

# Newark and Sherwood District Council Performance Report

2022-23 Q4 & End of Year  
1 January to 31 March 2023



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# Introduction

We, Newark and Sherwood District Council, aim to do everything we can to enable local residents and businesses to flourish and fulfil their potential, as well as encourage visitors to enjoy all that our area has to offer. How we intend to achieve this purpose is laid out in our [Community Plan](#) (2019-2023). This plan was informed by the views of residents and lays out the Council's objectives over four years as well as the activities that will help achieve these objectives.

This report examines how the Council has been performing against the Community Plan. It examines data to look at the performance of key services and delivery against the activities outlined in the plan. This report examines the Council's performance and achievements from 1 January to 31 March (Quarter 4) and 2022/23 as a full year.

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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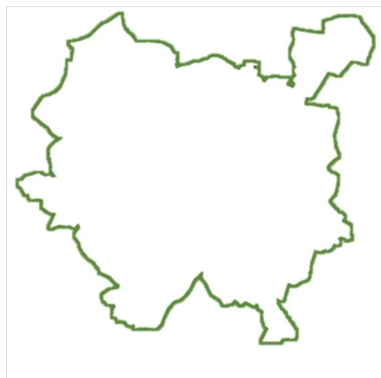
## **Our Workforce**

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

## About Newark and Sherwood...



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

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

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

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

## How is our district?

This data tell us something about our district in quarter 4 (January-March 2023). 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 decreased by 1, residential applications have decreased by 55, non-major applications have decreased by 167 and major applications have increased by 15.

- 22 commercial planning applications were validated
- 178 residential planning applications were validated
- 77 major planning applications were received
- 999 minor planning applications were received



As of December 2022, **1,700 people were currently unemployed** across the district. This is a reduction of **900** since December 2021.



The average Newark town centre monthly **footfall for the quarter was 121,285**, higher than last quarter's performance of **120,000, indicating some recovery has taken place** following the large decrease in footfall in winter 2022. The proportion of new visitors to Newark town centre in quarter 4 also increased, with **27% of overall visitors being new visitors**. Footfall during this quarter still sits below the average for the same period of last year - there was approximately 19% less footfall in the first 3 months of 2022 than in the first 3 months of 2023. Like the previous quarter, this could potentially be explained by the developing cost-of-living crisis, as rising prices means that there is less disposable income for residents to spend. The average **dwell time rose again during quarter 4, going from 224 minutes to 235 minutes**. This suggests that those who do visit Newark spend more time in the town centre for meals or experiential days out, rather than shorter shopping trips.

## Interactions with the Council

This information gives an indication of demand for council assistance and shows the levels of demand across the year (2022/23):

- **13,299 face to face contacts** were held at Castle House. This is a 703% increase when compared to the 1,656 contacts in 21/22 but covid restrictions impacted 2021.
- **118,282 calls** were made to the contact centre. This is a 3% increase when compared to 21/22 and 26,763 were received by responsive repairs but no benchmark is available for the previous year.
- **31,236 digital web form transactions** were completed by our customers. This performance indicator changed during the year and no benchmark is available. This change allows us to measure our digital channel shift aligning more accurately to our digital transformation programme.



**What we have been doing this quarter;**



- ⇒ The Community Grant Scheme has been very successful, over the last year 32 groups received a combined total of £102,000 in grants. The scheme has proved popular with residents, community groups and Councillors alike which is demonstrated with the number of applications, with every round being oversubscribed. Following the success of the scheme throughout the year, the Council approved a further £50k for a third round, which has allowed grants to be awarded to a further 24 groups to support projects throughout the district.
- ⇒ In the last quarter, 4 sessions of speedwatch were delivered, 2 in Southwell, 1 in Balderton and 1 in Newark with a combined total of 64 letters being sent out to those caught speeding. There have been fewer speedwatch sessions this quarter due to poor weather conditions and a couple of villages have temporarily paused the initiative until they have additional trained members. However, the programme has expanded in new areas, Thorney now has a trained group and will be arranging sessions once the weather improves, and South Clifton have 9 volunteers ready to undertake training.
- ⇒ The Humanitarian Assistance response Team (HART) remains on standby to support the humanitarian aspects of any crisis or emergency facing the council and our residents. The focus of the team has shifted from the original Covid response to supporting the Homes for Ukraine programme and is also now addressing the cost of living pressures. In quarter 4, the team received 13 requests for support and the majority of those were linked to residents facing cost-of-living challenges in particular for support with food and fuel.
- ⇒ The Community Lottery has seen increased ticket sales during quarter 4, with the most recent week seeing 1,033 tickets sold compared to 988 in a comparable period of the previous quarter. The lottery remains popular with local groups and there are now 66 groups registered and it is on track to give £32,230. to support these good causes this year.
- ⇒ Our digital offer to tenants has continued through this quarter, and included groups undertaking online food hygiene courses so that they can deliver activities locally e.g. coffee mornings. Where required, we provided laptops and internet access.
- ⇒ Local Influence Networks began after tenants often expressed a desire to get involved on a local level and provide feedback and expertise on the area they live in. There are three specific networks for our district, one for Newark, one for Sherwood and a third for all rural locations. During the quarter we held 2 meetings with each network. The key themes at the first meetings were 'considering our approach to Damp and Mould' and a 'review of the Tenancy Agreement' and 23 tenants attended across the three meetings. The second meetings focused on 'Building Safety' and the finalised proposal regarding our new 'Hoarding Project' and 22 tenants attended across the three meetings. Across all meetings local issues and further discussion were raised such as car parking, maintenance of trees and the regeneration scheme at Yorke drive were also discussed.
- ⇒ In preparation for any flooding event, we continue to monitor and ensure that flood wardens are adequately trained. This training is provided by the Environment Agency and Nottinghamshire County Council and we signpost/support wardens in the district to access this training. We are also continuing to support the Lowdham 'flood action group' to develop a local emergency plan. Discussions are ongoing to increase resilience training for 'at risk' communities but no additional national funds are currently available for such training. We have also purchased additional aqua sacs (light weight sandbag alternatives) using a



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



£3,000 allocation from the Local Resilience Forum as part of a national funding stream to further increase resilience.

⇒ The Lowdham flood prevention works are progressing and modifications to the planned reservoir have been developed to reduce cost and provide reassurance as to the risk of a breach of any new reservoir. The funding gap presents a risk to this development of the reservoir and is being addressed by the Environment Agency.

⇒ Easter events were enjoyed at both Chatham Court Hub and Rainworth Village Hall where around 79 children attended and participated in a range of fun activities.



Customer quote following a face-to-face visit to Castle House:

"I feel that all my issues have been resolved with excellent service, I feel I have been listened to regarding my concerns and it has been a very productive visit and I felt very reassured by your colleagues throughout."

## Deliver inclusive and sustainable growth



### What we have been doing this quarter;

- ⇒ Within the last quarter grant funding of £891,000 was secured from the Rural Prosperity Fund. This funding will be distributed to projects that support new and existing rural businesses and successful applicants will be looking to diversify their income streams, grow and create further opportunities for residents. The funding will support a wide variety of capital projects up until March 2025 that aim to make a positive difference to rural communities and the window for applications close on 7 June 2023.
- ⇒ The Newark Construction College Centre of Excellence has seen full student intakes and cohorts 1-3 are now entering employment. So far 78 students have enrolled on the programmes, with some students have being offered full time positions at one of the partner companies and others continuing studies.
- ⇒ Phase 1 of the 20 Minute Cycle Town project is now complete with the fourth Brompton Bike Hire dock having been installed at Newark Northgate Station in March. There are now four docks in place at the key transport and residential nodes around the town including both train stations, the bus station and Middlebeck. To date, over 1,300 trips have been made on the bikes and a full launch is planned for the summer. The second phase of the Cycle Town project is now underway with education and support schemes aimed to encourage bike use being planned for 2023.
- ⇒ The YMCA Community & Activity Village is now a state of the art home to sports, leisure, health and well-being, climbing and conferencing space. Usage has continued to expand within the last quarter, following the installation of additional stadia seating and works on the bike track.
- ⇒ Work continues on the Air & Space Institute (ASI) in advance of an early 2024 opening. The announcement of the Lincoln College Group collaboration with Nottingham Trent University (NTU) at the ASI has also been launched which brings both further education and higher education together. The partnership gives ASI students the chance to complete top-up degrees delivered by NTU after finishing their Level 5 studies.
- ⇒ This quarter, an application for planning permission has been submitted which, if approved, will allow work to continue to realise ambitious plans to develop the Newark Castle Gatehouse into an exciting visitor attraction. Securing planning permission is also an important step towards finalising the project's business case that will be submitted to central government to release the £2.6m Towns Fund grant allocation for this project (expected by December 2023). These plans will sensitively transform the Gatehouse into an immersive visitor experience and has been an ongoing project with almost a decade of work contributing to the exciting but sympathetic vision.
- ⇒ The leadership of the Newark Cultural Heart project has transferred to the council as it enters its second year. The Cultural Heart of Newark is a Town Deal project with an allocation of £1.5m of Towns Fund capital and £600k revenue. Work on events, promotion, and branding continues with a view to unlocking capital funding at the latter end of 2023. The Newark Vegan Market was delivered in March which saw 5,217 people visit the town centre which is a 10% decrease when compared to a comparable Saturday of 2022. However, as shown earlier in the report, Newark footfall in quarter 4 has seen a 19% reduction when compared to the same period of last year. Officers will continue to develop events with key partners in the summer and future activity includes the Newark Beach, Music & Art events and a cycle race.
- ⇒ We continue to liaise with National Highways, Newark Showground, and Overfield Park on plans to relocate the Newark Lorry Park and redevelop the existing site for new higher paid, higher skilled job opportunities. It is likely planning applications will be made in the summer of 2023.



## Deliver inclusive and sustainable growth



- ⇒ Inspire: Culture, Learning and Libraries have taken occupancy of on the 1st floor of Newark Buttermarket and are running adult educational courses, workshops and events which has increased vibrancy and footfall at the buttermarket. We are now looking at options for flexible retail and community pods for the remaining atrium space for once the refurbishment work to the building has been completed. Within the quarter, two successful networking Business Engagement Sessions were carried out and over 100 town centre businesses were involved. Discussions with businesses have also suggested the possibility of developing a Business Improvement District (BID) for Newark and businesses are being asked to express their interest in this BID model. A BID is a defined area in which a levy is charged on all business rate payers in addition to the business rates bill. This levy is used to develop projects which will benefit businesses in the local area.
- ⇒ Following a bidding process in 2022, we received confirmation in December 2022 of a grant of £3.29m from the UK Shared Prosperity Funding (UKSPF) to support the delivery of a number of interventions over the next 3 years. This funding is to deliver across 3 themes of Communities and Place, People and Skills and Supporting Local Businesses. A proportion of this years funding was awarded to external partners to enable the delivery of a variety of community projects and programmes such as the YMCA Adventure Guides, CVS Door 2 Door and Volunteer it Yourself, resulting in over 150 volunteering opportunities created in the last 3 months.
- ⇒ Working collaboratively with our partners, we are continuing to develop proposals for regenerating Ollerton Town Centre and Clipstone. The Ollerton town centre regeneration proposals have been progressed further with the support of Shared Prosperity Funding (SPF), and a deliverable project, to be funded by a SPF grant, is envisaged to be developed by summer 2023 which if approved will provide the foundation stone to develop wider retail provision, including a public sector service hub. Regeneration proposals for Clipstone have also progressed with a planning application being developed for Clipstone Holdings and a land-swap between Wellbeck Estates and Clipstone Miners Welfare Trust planned, this will eventually create a new housing and leisure offer for the local area. We are also working closely with partners (including landowners and potential occupiers/funders) and looking to expand ambitions for the Mansfield Road Clipstone site to become a first-class sporting and leisure destination, building upon the provision of new relocated facilities from elsewhere in the village.
- ⇒ We continue to lead and support on key infrastructure projects around the district. Further works on the Newark Southern Link Road will commence in the early summer. To date, clearance and levelling of land has taken place at Hawton Lane, a contractor has been appointed for the construction and detailed discussions continue to take place between the Council, Urban and Civic, Nottinghamshire County Council, and National Highways who are aiming for end of April 2023 for the technical approval of the scheme. A contract will also be let for the build of the next phase by early summer 2023.

We are continuing to liaise with National Highways on the delivery of the A46 bypass. Progress this quarter has included, the commencement of detailed technical meetings to understand and agree detailed design. It remains the aspiration that a Development Consent Order will be issued in early August 2023. This means National Highways will submit the proposal to the Planning inspectorate who will consider the scheme, and provide any comments and objections, with a the hope that they will approve the proposal.

Finally, discussions are still ongoing with National Highways and Amey, the contractor tasked with undertaking the Feasibility Study for the A1 Overbridge at Fernwood to support the expansion of Fernwood. Amey have commenced work on the study and updates are expected to be provided in late 2023.

- ⇒ During the quarter, we delivered events at 3 schools, engaging over 125 students over the three sessions, to understand aspirations, promote opportunities and to develop their interview skills. This type of activity helps prepare the students for seeking employment in the future. The quote below has been provided by a

How are we performing against our objective to...

## Deliver inclusive and sustainable growth



teacher at Suthers School in Fernwood: “Feedback from students has been overwhelmingly positive and the day has impacted positively on their awareness of their next steps and future options”.

- ⇒ We offer a comprehensive programme of support to ensure sustainable economic growth for local businesses. Some of the key activities this quarter included;
- The development of a package to support the business community with the cost-of-living pressures. This package includes webinars for businesses and a social media campaign to encourage people to shop locally, both of which will be launched later in 2023.
  - We have helped create 6 new jobs and safeguarded 67 jobs through the delivery of the the ‘Business Growth and Resilience Programme’, with local businesses in the sectors of retail, food and beverage. The programme was delivered to 10 businesses who received mentoring, support and grant funding to grow or build resilience.
  - We supported 15 businesses to access Grantfinder, providing businesses with a range of advice and support and funding.
- ⇒ We delivered a Growth Hub Business Support Surgery that was attended by 7 businesses. These are one-to-one sessions with a business advisor The event received a range of positive feedback and one attendee stated that: “I felt incredibly supported and for the first time in business I did not feel lonely. This is a great idea and great support for a small business”.
- ⇒ We have worked with Nottinghamshire County Council to revise the Countywide Visitor Economy Framework. The revised framework will support the Nottinghamshire Plan for a healthy, prosperous and greener Nottinghamshire, in particular building skills that help people get good jobs, and making Nottinghamshire a great place to live, work and visit. To ensure our plans are aligned, we will review the our own Visitor Economy objectives in 2023/24 and create a new Destination Development Plan. This plan informs the marketing and promotional campaigns that promote Newark and Sherwood to visitors and these two documents shape the Tourism work programme for the next 5 to 10 years.





### Spotlight benchmarking

As of December 2022, the unemployment rate in Newark and Sherwood was 4.7% which is a 2% reduction since December 2021. Whilst the unemployment rate for England is 3.6% which is a reduction of 0.9% when compared to the same period.

Quarterly Indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
The performance of our assets which contribute to the economic growth of the district				
<b>Year to Date Indicators</b>				
Total number of admissions - National Civil War Centre	1,913	8,709	13,234	10,000
Total number of admissions - Palace Theatre	0	28,517	59,877	30,000
<b>All Other Indicator Types</b>				
Newark Beacon - % of occupied units	No Data Received	89.4%	99.1%	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	93.0%	98.0%	95.0%

Annual Indicators	20/21	21/22	22/23	22/23 Target
% of Town Centre retail premises vacant across the NSDC District	6.3%	6.9%	6.8%	9.0%

### Exploring our performance

Across the inclusive and sustainable growth, performance remains in a strong position with all quarterly and annual indicators currently green and above target.

The National Civil War Centre was above target by 3,234 admissions and has increased by 4,525 since the same period last year. Admissions to the theatre were also significantly higher than target by 29,877 at the end of year position. This has also increased by 31,360 when compared to the same period of last year demonstration and increase in interest in local leisure and cultural activities.

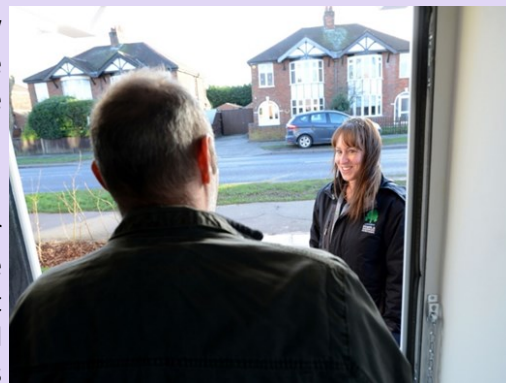
Occupancy performance across the Newark Beacon, Sherwood Forest Arts and Crafts Centre and the rest of our portfolio of corporate property remains in a strong position with all indicators being above target, demonstrating that we are a Council trusted landlord.

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



### What we have been doing this quarter;

- ⇒ Our 'Starting Well' project to improve the success of tenants in new homes continues. Despite the costs of living challenges, arrears are at their lowest level since 2011/12, demonstrating the positive impact of adopting a proactive, early intervention approach.
- ⇒ We have continued to support resettled families and individuals, and this year we set-up the Newark and Sherwood Homes for Ukraine scheme with 151 families having been homed in the district. As a result of this increased workload, a new resettlement team has been recruited to support resettled households across all programmes including Afghan and Syrian households as well as households from Homes for Ukraine.
- ⇒ The replacement temporary accommodation on the former Seven Hills site, now known as Alexander Lodge is progressing well. By the end of March 23 the contractors had made the site watertight and were ready to hand over to the next phase. Alongside these works a procurement tender process was run for the next phase will be an the internal fit out of the accommodation. The contract has been awarded and we are finalising details for the next phase of work.
- ⇒ The Broadleaves Housing with Care scheme in Boughton was nominated for a national award for the best large social housing development at the Local Authority Building Control Building Excellence Awards. Already the scheme has scooped up the prestigious East Midlands award and was shortlisted against other schemes across the country. Broadleaves officially opened in 2021, and since then has been providing excellent care to people over the age of 60. It's the fourth 'housing with care' scheme that we have opened. The state-of-the-art facility has 30 spacious and accessible apartments designed to help and support those who are living there, with features such as wet rooms and wider doorways. At the scheme 20 of the apartments have been designated for people with daily care needs, and an on-site care team provides support to these residents and is available 24 hours a day, 7 days a week.
- ⇒ In December 2022, there was a review of empty homes in the district and it was identified that there were 234 private properties that had been empty for more than two years. Of these, 40 had been empty for longer than ten years, 73 had been empty between five and ten years and 121 had been empty between two and five years. In February 2023, it was decided that we will increase the Council Tax premium on long-term empty homes to the maximum allowed in regulations, for properties empty for more than 2 years to 100%, for properties empty for more than 5 years to 200% and properties more than 10 years to 300%. This is being done to encourage owners of these long-term empty properties to bring them back into use either through occupation, rent or sale. This change will also bring our policy in line with the other six district and borough councils in Nottinghamshire.
- ⇒ Throughout the quarter, we saw poor weather conditions which resulted in multiple placements being made for rough sleepers under our severe weather emergency provision. These repeat episodes of bad weather meant that some of the 13 individuals placed had to be repeatedly placed during the quarter and, where appropriate, housing advice and longer-term housing solutions were provided to prevent these individuals from returning to the streets.



How are we performing against our objective to...

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



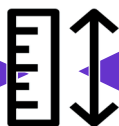
- ⇒ The Council continues to exceed national performance targets for determining planning applications. National targets are 60% determined in 13 weeks for major applications and 70% determined in 8 weeks for non-majors, and both of our indicators are 90% or above. A new validation checklist was also developed this quarter to provide detailed guidance to developers and applicants to ensure they have all the information they need within their application to help make the process quicker and smoother.
- ⇒ The 3 tier priority timescales for housing repairs have now been in place for over 15 months. Priority 1 is within 24 hours, priority 2 within 6 weeks and priority 3 for our planned works up to 6 months. Levels of performance is currently below target but this will be reviewed for next year to be aligned to the currently priorities. Additional funding is also in place to help reduce the current number of live repairs and progress will be reviewed in quarter 1 of next year. The repairs service will be the priority for further improvements next year including a renewed focus on addressing and preventing damp and mould and understanding the implication of the Stock Condition Survey findings on our long-term asset investment plans.



**Our  
Tenants quote following  
adaptations:**

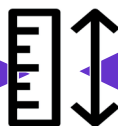
“Your staff have gone above and beyond to adapt the property exactly to my children’s needs and sourced us multiple charitable funding to obtain carpets and moving costs taking a massive financial pressure off of us. Your tenancy staff are so empathetic, and your contractors did excellent adaptations in such an impressive time scale! It puts me in mind of the TV shows where a family is presented with a new home!”

## Measuring Success



Quarterly Indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
Year to Date Indicators				
Number of all tenants who have been evicted for rent arrears	0	2	2	3
Number of evictions (anti-social behaviour)	1	2	3	Trend (Increasing)
The performance of Arkwood, our property development company, which contributes to this objective				
Arkwood - number of units delivered	New for Q3 21/22	20	55	Trend (Increasing)
Arkwood - plots commenced	New for Q3 21/22	79	87	Trend (Increasing)
Arkwood - total legal completions	New for Q4 21/22	17	50	Trend (Increasing)
All Other Indicator Types				
Average time spent in temporary accommodation (weeks)	10.6	12.3	8.8	13.0
Average time (days) to re-let Council properties	31.8	27.6	28.0	28.0
% of rent collected from current tenants as a % of rent owed	100.3%	98.6%	99.0%	98.5%
Average "End to End" time for all reactive repairs (CALENDAR days)	29.0	12.7	21.2	11.0
% of repairs completed at first visit	90.0%	92.9%	88.4%	93.0%
% of planning applications (major) determined in time	New for Q1 21/22	100.0%	90.0%	90.0%
% of planning applications (non major) determined in time	New for Q1 21/22	98.0%	93.4%	90.0%
Average number of working days to process housing benefit change in circumstances	7.0	3.0	2.6	6.0
Average number of working days to process new housing benefit claims	19.0	19.0	18.1	17.0
Amount of current arrears as a % of annual rent debit	1.93%	1.68%	1.31%	2.20%
Amount of current arrears	£444,210	£396,533	£324,310	£500,000
% of all tenants who have been evicted for rent arrears	0.00%	0.04%	0.04%	0.05%
% of housing complaints resolved within agreed timescales	New for Q1 21/22	85.0%	93.0%	100.0%
% of homes with a valid gas certificate	New for Q4 21/22	99.0%	98.8%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	New for Q4 21/22	99.2%	99.0%	100.0%





Annual Indicators	20/21	21/22	22/23	22/23 Target
% of tenants satisfied with landlord/overall service (STAR)	87.5%	86.6%	86.5%	90.0%
% of tenants satisfied with the quality of their home (STAR)	85.7%	85.0%	86.1%	90.0%
% of tenants satisfied that their views are being taken into account (STAR)	81.8%	77.0%	77.1%	90.0%
% of properties with an energy efficiency (SAP) rating of C or above	New for Q4 21/22	67.7%	68.0%	69.5%

### Exploring our performance

The "End to End" time for all reactive repairs is above the target set by 10 days. For 2023-24 we are amending the target to account for the priority 2 repairs having a six week target response time (42 days). We are also working through a back log of works that will impact on this performance as they are outside of timescale.

The number of homes with a valid gas compliance certificate has significantly improved but remains below target by 1.2%. Of the 5,196 properties that require a gas certificate, we have 63 without a certificate, however all of these are now in an enforcement process to allow us to gain access to the property to undertake the service required in line with gas regulations. This performance indicator has been changed from 2023-24 and will be a Tenant Satisfaction Measure (TSM) which records the number of homes without a certification.

Tenant arrears remains low and significantly below target, with the year-end arrears sitting at £324,310, a reduction of £72,223 compared to the same period last year. This is the lowest level of arrears since 2011/12. This has been achieved with minimal formal recovery action, with only 2 evictions for rent arrears taking place this year. We have also been focussing support where it is needed, and we delivered the Helping Hands scheme in Quarter 4 which targeted support to tenants to encourage them to maintain an arrears repayment plan.

The percentage of tenants 'satisfied that their views are being taken into account' is below target by 12.9% but remains in a comparable position to last year. Although this is below target for us, we are 7.1% higher than the STAR survey benchmark (which compares to the performance of other local authorities). This will be an area of focus for coming years.

Across both the overall service and the quality of homes indicators, performance delivered is below the challenging targets set. However, when we compare ourselves to other local authorities, we remain higher than the STAR benchmark which again demonstrates an higher than average level of satisfaction. This performance is a strong foundation to build on ahead of the Tenant Satisfaction Measures which will be delivered at the end of 2023/24.

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;

⇒ The Great British Spring Clean was a success across the district, thanks to the 197 dedicated local volunteers who took part, and the jam-packed schedule of green activities. In total the hard-working litter picking volunteers from across the district collected 244 bags of waste. We provided the volunteers with litter picking equipment and disposed of the bags of waste collected. Litter picking events were organised all over the district, by groups including staff at NSK Newark, Newark Community Gardeners, Historic Newark in Bloom, Rainworth Social Action HUB, Collingham Parish Council, Lowdham Community, Sherwood Forest Trust, RSPB, Green Southwell, Friends of Sconce and Devon Park, Friends of Balderton. In conjunction with the litter picking events, we also hosted a programme of greening activities to take this year's spring clean a step further. Over the two weeks activities included:

- A public survey at Sconce and Devon Park where residents discussed new plans for a Castle-themed playground and Fitness Zone. All the feedback gained from this survey will be used to shape the plans for the popular local park.
- The Community Garden at Newark Library was officially opened to local groups and schools to hire. The site, which was designed with wildlife and sustainability in mind, can be booked for free as a space for learning activities and events.
- Cleaner, Safer, Greener issues were tackled on a Day of Action in Balderton. The programme of activities resulted in 6.76 tonnes of waste being cleared from the area, 44 streets being deep cleaned and the removal of 8 fly tips.



⇒ We have continued with the 'Not in Newark and Sherwood' Campaign. Since the start of the campaign in April 2022 we have now directly issued a total of 150 Fixed Penalty Notices (FPNs) for fly tipping and 56 for other environmental offences, including failure to produce a Waste Transfer Note, indicating that they were not disposing of their waste correctly. We have also directly issued 55 FPNs for littering offences which includes side waste and some small fly tips.

⇒ In this quarter specifically, we have delivered 2 prosecutions totalling £2,358 in fines. We also currently have an additional 10 cases waiting to be heard at court which range from fly tipping, failure to have appropriate scrap and waste carriers licence offences. This quarter colleagues also issued fixed penalty notices for the following offences:

- 28 for fly tipping
- 553 for littering – 14 by council officers and 539 by our third-party enforcement partner
- 5 for failure to produce a waste transfer notice

We have also purchased 'trail cams', to assist us in gaining evidence for fly tipping prosecutions in the more remote fly tipping hotspots. These cameras will be soon rolled out soon.

⇒ Restorative justice is designed to provide an opportunity for the police to deal with low-level offences (as appropriate) without going through formal criminal justice sanctions (which could result in a young person having a criminal record). We are continuing to work the restorative justice team with weekly sessions now conducted on Sconce and Devon Park to cover a range of activities including litter picking, weeding, footpath maintenance and conservation activities.

How are we performing against our objective to...

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



⇒ The Action Team have continued to deliver works within the district, 10 new dog bins and 30 new litter bins have been installed. They have also delivered a programme of cleansing works, including deep brushing to housing communal areas and public footpaths, removing moss and debris, which complements our road sweeping delivery and improves the overall appearance of the streets.



⇒ This is the second year the Council have delivered a grounds maintenance service for the Housing Revenue Account (HRA), and as part of this service performance checks are made on the quality of the grounds maintenance service delivered. January 2023 saw the first score of '1' across the board on inspections. This means the quality was deemed 'perfect and complete to specification'. This is a good achievement to finish our second year of delivering this service in house. The averages for the quarter has been included below and show a comparison to the same period of the previous year.

Performance Outcomes of Monitoring Inspections for the Maintenance of Housing Land (HRA)		
Service Area	Q4 21/22	Q4 2022/23
Grass	1.31	1.27
Litter and Bins	1.13	1.17
Garage Site	1.58	1.29
Shrub Bed Maintenance	1.75	1.56
Weed Control	1.72	1.41
Hedge Cutting	1.65	1.47



Quarterly Indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
<b>Year to Date Indicators</b>				
Number of fly tipping incidents	1,845	1,643	1,576	1,800
Number of fly tipping enforcement actions	1,870	2,601	2,291	2,050
<b>All Other Indicator Types</b>				
% fly tipping incidents removed within 72 hours	70.3%	89.5%	95.8%	75.0%
% of household waste sent for re-use, recycling and composting	32.5%	36.0%	Waiting for External Data	40.0%
Number of missed bins (per 100,000 households)	New for Q1 22/23	New for Q1 22/23	44.4	45.0
Total number of garden waste subscriptions	14,542	16,694	19,188	17,000
% level 1 graffiti incidents removed within 36 hours	50.0%	87.5%	91.9%	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	1.2%	0.5%	0.8%	2.8%
% of failing sites - street and environmental cleanliness - detritus	1.1%	0.7%	1.1%	1.8%

### Exploring our performance

Performance across this objective remains positive with all indicators in a green position, with the exception of the level 1 graffiti incidents not removed within 36 hours which is under target by 8.1% however this only equates to 3 incidents being out of time.





## Enhance and protect the district's natural environment

### What we have been doing this quarter;

- ⇒ In February, we approved the introduction of a new kerbside glass recycling service across the district. This decision followed a public survey, if we assume that each response was from a different household this means we heard from 11.8% of Newark and Sherwood's households. The survey saw almost 93% of respondents wanting to see the new service. Currently, residents have to travel to a network of bottle banks to recycle their glass, but we were interested to find out whether residents would support a new service that collected their glass from outside their homes. There were over 6,300 completed surveys of which over 5,800 would like to have a kerbside glass recycling.
- ⇒ We finished quarter 4 with around 17,400 garden waste customers which was a record number of subscriptions. Early quarter 1 figures show that we have over 14,100 subscriptions for 2023/24 already and this number is anticipated to grow significantly as we begin collections, and the resident needs grow through the spring and summer months.
- ⇒ 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 across a selection of our Corporate and Leisure buildings, and installation will be completed by the end of 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.
  - 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.
  - 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 513 users utilising the application. Work is ongoing to promote the app throughout the year in partnership with the other Nottinghamshire authorities, and we will continue to utilise the App throughout 2023. Recently the Green Rewards App has been shortlisted for an LLC award and an MJ award.



- ⇒ This quarter, we repurposed 40 old dustbins to create wormeries in schools to reduce the levels of unrecycled food waste and to deliver free compost. Alongside this, we provided raised growing beds where the compost could be used. This enables children to get involved in utilising food waste in better ways and gives an early introduction to growing their own food.





## Enhance and protect the district's natural environment

- ⇒ Plans to maximise the Sherwood Forest visitor offering, as part of the Forest Corner Masterplan, have progressed in close liaison with Nottinghamshire County Council and RSPB. Engagement has also taken place with developers at Thoresby Vale to consider the opportunities and impacts of improving connectivity for residents and visitors between Thoresby Vale, Forest Corner and other adjacent natural assets. Objectives included in the masterplan will consist of; creating a sense of arrival and destination, providing better connectivity to Edwinstowe high street, developing the Robin Hood visitor offer, increasing the amount of visitors and dwell time, and creating a flow to the visitor journey through Sherwood Forest.
- ⇒ Persistent organic pollutants (POPs) are poisonous chemical substances that break down slowly and have a negative impact on the environment. Changes were required to the way these are disposed of and are found in some upholstered furniture. Over a very short period of time, a new booking system and team were developed to collect these items. Over 39 tonnes of upholstered seating waste has been collected and disposed of in the last quarter.
- ⇒ With regard to improving access to public transport around the district, we continue to provide feedback to the Nottinghamshire Enhanced Bus Partnership following a presentation on their current projects. There are a number of feasibility studies taking place to explore opportunities to deliver transport hubs, pocket park and ride schemes, and pinch point improvements for the bus network.
- ⇒ This quarter we have conducted recycling talks to approximately 140 students at Bishop Alexander and Holy Trinity school. We also assisted community group in Southwell with the loan of recycling games for community events.
- ⇒ This quarter saw the approval and declaration of the Gunthorpe Local Nature Reserve, this is a project we have been supporting for the past two years. We have funded new signage and provided 1,500 hedgerow trees for the site funded through our Christmas Tree Recycling scheme. We have also planted 1,096 trees on our own sites, creating new hedgerows on Vicar Water Country Park and Sconce and Devon Park as well as additional fruit trees in the Ancient Orchard at Sconce and Devon.

### Measuring Success



Quarterly Indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
All Other Indicator Types				
Number of carbon reduction projects currently in progress	New for Q1 21/22	7	7	Trend (No change)

Annual Indicators	20/21	21/22	22/23	22/23 Target
Number of trees planted or given away in the District (since October 2019)	15,912*	18,052*	22,204*	10,000*

\*Number of trees planted or given away are a cumulative total running over a 4-year period between 2019/20 and 2022/23 and the target covers the whole period

### Exploring our performance

Performance across the natural environment objective remains in a strong position. Over the previous 4 years, we have planted or given away 22,204 trees, exceeding the target by 12,204.



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

### What we have been doing this quarter;

- ⇒ Improvements have been made on some of the entryways to our residential buildings (Lover's Lane, Tithe Barn and Queen's Court). These properties have been fitted with new intercom systems that allow tenants to use their landlines or mobile phones to open their door and, if they have the system set up on a mobile phone, they can view who is at their door through video, allowing them to feel safer at home. This target hardening measure follows the success of similar installations in previous Safer Streets projects, which left residents feeling more secure in their buildings. The sites were also fitted with new interactive notice boards that will allow residents to be kept up to date with community news, safety information, take part in tenant surveys and more. A tenant at Queen's Court said: *"This new system is better for me because I can access it conveniently from my phone and I can see who is coming to see me."*
  - ⇒ We are continuing to use deployable CCTV where possible to help combat pockets of crime and anti-social behaviour. These cameras are currently situated in hotspots at Newark, Blidworth and Edwinstowe. Additional CCTV requests have been received and these are currently under consideration for Boughton in relation to persistent fly-tipping.
  - ⇒ We continue to try and improve the feelings of safety and reduce the levels of crime and anti-social behaviour (ASB) through both preventative and reactive measure. This quarter we have allocated specific geographical areas that are known for their high levels of ASB to the Community Protection Officers (CPO). These officers are spending additional time in these areas which are in Clipstone, Rainworth, Blidworth and Ollerton & Boughton, and ensuring that there is engagement with the police and Parish Councils to encourage reporting of ASB and increase the amount of patrols.
- 
- ⇒ In response to a spike in localised ASB, a CPO is now dedicated to Newark town centre on a short-term basis. They conduct hi-visibility patrols, engage with members of the public, businesses, and licenced premises and act as a single point of contact for the Police.
  - ⇒ A 'Report It' campaign was carried out in Middlebeck where we carried out house to house enquiries asking residents about ongoing anti-social behaviour issues and provided a leaflet explaining how to report ASB.
  - ⇒ This quarter, we have once again been awarded with the Park Mark 'Safer Parking Award' for our safe and secure car parks. All car parks managed by the Council in Newark were assessed by the British Parking Association and all the sites were awarded with both the prestigious Park Mark award and the Disabled Parking award. This follows our recent achievement of the new Park Mark Freight award for Newark Lorry Park. The Lorry Park is the first of its type, not only in Nottinghamshire, but also in the East Midlands, to win the award and we are the only authority in the country to have received all three awards.
  - ⇒ In January, Public Protection officers along with housing colleagues, joined the Sherwood Police Neighbourhoods teams in a Night of Action. This night of action aimed to tackle anti-social behaviour in the Sherwood area, with ASB revisits, high visibility patrols and engagement in key hot-spot areas, including Clipstone, Ollerton, Boughton and Bilsthorpe.
  - ⇒ Usually, over the Winter months, we experience a dip in reported incidents of anti-social behaviour, unfortunately this has not been the case over the last quarter, with a sharp rise in youth related anti-social behaviour, particularly in Newark town centre, Hawtonville and Ollerton. Enforcement action has been taken on 8 young people who have all entered Acceptable Behaviour Contracts with referrals to appropriate support services. A further 6 parents/guardians have also received advisory/warning letters about their children's behaviour in the town centre.



How are we performing against our objective to...



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

⇒ As part of our commitment to the 'Violence Against Women and Girls' campaign we carried out a Night of Action on Saturday 4th March involving staff from across the council. We who worked with the Police to promote educational awareness on a substance called Cocaethylene which is produced when individuals use cocaine with alcohol. One of the adverse effects of this substance is that it increases violent and impulsive behaviours, often resulting in increased incidents of domestic violence. This is our second of three nights and although the results of the surveys carried out on the night are still being collated, the initial results are positive and showing an increased awareness with employees and patrons of the night-time economy.



⇒ A new scheme is set to launch in Newark to increase feelings of safety for women and girls within fitness centres and gymnasiums. During the quarter, we designed and delivered a survey so that voices can be heard to shape the topics that will be addressed within the training to ensure it will be effective in tackling the issues specific to the area. Data suggests that unwanted attention such as being watched, followed, unsolicited physical contact and comments on the body have caused 71.5% of women to change their gym routines. Attending the gym is a key part of many people's lives and wellbeing so, as part of the Newark Safer Streets project, partners want to ensure fitness facilities are enjoyable and a comfortable space for all members. A collaboration between the Council and Nottinghamshire Police aims to tackle the negative experiences through creating the Safer Gym Group. It will come from the Safer Streets funding secured by the Police and Crime Commissioner for Nottinghamshire, which has a large focus on violence against women and girls. The group will be made up of local gyms who wish to participate in the scheme, and they will all receive training on how to support those who may experience unwanted attention or harassment when using their facilities.

⇒ The projects set out in the Safer Streets bid continue to be developed and implemented. Anti-social behaviour at St Marks Place is being stopped in its tracks as part of another project to make Newark's streets safer. The site had been subject to drug use, urinating, and graffiti, leaving residents and workers in the area feeling unsafe. But now, new security gates have been installed to prevent vehicle and pedestrian access thanks to a grant from the Safer Streets fund. This is the third time Newark has benefitted from Safer Streets funding and over £1 million has been invested towards a safer Newark and Sherwood by the scheme to date.





## Measuring Success



Quarterly indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
<b>Year to Date Indicators</b>				
CCTV - number of proactive incidents	New for Q3 21/22	485	348	400
CCTV - number of reactive incidents	New for Q3 21/22	1,200	1,306	1,250
Fixed penalty notices (number issued)	34	1,599	2,464	Trend (Increasing)
Community protection notices/warnings (number issued)	25	16	8	Trend (Decreasing)
All other notices/warnings (number issued)	19	49	23	Trend (Decreasing)
<b>All Other Indicator Types</b>				
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	-71.0%	-15.0%	2.0%	11.0%*
% reduction in all crime - Newark & Sherwood District compared against County area	15.0%	14.5%	-9.0%	-7.0%*
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	93.12%	92.67%	84.33%
% of businesses in the District with a 0 star food rating (major improvement necessary)	New for Q2 21/22	0.18%	0.18%	0.15%
% of food inspections undertaken in quarter	New for Q1 21/22	No Data Received	100.0%	100.0%
% of all programmed inspections completed in quarter	New for Q1 22/23	New for Q1 22/23	100.0%	Trend (No benchmark)
% programmed pollution inspections completed in quarter	New for Q1 22/23	New for Q1 22/23	39.0%	Trend (No benchmark)

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

Annual Indicators	20/21	21/22	22/23	22/23 Target
% of tenants satisfied with the neighbourhood (STAR)	90.0%	91.5%	Waiting for External Data	90.0%

### Exploring our performance...

Anti-social behaviour (ASB) has reduced by 2% when compared to the same period of last year but this reduction is less than that seen across the county at 11% making this fall below target. Crime has seen a 9% increase in all crime when compared to the previous year and has increased to a greater extent when compared to the rest of the county by 2%. Although ASB has reduced, quarter 4 has been a busy time with increased ASB and crime within our town centres leading to additional proactive and reactive responses by our control room staff especially around the reactive needs.

The % of businesses in the district with a 0-star food rating is below target and sits at 0.18%, however, this only equates to 2 businesses that scored a 0 out of the 1,107 premises in the district. Officers have worked with both businesses who have now applied to be re-scored.

## Improve the health and wellbeing of local residents



### What we have been doing this quarter;

- ⇒ In February, we hosted a new community food initiative supporting local residents at Cleveland Square Community Centre in Newark, in partnership with 'The Bread and Butter Thing'. The Bread and Butter Thing is a mobile food club making life more affordable for people on low incomes and helping to reduce food waste across the country by working in partnership with supermarkets, factories and farms to redistribute surplus food. This food would otherwise go to waste because it is either wrongly labelled or there is simply too much of it. The food club will support 80 families per week utilising produce that would ordinarily be bagged as food waste and potentially end up in landfill.
- 
- ⇒ During the year we have also worked with 3 food clubs that required direct support from the council to become independent. These have now become self-sufficient groups and continue to provide much needed support within their community.
  - ⇒ Throughout the year, a total of 208 homes have been helped by poverty alleviations schemes, 65 of those being private sector residents helped directly via the Council-delivered fuel poverty alleviation scheme and another 143 low income private sector residents have been supported via referrals to partner organisations offering relevant grants/interventions to help reduce fuel poverty. More joint schemes are planned for 2023/24.
  - ⇒ We are also planning to modernise, develop and extend a number of the other district's park play areas and equipment over the next year with an investment of almost £350,000. Plans to replace aging equipment for new and imaginative pieces of play equipment including inclusive play equipment for all ability users where possible to do so. Ten parks will undergo improvements, including Vicar Water County Park, Mead Way Play Park in Balderton, Lincoln Road Recreation Ground Play Area in Newark, Thorpe Oaks Play Area in Coddington, Hillcote Drive in Clipstone, Old Tannery Drive in Lowdham, Grove Street Play Area in Newark, Cleveland Square in Newark, Turner Lane in Boughton and Sconce and Devon Park.
  - ⇒ Exciting proposals for Sconce and Devon include a new Castle-themed play area park to tie in with the town's Civil War history. Additional plans for Sconce and Devon Park include the development of a fantastic new outdoor fitness area which would be free for all visitors to use. The development would build upon the park's existing popularity as a site for fitness and wellbeing activities, such as walking, park runs, or small personal training classes.
  - ⇒ We continue to work in partnership with the YMCA at the Newark Community and Activity Village. During quarter 4, the YMCA opened their new stands and covered seating which was joint funded by the council and the YMCA. The new inclusive stands and covered seating are now installed and operational adding a new level of infrastructure necessary for the stadium pitch. Spectators can now watch the games from purpose built covered seating which will help to increase the number of spectators at home games. The new infrastructure provides in excess of 200 covered seats and standing space that will enable the home teams to progress up the National Football Pyramid which requires better infrastructure for the higher the league status. The new seats will also enable other outdoor activities and events to take place with protection for participants during periods of inclement weather.
  - ⇒ The Maid Marion Community Play Park in Bilsthorpe was formally opened to the public on 8th March and is now being used by the community with lots of positive feedback received from residents saying how good the site is now and how enjoyable it is to have access to it. The residents on Maid Marian are particularly pleased at how much it has improved the visual aspect of the road with the new railings and the planting scheme.

How are we performing against our objective to...

## Improve the health and wellbeing of local residents



- ⇒ On the 25th March, we attended the Southwell Market 'Green fair' to promote Meat Free Monday. At the event, 150 people were engaged with, trying prepared meat free foods and receiving a range of recipes for them to try at home themselves.
- ⇒ Following detailed discussions with a range of stakeholders including residents, Sport England, Highways, Public Rights of Way, Planning and Tree Officers, it is now hoped that reserved matters for the first phase of the Yorke Drive will be considered by Planning Committee on 8th June 2023 which, if approved, would allow a start on-site later this year. Resident engagement continues through a resident led panel, newsletter and social media engagement.

### Measuring Success



Quarterly Indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
Year to Date Indicators				
Number of user visits - Active 4 Today (All)	New for Q3 21/22	909,388	1,008,319	1,000,000
Number of events held in NSDC parks	New for Q3 21/22	126	270	130
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	969	982	800
All Other Indicator Types				
Live Leisure Centre membership base (All)	New for Q3 21/22	10,990	11,585	11,500

### Exploring our performance...

All indicators across the health and wellbeing objective are in a strong position and above target.

The number of visits to our leisure centres has exceeded the 1,000,000 target by 8,319. Active4Today have recovered well from closures experienced as a result of Covid-19 and have rebuilt their membership base and number of user visits to deliver a strong end of year outturn.

# 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.

Quarterly Indicators	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
<b>Year to Date Indicators</b>				
Website – NSDC – sessions (total number of views)	518,197	341,882	784,580	400,000
Engagement rate with posts issued on NSDC Facebook and Twitter combined	New for Q1 21/22	1,055,405	920,610	1,000,000
Number of digital web form transactions	New for Q1 21/22	41,338	31,236	Trend (Decreasing)
% business rate collection	97.0%	98.0%	97.2%	98.2%
% council tax collection	97.3%	97.4%	97.1%	97.4%
<b>All Other Indicator Types</b>				
Telephony - average length of time to answer call (seconds)	17.0	78.0	84.0	60.0
Responsive Repairs - telephony - average length of time to answer call (seconds)	New for Q1 22/23	New for Q1 22/23	90.3	60.0
% invoices paid within 30 days - whole Council	89.9%	98.1%	98.0%	98.5%
% effective response to careline calls within 180 seconds (industry standard)	98.7%	99.1%	99.3%	99.0%
Average number of days to process new council tax support applications	20.5	18.0	18.8	18.0
Average number of days to process council tax support change in circumstances	9.4	9.0	7.5	7.0
Average number of working days to process new housing benefit claims	19.0	19.0	18.1	17.0
Average number of working days to process housing benefit change in circumstances	7.0	3.0	2.6	6.0

## Exploring our performance...

The average time for our customer contact centre to answer a call is below target by 24 seconds. However, the time to answer a call has improved significantly when compared to performance in both quarters 1 and 2. Quarter 4 is always a busy quarter due to the annual garden recycling renewals and council tax bills being issued, this also coincided with central government launching additional energy support grants. An increase in the volume of calls received impacts on the time taken to answer a call.

The average time for responsive repairs to answer a call is below target this quarter by just over 30 seconds. Across the whole 22/23 year, performance outturn would mean that on average it would be below target by 3 seconds.

During the quarter, we also experienced technical issues caused by a national issue with Virgin where our phone lines couldn't connect to the network. This issue resulted in much longer call waiting times which had a negative impact on the overall performance figures. Compared to public and private sector bodies our average time to answer is very favourable. The emphasis for our teams is on answering the enquiry at the first point of contact.

## Customer Feedback

Customer feedback is important to us as it allows us to get real time feedback on how we are performing from the people that we serve. This information comes through a range a channels whether that be compliments, suggestions, complaints or through satisfaction surveys—all of these are welcomed as it allows us to then utilise this data to help drive continuous improvements to our services. Customer feedback is important to us as it enables us to get real time feedback on how we are performing from our residents. This information comes through a range a channels whether that be compliments, suggestions, complaints or through satisfaction surveys—all of these are welcomed as it allows us to then utilise this data to help drive continuous improvements to our services. To help improve our response to complaints and how we learn from these, we will be rolling out training on best practice supported by a guidance document that will guide colleagues through the process. These improvements are programmed to be delivered through quarters 1 and 2 of 2023/24.

Over this quarter, we received 25 compliments, 10 suggestions and 95 complaints.

## Compliments

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

- Housing and estate management with 7 compliments, predominately themed around caring behaviour from staff and the general support provided.
- Housing maintenance and asset management with 4 compliments with similar themes to the above but also included responsive and quality works.
- Street scene and grounds maintenance with 4 compliments, with themes around prompt and efficient delivery, attention to detail and a pleasant attitude.

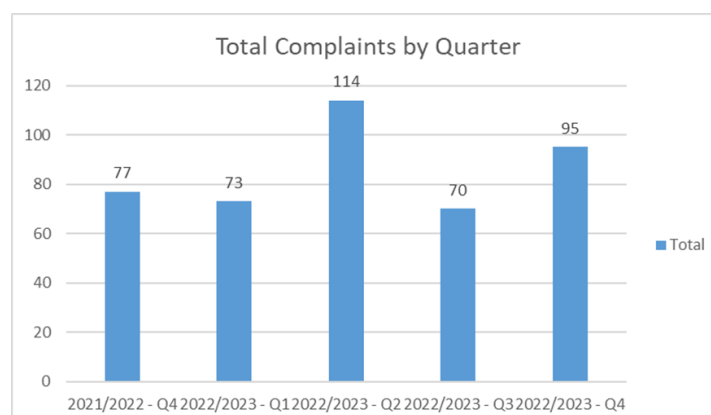
## Complaints

In quarter 4 of last year, 74 complaints were raised, this has increased to 95 for this quarter's 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 10 complaints this quarter which is 11 lower than the same period of the previous year. 50% of these complaints related to decisions made in terms of the customer's account.

Housing maintenance received 24 complaints, rising by 7 from the same quarter of the previous year. Themes included follow the same trend as previous quarters including quality of work both internally and through contractors and responsiveness to deal with issues raised.

Housing and estate management received 26 complaints, increasing by 19 from the same quarter of the previous year. The complaint themes were predominantly around staff conduct/attitude, neighbour issues, delays in service delivery and dissatisfaction with officer decisions.





# Customer Feedback

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

## Area of improvement...

A few complaints have been raised about the quality of repairs from some of our contractors

## What we have done to improve...

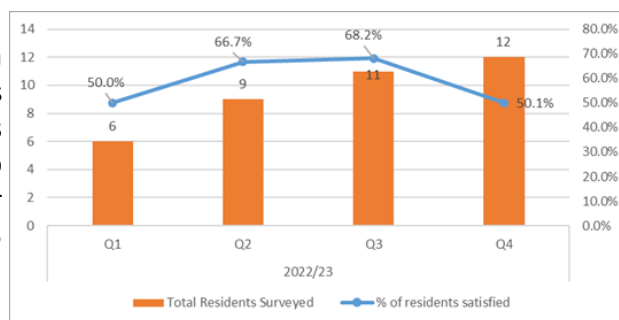
Our process for post inspecting works completed by our contractors is currently being reviewed to ensure that we are satisfied with works completed

## Tenant Satisfaction

Following tenants receiving a service, satisfaction surveys are undertaken by Viewpoint to understand if our service delivery met their expectations. In quarter four, 859 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 90% (aka 90% satisfied or very satisfied). Services receiving higher than average satisfaction include adaptations, repairs, careline, gas servicing, right to buy, customer services and lettings. The areas for improvement were;

### ASB

50.1% of tenants surveyed were satisfied or very satisfied with how we dealt with reports of anti-social behaviour. This performance has decreased when compared to the previous quarter by 18.1%. The performance follows a similar trend to the previous year but the performance in this quarter is higher by 11.3%. 1 tenant felt our communication was lacking and 5 were dissatisfied with the lack of progress and delays.



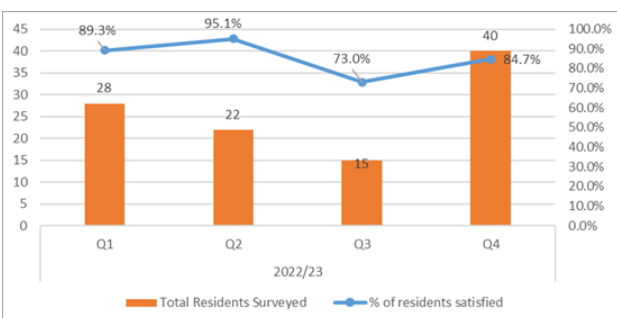
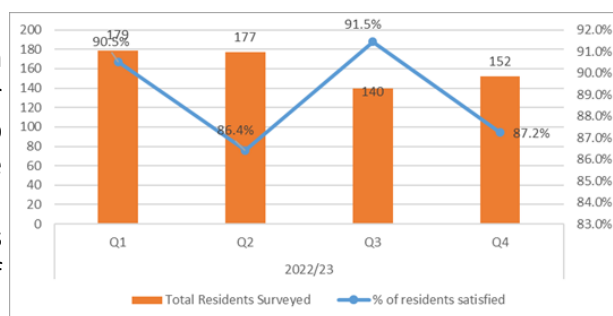
### Complaints

40.1% of tenants surveyed were satisfied or very satisfied with how we handled complaints. Performance has reduced by 19.8% since the previous quarter but the amount of individuals surveyed was low and this difference would equate to 2 more people being dissatisfied. 2 tenants felt our communication was lacking, 2 were dissatisfied with the lack of progress and delays and 1 was dissatisfied with the overall outcome of the complaint.



### Customer Services

87.2% of tenants surveyed were satisfied or very satisfied with customer services. This is the second lowest performing quarter of 2022/23 but is only a 4.3% decrease when compared to quarter 3 and is comparable to the same period of last year. The main issues raised were; delay to/not receiving a call back, feelings that we aren't listening to their views, other queries unrelated to the customer services experience, attitude of staff and ability to talk to the right people at the first contact.



### Major works

84.7% of tenants surveyed were satisfied or very satisfied with major works. This is the second lowest scoring quarter of 2022/23. The number of individuals surveyed were also high and performance has improved by 9.4% when compared to the same period of last year. The main issues raised were; delays and unfinished jobs (either related to the major works or separate repairs) and communication around appointments.

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

In this quarter, 283 staff responded to the staff survey and this equates to a 43% completion rate. There is lots to celebrate from the findings and actions plans are being developed to improve the overall experience for colleagues. A few of the highlights included:

- 91% strongly agree or agree that the council are a good employer.
- 95% strongly agree or agree that they understand the role of the council. An 8% increase since 2020.
- 95% strongly agree or agree they understand how their job role contributes to achieving the council's objectives. A 5% increase since 2020.

As a part of any feedback mechanism, we also need to learn about where we can improve and what we can do differently. As a part of this process, we have identified various areas for improvement, for example, we will improve the speed of the training bid process and work on embedding the Council's values at all levels.

Over 370 staff attended the Staff Roadshows run through March and April 2023. These roadshows were an opportunity for staff to come together and hear from senior leadership about what is happening across the Council and the Council's future plans. It was also an opportunity for staff to connect with senior leaders and have constructive conversations on the findings from the staff survey. The themes explored at the roadshow includes how we promote and embody our values at all levels of the organisations, how we promote and encourage participation in wellbeing initiatives and how we develop career pathways and training/development for our colleagues.



	Quarter 4 20/21	Quarter 4 21/22	Quarter 4 22/23	Target 22/23
<b>Year to Date Indicators</b>				
Average number of sick days per employee (FTE) per year lost through sickness absence	5.3	7.6	7.4	6.0
<b>All Other Indicator Types</b>				
% of staff turnover	11.0%	15.0%	10.0%	14.0%

## Exploring our performance...

The levels of sickness absence levels remain above target post covid, however, the years' outturn is slightly lower than the previous year.

The percentage of staff turnover remains below target by 4%, the reason we aim to have average turnover is so we can maintain a fresh workforce with appropriate levels of skill and knowledge. It is good for people to leave and employ new people with fresh ideas and approaches, but too much turnover can lead to a loss of knowledge and too little can cause the organisation to become stale. This indicator does however include agency/relief members of staff which increases the percentages for this indicator, so from quarter 1 of next year these will now be removed to show a true reflection of staff turnover.