87,228	81,755	81,145	Demand
No of face to face contacts (Castle House)	9,322	11,947	12,696	Demand
Satisfaction with lettings service	94.0%	93.0%	90.0%	95.0%
Satisfaction with careline services	New For Q1 24/25	New For Q1 24/25	100.0%	90.0%
Satisfaction with temporary accommodation	New For Q1 24/25	New For Q1 24/25	94.7%	90.0%
All Other Indicator Types				
% effective response to careline calls within 60 seconds (industry standard)	New For Q1 24/25	New For Q1 24/25	98.9%	97.5%
% of planning applications (major) determined in time	87.5%	93.0%	91.0%	90.0%
% of planning applications (non-major) determined in time	93.4%	92.0%	92.9%	90.0%
% invoices paid within 30 days - whole Council	98.1%	98.2%	95.0%	98.5%

Telephone Engagement: The average time to answer a call in Quarter 3 was 46 seconds compared to 100 seconds in Quarter 2 which has resulted in the year to date figure of 74 seconds. Demand is in line with what is happening within the Council and nationally.

Web Transactions: In December 2024 we launched the free trees for residents scheme which resulted in 471 online forms being submitted.

Council Tax Collection: The collection profile has been changed recently to more accurately reflect actual performance against the instalment profile now that council taxpayers can elect to pay over 10 or 12 months. The collection performance will be monitored on a weekly basis to identify any customers who may be experiencing hardship.

OUR WORKFORCE



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

Career development

We actively support and encourage our staff to develop their careers with us. This quarter we have seen offers gain a Masters in Urban Planning and an apprentice pass the parentsip with a distinction, achieve a level three award and become CIPD qualified.

Long Service

Tis quarter two officers have gained their 25 year long service award.

Serving People Improving Lives (SPIL) Awards 2024

On Friday 22 November we held the annual Serving People and Improving Lives (SPIL) Awards at Kelham Hall in Newark and it was amazing to see so many colleagues there celebrating our hard work this past year.

From Long Service Awards to Team of the Year, it was a night full of celebrations.

The following recognition were celebrated:

- **Team of the Year** - Financial Services
- **Chief Executive Award** - Winner - Yorke Drive Enforcement team
- **Manager of the Year** - Business Manager Public Protection
- **Colleague of the Year**—Transformation
- **Apprentice of the Year**—Tennent Engagement Apprentice



Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Average number of sick days per employee (FTE) per year lost through sickness absence	5.5	4.8	4.5	4.9
% of staff turnover	New For Q1 23/24	10.0%	10.0%	9.8%

Newark & Sherwood District Council Compliance Report

2024-25 Quarter 3

Introduction

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

Corporate Compliance

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

Blidworth Leisure Centre	Newark Beacon Innovation Centre
Bridge Community Centre	Newark Castle
Buttermarket Shopping Centre	Newark Lorry Park & The Ranch Café
Castle House	Newark Palace Theatre
Church Farm Business Centre	Newark Sports And Fitness Centre
Brunel Drive Depot - 4 Buildings (A, B, C, D)	Ollerton Housing Office
Dukeries Leisure Centre	Queens Sconce Visitor Centre
Farrar Close	Sherwood Forest Arts & Crafts Centre
Gilstrap Centre Public Toilet	Southwell Leisure Centre
Hawtonville Community Centre	The Tom Mann Pavilion
National Civil War Centre	Vicar Water Visitor Centre

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

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

Performance Indicators for Corporate Compliance for Q3 2024/25

Indicator	Previous Quarter	Current Quarter	Target
% Completed Legionella tests (due this quarter)	100%	100%	100%
% Completed Legionella Risk Assessments (due this quarter)	100%	100%	100%
% Completed Asbestos Condition Surveys (annual)	100%	100%	100%
% Completed Asbestos Annual Reviews (due this quarter)	100%	100%	100%
% Completed Fire Risk Assessments (due this quarter)	100%	100%	100%
% Completed Gas Boiler Services (due this quarter)	100%	100%	100%

% Completed Electrical Inspection Reports (due this quarter)	100%	100%	100%
% Completed Lift Inspections (due this quarter)	100%	100%	100%

Exploring Our performance

All compliance indicators for commercial buildings have consistently achieved a 100% return over the past three quarters

Performance Housing Compliance

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

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

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

Performance Indicators for Housing Compliance for 2024/25 Quarter 3

Indicator	Previous Quarter	Current Quarter	Target
% Completed Legionella tests (due this quarter)	100%	58%	100%
% Completed Legionella Risk Assessments (due this quarter)	100%	65%	100%
% Completed Asbestos Condition Surveys (annual)	100%	100%	100%
% Completed Asbestos Annual Reviews (due this quarter)	100%	100%	100%
% Completed Fire Risk Assessments (due this quarter)	55%	Awaiting data	100%
Number of outstanding RED Fire Risk Assessment actions	2	8	Trend
Number of outstanding AMBER Fire Risk Assessment actions	1	99	Trend
% Completed Gas Boiler Services (due this quarter)	98.6%	98.35%	100%
% Completed Electrical Inspection Reports (due this quarter)	99.6%	99.5%	100%
% Completed Lift Inspections (due this quarter)	100%	100%	100%

Exploring Our performance

- Performance for Legionella testing and risk assessments has significantly dipped since Q2. The team has met with contractors and agreed on a programme to catch up on delayed work, aiming for compliance by March 2025.
- Gas boiler servicing is slightly under the 100% target, with access to properties being the main challenge. Legal proceedings are being used to gain access to properties not meeting targets, and weekly meetings with contractors are in place to monitor progress and improve service.
- Electrical inspection reports are also slightly under the 100% target. The contractor fell behind schedule but is now improving, working towards getting six months ahead of the programme to minimise future non-compliance, with good progress towards compliance by March 2025
- We are awaiting figures for Fire Risk Assessments for Q3

Green Space Compliance

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

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

Risk

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

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



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

Director Lead: John Robinson, Chief Executive
Deborah Johnson, Director - Customer Services & Organisational Development

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

Report Summary	
Report Title	Community Plan Refresh
Purpose of Report	To present the refreshed Community Plan 2023-2027 (<i>appendix 1</i>)
Recommendations	That the Policy & Performance Improvement Committee endorse the refreshed Community Plan 2023-2027 and forward any comments to Cabinet for consideration at their meeting to be held on 1 April 2025.

1. Background

- 1.1 The Community Plan is the key direction setting document used to outline the priorities and vision of the Council for a four-year term. The current Community Plan has been in place formally since December 2023, when it was approved by Full Council.
- 1.2 The Community Plan is one of a suite of documents, setting out and defining the Council's priorities. Another key document within this suite is the Performance Report, which was refreshed and the performance indicators updated based on the 2023-2027 Community Plan. The new performance indicators came into effect as of Quarter 1 2024/25.
- 1.3 Portfolio Holders, committee Chairs and Vice Chairs have been working to review progress against the Community Plan as it enters the start of the third year (*Figure 1*). The purpose for reviewing the Community Plan is to understand which actions have been completed and embedded within everyday operations, enabling those to be removed from the plan which allows the outstanding actions to be clearly visible. This visibility then allows the Administration to inwardly challenge whether what is outstanding is still a priority and account for any emerging priorities which have arisen since the development of the plan.

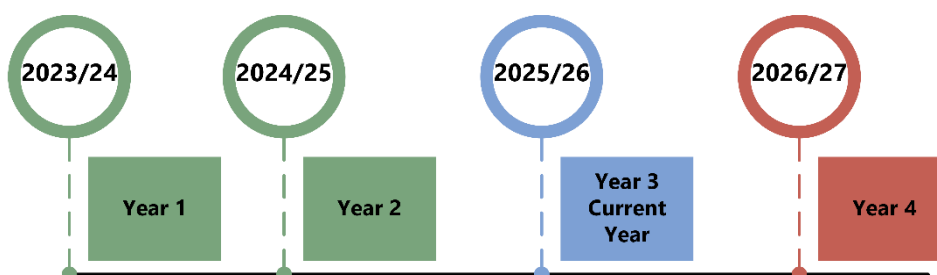


Figure 1. Community Plan Timeline

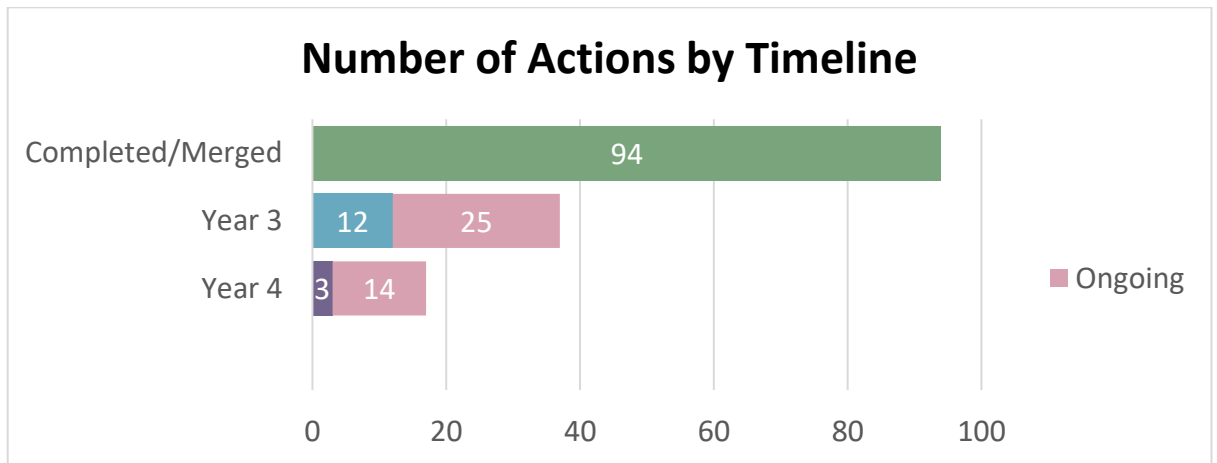
2. **Proposal/Options Considered**

- 2.1. At the core of the Community Plan is its objectives, which consists of 8 objectives covering the breadth of Council business. These objectives were reviewed by Members as part of this process, to understand the priority order of each objective and to sense check whether these objectives still reflect the priorities and ambitions of the Council.
- 2.2. As such work has been undertaken within the refreshed Community Plan **Appendix 1** (to follow) to propose that our Objectives are rebranded, to be known as our Ambitions, as well as some changes to the phrasing of particular Ambitions. These Ambitions are reflected by 7 separate statements (*figure 2*).



Figure 2. Community Plan Ambitions

- 2.3. To complement this, the actions contained within each of the Ambitions have been reviewed to understand whether the actions have been completed and embedded into business as usual and can therefore be removed from the plan, or where crossovers exist and a synergy can be sought between actions and finally, what is currently ongoing or yet to begin and will do so in either year 3 or year 4.



- 2.4. The proposal to remove actions which are complete and have been embedded into business-as-usual processes is necessary for the visibility and accountability of the refreshed Community Plan, however this did mean that our everyday services felt underrepresented within the plan. As described by the LGA, “Local government touches the lives of everybody, every day”¹
- 2.5. As such it has been proposed that a new page should be inserted within the refreshed plan entitled ‘Services we provide for Communities Every Day’ (*page 12, appendix 1*). This forms part of a holistic overview that the Community Plan sets out, from our District, through the mechanics of the Council and how we finance our plans. The inclusion of our everyday services demonstrates why we exist and how we serve communities day in day out, which then leads into the Ambitions the Council has over and above those day-to-day services.
- 2.6. This process has also included some additional actions being added into the Community Plan. All changes to the actions, including actions which have been removed or added in, can be reviewed with **Appendix 2**.
- 2.7. As such, it is recommended that Members of the Policy and Performance Improvement Committee review the refreshed Community Plan and endorse the plan to Cabinet.

3. **Future Considerations:**

- 3.1 The 2023-2027 Community Plan is likely to be the final plan produced by Newark & Sherwood District Council, due to the impending Local Government Reorganisation. As such the plan has been amended to include an action which focuses on ensuring that the Council seeks to secure the best outcomes for the communities of Newark & Sherwood arising from this impending reorganisation. With that in mind, the Community Plan may need to flex and adapt to ensure a smooth transition, expected to take effect within the next 2-3 years.

4. **Implications**

¹ [What is local government? | Local Government Association](#)

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

Financial Implications (FIN24-25/6470)

- 4.1 Many of the actions within the Community Plan do not require additional financial resources due to the nature of the actions. For many of the actions that require additional budget, this budget has been included within the 2025/26 budget or within the Medium-Term Financial Plan. Actions for which clarity is needed will be reviewed prior to the 2025/26 budget and Medium-Term Financial Plan being approved by Cabinet and Full Council post approval 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.

Forward Plan

For the Period February 2025 - May 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

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
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-sherwooddc.gov.uk	Open	
Day 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	

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 & Sherwood Funding Updates (incl. Castle Gatehouse Project)	Cabinet	18 Feb 2025	Portfolio Holder - Sustainable Economic Development	Neil Cuttell, Business Manager- Economic Growth & Visitor Economy Neil.Cuttell@newark-sherwooddc.gov.uk	Open	
Woodland Planting Schemes	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	
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	

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
Cost of Living Update	Cabinet	1 Apr 2025	Leader - Portfolio Holder Strategy, Performance & Finance	Cara Clarkson, Business Manager - Regeneration and Housing Strategy cara.clarkson@newark-sherwooddc.gov.uk	Open	
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	
Newark Lorry Park Improvements	Cabinet	1 Apr 2025	Leader - Portfolio Holder Strategy, Performance & Finance	Steven Chitty, Major Capital Projects Delivery Manager steven.chitty@newark-sherwooddc.gov.uk	Part exempt	
Development Plot Adjacent to Newark Lorry Park	Cabinet	1 Apr 2025	Leader - Portfolio Holder Strategy, Performance & Finance	Steven Chitty, Major Capital Projects Delivery Manager steven.chitty@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
Bassetlaw, Newark & Sherwood Community Safety Partnership Strategy	Cabinet	1 Apr 2025	Portfolio Holder - Public Protection and Community Relations	Jenny Walker, Business Manager- Public Protection jenny.walker@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, 18 February 2025 at 6.00 pm.

PRESENT: Councillor P Peacock (Chair)

Councillor R Cozens, Councillor S Crosby, Councillor L Brazier, Councillor S Forde, Councillor C Penny, Councillor P Taylor and Councillor J Kellas

ALSO IN ATTENDANCE: Councillor N Allen, Councillor S Haynes, Councillor R Jackson and Councillor P Rainbow

237 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.

238 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

Councillor S Forde declared an interest in Agenda Item No. 14 – UK Shared Prosperity Fund Updates – as he had been involved in a project which had been given funding.

Councillor L Brazier declared an Other Registerable Interest in the same item as the Council representative of Newark & Sherwood CVS, who had also been allocated funding.

239 MINUTES FROM THE PREVIOUS MEETING HELD ON 21 JANUARY 2025

The minutes from the meeting held on 21 January 2025 were agreed as a correct record and signed by the Chair.

240 2025/26 PROPOSED GENERAL FUND REVENUE BUDGET (KEY DECISION)

The Business Manager – Financial Services presented a report which enabled Members to consider the spending proposals in the Council's proposed 2025/26 General Fund Revenue Budget. The budget proposals had been prepared in accordance with the Council's budget setting strategy for 2025/26, as approved by Cabinet on 24 September 2024.

The Local Government Finance Settlement provided councils with the amount of government grant and other information pertinent for setting next year's budget. The provisional settlement was announced on 18 December 2024 and the final settlement on 3 February 2025. It was reported that the assumed Council Tax increase within the proposed revenue budget was an increase in the Band D equivalent of 2.99%.

AGREED (with 6 votes for, 1 against and 1 abstention) that Cabinet recommends to Full Council at its meeting on 6 March 2025:

- i. the following amounts be now calculated by the Council for the 2025/26 financial year, in accordance with Sections 31 to 36 of the Local Government Finance Act 1992 as amended by the Localism Act 2011:
 1. £57,162,110 being the aggregate of the amounts which the Council estimates for items set out in Section 31A(2)(a) to (f) of the Act, as the District Council's gross expenditure for 2024/25);
 2. £36,261,250 being the aggregate of the amounts which the Council estimates for the items set out in Section 31A(3)(a) to (d) of the Act, as the District Council's gross income for 2024/25); and
 3. £20,900,860 being the amount by which the aggregate at (b)(i) above exceeds the aggregate at (b)(ii) above, calculated by the Council, in accordance with Section 31A(4) of the Act, as its Net Budget Requirement for the year;
- ii. the figures shown as i.1. and i.3. above to be increased only by the amount of Parish Precepts for 2025/26;
- iii. the budget amounts included in the report be the Council's budget for 2025/26; and
- iv. the fees and charges shown in Appendices C1-C22 be implemented with effect from 1 April 2025.

Reasons for Decisions:

To enable Cabinet to make recommendations to Council of the amounts to be calculated in accordance with Sections 31 to 36 of the Local Government Finance Act 1992, as amended by the Localism Act 2011, for the purposes of setting Council Tax levels for the 2025/26 financial year.

Options Considered:

Not applicable, the Cabinet is required to make recommendations on the budget to the Full Council.

241 CAPITAL PROGRAMME BUDGET 2025/26 TO 2028/29 (KEY DECISION)

The Business Manager – Financial Services presented a report which detailed the proposed capital schemes over the medium term, together with the available resources to finance them. In accordance with the Financial Regulations, Cabinet was required to consider the Capital Programme and recommend to the Council the final Programme for approval on 6 March 2025.

In respect of the general fund capital expenditure, the Council intended to spend £50.190m from 2025/26 to 2028/29 on the schemes set out in Appendix A to the report.

AGREED (with 7 votes for and 1 abstention) that the 2025 General Fund schemes set out at Appendix A to the report, as committed expenditure in the Capital Programme for 2025/26 to 2028/29, be recommended to the Full Council on 6 March 2025.

Reason for Decisions:

To enable the Capital Programme to be considered by Cabinet in accordance with Financial Regulation 6.2.3 prior to its submission to Council.

Options Considered:

If the Council did not have a Capital Programme, this would result in not being able to deliver the schemes and not achieve the objectives in the Community Plan.

242 2025/26 TO 2028/29 MEDIUM TERM FINANCIAL PLAN (KEY DECISION)

The Business Manager – Financial Services presented a report detailing the Council’s Medium Term Financial Plan (MTFP) for the four financial years for 2025/26 to 2028/29. The MTFP provided a clear financial framework for delivering the Council’s Community Plan objectives over the plan period and maintaining the Council’s MTFP was an essential pre-requisite to the annual budget setting process for future years. The MTFP updated assumptions on expenditure, income and financing for the four-year period.

AGREED (with 6 votes for, 1 against and 1 abstention) the Cabinet recommends the 2025/26 to 2028/29 Medium Term Financial Plan (MTFP) for approval by the Full Council at their meeting to be held on 6 March 2025.

Reason for Decision:

To provide a framework to support the Council’s future spending plans.

Options Considered:

Not applicable, the Cabinet is required to make recommendations on the budget to the Full Council.

243 COUNCIL TAX SECOND HOME PREMIUM AND SHORT-TERM EMPTY DISCOUNT

The Business Manager – Financial Services presented a report which set out the current position relating to second homes in the district and put forward proposals to charge a premium on second homes and changing the discount available for short-term empty properties. The Levelling-Up & Regeneration Act 2023 had introduced new powers for councils to charge premiums on second homes. Councils had discretion to decide whether to introduce the premium and the level up to the maximum threshold of 100%.

The proposal in the report was to apply a 100% second home premium with effect from 1 April 2026, and to extend the discount period for short-term empty property charges to a maximum of 84 days but to reduce the awarded discount to 25%.

AGREED (unanimously) that Cabinet:

- a) note the position in relation to Second Homes and short-term empty properties; and
- b) recommend to Full Council for approval to levy a Second Homes premium with effect from 1 April 2026, in line with recent legislative changes and to amend the discount for short-term empty properties from 1 April 2025.

Reason for Decision:

To assist the Council with achieving its objectives of creating more and better-quality homes through our roles as landlord, developer and planning authority and reducing crime and anti-social behaviour within our communities.

Options Considered:

The alternative options were detailed in the body of the report.

244 PAY POLICY STATEMENT 2025/26

The Business Manager – HR & Training presented the proposed Pay Policy Statement for 2025/26 which the Council was required to produce annually in accordance with Section 38 (1) of the Localism Act 2011. A copy of the Statement was attached as an appendix to the report.

AGREED (unanimously) that Cabinet recommend the Pay Policy Statement for 2025/26 to Full Council for approval.

Reason for Decision:

To ensure compliance with Section 38 (1) of the Localism Act 2011.

Options Considered:

Not applicable, the publication of the Pay Policy Statement is required by the Localism Act 2011.

245 LOCAL GOVERNMENT ASSOCIATION (LGA) PEER CHALLENGE

The Director – Customer Services & Organisational Development presented a report which updated the Cabinet on the results from the Council's Peer Challenge undertaken by the Local Government Association (LGA) and set out the next steps towards the development of an action plan to tackle the report findings. The full report was attached as an appendix to the report.

The LGA report recommendations were summarised, and it was proposed to convene a member Working Group to discuss the report findings and agree an action plan to respond to any areas that require development. The membership of the Working Group was set out in paragraph 3.2 of the report.

AGREED (unanimously) that Cabinet note:

- a) the report at Appendix A and its recommendations; and
- b) the formation of a Working Group tasked with forming an action plan to address those findings.

Reasons for Decisions:

The LGA team provided a presentation of key findings on the last day of the Peer Challenge and have now followed this up with a full report. It is now important for the Council to examine those findings and produce an action plan on how we will use the recommendations to improve our performance.

Options Considered:

The review could be delegated to the Policy & Performance Improvement Committee, but it is considered appropriate for the Leader of the council to chair the group and for senior Members of Cabinet, Policy & Performance Improvement and Audit & Governance Committees all to be involved. Work streams can be delegated to Policy & Performance Improvement Committee, Audit & Governance Committee and other Council bodies as appropriate.

246 MAJOR NEW WOODLAND PLANTING SCHEMES (KEY DECISION)

The Director – Communities & Environment presented a report which appraised Members of the potential for the Council to contribute to two major tree planting schemes in Newark & Sherwood with the aim of increasing habitat connectivity and biodiversity, health and wellbeing and with a potential to help offset the Council's future carbon emissions.

Nottinghamshire County Council had purchased two large parcels of land within the district to create significant woodland areas. The sites were in Little Carlton and Torney Abbey Farm near Southwell. The budget commitment required for the development of the two sites was set out in the report.

AGREED (unanimously) that Cabinet:

- a) close the capital schemes in relation to climate change and PV solar panels realising a saving of £414,341; and
- b) invest £309,915 of the savings identified at a) in creating a new capital scheme in relation to the contribution to Nottinghamshire County Council for the two major, tree planting trees in the District.

Reasons for Decision:

In line with the objectives set out in the Community Plan, this is an opportunity to create 2 significant woodland areas in Newark & Sherwood and to offset some of our future carbon output. The schemes also protect and enhance the district's natural environment and green spaces and reduce the impact of climate change.

Options Considered:

Newark & Sherwood does not currently hold sufficient land to be able to deliver schemes of the size and scale being suggested within this report. This is not a project we could deliver in our own right. We could choose not to allocate funding to the project and this would leave a funding gap for NCC to fill. This would be met in time through NCC selling carbon offsets and would mean the scheme is likely to come to fruition in Newark & Sherwood without NSDC support. However, we would not have played a direct delivery role which would be at odds with aspirations within the Community Plan and mean we would not be able to claim 30% of the carbon as future offsetting.

247 NEWARK AND SHERWOOD FUNDING UPDATES (KEY DECISION)

The Business Manager – Economic Growth & Visitor Economy presented a report which provided an update on the Newark and Sherwood funding programmes, specifically the Long-Term Plan for Towns (Newark); the UK Shared Prosperity Fund (District wide); and the delivery of the remaining Newark Towns fund projects. The report included specific updates on the Newark Castle Gatehouse and Newark Cultural Heart (Newark Market Place improvements) projects.

AGREED (unanimously) that Cabinet:

- a) note the update for the Long-Term Plan for Towns Funding opportunity and support the ongoing liaison with the Town Board to review and shape a Newark Investment Plan upon publication of the revised Prospectus;
- b) approve £100,000 of additional revenue budget funded from the Capital Feasibility Reserve to allow the continued progression of feasibility and design work for the Newark Market Place improvements, which forms part of the Newark Cultural Heart Towns Fund, as detailed in paragraphs 4.4 of this report;
- c) approve an additional capital budget of £1,020,600 for Newark Castle Gatehouse financed by the Change Management Reserve, as noted in paragraph 3.0 of this report; and
- d) note the expected contribution of up to £1.345m of UK Shared Prosperity Funding and approve a revenue budget of £433,000 for 2025/2026, as detailed in 2.8 of this report, subject to formal confirmation of the Council's UKSPF allocation. The remaining £912,487 may be added to the Council's capital programme, subject to a future Cabinet report regarding proposed commitments.

Reasons for Decision:

To continue to deliver catalyst regeneration projects for Newark through the delivery of Newark Cultural Heart, Newark Castle Gatehouse, and new opportunities through a revised Long-Term Plan for Towns Fund, as well as support for district wide schemes, with funding available through the UK Shared Prosperity Fund.

Options Considered:

There is the option to not engage in any revised Long-Term Plan for Towns process and to leave any Investment Plan to Newark Towns Board. This has been discounted on the basis that the Council remains an important partner within the Towns Board and will continue to offer insight, influence and ability to deliver in addition to having an ongoing role as accountable body. Moreover, the Council has a track record, with partners of delivering catalyst and transformative regeneration within the Town.

There is the option not to 'front-load' support the delivery of the Newark Market Place improvements or to decline to increase the capital budget to allow delivery of the Newark Castle Gatehouse Project. This has been discounted as the alternative would be to return the remaining Towns Fund Grant to Government and not implement schemes that have community and stakeholder support.

248 UK SHARED PROSPERITY FUND 2025/26

The Shared Prosperity Fund Programme Manager presented a report which gave a comprehensive update on the regional and local delivery of the UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund from April 2025. The Council had been awarded £1,345,487 for UKSPF in 2025/26 which was assumed by the East Midlands Combined Authority to be split £589,492 capital and £755,995 revenue but it was possible to amend those allocations providing minimum capital thresholds were met. It was therefore proposed to use £912,487 capital and the remaining £433,000 revenue in accordance with the proposed local commitments schedule set out in table 3 of the report.

AGREED (unanimously) that Cabinet:

- a) note the report, including the updates associated with the UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF);
- b) approve the proposed UKSPF revenue commitments detailed in Table 3 of the report, subject to; a) separate Cabinet approval of the budget of £433,000 required in 2025/2026; b) formal confirmation of the Council's funding allocation; and c) any necessary funding due-diligence checks, including from the East Midlands Combined County Authority (EMCCA);
- c) note the 'in-principle' capital commitment of £912,487, detailed in Table 3 of the report, subject to; a) a future Cabinet report relating to the relevant project to seek approval to commit the funding within the Council's Capital programme; b) formal confirmation of the Council's 2025/2026 UKSPF allocation; and c) any required due-diligence checks from EMCCA; and

- d) approve the proposed underspend and change control process, as outlined in 1.15 of this report.

Reasons for Decision:

The recommendations in the report are presented to enable continued delivery of the UKSPF strategic priorities identified by community partners, focussing on the commitment of funding towards projects that deliver the Council's Community Plan objectives, the UKSPF sub-themes as set out by MHCLG, and to avoid gaps in community, skills and business support provision.

Options Considered:

There is the option for the Council not to accept any future UKSPF allocation and decide not to participate in delivery of the scheme. This is not recommended as it represents a missed opportunity to deliver impactful priority projects, that deliver the Council's community plan objectives.

There is also the option not to commit funding to existing priorities identified within the current UKSPF programme. This approach is not recommended as it would likely fail to recognise the strategic investment priorities identified by the Council, and key stakeholders. This would also result in the withdrawal of valued support programmes for businesses and residents, linked to core services and mainstream skills provision.

249 SOUTHWELL AMENDED NEIGHBOURHOOD PLAN

The Director – Planning & Growth presented a report which updated the Cabinet on the progress of the development of the Southwell Amended Neighbourhood Plan and sought to approve the District Council response to the same. The current Southwell Neighbourhood Plan was adopted in 2016, and since 2020 Southwell Town Council as the 'Qualifying Body' had been carrying out a review of the Plan with the intention of modifying it and replacing it with an Amended Neighbourhood Plan.

Following the first public consultation stage, Southwell Town Council submitted a Submission Draft version of the Neighbourhood Plan to the District Council. Officers had prepared comments on the Submission Draft version of the Amendment Neighbourhood Plan which were attached as Appendix A to the report. It was noted that the proposed Design Code represented one of the more significant areas of concern with the District Council's comments from the previous stage not seeming to have been accepted.

AGREED (unanimously) that Cabinet approve the District Council consultation response to the Southwell Amended Neighbourhood Plan as set out in Appendix A of the report.

Reason for Decision:

To allow the District Council to submit a consultation response on the Southwell Amended Neighbourhood Plan.

Options Considered:

It is necessary for the District Council to run the Regulation 16 Consultation on the Southwell Amended Neighbourhood Plan because Southwell Town Council have submitted a Neighbourhood Plan proposal under Regulation 15 (1) of The Neighbourhood Planning (General) Regulations 2012. Officers' comments are necessary to address issues around consistency with national and local planning policy, and to improve the precision and effectiveness of the Neighbourhood Plan in reaching decisions on development proposals in Southwell Parish.

250 WINTHORPE WITH LANGFORD NEIGHBOURHOOD PLAN

The Director – Planning & Growth presented a report which updated the Cabinet on the progress of the development of the Winthorpe with Langford Neighbourhood Plan and sought to approve the District Council response to the same. Since 2020, a steering group of local residents, had led the production of the Winthorpe with Langford Neighbourhood Plan. The Plan identified key issues relating to development for the community, set out a vision and objectives for development in Winthorpe with Langford Parish and contained a range of policies to be used in the assessment of development proposals.

Following several rounds of consultation, Winthorpe with Langford Parish Council had submitted a Submission Draft version of the Neighbourhood Plan to the District Council. Officers had prepared a consultation response on the Submission Draft version of the Neighbourhood Plan which was attached as Appendix A to the report.

AGREED (unanimously) that Cabinet approve the District Council consultation response to the Winthorpe with Langford Neighbourhood Plan as set out in Appendix A of the report.

Reason for Decision:

To allow the District Council to submit a consultation response on the Winthorpe with Langford Neighbourhood Plan.

Options Considered:

It is necessary for the District Council to run the Regulation 16 Consultation on the Winthorpe with Langford Neighbourhood Plan because Winthorpe with Langford Parish Council have submitted a Neighbourhood Plan proposal under Regulation 15 (1) of The Neighbourhood Planning (General) Regulations 2012. Officers' comments are in some cases necessary to correct inaccurate or misleading material in the Neighbourhood Plan and in other cases intended to make the document easier to understand and use in reaching decisions on development proposals in the Parish.

251 UPDATE ON THE CREATION OF AN IN-HOUSE CCTV CONTROL ROOM (KEY DECISION)

The Portfolio Holder and Director – Communities & Environment presented a report which provided the Cabinet with an update on the project to create an in-house CCTV Control Room based in the District. The report set out the background to the project

which was last reported to the Cabinet in March 2024 and the latest funding position given delays to the funding release for the Long-Term Towns Fund in 2026/27 and pending Government guidance. A full review of the internal CCTV system was appended to the report as exempt information given it was commercially sensitive and could pose a cyber risk if disclosed.

The Cabinet debated the merits of going into partnership with other local authorities to share costs.

AGREED (with 7 votes for and 1 abstention) that Cabinet:

- a) note the findings of the internal CCTV Review;
- b) approve the integration of the internal cameras within the new control room;
- c) note the changes in the Long-Term Towns Funding;
- d) approve the Capital Budget, financed by the Change Management Reserve as set out in Section 6.3 of the report for the:
 - New control room at £700,000
 - Integration of internal CCTV systems into the new control room at £40,000; and
- e) approve procurement via the ESPO Framework of:
 - Consultant costs for complete start-to-finish project management of £39,160 funded from the General Fund favourable variance in 2024/25.

Reasons for Decision:

The creation of the CCTV Control Room previously approved at Cabinet aligns with the Community Plan Objective 4 – Reduce Crime and Anti-Social Behaviour.

Bringing NSDC CCTV Assets centrally into the control room ensures legal compliance and increases the control reach.

Options Considered:

Work with an external existing control room to monitor our cameras – this would not allow for a dedicated Newark & Sherwood monitoring as it would sit within another partnership.

Create a new partnership with shared resources and a new control room – it is possible once the new control is set up that decisions are made to bring in further CCTV cameras from outside of the district for a revenue fee. This would need to be considered in line with the control room aims.

Meeting closed at 7.54 pm.

Chair