

# Newark and Sherwood District Council Performance Report

2021-22 Q3

1 October to 31 December 2021



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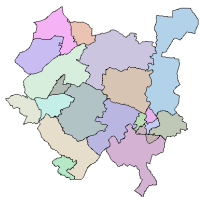
@Newark and Sherwood District Council

# Introduction

We, 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](#) (2019-2023). 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.

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 2021 (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’.

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## Our Performance

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

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## 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

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## 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.

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# Our District

## About Newark and Sherwood...



A resident population of 123,127 (14.7% of Nottinghamshire's population).

54,992 dwellings of which 10% are owned by the Council (social housing).

The average age is 45.5 years. 5.3 years older than the English average of 40.2 years. 22.4% of Newark and Sherwood's residents are 65+. Higher than the England average of 18.5% and Nottinghamshire average of 21%.

There are on average 1.89 people per hectare within the district. This is sparser than the England average of 4.34 people per hectare and the Nottinghamshire average of 4 people per hectare.

70.4% of the district's working age population (16 to 64) are qualified to a Level 2 or higher. This is 7.8% lower than the England average of 78.2%.

Median gross annual pay for residents is £30,679. This is 2.26% higher than the Nottinghamshire average but 3.42% lower than the England average.

## How is our district?

This data tell us something about our district in quarter 3 (Oct-Dec 2021). Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.



**767 dwellings completed** by March 2021. A 38.9% increase from the previous year.

**195 affordable homes completed** by March 2021. A 45.5% increase from the previous year.

**7,296 dwellings committed or under construction.** A 5.8% decrease from the previous year.

The number of planning applications we receive gives an indication of the level of construction planned in the district. The number of applications have risen across the board compared to quarter 2. Commercial applications have decreased against the same period last year but residential applications and minor and major applications have all increased against the same period last year;

**18 commercial planning applications** were validated

**169 residential planning applications** were validated

**44 major planning applications** were received

**896 minor planning applications** were received



**2,600 people are currently unemployed** across the District. This is a reduction of 4% since quarter 2 and a 31% reduction compared to the same period last year.



**9.5% of town centre retail premises were vacant** in quarter 3 (the town centres measured are Newark, Edwinstowe, Ollerton and Southwell). This is the same as quarter 2.

Over quarter three **115 businesses were 'born' and 120 businesses 'died'**. This is comparable to the previous quarter.

## Interactions with the Council

This information shows how busy quarter 3 has been for the Council in terms of customer interactions.

- **927 face to face contacts** were held at Castle House. This is a 218% increase since quarter 2 but is still lower than pre-Covid levels (Q3 in 2019/20 was 10,995 contacts).
- **90,010 calls** were made to the contact centre. An 11% increase from the same period last year.
- **13,627 digital web form transactions** were completed by our customers. A 100% increase from last quarter.

How are we performing against our objective to...

Create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area



### What we have been doing this quarter;

- ⇒ The increasing number of Covid infections, due to the Omicron variant, triggered the Local Resilience Forum to request that HART once again take more support referrals for district residents. Therefore, the HART team was stood up again to provide cover over the festive period.
  - ⇒ We also stepped up to support the incredible work of the NHS and CCG in delivering the booster vaccination programme in the lead up to Christmas. After the new-walk in site opened on 20 December at Newark Showground, alongside more than 50 other vaccination sites across Nottinghamshire, Councillors and officers from across the Council signed up to volunteer their time to support the mass vaccination programme.
  - ⇒ This winter we supported Nottinghamshire County Council to deliver the Department for Education Holiday Activities and Food (HAF) Programme. The Community Relations team managed the district's programme over the school Christmas holiday period supporting children and young people aged between 5 and 16 who are in receipt of benefits-related free school meals. 450 places were commissioned through 4 providers with events including; a trip to the Palace Theatre where young people were treated to craft activities, a hot lunch and a festive panto performance, and a programme of events with Active4Today including swimming and multi-sports which also included a hot lunch.
- KUALA KEUDS CHRISTMAS HOLIDAY CHILDRENS ACTIVITIES TRIPS RUFFORD COUNTRY PARK**

**FREE TO ELIGIBLE CHILDREN AGED OVER 8**

December 20th - Newark  
December 21st - Clipstone  
December 22nd - Farnsfield

1.30am coach leaves  
.30 coach returns

Ages 8 - 14

Mini Golf  
Laser Tag  
Combat Archery  
Forest Activities  
HOT LUNCH PROVIDED
- Image: Promotion of the HAF Christmas Activities*
- ⇒ Staff also referred residents to the Household Support Grant. This grant is distributed by us to support vulnerable households to meet daily needs such as food, clothing, and utilities. By the end of December residents had received £38,000 in food vouchers and £25,000 in energy vouchers. The Customer Services team dealt with resident requests and as of 21 December 27% of all the referrals across Nottinghamshire (excluding the City) had come from NSDC.
  - ⇒ We generate income for local causes through our Community Lottery. We currently have 56 good causes signed up to the Lottery and at the end of December 25,000 tickets had been sold generating £12,500 for registered good causes. In addition a further £2,500 was generated through the Operator Fund and this will be distributed to a number of the registered good causes through a lottery draw.
  - ⇒ In line with our digital declaration, and to encourage the use of our digital services, we have been training involved tenants to develop their digital skills and enable them to train other tenants. This digital training is now complete and we are finalising the content of the lesson plans and handbook. These resources will then be tested during a number of pilot sessions at Chatham Court Hub before the training is cascaded to other tenants. The engaged tenants wishing to progress further with their digital learning have been connected with Inspire and Newark College.
  - ⇒ The Lowdham Cocker Beck flood alleviation scheme successfully secured Outline Business Case (OBC) approval from the Environment Agency, and therefore can progress to the Full Business Case (FBC). The formal planning application for the Lowdham scheme was submitted in October.
  - ⇒ Work to increase the flood resilience of local communities has continued. We have requested the Flood Management Authority (Notts County Council) share the most up to date list of Newark and Sherwood's flood wardens and all the flood resilience store contacts have been reminded of the need to submit up to date details. This allows us to keep our contact register up to date and plan for future training.



**Activities continued;**

- ⇒ The Parish and Town Council Initiative Fund is a £200,000 grant fund programme and the focus of the scheme between 2020 and 2023 is 'Cleaner, Safer, Greener' in line with our commitment to making the district a better place to live. The first year of the grant focused on 'greener' and the impact of the grant scheme in year one was reported to Committee in September 2021. For the second year of the scheme grants focus on 'safer' and 10 applications were awarded in the November cycle of the fund.
- ⇒ Our work to tackle speeding continued this quarter. We provided training, assistance and advice to a number of new and existing groups and Community Speedwatch was carried out at the Clipstone day of action.
- ⇒ We are seeking to enhance and improve the opportunities for tenant engagement. A plan for tenant engagement was developed and taken to tenants for consultation. The response to the tenant engagement consultation was low in numbers highlighting that alternative methods of engagement need to be employed, and we are currently looking at using social media, targeting specific neighbourhoods for pop up events, and telephone and door knocking campaigns. However, the survey did enable 33 new tenants to be engaged, meaning that at the end of December we had 71 actively engaged tenants.
- ⇒ We also successfully ran a by-election for a vacancy in the Rainworth South & Blidworth Ward.

**Our Customers said:-**

"I would just like to say what a pleasure it always is when coming in to Castle House for any reason. The staff are always friendly and helpful, no matter what the query or problem is. I must also say how useful the computers in the entrance area are to me. I do not have any form of laptop/i-phone myself, as such it is getting more and more difficult to get by in the modern world. I have recently been searching for work, and without use of your computers I just would not stand a chance, they are a lifeline."



How are we performing against our objective to...

## Deliver inclusive and sustainable growth



### What we have been doing this quarter;

- ⇒ 7 priority projects were identified for funding as part of the Newark Town Investment Plan. The projects continue to move forward and be delivered with progress as follows;
  - ◇ The Construction College opened in summer and continues to deliver skills development and training.
  - ◇ The planning permission for the International Air & Space Technology Institute (IASTI) has been submitted to be considered in February 2022 and the full business case for the site should be completed by March 2022. Currently the 50 students studying with IASTI are based at Newark College with the aim of moving to the specialist premises in September 2023.
  - ◇ The demolition of the Cattle Market is complete allowing progression with the Gateway Scheme and discussions are ongoing with Highways England regarding the effect of the A46 on the project.
  - ◇ The planning application for the redevelopment of Stodman Street will also be considered in February 2022 and, pending approval, construction will start in summer 2022.
  - ◇ The business case for 'Cycle Town' part of the aspiration to work with a range of partners to transform Newark into a '20-minute town' was approved. We will now progress to deliver new cycle hubs across Newark.
  - ◇ The project to enhance the visitor experience at Newark Castle is progressing. A full business case is in development and a bid for National Heritage Lottery funding is being created.
  - ◇ Newark Cultural Heart, a project which plans to drive and measure additional footfall and local spend through the repurposing of public buildings and spaces, an ongoing calendar of events and activities, and development of a brand for the town is progressing with the creation of a full business case, and a public realm assessment is being planned.
- ⇒ The 'Future First Expo' was delivered on 3 November 2021. 1,200 young people attended from 8 schools alongside 50 employers. This interactive event showcased everything the area had to offer in terms of careers, training and education to the young people in attendance. The event was a success and we are planning to undertake another Expo in Autumn 2022.
- ⇒ We are continuing to facilitate the Employment & Skills Board (ESB) which looks to bring together employer voices to tackle employment and skill issues. The board is currently reviewing its course provision to ensure it delivers a programme that will improve the skills of the district's workforce, with courses such as, English for Speakers of Other Languages (ESOL) and HGV (driver) boot camps planned for the upcoming programme.
- ⇒ We continue to lead, shape, influence or in some cases directly deliver key required infrastructure including;
  - ◇ Continuing to work on the design and delivery model of the A1 Overbridge with Highways England and Nottinghamshire County Council.
  - ◇ Continuing to plan for the delivery of the Southern link Road with a wide range of partners. The Council was successful in its bid to the Levelling Up Fund (LUF). This road was part of this bid and secured £20 million of funding.
- ⇒ The fourth round of the High Street Diversification programme, offering businesses small grants focused on diversification of social media, has closed and the evaluation of the fund is being reported to the Economic Development Committee in January 2022.
- ⇒ We offer a comprehensive programme of support to ensure sustainable economic growth for local businesses. In the year to date the support included;
  - ◇ 30 sessions held giving Information, Advice and Guidance (IAG) for businesses
  - ◇ 196 occasions where we have provided support for businesses to obtain grant funding
  - ◇ Over 70 local businesses supported with training and mentoring programmes

**Activities continued...**

- ⇒ In the November 2021 budget the Chancellor confirmed the successful outcome of the Council's £20m Levelling Up Fund (LUF) for the Newark Southern Link Road. We have also had confirmation of a £1million receipt towards the York Drive Regeneration project from the Brownfield Land Release Fund. Also, in partnership with Nottinghamshire County Council, a grant of £1.4million has been confirmed for 4 projects across Newark & Sherwood. The Council continues to horizon scan and ensure it is prepared to access grant funding opportunities, and we are expecting to apply for grants in the following areas; a Heritage Lottery Fund grant for the Castle Gatehouse project, funding from the Decarbonisation Fund to reduce our carbon footprint, a bid to the Levelling Up Fund and a bid to the (yet-to-be-launched) UK Shared Prosperity Fund.
- ⇒ Work continues on the production of a draft 'Allocations & Development Management Development Plan'. The key factor effecting amending of this document is the securing of deliverable pitch provision for the Gypsy and Traveller community. Planning Policy are engaging with relevant colleagues within the Council to meet this challenge.
- ⇒ Work is continuing to complete the re-purposing of the Buttermarket. A planning application has been submitted for works to improve the access to the second floor and negotiations with prospective tenants continue.
- ⇒ We continue to work with Parish and Town Councils to support the resilience and growth of our high streets and shopping areas through the 'Welcome Back Fund'. Funded works to date have included branded flower planters, seats, bins and flowers. We are also developing an Evening Economy Strategy to outline how we will support the evening economy's post pandemic recovery. The strategy should be completed by spring 2022.
- ⇒ The sensors in Newark town centre are gathering data on town centre footfall and dwell time. Using the data gathered since May, we are working with specialists to investigate how we can improve on footfall and dwell time in the town centre, with the aim of creating footfall-led regeneration.
- ⇒ The Sherwood Place Board met for the first time in November 2021. The board discussed potential proposals for bidding to the Levelling Up fund. A prospectus of opportunities will be developed over 2022, including a scheme of regeneration for Ollerton Town Centre and development of the Sherwood Forest Corner Masterplan which may also receive support from Notts County Council.
- ⇒ Between the 1 and 3 October Heritage and Culture's Learning and Participation Team hosted Newark's first 'Fun Palace' in partnership with 'Newark Creates' (the High Street Heritage Action Zone's Cultural Consortium). This was a town-wide event aimed at sharing skills and engaging with culture in small, new and inspiring ways. This included events at the National Civil War Centre, Palace Theatre, Newark Library, Newark Marketplace, YMCA and five arts and culture businesses in the town. Over 1,000 participants joined in with activities ranging from drawing a gigantic map of Newark on the Tudor Hall floor, to learning cribbage and the ukulele, to martial arts and basketball.
- ⇒ Newark Castle Gardens hosted a free display of festive lights and music during December which was attended by more than 4,000 people. A further 500 people attended 'Christmas at the Castle' on 12 December taking part in craft activities, enjoying carols and meeting a real life reindeer!
- ⇒ We hosted our first Economic Growth Conference on the 15 October. 88 delegates attended from 75 businesses and organisations. The Conference was held in partnership with the Federation of Small Businesses, East Midlands Chamber and Rt. Hon Robert Jenrick. Throughout the day, attendees were offered the opportunity to ask our experts questions relevant to their business, and to attend several workshops. Workshops included information on how to upscale and grow your workforce, the benefits of international expansion and how small businesses and the self-employed can move their business forward.

**Our Customers said:-**

A student who attended the Expo; "The expo was really helpful to work out what career path to take, or whether sixth form or college is the best path for you. We learnt some really value advice from experienced adults."

**Measuring  
Success**


	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	England/ National Average
% of unemployment for 16+ in Newark & Sherwood	5.6%	6.7%	3.5%	4.9%
Percentage of Town Centre retail premises vacant across the NSDC District	New for Q4 20/21	New for Q4 20/21	9.5%	-
The performance of our assets which contribute to the economic growth of the district				
	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Current Target
Total number of admissions - National Civil War Centre	New for Q3 20/21	1,913	5,932	8,925
Total number of admissions - Palace Theatre	New for Q1 20/21	0	20,840	20,250
Newark Beacon - % of occupied units	New for Q3 20/21	73.0%	85.0%	80.0%
Sherwood Forest Arts and Crafts - % of occupied units	New for Q1 21/22	New for Q1 21/22	100.0%	95.0%
Commercial Property - % occupied units	New for Q1 21/22	New for Q1 21/22	94.0%	95.0%

**Exploring our performance...**

Visits to the Palace Theatre exceeded target this quarter and increased significantly from quarter two when 3,456 customers were admitted. However, the COVID lockdowns and restrictions have continued to affect visitor numbers at the National Civil War Centre. Feedback about the visitor offer and our safety measures continues to be positive, and it is hoped that visitor confidence will begin to grow as restrictions again ease in 2022.



How are we performing against our objective to...

## Create more and better quality homes through our roles as landlord, developer and planning authority



### What we have been doing this quarter;

- ⇒ Our commitment to providing fit for purpose homeless accommodation continues to progress. The redevelopment of Seven Hills began on 1 November 2021 with work commencing on the decommissioning of utilities and removal of recyclable items before progressing with demolition in January 2022. The onsite team have temporarily relocated to Wellow Green. This office is being used by staff as their office base for their work placing households. Whilst the Community Centre office at Beaumont Walk is being used to support individuals placed into units temporary available in Yorke Drive (they have become available temporarily as areas are decommissioned as part of the Yorke Drive regeneration project).
- ⇒ Arkwood Developments, our property development company, have completed 10 units on the Avenues development at Bowbridge Road and 7 units are now occupied. A further 65 units are currently under construction at the site. Of the 43 homes that have been released for sale, 28 have been reserved. The development is on target to have all 87 units completed by November 2022.
- ⇒ In terms of the winter provision to support rough sleepers, Covid restrictions again prevented us from operating the shelter as in previous years. However, working alongside the Street Outreach Team, offers of accommodation were made to our known rough sleepers. The 'Next Steps' accommodation project on Northgate is continuing to be successful with all 6 properties in use, and one individual recently moved into a permanent tenancy.
- ⇒ The pilot project to improve the success of tenancies is continuing. When an applicant has made an offer on a property a rent and income conversation is had with the applicant/s. This early intervention work is continuing to have a positive impact with new tenancies and we have seen a reduction in the proportion of introductory tenants in arrears which is, in part, due to the impact of the early intervention work.
- ⇒ We are also continuing to work with the Notts and Lincs Credit Union to build the profile of the Credit Union across the district. Any resident of the district can become a member of this community owned union to get access to financial services including affordable loans and simple savings accounts.
- ⇒ We have planned for the arrival of our third Afghan family and arranged a tour of Sherwood Forest for our resettled families as part of their ongoing social integration into the Newark and Sherwood community.
- ⇒ The Responsive Repairs service reviewed their 3 tier repair response timescales to improve the service for tenants. The new tiers were tested and we have now gone live with the new response timescales. It is early days but we can see we are attending works sooner so our tenants are not having to wait as long for repairs. We will keep on monitoring this outcome. We are also starting to look at ways to catalogue repairs within our system to help produce more detailed management reports against the 3 tier criteria. This will help us drill down more efficiently to improve services.
- ⇒ We are looking to enhance the standard a home must meet before it is re-let (known as The Empty Homes Standards) to ensure new tenants receive a good standard of accommodation upon receipt of the property. The pilot scheme commenced in October. We will be producing an intermediate report in January 2022 for an update on the current progress and outcomes identified. The final report will be collated after the end of the pilot which is 31 March 2022.
- ⇒ Work on meeting the existing and future needs of the Gypsy and Traveller community is ongoing. Officers are currently considering the results of the summer consultation on the allocations document and how best to secure additional locations for new pitches. The allocation document sets out proposed changes in relation to how the Council will meet the requirements for housing and employment land and gypsy and traveller accommodation.

**Activities continued...**

- ⇒ We are working in partnership with EON to undertake works at 73 low income households to install energy saving measures such as external wall insulation or solar PV. We have been allocated £724,850 of funding to deliver this project (LAD2). Work was undertaken with local delivery partners to promote the LAD2 scheme to fuel poor households living in the target areas of Bilsthorpe, Boughton and Ollerton. At the end of December 2021, thanks to these marketing efforts, 100% of the target number of social housing tenants had signed-up for the solar PV and battery storage offer, 100% had signed-up for the external wall insulation offer and 64% had signed-up for the private sector solar PV offer. Further promotion to the private sector is planned for early 2022 get overall sign up to 100%. The programme of works was due to complete in December 2021 but all councils participating in the LAD2 scheme indicated they were struggling as there wasn't sufficient capacity in the market to deliver so much retrofit activity within such a short time span so we are now expecting works to be completed by 30 June 2022.
- ⇒ The Council has delivered 52 homes through the HRA Development Programme this year to date. This includes completion of the Broadleaves Extra Care scheme in Boughton. In addition to the 52 completions, 11 completions are expected in the next 8 weeks and it is projected the team will outturn at 63 properties for the year. This means the Council remains on-target to deliver 335 homes over its 5 year development programme.
- ⇒ The proposals for a housing led regeneration scheme within Ollerton and Boughton have yet to be brought forward. This project will be considered as part of the Sherwood Levelling Up Bid. The Council is currently recruiting for three more Senior Regeneration Officers to enhance capacity to deliver the range of ambitious projects across the district.
- ⇒ This quarter, 56 applications for housing development proposals were determined, of which 25 were approved. This is fairly consistent with the previous quarter in terms of numbers although the number of approvals has significantly reduced. 9 of these applications were presented to Planning Committee. The schemes refused did not comply with planning policy. A refused decision can be appealed and reviewed by Inspector or (if appropriate) the scheme can be amended to overcome the reason(s) for refusal. In this case the applicant would resubmit a new application.
- ⇒ On 26 October 2021 we successfully migrated our Local Land Charges (LLC) data onto HM Land Registry's central digital register making us the first local authority in Nottinghamshire to successfully migrate. Hosting our LLC data on this digital register means customers will see property transactions quicker and have access to a fully digital dataset to help support the local housing market and investment decisions.
- ⇒ A review has been undertaken of the Council's Street Naming and Numbering (SNN) Guidance. This is important as having accurate street names and numbers across the district is key to ensuring that post, emergency services and deliveries etc. can all take place as efficiently and quickly as possible. This review culminated in the creation of a new policy on street naming and numbering as well as formalisation of the legislation that is used for this activity. Following consultation with Town and Parish Councils, and press notices, the policy and legislation were adopted on 8 November. As a result of this review liaison is taking place with Town and Parish Councils on an agreed 'suite' of names that might be used for future housing developments.



Customer fed back via customer services to say; "thank you for your help, advice and hard work in getting me into my new property"

**Our Customers said:-**

Measuring  
Success

	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Year to Date Target 21/22
Average time spent in temporary accommodation (weeks)	8.6	10.8	11.7	13.0
Average time (days) to re-let Council properties	15.0	33.0	26.9	18.0
% of rent collected from current tenants as a % of rent owed	98.6%	100.5%	98.4%	99.6%
Average "End to End" time for all reactive repairs	5.1	8.5	11.7	6.0
% of repairs completed at first visit	99.4%	97.0%	92.0%	98.0%
% of planning applications (major) determined in time	New for Q1 21/22	New for Q1 21/22	95.0%	90.0%
% of planning applications (non major) determined in time	New for Q1 21/22	New for Q1 21/22	96.0%	90.0%
Average no of working days to process housing benefit change in circumstances	3.7	9.3	3.6	7.0
Average no of working days to process new housing benefit claims	New for Q3 20/21	19.3	19.3	18.0
The performance of Arkwood, our property development company, which contributes to this objective				
Arkwood - number of units delivered	New for Q3 21/22	New for Q3 21/22	8	Trend
Arkwood - plots commenced	New for Q3 21/22	New for Q3 21/22	43	Trend

**Exploring our performance...**

Average time to re-let was 24.9 days in quarter one, rose to 26.4 days in quarter two and rose another half a day in quarter 3. The re-let performance remains out of target due to workforce issues, a new contractor adapting to our processes and an enhanced empty homes standard being piloted. Weekly meetings are in place to monitor performance, however we will not see an improvement to this PI this financial year due to the high number of voids we currently are holding and a revised target has been set for 22/23.

The end to end repair time was 39.2 days for quarter one, improved to 27.5 days in quarter two and improved further to 11.7 days in quarter three. The delay was primarily due to the backlog of works suspended during Covid and as the repairs team have now caught up on repairs this indicator should continue to improve. This indicator has also been impacted by the changes to our responsive repairs priorities. We have moved from 6 to 3 levels of repair following a review of the service. This change means we are attending serious repairs sooner but routine repairs are currently taking a little longer.

How are we performing against our objective to...

## Continue to maintain high standard of cleanliness and appearance of the local environment



### What we have been doing this quarter;

- ⇒ Over quarter three we issued 20 fly tipping related FPNs (Fixed Penalty Notices) and we are preparing for prosecution in 3 cases. We also issued 26 FPNs for littering. A joint action day on Tolney Lane targeting fly tipping and anti-social behaviour is planned for early 2022.
- ⇒ As part of the Not in Newark and Sherwood campaign, we partnered with Nottinghamshire Police and other agencies to target people who use vehicles to commit crimes, including fly-tipping. Officers spent time in several locations across Newark in early October and a total of 17 vehicles were stopped throughout the day. This included enforcement action against a vehicle that did not have a waste carrier licence and another vehicle without a scrap licence (failure to produce a Waste Transfer Notice) that was also untaxed. Four other vehicles were immediately seized by police.
- ⇒ Our work to develop a cohort of Green Champions to support cleaner and greener activities continues. A scheme has been designed and will be taken to Committee for approval in 2022.
- ⇒ We supported 10 community litter picks this quarter and new individuals and families are contacting us all the time to start helping out. The dates for the Keep Britain Tidy 'Great British Spring Clean' have been announced and we are starting to take bookings for support. We have also installed 7 additional volunteer litter bins in communities across the district. The bins are used by our regular volunteers and they are collected by the Street Scene team once a fortnight.
- ⇒ On Thursday 4 November we worked alongside external partners on the Clipstone Day of Action. Work included a community litter pick, visits from Nottinghamshire Fire and Rescue, a graffiti art project with local schools and the youth club, a deep cleanse and street sweeping, speed safety checks, a memorial craft project, tenancy inspections and providing advice on responsible dog ownership. The day of action in Clipstone resulted in the following outcomes;
  - ◇ 10.5 tonnes of waste was collected (including 9 tyres, 2 gas bottles, a car front bumper, ironing board and rocking horse),
  - ◇ 2 community warnings were issued,
  - ◇ 5 speed warnings to motorists,
  - ◇ 25 businesses were visited and 3 premises were subject to underage licensing checks,
  - ◇ 30 dog fouling notices were reinstated
  - ◇ Nottinghamshire Fire and Rescue visited 31 houses and fitted 16 fire alarms, and
  - ◇ We worked with 3 school classes on the graffiti project.
- ⇒ This quarter we also worked in partnership with Newark Sustrans to install new litter bins, dog bins and signage along a section of the Sustrans route near Clay Lane and Barnby Road in Newark as well as working with service users of the local charity Reach on the creation of a 'Reduce, Reuse and Recycle' graffiti mural on the Newark Sustrans route.
- ⇒ Our pilot project to increase enforcement of littering, developed in partnership with the enforcement agency Waste Investigations, Support and Enforcement (WISE), commenced in October and by the end of December 579 FPNs (fixed penalty notices) had been issued for littering and dog fouling.
- ⇒ We conduct projects in the community to help improve the appearance of the environment and improve recycling rates, and this quarter we have;
  - ◇ Supported two 'green' community events in Collingham and Harby to help and encourage local residents with recycling reaching over 100 people.
  - ◇ We delivered a school assembly in Ollerton to circa 200 students on recycling
  - ◇ Continued to send regular newsletters to all local primary schools offering help with litter picking, tree planting, school gardens, recycling etc.



**Activities continued...**

- ◇ Delivered two litter picking events undertaken with 'friends' groups at Sconce and Devon Park and Sherwood Heath SSSI.
- ◇ Successfully bid for £1,400 of funding from Veolia for a recycling game for use in school engagement and at community events.

⇒ December marked 9 months since we took over the contract to manage the green spaces associated with our social housing stock and we are performing well. Of the tenants surveyed this quarter 71% were satisfied or very satisfied with their ground maintenance service. We also undertake 30 joint monitoring inspections a month. These are undertaken by the Housing Contracts Monitoring Officer and the Street Scene Manager. These inspections ensure the quality and performance of the service and cover 6 areas of the service. Each area is scored from 1 to 5 with 1 being the best performance. At the end of 2021 the average scores were as follows; Grass 1.32, Litter and Bins 1.11, Garage Sites 1.66, Shrubs 1.83, Spraying 1.65 and Hedge Cutting 1.70.

**Our Customers said:-**

"The graffiti wall that was done @ Clipstone Youth Club is absolutely amazing, thank you to Newark & Sherwood & to the graffiti artists. Its truly made the youth club a centre place of our village."



*Image: Reduce, Reuse and Recycle' graffiti mural on the Newark Sustrans route*



Measuring  
Success

	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Year to Date Target 21/22
% fly tipping incidents removed within 72 hours	New for Q3 20/21	74.6%	72.0%	75.0%
No. of fly tipping incidents	976	1,181	1,225	1,050
No. of fly tipping enforcement actions	982	499	1,245	1,065
% of household waste sent for reuse, recycling and composting	32.2%	32.0%	Waiting for external data	34.0%
No. of missed bins (per 100,000 population)	43.1	76.0	28.4	55.0
Total number of garden waste subscriptions	New for Q3 20/21	14,542	16,694	15,637
% Level 1 graffiti incidents removed within 36 hours	New for Q1 20/21	33.3%	100.0%	90.0%
% Level 2 graffiti incidents removed within 14 days	New for Q1 20/21	73.7%	95.0%	90.0%
% of failing sites - street and environmental cleanliness - Litter	0.7%	2.8%	0.9%	3.0%
% of failing sites - street and environmental cleanliness - Detritus	0.7%	3.2%	0.7%	2.0%

**Exploring our performance...**

The number of fly tipping incidents in quarter one was 410, in quarter two this reduced to 377 and in quarter 3 there were 438. However, it is important to note that the number of fly tipping enforcement actions rose in line with the increase in incidents and 72% of incidents were still removed within 72 hours despite the increase in tips.

We are waiting external data to confirm our recycling rate for quarter 3 but the recycling rate for quarter two was 38.2% exceeding the target of 34%.

How are we performing against our objective to...



## Enhance and protect the district's natural environment

### What we have been doing this quarter;

- ⇒ Tree planting for the 2021/22 season is progressing well with 2,235 trees being given to local residents, parishes and community groups to date, and we are looking to fund further planting in schools and community locations utilising funds raised from the Christmas Tree Recycling scheme.
- ⇒ Four parks across the district were celebrated in October as they were recognised with the prestigious Green Flag Award. The successful green spaces were Newark Castle Grounds, Sconce and Devon Park, the combined sites of Sherwood Heath, Cockglode and Rotary Woods, and Vicar Water Country Park. The award, which is the international quality mark for parks and green spaces, celebrates its Silver Jubilee this year and has recognised a record number of 2,127 sites in 2021. Newark Castle and Gardens also achieved the much coveted Green Heritage Site Accreditation, supported by Historic England, for the management of its historic features.
- ⇒ Plans are underway to plant a minimum of 38 trees in urban green spaces around Newark, Winthorpe and North Muskham as part of our successful Local Authority Treescapes Funding bid with VIA EM. Via have already planted an additional 59 street trees along highways across the district. The project will see the creation of grass and wildlife bunds with additional tree planting before the end of March 2022.
- ⇒ In partnership with Nottinghamshire County Council and the Sherwood Forest Trust we assessed the suitability of a major tree planting scheme on the Vicardale site of Vicar Water Country Park. This area was previously grazed by sheep however the farmer retired creating an opportunity for an extensive habitat creation scheme within the Green Flag award winning Vicar Water Country Park. The partnership work concluded that the site is suitable for planting and, as the district council's greening agenda recognises the urgent need to plant more trees to help with climate emergency and biodiversity loss, the plans were approved at Policy and Finance in November. The proposed tree planting will help to join up two existing woodland areas to create a wildlife corridor. We plan to plant 4,000 new trees to create a mixed broadleaved woodland providing benefits for people, wildlife and the landscape. It is hoped planting work can commence in January 2022.
- ⇒ On a smaller scale, a tree has been planted with children at Parkway Academy in Ollerton, 3 park memorial trees have been planted and plans are being made for the Queens Green Canopy in 2022.
- ⇒ We are progressing with a number of projects to achieve our 2035 carbon net neutrality target and meet the actions outlined in our Greening Newark and Sherwood Action Plan;
  - ◇ The Council's Climate Emergency Strategy Action plan outlines recommended carbon reduction initiatives which the Council can undertake in order to improve energy efficiency and reduce its overall carbon footprint. This includes the suggested installation of Solar PV. As such the Council undertook feasibility works in collaboration with specialist consultants to consider the intricacies of Solar PV installation on a range of its corporate and leisure sites in order to gain further understanding in relation to costs involved, payback, carbon savings and if installation is practical. A feasibility report was taken to Policy and Finance in November and 5 sites were approved for the installation of solar panels and are set to be installed by the Autumn of 2022. This is a great step in the decarbonisation of our assets to help us progress against our carbon neutral target.
  - ◇ The installation of a further 8 electric vehicle charge points in the district has been completed, bringing the district's total to 15 operational charge points.
  - ◇ Work continues on shaping our Brunel Drive depot site to meet the future needs of the services who utilise the depot. This includes the possibility of collecting further waste streams and the electrification of our fleet of vehicles.

### Activities continued...

- ◇ Work is underway to develop a Decarbonisation Plan for Council buildings such as our offices, leisure centres and other properties, like the theatre. We are looking to gain an understanding of energy efficiency measures which can be undertaken across these buildings, and costs and payback periods associated with the implementation of any carbon reduction/energy efficiency measures.
- ◇ We have also joined the Nottinghamshire wide Green Rewards App. The app is an online platform designed to incentivise and encourage residents to undertake positive behaviour change by enabling users to log carbon reducing activities and gain points for these activities (which equate to prizes). This engagement platform will launch early 2022.

⇒ Implementation of the local transport plan and associated projects is progressing with engagement with Notts County Council on a range of transport related activity including:

- ◇ A business case for the Newark Cycle Town project is being developed. This project aims to increase options for sustainable travel, working towards Newark becoming a 20 minute town.
- ◇ We are working with County colleagues continuing to provide local insight for building the business case for 'Travel and Transport Hub' projects proposed under the Rural Mobility Fund.
- ◇ We are continuing to work with County colleagues in the development of the Nottinghamshire Bus Service Improvement Plan in accordance with the requirements of the National Bus Strategy.
- ◇ We continue to work alongside partners and developers to ensure a joined up approach to the delivery of road development projects in and around Newark. These include ongoing development of the preferred route and design of the A46 Newark Northern Bypass, securing funding for delivery of the Newark Southern Link Road (bid to round one of the Levelling Up Fund submitted in June) and the new A1 overbridge.



*Members of the Ranger and Grounds Maintenance teams joined Sherwood Forest Trust Team members, Friends of Sherwood Heath members and Volunteer Rangers to celebrate their green flag award.*

"I would like to congratulate the hedge cutters on Devon Park Sconce Hills. After last years mess when the hedges were slashed and cut whilst the birds were still nesting, It was good to see them being cut by hand today well out of the nesting season and the top job that is being done."



**Our Customers said:-**

How are we performing against our objective to...

## Reduce crime and anti-social behaviour, and increase feelings of safety in our communities



### What we have been doing this quarter;

⇒ In November, community protection and antisocial behaviour officers partnered with the Police to run drop ins at the Chatham Court hub to engage local residents with policing and crime prevention. 241 people visited over the drop ins.

⇒ Other events were run for residents of Mill Gate and the surrounding areas. They were invited to attend any of the 3 community drop-in event at Millgate Community centre as part of the Safer Streets Newark project. Visitors completed a survey to have their say on safety in the area and give them the opportunity to share their ideas on how it could be improved. The information collected at these sessions will be used to inform future policing and Community safety interventions. Residents were also given the opportunity to join a neighbourhood watch group.



Image: Millgate drop-in session

⇒ We are now delivering the Safer Streets 2 programme which continues to be a success as shown by the fact that crime in Newark and Sherwood was down 18% at the end of October 2021, compared to the same period last year, and continues to be the best performing area in Nottinghamshire for three months running. An example of the work of the programme is the bike GPS scheme. In December, Newark residents were given another opportunity to claim free tracking devices for their bikes in an effort to prevent theft and improve community safety. 65 GPS trackers have been distributed so far as part of Safer Streets and feedback received has been extremely positive. Resident have fed back that they feel safer leaving their bike unattended, especially whilst they are away or out at work.

⇒ The pandemic has had an impact on the night time economy so the activities undertaken to improve the safety of the district's town centres have been tailored to reflect this. Work this quarter has included;

- ◇ Joint visits between our licensing staff and police to target problem premises, and
- ◇ Guidance on the Covid restrictions (aka Covid certification for entry into late night venues) was circulated to all establishments with the potential to open, and visits were made to those that suggested they may open to support the implementation of this guidance.

⇒ Staff from Public Protection and Environmental Services have undertaken targeted patrols in a number of areas to tackle environmental crimes. The areas were selected based on resident complaints and local intelligence, and patrols included;

- ◇ Vicar Water Country Park, Boughton and Fernwood targeting anti-social behaviour,
- ◇ Sconce and Devon Park and Blidworth targeting dog fouling,
- ◇ Newark town centre targeting street drinking, and
- ◇ Hawtonville targeting anti-social behaviour and crime.

⇒ Following our recent successful funding bid of £5,000 from the Community Point fund (formerly victim care) our first application to install additional security measures to the property of a victim suffering anti-social behaviour is in progress.

⇒ Since October, we moved several mobile CCTV cameras to sites in Boughton, Fernwood and Newark in response to anti-social behaviour reports, and we also started the process of procuring cameras to continue our CCTV replacement schedule.

**Activities continued...**

- ⇒ Several joint initiatives with housing colleagues are being explored to provide additional enforcement training to staff to allow a wide range of interventions to be used as required.
- ⇒ Following a series of illegal encampments, we enacted plans to help prevent illegal encampments and direct the transient population to the areas put aside for them. At risk sites have been identified and the following work has taken place to date;
- ◇ A community consultation event was held and a trial 'bund' has been excavated on the Newbury road estate,
  - ◇ Community consultation events have been planned for early 2022 for the sites on Thorpe Oaks and Thorpe Close, and
  - ◇ We have partnered with Newark Town Council to carry out target hardening on several of their sites.
- ⇒ Our work to educate young people engaged in, or at risk of engaging in, anti-social behaviour has continued. This quarter we undertook a graffiti project as part of the Clipstone day of action and a two tiered graffiti project covering two bridges on the Sustrans track in Newark.

**Measuring Success**

	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Year to Date Target 21/22
% Reduction in anti social behaviour - Newark & Sherwood District	8.7%	No Data Received	-23.0%	0.0%
% Reduction in all crime - Newark & Sherwood District	1.9%	20.0%	18.0%	0.0%
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	New for Q3 21/22	92.90%	81.10%*
% of businesses in the District with a 0 star food rating (major improvement necessary)	New for Q2 21/22	New for Q2 21/22	0.09%	0.15%*
CCTV - no of proactive incidents	New for Q3 21/22	New for Q3 21/22	274	Trend
CCTV - no of reactive incidents	New for Q3 21/22	New for Q3 21/22	91	Trend
Fixed Penalty notices (number issued)	51	26	848	Trend
Community Protection notices/warnings (number issued)	26	21	14	Trend
All other notices/warnings (number issued)	15	15	12	Trend

\*target is English average

**Exploring our performance...**

Anti-social behaviour has risen in comparison to the same period in 2019/20. This figure is provided by Notts Police and the average for the county (excluding the city) is -21% showing that anti-social behaviour has increased across the county and the figure for Newark and Sherwood is about average in the county.

There has been a significant increase in the number of FPNs issued this quarter. This is because of our pilot contract with Waste Investigations, Support and Enforcement (WISE). Since the introduction of the WISE enforcement pilot in October the number of fixed penalty notices has shown a sharp increase. Wise have issued 759 FPNs with the remaining notices being issued by Council officers.



How are we performing against our objective to...

## Improve the health and wellbeing of local residents



### What we have been doing this quarter;

- ⇒ This quarter we relaunched our Health and Wellbeing Partnership. The partnership involves a range of organisations, both statutory and voluntary, giving these groups the opportunity to come together to improve collaborative working, identify priorities and jointly deliver targeted initiatives. The partnership has been restructured to create a strategic group and 6 task and finish groups based on the emerging priorities.
- ⇒ We supported the Nottinghamshire County Council's consultation and engagement roadshows on the emerging Health and Wellbeing strategy.
- ⇒ Supported numerous community groups to apply for financial grant support from the Nottinghamshire County Council's Social Recovery Fund and Food Fund. This fund could award grants of up to £82,500 to Nottinghamshire charities and community organisations that support people who were struggling to afford food and other essential items due to Covid. To date over 10 groups have received funding and others are awaiting an outcome.
- ⇒ We chair the Newark and Sherwood dementia friendly partnership, which feeds into the Mid-Notts Dementia Partnership. This partnership brings together a variety of partners working towards the aim of creating a dementia friendly community. We have collectively developed 7 actions plans, with different partners leading on particular areas of the plans.
- ⇒ In November, the Careline service were invited by Newark and Sherwood CVS to attend the dementia café at the Life Spring Church in Ollerton to deliver a presentation of the Careline Service offered by Newark & Sherwood District Council. There were approximately 12 attendees of differing ages; we secured one new customer and reminded current customers of how to use and test their equipment.
- ⇒ We supported the relaunching of both the Ollerton and Clipstone Community Alcohol Partnerships (CAP's). CAPs are partnerships between retailers, local authorities, police, schools, neighbourhood groups and health providers, working together to empower communities to tackle alcohol-related harm to young people and improve resident quality of life.
- ⇒ Following the transfer of Southwell Leisure Centre into the Council's wholly owned leisure company, Active4Today, further work has taken place around integration of staff, policies, procedures and branding to align the leisure offer to ensure consistency of service delivery and operational efficiencies.
- ⇒ Our project providing targeted support to those at risk of financial crisis is continuing. Performance remains strong through quarter three with arrears quantity, aka rental debt, consistently lower than the same period in 2019/20 and 2020/21. As previously reported, we are not seeing the anticipated level of customers presenting with Covid-19 related arrears issues. However, there are signs that the increase in the cost of living experienced over the last few months could start to apply some pressure on income collection moving forward. We will continue to monitor the situation and support customers where necessary.
- ⇒ Good progress is being made on the construction of the Community Hub building, part of the YMCA Community and Activity Village, due to open in the spring. The Council has also agreed to act as a Third Party Funder (TPF) on behalf of the YMCA in order to secure a grant of £100K from Tarmac/Entrust to support the delivery of the cycling facilities at the site.
- ⇒ Our support of Newark Hockey Club continues, and further work has been completed on the proposal to replace the existing artificial turf pitch. The Magnus Academy, Newark Hockey Club and Active4Today have worked collaboratively with us to put a sustainable project proposal and timetable together which will be considered by Policy and Finance in January 2022. If approved it is anticipated that the construction phase of the scheme will commence in late spring and the new pitch will be operation by the 2022 summer holidays.

**Activities continued...**

- ⇒ We supported Hetty's, a charity which supports the families of those misusing drug and alcohol, to re-establish its service in community venues in order to meet clients face to face again.
- ⇒ Following a pause, the Yorke Drive Regeneration project is now moving forward with resident consultation on an element of redesign programmed for the end of January. This redesign takes into account issues relating to noise and the introduction of the new Parking Supplementary Planning Document including the installation of Electric Vehicle Charge Points. Following this resident consultation the proposals will be finalised and a detailed planning application for phase 1 is expected to be submitted in spring 2022. The current users of the sports pavilion have been supported to find alternative temporary facilities and demolition of the first properties and sports pavilion are due in early 2022.
- ⇒ Co-ordinated the Crop Drop End of Season Celebration Event was held at the end of November bringing together volunteers and growers. The event showcased the value of sharing fresh surplus produce which supported over 200 families in need of additional support across the District.
- ⇒ The theatre's 'Palace Presents' charitable scheme asked local people to donate a gift via the theatre and as a result 145 presents were given to local charities to distribute over the Christmas period.
- ⇒ An evening of Christmas carols was enjoyed by residents of Chatham Court in Newark on 16 December. Around 50 residents came together outside Chatham Court to sing a selection of Christmas carols and children also had the opportunity to meet Santa Claus and his elf. Hot chocolate was provided by Lincolnshire Co-op and Newark in Bloom provided a tree. The Chatham court community hub, a one-stop shop for community services, was opened as part of the Newark Safer Streets project to help strengthen community cohesion and improve access for residents to local services. More community events are being planned at Chatham Court Community Hub for 2022.
- ⇒ We are supporting the provision of a new play area in Bilsthorpe. Tender packs for the works have been sent out and are awaiting return from various contractors for the work. The aim is for a decision on the contractor to be made at the March Parish Council meeting with a proposed start date for works of spring 2022.
- ⇒ Veterans in the district were invited to a free breakfast at Newark Town Hall on 30 November as part of an event organised by Newark and Sherwood District Council. The event allowed veterans and ex-service men and women to meet face to face in a relaxed, social and secure environment to have an informal chat and to find out about support services available to them. Over 50 veterans attended the event which was part of the 'Forest Forces' programme developed by Nottingham Forest Community Trust, which tackles social isolation in veterans by providing a variety of regular activities and events. 14 support organisations attended the event including Age UK, Nottinghamshire Fire and Rescue, Dementia Carers, RFEA – The Forces Employment Charity, Insight, Change Grow Live, SSAFA the Armed Forces charity and Citizens Advice Sherwood & Newark.



**Spotlight benchmarking**

66.1% of adults (aged 18+) are classified as physically active (data from 2019/20)  
**6<sup>th</sup> lowest of our geographical neighbours.** The national average is 66.4%.

**Measuring  
Success**



	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Year to Date Target 21/22
Number of User Visits - Active 4 Today	New for Q3 21/22	New for Q3 21/22	600,284	Trend
Live Leisure Centre Membership (Adults)	New for Q3 21/22	New for Q3 21/22	6,635	Trend
Number of events held in NSDC parks	New for Q3 21/22	New for Q3 21/22	105	Trend
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	New for Q3 21/22	780	Trend

**Exploring our performance...**

The performance indicators now include Southwell Leisure Centre to reflect that, as of 1 October 2021, this site is being run by Active4Today. Targets will be set for these indicators for the new financial year so for now the indicators have been set to trend to allow A4T to understand the performance of Southwell Leisure Centre for 6-months before it sets new targets.

However, to contextualise the current performance, the number of user visits in quarter two (aka the number of visits between the 1 April and 30 September) was 389,458 and therefore quarter 3 has seen the most visits to date this year with 210,826 visits between 1 October and 31 December.

# Our Customers

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

Key customer measures	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 3 21/22	Target 21/22
Website - number of users	326,917	399,733	209,403	323,620*	300,000
Engagement rate with posts issued on Facebook and Twitter combined	New for Q1 21/22	New for Q1 21/22	635,100	835,305	Trend
Website - number of digital Web Form transactions	New for Q1 21/22	New for Q1 21/22	15,220	28,847	Trend
Telephony - Average length of time to answer call (seconds)	New for Q4 20/21	New for Q4 20/21	125.0	53.0	25.0
% Invoices paid within 30 days - Whole Council	95.2%	89.6%	96.6%	97.3%	95.0%
% effective response to Careline calls within 180 seconds (industry standard)	New for Q1 20/21	98.6%	98.0%	97.9%	99.0%
% Business rate collection	82.7%	84.6%	51.5%	85.0%	73.5%
% Council tax collection	80.8%	80.2%	52.5%	79.9%	73.2%
Average number working days to process new council tax applications	New for Q3 20/21	21.1	19.2	18.4	18.0
Average number of working days to process council tax change in circumstances	New for Q3 20/21	10.2	4.6	11.3	7.0
Average number of working days to process housing benefit change in circumstances	3.7	9.3	7.4	3.6	7.0
Average number of working days to process new housing benefit claims	New for Q3 20/21	19.3	18.0	19.3	18.0

## Exploring our performance...

Customer services took, on average, 125 seconds to answer customer service calls in quarter 2 and this has improved dramatically with 53 seconds on average in quarter 3. However, this is still lower than optimal performance. This is the continued impact of customer services experiencing a high staff turnover meaning that fewer advisors are available to take calls as they are training new staff.

Performance is below target for council tax changes as a result of changes to Universal Credit which have required a review of most council tax change cases. We are expecting performance to improve over quarter four.

\*Please note: due to an error with our analytics platform we did not capture any of the website visits in October so we estimated the visits in October using the average from November and December.

# Customer Feedback

## Customer Feedback

Over quarter 3 we received 20 compliments, 17 suggestions and 88 complaints.

### Compliments

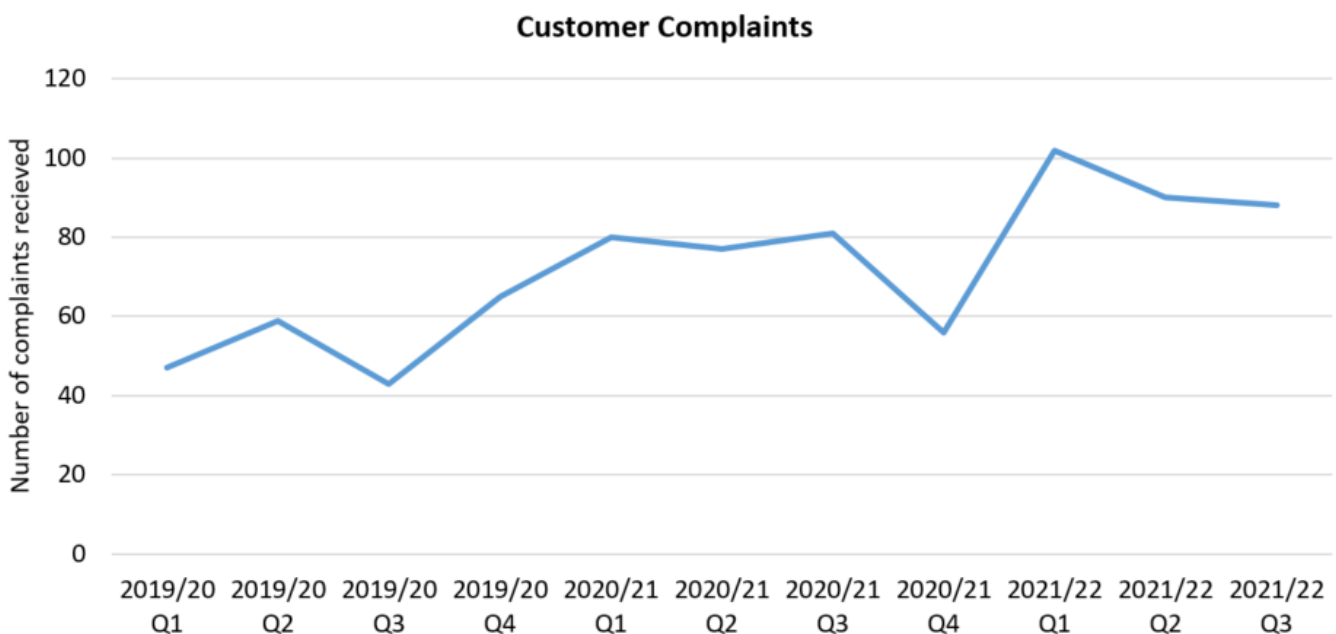
20 compliments were received this quarter. This is a slight reduction on the 29 received in quarter 2. Teams attracting the highest volume of praise included;

- Street scene and grounds maintenance with 5 compliments with themes around responsive service, polite and welcoming staff and quality work,
- Waste and transport with 4 compliments with similar themes to above including responsive service, quality service (especially assisted collections) and caring behaviour from staff,
- Planning received 4 compliments around speed and quality of service, and
- Housing and estate management received 3 compliments on responsiveness and support from staff.

We have also made an important advance in improving the quality of our services with the introduction of call recording in our contact centre. The recording of calls went live on 1 December. The recordings will be analysed and used to improve the service the advisors provide to our customers.

### Complaints

88 complaints were received over quarter 3. The services receiving the most complaints were as expected, being the most front facing services, and the top council tax, housing maintenance and asset management, housing and estate management, waste & transport and public protection.



Again the number of complaints regarding waste and transport has improved. 31 complaints were received in quarter 2 and 15 were received in quarter 3. This is also an improvement from the same period last year when 21 complaints were received. The main themes were; missed bins, staff conduct, concerns with service quality and complaints over noise caused by early bin collections. This is positive news considering the service was significantly impacted by Covid related staff absences in Q3.

Council tax received 14 complaints this quarter which is higher than the previous quarter of 12. Similar themes have continued with the topics being; responsiveness, communication issues and issues around rate of council tax applied.



Public Protection received 7 complaints this quarter having not received any complaints to date this year. 4 of these complaints related to the behaviour of WISE, our new waste enforcement contractor, and are being raised with them as part of the management of this contract. As this is a new approach for the Council being more proactive with FPNs this is to be expected. The only other theme was a lack of progress around reported neighbourhood issues.

Housing maintenance received 15 complaints (the same as the previous quarter) and housing and estate management received 11 (lower than the previous quarter). The complaint themes in housing and estate management were around responsiveness, communication issues and lack of progress with reported issues. The themes in housing maintenance mirrored this with the addition of themes around time taken to complete repairs and complaints over the quality of service from contractor undertaking works.

## Analysis of this customer feedback also enabled us to identify and tackle some specific issues;

### Area of improvement...

Several customers complained about the Council's car parking payment machines. The pay by phone system has been inconsistent and (other than cash) this is the only way customers can pay for parking.

This is a particular issue as many customers are going cashless.

### What we have done to improve...

In response to the changing requirements of the customer, new parking machines, that take cash and contactless payments, have been ordered for all Council car parks. These machines were installed in December 2021.

Whilst these installations occurred customers unable to pay by phone were able to call the Council's customer services number and pay over the phone.

### Area of improvement...

Two complaints were received this quarter by tenants raising issues discovered when they moved into the property. Both of which could have been resolved whilst the property was void.

### What we have done to improve...

Processes are already in place to prevent this from happening with future voids, and a review of the voids process is being carried out as part of the 'Empty Homes Standard' enhancement.

The new approach is being piloted at the moment and the results will go to Committee in March 2022. If successful this new approach would be embedded across all properties.

## Tenant Satisfaction

Every quarter tenant satisfaction surveys are undertaken by Viewpoint to understand how we are performing for our tenants. Surveys are carried out on a random sample of tenants who received one of our key services. In quarter three 701 surveys were conducted over 11 service areas in total, and the average service satisfaction across the areas was 93% (aka 93% satisfied or very satisfied). This is identical to the Q1 and Q2 average and comparable to the score received in the same quarter last year. Services receiving higher than average satisfaction include major and minor adaptations, gas servicing, lettings, repairs and right to buy, and the areas for action were identified as;

### Complaint handling

**67% of tenants surveyed were satisfied or very satisfied.** This is identical to average of 67% received in the year to date. 13 tenants were surveyed 2 lack of progress with the issue they complained about, 1 complaint over length of time to resolve a complaint and 1 dissatisfied with the outcome of the complaint.

### Major works to tenants homes

**76% of tenants surveyed were satisfied or very satisfied.** This marks a significant drop in satisfaction from Q2 when satisfaction was at 90%. 25 tenants were surveyed 2 tenants were not satisfied because the work had not been finished, 2 because of the quality of the work, and 2 because of a lack of communication and the work taking too long.

### Antisocial Behaviour

**84% of tenants surveyed were satisfied or very satisfied.** Although below the quarters average this is an improvement on Q2 when satisfaction was at 69%. 12 tenants were surveyed. 1 tenant was unhappy with the quality of the service and 1 was dissatisfied due to the length of time it took to resolve the ASB issue.

### Customer Services

**90% of tenants surveyed were satisfied or very satisfied.** Although below the quarters average this is an improvement of 2% on Q2 when satisfaction was at 88%. 181 tenants were surveyed and 10 were dissatisfied with their overall service. The main issues raised were; not receiving a call back/ lack of proactive communication with the tenant, slow service, unhappy because of specifics of an enquiry and in one case not pleased with the attitude of the call handler.

### Careline

**90% of tenants surveyed were satisfied or very satisfied.** This marks a 10% drop in satisfaction from Q2. 13 tenants were surveyed and 1 customer was dissatisfied feeding back that the service was not adequately explained at install.

# 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.

## Staff Update

Staff were able to return to offices from the 15 November and the newly updated hybrid working policy formed the base of the way staff were working. Teams could once again reconnect in person in Council offices and their was positive feedback about the connections rebuilt through the return of the in-person meetings. There was still flexibility for staff who could do hybrid working and each service area flexed their office and working from home balance based on service need. However, this was short lived as mask wearing was reintroduced moving around offices from 30 November and 'work from home if you can' was reintroduced as of 13 December.

This meant another virtual Christmas for our staff but thankfully we were prepared and ran an online programme of Christmas activities including a quiz, a Council version of the 12 days of Christmas poem, some excellent Christmas jumpers and Happy the Dachshund as best festive pet. In the lead up to Christmas we also ran 'You're a star' where staff could recognise achievements and acts of kindness/support from their colleagues by sending a star Christmas ornament. 125 stars were sent out just in time for Christmas. The 'Serving People, Improving Lives' staff awards, planned for December, was rescheduled for February to enable this to stay an in-person celebration. We also have a programme of workplace culture activities planned over the coming months including a Staff Roadshow, wellbeing relaunch and 'looking ahead' video from managers about the work of the Council.

Key staff measures	Quarter 3 19/20	Quarter 3 20/21	Quarter 2 21/22	Quarter 3 21/22	Target 21/22
% of staff turnover	3.1%	10.7%	4.0%	3.7%	14.0%
Average number of sick days per employee (FTE) per year	5.6	3.8	3.5	5.8	4.5

Covid-19: Staffing Impact	Q3
Number of staff who tested positive and were absent sick	20
Number of staff tested positive for Covid-19 and could continue to work from home	18
Number of staff tested positive for Covid-19 and could not work from home	9
Number of staff self-isolating and could continue to work from home	25
Number of staff self-isolating and could not work from home	5

Staff turnover in quarter 3 decreased slightly to 3.7% remaining within below target. The country is recovering from the effects of the pandemic and the national employment rate at the end of November was 75.5%.

The outturn for sickness absence in quarter 3 was 5.82 days against a target of 4.5 days. This is higher than the same period last year (3.8 days). This increase of 2.02 days in absence levels is largely due to an increase in short term absences. This quarter 52% of absences were short term compared to 38% in the same period last year. Whilst 48% of absences were long term absences compared to 62% in the same period last year. Although there was an increase in terms of the number of days lost compared to the same period last year the percentage of long term absence is lower than last year. There has been a significant increase in the days lost due to Covid related absence, with 194 working days lost this quarter compared to 26.5 days in the same period last year. Stress related absences remain the top reason for absence however there were 33.5 fewer days lost to this absence compared to last year. Muscular skeletal problems remains the second highest reason for absence and there are 106.5 more days lost this year compared to the same period last year.