

Newark and Sherwood District Council Performance Report

2022-23 Q2

1 July to 30 September 2022



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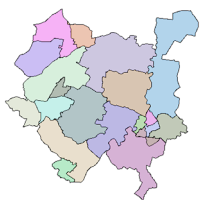
@Newark and Sherwood District Council

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 July to 30 September (Quarter 2).

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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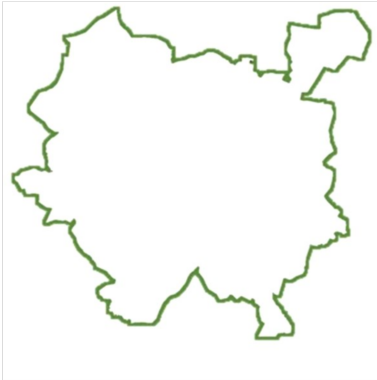
Our Workforce

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).

55,759 dwellings of which around 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 2 (July-Sept 2022). Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.



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 of last year, commercial applications have increased by 9, residential applications have increased by 44, non-major applications have increased by 240 and major applications have increased by 8.

14 commercial planning applications were validated

98 residential planning applications were validated

37 major planning applications were received

530 minor planning applications were received



As of June 2022, 2,000 people were currently unemployed across the District. This is a reduction of 300 since March 2022 and a reduction of 1,100 compared to June 2021.



Nationally, the town centre footfall has not recovered, as it has done in previous years, following the annual drop off in town centre footfall in January. On average, **footfall in 2022 starts the year above last year's totals, it falls beneath 2021 figures in April 2022 and does not recover.** However, for Newark it doesn't fall below the 2021 figure until August which shows a positive start to the year for our towns and businesses.

Interactions with the Council

This information gives an indication of rising demand for council assistance:

- **3,242 face to face contacts** were held at Castle House. This is a 8% increase since quarter 1.
- **32,044 calls** were made to the contact centre and **6,551 calls** were received by responsive repairs. When compared to the same period of last year, call volumes have **increased by 4,468** for the contact centre.
- **6,411 digital web form transactions** were completed by our customers, this is comparable to quarter 1.

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;

- ⇒ This quarter saw staff undertake the Resident Survey 2022. A 3-pronged piece of district wide consultation to gather the view of residents. The open survey was completed by 4,577 residents and a representative sample was gathered to sense check the open survey. The Council also undertook a series of focus groups to gather the views of underrepresented groups. The results of this consultation were analysed and shared with the Policy, Performance Improvement Committee. The results will now be used to inform 2023/34 business planning. The results of the findings will also be used to develop the next Community Plan post the May-2023 elections.
- ⇒ The Humanitarian Assistance Response Team's (HART) support system continues to be operated with its primary focus around homes for Ukraine. We are currently supporting over 130 families and all referrals have been actioned within 24 hours. Alongside our primary focus, HART has recently seen an increase in referrals related to the cost of living challenges, predominantly for access to emergency food supplies. For context, in quarter one we only had one HART referral for support with food, in quarter two we had 23 referrals from individuals requiring support. This need is also shown externally to the council as all of our supported Food Clubs are also seeing an increase in requests for support.
- ⇒ Significant resources have been utilised to further support both residents and business during the cost of living challenges. As of the end of September 2022:-
 - 46,198 mandatory council tax energy awards had been made totalling £6.9 million.
 - 6,715 discretionary council tax energy awards made totalling £196,438.
 - 428 discretionary Covid-19 Additional Relief Fund (CARF) awards totalling £1.89 million had been made to businesses that did not qualify for any business rates relief under other Covid Relief schemes (mainly retail, leisure, hospitality relief).
 - 241 referrals had been made to Nottinghamshire County Council for assistance through the household support fund.
- ⇒ Following the closure of the Parish and Town Council Initiative fund in April, we held our first round of Community Grant Scheme applications. The scheme aims to support groups, charities and not-for profit organisations with projects or initiatives that align to the Council's Community Plan objectives, giving grants of up to £5,000. We supported 20 applications in round 1 to the value of £73,543. Applications for round 2 have now closed and the outcome will be reported to Cabinet in November 2022. These scheme will provide support for a range of schemes that will improve communities and support the lives of residents.
- ⇒ Flood mitigation works at Lowdham continue to progress. Detailed design work has taken place on the up stream water holding element of this scheme. The Environmental Agency Project Team are in the process of securing the licences, consents and permissions ahead of construction, and they are continuing environmental monitoring for protected species at the site. The current timetable has a completion date of summer 2024. For Southwell, the main elements of this scheme are now approaching completion.
- ⇒ To increase the resilience of local communities to floods, the list of local flood wardens is being checked and compared with that held by the county council. The flood plan is also being reviewed. Last year flood stores were re-stocked where required. A further audit of the stores will take place in quarter 3.
- ⇒ The day of action planned for Boughton on the 14th October will deliver a range of activity to improve the local area, one of those includes some Speedwatch activity to monitor drivers and provide enforcement where required.
- ⇒ In line with our digital declaration, we are training involved tenants to train other tenants to improve their digital skills. The more focused approach to tenant digital workshops has improved take-up and promotion continues. From January, six tenants had four further hours of training and three 1-2-1 sessions. In this quarter, positive outcomes include tenants supporting others to successfully set up an account on MyNS

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



and then completion of online training. We will also be introducing the opportunity for tenants to use the digital equipment at the Hub during the weekly drop in sessions and we are exploring other digital equipment like Alexa/Google and how they could be utilised.

- ⇒ The 3 Local Influence Networks met in July with a total of 27 tenants taking part across the district. To support these networks, the Network chairs have now completed a chairing skills course with the Tenant Participation Advisory Service (TPAS). The chairs also attended their first Tenant Engagement Board meeting in August with an agenda agreed and work programme in progress.
- ⇒ We continue to engage and involve our tenants on numerous projects and initiatives. This quarter, we had 257 interactions with tenants with 29 new tenants becoming involved on a more formal basis and 82 first time contacts. Tenants have also been involved in the procurement of a carpet contractor to support our starting well project, monitoring our grounds maintenance service, Bakewell Court (Balderton) Spruce up day and The Hub at Chatham Court one year anniversary. At the spruce up day, 6 tenants, alongside officers from Street Scene, Tenancy and Estates, and Environmental services delivered a range of activities. This included; clearing rubbish, a tidy up of the communal areas, removal of tree stumps, grass cutting and litter picking. Two raised beds were also installed and tenants helped to plant them up with plants secured through the Community Chest. We also added some picnic tables into the communal areas.
- ⇒ The Newark and Sherwood Community Lottery launched in 2021. We now have 63 good causes signed up. We have seen a slight decline in ticket sales with 1,002 sold per week, however, this will continue to generate an annual income £31,262 for these good causes. The team continues to promote the lottery and have recently been interviewed by Bowe Radio to help with promotion of the scheme and to reach a larger audience.
- ⇒ Staff organised the signing of the district's book of condolence as well as coordinating the district's Proclamation of the Accession which took place at 3pm on Sunday 11 September at Castle House, Newark. Air Chief Marshal Sir Andrew Pulford GCB CBE, Deputy Lieutenant, led the tributes to Queen Elizabeth II and the Proclamation of the King was delivered by Chairman of Newark and Sherwood District Council, Councillor Sue Saddington. This followed the Nottinghamshire County Proclamation, which took place at County Hall, and the district Proclamation was followed by Proclamations across the District. The Proclamation of the new Sovereign is an old tradition which can be traced back over many centuries and Council staff and members were honoured to be part of this important process.

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, eight 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 and continues to deliver skills development and training. A second cohort of students started in September 2022.
- The Full Business Case for the Air & Space Institute (ASI) has been completed and was assured on the 26th September 2022. The building contractors started on site in October 2022.
- The outline Business Case for the Smart Innovation, Supply Chain and Logistics (SISCLOG) project is on track to be completed by October 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 this adjacent Department for Transport project.
- 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. The building tenders are due to be returned by the 7 October.
- The Cycle Town project is progressing with three docks already installed, one at Castle House, one at the bus station and one at the new development at Middlebeck.
- 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 has been completed and submitted to central Government in June 2022. The full business case will be developed by December 2023.
- The outline Business Case for the Newark Cultural Heart project has been completed and the full business case aims to be developed by March 2023. Newark Town Council, the delivery partner, has developed an events plan and is implementing a series of activities designed to increase vibrancy in the town centre leading to more footfall, longer dwell time and greater consumer spend.
- Funding of £31 million, has been secured for the Newark Southern Link Road. Tender returns from contactors are currently being assessed, with the anticipation of an on site start date in January 2023 working for completion in late 2024.

⇒ We have been providing funding through the towns fund and support to Newark Town Council to develop a new and enhanced Event Plan for 2022-2025. These events intend to drive up footfall, dwell time and promotion of the Town. The successful implementation of the Newark by the Sea event in August has had a welcome increase in footfall, dwell time and shopper perception. For context, 35,221 people per week visited Newark Town Centre during the Newark-on-Sea event, compared to the 2022 weekly average of 31,425, this was an increase in weekly footfall of just over 12%.

⇒ The Levelling Up Bids for Sherwood were submitted in early August 2022 for the Ollerton Town Centre Scheme, the Clipstone Employment Land Project, and the Clipstone Regeneration, Leisure and Health Programme. The bid sought £20 million of Levelling Up Funds and the outcome is expected in autumn 2022.

The focus of the Ollerton project will be:

- 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 proposals include a pedestrianisation of Ollerton Town Centre alongside a mixed-use development and a public services hub. Alongside this proposal, public realm enhancements and support to businesses in Ollerton are being considered as part of the Shared Prosperity Fund proposals.

A planning application for the redevelopment of Ollerton Hall has also now been received, with a decision pending for its conversion to apartments following agreement of terms between the Council and a developer.

How are we performing against our objective to...

Deliver inclusive and sustainable growth



The focus of the Clipstone project will be:

- delivering new sports and leisure facilities,
- providing new modern workshop space,
- delivering new connections to local pedestrian and cycle routes and ensuring the highest environmental standards and sustainability.

The redevelopment proposals aim for enhancements in employment and sports & leisure with an ability to link into education pathways, land management utilising the Vicar Water Country Park and links to Sherwood Forest.

⇒ Transformative work on the Buttermarket in Newark town centre is nearing completion as part of the Council's commitment to transform the building into a space suitable for the town. Following the extensive maintenance work carried out by the Council to the building's upper floor, including the strip out, restoration and renovation of the mezzanine, 'Inspire: Culture, Learning and Libraries' are set to take occupancy in October. 'Inspire: Culture, Learning, and Libraries' deliver cultural and learning services across Nottinghamshire and are set to transform the upper floor of the Buttermarket into a brand-new centre that will offer a range of courses, workshops and events to young people and adults in Newark. The space will include three brand-new learning spaces and fully accessible state-of-the-art facilities. The Atrium will be reserved for community use and flexible use retail pods.

⇒ We continue to lead, shape, influence or in some cases directly deliver key required infrastructure including;

- Holding discussions with the A46 Newark Northern Bypass Project Team about the design of the proposed scheme and the forthcoming statutory consultation. The Council and National Highways teams meet regularly to ensure the project remains on program.
- Executed the Grant Funding Agreement in relation to the Southern Link Road to enable the developers to access the Levelling Up funding to begin construction, subject to tender returns.
- Officers are in discussion with National Highways and their consultants Amey to produce an options appraisal and design works for the A1 Overbridge.

⇒ We are providing support to CityFibre by organising and facilitating conversations with local stakeholders for a multi million pound project for Newark. City Fibre are the UK's largest independent carrier-neutral full fibre platform, they have named Newark as the next town in line for a multi-million-pound investment into its digital infrastructure. A move that will see Newark join the nation's growing list of full fibre enabled communities. They are set to invest £10 million in a new town-wide network that will bring fast and reliable full fibre-enabled internet services within reach of almost every home and business in Newark.

⇒ 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.
- Signposted and supported 5 businesses to access Grantfinder, this site is Europe's most advanced grants and policy database.
- Supported 43 businesses with a range of information advice and support.

⇒ An engagement and master planning workshop for the Sherwood Forest Corner was held in September 2022 with key partners including Nottinghamshire County Council and the Wildlife Charity RSPB to further develop the scheme. The County Council have commissioned a movements strategy and will report on progress during quarter 3. We have joined a cross organisational project team that has been formed to develop the activities and milestones required to drive the programme forward in a phased and collaborative way.

Measuring Success



Spotlight benchmarking

As of June 2022, the unemployment rate was 3.5% in Newark and Sherwood, seeing a 1.2% reduction since March 2022. Overall there has been an unemployment rate of 3.9% in England with a reduction on 0.3% when compared to the same period.

	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Tar- get 22/23
% of Town Centre retail premises vacant across the NSDC District	New for Q4 20/21	6.9%	6.8%	9.0%*
The performance of our assets which contribute to the economic growth of the district:				
Total number of admissions - National Civil War Centre	New for Q3 20/21	2,016	6,196	5,000
Total number of admissions - Palace Theatre	0	3,456	16,573	15,000
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	97.0%	98.6%	95.0%

*Target is the national/England average

Exploring our performance...

Across our 'deliver inclusive and sustainable growth' all performance indicator remain green and above target.

The percentage of town centre retail premises vacant remains in a comparatively strong position being lower than the national average by 2.2% and is comparable to last quarter and the same period of the previous year. The 6.8% for quarter 2 equates to a total of 84 retail premises vacant across the district.

The admissions to the National Civil War Centre remains above target by 1,196 admissions. Residents responded positively to the summer campaign with some events being free entry, and year to date figures are already 3 times higher than this period in 2021/22, demonstrating the continuing recovery of this sector. The team continues to expand its outreach offer, and the year to date cultural outreach numbers are over 12,000, predominantly through free activities in the Castle gardens.

Palace Theatre ticket sales remain variable. Several shows have over-achieved and therefore, despite some unavoidable cancellations, the theatre remains on target to achieve its admission numbers. However, it is likely that Covid-19 will play a more significant role in the ability of shows to successfully tour through the autumn and winter.



Our Customers said:-

"We attended the cycle races on Friday the 29th to watch our granddaughter take place in the under 12s and wanted to pay our thanks to the whole team who put the event together, that's everyone from the organisers to the security guys, the council employees, and anyone I've missed. A well run event in a beautiful venue"

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, have been impacted, along with several other organisations, with the liquidation of Robert Woodhead Construction (who ceased trading on the 14 of September 2022). Arkwood are currently working to secure a new main contractor and where possible retain the existing supply chain, to recommence works on site as soon as possible.
- ⇒ The HRA Development programme is progressing well with 39 homes currently in the planning process. We expect some delays with the last phase due to the need to procure a new contractor.
- ⇒ Work is undergoing to redevelop the temporary accommodation provision at Seven Hills in Newark. The development at this site was progressing well but paused mid-September due to challenges with the contractor. However, contractors were back on site from 10th October to erect the three main building structures and to make these waterproof. The site delays will extend the timescales for this project up to 12 months.
- ⇒ In September 2022, a report was presented to the Portfolio holder recommending the Severe Weather Emergency Protocol delivery model for this winter. It has been approved that the three bedroom maisonette (a temporary accommodation unit) will be made into a House in Multiple Occupation (HMO), in compliance with Environmental Health space standards to accommodate verified rough sleepers during the winter period. Support will be provided via the in-house tenancy support team and wrap around services such as Street Outreach and Rough Sleeping Initiative specialisms.
- ⇒ For the Yorke Drive regeneration scheme, Reserved Matters Planning was submitted in August 2022 and Consultee comments are currently being worked through by the design team with a response to planning and any revisions to be submitted 31 October 2022. Subject to planning permission being granted, a new access road will open up the estate from Lincoln Road with a centrally located sports pavilion and play area, right in the heart of the community. The development will deliver a total of 289 new homes across affordable, shared ownership and market sale properties and the estate will benefit from environmental improvement works and traffic control measures.
- ⇒ Our 'Starting Well' project to improve the success of tenants in new homes continues. The Early Intervention and Credit Union strands of the project have continued to progress over the last three months. The performance around new and introductory tenancies remain strong with arrears remaining low and the Credit Union local coordinator has been out in the community raising the profile of the service across the district. In addition, we have started work on two further strands of the project. The first is reviewing the Ready to Move process, this project works with applicants currently living in supported housing to ensure they are ready for their own tenancy. The review will look at the effectiveness of the process and look to see if any improvements can be made. The second new strand of work is looking at our pre-tenancy assessment process, this looks at what support a prospective new tenant might need to ensure their tenancy is a success. We currently have a well-established process, but we are looking at how this can be improved further and be better embedded into our housing management system.
- ⇒ The 3 tier priority timescales has now been in place for over a year. Priority 1 category continues to show a speedier timescale to repair and we continue to see a slight increase in attendance times for our Priority 2 & Priority 3 categories. Priority 2 and 3 are repairs that are appointed and are not of an urgent nature. *(P1 within 24 hours, P2 within 6 weeks and P3 for our planned works up to 6 months).*
- ⇒ The revised Empty Homes Standard continues to receive positive feedback. In terms of impacts, we are seeing an increase in void costs and how long it is taking to turn our empty homes around. We are reviewing the performance in detail to understand the reasons and take any steps to improve performance that we can without reducing levels of satisfaction.

How are we performing against our objective to...

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



- ⇒ Community Development continues to support arrivals via the Homes for Ukraine scheme where over 130 groups have arrived within the district to date. Key activities include undertaking safeguarding and accommodation visits and the provision of wrap around support for guests through a caseworker model. In July, we delivered a successful careers fair for Ukrainian guests in partnership with Active4Today to promote current vacancies. In September, we delivered 3 information sessions to enable guests and sponsors to learn more about the Council's Housing Options process and support available. The team continues to collaborate with other District and Borough Council colleagues across Nottinghamshire to ensure a collaborative countywide approach to scheme delivery.
- ⇒ Community Development continues to deliver the Afghan Citizens Resettlement Scheme (ACRS), Afghan Relocations and Assistance Policy and UK Resettlement Scheme schemes to support Afghan and Syrian refugees resettle within the district. The latest arrival via the ACRS scheme took place in September, following 4 other family arrivals earlier this year. We continue to collaborate with key partners, charities, and authorities to provide support to resettled families including English for Speakers of Other Languages (ESOL) provision, caseworker support, engagement and summer activities and employment support.
- ⇒ The Hub at Chatham Court had its first anniversary in August. Since opening, the Hub has provided a wide range of opportunities for tenants, including volunteering at the Coffee afternoon, maintaining the raised beds on the estate, and being part of the Hub User Group. The Hub is well used, offering a number of sessions including ESOL classes and Step into School for young families by Homestart.
- ⇒ 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 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. Through the quarter, 99 applications for housing proposals were determined, of which 60 were approved. The number of proposals determined and approved is comparable to the previous quarter.
- ⇒ A draft amended Allocations & Development Management (DPD), which will include a number of sites to accommodate the Gypsy and Traveller community, will be presented to Cabinet in November. The Council is also developing proposals to deliver a public sector site in Newark which will also be presented to Cabinet in November.

Measuring
Success

	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
Average time spent in temporary accommodation (weeks)	12.9	11.5	8.5	13.0
Average time (days) to re-let Council properties	39.3	26.4	25.1	28.0
% of rent collected from current tenants as a % of rent owed	100.6%	99.1%	98.3%	98.5%
Average "End to End" time for all reactive repairs (Calendar days)	8.4	27.5	15.3	11.0
% of repairs completed at first visit	96.0%	98.4%	88.5%	93.0%
% of planning applications (major) determined in time	New for Q1 21/22	92.0%	91.0%	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	7.2	7.4	5.0	6.0
Average number of working days to process new housing benefit claims	New for Q3 20/21	18.0	18.3	17.0
Amount of current arrears as a % of annual rent debit	2.24%	1.88%	1.73%	2.20%
Amount of current arrears	£528,158	£440,921	£429,342	£500,000
Number of all tenants who have been evicted for rent arrears	0	2	0	2
% of all tenants who have been evicted for rent arrears	0.00%	0.04%	0.00%	0.05%
% of housing complaints resolved within agreed timescales	New for Q1 21/22	No Data Re- ceived	90.9%	100.0%
Number of evictions (anti-social behaviour)	0	0	1	Trend (Increasing)
% of homes with a valid gas certificate	New for Q4 21/22	New for Q4 21/22	87.5%	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	98.89%	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 (No change)
Arkwood - plots commenced	New for Q3 21/22	New for Q3 21/22	87	Trend (No change)

Exploring our performance...

For two consecutive quarters, the average time to re-let has made significant improvements and remains above target. This quarter is now exceeding target by 2.9 days, sitting at 25.1 days, an improvement of 1.3 days against the same period of last year. Previously this performance was below target and was mainly attributed to the delivery of our 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 4.3 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 and one that will be reviewed as a part of the 2023/24 business planning process to account for the priority 2 repairs having a six week target response time (42 days). This level of performance has seen a significant improvement from the same period last year where it was at 27.5 days compared to this quarter at 15.3 days.

90.9% of complaints were responded to within the agreed timescale and this indicator remains within tolerance for two consecutive quarters. 66 complaints were received by the end of quarter 2 and 6 of these were responded to out of the time. A commitment was made at the start of the year to improve performance on the previous year. Compared to the end of quarter 2 last year, 60 out of 70 complaints (86%) had been responded to in time. This is an improvement of 5%. Areas of slippage are closely monitored in monthly meetings and, on the whole, non timely responses are becoming the exception.

The indicator for gas compliance is under target by 12.5%. There are currently 652 properties that are out of compliance. A new contractor has been in place since 1st August and we are now doing 130 gas services per week to get performance back on track by the of end October. This is being monitored on a daily basis and a meeting have also been arranged with the contractors leadership team to review performance to date including tenant satisfaction. Weekly progress meetings are being held with daily monitoring and where required chasing of the contractors. This performance is being regularly reported to SLT, the Portfolio Holder and the Leader of the Council whilst we recover our performance. We are also working closely with the Regulator of Social Housing to provide assurances around the health and safety of our homes.



Our Customers said:-

“For the 11 years I have lived here, I have always had an excellent service from the repairs team”.



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;

- ⇒ Continuing with the 'Not in Newark and Sherwood' Campaign, year to date, we have issued a total of 81 Fixed Penalty Notices (FPNs) for fly tipping and 33 for failure to produce a Waste Transfer Note, indicating that they were not disposing of their waste correctly. We have also issued 45 FPNs for littering offences which includes side waste and some small fly tips. At the beginning of September, we undertook another 2 sessions of 'Operation Rogue' where Council colleagues worked in conjunction with the Environment Agency and Nottinghamshire Police over the 5th and 6th of September. In total, we stopped 21 vehicles. 17 were fully compliant and 4 FPNs were issued for not having the correct waste documents/licences.
- ⇒ Enviro-crime enforcement continues to be a priority for both Public Protection and Environmental Services Business Units. Within this quarter, 3 FPNs have been issued for abandoned vehicles and 2 prosecutions have been actioned for serious fly tipping.
- ⇒ Work is continuing with the implementation of the Green Champions Scheme. All the equipment is now in the depot stores ready to be distributed and ICT have begun development of the new forms which will be linked with the 'My Account' system allowing champions to easily request equipment and report bags for collection. In quarter two, 116 volunteers took part across 6 litter picking events and collected 64 bags of litter from sites across the district.
- ⇒ To help improve the appearance of the environment and improve recycling rates we have delivered a range of community projects. This quarter we have:
 - Worked with the Newark based REACH group to provide education on recycling and conservation .
 - Our summer Forest Schools programme ran again this quarter and was well attended by children from across the district at both Sconce and Devon and Vicar Water Country Park.
 - Facilitated a 'play in the park event' where our team was on hand to run recycling education games.
- ⇒ In partnership with Waste Investigations, Support and Enforcement (WISE), the district Council began a one-year pilot project in October 2021 to combat environmental crimes such as dog fouling and litter and enforce breaches of Public Space Protection Orders (PSPOs) relating to dog control. Since the pilot began, over 2,000 Fixed Penalty Notices (FPN) have been issued for several offences, including 1,689 for cigarette littering, 73 for food and food packaging litter and 24 for dog fouling. Following this successful pilot, in July, the Council confirmed that it will continue this vital work to clamp down on environmental crime in the district. The Council will now be seeking a range of tenders from enforcement providers to ensure perpetrators of environmental crimes continue to be issued with the punishments best befitting the crime.
- ⇒ We are once again celebrating after Newark Castle Gardens, Sconce and Devon Park, Vicar Water Country Park, and Sherwood Heath Cockglode and Rotary Woods were included in the UK winners of the Green Flag Award for another year. The award is the international quality mark for parks and green spaces. Newark Castle and Gardens also achieved the much coveted Green Heritage Site Accreditation, an award supported by Historic England, for the management of its historic features.
- ⇒ In July, we began to consult on proposals to develop the land adjacent to the Library Gardens, London Road, in Newark. This site has been the centre of much attention over the last year but now it is back in district Council ownership, and plans to move forward with making the area into a community space in the heart of Newark have been announced. The proposals include a range of improvements including; raised beds, hard standing areas, garden water feature, a pavilion, new trees and seating for visitors.
- ⇒ 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 with all areas scoring within the "perfect – complete to specification" category. Of the joint monitoring inspections, delivered across 6 key service areas, performance has seen a marginal drop when compared to quarter 1 but the results are still overall positive.

How are we performing against our objective to...

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



Performance Outcomes of Monitoring Inspections for the Maintenance of Housing Land (HRA)

Service Area	Q2 2021/22	Q2 2022/23
Grass	1.29	1.46
Litter and Bins	1.20	1.10
Garage Site	1.32	1.73
Shrub Bed Maintenance	1.78	1.92
Weed Control	1.39	1.76
Hedge Cutting	1.70	1.83

Across the service areas highlighted above, the scoring is broken down into 5 levels of scoring with 1 being 'Perfect. Complete to Specification' (the highest level of performance) and 5 being the 'Requires rectification within 24 hours' (lowest level of performance).



Our Customers said:-

"I would like to give a big thank you to the tenants officer and Balderton grounds team for doing a great clean up and for providing improvements to our communal areas and parking spaces"

Measuring Success



	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
% fly tipping incidents removed within 72 hours	New for Q3 20/21	69.0%	97.0%	75.0%
Number of fly tipping incidents	759	787	1,121	900
Number of fly tipping enforcement actions	382	800	1,248	1,025
% of household waste sent for reuse, recycling and composting	33.7%	38.2%	Waiting for External Data	40.0%
Number of missed bins (per 100,000 population)	New for Q1 22/23	New for Q1 22/23	63.0	45.0
Total number of garden waste subscriptions	New for Q3 20/21	16,621	19,042	17,000
% level 1 graffiti incidents removed within 36 hours	25.0%	88.0%	95.8%	100.0%
% level 2 graffiti incidents removed within 10 days	New for Q1 22/23	New for Q1 22/23	100.0%	90.0%
% of failing sites - street and environmental cleanliness - litter	0.7%	1.2%	2.1%	2.8%
% of failing sites - street and environmental cleanliness - detritus	0.7%	1.6%	0.9%	1.8%

Exploring our performance...

The number of fly tipping incidents have increased significantly when compared to the same quarter of the previous year but this is largely because we are now delivering more activity to find areas that have been fly tipped. Although the level of incidents are high, there has been a strong level of performance in terms of enforcement actions delivered for fly tips. By proactively identifying areas of non-reported fly tips ensures that these are cleared promptly enhancing the cleanliness of the district.

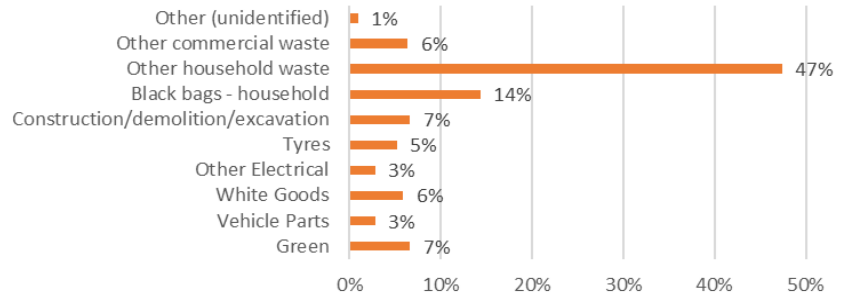
Of the incidents requiring action, the chart to the right shows the different type of waste that has been fly tipped. Although the majority appears to be household waste, this does not directly mean that the individual is the one that fly tipped the waste and this could be another individual/business.

In terms of where the fly tips were found, the top 3 land types were highways with 58% of fly tips, followed by 18% on council land and 18% on footpaths.

In relation to the size of fly tips this quarter. 42% were the size of a small van load , 19% were the size of a transit van load and 16% were the size of a car boot or less.

The number of missed bins (per 100,000 population) remains under target by 18. This has improved by 17.2 when compared to quarter 1. Just before quarter 1 of this year, we reviewed the methodology in which this indicator was calculated and achieved improvements to the accuracy and consistency in the way this is reported but the target remained the same. We will continue to review this target for this indicator and if it isn't achievable under the new methodology we will look to change later in the year. Although this indicator is currently red, the volume of missed bins within the quarter still remains low and very positive when benchmarked against our Nottinghamshire peers.

Fly Tipping by Waste Type



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.
- As laid out in the Council's Climate Emergency Strategy action plan, the Council is working to improve its energy efficiency and reduce its overall carbon footprint by installing solar panels at 5 sites. We have awarded the contract and are in the process of finalising the contract with works on site commencing in 2023. 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. Our bid for funding for the heat decarbonisation elements of this plan from central government was unsuccessful, therefore, we are returning to directly funding development of the plan.
 - 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. Initial plans have been developed and an update on progress is scheduled to go to Cabinet in December.
 - We are part of the Nottinghamshire wide Green Rewards App which is an online platform designed to incentivise and encourage residents to undertake positive behaviour change by enabling users to log carbon reducing activities and gain points for these activities (which equate to prizes). The scheme has been live for nearly a year and continues to be successful with 372 households signed up to the app at the end of quarter two. 22 tonnes of carbon has been avoided to date through the app's carbon reduction activities. Work is ongoing to promote the app throughout the year in partnership with the other Nottinghamshire authorities and at various events across the district.
- ⇒ We continue to build on behaviour changes focusing on reducing car usage and getting more people cycling and walking. The Cycle Town project installing Brompton Bikes is progressing well with three docks already installed, one at Castle House, one at the bus station and one at the new development at Middlebeck. The two latest docking stations at Newark Bus Station and in the heart of the Middlebeck development will each hold 8 Brompton folding bicycles and residents can book out the bikes via the Brompton bike hire app. The Council is also in discussion with the County Council and Sherwood Forest Hospitals Trust to develop a range of projects to promote cycling in the District.
- ⇒ This quarter, in conjunction with colleagues around the Council, we delivered various activities to improve recycling levels in Collingham, Newark, Edgingly, Kirklington and Halam with doorstep communication work to encourage good recycling, as well as conducting Waste Transfer Note checks in the same areas to ensure compliance with waste disposal legislation.
- ⇒ Following the relaunch of the garden recycling service for 2022/23 at the end of last year, the current number of subscriptions stands at 19,061, up from 16,890 last year (a 12% increase). This is important as garden waste collected through the garden recycling service can be recycled and otherwise this recyclable material is lost within the general waste stream.

Measuring
Success



	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
Number of carbon reduction projects currently in progress	New for Q1 21/22	8	6	Trend



How are we performing against our objective to...

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

What we have been doing this quarter;

- ⇒ In July it was announced by the Home Office that the Nottinghamshire bid for Safer Streets had been successful and an award of £750,000 had been made to deliver the actions set out in the bid. The Newark and Sherwood share of this was £374,000 and the project must be completed by 30 September 2023. Since July, the project board and lead officers have been developing and delivering a range of local schemes and activities to ensure that the project aims are met. For Newark and Sherwood, these activities will include;
- 3 new cameras, the locations of which have now been identified with the police and are being audited for suitability.
 - The replacement of 3 of the existing cameras in Newark Town centre.
 - Improvements to the 'Shop Watch' initiative to enhance information sharing in real time so 'live' incidents can be reported quickly. This project will help with reducing the levels of shop theft.
- ⇒ The district council also has a pipeline of projects that will be implemented to reduce crime and anti-social behavior. These projects include:
- Target hardening at Tithe Barn and Queen's Court by upgrading the existing door entry system to provide remote video entry system and improved door closure and locking systems.
 - Addressing the St Mary Magdalene Church Gardens anti-social behavior hotspot. This is an area where poor lighting and a lack of CCTV has resulted in an overall feeling that the area is not safe. The scheme will deliver improved illumination by using 'Wayfinder' column lighting on the paths, installing additional CCTV and a joint project with the church to improve the lighting to the church and surrounding areas. Benches present within the gardens will also be relocated to improve the lines of sight for CCTV.
 - St Marks Precinct (the area used for parking and deliveries below the precinct) has been a location of crime, anti-social behavior and enviro-crime (graffiti and fly tipping). A scheme will be delivered to provide a new secure gated entrance that will restrict unauthorised access.
 - A series of training events and campaigns will be targeted towards night time economy staff to address feelings of safety and violence against women and girls.
 - Crime and anti-social behaviour is driven by many factors, one of which is the local environment, and as such localised improvements to the look and feel of the key areas will be undertaken. This will include additional litter bin provision, relocation of street furniture and improved lighting.
- ⇒ In response to reports of anti-social behaviour by young people within the Market Square, and the problems caused by street drinkers, regular patrols have been taking place within this area. Whilst patrolling the Community Protection Officers (CPOs) engaged with young people who gather in groups. The CPOs have not witnessed any ASB whilst present, apart from a couple of isolated incidents, and we have received no further reports. During other patrols, the CPOs also engaged with the street drinkers who tend to congregate in the St Mary Magdalene Church Gardens, Bede House Lane area, and near Morrisons. One of these patrols resulted in the arrest of one of them for being drunk and disorderly. The CPOs have also started early morning dog fouling patrols in three of our parks, Vicar Water, Sconce and Devon and Sherwood Heath. It is difficult to catch a dog walker in the act of not clearing up after their dogs but the CPOs will interact with dog walkers and ensure that they are carrying a poo bag.
- ⇒ A night of action is planned for 14 October in Newark. This will include licensing staff, police and members of the Licensing Committee undertaking checks on alcohol premises and late night takeaways. This event will also give members the opportunity to discuss town centre enforcement issues with licence holders.
- ⇒ Public Protection arranged a water safety event in partnership with the Police, Nottingham Fire and Rescue, Farndon Sea scouts and the YMCA. The event took place in mid-August in response to reports of young people jumping into the River Trent. The event was hosted by the Farndon Sea scouts. Nottinghamshire Fire

How are we performing against our objective to...



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

and Rescue demonstrated their rescue skills by boat rope and floats. The YMCA also attended and provided defib and lifesaving recovery training skills, and the Public Protection team had a stall offering safety advice and security items available for the public.

⇒ Bunds have been installed as a target hardening measure to help prevent illegal encampments. In 2022 we had no illegal encampments on the locations where target hardening works were carried out. These bunds have also been hydro-seeded with grass and wildflowers to support natural wildlife. This quarter the wildflowers and grass were cut, left to settle and then collected. This will improve the spread of wildflowers for next years display. We will also be carrying out some improvements to the bunds, which include;

- Removing stone and debris,
- regrading the bund and then dressing with soil and fertiliser, and
- Bank stabilisation and re-seeding as required.

Measuring
Success

	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
% reduction in anti-social behaviour <i>NSDC compared against County area*</i>	-75.0%	-20.0%	5.0%	11.0%*
% reduction in all crime <i>NSDC compared against County area*</i>	20.0%	17.0%	-20.0%	-9.0%*
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	New for Q3 21/22	92.72%	83.0%
% of businesses in the District with a 0 star food rating (major improvement necessary)	New for Q2 21/22	0.18%	0.09%	0.15%
% of food inspections undertaken in year	New for Q1 21/22	No Data Received	75.0%	100.0%
% of programmed inspections completed (all)	New for Q1 22/23	New for Q1 22/23	76.0%	Trend
% programmed pollution inspections completed	New for Q1 22/23	New for Q1 22/23	23.0%	Trend
CCTV - number of proactive incidents	New for Q3 21/22	New for Q3 21/22	153	200
CCTV - number of reactive incidents	New for Q3 21/22	New for Q3 21/22	609	625
Fixed penalty notices (number issued)	18	27	1,393	750
Community protection notices/warnings (number issued)	15	13	2	13
All other notices/warnings (number issued)	9	6	9	8

*target is the County average and minus denotes an increase

Exploring our performance...

Anti-social behaviour and crime figures are provided by Nottinghamshire 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 5% against the same period in the previous year but is less than the county average reduction of 11%. The current ASB incident numbers are similar to those seen pre-Covid and both the Police and Council have initiatives in place to target ASB hotspots.

Crime has seen an increase of 20% when compared to the same period of the previous year and is 11% greater than the County average. Current crime numbers are similar to those seen pre-Covid. Regular performance review meetings take place between the Public Protection Business Manager and the local Policing Inspector where a more detailed analysis of crime type and prevalence is undertaken.

The percentage of food inspections undertaken sits at 75% against a target of 100%, however, it is anticipated that at year end the programme will be at 100%. The reason for this indicator being below target is caused by levels of annual leave within the team coupled with the reduction in opening hours of local food businesses.

The quantity of proactive incidents monitored for CCTV is under target by 47. The proactive monitoring is normally undertaken as a result of a request from the council or the Police as such this is not an indicator that we can directly influence.

Although the community protection notices issued indicator remains under target, these are only served in situations where they are required and the legal threshold is met.

How are we performing against our objective to...

Improve the health and wellbeing of local residents



What we have been doing this quarter;

- ⇒ Tenant arrears performance remains strong with performance this year consistently better than last year. As previously reported, we are starting to see tenants struggling more as we enter the autumn period. We are starting to see an increase in the number of Direct Debits failing or being cancelled which indicates that peoples' finances are being put under pressure. We will continue to respond quickly to cases where Direct Debits fail by working with the tenant to find a solution. We will continue to monitor the situation and support our tenants where necessary.
- ⇒ The integration of Southwell Leisure Centre in to Active4Today's leisure centre operational delivery model continues to develop positively and has just completed its first year of operation. Memberships currently stand at 3,378, of which 1,957 are adult members and 1,421 are junior members. This represents an increase of 372 against the 3,006 members of a comparable period in 2021. Currently the new intake of Brackenhurst College is taking place and early feedback from students signing up to the centre's membership package is positive. Improvements have been made at the centre with a refurbishment to the gym's free weights area and all weather facility. These improvements have been well received by customers and it is hoped the facilities will be well used by clubs as they begin their winter training programmes. Club membership and block bookings have also increased at the leisure centre with 34 clubs now on direct debit. This is a new initiative which was introduced during the first year of operation by Active4Today and one which has been positively received by clubs. 85% are now paying by direct debit. A review of the swimming pool programme has created additional capacity for public swimming. In addition to the changes to the public and laned swimming sessions, A4T has also introduced 1-2-1 swimming lessons for children with a disability, which has not been available at the centre for nearly 3 years.
- ⇒ The refurbishment of the hockey pitch was officially opened on Saturday 3 September during an opening event and game. The new facility for the academy students and the wider sporting community will enable Newark Hockey Club to deliver its development plans to increase hockey opportunities locally as well as further enhance the club's well established reputation in the local community and grow its membership base. The pitch is now fully operational and managed by Active4Today under a 15 year 'Community Use Management Agreement' which enables the Magnus Academy and Active4Today to work collaboratively to ensure that the facility is well used by the local sporting community. Regular meetings will take place to ensure that the operation of the facility delivers good outcomes for all concerned. Early indications are that bookings for the newly refurbished facility have increased.
- ⇒ We are collaborating with the County Council's Health and Wellbeing Hubs to run 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 be signposted to a wide array of local services. At a number of events, residents have been offered free Body MOT's which includes things like a blood pressure check.
- ⇒ Local companies, such as Bakkavor, have also engaged in our Wellness at Work programmes and the Council and Active4today colleagues provided 30 body MOT's and health signposting to attendees. Body MOT events have also been undertaken in community events, schools and residential establishments for the elderly. Two of these events included 22 MOT's at Baufields House and 24 at Barnby Road School.
- ⇒ Crop Drop restarted for the second year supporting all food clubs and food banks across the district providing free fresh produce to families. 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. Crop drop shares quality locally grown produce which reduces the district's carbon footprint whilst ensuring local families have access to fresh produce. Menus have also been provided for the less common vegetables to encourage people to experiment with new tastes and healthy options.
- ⇒ The Council's Health and Improvement team has increased its capacity and therefore a number of paused

How are we performing against our objective to...

Improve the health and wellbeing of local residents



public health schemes are now restarting across the district including Breast Feeding Friendly and Health Option Takeaway (HOT). Southwell will be the focus for the HOT (Healthy Options Takeaway) when Public Health re-launch the scheme in the new year alongside the Breast Feeding Friendly Award. The Breast Feeding Friendly Award has re-launched post covid with the team updating the database of registered organisations. The initial focus for the roll out of the scheme will start with Edwinstowe and Newark to encourage new organisations to join the scheme. Following a recent social media campaign, the Council were approached by the 'CIC Support ME' who wishes to establish a presence in the district and to provide further support to communities with breast feeding and family activities. We will continue to work with 'CIC Support ME' to help them develop their presence and promote their service offering.

- ⇒ We have taken on the interim responsibility for 3 Food Clubs, undertaking the administration and volunteer management support with the key volunteers who will take on the clubs independently by the end of this financial year. The Council has provided finances for indemnity insurance and banking system administration which provides each food club with support on their journey to becoming independent.
- ⇒ A return visit to Southwell market for 'meat free Mondays' was requested and has been delivered in this quarter. A highly successful Saturday morning saw the Health and Improvement team supplying food and distributing menus to the public to encourage them to cook healthy meat-free meals. Following the event and reaffirming the success, a further return visit has now been requested.
- ⇒ To help support low-income residents who also suffer with a long-term health condition made worse by living in a cold home, the Energy and Home Support team has reviewed and extended the eligibility criteria for the 'Warm Homes on Prescription' service to ensure more households can benefit from home energy efficiency improvement measures this winter.
- ⇒ The Council continues to work collaboratively with the YMCA to develop the facilities and programme of activities available at the site. The café has now opened which will service the customer and user base. The Council has approved a capital contribution towards the installation of new covered stands and seating on the stadium pitch. This will enhance the facilities and provide additional spectator provision in order to host larger sporting and leisure events. New externally funded programmes are commencing with support from the Community Development team around the inclusion agenda and the progression of a research study about developmental assets. This programme will help inform what services and support can be made available to assist with the positive development of young people in the local community.
- ⇒ Work has started as planned on the refurbishment of the Bilsthorpe Maid Marian Way play park with the new pathways being created. The project, managed by Groundwork Nottingham, is expected to take approximately 8 weeks to complete and is currently on track for a successful delivery. All material from the site is being re-used and/or re-purposed, for example soil is being reused to create raised beds, in accordance with the Parish Council's desire for the project to be as environmentally friendly as possible.

How are we performing against our objective to...

Improve the health and wellbeing of local residents



Spotlight benchmarking

10% of resident adults over the age of 18 smoke compared with 11.5% in the East Midlands (2020)



Measuring
Success



	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 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	492,064	450,000
Live Leisure Centre membership base (All)	New for Q3 21/22	New for Q3 21/22	11,024	11,500
Number of events held in NSDC parks	New for Q3 21/22	New for Q3 21/22	108	65
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	New for Q3 21/22	405	400

Exploring our performance...

The number of Active4Today user visits is above target by 42,064. This cannot be benchmarked to the previous year as this is a new performance indicator that also now includes visits to Southwell Leisure Centre. However, confidence in indoor leisure activities continues to improve 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 by 4.14% but remains an amber indicator. This is due to slow recovery of the membership base with post-pandemic impacts on the leisure sector and the cost of living challenges adverse impact on membership numbers. We will continue to monitor the crisis and how this is likely to impact on the delivery of our leisure centres.

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 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
Website Sessions (total number of views)	257,598	209,403	404,920	200,000
Engagement rate with posts issued (NSDC Facebook and Twitter combined)	New for Q1 21/22	635,100	330,289	500,000
Number of digital web form transactions	New for Q1 21/22	No data Received	12,882	Trend
Telephony - average length of time to answer call (seconds)	New for Q4 20/21	125.0	142.0	60.0
Responsive Repairs - telephony - average length of time to answer call (seconds)	New for Q1 22/23	New for Q1 22/23	4.1	60.0
% invoices paid within 30 days - whole Council	N/A	96.6%	98.3%	98.5%
% effective response to careline calls within 180 seconds (industry standard)	98.5%	98.0%	99.4%	99.0%
% business rate collection	No Data Received	51.5%	57.7%	49.1%
% council tax collection	43.2%	52.5%	52.4%	48.7%
Average number of days to process new council tax support applications	New for Q3 20/21	19.2	19.6	18.0
Average number of days to process council tax support change in circumstances	New for Q3 20/21	4.6	7.7	7.0
Average number of working days to process housing benefit change in circumstances	7.2	7.4	5.0	6.0
Average number of working days to process new housing benefit claims	New for Q3 20/21	18.0	18.3	17.0

Exploring our performance...

The engagement rate with posts issued on NSDC Facebook and Twitter combined indicator is below target by 169,711. The target for this indicator was based on actuals from years affected by Covid where interactions with our posts were high. Engagement rates vary significantly depending on what information we promote. Over quarter 3 engagement rates will be monitored and all opportunities maximised to see whether the target is still realistic and achievable. The total number of views on our website remains in a strong position with almost double the target. We have been actively seeking to direct residents to our website for information via a range of digital channels such as boosted Facebook posts and the e-newsletter. It is also possible that the cost of living challenges are having an impact as residents are turning to our website for information. Consistently, the 'homes available', 'housing support' and 'Council tax support' pages are appearing in the top ten most visited every week.

The average length of time to answer a call in quarter 2 was 142 seconds, this is 17 seconds higher than the same period of last year. However, this quarter (Q2 22/23) saw an increase of 4,468 calls when compared with the same quarter in 21/22. The number of calls received was impacted by ongoing queries relating to the energy rebate grant, Household Support Fund and the first council tax recovery run of the financial year.

Customer Feedback

Customer Feedback

Over quarter two we received 39 compliments, 11 suggestions and 121 complaints.

Compliments

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

- Housing and estate management with 7 compliments and themes around improvements to communal areas, caring behaviour from staff and general support provided.
- Housing maintenance and asset management with 13 compliments with similar themes to the above but also included responsive and quality works.
- Waste and environmental services with 4 compliments, two for prompt action following missed bins, one for polite and helpful behaviour from staff and one for the responsiveness of clearing a fly tip.

Complaints

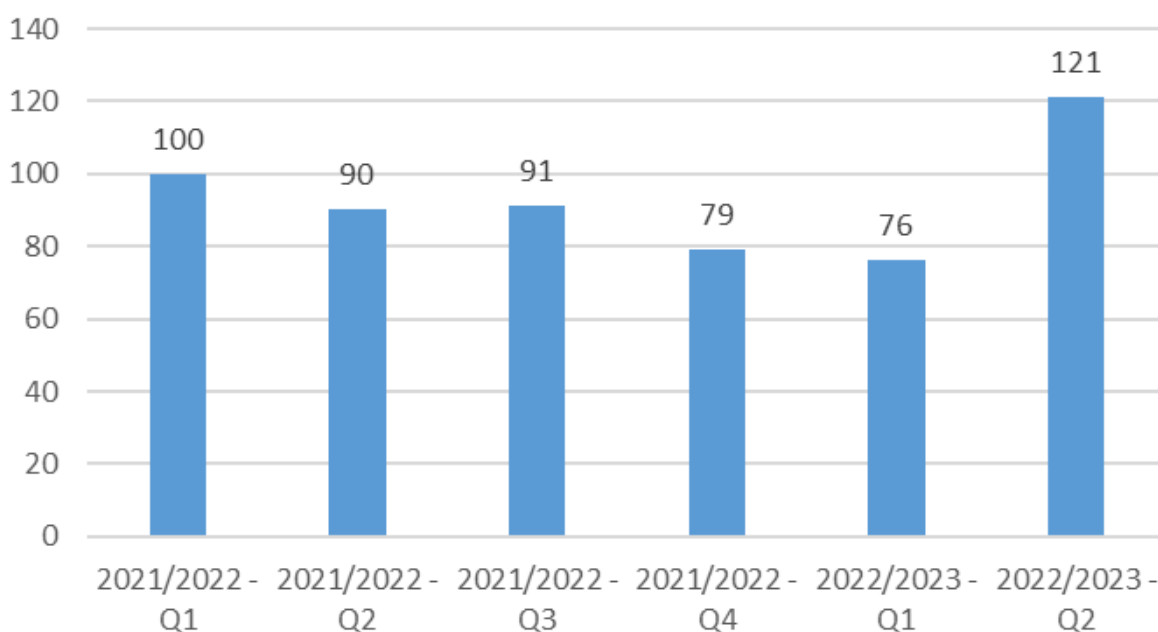
In quarter two of last year, 90 complaints were raised, this has increased to 121 for this quarters performance. The services receiving the most complaints were the most front facing, this is a usual pattern and is consistent with previous quarters. The most complaints were about waste and transport, housing maintenance and asset management, housing and estate management and council tax.

Council tax received 17 complaints this quarter which is 5 complaints higher than the same period of the previous year. Although these complaints have seen an increase, quarters 1 and 2 combined has seen a reduction of 10 complaints when compared to the same periods of the previous year. The topic themes of these complaints included; energy rebate, delays in processing, outstanding debt, decisions made and communication issues.

Public protection received 9 complaints in quarter 2, increasing by 5 from the previous quarter. The topic themes of these complaints included; our contractor WISE, a local music event and how we dealt with issues raised.

Housing maintenance received 25 complaints, rising by 12 since the previous quarter. Themes included; quality of work both internally and through contractors, responsiveness to deal with issues and communication with the customer.

Total Complaints by Quarter



Customer Feedback

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

Area of improvement...

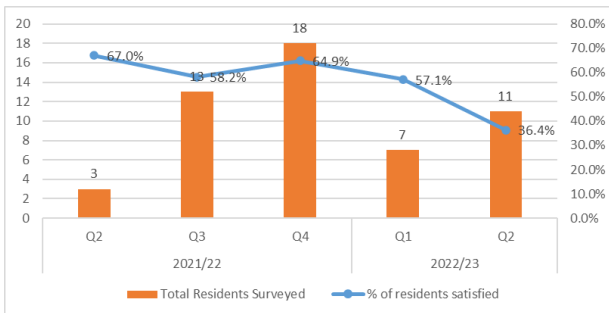
Complaints were raised for missed bin collections

What we have done to improve...

Due the nature of routes and new developments being built, missed bins have to be managed in a reactive manner. Where these do occur and we see reoccurring issues, supervisors remind colleagues about the route instructions and follow up after the next planned collection to ensure these are completed.

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 two, 853 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 91% (aka 91% satisfied or very satisfied). Services receiving higher than average satisfaction include Careline, right to buy, major and minor adaptations and lettings. The areas for improvement were identified as;

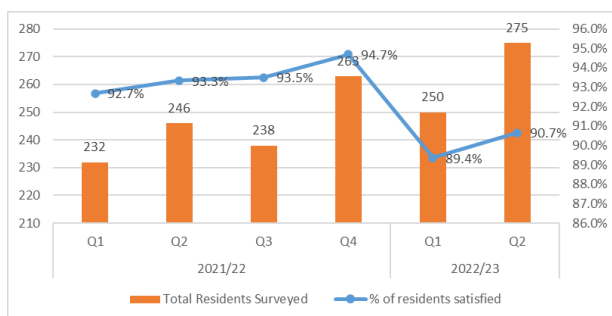
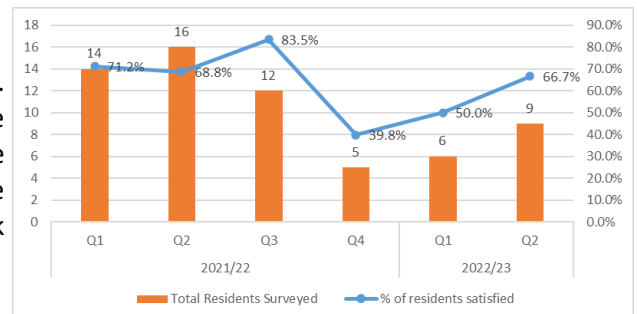


Complaint handling

36% 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 7 out of the 11 people being dissatisfied. 3 tenants were dissatisfied with outcomes, 2 tenants did not feel we listened to their views and 2 were dissatisfied with the lack of progress and delays.

Antisocial Behaviour

66.7% of tenants surveyed were satisfied or very satisfied. This marks a drop of 2.1% when compared to the same period of the previous year but 7 more individuals were surveyed. In terms of those dissatisfied, 2 tenants were dissatisfied due to a lack of progress and 1 because of a lack of communication.

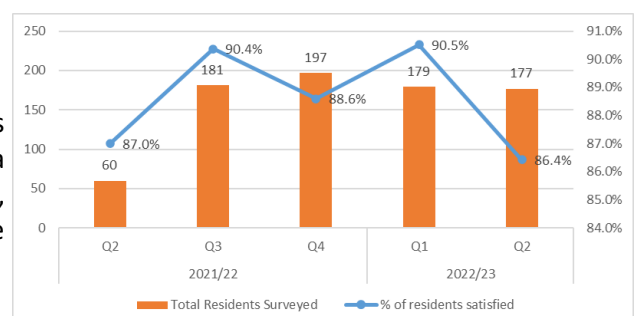


Repairs to tenants homes

90.7% of tenants surveyed were satisfied or very satisfied. Quarter 2 marked an increase of 1.3% when compared to the previous quarter. The main issues raised mirrored previous quarters, these were; lack of proactive communication with the tenant, slow service, quality of work and general dissatisfaction with the specifics of an enquiry.

Customer Services

86.4% of tenants surveyed were satisfied or very satisfied. This marks a drop of 4.1% when compared to the previous quarter. The main issues raised were; delay to/not receiving a call back, feelings that we aren't listening to their views, attitude of staff and ability to talk to the right people at the first contact.



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 also saw us undertake an Internal Customer Satisfaction Survey which allowed colleagues to feedback on their experience with internal/support services. The results of these surveys will now be used to develop action plans that will help drive further improvements to both internal service delivery and overall satisfaction levels. We regularly seek the views of our residents about the quality and performance of the front-line services that we provide and therefore we also recognise the importance of providing this opportunity for 'support services' to hear from their customers and improve their services based on this feedback.

Workforce Performance

Staff turnover in quarter 2 remains in a positive position and below target by 2%, but has increased by 1% when compared to the same period of the previous year. The main reasons being resignation for unspecified reasons, personal reasons, better pay and career progression. With the current cost of living challenges, there is the potential that we could continue to see staff move position for better pay but this is likely to be balanced with the stability in the public sector.

The outturn for sickness absence in quarter 2 is 3.5 days against a target of 3 days. This is a comparable level of performance when compared to quarter 2 of the previous year. Sickness absence has increased during this quarter with 1,059.5 days lost to sickness absence, Covid-19 accounted for 142 days of this total. If Covid-19 were not present this would result in a 3.24 day average, within tolerance, making this an amber indicator.

	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Quarter 2 22/23	Year to Date Target 22/23
% of staff turnover	2.5%	4.0%	5.0%	7.0%
Average number of sick days per employee (FTE) per year lost through sickness absence	2.2	3.5	3.5	3.0