

Newark and Sherwood District Council Performance Report

2023-24 Q3

1 October to 31 December 2023



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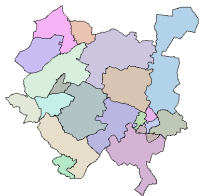
Introduction

We at 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. Our new Community Plan is now in place and a performance framework has been drafted. As this is finalised, it will become the how we will measure the performance of our objectives as of Quarter 1 2024/25. It will continue to contain key performance indicators; a combination of qualitative and quantitative data and it will expand on the current measures around objectives.



This report examines how the Council has been performing against the Community Plan. It examines data to look at the performance of key services and delivery against the activities outlined in the plan. This report examines the Council's performance and achievements from 1 October to 31 December 2023 (Quarter 3).

We know the value of understanding our performance as this knowledge allows us to embed and disseminate good practice and quality service delivery, as well as identify and tackle areas for improvement. The Council's performance is measured in four parts;



Our District

A basket of data indicators which allow us to examine how our district is performing in key areas, acting as a form of 'health check'.

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Our Performance

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

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Our Customers

A look at what our customers are telling us about the services they receive and insight into how we are learning from customer feedback

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Our Workforce

To understand how the Council's staff are performing and how we are supporting staff. This is important as a positive and motivated workforce is more likely to be high performing.

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About Newark and Sherwood (2021 Census)...



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

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 tells us something about our district in quarter 3 (1 October to 31 December 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 11, residential applications have decreased by 20, non-major applications have decreased by 164 and major applications have decreased by 12.

- 9 commercial planning applications were validated
- 118 residential planning applications were validated
- 42 major planning applications were received
- 587 minor planning applications were received

As of September 2023, **2,100 people were unemployed** across the district and has seen an increase of 100 people since September 2022.



For quarter 3, the average Newark Town Centre footfall count was 3,264 visitors per day. This is a decrease of 10.3% compared to the Q2 figure of 3,638. On a national level footfall has also decreased by approximately 6.5%. The decrease could potentially be attributed to the escalating cost-of-living crisis. The rising cost of household bills has prompted people to make less trips into town. This quarter has also seen above average levels of rainfall which may have contributed to the decrease in footfall. Event days also proved to be among the busiest days in town, with The Big Draw, Scare-Fest and Christmas Lights Switch On attracting visitor numbers that surpassed the averages for their respective days of the week. Of these days the Christmas Lights Switch On saw the biggest increase in visitor numbers. 3,793 visitors were recorded in town, a 47% increase on the average Sunday.

Interactions with the Council

This information gives an indication of demand for council assistance **year to date**:

- **11,947 face to face contacts** were held at Castle House, a 28.2% increase when compared to the same period of last year.
- **81,755 calls** were received by the contact centre, a 6.3% decrease when compared to the same period of last year.
- **19,361 calls** were received by responsive repairs, a 0.03% increase when compared to the same period of last year.
- **31,162 digital web form transactions** were completed by our customers, a 35.2% increase when compared to the same period of last year.



What we have been doing this quarter;

⇒ Within the quarter, 4 Speedwatch sessions have been conducted, with 2 in Collingham, 1 in Southwell and 1 in Newark. A total of 182 vehicles were checked and 4 of those were driving over the speed limit.

⇒ The first quarterly edition of the digital newsletter, the Tenant Times was emailed out to all tenants with an email address on file. The first edition of the newsletter communicated some key messages to our tenants, such as how to report a repair online and how to report signs of damp and mould.

One of the ways we have engaged with tenants is by consulting on the provision of further digital courses facilitated by Inspire with almost 10% of tenants responding positively.

We continue to work with colleagues in order to broaden our digital offer to more community centres across the district.

⇒ Quarter 3 saw our residents and the county affected by Storm Babet, where a significant number of properties suffered internal flooding with many homes now empty. Support was given to all affected areas such as immediate aid in the form of aqua sacs, guidance and in the more extreme cases evacuation. This assistance continued through to the recovery phase in the form of providing grant funding to eligible properties and signposting to the Property Flooding Resilience Grants which have also been released. This will be managed by NCC.



⇒ Following Storm Babet, all areas holding flood stores undertook a full stock check which enabled us to see which stocks needed replenishing. Additionally, due to the scale of the recent flooding, an assessment of areas that didn't currently have stores was undertaken and discussions on what may be needed in the future were considered. This included continuing to build resilience within the local communities and how residents can access and contact their local flood warden to seek support when required. There were also several ongoing areas of concern raised by communities who had issues with Severn Trent and other response matters. These have been collated as part of the debrief with the aim of seeking answers using our influence where we can. Storm Babet was an early winter storm and therefore provisions were made to replenish stocks in case of further flooding.

Just days after quarter 3 came to an end, residents have yet again felt the impact of flooding as a result of Storm Henk, which has been more severe and widespread. Further updates will be shared in due course.

⇒ This quarter 21 requests were received into the HART inbox, not including the Storm Babet humanitarian response. The HART team was stood up in response to Storm Babet, in which the team provided a full range of humanitarian assistance which included:

- Safe and well checks
- Food and medicine deliveries
- Home verification visits
- Supporting households to access grants through application support
- Arranging waste collections
- Signposting to services

The team also carried out 97 home verification visits ensuring that households can access government grant funding to assist with damage caused as a result of the floods.

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



⇒ In terms of wider tenant engagement during quarter 3, we know that 392 tenants interacted with us, with 138 of these being first time interactions. We added a further 22 new involved tenants on to our database through 24 different engagement events including the Local Influence Networks, Community Link Groups, Pop up events and seasonal events. We are seeing increased involvement with Pop up events and will use this platform to reach the more rural communities.



⇒ Throughout quarter 3, we have seen five 'good causes' joining the community lottery and two have left the scheme.

The quarterly draw was cancelled when NSDC became aware of a data breach affecting Gatherwell, the company who manage the community lottery on the council's behalf. Gatherwell informed customers of this breach and the action taken as a result to secure data, on the 8th of December 2023. There does not appear to have been a significant reduction in community lottery patrons/ ticket sales since the data breach notification with ticket sales at 14,081 for the quarter and we are on track to raise £35,006.40 for good causes within a 12-month (rolling) period.

⇒ A review of the community grant scheme criteria has been undertaken was subsequently presented and approved by Cabinet in October. The scheme was formally launched in November, and we have received 47 applications to date.

The timeline for assessment of the applications has been extended to the 31st March 2024. This is due to the impact of Storm Henk and subsequent additional support required from the community development team. All applicants have been made aware and the cross-party panel for decision making will meet the week commencing 11th March with all letters confirming allocations to successful/unsuccessful applicants by the extended deadline.

Deliver inclusive and sustainable growth



What we have been doing this quarter;

- ⇒ This quarter we are currently accepting retail and community applications for short term leases in the Buttermarket atrium space. Once the refurbishment work is completed to the building successful applicants will be appointed.
- ⇒ We continue to facilitate and nurture strong relationships with schools, colleges, universities and enterprise agencies through the Employment & Skills Board, Town Centre Partnership, Town Fund Board, and Land Management Group.



Our work is ongoing to deliver a number of initiatives through the UK Shared Prosperity Fund including the Premier League Primary Stars Programme, which is an education program for primary school children aged 5 to 11 in England and Wales. It uses football as a tool to inspire children to be active and develop essential skills such as teamwork, communication, and resilience. This is in addition to direct engagement with Colleges, the Future First Expo, and direct support.

We will continue to support Capital improvements such as the Air & Space Institute and Construction College. We are also in the process of developing a series of proposals with West College Nottingham to support adult education, community learning in Sherwood, and further develop a public service compact to support a route to employment for people to work in the public service.

- ⇒ The Council has created a series of initiatives with partners to support sustainable economic growth. This includes a package of support to businesses that provides;
 - Accelerator - specialist research and innovation and decarbonisation support, with 43 local businesses enrolled and receiving support to improve the sustainability of their operations. Delivered by East Midlands Chamber.
 - Start-up Scale-up programme- specialist 121 support and workshops for pre start up and early stage enterprises. 57 businesses have so far received 6 hours or more of support.
 - 121 established business support through NCC Business Advisors, with 20 businesses having received 6 hours or more of support.
 - Rural Business Investment grant fund and Business Growth and Sustainability fund, the next round is due to launch in February 2024
 - Grantfinder facilitated 59 searches in 2023
 - Bespoke workshops on business support, exporting and procurement. During 2023, 4 business support sessions held with Notts County Council and NBV Enterprise Solutions, which linked 22 businesses and pre-start-ups with advice and guidance. We also held a Sustainability Workshop in partnership with Leeds Associates, which linked 15 businesses with support on net zero practices and ESG.

⇒ The Newark Town Investment Plan 2020 programme of activities continues to flourish.

- The Construction College is delivering training in bricklaying, plumbing and heating.
- Construction of the Air & Space Institute is well underway and is due for practical completion in Spring 2024, opening to a new cohort of learners by Autumn 2024.
- In preparation for demolition to begin at the Stodman Street project, hoardings were in place by December 2023. The demolition works are due to start in early 2024. This project is on track for completion in Autumn 2025.
- The Shared Prosperity Fund is providing employment support for economically inactive residents, by providing job searches, training and



How are we performing against our objective to...

Deliver inclusive and sustainable growth



specialist support via the GROW programme which has supported 14 residents this quarter and Re-New which has supported 18 residents.

The Council is now working towards developing the Newark Investment Plan for 2024 – 2034 to secure the proposed additional £20m Long Term Plan for Towns Fund alongside the Newark Town Centre Masterplan and Design Code by August 2024.

⇒ We continue to support on key infrastructure projects around the district including:

- Construction work is commencing well on the Newark Southern Link Road and it is on schedule for completion by spring 2025.
- A1 over bridge: The feasibility study is ongoing. We continue to work with Amey, Nottinghamshire County Council Highways, and National Highways to identify the most appropriate design solution.
- Ollerton Roundabout and the A614: Nottinghamshire County Council is working towards submitting their full business case for the A614 scheme to the Department for Transport (DfT) by the end of March. Works are planned to commence in late summer 2024, subject to the Full Business Case being approved by DfT within 12 weeks. If the decision is delayed, the project commencement date will be delayed in turn.

⇒ This quarter we submitted the Amended Allocations & Development Management DPD for Examination on the 16 January 2024. It will now be subject to examination. Following this the timetable for adopting the DPD is as follows:

- Pre-Hearing Period January to March 2024
- Examination by Inspector (April 2024)
- Consultation on Main Modifications (June/July 2024)
- Receipt of Inspector's Report (September 2024)
- Adoption and Publication (October 2024)

⇒ As such, we are now undertaking a review of the scheme for updated design, cost and deliverability with a focus on securing planning permission for the Ollerton Town Centre scheme by the end of 2024. We are in the process of undertaking feasibility studies and work to develop the scheme and planning application, coupled with a review of land assets within the scheme and an options analysis for strategic site acquisition. We aim to develop this scheme with partners by Summer 2026.

⇒ We were informed that the 2022 Levelling Up Fund bid for Sherwood has been approved in principle. Focus now turns reviewing the delivery of the three component parts of the original bid, which include:

- Ollerton Town Centre Scheme
- Clipstone Employment Project
- Clipstone Development Project



Deliver inclusive and sustainable growth



⇒ This quarter we launched our Winter Wishes campaign. For some residents, the winter months can feel lonely and to support those who need it the most this winter, the Winter Wishes campaign was promoted. This campaign provided residents the opportunity to send warm messages of well wishes anonymously to isolated members of our community. Winter Wishes cards were provided to local schools and were available from local independent shops in Edwinstowe, Southwell, Ollerton and Newark ready for residents to pick up for free. We encouraged residents to get crafty and write or draw something that could make someone's day and then post their card in dedicated post boxes across the district. Community group The Shed, in Collingham played a key part in the campaign creating the dedicated green post boxes placed in a number of towns. Our teams reviewed all cards and were sent to community groups who tackle loneliness, some were also distributed to those living in some of our Housing with Care residential schemes.



⇒ As part of the Newark Heart Programme, we are continuing to develop a full business case which is aiming for completion in Spring 2024. The Capital Programme is focusing on the Market Place with initial concept designs for wayfinding, lighting, event infrastructure and seating developed by designers and architects, New Practise.

We have developed a draft Event Strategy with four highlight events due to take place throughout 2024. The events programme will be delivered in partnership with Newark Town Council. We will be starting off with the 'Love Newark' event, which is currently under development and is scheduled to take place in Spring 2024.

The Project Team continue to develop the studies on place identity, capital works and a sustainable programme legacy model. The team have also undertaken comprehensive engagement with stakeholders over the last 3 months to enable participation, inclusion and involvement in shaping and designing the future programme.



Spotlight benchmarking

As of September 2023, the unemployment rate in Newark and Sherwood was 3.1% which is a 0.2% reduction since June 2022. Whilst the unemployment rate for England is 3.8% which is an increase of 0.1% when compared to the same period.

Quarterly Indicators	Quarter 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Total number of admissions - National Civil War Centre	5,932	9,821	12,253	9,000
Total number of admissions - Palace Theatre	20,840	38,365	41,102	38,000
% of visitors from schools – National Civil War Centre	New for Q1 23/24	New for Q1 23/24	22%	Trend (No benchmark)
% of visitors from schools – Palace Theatre	New for Q1 23/24	New for Q1 23/24	15%	Trend (No benchmark)
Number of people reached through direct participation and outreach	New for Q1 23/24	New for Q1 23/24	8,894	Trend (No benchmark)
Total footfall across all heritage and culture services and sites	New for Q1 23/24	New for Q1 23/24	76,641	Trend (No benchmark)
Car parking numbers across all council owned Newark car parks	New for Q1 23/24	New for Q1 23/24	294,538*	Trend (No benchmark)
All Other Indicator Types				
Newark town centre footfall count (average visitors per day)	7,386	3,894	3,264	3,750
Newark Beacon - % of occupied units	85.0%	92.8%	73.2%	95.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	100.0%	95%	95.0%
Commercial Property - % occupied units	94.0%	100.0%	97%	95.0%



Exploring our performance

The % of occupied units at the Newark Beacon has shown an improvement of almost 6% since the last quarter. This demonstrates the increase in occupancy rates following on from the relocation of one business in June 2023 who occupied 11 offices but had outgrown the space and has moved to another building within the district, as well as the loss of 6 other companies in 6 offices during Q2 & Q3. As a result of this, we have delivered marketing campaigns that produced a strong pipeline of enquiries to keep these occupancy levels steady over the past quarter. The majority of these enquiries will take occupancy within Q4, which should see occupancy increase to 82% by the end of March 2024. As of the end of September, we had 26 companies based at the Beacon within 32 offices. In December we had 24 companies within 30 offices. By the end of March 2024, we will have 29 companies in 35 offices if we have no new conversions of enquiries to new tenants.

Newark town centre footfall stood at an average of 3,264 which is below target by 13% for quarter 3 and is a decrease of 10.3% when compared to quarter 2. These figures are not dissimilar to the national picture, as footfall nationally has decreased this quarter. This decrease could potentially be attributed to the escalating cost-of-living crisis. The rising cost of household bills has prompted people to make less trips into town, particularly as days are getting colder and nights longer. However, it should be noted that the average dwell time in Newark increased from 243 in Q2 to 250 in Q3, suggesting that visitors are spending more time in town when they do visit. This could indicate a turn towards more 'experiential' uses of the town centre, such as meeting friends or family for a coffee or a meal.

*Car parking numbers this quarter cannot be accurately measured due to the free parking periods which were in place at all Council managed pay and display car parks in Newark town centre every weekend between Sunday 26th November until Sunday 31st December. The aim of this was to support businesses and to encourage visitors to visit the town during the festive period. The parking machines were closed during the free parking periods to avoid customers mistakenly paying for parking during this period and as such car parking numbers cannot be accurately quantified.



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

What we have been doing this quarter;

⇒ During quarter three, we have been making progress on the following social housing sites:

- 7 Bungalows and 2 flats are now complete at the Devon Road site
- 2 houses are complete at the Beech Devon corner site
- 2 flats are complete on Eton Avenue
- 7 houses are completed on Dale Lane
- 12 flats are 98% completed on Northgate

In October we secured approval for a bespoke 50 unit social housing development programme to bridge the gap in development, whilst we fully consider and model the impact of decarbonisation, stock condition and new building safety requirements.

⇒ In December 2023 our new temporary accommodation facility, Alexander Lodge was visited by our Senior Leadership Team and selected elected Members. The practical completion of the site is likely to be by January 2024, following on from this there will be site and process trials to ensure the facility is ready ahead of the first occupants. The virgin media line is also due to be installed in January 2024, after which time the site will be equipped with all the necessary ICT equipment within the Community Centre which will be there to support the service offer and touchdown for staff.

⇒ This quarter we have completed a full appraisal of temporary accommodation. The Alexander Lodge is nearing completion, this has led to consideration being given towards the decommissioning of some older temporary accommodation facilities. The temporary accommodation facility at Wellow Green is in the Corporate Services 2024/25 business plan carry out an options appraisal for this site.

⇒ Last quarter we shared more information about the new online repairs facility for tenants that was launched in September 2023. We are receiving an average of 100 requests logged and repairs subsequently scheduled each month via the online repairs service, 40% of those repairs are being reported outside of our opening hours. This service underwent a soft launch to begin with, as such we will begin further promotion over the coming months.

⇒ We continue 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. During quarter 2, a customer satisfaction survey was launched where customers can share with us what we do well and what we can improve on, however the results have been reviewed and not many responses have been received. As a result, we are exploring alternative ways to gather this information from customers.

⇒ Our repairs service has recently benefited from £200k of additional funding, which was utilised successfully to reduce the number of outstanding repairs. However, increased demand has been observed in routine and planned works has been observed this quarter. The severe weather conditions that have been experienced around the district have been an influential factor in this increased demand. The number of damp and mould cases reported have increased from 7 outstanding jobs at the end of Quarter 2 to 26 outstanding jobs at the end of Quarter 3. This is a positive sign, as it means that our campaign to encourage tenants to report signs of damp and mould is working. As a result, we are increasing





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

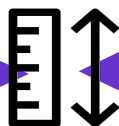
the number of external contractors to support our response to this spike in reported cases.

- ⇒ As part of the ongoing continuous improvement to the standard of empty homes, this quarter we have introduced 'fit to let' inspections, which are carried out by tenants from our Local Influence Network groups. The results of these inspections are fed back to the Voids team, who use this information to drive continued improvements.
- ⇒ During this quarter the Severe Weather Emergency Provision has been activated once and during this period 8 individuals were accommodated. 3 individuals went on to secure longer term temporary accommodation and the other 5 individuals were provided with housing advice.
- ⇒ We continue to progress the Amended Allocations & Development Management (DPD) and associated Gypsy & Traveller Strategy. Cabinet agreed that we should explore options to purchase land in order to deliver a Council run GRT site, which however would be subject to a maximum Council investment and the securing of appropriate grant funding. A Draft DPD is has been submitted and is due for examination in January 2024.
- ⇒ The focus on regeneration at Hallam Road/Stepnall Heights estates site is currently community led regeneration rather than physical housing led with two significant projects underway.

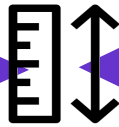
The area is currently one of four focus areas within an Asset Based Community Development Project. This project is identifying the current physical assets, which includes buildings and open spaces that can be used by residents. As well as people assets, such as community champions and groups within the community, with a view to investing in and supporting these to remain resilient.

In addition, on the Stepnall Heights estate, the housing and estates team have developed plans for the 'Boughton Community Hub' within a previously void property on the estate. The hub, subject to approval, will provide onsite delivery in an area with recognised barriers to services and it is intended that the hub will be used by a wider range of partner agencies from which to collocate, coordinate, co-deliver services.

**Measuring
Success**



Quarterly Indicators	Quarter 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Number of all tenants who have been evicted for rent arrears	2	1	0	Trend (Decreasing)
Number of evictions (anti-social behaviour)	2	3	1	Trend (Decreasing)
Arkwood - number of units delivered	8	44	73	Trend (Increasing)
Arkwood - plots commenced	43	87	87	Trend (No change)
All Other Indicator Types				
Average time spent in temporary accommodation (weeks)	11.7	9.1	12.4	13.0
Average time (days) to re-let Council properties	26.9	28.0	29.4	28.0
% of rent collected from current tenants as a % of rent owed	98.4%	99.0%	98.2%	98.5%
Average "End to End" time for all reactive repairs (CALENDAR days)	11.7	17.6	12.8	16.0
% of repairs completed at first visit	92.0%	90.3%	89.9%	93.0%
% of planning applications (major) determined in time	95.0%	87.5%	93.0%	90.0%
% of planning applications (non major) determined in time	96.0%	93.4%	92.0%	90.0%
Average number of working days to process housing benefit change in circumstances	3.6	4.5	4.4	5.0
Average number of working days to process new housing benefit claims	19.3	19.0	14.5	17.0
Amount of current arrears as a % of annual rent debit	2.00%	1.66%	1.63%	2.20%
Amount of current arrears	£469,833	£412,077	£414,728	£554,400
% of housing complaints responded to within agreed timescales	84.0%	92.0%	96.0%	100.0%
% of homes with a valid gas certificate	New for Q4 21/22	99.5%	99.7%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	New for Q4 21/22	98.9%	95.5%	100.0%



Exploring our performance

The percentage of homes with a valid gas certificate is below target by 0.3%, which equates to 18 properties. However, all properties that are out of compliance are in an enforcement process to gain access with 5 at injunction stage, we are awaiting the paperwork from the courts before initiating.

The % of homes with Electrical Installation Condition Report (EICR) certificates up to five years old is below target by 4.5%, this equates to 41 outstanding cases. Of those, 34 are in a legal process, 6 of these have appointments booked and 1 case pending contact with next of kin due to the tenant being in the hospital.

Agents quote following a planning application:



"We received the lawful development certificate for the property on Monday and I wanted to send a short line to thank you for all your help with this. The applicants were delighted this came through on time and are very excited to get cracking with their remodelling/extension works as soon as possible after the Christmas break."

Agents quote following a planning application:



"We have now received a copy of the approval documentation for the property. Just a short line to say thank you for processing this so straightforwardly and so quickly. The client is most relieved and has asked me to pass on her thanks too."

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;

⇒ We have completed the £350,000 play area improvement works with 10 sites having been improved and refreshed over the last quarter. Highlights include the new fitness zone and castle play area at Sconce and Devon. At Vicar water, we have conducted a number of drainage and footpath improvements and are working with Nottinghamshire wildlife trust to improve the health and flow of Vicar Water stream as it runs through Vicar Water Country Park. These works commenced with coir matting being placed around the edge of the main pond which has been seeded with a variety of wetland plant species which will help improve and protect the biodiversity of the local ecosystem.



⇒ We've also started to refresh our management plans, ahead of the 2024 green flag judging. In partnership with Newark Town Council, we have continued to develop plans for Sherwood Avenue Park with the draft designs being well received by the community. We have also submitted a lottery bid for this site which, if successful, would enable us to further develop the MUGA area and provide new equipment such as table tennis tables.

⇒ Last quarter we opened the Green Champions system up to all NSDC employees due to the limited number of responses from volunteers not allowing a thorough test of the system to be conducted. The Green Champions scheme has been designed to help make the district a cleaner, greener place to live, work and visit. Upon signing up to the scheme, volunteers will be able to request any equipment needed to take part in litter picking in the community, including litter grabbers, litter bag hoops, hi-vis vests and blue refuse bags.



The number of responses received this quarter are lower than we had hoped, however we have now had enough responses and time to test it. We are planning to launch the system to the public in Spring 2024.

⇒ We have been working on an environmental protection presentation to be delivered into schools, which will be rolled out to schools in January. In December we offered a free bird box to all primary schools across Newark and Sherwood District and had 20 replies. These have been distributed ahead of the RSPB's big bird watch on 26th January.

⇒ In quarter 3 we have issued 37 fixed penalty notices for fly tipping and 4 for littering which mainly consisted of small fly tips, which based on DEFRA guidance the full penalty would not be appropriate.

- We issued 1 notice to a business for failure to produce waste transfer and waste carrier documentation.
- We have had 4 prosecutions pending in court for fly tipping and have outstanding arrest warrants for 4 individuals who failed to attend court.

The contract with our third-party littering enforcement officer, 'WISE', came to an end in this quarter with 'District' Enforcement due to take over in February 2024.

How are we performing against our objective to...

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



⇒ This quarter has seen high levels of rainfall, which has impacted upon the performance outcomes of monitoring inspection scores. Our year-to-date accumulative scores are as follows:

Performance Outcomes of Monitoring Inspections for the Maintenance of Housing Land (HRA)		
Service Area	Q3 22/23	Q3 2023/24
Grass	1.13	1.65
Litter and Bins	1.03	1.17
Garage Site	1.00	1.70
Shrub Bed Maintenance	1.15	1.63
Weed Control	1.43	1.49
Hedge Cutting	1.17	1.67

To complete the growing season scoring well under a 2 across all areas shows a high team resilience. Additionally, the winter housing schedule is on track to be completed by the second week of February.

Customer quote following enhancements to a play park:



“Recently we have seen some new play equipment installed at Cleveland Square playground. The swing set in particular is to be commended. An absolutely great choice and really inclusive. I have never heard so much "noise" coming from the playground and it is wonderful to hear. How lovely to have such a neurodiverse and inclusive playground so close - a fabulous choice. Thank you.”



Quarterly Indicators	Quarter 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Number of fly tipping incidents	1,202	1,129	1,189	1,350
Number of fly tipping enforcement actions	1,245	1,845	1,483	1,538
All Other Indicator Types				
% fly tipping incidents removed within 72 hours	72.0%	95.9%	93.4%	75.0%
% of household waste sent for re-use, recycling and composting	37.3%	37.4%	Waiting for External Data	40.0%
Number of missed bins (per 100,000 households)	New for Q1 22/23	43.1	32.9	45.0
Number of missed assisted collections	New for Q1 23/24	New for Q1 23/24	150	Trend (no benchmark)
Total number of garden waste subscriptions	16,694	19,188	20,949	19,344
Number of level 1 graffiti incidents not removed within 36 hours	New for Q1 23/24	New for Q1 23/24	0	0
Number of level 2 graffiti incidents not removed within 10 days	New for Q1 23/24	New for Q1 23/24	0	Trend (No change)
% of failing sites - street and environmental cleanliness - litter	0.9%	1.1%	0.0%	2.8%
% of failing sites - street and environmental cleanliness - detritus	0.7%	1.5%	0.6%	1.8%

Exploring our performance

The number of fly tipping enforcement actions is below target by 55; however, the number of fly tipping incidents outperformed the target by 161 incidents. As such, it could be expected that less actions have been necessary due to the lower number of fly tipping incidents.



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 across a selection of our Corporate and Leisure buildings. Works have completed at Newark Sports and Fitness Centre and installation at Newark Beacon has begun. 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 almost 2 years and continues to be successful with over 567 users utilising the application. Work is ongoing to promote the app throughout the year in partnership with the other Nottinghamshire authorities, this has recently included digital advertisement in Newark Bus Station and we will continue to utilise the App throughout 2024.

⇒ Plans have been finalised to plant 800 trees in association with 'Trees for Climate' on Westbrook Drive in Rainworth in early January. In December we launched our annual free tree giveaway, we have received over 1000 trees requests from residents.



⇒ We recently commissioned an Active Travel Feasibility Study, which is still ongoing. Community engagement is going well, a Stakeholder workshop took place in December 2023 and Community Surveys are due to be undertaken in January/February 2024.

⇒ We held the first Biodiversity Opportunities Meeting with representatives from NSDC, Nottinghamshire Wildlife Trusts, Woodland Trust, RSPB and Notts BOM all coming together to investigate new ways of working together.



Enhance and protect the district's natural environment

- ⇒ Following comprehensive engagement on the Forest Corner Masterplan with key stakeholders, as well as assessment of traffic, planning review, options analysis and project review. We are now working towards completion of the Forest Corner Masterplan and developing the project plans for implementation over the next 5 years.
- ⇒ This quarter we have continued our ongoing work on kerbside glass recycling. We've also designed and sent to print some new stickers for our growing number of communal recycling bins.
- ⇒ As part of the move towards net zero carbon emissions, we secured a government grant of £1.3m, which we will match fund to deliver a £2.6m social housing decarbonisation programme over two years. The programme will target at least 102 eligible households with oil or LPG heating systems. The plan is to replace these costly, carbon intensive fossil fuel systems with carbon neutral alternatives, using air source heat pumps, solar panels and battery storage to reduce carbon emission and make them cheaper to run. Creating warm homes that are free from damp and mould.
- ⇒ An additional 38 homes will benefit from greener heating or lower costs and energy usage from the installation of solar panels – keeping homes warm and cheaper to run. The additional £583,000 of funding to deliver this project was granted from the Department of Levelling Up, Housing and Communities as part of the preparation for the East Midlands Combined Authority.





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

What we have been doing this quarter;

- ⇒ This quarter we secured approval to operate the CCTV control room to in house, following the presentation of the full CCTV review report to Cabinet. Work is now ongoing to create the full feasibility and business case for the CCTV. Linked to this, approval was secured for the draft CCTV replacement scheme and that all the cameras will move under our control and ownership moving forward.
- ⇒ Re-deployable CCTV is currently deployed in Clipstone, 2 cameras in Newark, and Edwinstowe to act as deterrents in areas that have been ASB hotspots.
- ⇒ Youth related nuisance in Newark Town Centre has been an area of focus in previous quarters at the time of this report there has been a reduction in ASB in Castle Ward. Whilst incidents have significantly reduced, there is a continued drive to encourage people to report incidents, not solely in Newark but across the district, as under-reporting of ASB incidents remains a concern. We post regular content on social media channels encouraging the reporting of ASB and which agencies to report to.
- ⇒ Farnsfield has had an increased number of incidents of ASB being reported this quarter, with 3 reported incidents in October. We have liaised with the Parish Council, conducted high visibility patrols and carried out a community letter drop, with a focus on establishing the extent of the problems and to encourage residents to report incidents.
- ⇒ In response to complaints about dog fouling and anti-social behaviour at Sherwood Avenue Play Park, Blidworth, we have conducted hi-visibility patrols, engagement with dog walkers regarding appropriate disposal of dog waste.
- ⇒ This quarter we supported a range of events including Scarefest, which was hosted at Newark Castle. We engaged with members of the public, providing reassurance, as well as being on hand to address any issues. We also supported the Newark Christmas Lights Switch On; again, this provided a perfect opportunity to engage with local people and businesses as these events attracted above average numbers of visitors for their respective days of the week, with the Christmas Lights Switch On seeing the biggest increase in visitor numbers. Towards the end of this quarter, our team joined forces with Newark Police Neighbourhoods teams and Nottinghamshire Fire & Rescue Service to provide a community safety event at one of the Saturday markets in Newark Town Centre. Officers were on hand to give safety advice and provide free safety items such as purse bells and personal alarms. As well as to provide advice relating to domestic abuse and raise awareness of the White Ribbon Campaign.
- ⇒ We attended the second Anti-Social Behaviour Summit this quarter, which was attended by Nottinghamshire Police, the Nottinghamshire Police and Crime Commissioner and other partners from the district, to discuss the on-going work to combat ASB and the plans for the future. This event was attended by members of the public, who were able to raise ASB concerns within their local area and pose questions to the panel.
- ⇒ This quarter saw the commencement of Safer Streets 5. The area focuses on, in particular the Lakeside Shopping Centre, Balderton Lakes and Coronation Park. Projects to be delivered include Environmental Improvements at all locations with replacement bins, benches and the installation of a Youth Shelter, new lockable life buoys at the Lakes alongside the installation of CCTV and lighting at the Lakes car park. All of the environmental improvements have been ordered and have arrived and will be installed by Balderton Parish Council.
- ⇒ Due to the weather conditions often experienced during this quarter, we use this period to develop and plan



How are we performing against our objective to...



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

a range of diversionary activities for the spring and summer months to ensure we meet our commitment to deliver 2 diversionary activities per annum.

⇒ Our wildflower and grass bunds continue to be a success with no illegal encampments on any of the sites they are protecting.

⇒ This quarter, we joined the Police Neighbourhoods team to complete a community letter drop/door knock to residents on the Yorke Drive estate following reports of youth related anti-social behaviour. Following this, Bridge Wards saw a 27% reduction in reported anti-social behaviour related incidents. Balderton Lakeside Shopping Centre has seen an increase in reported youth related anti-social behaviour. We have liaised with the shops and undertaken targeted patrols in this area, this has resulted in one first stage warning letter being issued.

⇒ Enforcement actions within this quarter include, seven first stage warning letters which have been issued to young people relating to nuisance behaviour. The locations in which these warning letters were issued are as follows:

- 4 in Newark Town Centre
- 1 in Balderton
- 1 in Hawtonville
- 1 in Winthorpe Road/Newark Town Centre

Two second stage warning letters have been issued to 2 young people for repeated nuisance behaviour:

- 1 in Blidworth
- 1 in Newark Town Centre
- 5 young people entered into Acceptable Behaviour Contracts; these were all in relation to nuisance behaviour in and around Newark Town Centre.

3 Enforcement Warnings were issued to 3 young people, Enforcement Warnings are the pre-legal action stage of enforcement. Additionally, 9 Community Protection Warnings have been issued:

- 3 related to incidents on Yorke Drive
- 3 related to incidents on North Gate, Newark
- 2 in Newark Town Centre
- 1 for an incident in Hawtonville

Measuring Success



Quarterly Indicators	Quarter 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Fixed penalty notices (number issued)	848	2,289	1,910	Trend (Decreasing)
Community protection notices/warnings (number issued)	14	6	17	Trend (Increasing)
All other notices/warnings (number issued)	12	13	15	Trend (Increasing)
Number of notices issued relating to private rented properties	New for Q1 23/24	New for Q1 23/24	0	Trend (No benchmark)
All Other Indicator Types				
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	-23.0%	5.0%	19.0%	11.0%*
% reduction in all crime - Newark & Sherwood District compared against County area	18.0%	-15.0%	-5%	6.0%*
% of businesses in the District with a food hygiene rating of 3 or above	92.90%	92.50%	98.00%	94.00%
% of businesses in the District with a 0 star food rating (major improvement necessary)	0.09%	0.09%	0.09%	0.16%
% of food inspections undertaken in quarter	51.0%	83.0%	90.0%	Trend

*target is the County average and minus denotes an increase

Exploring our performance...

The levels of crime has seen an increase of 5% compared to a reduction across the county at 6%. However, the significant investment and range of interventions by the Council has assisted in a significant decrease in antisocial behaviour, of 19% in the district compared to 11% across the county. This is demonstrated through some of the narrative within this report, whereby various initiatives and projects are in place or being developed to help address the levels of anti-social behaviour in the district. The latest report by Bassetlaw, Newark and Sherwood Community Safety Partnership (BNCSPP) shows that anti-social behaviour (ASB) is down year on year in Newark and Sherwood. The report stated that ASB was down 10% in August and 9% in September, when compared to the same periods last year, including decreases in the Newark town centre wards of Castle, Beacon and Devon, where partners from the Council, Nottinghamshire Police and the Office of the Police and Crime Commissioner (OPCC) have been targeting a reduction through their work on the Safer Street project.

Improve the health and wellbeing of local residents



What we have been doing this quarter;

- ⇒ Tenant arrears performance continues to remain strong, with arrears less than target by £139,672 and this is comparable to quarter 3 2022/23. Although there are signs that arrears collection could be challenging in quarter 4. During quarter 3 we saw that there were points in which arrears exceeded the same point of last year, which is an indication of the cost-of-living pressures starting to have an impact on rent collection. We continue to support tenants through the Tenant Welfare Fund, in particular looking to target groups of tenants where less support has been available to them.
- ⇒ Under the Local Authority Delivery 3 (LAD3) scheme, we have worked in partnership with Nottinghamshire County Council, local charity Nottingham Energy Partnership and installer Everwarm. This scheme has helped to ensure that 57 lower income households, both owner occupiers and private sector tenants, who are living in poorly insulated homes, received sustainable energy efficiency improvement measures, including wall insulation, low energy lighting and smart heating controls.
- ⇒ We have officially launched our third Community Alcohol Partnership (CAP) that will cover Newark Town Centre and Hawtonville, creating a partnership to tackle underage drinking. An action plan will be created covering the following areas – Education, Enforcement, Diversionary activities, and changing public perception.
- ⇒ Community gardens which promote social food groups, are being created in a number of our communities supported by our cost-of-living funding, one of these gardens is being created alongside our food club in Bilsthorpe and will be directly linked to the link worker in that area, instigated by the green social prescriber. A Community Interest Company has been set up by one of our local Crop Drop growers 'Grow Incredible' who will help set up a number of these community gardens. A number of these community gardens will be utilising green space within our social housing areas, encouraging tenants to get involved.
- ⇒ This quarter we led on a survey which was supported by our partners, to understand the needs and wants of residents on Tolney Lane. A cross section of 53 people from various sites were asked about their health, support needs, interests and what changes they would like to see. This insight is allowing us to establish a baseline so we can work with the community to ensure they have access to services and to improve coordination and targeting of services to those who need it most.
- ⇒ We are proud to announce with the help and support of Nottinghamshire Carers Association, we have gained the Carer Friendly Employer Quality Award. To gain this we had to benchmark our understanding of unpaid carers in the workplace and develop an action plan to improve and support them to remain in work.
- ⇒ The YMCA has now officially opened its flagship cycling facilities which enables residents to access cycling provision in a safe and secure environment. We continue to explore options for joint working and maximising outcomes for communities through greater participation and engagement, in particular opportunities which help our residents to lead a more active lifestyle.

How are we performing against our objective to...

Improve the health and wellbeing of local residents



Measuring
Success



Quarterly Indicators	Quarter 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Number of user visits - Active 4 Today (All)	600,284	725,001	818,751	750,000
Number of events held in NSDC parks	105	181	273	Trend
Number of children on environmental education visits to NSDC parks	780	683	685	600
All Other Indicator Types				
Live Leisure Centre membership base (All)	9,855	11,148	11,102	11,500

Exploring our performance...

Most indicators across the health and wellbeing objective are in a strong position and above target and is testament to the continued efforts across the Council and key partners in what is an objective of vital importance to our residents.

The number of environmental education visits to our parks remains in a strong position and above target by 85 and in line with the same period of last year.

The number of visits to our leisure centres has exceeded the 750,000 target by 68,751. However, Active4Today have seen a reduction in live Leisure Centre memberships compared to the same period last year, the number of live memberships are also underperforming against target by 398. This is due to the closure of Southwell main pool and the closure of one area in the fitness suite for over a month due to essential maintenance.

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 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Website – NSDC – sessions (total number of views)	215,747	569,503	1,236,743	300,000
Engagement rate with posts issued on NSDC Facebook and X combined	835,305	746,000	857,351	750,000
Number of digital web form transactions	28,957	23,054	31,162	25,500
% business rate collection	85.0%	81.1%	80.6%	73.7%
% council tax collection	79.9%	79.7%	79.9%	73.1%
Telephony - average length of time to answer call (seconds)	53.0	79.0	113.0	90.0
Responsive Repairs - telephony - average length of time to answer call (seconds)	New for Q1 22/23	60.3	121.0	60.0
All Other Indicator Types				
% invoices paid within 30 days - whole Council	97.3%	98.1%	98.2%	98.5%
% effective response to careline calls within 180 seconds (industry standard)	97.9%	99.0%	99.5%	99.9%
Average number of days to process new council tax support applications	18.4	20.0	14.9	18.0
Average number of days to process council tax support change in circumstances	11.3	8.0	9.6	6.0
Average number of working days to process new housing benefit claims	19.3	19.0	14.5	17.0
Average number of working days to process housing benefit change in circumstances	3.6	4.5	4.4	5.0
% of complaints responded to within agreed timescales	New for Q1 23/24	New for Q1 23/24	94.7%	100.0%

Exploring our performance...

The average time for our Customer Services Contact Centre to answer a call in Q3 was 67 seconds, compared to 108 seconds in Q2 and 163 seconds in Q1. The performance continues to improve which is pleasing considering an increase in face-to-face visitors of nearly 30% compared to last year and nearly 24,000 telephone calls received in this quarter. Demand is very much based on what is happening within the Council and nationally. Levels of demand this quarter reflect increased customer demand in relation to Storm Babet.

The average time for our repairs contact centre to answer a call continues to increase and has been above the expected target by 44 seconds since Quarter 2. This is also an increase of 61 seconds when compared to the same period of last year. The team have recently committed to spending more time with each caller to establish the full extent of their issue. Demand cannot always be predicted but the teams flex always focused on the quality of the provision 'right first time' which sometimes means that calls can take longer to resolve but give a much better outcome for the customer.

The days to process a change in circumstances for council tax support (CTS) is above target by 3.6 days due to the large number of Universal Credit changes that has generated a potential change in council tax support. To address this, we are managing our resources in order to target the processing of change in circumstances notifications. The impact of not meeting this target within a tolerance of 3 days will have no overall impact on the number of rescheduled council tax instalments a council taxpayer will have to pay the revised charge. We expect to see an improvement in quarter 4, which will bring the overall performance for the year closer to the targeted number of days.

Digital engagement with our customers continues to perform well. The number of digital webform transactions received in Quarter 3 is 9,136 and this indicator has already achieved the target set for the year 2023/24 which will be revised in 2024/25. This shows we are providing an easy to use digital system for routine interaction.

The continued increase in the engagement with our social media accounts demonstrates a range of posts which are engaging and informative and clearly of interest to our residents. The interest in the posts issued on NSDC Facebook and X combined continues to rise with 857,351 people engaging with our social media communications. This equates to an achievement of 114% of our target of 750,000 for this point in the year. We are reaching more people than we have ever done before. With additional funding being brought into the Council we are able to grow our reach into new audiences that may not have been interested in us before.

The total number of views on our website is also outperforming our target, we believe that this is due to a combination of additional funding being brought into the Council enabling us to grow our reach into new audiences, as well as huge spikes in the number of views when we are supporting residents with flooding recovery or new grants to administer.

Customer quote regarding our flooding response:



"As a tenant rehoused as a result of the recent flooding, I would like to express my sincere appreciation of the kindness, help and support shown by various departments within Newark and Sherwood District Council".

Customer Feedback

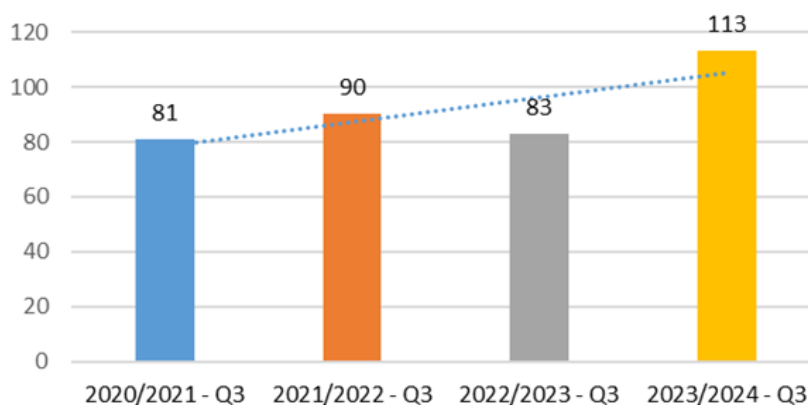
Both positive and negative feedback is important to us as it provides us with customer opinion, it allows us to recognise what areas need improvement and provides opportunity for us to learn. It can act as an early warning of problems that may otherwise stay unseen until they become a larger problem, which can then take up significant resource and time to remedy.

Feedback helps us find the root cause of problems and to recognise where specific systems or processes aren't working as they should, it enables us to create meaningful and effective changes in policies, procedures, or the training of staff.

Complaints Received

During Quarter 3 we received 113 Stage 1 complaints. The 4-year period outturn demonstrates an increasing trend overall as shown by the trendline in chart 1

This period has seen a 27% increase in the number of complaints received when compared to Q3 of 2022/23.



Figures shown include complaints which were subsequently withdrawn

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

Area of improvement...

The electricity and gas supply to a property was not connected in time for a new tenant moving in.

What we are doing to improve....

We are implementing a new process where all gas and electricity will be on turned on whilst a property is still empty, so all checks can be done before the new tenant takes on the property.

Response Times

Of the 113 complaints submitted in quarter 3, Six complaints were not responded to within the 10-working day timescale. One complaint regarding ongoing drainage issues was passed between departments before finally being resolved by Housing Maintenance and Asset Management after 21 working days. A new process is in place to ensure it doesn't happen again.

Business Unit	Complaints Received	Complaints Received %
Housing Maintenance & Asset Management	45	39.8%
Environmental Services	26	23.0%
Housing & Estates Management	20	17.7%
Revenues & Benefits	7	6.2%
Public Protection	6	5.3%
Planning & Development	3	2.7%
Economic Growth & Tourism	2	1.8%
Housing Development, Regeneration & Strategy	1	0.9%
Corporate Property	1	0.9%
Planning Policy	1	0.9%
Housing Income & Leasehold Management	1	0.9%
Total	113	100.0%

Complaints by Delivery Team

Due to the nature of their role the front facing services tend to attract the larger number of complaints. In Quarter 3 the majority of complaints received were for the following services:

Housing Maintenance & Asset Management received 40% (45) of all complaints submitted. Of the complaints received by the team, 14 were unsatisfied with delays or lack of action in service delivery, 8 complaints were regarding lack of service delivery and 7 further complaints were for the delay or lack of action in terms of responsiveness. (1 complaint was subsequently withdrawn)

Environmental Services received 26 complaints, of the 4 Delivery teams within the Business Unit, the majority of complaints (17) were for Waste & Transport, and Street Scene/Grounds Maintenance (6).

The categories which received the most complaints were as follows:

- 10 Service delivery, (missed action)
- 10 Officer (Conduct/Attitude)

Housing & Estate Management received 18% (20) of which, 6 were related to staff conduct or attitude, 6 were concerning the service or advice offered by officers and 4 were related to delays or lack of communication. (4 complaints were subsequently withdrawn)

Suggestions

In Quarter 3, two suggestions were received, which include:

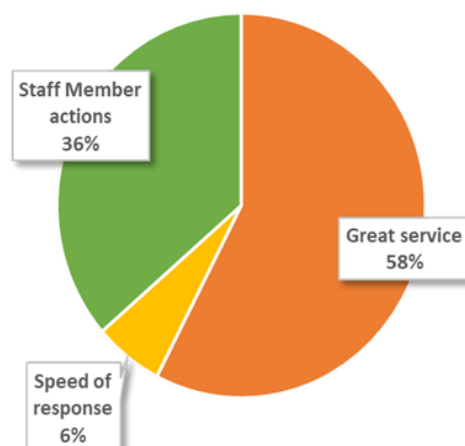
Suggestion	Business Unit	Outcome
How about having a litter action group with volunteers looking after roads near where they live. I appreciate council employees do a good job and this is just additional support with local residents taking more control over their area.	Regeneration & Housing Strategy	We will be getting in contact with the resident to see if there is support for a community litter pick.
Most cities or towns would promote the archaeological find near the Southern link road. Is it possible that the council could either show this find through a museum or at a shop not currently used. It might well attract visitors	Heritage & Culture	Works have revealed archaeological remains, which portray the occupation of parts of the site over around 10 thousand years. Senior Conservation officer comment: This is both a good idea and essential in the important cultural heritage of Newark. The challenge is where to display and for how long. Suggestions have been shared with the relevant colleagues.

Compliments

Thirty-four compliments were received during Quarter 3 with Waste & Transport and Customer Services both receiving 21% each, of all compliments. Housing Maintenance and Asset Management received 15% and Planning Development 12%

Themes

“Great Service” was the most received compliment where 19 customers thanked teams or the Council in general for their assistance or a service. Staff Member actions (where the customer recognised the help/support of staff members) received 12 men-



Customer Quote:



“My wife and I were in Newark recently, on a coach trip. What stood out to us was the cleanliness of the town centre. Your street cleaners do an amazing job. We found Newark a lovely vibrant place to visit”

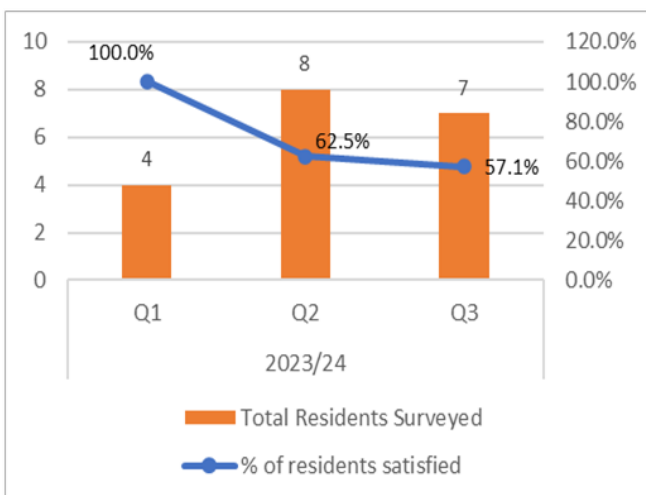
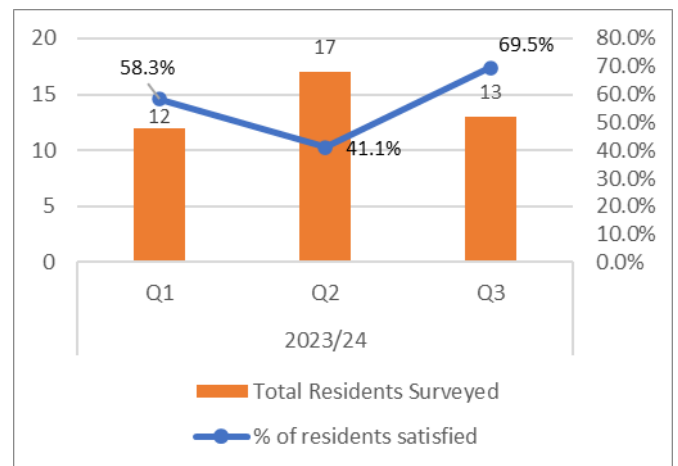
Tenant Satisfaction

Following tenants receiving a service, satisfaction surveys are undertaken by Viewpoint to understand if our service delivery met their expectations. In quarter three, 794 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 89% (satisfied or very satisfied). Four service areas scored 100% satisfaction - Major adaptations, Minor Adaptations, Careline, and Lettings. All of the Service areas scored above 90% with the exception of Complaints, ASB and Repairs

Complaints

There was a reduction in the number of complaints received for Quarter with satisfaction up with, 69.5% of tenants satisfied/very satisfied with our response to their issue.

Five people were dissatisfied with the outcome of their complaint with 3 people feeling that they were not listened to/ignored, and 3 people who were unhappy with the length of time taken to deal with the issue. Another tenant was unhappy with a repair which was carried out without him being informed



ASB

Overall, there were 7 complaints received for our ASB service in Q3.

The area of most dissatisfaction was "Helpfulness of staff" with 4 people unhappy in this area

One person noted that staff do not listen to their concerns and another tenant stated that they had not received a response to their request.

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 we were awarded accreditation as a carer-friendly employer. We have been working with the Nottinghamshire Carers Association to give employees the re-assurance and support they need if they find themselves in the position of providing unpaid care by looking after someone who is older, disabled or seriously ill. Through this accreditation, we have pledged to:

- Acknowledge and support informal Carers within its organisation.
- Nominate a Carers' Champion.
- Review their policies and procedures

Communicate the support available to Carers throughout its organisation.

To support this pledge, the Nottinghamshire Carers Association will provide training to colleagues who will form a team of carers champions and will provide the most up to date information and resources to help support carers within the organisation.



On Friday 1 December, the annual Serving People, Improving Lives Awards were held. A fantastic night was had by all, well-deserved after another year of hard work to benefit our residents. The work of all staff was praised with a select few having been shortlisted from colleagues' nominations. The awards winners were as follows: Stacey Carter won Colleague of the Year, Community Development won Team of the Year, Antony Whyton won Apprentice of the Year and Jill Baker won Manager of the Year. A special Chief Executive's Award was made this year, won by Brian Rawlinson. As well as one for Flooding Response colleagues and colleagues who have reached 25 years of service this year: Phil Ward, Vanessa Travers, Clare Walker, Andrew Kirk, Carolyn Pinder and Louise Hicks.



This quarter our Wellbeing Champions planned a variety of activities for colleagues to get involved in as part of Wellbeing week 2023. The week was designed to encourage staff to prioritise their wellbeing along with getting to know our wellbeing champions better. These events took place before the working day began, during lunch breaks and at the end of the working day. Events included:

- walk and talk sessions
- lunch and learn topics focusing on understanding and managing anxiety and mental health awareness
- mindful tea breaks
- kindness cards



Finalists at the UK IT Industry Awards

Representatives from the Housing Repairs Online project attended the UK IT Industry Awards last week to celebrate their success of being shortlisted for the User Experience (UX) Project of the Year. The awards are



designed to celebrate and promote the organisations, projects, technologies and individuals who continue to help shape the future of IT, the technology industry and digital society.

As the only local authority, and one of only 3 organisations representing social housing providers nominated across the 34 categories, it is a huge achievement to reach the top 3 against significantly larger organisations. 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.

Quarterly Indicators	Quarter 3 21/22	Quarter 3 22/23	Quarter 3 23/24	Target 23/24
Year to Date Indicators				
Average number of sick days per employee (FTE) per year lost through sickness absence	5.8	5.5	4.8	5.3
% staff turnover	New for Q1 23/24	New for Q1 23/24	10.0%	9.8%

Exploring our performance...

The current rate of turnover is comparable to other local authorities. A healthy amount of movement within the organisation, provides opportunities to recruit new talent and growth of existing employees. The total this quarter has been impacted by a large number of retirements, which is typical in an organisation with a large proportion of older workers. In addition, there were 3 leavers due to the end of fixed term contracts and 6 dismissals due to failed probation, Conduct and ill health capability.