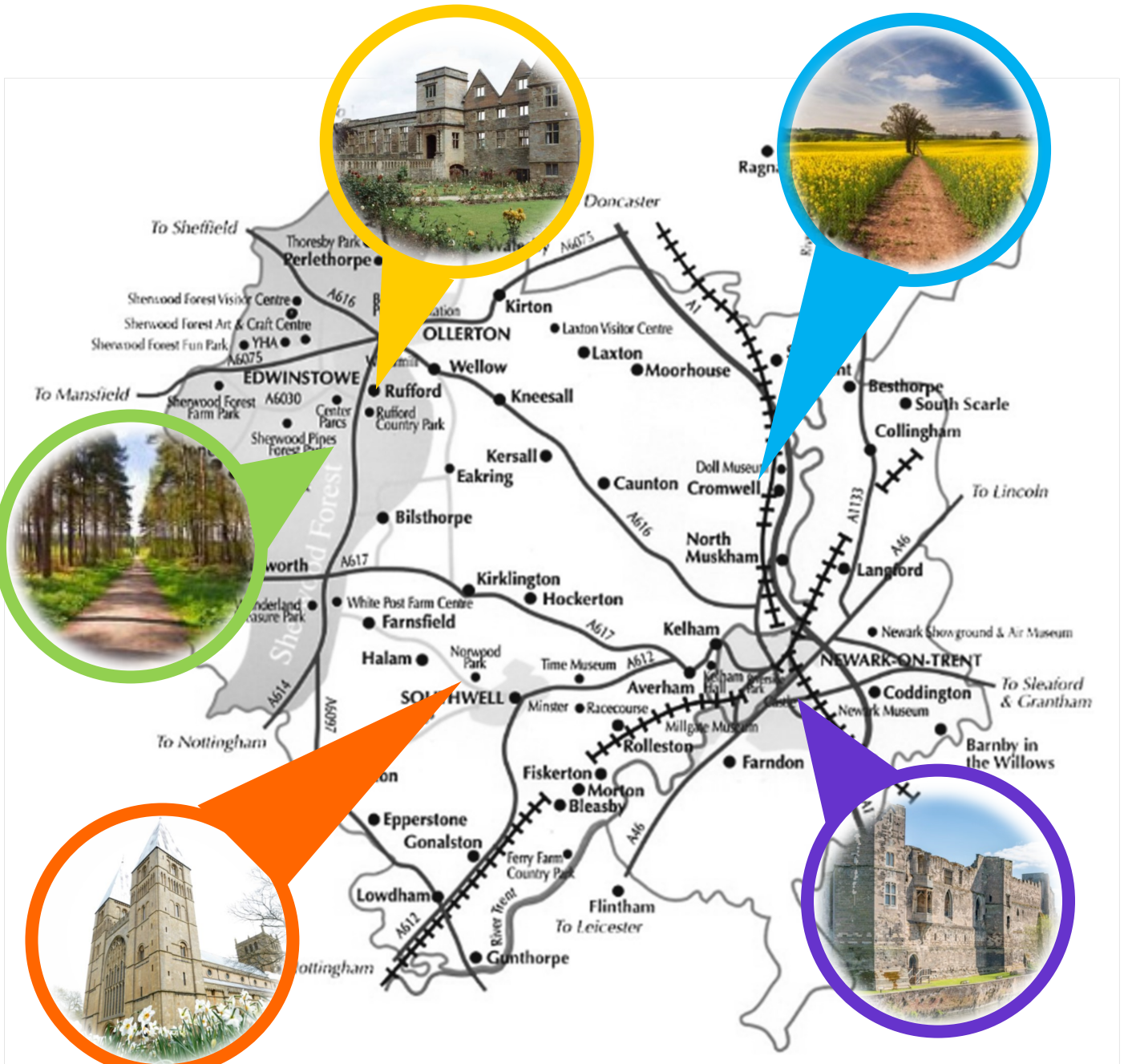


Newark and Sherwood District Council Performance Report

2021-22 Q4

1 January to 31 March 2022



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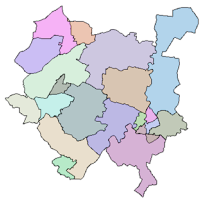
@Newark and Sherwood District Council

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 January to 31 March 2022 (Quarter 4)

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 2



Our Performance

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

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

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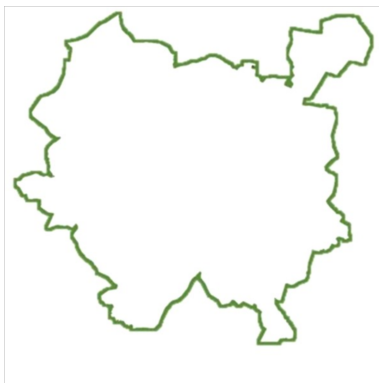


Our Workforce

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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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 4 (Jan-March 2022). 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. When compared to the same period last year, commercial applications have decreased by 11, residential applications have decreased by 4, non-major applications have reduced by 6 but major applications have increased by 14.

23 commercial planning applications were validated

233 residential planning applications were validated

62 major planning applications were received

1,166 minor planning applications were received



2,530 people are currently unemployed across the District. This is a reduction of 3% since quarter 3

7.8% of town centre retail premises were vacant in quarter 4 (the town centres measured are Newark, Edwinstowe, Ollerton and Southwell). This has improved by 1.7% since Q3.



As of March 2022, **185 businesses were 'born'** and **185 businesses 'died'**. Both of these are greater than the previous quarter.

Interactions with the Council

This information shows how busy 2021/22 has been for the Council in terms of customer interactions.

- **1,656 face to face contacts** were held at Castle House. This is a 79% increase since quarter 3 but is still significantly lower than pre-Covid levels (Q4 in 2019/20 was 14,101 contacts).
- **115,224 calls** were made to the contact centre. An 6% increase from the same period last year.
- **41,338 digital web form transactions** were completed by our customers. A 43% increase from last quarter.

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;

- ⇒ We continued to support the Covid Housing Support Grant, both making referrals and processing the vouchers. Due to the level of funding remaining, customers were entitled to a further voucher, and over 1,000 additional vouchers have been given out to residents.
- ⇒ 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. We delivered a further two sessions to finalise the content of the lesson plans and to allow the trainers to practise teaching these plans prior to supporting others. Our first teaching session is planned for the 19 May 2022 at Chatham Court Hub and we are also looking to offer another session at De Lacy Court, Ollerton in the near future.
- ⇒ We have continued to promote the Community Lottery which now has 61 registered good causes receiving support through the scheme. At the end of March, approximately 37,950 lottery tickets had been sold, generating approximately £19,000 for registered good causes. In addition, a further £3,800 has been generated through the Operator Fund and this will be distributed to a number of the registered good causes through a lottery draw.
- ⇒ We are continuing to implement changes to improve tenant participation, using a combination of in person and online engagement methods to reach a wider range of tenants, and we now have over 100 engaged tenants. Following feedback from tenants we have launched an engagement network. This new 'Local Influence Network' has been set up by the tenant engagement team and is an opportunity for tenants to speak to one another and share their views on their local community with District Council officers. There are three networks for our district, one for Newark, one for Sherwood and a third for all rural locations. Local Influence Network meetings will take place every few months. There are already a number of tenants willing to take part but more are being encouraged to join and feedback their views to help shape and improve local areas. Tenants can also get involved in other engagement opportunities, such as policy reviews, mystery shopping and estate walkabouts.
- ⇒ We continue to respond to all requests coming into the Humanitarian Assistance Response Team (HART). These requests are dealt with within 24 hours and requests are actioned or residents are signposted to other support services.
- ⇒ We are working closely with the successful applicants of the Parish and Town Council Initiative Fund to deliver the schemes approved in November. Alongside this, we are now preparing for the final round of grants for 2022/2023 which has a 'cleaner' theme. This fund was established to assist and enable communities to bring about a positive and lasting change for the benefit of the whole community.
- ⇒ The Environment Agency submitted a formal planning application to us in October 2021 for the Southwell and Oldham flood mitigation works. The consultation period for the works was extended to the end of March to accommodate further review of the flood risk assessment. There are two other major civil engineering schemes in Lowdham, the flood wall repair and the planned A3097 roundabout works, and each will have some degree of interaction with the Cocker Beck. The Environment Agency is working with professional partners and the local planning authority to ensure the assessment accounts for these works throughout the lifetime of the proposed reservoir.



Our Customers said:-

"I have no problems whatsoever with Newark and Sherwood District Council, they have been so supportive to me, since my mum died, they are like my family, I couldn't wish for a better class of council or authority. Where I reside was found for me by two very nice people working for the Council"



Deliver inclusive and sustainable growth

What we have been doing this quarter;

- ⇒ As a part of the Newark Town Investment Plan seven priority projects were identified for funding. The Construction College is open and delivering training, and the six other projects are progressing as follows;
- ◇ The planning permission for the Air and Space Institute (ASI) Newark was approved in February 2022 and the full business case for the site should be completed by the end of April 2022. Currently the 50 students studying with ASI 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 Outline Business Case is due for completion in June 2022
 - ◇ The planning application for the redevelopment of Stodman Street was approved in February 2022 and tenders documents are being developed for a procurement process to select the contractors for a demolition and build. The redevelopment consists of creating 29 new homes and between two to four new retail units whilst retaining the art deco facade.
 - ◇ The approval of the business case for 'Cycle Town' formalised the aspiration to work with a range of partners to transform Newark into a '20-minute town'. We will now progress to deliver new cycle hubs across Newark. The first dock has now been installed next to Newark Castle train station.
 - ◇ 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 the development of a brand for the town, is progressing. A public realm assessment is underway and a full business case is being developed.
- ⇒ We continue to grow and maintain relationships with partners across the district to support students and those seeking employment or redeployment with advice and career aspirations. The 'Future First Expo' is being organised with schools and businesses for November 2022. And we are continuing to facilitate the Employment & Skills Board (ESB) which looks to bring together employer voices to tackle local employment and skill issues. We are also delivering additional support to individuals seeking work by working in partnership with the DWP. We plan to deliver 3 jobs fairs with the first one held one in April. The performance of these job fairs will be reported in the next quarters report.
- ⇒ We continue to lead, shape, and influence or in some cases directly deliver key required infrastructure by preparing a response to the A46 preferred route announcement as agreed at March Economic Development Committee and finalising the Grant Funding Agreement in relation to the Southern Link Road to enable the developers to access the Levelling Up funding to begin construction.
- ⇒ After the successful occupation of the ground floor, work is continuing to complete the repurposing 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. A new estate officer is working to review the cost of small retail pods being installed on the 2nd floor to provide new flexible use retail premises.
- ⇒ We continue to offer a comprehensive programme of support for local businesses through:
- Signposting and supporting businesses to access Grantfinder, this site is Europe's most advanced grants and policy database.
 - Administering the High Street Diversification Fund, this grant provides funding for local, independent high-street based retail/hospitality businesses to invest in social media advertising.
 - Providing business advice and support.
 - Delivering the 'Business Growth and Resilience Programme', which has been set up and funded by the District Council, which links business service specialists with local businesses in four key business sectors: manufacturing and construction, accommodation, retail, food and beverage and health and social care.
 - Land and property search on options for business premises and arranging site tours

Activities continued...

- ⇒ We hosted the 'Global Innovation and Nimble Thinking' event on the 14 April in partnership with AJB Business and Marketing Consultants and Welland Procurement aimed at Nottinghamshire and Lincolnshire businesses. The event is for any business looking for inspiration and encouragement on moving their business into the global market. It will also teach businesses about the procurement process in the public sector and how to create an effective tender. Full details of the success will be presented in the next report.
- ⇒ A new timetable for the Allocations & Development Management Document (DPD) has been agreed and a draft Plan will be presented to the Full Council in July for approval to publish. The plan seeks to help deliver the approach to the district's future of residential and employment development set through our Amended Core Strategy.
- ⇒ We have established a Project Delivery Board in partnership with Newark Town Council for delivery of the Newark Heart Programme. We have started exploring options for the improvement of public spaces in Newark town centre and creating an enhanced programme of events to increase footfall. Through April and May, we will consult residents and businesses on the types of improvements they think would have the most impact, as well as the types of town centre events and activities they would like to see more of.
- ⇒ The government provided guidance on the Levelling Up Fund in March 2022, and is seeking for bids to be developed by the 6 July 2022 with 3 transformational projects allowed from each authority. We are aiming to submit a bid for this funding after a full evaluation has been undertaken. This evaluation will include an assessment of; the Council's prioritisation process, ability to deliver within the timeframes, outlined benefit cost ratios, community stakeholder consultation, as well as approval from the Sherwood Place Board. A couple of the potential projects include a scheme of regeneration for Ollerton Town Centre and the development of the Sherwood Forest Corner Masterplan which may also receive support from Nottinghamshire County Council.
- ⇒ The Welcome Back Fund is now complete and final claims will be submitted to the Government at the end of April 2022 for payment by summer 2022.
- ⇒ The Newark Beacon Centre is now nearly 90% occupied, with several businesses pending which will bring the centre up to 96% occupied by 1st May 2022. Two offices have been secured by Vodafone who are relocating staff from their Brunel Drive premises. By maintaining these high levels of occupancy, this supports one of our strategic objectives to develop economic growth, to support local businesses and to develop or safeguard jobs through the district.
- ⇒ The National Civil War Centre launched its 'Year of Play' with monthly family Saturdays. Activities included family-friendly guided tours, musket drills, object handling, arts and crafts and storytelling. There is also 'mini-museum' every Thursday during term time for under 5's to explore and play in the museum. These events have proved successful with excellent feedback and audiences are building steadily.
- ⇒ We continued to draw tourists to the district, as outlined in the destination management plans, with an Easter Campaign designed to draw visitors to the area over the Easter bank holiday weekend. The campaign was titled "Rediscover you, experience something new..." and capitalised on the Easter holidays offer across the district and the start of the tourism season. We ran a social media campaign from 30 March to 24 April comprising of 14 social media posts. Using informed data collected over the last year, the campaign aimed to target two different audiences through specific but complementary messaging:
- Families searching for family friendly events across Newark and Sherwood during the Easter holidays
 - Young couples / couples who are searching for a short break in the forest this spring

This project actively promoted Newark and Sherwood as a place to visit and the opportunity for people to come and spend their money in our local business to support with the growth of our local economy. As part of the 14 social media posts, we also ran a competition to win a 3 night break at The Sherwood Forest Hideaways for up to 4 people. The competition required entrants to follow the Visit Newark and Sherwood Facebook page and tag someone they would like to share the prize with and who deserves it. Top line statistics show that 658,892 people saw the campaign 1,356,971 times. 40,285 people either clicked on the link, commented, liked or shared the posts. The tourism's Facebook channel also grew by 2,859 followers.



	Year to Date Quarter 4 19/20	Year to Date Quarter 4 20/21	Year to Date Quarter 4 21/22	England/ National Average
% of unemployment 16+ for Newark & Sherwood	5.7%	5.6%	3.4%	4.5%
% of Town Centre retail premises vacant across the NSDC District	New for Q4 20/21	9.2%	7.8%	Trend (Decreasing)
The performance of our assets which contribute to the economic growth of the district				
	Year to Date Quarter 4 19/20	Year to Date Quarter 4 20/21	Year to Date Quarter 4 21/22	Year to Date Target 21/22
Total number of admissions - National Civil War Centre	New for Q3 20/21	1,913	8,709	11,900
Total number of admissions - Palace Theatre	New for Q1 20/21	0	28,517	27,000
Newark Beacon - % of occupied units	New for Q3 20/21	No Data Received	89.4%	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	93.0%	95.0%

Exploring our performance...

Visits to the Palace Theatre exceeded target this quarter and increased significantly when compared to quarter 3, this has increased by 7,677 customers being admitted.

The total number of admissions to the National Civil War Centre remains below target. This has been a challenging year for the centre, with enforced closure at the start of the year, and the ongoing impact of COVID still being seen in low audience confidence. An Association of Independent Museums survey suggests that nationally, 40% of museums saw attendance reduced by more than half due to the Omicron variant, indicating how difficult recovery continues to be. The centre has also noted the busiest year yet for school visits. Since summer 2021, the Centre's Learning Team have welcomed 3,131 students. A 400 student increase on the previous year.

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



What we have been doing this quarter;

- ⇒ We continue to play an active role resettling families in need. Within the last quarter, the team welcomed the third Afghan family and a further two Syrian families. Work continues with the development of social, community and educational support to help these families to integrate into their new communities and way of life. The team has also taken the lead on developing the processes and procedures required as part of the Ukrainian Sponsorship Scheme which will see the District Council adopting a 'local caseworker' model to support the resettled families when they arrive in the District.
- ⇒ The council has now delivered 61 council properties in the year 2022/23. A further 68 properties are either onsite or in the process of securing planning permission and awaiting a start on site. The Council's housing programme is about to enter its final year of the programme and is on track with its plans. Consideration will be needed in the year ahead as to the future of direct council housing delivery through the Housing Revenue Account.
- ⇒ Alongside the building of new homes other objectives have been delivered during the partnership between the District Council and Robert Woodhead Ltd. This includes providing work experience opportunities to young people interested in the construction sector, training and courses delivered to employees and 14 job opportunities being created. Importantly for Newark, 91% of the spend through the partnership in 2021 has been within an average of 40 miles from the sites, creating and sustaining local jobs.
- ⇒ Arkwood Developments, our property development company, have completed 20 units on the Avenues development at Bowbridge Road and 17 units are now occupied with a further 59 units under construction at the site. Of the 45 homes that are currently released for sale, 34 have been reserved. The development is on target to have all 87 units completed by January 2023.
- ⇒ Through the quarter, 67 applications for housing proposals were determined, of which 55 were approved. The number of proposals determined has increased as well as the overall number of approvals when compared to the previous quarter.
- ⇒ Demolition of the temporary accommodation facility at Seven Hills is now complete. The alternative office arrangements at Wellow Green and Beaumont Walk are working well, allowing the team to engage with and support residents placed into the temporary accommodation at both sites. We are currently researching into best practise models across a wide range of temporary accommodation provision to establish our service offer for the new complex; ensuring we have the correct infrastructure installed at the build stage to allow us to deliver state of the art services and facilities to our residents.
- ⇒ Due to a combination of weather conditions all known rough sleepers are being accommodated or under offers of accommodation, and there has been no need to activate our severe weather provision during the previous quarter. Work will commence with partners later this year to look at a sustainable severe weather provision linked to the new complex being developed on the Seven Hills site.
- ⇒ The handy person service is still on hold as we experience, along with the wider sector, difficulties in recruiting to trade positions. This position has not changed since quarter 3. However this is not affecting current service provision to our tenants and leaseholders.
- ⇒ The Responsive Repairs service reviewed and improved their 3 tier repair response timescales to improve the service for tenants. Priority 1 we aim to see within 24 hours, priority 2 within 6 weeks and priority 3 within 6 months. Since the new 3 tier priority repairs timescales have been in place, we have seen improved attendance for repairs classified as tier 1 and 2 priority. Unfortunately we have seen a small increase with attendance times for P3s and we will continue to monitor this outcome. We will be in a position to change the way we catalogue repairs in April 2022 to produce more detailed management reporting.

Activities continued...

- ⇒ The Economic Development Committee and Policy & Finance Committee considered reports on the progress towards addressing the need to address the provision of additional pitches for the Gypsy and Traveller community. It was agreed that:
- ◇ The proposed strategy for addressing need would include expansion of some existing sites and delivery of new sites.
 - ◇ Addressing the housing need for the community is a whole council project which requires input from a number of service areas.
 - ◇ Funding is provided to support the conclusion of feasibility studies with respect to potential site purchase/s and flood mitigation works.
- ⇒ The pilot project to improve the success of tenants in new homes continues. Early intervention work is continuing to have a positive impact with the continued reduction in the proportion of introductory tenants in arrears. This is supported by our work with the Notts and Lincs Credit Union. Work to build the profile of the Credit Union across the district will be supported by the recruitment of a local co-ordinator. 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 received positive feedback on the enhanced Empty Homes Standard pilot following the initial update provided in January 2022. The final update is currently in development and will shortly be presented to members.
- ⇒ In order to provide high quality homes and environments and where people wish to live, we are reviewing the suitability of sites currently allocated for housing alongside employment and open space protection to ensure they continue to be deliverable. We continue to negotiate with developers on proposals submitted at both pre and full planning application stage in order to seek improvements to details submitted. For example, on the amount and location of landscaping, the layout of housing, parking provision and infrastructure needed for the future community. The advice we provide in relation to landscaping is likely to improve following the appointment of the Council's Tree/Landscaping Officer.
- ⇒ The proposals for a housing led regeneration scheme within Ollerton and Boughton are yet to be brought forward. This project will now 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.

**Measuring
Success**



	Year to Date Quarter 4 19/20	Year to Date Quarter 4 20/21	Year to Date Quarter 4 21/22	Year to Date Target 21/22
Average time spent in temporary accommodation (weeks)	10.2	10.6	12.3	13.0
Average time (days) to re-let Council properties	16.0	31.8	27.6	18.0
% of rent collected from current tenants as a % of rent owed	99.6%	100.3%	98.6%	99.6%
Average "End to End" time for all reactive repairs (calendar days)	5.8	29.0	12.7	6.0
% of repairs completed at first visit	98.9%	90.0%	92.9%	98.0%
% of planning applications (major) determined in time	New for Q1 21/22	New for Q1 21/22	100.0%	90.0%
% of planning applications (non major) determined in time	New for Q1 21/22	New for Q1 21/22	98.0%	90.0%
Average number of working days to process housing benefit change in circumstances	3.0	7.0	3.0	7.0
Average number of working days to process new housing benefit claims	New for Q3 20/21	19.0	19.0	18.0
Amount of current arrears as a % of annual rent debit	2.14%	1.93%	1.68%	2.30%
Amount of current rent arrears	£488,853	£444,210	£396,533	£400,000
Number of all tenants who have been evicted for rent arrears	11	0	2	20
% of all tenants who have been evicted for rent arrears	0.18%	0%	0.04%	0.36%
Percentage of housing complaints resolved within agreed timescales	-	-	85%	100%
Number of evictions (anti-social behaviour)	0	1	2	Trend (Increase)
% of repairs completed at first visit	98.9%	90%	92.9%	98.0%
% of homes with a valid gas certificate (no. in brackets)	-	-	99.02% (5163 out of 5213)	100%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old (no. in brackets)	-	-	99.1% (5534 out of 5581)	Not yet set
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	20	Trend
Arkwood - plots commenced	New for Q3 21/22	New for Q3 21/22	79	Trend



Annual Indicators (included for Q4 only)	19/20	20/21	21/22	21/22 Target
% of tenants satisfied with landlord/overall service (STAR)	Not undertaken due to Covid	87.5%	86.6%	90.0%
% of tenants satisfied with the quality of their home (STAR)	Not undertaken due to Covid	85.7%	85%	90.0%
% of tenants satisfied that their views are being taken into account (STAR)	Not undertaken due to Covid	81.8%	77%	90.0%
% of properties with an energy efficiency (SAP) rating of C or above	New for Q4 21/22	New for Q4 21/22	67.7%	No target set
Number of properties delivered through the HRA Development Programme	New for Q4 21/22	New for Q4 21/22	61	No target set
Arkwood - total legal completions	New for Q4 21/22	New for Q4 21/22	17	Trend

Exploring our performance...

Average time to re-let was 24.9 days in quarter one, rose to 26.4 days in quarter two, rose another half a day in quarter 3 and another half a day in quarter 4. The quantity of homes that have been re-let during this period is 364 (excluding new builds and Housing with Care lettings). The re-let performance remains out of target as we deliver our new enhanced empty homes standard and manage a high quantity of voids.

The end to end repair time was 39.2 days for quarter one. It improved to 27.5 days in quarter two and improved further to 11.7 days in quarter three with a slight reduction in quarter 4 to 12.7 days. Post Covid has been a challenging time across the service, as we have seen an increase in demand for repairs, coupled with difficulties recruiting for skilled workers. We are now in a position where we have filled our vacant posts and plan to work with contractors in the short term to help bring performance back in line with targets.

15% of housing complaints (18) were responded to outside of the target. The majority, 66% of them (12) were just 1-2 days outside of the target. Whilst this was only slightly over, it has been agreed within the department that all complaints should be investigated and responded to within timescales and that complaints requiring ongoing action should be responded to in full and closed down without waiting for the remedial action as this can be scheduled to follow on as part of the complaint resolution. Monitoring processes are already in place to ensure that follow on actions as a result of complaints are carried out.

Although the 3 core indicators are lower than our internal target and have seen reductions when compared to 20/21, these all remain higher than the STAR benchmark:

- The STAR benchmark for tenants satisfaction with the overall service is 83% and our performance is 3.6% higher
- The STAR benchmark for tenants satisfaction with the quality of their home is 85% and our performance is 3.5% higher
- The STAR benchmark for tenants satisfied that their views are being taken into account is 67% and our performance is significantly higher by 10%



Our Customers said:-

"My family and I would like to thank you for the addition in our home of a new bathroom upstairs. Throughout the process, you all were so helpful and kind. My wife is very pleased about the shower and the addition of a grab handle, this will make our lives so much easier. Thank you"

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;

- ⇒ As a part of our 'Not in Newark and Sherwood' campaign, we have issued 55 fixed penalty notices (FPNs) for fly tipping offences with 2 fly-tippers going to court with successful prosecutions. We also issued 57 FPNs for littering offences which includes side waste and some small fly tips and 6 waste transfer note fines for businesses who were not disposing of their waste correctly.
- ⇒ Members approved the creation of a Green Champion's scheme and the scheme will be rolled out in spring of 2022. We also continued to support local litter picking groups culminating with support for the Keep Britain Tidy's Great British Spring Clean which runs annually and launched at the end of March. Through the last quarter, 16 events were delivered with one event being organised by Green Southwell with over 40 volunteers attending. We have also seen an increase in volunteers as part of the Duke of Edinburgh award. Colleagues in street scene are also leading on the Newark in Bloom bid for 2022 which may offer new opportunities for volunteering.
- ⇒ On 30th March, a day of action was completed in Southwell. Some of the outcomes of the day included:
- A community litter pick with involvement from Lowes Wong School
 - Waste transfer note checks conducted on local businesses
 - The installation of new dog waste and recycling bins
 - The placement of bug and bee hotels
 - New dog fouling signage
 - Targeted bulky waste collections
 - 5 areas of graffiti vandalism were cleared
 - 4 large rural roads litter picked
 - 3 tonnes of waste cleared
 - 20 thank you notes were posted (thanking residents for keeping tidy gardens)
 - We also delivered targeted doorstep leafleting and communication work as part of the day of action.
- ⇒ We delivered a range of projects in the community to help improve the appearance of the environment and improve recycling rates. This quarter we have;
- Helped with a litter pick on Southwell Memorial Park, in conjunction with Lowes Wong junior school pupils as part of the Southwell Day of action.
 - Sent regular newsletters to schools offering help and resources on with litter picking, tree planting and school recycling .
 - Assisted Kneesall School in conducting a spring clean,
 - In partnership with Veolia, delivered a community information evening on recycling for villages in the Harby, Wigsley and Collingham area.
 - In conjunction with Environmental Health, run a Vehicle Idling awareness event at Holy Trinity School in Newark. Further school events are planned and will be delivered over the coming months.
 - Started talks with Gunthorpe Parish Council on creating a new local nature reserve on land they own.
 - Supported the Elston community with their plans for tree planting on Chapel Lane.
- ⇒ The Council has been delivering a grounds maintenance service for housing (HRA) for a year. Over this year more than 360 joint inspections have taken place with an average performance of 1.52 out of 5 (1 being best)



Our Customers said:-

"Thank you for a very efficient bulky waste collection service. It was easy to book and pay online, and the two men collecting the waste were on time, quick, careful and cheerful"



	Year to Date Quarter 4 19/20	Year to Date Quarter 4 20/21	Year to Date Quarter 4 21/22	Year to Date Target 21/22
% fly tipping incidents removed within 72 hours	New for Q3 20/21	70.3%	89.5%	75.0%
Number of fly tipping incidents	1,345	1,853	2,546	1,400
Number of fly tipping enforcement actions	1,358	1,870	2,601	1,420
% of household waste sent for reuse, recycling and composting	30.5%	32.5%	Waiting for external data—arrives a quarter behind	34.0%
Number of missed bins (per 100,000 population)	63.1	62.2	50.1	55
Total number of garden waste subscriptions	New for Q3 20/21	14,542	16,694	16,000
% level 1 graffiti incidents removed within 36 hours	New for Q1 20/21	50.0%	87.5%	90.0%
% level 2 graffiti incidents removed within 14 days	New for Q1 20/21	86.8%	95.2%	90.0%
% of failing sites - street and environmental cleanliness - litter	0.8%	1.2%	0.5%	3.0%
% of failing sites - street and environmental cleanliness - detritus	1.5%	1.1%	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, in quarter 3 there were 438 and quarter 4 saw a significant increase to 1,321. However, it is important to note that the number of fly tipping enforcement actions rose in line with the increase in incidents and 89.5% of incidents were still removed within 72 hours despite the increase in offences. One of the main reasons for the recent increase is the fact that during the last quarter, we took on responsibility for all HRA land which means that all fly tipping on service level agreement (SLA) land falls to us whereby previously this would have been picked up by an external contractor.

We are waiting external data to confirm our recycling rate for quarter 4 but the recycling rate for quarter 3 was 37.3% exceeding the target of 34%.



Enhance and protect the district's natural environment

What we have been doing this quarter;

- ⇒ 4,000 trees have now been planted at the Vicardale site in Vicar Water Country Park, in partnership with the Sherwood Forest Trust and Nottinghamshire County Council, creating a mixed broadleaved woodland and joining up two existing woodland areas to create a wildlife corridor. This site will be named Platinum Jubilee Woods to mark this year's significance. When combined with our other planting schemes, and the free tree give away schemes, we have planted 10,800 trees in the 2021/22 season. Therefore, we have surpassed our planting pledge of 10,000 trees by 2023, as since we started planting in 2019 we have planted over 18,000 trees which will have a significant impact on the local environment. A new plum tree has also been planted in the ancient orchard at Sconce and Devon Park in Newark as part of a unique national tree planting initiative created to mark the Queen's Platinum Jubilee.
- ⇒ 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 that the Council can undertake in order to improve energy efficiency and reduce its overall carbon footprint. This includes the installation of solar panels which was approved at Policy and Finance Committee in November 2021 following an in depth feasibility study. Installation is still on track to be completed by Autumn 2022. This project will assist the Council in making carbon savings and generating renewable energy both of which assist us with reaching our 2035 net carbon neutrality target.
 - Work is underway to develop a Decarbonisation Plan for our corporate and leisure buildings, this will help us to understand energy efficiency and carbon reduction measures which can be undertaken at each site incorporating prioritisation, costs, payback and carbon savings associated with implementation of the recommended measures.
 - Work continues on shaping our Brunel Drive site to meet the future needs of the depot. This includes the exploration and possibility of collecting further waste streams and the electrification of our fleet of vehicles.
 - We have recently launched the Nottinghamshire wide Green Rewards App which went live on 16th February. 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 with the top scorer winning a prize. 142 residents signed up within the first week of launch, and 6 weeks after launch, 266 residents had signed up to log environmentally friendly activities within the district.
 - As previously highlighted, we have undertaken a programme of work to create a new woodland at the Vicar Water Country Park. This action has been taken as the district recognises the urgent need to plant more trees to help with the climate emergency and biodiversity loss.
- ⇒ We delivered a community information evening in partnership with Veolia on recycling for villages in the Harby, Wigsley and wider Collingham area. The new recycling game purchased with our successful funding bid from Veolia was trialled and proved successful at this event. The Green Rewards App was also promoted as part of the event.
- ⇒ At the end of quarter 4, the Garden Recycling service has 16,694 subscriptions signed up to the scheme. This is an increase of 2,152 when compared to the same period last year. By delivering these collections, we can ensure that this waste is recycled and reused rather than being disposed of in landfill.

Activities continued...

⇒ The implementation of the local transport plan and associated projects is progressing well with engagement with Nottinghamshire 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, contributing to the aim of 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 (RMF).
- 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.
- 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.

Annual Indicators (included for Q4 only)	19/20	20/21	21/22	21/22 Target
Number of trees planted in the District	4,600	6,008	10,819	Trend (Increasing)
Number of carbon reduction projects currently in progress	New for 21/22	New for 21/22	7	Trend

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



What we have been doing this quarter;

- ⇒ Work has been undertaken in Edwinstowe, Newark and Bilsthorpe to identify key locations for CCTV cameras. To support with the identification of anti-social behaviour. To enable ASB to be proactively addressed.
- ⇒ Our work to improve the feelings of safety through training and engagement has continued over the past quarter. We invited the residents of Cleveland Square and the surrounding areas to join the 'Safer Streets' drop-in session to discuss their views on safety in their area with local service staff, share their ideas for improvements and have the opportunity to join community groups such as a neighbourhood watch and litter picking activities. Representatives from the Police, Fire Service, the Council's Public Protection team and the Neighbourhood Watch were in attendance to listen to the public's views and provide support.
- ⇒ Throughout the past quarter we have delivered two nights of action, one in Newark and one in Southwell. No formal action against individuals was taken on either night. These nights of action can be in response to specific issues or part of a broader approach to engagement and enforcement. Alongside our days and nights of action, targeted patrols have also taken place to monitor and tackle specific issues, these include;
- Boughton, Fernwood and Southwell targeting anti-social behaviour,
 - Southwell targeting dog fouling,
 - Newark (town centre) targeting criminal damage,
 - Newark (Sustrans track) targeting drinking and littering, and
 - Balderton targeting crimes against the local wildlife.
- ⇒ We continue to deliver the Safer Streets initiative to improve safety in key locations through 'target hardening' and other interventions. The project is delivered collaboratively with the Office of Police and Crime Commissioner, Nottinghamshire Police and Nottinghamshire County Council. Within this phase, the following 'Safer Streets' interventions have been delivered;
- assisted with burglary reduction at 29 properties,
 - fitted 45 bike security trackers,
 - assisted with 10 cases of vehicle security, and
 - helped with 155 hours of targeted police action.
- ⇒ Work has continued on target hardening to help prevent illegal encampments. Following community consultation, bunds are now in place at Thorpe Oaks and Thorpe Close and all sites have been 'hydro-seeded' with areas of grass and wildflowers to support the natural wildlife in that area. The partnership with Newark Town Council is continuing with additional work on several of their sites including Syerston Way and Autumn Croft open space. This work will include an additional community consultation event to gain the views of residents on how these areas can be developed.
- ⇒ The national neighbourhood policing week of action began on 17 January, to 'shine a light' on the important work done by neighbourhood policing. The week of action was organised by Nottinghamshire Police and, as part of the week, we joined the County's Neighbourhoods' teams in the Newark area on 18 January to focus on enforcement, engagement, problem solving and partnership working in relation to anti-social behaviour, licensing and fly-tipping. During the day, police and council officers patrolled priority areas around Newark such as the Sustrans track, Barnby Road and Clay Lane area, around Balderton Lakes, Balderton, Newark town centre and other surrounding areas.

Activities continued...

⇒ We delivered 'Stand by Her' training to NSDC staff and external delegates from the night time economy. These sessions are delivered to empower men to become effective allies to women, exploring conduct and attitudes that can lead to harmful behaviour and using real-life case studies to examine how people can best respond. A total of 45 district council staff have been on the training so far (2 sessions for women and 2 for men) with more sessions planned in the future.

Measuring Success



	Year to Date Quarter 4 19/20	Year to Date Quarter 4 20/21	Year to Date Quarter 4 21/22	Year to Date Target 21/22
% reduction in anti-social behaviour - Newark & Sherwood District	1.5%	-71.0%	-15.0%	0.0%
% reduction in all crime - Newark & Sherwood District	-3.1%	15.0%	15.5%	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	93.12%	81.97%*
% of businesses in the District with a 0 star food rating (major improvement necessary)	New for Q2 21/22	New for Q2 21/22	0.18%	0.15%*
CCTV - number of proactive incidents	New for Q3 21/22	New for Q3 21/22	1,200	Trend
CCTV - number of reactive incidents	New for Q3 21/22	New for Q3 21/22	485	Trend
Fixed penalty notices (number issued)	74	34	1,599	Trend (Increasing)
Community protection notices/warnings (number issued)	28	25	16	Trend (Decreasing)
All other notices/warnings (number issued)	15	19	49	Trend (Increasing)

*target is English average

Exploring our performance...

Anti-social behaviour has risen in comparison to 2019/20. This figure is provided by Nottinghamshire Police and the average for the county (excluding the city) is -17% showing that anti-social behaviour has increased across the county and the figure for Newark and Sherwood is just below average in the county.

The % of food businesses scoring a 0 on the food star ratings fell marginally below target for quarter 4. This equated to 2 businesses out of 1,112.

Annual Indicator (included for Q4 only)	19/20	20/21	21/22	21/22 Target
% of tenants satisfied with the neighbourhood (STAR)	Not undertaken due to Covid	90.0%	91.5%	90.0%



Improve the health and wellbeing of local residents

What we have been doing this quarter;

- ⇒ We have successfully secured £10,000 funding from Feeding Britain to support the credit union and align their services with families accessing our food banks and food clubs locally.
- ⇒ The Team supported 'Family Action' in securing 2 new venues for Food Clubs; The Green, Bilsthorpe, and Beaumont Walk/Yorke Drive, Newark. Both clubs are delivering much needed food support to the local communities they are serving with Beaumont Walk supported by a team of 10 informed tenants who are proving essential support on a volunteer basis.
- ⇒ We worked with local community groups to secure funding from the NCC Community Food Fund. All bids have been successful, securing £90,717.70 in funding in total.
- ⇒ Following a successful bid to Nottinghamshire County Council's Social Eating Fund, we secured £7,000 to offer level 2 food hygiene training to volunteers to support the set up of three social eating projects on the Sherwood side of the district. We have already signed up 20 tenants for this initiative.
- ⇒ At the Southwell Leisure Centre, work continues on the integration of staff, policies, procedures and branding to align the leisure offer to ensure consistency of service delivery and operational efficiencies. Over the past quarter, performance at the centre has also improved in terms of an increase in memberships. The work on the business case for a new fitness suite has paused temporarily, although other works have taken place at the centre to re-configure the existing fitness space, this has created additional capacity and flexibility to meet the current user demand at the site.
- ⇒ The year-end rent arrears position is at the lowest level since April 2018 which demonstrates the continuing benefit of targeted support to those at risk of financial crisis. As previously reported, we have not experienced the anticipated impact of Covid-19 related arrears issues, but there are signs that the increase in the cost of living could prove challenging for income collection in 2022-23. We will continue to monitor the situation and support tenants where necessary.
- ⇒ The 'Warm Homes on Prescription' scheme continues to offer advice and support to low income owner occupiers within the district who have long-term health conditions made worse by living in a cold home. This year the scheme has helped over 60 residents to improve the energy efficiency of their homes by fully funding insulation and/or heating improvements. These improvements enable residents to achieve affordable warmth and thus the ability to better manage their health condition.
- ⇒ We have worked in partnership with the YMCA to develop a further Third Party Funding (TPF) proposal in support of a grant application to the FCC Community Foundation Action Fund. This is to support the development of an outdoor gym and fitness facility at the Community and Activity Village, if successful the project will receive a grant of approximately £80,000. In addition, work is ongoing to secure Step 5 Semi Professional football for the Town from the site for the forthcoming season 2022/2023.
- ⇒ Following the approval of the capital scheme to replace the current hockey pitch at the Magnus Academy, work has progressed on developing the tender process and completion of the Community Use Agreement (CUA). This will set out the management arrangements for the hockey pitch for the next 15 years which will be managed by Active4Today. It is anticipated that works will commence on the site in late Spring and be completed in time for the Summer holidays and the new hockey season 2022/2023.
- ⇒ Work is scheduled to start imminently on the new Bilsthorpe play area and the local ward member has secured an additional grant of £20,000 from Veolia for the project.
- ⇒ Our environmental services team continue to deliver an active and engaging programme of walks, talks and activities for friends and volunteer groups at Sconce and Devon Park and Vicar Water Country Park, Sherwood Heath and Saint Mary's gardens.

Activities continued...

- ⇒ During the last year, the Yorke Drive Regeneration Scheme suffered a delay as key constraints and changes to national and local design guidance required an element of redesign. As we move into the first quarter of 2022/23, work to achieve a start on site at Yorke Drive continues. Residents and stakeholders have been kept up to date as the project has progressed and it is expected that a reserved matters submission for phase 1 will be submitted in the first quarter of 2022/23.
- ⇒ The Cultural Consortium’s Heritage Action Zone Cultural Programme continued in March with ‘Musical Whispers’. A series of events, including targeted activity for people with dementia, families, and people with sensory needs, which culminated in the co-creation of pieces of music.
- ⇒ We held our first Health and Wellbeing Group strategic group meeting following the partnerships restructure and we have held a number of monthly strategic meetings since. The group 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. We also developed 2 infographics detailing ‘what is Newark’ and ‘what is Sherwood’, pulling together health statistics and wider partner data to determine the greatest health inequalities across both areas.



Spotlight benchmarking

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

Measuring Success



	Year to Date Quarter 4 19/20	Year to Date Quarter 4 20/21	Year to Date Quarter 4 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	909,388	Trend
Live Leisure Centre membership base (all)	New for Q3 21/22	New for Q3 21/22	10,990	Trend
Number of events held in NSDC parks	New for Q3 21/22	New for Q3 21/22	126	Trend
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	New for Q3 21/22	969	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.

To contextualise the current performance, the number of user visits in quarter one and two (aka the number of visits between the 1 April and 30 September) was 389,458, quarter 3 was 210,826 visits and quarter 4 saw the greatest amount of visits with a total of 309,104 visits.

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.

Measures of Success	Year to Date Quarter 4 19/20	Year to Date Quarter 4 20/21	Year to Date Quarter 4 21/22	Year to Date Target 21/22
Website - number of users (total number of unique users)*	443,619	518,197	449,755*	400,000
Engagement rate with posts issued on NSDC Facebook and Twitter combined	New for Q1 21/22	New for Q1 21/22	1,055,405	Trend
Number of digital web form transactions	New for Q1 21/22	New for Q1 21/22	41,338	Trend
Telephony - average length of time to answer call (seconds)	New for Q4 20/21	17.0	78.0	25.0
% invoices paid within 30 days - whole Council	87.7%	89.9%	98.1%	95.0%
% effective response to Careline calls within 180 seconds (industry standard)	New for Q1 20/21	98.7%	99.1%	99.0%
% business rate collection	98.5%	Est 97.0%	98.0%	98.0%
% council tax collection	97.4%	Est 97.3%	97.4%	97.6%
Average number of days to process new council tax support applications	New for Q3 20/21	20.5	18.0	18.0
Average number of days to process council tax support change in circumstances	New for Q3 20/21	9.4	9.0	7.0
Average number of working days to process housing benefit change in circumstances	3.0	7.0	3.0	7.0
Average number of working days to process new housing benefit claims	New for Q3 20/21	19.0	19.0	18.0

*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.

Exploring our performance...

Customer services took, on average, 78 seconds to answer a call in quarter 4 and 71.45% of these were answered within 60 seconds. Unfortunately, this performance indicator cannot be benchmarked to the previous year as Covid restrictions meant that we were not delivering face to face services. Through 2021, the business unit had a high number of staff changes, including two staff obtaining alternative roles with the Council and one long serving advisor retiring. The merger of the housing management customer services team with the Councils customer services team took place in September 2021 and required recruitment to fill 10 vacancies. This resulted in ten new advisors (50% of the team), only being in place since August 2021 or even less. Alongside this, the team have dealt with an increase in the number of calls received through March due to customers receiving their garden recycling renewals, annual council tax and rent bills all around the same period.

The additional pandemic payments by Universal Credit have now been withdrawn. This affected our processing times during Q3 but has now returned to normal. Performance is expected to be within target next quarter. Although the Council Tax collection target of 97.6% was missed. This years performance is a 0.1% improvement on last year. The collection of outstanding arrears continues after the year end. The overall collection rate for all years (since 1993) is 99.2%.

Customer Feedback

Over quarter 4 we received 23 compliments, 12 suggestions and 83 complaints.

Compliments

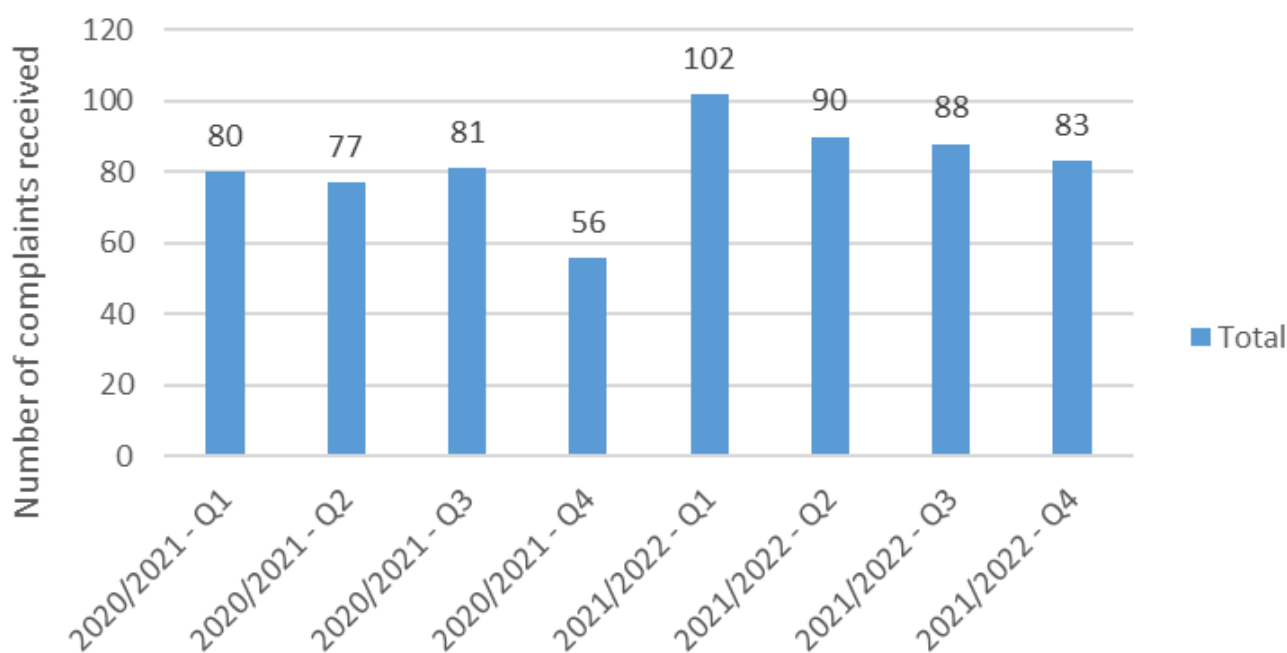
23 compliments were received this quarter. This is a slight increase on the 20 received in quarter 3. The teams attracting the highest volume of praise included;

- Waste and Transport with 8 compliments and themes around responsive service, polite and welcoming staff and quality work.
- Housing maintenance with 4 compliments and similar themes to the above including responsive service, quality repairs and caring behaviour from staff.

Complaints

Quarter 4 saw the lowest level of complaints across all quarters in 2021/22 but this followed a similar pattern to the previous year. In total 83 complaints were received in the last quarter. The services receiving the most complaints were as expected, as they are the most front facing, and consistent with previous quarters. The most complaints being about waste & transport, council tax, housing maintenance and asset management, housing and estate management and public protection.

Total Complaints by Quarter



When compared to the previous quarter, the amount of complaints for waste and transport has seen an increase but remains lower than the quarter 2 position. 31 complaints were received in quarter 2, 15 were received in quarter 3 and 22 received in quarter 4. This is also an increase from the same period last year when 16 complaints were received. The main themes were; missed bins, staff conduct and concerns with service quality. Out of the 9 missed bin complaints, 3 were caused by the collection calendar being incorrect.

Council tax received 11 complaints this quarter which is lower than all quarters across 2022/23 but almost twice the amount when compared to the same quarter of the previous year. Similar themes have continued with the topics being; decisions made, responsiveness, communication issues and issues around rate of council tax applied.

Public Protection received 4 complaints which is a decrease of 3 from the previous quarter. In quarter 3, 4 of these complaints related to the behaviour of WISE, our new waste enforcement contractor, this has now reduced to 1 which demonstrates the steps taken by the service area and contractor to address the issues identified. The only other theme was a lack of progress around reported neighbourhood issues.

Housing maintenance received 17 complaints, 2 more than the previous quarter, and housing and estate management received 8, 3 less than the previous quarter. The complaint themes in housing and estate management were predominantly 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...

Three customers complained about missed garden waste collections. The cause of this was an error on the collection calendars circulated to residents.

What we have done to improve...

We have developed a new process to ensure that the calendar receives additional checks before it is published to ensure it does not contain any errors.

Area of improvement...

Two complaints were received this quarter by tenants raising issues associated with external contractors. These included issues such as the quality of the work, lack of communication and delays.

What we have done to improve...

Following multiple complaints, the service area have undertaken a review of the performance of this contractor, and this contractor is no longer being used by the Council.

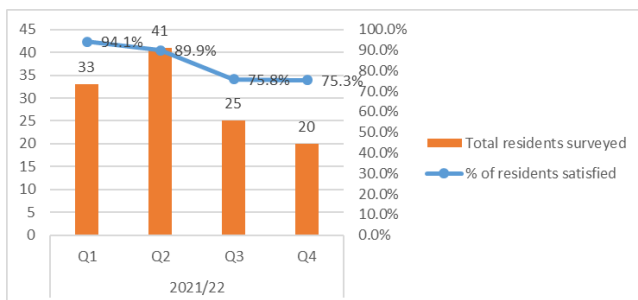
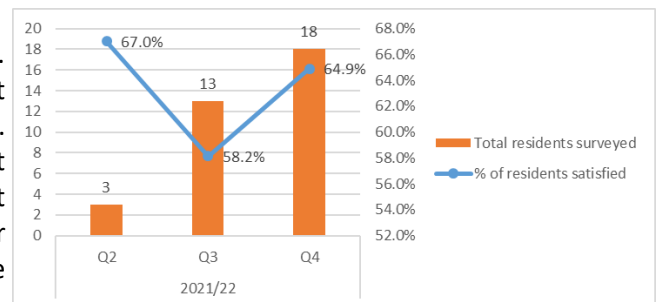
Customer Feedback continued...

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 four 827 surveys were conducted over 12 service areas in total, and the average service satisfaction across the areas was 92% (aka 92% satisfied or very satisfied). Albeit the lowest performing quarter, this is similar to all quarters through 2021/22 with the highest being 93% and the lowest being quarter 4 at 92.3%, this difference would equate to 7 people. Services receiving higher than average satisfaction include major and minor adaptations, Careline, gas servicing, legionella, lettings, repairs and right to buy, and the areas for action were identified as;

Complaint handling

65% of tenants surveyed were satisfied or very satisfied. Albeit falling below average, this is the second highest scoring quarter and has increased by 5.7% since quarter 3. 18 tenants were surveyed. 2 negative complaints were about the way in which the complaints were handled, 1 complaint about the length of time taken to resolve, 1 complaint over not receiving a response with the outcome and 1 because the service were limited in their ability to help.



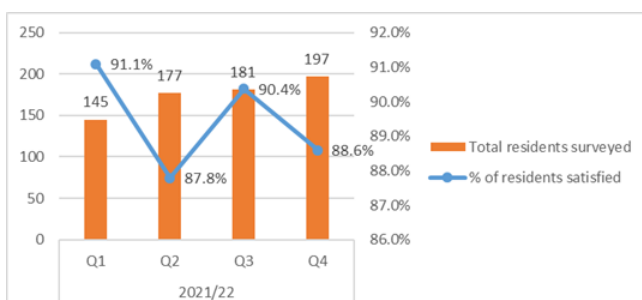
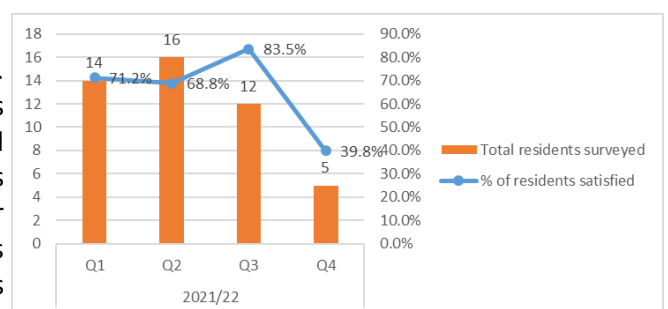
because the work was taking too long.

Major works to tenants homes

75% of tenants surveyed were satisfied or very satisfied. Quarter 3 marked a significant drop in satisfaction from quarter 2 when satisfaction was at 90%. Quarter 4 performance has stayed consistency with Quarter 3 and has not yet returned to previous levels. 20 tenants were surveyed. 1 tenant was not satisfied due to poor communication, 1 because of the overall response to do the work, 1 because of the time taken to complete and 1

Antisocial Behaviour

40% of tenants surveyed were satisfied or very satisfied. This marks a significant drop when compared to previous quarters but only 5 people were surveyed in quarter 4 and an average of 14 people were surveyed in the previous quarters. The reduction compared to the previous quarter equals 43.7%. In terms of those dissatisfied, 1 tenant was not satisfied due to how we responded to an issue, 1 was the quality of the service we provided and 1 was that we did not keep the tenant informed of progress.



Customer Services

89% of tenants surveyed were satisfied or very satisfied. Quarter 4 marked a drop of 1.8% when compared to the previous quarter but is still a marginal improvement on quarter 2 where satisfaction was at 87.8%. Similar to the previous quarter, the main issues raised were; not receiving a call back/lack of proactive communication with the tenant, slow service and unhappy because of the specifics of an enquiry.

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 started the year working from home where they could, but national restrictions were lifted on the 19 January and staff were allowed to return to work. Staff were given a few weeks to prepare for the change and get practical arrangements, such as childcare, in place and were welcomed back into offices from the 31 January.

Since then various events have been able to take place in person starting with the Council's 'Serving People, Improving Lives' staff awards which took place on Monday 28 February. It has also been advantageous to run various training sessions, such as safeguarding training, in person once again as this helps sessions be engaging and interactive. We also ran two successful 'Staff Roadshow' events on the 15 and 16 March. The Roadshows saw over 185 staff coming together to reconnect, hear about the key projects and work streams coming up for the Council and reflect on their experiences of the last few years.

Finally, managers recorded a 'looking ahead' video to be released to staff and members in April (in time for the start of the new financial year). Managers recorded themselves talking through their plans for the upcoming year, from looking after our green spaces to supporting residents with their Council Tax, to give staff insight into the breadth of activity we do across the Council and an idea of the key projects coming up in the next year.

Key staff measures	Year to Date Quarter 4 19/20	Year to Date Quarter 4 20/21	Year to Date Quarter 3 21/22	Year to Date Quarter 4 21/22	Year to Date Target 21/22
% of staff turnover	3.0%	11.0%	3.7%	15.0%	14.0%
Average number of sick days per employee (FTE) per year lost through sickness absence	7.0	5.3	5.8	7.6	6.0

Covid-19: Staffing Impact	Q3	Q4
Number of staff who tested positive and were absent sick	20	51
Number of staff tested positive for Covid-19 and could continue to work from home	18	37
Number of staff tested positive for Covid-19 and could not work from home	9	25
Number of staff self-isolating and could continue to work from home	25	8
Number of staff self-isolating and could not work from home	5	4

Staff turnover in quarter 4 remains close to target by 1% and 4% higher than the previous year. 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 4 was 7.6 days against a target of 6 days. This is 2.3 days higher than the same period last year. However, it was perhaps expected that there would be an increase in sickness absences during this year following the easing of Covid-19 restrictions. It should also be noted that considerably more days have been lost due Covid related sickness with 472.5 working days lost this year compared to just 125.5 working days last year.