



# Newark and Sherwood District Council Performance Report

2022-23 Q1  
1 April to 30 June 2022



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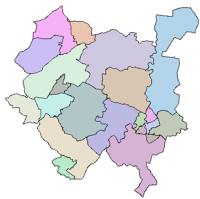
@Newark and Sherwood District Council

# 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 April to 30 June 2022 (Quarter 1).

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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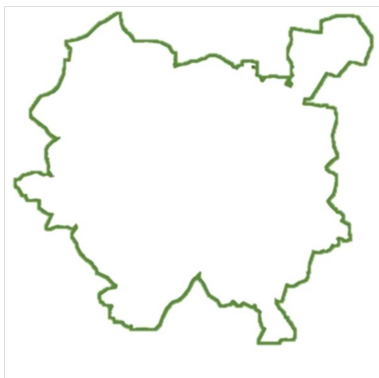
## Our Workforce

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 122,900 (15.3% of Nottinghamshire's population).

5,551,300 dwellings of which 10% are owned by the Council (social housing).

There are on average 189 people per square kilometre within the district. This is sparser than the England average of 395 people per square kilometre and the Nottinghamshire average of 396 people per hectare.

7.6% of the population are within the age range 55-59 which is the highest across all the district age ranges. This is also different to the England average where 50-54 is the highest age range at 7%.

79.3% of the district's working age population (16 to 64) are qualified to a Level 2 or higher. This is 5.1% higher than the county average and 1.1% higher than the England average.

The gross weekly pay for residents is £589.80. This is 2.8% higher than the Nottinghamshire average but 4% lower than the England average.

## How is our district?

This data tell us something about our district in quarter 1 (April-June 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 increased by 1, residential applications have increased by 4, non-major applications have reduced by 52 but major applications have increased by 9.

**5 commercial planning applications** were validated

**54 residential planning applications** were validated

**19 major planning applications** were received

**290 minor planning applications** were received



**2,235 people are currently unemployed** across the District. This is a reduction of 12% since quarter 4 of last year and a 27% reduction compared to the same period last year.



**7.8% of town centre retail premises were vacant** in quarter 1 (the town centres measured are Newark, Edwinstowe, Ollerton and Southwell). This is equivalent to the previous quarter.

As of June, **125 businesses were 'born' and 160 businesses 'died'**. Both of these are a reduction to the previous quarter.

## Interactions with the Council

This information shows how busy Q1 22/23 has been for the Council in terms of customer interactions.

- **2,992 face to face contacts** were held at Castle House. This is a 81% increase since quarter 4 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 and **5,060 calls** were received by responsive repairs
- **15,966 digital web form transactions** were completed by our customers, a 90% increase from the same quarter of the previous year.

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;

- ⇒ To support residents with the cost of living crisis, Councils were given the responsibility for processing and awarding the council tax energy rebate payments. As of the end of quarter 1, a total of 38,897 payments of £150 awards have been distributed, equivalent to £5,834,550. We have also provided 4,671 discretionary awards totaling £134,936.
- ⇒ The Humanitarian Assistance Response Team's (HART) support system continues to operate with its current primary focus around homes for Ukraine. All support requests for Homes for Ukraine and additional assistance are directed to HART and allocated to a member of the Community Development Team to be actioned within 24 hours as part of the Council's Family Support Worker response. Currently 129 matched families consisting of 163 individuals have arrived and are receiving support through the Council's local response programme.
- ⇒ We are continuing to deliver digital services that allow our residents to interact with us via digital channels. We have launched the first phase of MyNS, an online platform that allows residents to find out useful information about Newark and Sherwood which is tailored to them. In the first phase, residents will be able to see their bin day, find out information about their ward Councillor, including how to contact them, and keep track of the status of a range of service requests, including missed bin collections, reported fly tips and street cleansing requests. At the end of quarter 1, 233 residents had successfully signed up to utilise the system.
- ⇒ Another of our new digital channels is webchat. Instead of calling customer services, residents can now get the answers they want by going onto the Council's website and clicking on 'Chat now'. This links them with a customer services advisor who can deal with their query quickly and easily. During quarter 1, there were a total 765 webchats received. Currently, advisors are limited to dealing with one webchat at a time but we are investigating how they can respond to concurrent webchats. Following this improvement, there will be increased capacity to deal with residents communications via webchat and other digital services. Some of the other digital platforms introduced include an e-newsletter service and MyAccount webpage for tenants.
- ⇒ In line with our digital declaration we have trained involved tenants to train other tenants to improve their digital skills. To maximise take-up of the tenant digital workshops, we are now looking at a more focused approach in our community centres by encouraging small groups to participate in tailored sessions that accommodate the differing levels of confidence and ability. These workshops are continually promoted and offered to tenants by the Tenancy and Estates team.
- ⇒ The Community lottery continues to operate successfully with 63 registered good causes receiving support. At the end of the quarter, approximately 12,500 tickets had been purchased generating approximately £7,500 for good causes. The first bi-annual Community Lottery 'Draw within the Draw' was held in April and 6 good causes each received an additional £500 funding through the Council's Community lottery receipts. The Community Lottery is one of the few lotteries run nationally that is experiencing growth, and in the first year of operation it has grown its ticket sales by 35%, moving from 752 to 1,018 ticket sales per week.
- ⇒ The fifth round of the Parish and Town Council Initiative Fund, themed around cleaner, closed in April and three applications were supported. All outstanding approved schemes will be progressed over the next quarter in order to conclude and reconcile the Fund. Any balances left within the fund will be made available for distribution through the replacement Community Grant Scheme.
- ⇒ A new speedwatch group on Winthorpe Road/Yorke Drive is currently being developed to help address issues relating to speeding in the local community. Community Speed watch also formed part of the day of action at Bilsthorpe which resulted in more than 180 vehicles being checked.



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**



- ⇒ 3 Local Influence Networks are now in place to give tenants the opportunity to speak to one another and share their views on their local community with Council officers. Six meetings have now taken place across the district. To maximise take up, we have trialled different methods of advertising, with hand delivered leaflets found to be the most effective way to encourage attendance within our rural areas. While the Local Influence Networks are still in their infancy, the feedback has been positive and we look forward to tenants taking on the role as chair for these networks and seeing them work alongside the Tenant Engagement Board.
- ⇒ The Southwell flood mitigation scheme is progressing well and should be completed in 2022/23. The scheme for Lowdham submitted a formal planning application in October 2021. Following consultation with stakeholders, changes to the original application will require re-submission of certain planning documents. On 21st April, the Environment Agency held a public engagement event at the Lowdham Community Hall, supported by suppliers Arup and Jackson Civil Engineering, to present the scheme proposals to the Lowdham community and promote sign up to the Flood Warning Service. The Environment Agency's partners, Nottinghamshire County Council, and the Lowdham Flood Action Group were also present to discuss other flood risk issues and community preparedness with attendees.

How are we performing against our objective to...

## 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 projects continue to move forward and be delivered with progress as follows;
- The Construction College opened in September 2021.
  - The full Business Case for the Air & Space Institute (ASI) has been completed and is under review by the external assurers. The review is expected to be completed by the end of July 2022 to coincide with a start on site by the construction contractors.
  - The outline Business Case for the Smart Innovation, Supply Chain and Logistics (SiSCLOG) project is on track to be completed by the end of July 2022. The project has experienced delays following the announcement of the preferred route for the dualling of the A46 and the designs of the project have been amended to accommodate the adjacent Department for Transport project. A successful Logistics Conference in June 2022, gathered views from people working across the logistics industry, and informed the design of the project, confirming our initial approach.
  - Work has started on site for the redevelopment of Stodman Street, with the project progressing according to the delivery plan. Archaeological surveys are being undertaken, the results of which are expected by September 2022.
  - The Cycle Town project is progressing with two docks already installed, one at Castle Station and one at the new development at Middlebeck. The installation of the third dock, at the bus station, is expected by the end of July 2022. We have also received interest from large local organisations, including from the private sector, wanting to tap into the Cycle Town project and align their own sustainable transport ambitions to the project's objectives. Usage data of the docks will be provided and shared to members once this becomes available.
  - The project to enhance the visitor experience at Newark Castle is progressing. The first-round bid to the National Heritage Lottery fund was successful, leading to an invitation to progress to the second round of the fund. The outline Business Case was submitted to central Government in June 2022.
  - The outline Business Case for the Newark Cultural Heart project has been completed and was submitted to government in April 2022, enabling the drawdown of the first year's allocation of funds. Work with Newark Town Council, the delivery partner, is ongoing by developing an events calendar which includes both small and medium-sized events to increase vibrancy in the town centre leading to more footfall, longer dwell time and greater consumer spending.
- ⇒ Strip out works to the Buttermarket are now complete and Inspire (a charitable community benefit society, delivering cultural and learning services across Nottinghamshire) have been secured to occupy the second floor of the space from September 2022. The Atrium will be reserved for community use and flexible use retail pods.
- ⇒ We have submitted a bid to 'Levelling Up Fund Round 2' to fund two projects. The first project is Ollerton Town Centre focusing on; encouraging a strong retail offer, making the high street a destination for residents and visitors, ensuring accessibility for all and making our town centres as environmentally friendly as possible. The second project is in Clipstone focusing on; training and skills development, creating employment opportunities and providing health and wellbeing provisions. These project have also been endorsed by Nottinghamshire County Council and the Sherwood Board. After consideration the Forest Corner project was not included in this bid as it does not meet the criteria of the fund. However, further engagement has been made with our partners at Nottinghamshire County Council and the Wildlife Charity RSPB and it is anticipated that a bid-ready proposal will be developed to align for submission to future funding opportunities.
- ⇒ 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. Since January 2022, we have delivered a range of activity with some examples of the key events including;
- Supporting the North Notts Careers Hub which is a steering group that look at strategic priorities to

deliver a collective impact across North Nottinghamshire. This includes how we develop an integrated skills system across D2N2, how we remove barriers for working people with learning disabilities and improving how we deliver an understanding of careers within the digital sector.

- Ecology, Biodiversity, and Land Management pre-16, post 16 and post 18 groups convened to discuss co-ordination and opportunities across the district
- Support to the Employment and Skills Board Meeting – this is a partnership of skills providers that discuss and implement local skills and career activities. These board members consist of representatives from; the Council, Newark College, YMCA, West Notts College, Nottingham Trent University, Inspire and Futures.
- Collaborated with the North Notts Employability Collaboration Group (NNECG) - this includes representatives from Newark and Sherwood, Mansfield, Bassetlaw and Ashfield to discuss options for employability
- Attended or supported 5 school events to understand aspirations, promote opportunities and to develop interview skills.

⇒ We continue to lead, shape, influence or in some cases directly deliver key required infrastructure. We submitted a response to the A46 preferred route announcement setting out our agreed position and have actively held discussions with the A46 Newark Northern Bypass Project Team about the design of the proposed scheme. We are continuing to finalise the Grant Funding Agreement in relation to the Southern Link Road to enable the developers to access the Levelling Up funding to begin construction. Officers are also in discussion with National Highways and their consultants Amey to produce an options appraisal and design works for the A1 Overbridge.

⇒ We continue to offer a comprehensive programme of support to ensure sustainable economic growth for local businesses. Some of the key activities this quarter included;

- The development and exploration of a package to support the business community with cost of living assistance.
- 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.
- Hosted the Global Innovation and Nimble Thinking event on 14 April 2022. 62 people, representing a range of businesses, attended this free event to learn about global innovation and procurement.
- Continuing to deliver the 'Business Growth and Resilience Programme', a programme 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. Through quarter 1, 8 businesses applied for either the support or grant funding through this scheme.
- Signposted and supported 4 businesses to access Grantfinder, this site is Europe's most advanced grants and policy database.
- Providing businesses with a range of advice and support.

⇒ The Welcome Back Fund has now been completely delivered and the final claims submitted to central government. The fund supported the safe return to high streets following the pandemic. The fund has helped contribute to re-energising footfall and retail spend in town centres. For example, in Newark town centre there was an average of 4,487 visitors per day in quarter one, representing an increase of 63% when compared to the same quarter of the previous year.

⇒ A new bakery has opened at the Gateway Lodge, a former disused building based at Forest Corner in Edwinstowe. The disused building was fully refurbished by the Council and now has its first tenant, Ruby and Sophia's Dog Bakery, an award-winning artisan dog treat bakery and pet outfitters.

## Measuring Success



### Spotlight benchmarking

As of March 2022, the unemployment rate was 4.3% in Newark and Sherwood compared with 4.2% in England.

	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	England/ National Av- erage
% of Town Centre retail premises vacant across the NSDC District	New for Q4 20/21	9.5%	7.8%	9.0%
The performance of our assets which contribute to the economic growth of the district				
	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
Total number of admissions - National Civil War Centre	New for Q3 20/21	1,141	3,045	2,500
Total number of admissions - Palace Theatre	0	0	12,296	7,500
Newark Beacon - % of occupied units	New for Q3 20/21	86.0%	97.2%	85.0%
Sherwood Forest Arts and Crafts - % of occupied units	New for Q1 21/22	100.0%	100.0%	90.0%
Commercial Property - % occupied units	New for Q1 21/22	89.0%	97.0%	95.0%

### Exploring our performance...

As of March 2022, the levels of unemployment in the district was 4.2% and 0.1% higher than the England average. In March 2021, the level of unemployment was 5.5% showing an improvement of 1.3% over this 12 month period. This decrease in unemployment has been caused by a combination of job density being higher (more vacancies than ever), a large reduction in unemployment across 16-24 year olds, and there has been also been a rise in self-employment. The Restart Scheme, Kick Start Scheme and Department for Work and Pensions programmes were also proved successful.

Visits to the Palace Theatre continues to exceed target and by 4,796 admissions for this quarter, this equated to a 39% increase over the target set and shows a positive recovery following the pandemic.

The National Civil War Centre's recovery post-COVID continues, and attendance has seen an increase of 167% when compared to the same quarter of the previous year. Performance is being supported by specific footfall drivers such as family Saturdays and Aphra Benn Day, which saw 200 visitors enjoy craft, costumed performance, and the chance to vote for their favourite sculpture of the Civil War spy. Additionally, the Heritage and Culture team has extended its programme of outreach including; a successful Medieval Fun Day at Newark Castle which received a footfall of approximately 4,000, an after-school history club at Newark Academy, and more than 40 young people performed in the theatre's youth production of Aladdin.



### Our Customers said:-

"Our students had a fantastic day at the National Civil War Centre. The staff at the centre were so organised and created a really engaging schedule for our students. See you next year!"



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;

- ⇒ Arkwood Developments, our property development company, has completed 29 units on the Avenues development at Bowbridge Road and other units remain in progress as follows;
  - 25 units are now occupied,
  - a further 58 units are under construction at the site,
  - 42 properties are currently released for sale with 38 being reserved, and
  - of the remaining properties yet to be released there are 12 'early bird' reservations.
- ⇒ Following the demolition of the temporary accommodation facility at Seven Hills, site works are continuing and ground works have begun in line with expected timescales and costs. Our research into best practice models across a wide range of temporary accommodation provision continues and we are liaising with advisors from the Department for Levelling Up, Housing & Communities to ensure the infrastructure and service offering at the new complex meets the needs of residents.
- ⇒ Throughout the quarter, 55 applications for housing proposals were determined, of which 39 were approved. The number of proposals determined has fallen slightly compared to the previous quarter, alongside the number of approvals, although approvals have increased when compared to quarter 4.
- ⇒ Officers are currently preparing an amended Allocations & Development Management Document which will include a number of sites to accommodate the Gypsy and Traveller community. The Council is also developing proposals to deliver a public sector site in Newark and following Cabinet approval in June submitted a Traveller Site Fund bid to the Department for Levelling Up, Housing & Communities.
- ⇒ Like the previous quarter, weather conditions have been such that there has been no need to activate the severe weather provision. Officers met with the Nottinghamshire County Rough Sleeper coordinator to discuss our severe weather provision for this winter. Our next steps are to engage with partners and draw up proposals for the provision of a full winter offer for 2022/23.
- ⇒ Our 'Starting Well' project to improve the success of tenants in new homes continues. Early intervention work continues to have a positive impact on new tenancies with introductory tenancy arrears remaining low. We are continuing to work with the Notts and Lincs Credit Union, who have appointed a local coordinator, and once inducted they will work to increase the profile of the unions and raise awareness with residents of the community focused financial services offered by the credit union. Arrears performance remains in a strong position, with arrears lower at the end of quarter one than over the same period last year. This continues to demonstrate the benefit of a targeted approach to supporting those at risk of financial crisis.

However, we are starting to see the impact of the cost of living crisis, putting pressure on income collection. We expect to see this pressure increase significantly as we move into the autumn with increased utility costs impacting on household budgets and particularly for those pre-paying their utility costs. We will continue to monitor the situation and support customers where necessary.

- ⇒ The 3 tier repair timescale continues to show improved attendance for the more serious responsive repairs, that now fall into the priority 1 category. Alongside this, we have seen a slight increase in attendance times for our priority 2 and priority 3 categories. These are repairs that can wait and are not of an urgent nature. We have also started to log jobs differently in our system, which will allow us to produce more detailed reports that will improve our service offering going forward.
- ⇒ To provide high quality homes and environments 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 and sustainable. We continue to negotiate with developers on proposals submitted at both pre and full planning application stage 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 new Empty Homes Standard has been approved and is now in place on a permanent basis. Since approval, we have continued to receive positive feedback and will continue to monitor the new standards and any impacts on both our costs and performance indicators.

⇒ British families hosting refugees fleeing the war in Ukraine and refugees who have already resettled, were both invited to an evening meal on 5 May to socialise and meet each other face to face. Organised by Newark College, and supported by the Council, the aim of the evening was to help the refugees feel part of the Newark and Sherwood community and connect hosts and refugees together. The 'Social Eating together' event brought families together to share their experiences and to get to know one another. The event saw almost 30 people come together. Attendees enjoyed a free two course meal and could also find out more about the services available to them in the district. Language tutors were also on hand to speak to hosts and visitors about accessing learning opportunities that might be available.

This was followed by a second event, hosted by the Council, on 24 May. The 'Homes for Ukraine Information Evening' was for sponsors and guests within the district and provided 99 attendees with information and advice from local organisations, community groups and partner agencies such as the Department for Work and Pensions, Newark & Sherwood Community and Voluntary Service, Active4Today and Newark College. It provided the opportunity for people to be provided with information, have an informal chat and to build local connections.

⇒ Following a successful funding bid from the Council's Community Chest, EEM (A National Procurement Framework we use) and a contribution from Community Housing Association Nottingham (our partner landlord at Vale View). Staff at the 'Housing with Care' worked with 'Volunteer It Yourself' to build new garden furniture, create a new raised bed and erect a replacement summer house in the communal garden at Vale View for residents to enjoy.



**Our  
Customers said:-**

"I am an involved tenant, it's wonderful to experience being treated in such a way that made me feel like a valued customer and that I matter".

Measuring  
Success



	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
Average time spent in temporary accommodation (weeks)	N/A	12.0	13.7	13.0
Average time (days) to re-let Council properties	56.5	24.9	25.8	28.0
% of rent collected from current tenants as a % of rent owed	100.3%	102.6%	98.1%	98.5%
Average "End to End" time for all reactive repairs (calendar days)	10.3	39.2	13.7	11.0
% of repairs completed at first visit	94.0%	91.7%	87.6%	93.0%
% of planning applications (major) determined in time	New for Q1 21/22	91.0%	92.0%	90.0%
% of planning applications (non major) determined in time	New for Q1 21/22	97.0%	95.0%	90.0%
Average number of working days to process housing benefit change in circumstances	10.3	3.1	4.6	6.0
Average number of working days to process new housing benefit claims	New for Q3 20/21	17.2	17.8	17.0
Amount of current arrears as a % of annual rent debit	2.21%	1.90%	1.75%	2.20%
Amount of current arrears	£613,776	£450,339	£434,399	£500,000
Number of all tenants who have been evicted for rent arrears	0	0	0	1
% of all tenants who have been evicted for rent arrears	0.00%	0.00%	0.00%	0.05%
% of housing complaints resolved within agreed timescales	New for Q1 21/22	93.0%	92%	100.0%
Number of evictions (anti-social behaviour)	0	0	1	Trend (Increase)
% of homes with a valid gas certificate	New for Q4 21/22	New for Q4 21/22	92.2% (4806 out of 5213)	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	New for Q4 21/22	New for Q4 21/22	99.1% (5644 out of 5695)	100.0%
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	29	Trend (Increase)
Arkwood - plots commenced	New for Q3 21/22	New for Q3 21/22	87	Trend (Increase)

## Measuring Success



### Exploring our performance...

The average time to re-let has made significant improvements and is now exceeding target by 2.2 days, sitting at 25.8 days. Previously this performance was below target and was mainly attributed to the delivery of our new enhanced empty homes standard coupled with managing a high quantity of voids.

The average "End to End" time for all reactive repairs remains above target by 2.7 days. We are currently working on initiatives to improve performance from our trades team by increasing the number of works carried out per day. However, we changed our priority time scales from 6 to 3 tiers (Emergency/Routine/Planned) and the vast majority of repairs fall into the routine category which are completed within 6 weeks. It will therefore continue to be a challenging target. The 3 tier system was brought in last year to simplify the process for customers, allowing for appointments to be booked at the customers convenience and ensure emergency repairs are completed quickly. This level of performance has seen a significant improvement from the same period last year where it was at 39.2 days compared to this quarter at 13.7 days.

92% of complaints were responded to within the agreed timescale and this indicator is now back on target. This is a 7% increase from the previous quarter and comparable to the same quarter of the previous year. In total, 26 complaints were received between April and June and only 2 of these were responded to out of time - both out of time by 1 day. We have now also amended our automated system reminders to provide further clarity to officers when responses are due.

The indicator for gas compliance is under target by 7.8%. There are currently 407 properties out of 5213 that have out of compliance certificates. Of those outstanding, the majority were overdue in June, 54 of these are in a legal process for us to gain access to the property and a proportion were caused by customers missing appointments. The June outstanding certificates are a result of challenges associated with the transfer of contracts alongside managing high volumes of cases due in the summer months. Gas compliance is monitored on a weekly basis, reported monthly to the Director and quarterly to the Senior Leadership Team and Cabinet. We have an action plan in place that includes appointing additional contractors to catch up quickly and when appointments have been missed, efforts are being made to regain access. Due to the circumstances, it is anticipated this will take a few months to become back in line with the expected target.



**Our  
Customers said:-**

"I am over the moon with the contractors who installed my electric shower. I wanted you to know that they worked like Trojans, were very respectful and that I am extremely happy with the results".



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, in May, the Council, alongside partners from the Newark and Sherwood neighbourhood policing team, the Driver and Vehicle Standards Agency and the Environment Agency, took to the roads to crack down on illegal waste carriers. We ran the initiative with the aim of tackling environmental offences such as fly-tipping. This quarter we issued 32 Fixed Penalty Notices (FPNs) for fly tipping and 12 for failure to produce a Waste Transfer Note, indicating that they were not disposing of their waste correctly. We have also issued 24 FPNs for littering offences which included side waste and some small fly tips.
- Plans to conduct future operations are already underway to continue cracking down on those who commit environmental offences and deter potential offenders. On average 1.13 fly tips are reported to us every day and operations like this aim to reduce fly tipping by addressing the problem at the source.
- ⇒ The Great British Spring Clean has been a success around the district once again thanks to the 248 dedicated residents who took part. The campaign, which began at the end of March, is the country's biggest mass-action environmental campaign. This year the campaign focused on the #BigBagChallenge and asked people to pledge to pick a bag of litter from nearby streets, beauty-spots and green spaces to protect communities and wildlife habitats. In total, the litter picking volunteers from Newark and Sherwood collected 232 bags of waste and various large items of waste, including multiple car tyres and wooden fencing.
- ⇒ Work is continuing on the implementation of the Green Champions Scheme. In quarter one, 210 volunteers took part in litter picking events and collected 170 bags of litter from sites across the district. This has reduced from the 222 volunteers who collected 240 bags last year.
- ⇒ The Bilsthorpe day of action, on 30 June, followed several highly successful days of action run by the Council. Some of the outcomes of the day included;
- A community litter pick with pupils from the Flying High academy,
  - The installation of new dog fouling signage,
  - A community speed watch led by local volunteers and the public protection team,
  - Graffiti clean-ups of the Miners Welfare Building,
  - Maintenance of landscaped areas including tree pits and encroaching verges in conjunction with Nottinghamshire County Council,
  - The collection of over 6 tonnes of litter and waste,
  - A record number of more than 70 thank you notes being given to households who were taking pride in the appearance of their gardens, and
  - Community Protection Officers spoke to residents about responsible dog ownership.
- ⇒ 2022/23 marks the second year that the Council will deliver a grounds maintenance service for the housing revenue account (HRA) and performance has continued to be high. Of the joint monitoring inspections, delivered in 6 key areas, the average score was 1.42 out of 5 (1 being best). These results are comparable with the previous year and all scores are within the 'perfect, complete to specification' category.

Measuring Success



	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
% fly tipping incidents removed within 72 hours	New for Q3 20/21	69.0%	97.2%	75.0%
Number of fly tipping incidents	373	410 (Adjusted to include housing would be 654)	522	450
Number of fly tipping enforcement actions	382	517	589	513
% of household waste sent for reuse, recycling and composting	30.7%	37.0%	41.18% (Unverified)	40.0%
Number of missed bins (per 100,000 bins emptied)	New for Q1 22/23	New for Q1 22/23	80.2	90
Total number of garden waste subscriptions	New for Q3 20/21	16,310	18,447	17,000
% level 1 graffiti incidents removed within 36 hours	33.3%	100.0%	100%	100.0%
% level 2 graffiti incidents removed within 10 days	New for Q1 22/23	New for Q1 22/23	100%	90.0%
% of failing sites - street and environmental cleanliness - litter	1.7%	2.1%	1.3%	2.8%
% of failing sites - street and environmental cleanliness - detritus	0.9%	3.6%	2%	1.8%

Exploring our performance...

The percentage of household waste sent for reuse, recycling and composting has seen significant improvements over the last 2 years and now sits at 41.18%. However, the figure for this quarter currently remains unverified and is subject to change.

The percentage of failing sites for detritus is marginally below target by 0.2% and significant improvements have been made when compared to the same quarter of the previous year. Plans are now in place to further improve this indicator and reduce the % of failing sites for detritus.



Our Customers said:-

"I just wanted to say how much I appreciate the work of your teams who respond to reports of fly-tipping, dead animals on or near roads, litter collection, etc. When I submit a report online I feel confident that it will be dealt with as soon as possible, even so I'm sometimes taken by surprise at how quickly it's done!"

How are we performing against our objective to...



## Enhance and protect the district's natural environment

### What we have been doing this quarter;

- ⇒ 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 is working to improve its energy efficiency and reduce our overall carbon footprint by installing solar panels at 5 sites. This project will assist the Council in making carbon savings and generating renewable energy, both of which will assist us with reaching our 2035 net carbon neutrality target.
  - Work is continuing to develop a Decarbonisation Plan for our corporate and leisure buildings to help us understand the energy efficiency and carbon reduction measures we can put in place at each site. This quarter we applied for grant funding from central government for the heat decarbonisation elements on this plan and we are hoping to hear about the success of this application in quarter 2.
  - We are continuing to explore options for the future of Brunel Drive, our depot site, to meet the future needs of the service in relation to the collection of additional waste streams and the electrification of our fleet of vehicles.
- ⇒ The target of 10,000 trees planted by 2023 has already been surpassed and will have a significant impact on the local environment. Over 18,000 trees have now been planted across the district. With 7,919 trees directly planted and over 10,000 trees given away free of charge to residents, parishes and groups for planting across the district. Work on the tree strategy is nearing completion following the recruitment of a full time tree officer. We continue to water and maintain our planted trees through the hot summer months. Due to the temperature, no new trees will be planted until the new planting season begins in the autumn.
- ⇒ Following the relaunch of the garden recycling service for 2022/23 in March, the current number of subscriptions stands at 18,447, up from 16,890 last year (9% increase). Collecting garden waste separately allows us to ensure this waste is recycled or reused and not disposed of in landfill.
- ⇒ In quarter one, in conjunction with colleagues around the council, we have delivered several activities to promote environmental awareness and improve recycling rates, including;
- Promoted recycling activities and wildlife friendly gardening, including 'grow your own' food advice at the Nottinghamshire County Show.
  - Delivered an event focused on correct recycling behaviours on the Sconce and Devon Park.
  - Conducted doorstep communication work to encourage good recycling behaviour in Collingham, Coddington, Ollerton and Southwell, and conducted Waste Transfer Note Checks in the same areas to ensure compliance with waste disposal legislation.
- ⇒ During 'No Mow May' the Council's Grounds Maintenance team stopped mowing certain areas around the district. Various Council-owned green spaces and country parks were left to grow as part of the campaign which aims to let the grass grow and wild flowers bloom in spring, and in doing so a 'nectar feast' is provided for pollinators such as honeybees, bumblebees, butterflies, moths, and beetles.
- ⇒ We were given the opportunity to speak to around 70 Lincolnshire Cooperative members to give them an insight into the environmental and sustainable projects taking place in the district. The event took place on the 21 May in Newark and gave Lincolnshire Co-op members an opportunity to listen to talks about the environment and take part in interactive demonstrations. This included an half an hour presentation on the main stage about the Green Rewards scheme and breakout presentations about the free tree scheme.

	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
Number of carbon reduction projects currently in progress	New for Q1 21/22	8	6	Trend (Decrease)

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;

- ⇒ The Safer Streets project was a partnership launched between the Nottinghamshire Police and Crime Commissioner (PCC), Nottinghamshire Police, Newark and Sherwood District Council and Nottinghamshire County Council to improve security in areas particularly affected by acquisitive crimes such as burglary, vehicle theft and robbery. A joint bid with Bassetlaw District Council for Safer Streets 4 funding has now been submitted. The focus for Newark and Sherwood is on anti-social behaviour (ASB), feelings of safety and reducing violence against women and girls. The bid centers around Newark town centre with a particular focus on the Market Square and Church gardens. If successful, this funding will provide improved lighting and CCTV located in positions where ASB has been identified.
- ⇒ We recently delivered some community resolution work, in partnership with Nottinghamshire Police, working with a young juvenile after they defaced play equipment in a play park in Bilsthorpe. The work included cleaning graffiti from a skate ramp, various other play equipment and a litter pick of the area. The resolution was arranged and attended by Council staff after being approached by Bilsthorpe's Police beat team following an initial investigation. Community resolution is an effective tool as it means the damage is rectified by the offenders, and it also gives local officers the opportunity to engage with those that offend in a positive way.
- ⇒ Stand by Her training is being delivered by Nottinghamshire Women's Aid and Communities which addresses misogyny in the earliest stages. The training aims to empower people to become allies to women and to challenge harmful behaviour. Training for local businesses was coordinated by the Council and took place at Castle House. We are the first authority in the country to help support the delivery of this training to those in the community, which includes those who work in licensed spaces such as hospitality establishments, taxi drivers and many more. In quarter 1, the training had been delivered to 75 people, 45 being council staff and the remaining 30 from 9 licensed premises and 4 taxi companies.
- ⇒ A campaign to encourage council colleagues and partners to report ASB, environmental crime or other nuisance behaviour is currently being developed. This awareness raising will help us to address issues early and to have a greater awareness of what is happening locally.
- ⇒ Ahead of the Bilsthorpe day of action, a night of action was delivered. The theme of the evening was youth engagement where 26 young people were engaged with on the night. In attendance were officers from Public Protection and Housing, working alongside colleagues from the Police and the County Youth Service. Further work has also been delivered to target crime in the night time economy by working with the police to deploy police and council resources to the town centre in the early evening during week days and weekends.
- ⇒ Weekly meetings take place between council staff and WISE to identify hot spots based on local intelligence and information from local members and the public. During quarter 1, WISE spent a total of 1,126 hours on environmental enforcement activity on behalf of the council.
- ⇒ Specific targeted interventions have been made in response to incidents. A joint police, Newark and Sherwood District Council and Nottinghamshire County Council youth engagement initiative has been developed following a serious weapon incident.
- ⇒ An acceptable behaviour contract (ABC) is a voluntary written agreement between individuals committing anti-social behaviour, the local authority, the police and Housing Association if appropriate. In quarter 1, 4 of these have now been issued by the police to residents of the district.
- ⇒ Bunds have been installed as a target hardening measure to help prevent illegal encampments. These bunds have been hydro-seeded with grass and wildflowers to support natural wildlife. The hydro-seeding of bunds has been successful with a 70% success rate in growth. We will continue to water and provide fertiliser to accelerate growth in the hot weather, and a period of "repairs" will take place in the autumn of 2022.



Measuring  
Success

	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
% reduction in ASB NSDC	-118% (Increase)	-27% (Increase)	15% (Reduction)	21%* (Reduction)
% reduction in all crime NSDC	1% (Reduction)	16% (Reduction)	-26.8% (Increase)	-10.7%* (Increase)
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	New for Q3 21/22	92.27%	82.47%
% 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%	0.14%
% of food inspections undertaken in year	New for Q1 21/22	90%	73.0%	25.0%
% of programmed inspections completed (all)	New for Q1 22/23	New for Q1 22/23	173%	Trend
% programmed pollution inspections completed	New for Q1 22/23	New for Q1 22/23	100.0%	Trend
CCTV - number of proactive incidents	New for Q3 21/22	New for Q3 21/22	89	100
CCTV - number of reactive incidents	New for Q3 21/22	New for Q3 21/22	296	313
Fixed penalty notices (number issued)	5	16	474	375
Community protection notices/warnings (number issued)	5	12	0	6
All other notices/warnings (number issued)	5	2	3	4

**Exploring our performance...**

\*target is the County average and minus denotes an increase

Anti-social behaviour and crime figures are provided by Notts Police and we utilise the County average (excluding Nottingham city) as our targets to ensure that we are benchmarking locally with the current trends. Anti-social behaviour has seen a reduction of 15% from the same period of the previous year. Previously this followed an increasing trend, and is currently 6% below the County average. Both the Police and Council have initiatives in place to target ASB hotspots and there is an ongoing Policy and Performance Committee working group review focused on tackling ASB. Local work in conjunction with the police to address ASB is being progressed.

Crime has seen an increase of 26.8% when compared to the same period of the previous year. Previously this showed a decreasing trend, and is currently 16.1% above the County average. Theft is one of the crime types that has seen an increase during this period and known individuals are being targeted by the police. Formal monthly meetings have been established with the local police inspector to review crime data and develop local solutions where possible

The percentage of food businesses scoring a 0 on the food star ratings fell marginally below target this quarter and this equated to 2 out of 1,126 food businesses. All premises with a zero star rating will be subject to numerous visits to ensure there is an improvement in standards.

The quantity of proactive incidents monitored for CCTV is under target by 11. The most common incident noted for proactive monitoring is ASB in Newark town centre. The proactive monitoring is normally undertaken as a result of a request from the council or the police

Although the notices issues indicators both remains under target, these are only served where officers feel no other remedy is available i.e. informal discussions.

How are we performing against our objective to...

## Improve the health and wellbeing of local residents



### What we have been doing this quarter;

- ⇒ The Local Authority Delivery (phase 2) project aims to use government funding to raise the energy efficiency level of up to 76 low income, poor energy efficiency rated homes by installing either external wall insulation or solar PV across a mix of social housing tenants and owner occupiers. As of the end of June, 16 installations had been completed with the rest expected to be delivered by the end of September 2022.
- ⇒ Work has begun on the refurbishment of the artificial turf hockey pitch at Magnus Church of England Academy which will secure Newark Hockey Club's long-term future at the site as well as providing a great new facility for the academy students and the wider sporting community of the town. The old artificial turf surface, installed in 2001, and its underlying shock pad will be replaced. The facility will also see the installation of new goals, dugouts and new LED lighting installed to the existing lighting columns. The intention is that the improved pitch will encourage greater participation in sport and recreational activities within the local community, particularly hockey and football. A Community Use Agreement has been signed by all partners and Active4Today will take on the management responsibilities for the new pitch for a period of 15 years as part of the partnership arrangement with the Magnus Academy.
- ⇒ The main building at the Community and Activity Village is now open and operational in part, further work is ongoing in respect of the introduction of activity spaces and programmes as part of the phased opening plan. The grant application for the Outdoor Gym and Fitness Facility was successful and work on this element of the project will soon commence. The Council acted as the third party funder for this project which helped secure an additional £80k grant investment from the FCC Community Foundation.
- ⇒ Funded by the Council and the YMCA, new stands and seating will be installed at the YMCA Community and Activity Village in Newark. This project aims to achieve three things:
  - Firstly, by introducing the stands, other events and activities can take place at the village, such as the Newark Festival. Allowing the village to host activities and events for residents, when the pitches are not used for football, boosting the local community.
  - Secondly, the seating will allow the village to welcome more significant footballing opportunities to the district, such as County championship matches, which require a higher level pitch provision.
  - Finally, the seating could allow the ground to be re-graded to a level which allows up to step five football to be played, future-proofing the facility.
- ⇒ The Council, in collaboration with the Nottinghamshire County Council Health and Wellbeing Hubs (previously known as the mass testing team), have delivered a number of Health and Wellbeing 'pop up' events in various locations across the district. These events provide residents with an opportunity to discuss their own health and wellbeing and to be signposted to a wide array of local services where required. At a number of events, residents have been also offered a free 'Body MOT' which includes such things like a blood pressure check. An average of 13.7 residents have been engaged with per event and 83% of those being signposted to other support services.
- ⇒ The integration of the Southwell Leisure Centre in to Active4Today's leisure centre delivery model continues to develop positively. Following the re-configuration of some of the internal space within the centre, memberships and usage has increased from 2,647 in April 2021 to 3,254 in April 2022, an increase of 23% memberships. Ongoing discussions are taking place in respect of how the centre can be further improved with a goal to enhance the leisure offer and to make a positive contribution to improving the health and wellbeing of local residents.
- ⇒ The Crop Drop scheme restarted for its second year and continues to support all food clubs and food banks across the district with free fresh produce. This scheme not only provides families and residents access to fresh produce, it also gives the allotment holders and growers an improved sense of wellbeing by donating and volunteering in their local community.

How are we performing against our objective to...



## Improve the health and wellbeing of local residents

- ⇒ A pre-start meeting has been held for the Bilsthorpe play area project and a start date of early September has been agreed. On top of the £20k grant funding received from Veolia, a further £20k of grant funding has been secured by the local member through the Nottinghamshire County Council’s Local Communities Fund. The Parish Council are also working closely with a wide range of local community groups to develop use of the site when completed and will apply for Green Flag Award status for the Maid Marion Way Park.
- ⇒ We have worked with health partners to support the restructure of primary and secondary care health, which saw the removal of the previous Clinical Commissioning Groups (CCG’s). The new structure created an Integrated Care Board (ICB’s) and more locally established Place Based Partnerships (PBP’s) across Mid Nottinghamshire. The new approach emphasises the focus on working across ‘place’ to address health inequalities, provide equal access to services and to work on the prevention agenda covering the wider determinants of health including housing, employment and financial resilience.
- ⇒ A number of paused public health schemes are now restarting across the district including Breast Feeding Friendly and Healthier Options Takeaway (HOT).

### Spotlight benchmarking

66.9% of resident adults are classified as overweight or obese and 63.5% nationally (2020/21)



### Measuring Success



	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
Number of user visits—Active 4 Today (All)	New for Q3 21/22	New for Q3 21/22	259,698	225,000
Live Leisure Centre membership base (All)	New for Q3 21/22	New for Q3 21/22	10,991	11,500
Number of events held in NSDC parks	New for Q3 21/22	New for Q3 21/22	71	33
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	New for Q3 21/22	206	200

### Exploring our performance...

The number of Active4Today user visits is above target by 34,698. This cannot be benchmarked to a previous year as this is a new performance indicator as it now includes Southwell Leisure Centre alongside the other centres. Confidence in indoor leisure activities is improving post covid and user numbers are starting to increase and move towards the pre pandemic levels previously reported.

The number of memberships is slightly below target but remains an amber indicator. The membership numbers are growing post Covid. The integration of the Southwell Leisure Centre into the Active4Today operation and the delivery of the new swimming pool at the Dukeries Leisure Centre has made a positive contribution to this improving membership base.

# 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.

	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
Website – NSDC – sessions (total number of views)	132,319	114,341	215,493	100,000
Engagement rate with posts issued on NSDC Facebook and Twitter combined	New for Q1 21/22	385,132	194,589	250,000
Number of digital web form transactions	New for Q1 21/22	8,408	15,966	Trend (Increase)
Telephony - average length of time to answer call (seconds) - Customer Services team	New for Q4 20/21	61.0	117.0	60.0
Telephony - average length of time to answer call (seconds) - Responsive Repairs team	New for Q1 22/23	New for Q1 22/23	29.0	60.0
% invoices paid within 30 days - whole Council	87.0%	94.0%	98.5%	98.5%
% effective response to Careline calls within 180 seconds (industry standard)	98.7%	98.4%	99.0%	99.0%
% business rate collection	26.4%	31.0%	26.7%	24.6%
% council tax collection	24.5%	24.5%	24.7%	24.4%
Average number of days to process new council tax support applications	New for Q3 20/21	18.1	19.4	18.0
Average number of days to process council tax support change in circumstances	New for Q3 20/21	5.1	8.2	7.0
Average number of working days to process housing benefit change in circumstances	10.3	3.1	4.6	6.0
Average number of working days to process new housing benefit claims	New for Q3 20/21	17.2	17.8	17.0



# Our Customers

## Exploring our performance...

The engagement rate with posts issued on NSDC Facebook and Twitter combined indicator is below target by just over 55,000. The target for this indicator was based on actuals from years affected by COVID where interactions with our posts were high. We were hoping to match that but will continue to monitor this over the course of the year and a new target may need to be considered.

The average length of time to answer a call in quarter 1 was slightly less than the 125 seconds waiting time in quarter 1 of 2021/22. However, this target was still over the target, this was because this quarter 4,138 more calls were received than in quarter 1 of 2021/22. There were three schemes which contributed to the increase in demand;

- the £150 energy support grant,
- the second phase of the housing support fund, and,
- the issuing of reminders to customers who had not paid their yearly garden recycling subscription.

This increase in demand was also coupled with Easter and the three bank holidays that fell during this quarter which always results in a spike in demand. Although the number of staff able to take holidays at any one time is limited, the maximum number of staff allowed off during these times was reached. During this period, the business unit also had two vacancies, both of which have now been filled. All of these factors contribute to the average length of time taken to answer a call. The team aim to answer the customer enquiry at the first point of contact so although some customers have a short wait to speak to an advisor, wherever possible the customer is not transferred to another team.

The average number of days to process council tax support change in circumstances was below target by 1.2 days, this was caused by the volume of annual Universal Credit up ratings which impacts on council tax support awards.

# Customer Feedback

## Customer Feedback

Over quarter one we received 19 compliments, 8 suggestions and 76 complaints.

### Compliments

19 compliments were received this quarter. The teams attracting the highest volume of praise included;

- Customer services with 6 compliments and themes around responsive service, polite and welcoming staff and quality work.
- Housing and estate management with 5 compliments and similar themes to the above including responsive service and caring behaviour from staff.

### Complaints

In quarter one of last year, 102 complaints were raised, this has decreased significantly to 76 for this quarters performance. 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, housing maintenance and asset management, housing and estate management and council tax.

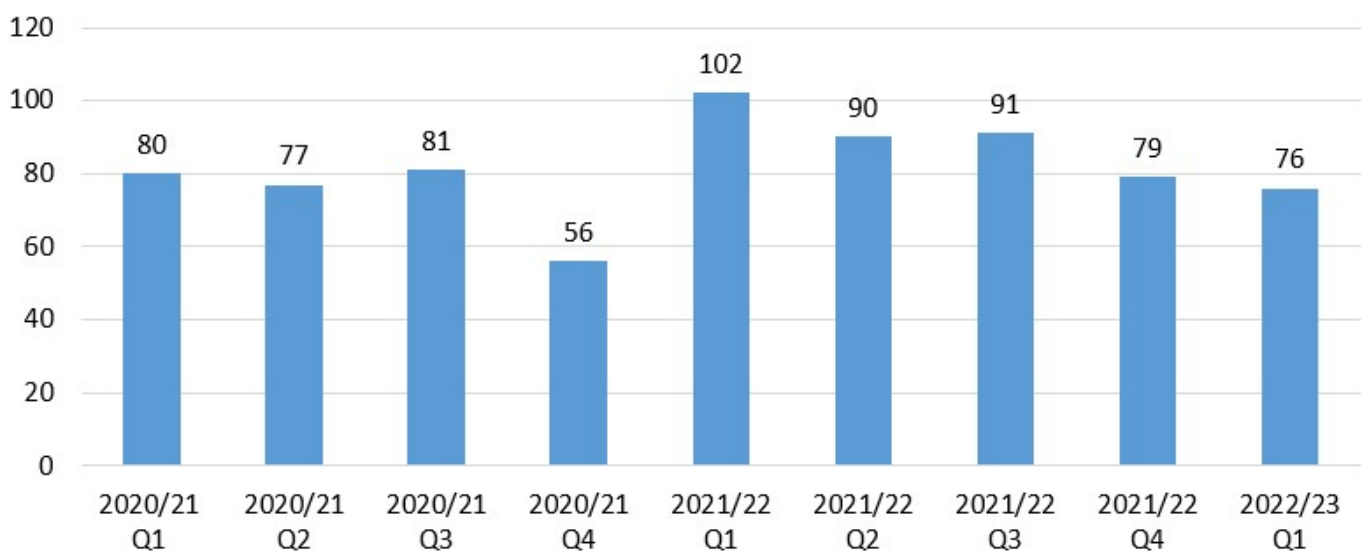
Council Tax received 9 complaints this quarter which is lower than all quarters across the previous year and significantly lower than the 24 complaints received in quarter 1 of 2021/22. Similar themes have continued with the topics being; decisions made, communication issues and issues around the rate of council tax applied. 2 of the complaints received also related to the £150 energy rebate.

Public Protection received 4 complaints in quarter 1, increasing by 3 from the previous quarter. All of these complaints were for our external contractor WISE and 3 out of the 4 were conduct related.

Housing maintenance received 13 complaints, the lowest quarter since 2020/21 and Housing and Estate Management received 11, 4 more than the previous quarter. The complaint themes in Housing and Estate Management were predominantly around conduct/attitude, delays in service delivery and dissatisfaction with officer decisions. The themes in Housing Maintenance mirrored this but with the largest proportion of complaints attributing to delays in service delivery.

Waste and Transport received a total of 15 complaints, a reduction of 7 from the previous quarter. The complaint themes were predominantly around missed bins and service quality. Service quality includes issues like bins not being fully emptied or returned to the right place.

## Total Complaints by Quarter



# Customer Feedback

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

### Area of improvement...

4 complaints were received about our enforcement contractor WISE, 3 of which were categorised as conduct related.

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

We found that the complaints were generally about the attitude of the issuing officer, or the way the ticket was issued, rather than the offence. All complaints received are discussed with WISE. If necessary, and beneficial to the reviewing the complaint, body camera footage is viewed for assurance and to understand the complaint. If there are grounds for cancelling the ticket we will ask WISE to do so.

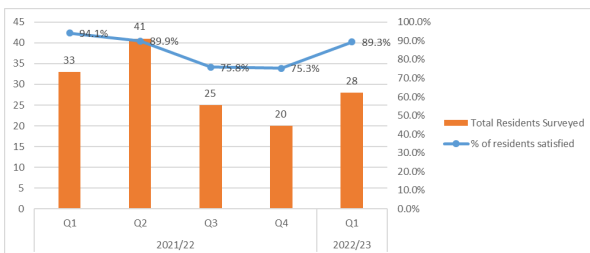
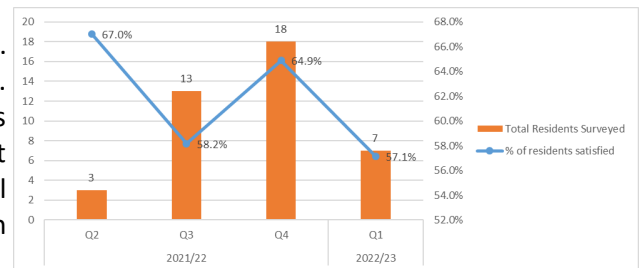
## Tenant Satisfaction

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 886 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 92% (aka 92% satisfied or very satisfied). Services receiving higher than average satisfaction include Careline, right to buy, major and minor adaptations, gas servicing, legionella, lettings, customer services and repairs. The areas for action were identified as;

### Complaint handling

**57% of tenants surveyed were satisfied or very satisfied.**

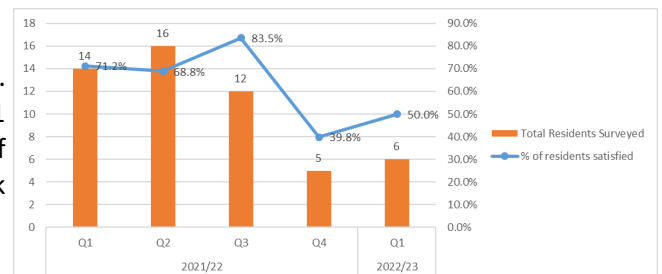
This was the lowest scoring quarter over the last year. Although the amount of individuals surveyed was low this equated to 4 out of the 7 people being dissatisfied. 1 tenant was dissatisfied with lack of progress, 1 tenant did not feel we listened to their views, 1 was about delays associated with major works and 1 about the service they initially received.



### Major works to tenants homes

**89% of tenants surveyed were satisfied or very satisfied.**

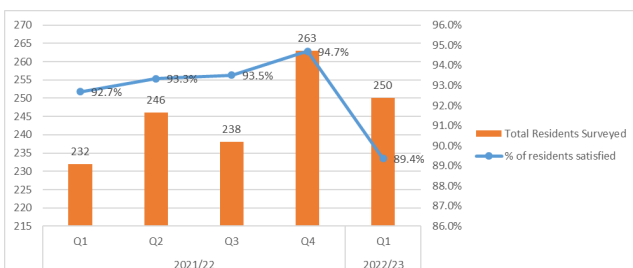
Quarter 1 marked a significant increase in satisfaction when compared to the previous two quarters. 1 tenant was not satisfied due to their needs not being met and 2 tenants were not satisfied due delays and quality of the work.



### Antisocial Behaviour

**50% of tenants surveyed were satisfied or very satisfied.**

This marks a drop when compared to the previous quarter 1 but only 6 people were surveyed this quarter. In terms of those dissatisfied, 2 tenants were dissatisfied due to a lack of progress and 1 because they felt their weren't helped.



### Repairs to tenants homes

**89% of tenants surveyed were satisfied or very satisfied.**

Quarter 1 marked a drop of 5.3% when compared to the previous quarter. The main issues raised were; not receiving a call back/lack of proactive communication with the tenant, feelings that we aren't listening to their views, slow service and unhappy because of the specifics of an enquiry.

# 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

This quarter saw the Council move to a new system of governance. In May the Council changed from a Committee to a Cabinet system of governance. All members and over 100 staff were trained on the new system and how it impacts on decision making and reporting structures. This quarter has seen a return to more in person meetings and training sessions in general, especially for safeguarding and risk assessment development where training is best in person.

The staff health and wellbeing programme has also been able to restart with body MOTs and health checks for staff and the couch to 5k running group set to restart. Finally, there is an ongoing review of hybrid working, now staff have been back to the 'new normal' for several months, and this will shape how the Council uses its offices going forwards.

	Year to Date Quarter 1 20/21	Year to Date Quarter 1 21/22	Year to Date Quarter 1 22/23	Year to Date Target 22/23
% of staff turnover	No Data Received	3.0%	2.0%	3.5%
Average number of sick days per employee (FTE) per year lost through sickness absence	1.1	1.7	1.6	1.5

Staff turnover in quarter 1 remains in a positive position and below target by, this indicator is also 1% less than the same period of the previous year. The country is continuing to recover from the effects of the pandemic and the England unemployment rate at the end of December was 4.7%.

The outturn for sickness absence in quarter 1 was 1.6 days against a target of 1.5 days putting this as an amber status but only marginally below target. This is 0.1 days lower than the same period last year.