



**NEWARK &
SHERWOOD**
DISTRICT COUNCIL



Performance Report

2024-25 Q1

1 April to 30 June 2024

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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](#). 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 April to 30 June 2024 (Quarter 1).

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



Our District

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

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Our 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 Performance

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

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Our Workforce

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

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OUR DISTRICT

About Newark and Sherwood (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, 16.3% are private rented around 10% directly owned by the Council .

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.

Performance of our district

This data tells us something about our district in Quarter 1 (1 April to 30 June 2024). Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.

Planning: The number of planning applications we receive gives an indication of the level of construction planned in the district. When compared to the same period of last year, commercial applications have increased by 2, residential applications have decreased by 6, non-major applications have decreased by 4 and major applications have decreased by 19.

- 4 commercial planning applications were validated.
- 25 residential planning applications were validated.
- 6 major planning applications were received.
- 182 minor planning applications were received.

Footfall: Looking exclusively at the original 5 sensors, average daily footfall during Quarter 1 was 2,876. This is a 3.7% increase on the footfall recorded during Quarter 4 of 2023/34. Meanwhile, the figure generated by all 10 sensors in Newark was 6,834, a 5% increase when compared to last quarter.

The increase could potentially be attributed to the improvements in weather, with higher temperatures attracting more people to the town centre. There was also a number of events and initiatives in Newark, including the Small Business Show Case, the Joint-Morris Association's Day of Dance, the Beer Festival and Steampunk Weekend and the butterfly installation in the town centre, which boosted town centre footfall.

On a month-by-month basis average daily footfall remained relatively steady, with differences of only 1%. Figures were higher than January 2024, although they did not exceed the highest month of 2024 so far, which was February (3,120 visitors per day on average).

**please note, footfall figures are not currently being compared against last year due to the installation of the 5 new sensors.*

OUR CUSTOMERS



Exploring our performance...

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.

Interactions with the Council — Service Demand

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

- **4,884 face to face contacts** were held at Castle House, a 17% increase when compared to the same period of last year.
- **30,724 calls** were received by the contact centre, a 1.8% decrease when compared to the same period of last year.
- **5,578 calls** were received by responsive repairs, a 7.4% decrease when compared to the same period of last year.
- **15,480 digital web form transactions** were completed by our customers, a 5.66% decrease when compared to the same period of last year.



CUSTOMER FEEDBACK



Customer Feedback

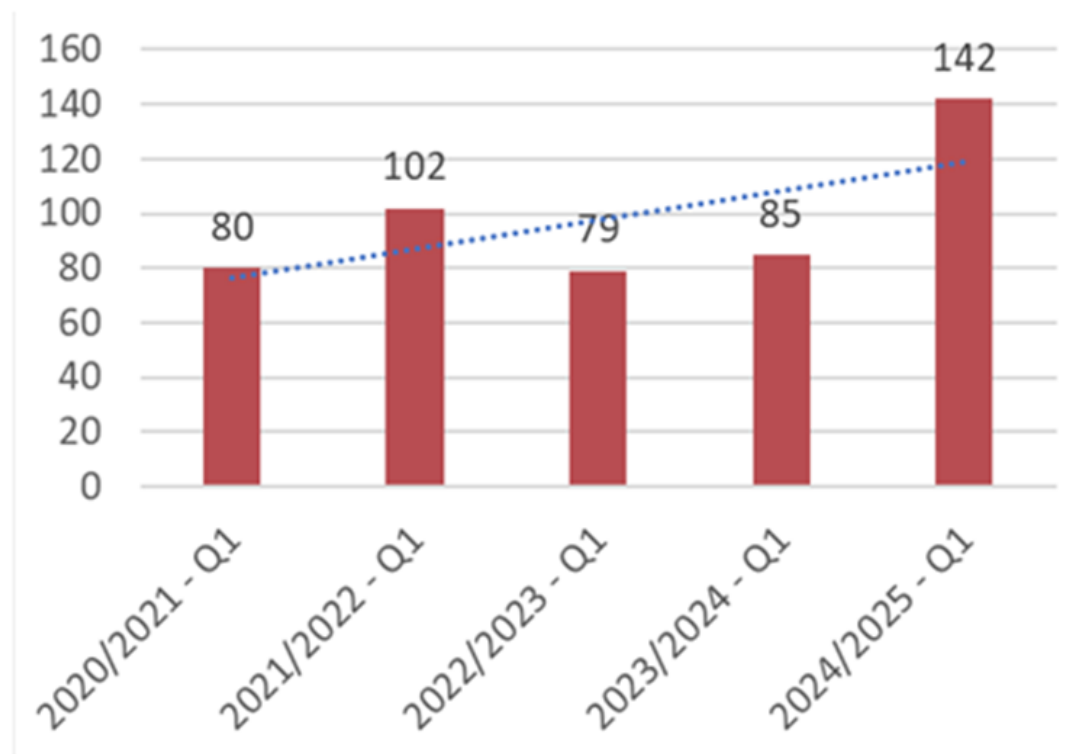
Both positive and negative feedback is important to us as it provides us with customer opinion, it allows us to recognise what areas need improvement and provides opportunity for us to learn. It can act as an early warning of problems that may otherwise stay unseen until they become a larger problem,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

Because feedback is important to us, we actively encourage our customers to provide it. This coupled with changes to the complaint handling timelines, as outlined below, mean we have seen an upward trajectory recorded.

Complaints Received

During quarter 1 we received 142 Stage 1 complaints. The 5-year period outturn demonstrates an increasing trend overall as shown by the trendline in the chart below. This period has seen a 40% increase in the number of complaints received when compared to Q1 of 2022/23. Nationally and locally there is a greater emphasis on the promotion and reporting of complaints, especially relating to Housing.

We have amended our Customer Complaints and Feedback Policy, including changes to the complaints acknowledgment and response timescales to meet the requirements of the Housing Ombudsman Complaint Code. These changes need to be embedded into our complaints handling software and we are working with our software provider to implement these changes.



CUSTOMER FEEDBACK



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

Area of improvement...

There is currently a lack of communication regarding tree protection order requests.

What we are doing to improve....

We have introduced an ongoing review of such requests and this is now part of the case officers weekly 1:1 reviews. Additionally, a letter template has been created to assist the officer with such requests.

Complaints by Business Unit

Due to the nature of their role the front facing services tend to attract the larger number of complaints. In Quarter 1 most complaints received were for the following 3 services:

Housing Maintenance and Asset Management received 46 complaints, accounting for 32% of all submissions. Of these, 16 were due to delays or lack of responsiveness, and 8 were related to contractor standards/quality of work. Additionally, 6 complaints concerned the standard/quality of work of an officer/team, 5 were received for lack of action and 4 were regarding delayed or lack of communication. A further 7 complaints were received in singular or smaller numbers for advice provided/decision made and conduct of external agents or our officers.

Environmental Services received 39 complaints, representing 27% of all complaints for the quarter. The majority were related to missed service delivery (13) and the conduct or attitude of officers (9). Additionally, 8 customers were dissatisfied with the standard/quality of work, and 4 mentioned issues with service decisions/ advice provided. There were also 5 further complaints in smaller or singular numbers regarding delay in or lack of communication, the conduct of external officers, dangerous driving and or lack of service delivery.

Business Unit	Complaints	%
Housing Maintenance & Asset Management	46	32%
Environmental Services	39	27%
Revenues & Benefits	15	11%
Planning & Development	12	8%
Housing & Estates Management	11	8%
Public Protection	7	5%
Corporate Property	4	3%
Administrative Services	2	1%
Heritage, Culture & visitors	2	1%
Housing Income & Leasehold Management	2	1%
Customer Services	1	1%
Financial Services	1	1%
Grand Total	142	100%

CUSTOMER FEEDBACK



Response Times

Of the 142 complaints submitted in Quarter 1, 75% of complaints received were responded to within the 10 working day timescale.

Housing Maintenance and Asset Management were late in responding to 21 of their 46 complaints received within the quarter. Waste and Transport received 28 complaints and missed the response the deadline for 7 of these.

Other Business Units missing their complaints deadline are as follows:

- Corporate Property –1
- Council Tax –2
- Financial Services –1
- Housing and Estate Management –1
- Planning Development –2

Suggestions

I have just submitted an on-line compliment regarding your refuse collection. I found it would be much simpler to make a complaint than to find a way to say something positive or make a suggestion.

Please consider making it much easier to do this as I nearly gave up. If it was more prominent it may result in people feeling more inclined to say something nice and viewing the council in a more positive light.

I'm sure you do some statistics on complaints and this may reduce the numbers if people



Thank you for taking the time to submit your feedback about how hard it is to find out how to leave us a compliment.

We regularly review the content of the website to make sure it is customer friendly and that information is easy to find, so your comments are particularly helpful.

We recently updated our feedback pages to bring them into line with the latest legislation, which puts the emphasis on to how to raise a grievance or complaint. It is important that our residents are able to tell us about issues easily.

However, it is still important for us to receive praise, as we do also need to know when we are getting it right! We have used the word 'compliments' but this did lead to some confusion with 'complaints'. We do want to make it as easy as possible for residents to submit comments, either positive or negative, so we will take your comments on board. Thank you again for contacting us.

CUSTOMER FEEDBACK

Suggestions

In Quarter 1, 13 suggestions were received, of which 7 were deemed to be service requests and 2 were subsequently withdrawn, 1 further suggestion was passed to Southwell Town Council. The remaining 3 suggestions are shown in the table below.

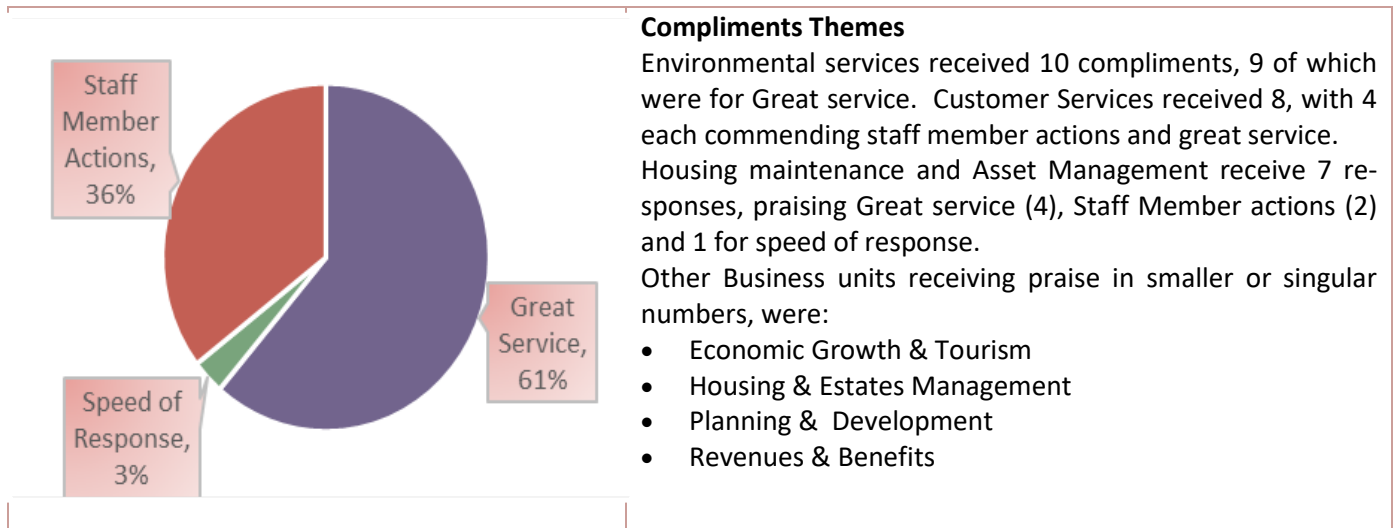
Suggestion	Response
<p>I used the QR code on the new glass recycling to find the collection schedule but was redirected to a generic recycling info page. It would be more helpful to provide the glass collection dates directly.</p>	<p>The QR code link should direct you to a page where you can sign up for bin reminders. Confirm your address to get the correct schedule. I recommend signing up, as collections are every 8 weeks and easy to forget.</p>
<p>Resident of Lowfield Lane, with the recent high water levels and unprecedented rainfall, the cottages on Lowfield Lane suffered waste water damage encroaching their properties. Would it be possible to consider creating some kind of bund across the end of the roadway. This would allow time to pump the water into the beck which runs parallel to the lane.</p>	<p>I have liaised with our Emergency Planning Officer and the Planning department in relation to your suggestion. The creation and installation of measures to reduce and/or contain surface water is quite complicated and 1 that requires specialist consideration and planning. Our planning team have advised that there is an open planning application that relates to the site(Reference supplied) Please add your comments to this application so that it can be considered formally.</p>
<p>Suggestion that names of individuals exempt from council tax due to Severe Mental Impairment (SMI) should still appear on their bill. Although he can discuss his bill and other matters, his name does not appear due to his exemption. When he lived alone, his name was on the bill. He understands he is not liable for enforcement and therefore is not named. However, he feels dehumanised by this and would like his name to appear on the bill, marked as exempt. This would allow him to use the bill as proof of address,</p>	<p>When a property is only occupied by a resident/s who under the relevant regulations qualify for a severe mental impairment discount then the property would be exempt from council tax and the resident/s (if the owner/leaseholder/tenant) would be issued with an exempt property notice equivalent to a nil council tax bill showing their names and the exemption awarded.</p> <p>In other circumstances when a council tax bill is occupied by someone who is liable council tax as the resident owner/tenant and another adult (over 18) then a full charge would be due but the bill would only show the name of the person liable for council tax. In such circumstances it is possible to award a 25% discount for a number of scenarios according to the status of the other adult occupying the house (but not liable for council tax). One of these scenarios is where the other adult is under the regulations classed as severely mentally impaired.</p> <p>A revised bill would under such circumstances be issued to the liable person only showing the 25% discount awarded and the reason for the discount but not the name of the person disregarded.</p> <p>At present it is not a legal requirement to show the name(s) of the disregarded persons on the bill giving rise to the discount and in some circumstances may not be practical however the software provider will be consulted to see if this is something that could be accommodated in the future.</p>

CUSTOMER FEEDBACK



Praise

31 compliments were received with 19 People mentioning great service. 11 customers praised staff members for their actions and Speed of service was quoted once within the quarter.



Customer Comments

Just wanted to drop a note to say thank you and highlight how lovely the three chaps that do the refuse collection around the Middlebeck estate on Fridays are. They've always got a smile and a wave for the children (and adults), my kids love 'bin day'! I know they are doing a difficult job but they are so cheery and on the ball they almost make it look easy!

We wish to send you our thanks for the speed and efficiency in granting us the Lawful Development Certificate. The process took much less time than we expected & we are grateful for your efficiency in allowing us to go ahead with the installation of our 16 solar panels.



Improve Health and Wellbeing

During Quarter 1, we have been working to deliver activities that align with the objectives outlined in our Health and Wellbeing Strategy. Our strategy focuses on several key areas, including identifying and reducing health inequalities within our district. There is a wide range of activities underway across the council, our partners, and our district to increase access to services and support, enhance access to parks and green spaces, provide safe cycle routes, and improve air quality. This quarter's outputs include:

Development of 'My Support Network': We worked with Newark Local Design Team (LDT) to produce a document called 'My Support Network'. It was developed for our residents to keep in their homes. This aid provides detail on support services as well as health information, this enables professionals such as community nurses, Occupational Therapists, and council officers to provide efficient support. This initiative has been so well received, that it has been taken up and rolled out by other districts as 'best practice': <https://notts.icb.nhs.uk/your-health/my-support-network/>

Focus on Oral Health: Oral Health was identified as a focus area due to new data on tooth decay in 5-year-olds being released recently. This has led to partnerships with the newly commissioned Community Dental Service in addition to training for community partners and provisions of resources for use within the community.

Mental Health and Bereavement Support: In response to increased national suicide rates, which have been reported by Public Health England recently, we worked with Nottinghamshire County Council Public Health to create 4 mental health and bereavement groups within Newark, with funding bids submitted to support their growth and build on their success.

Response to Cost-of-Living Crisis: A Food Co-Ordinator was appointed to implement the Sustainable Food Place's Action Plan, with the council supporting Nottinghamshire's accreditation as a Sustainable Food Place. Further initiatives include the introduction of Community Growing areas, and identifying households eligible for financial support, both of which are detailed further below.

Community Growing Areas: 3 community growing areas across the district have been launched this quarter in partnership with Grow Incredible Community Interest Company, Academy Transformation Trust Further Education (a 16+ provider which operates across Mid Nottinghamshire), Edwinstowe in Bloom and Green Social Prescribing team at Sherwood Primary Care Network (PCN). These were funded through our Cost-of-Living response and have been well received. We are now working towards establishing a new community growing space in Balderton.

The Big Green Book: We have initiated a collaboration with Newark and Sherwood Community and Voluntary Service (N&S CVS) to create and develop 'The Big Green Book' for Newark and Sherwood. This resource will map outdoor activities which will enable health professionals to direct patients and residents to them more easily. Additionally, it will support the voluntary and community sector in promoting their sessions and groups.



Bilsthorpe Community Growing Area



Improve Health and Wellbeing

Tackling Health Inequalities in Priority Areas: Newark and Sherwood Community and Voluntary Service has received funding from Nottinghamshire County Council Public Health to partner with us in addressing health inequalities in priority areas. For the first year, Hawtonville has been identified as our focus area based on the 'Building Blocks for Health' study. Our efforts will concentrate on listening to residents, gathering insights into their lives and increase access to services. This will allow support to the community to enable them to build from within.

Furthermore, links were made in partnership with Active 4 Today at Currys (knowhow) and 29 full body MOT's were delivered with 3 direct referrals made to the GP around excessively raised blood pressure.

Worm Workshop: Our first 'Create Your Own Worm Farm' workshop, delivered in partnership with Urban Worm, was a great success with 60 families attending. Families discovered the benefits of worm composting and learned how easy it is to maintain their own worm farm. This initiative not only makes a positive impact by creating a sustainable solution for food waste but also supports families in contributing to a greener future.

Cooking in the Community: In May, 12 young people attended the final 4-week Teens Cookery course. Over the 3 courses held at Beaumont Walk; a total of 45 young people participated. These courses are targeted specifically at teenagers and are designed to encourage healthy food choices and develop life skills and confidence around food preparation and storage, budgeting, and meal planning. Take up has been popular with boys, with at least 1 participant expressing an interest in doing a GCSE in Food Technology. Building on the success of these sessions, we are planning to offer 4-week courses at other venues starting in September.



Feedback Received via our social media channels following the Worm Composting event in June



Debbie Codd

Was very informative have 3 happy boys nurturing their worm farm..

9w Like Reply



Sam Farrell

Thankyou Anna , the kids enjoyed the session very much as did the adults. Learned lots about our wriggly friends. 🐛🐛🐛

9w Like Reply



Improve Health and Wellbeing

Community Engagement in our Parks: This quarter, we have made significant strides in developing our parks to provide free play and exercise opportunities, as well as hosting inclusive and varied events. Some key highlights include:

New Natural Play Equipment: Installed and now being utilised at Vicar Water.

Football Pitch Renovations: The football pitches at Sconce and Devon Park are being renovated. Worn soil and grass have been removed and the areas have been levelled and seeded. This will provide a safe and quality environment for the start of the new season in September.

Guided Walks: We organised 7 free guided walks across our parks. In May, Mark Speck, Northern Conservation Officer with the Nottinghamshire Wildlife Trust, was our special guest at Vicar Water and Sherwood Heath, where he led guided walks and share his knowledge of the wildlife and plants of the area.



Junior Ranger Sessions: Held over Easter and half term at Sconce and Devon Park and Vicar Waters for year groups 5, 6, and 7. Sessions focused on art and nature, with children creating sculptures and dream catchers using natural materials found in the parks.

Green Champions Scheme: Launched to invite residents dedicated to improving their local area to become community litter pickers. As part of the scheme the council will issue willing volunteers with the necessary equipment needed to help keep our district clean and tidy.





Improve Health and Wellbeing

Temporary Sculpture: Vicar Water was chosen as the site for a temporary sculpture by Chris Campbell, featured in the 'Time to Connect Arts Trail.' This trail is part of a larger national project by Alistair Morrison Photography, which started this quarter in Nottinghamshire and will travel to all 100 UK counties. 6 artworks are displayed across Nottinghamshire.



Improving Cycling and Walking Infrastructure: We have been actively investigating ways to enhance our cycling and walking infrastructure. The Nottinghamshire Local Walking and Cycling Infrastructure Plan (LCWIP) includes projects for the entire county and is a living document that evolves over time: <https://www.nottinghamshire.gov.uk/transport/d2n2-local-cycling-and-walking-infrastructure-plan-lcwip>. Several projects have been identified for the Newark and Sherwood District, such as the 'Newark Railway Stations Link', up to 2.5km of new off-road segregated cycle routes, cycle crossing facilities, reduced speed limits in certain areas and signed routes along quieter roads.

Building on this, we are developing a localised Active Travel Report, which identifies opportunities for walking and cycling improvements in the district. We anticipate this report will be approved in Quarter 3.

Financial Support for Households: There is currently a migration of working-age Housing Benefit claims to Universal Credit, therefore our efforts have been concentrated on maximising Council Tax Support.

In the first quarter, we received 485 new claims for Council Tax Support and 95 new claims for Housing Benefit (pension-age claimants still apply for Housing Benefit, while working-age claimants apply for Universal Credit).



Improve the health and wellbeing of local residents

Measuring Success

Quarterly Indicators	Quarter 1 22/23	Quarter 1 23/24	Quarter 1 24/25	Target 24/25
Year to Date Indicators				
Number of User Visits - Active 4 Today (all)	259,698	274,106	251,236	250,000
Number of DFG grants awarded	New For Q1 24/25	New For Q1 24/25	25	Trend
Number of aids and adaptations delivered in Council homes	New For Q1 24/25	New For Q1 24/25	266	Trend
All Other Indicator Types				
Live Leisure Centre membership base (all)	10,991	11,604	11,696	11,500
Average number of calendar days to process new council tax support applications	19.4	13.8	16.0	14.0
Average no of calendar days to process council tax support change in circumstances	8.2	9.3	15.0	7.0
Total council tax support claimants	6,604	6,751	6,845	Trend
Average no of working days to process new housing benefit claims	17.8	11.8	16.0	14.0
Average no of working days to process housing benefit change in circumstances	4.6	4.0	5.5	4.0
Total housing benefit claimants	3,799	3,586	3,355	Trend
% of businesses in the District with a 0 star food rating (major improvement necessary)	0.18%	0.09%	0.00%	0.16%
% of businesses in the District with a food hygiene rating of 3 or higher (generally satisfactory or above)	92.27%	92.11%	98.30%	94.00%



Improve the health and wellbeing of local residents

Exploring our performance...

Customer satisfaction with leisure services – In Quarter 4 we undertook an annual customer satisfaction survey, asking our customers to rate they're overall experience with us where 1 is poor and 5 is excellent. There were 547 responses received, which gave an overall average score of **3.9 / 5** for the question, with 70.74% of respondents rating us 4/5 or 5/5. This will continue to be an annual indicator.



New Council Tax and Housing Benefit Claims - following the successful implementation of refined processes and procedures during 2023/24, days for processing new has decreased and consistently remained below target. A new target of 14 days has been set for 2024/25, however Quarter 1 is traditionally a busy quarter for processing new claims, reflecting the issuing of annual Council Tax bills and this year the volume of Housing Benefit Claims has increased because we have seen an increase in volume of Universal Credit notifications that need to be checked against our records. Additional resources have been procured, and July has already seen improvement against our target.

Changes to Council Tax and Housing Benefit Claims - we are currently an average of 8 days below target when processing changes to Council Tax, and 1.5 days below target when processing changes to Housing Benefit. The main reason for the performance being so far out of target is because of the volume of cases (4,600) that involve changes to Universal Credit (because of the migration exercise and the annual uprating of income) which means that each case is having to be checked and validated. This has caused a backlog which we have been addressing since July by allocating more staff time to process change in circumstances.

Food Hygiene— the standard of food hygiene across businesses in the district is improving. Work continues to build on this achievement and discussions on adjusting the target to reaffirm our commitment to this area are underway.





Increase Supply, Choice and Standard of Housing

What we have been doing this quarter;

Housing is one of the most fundamental and pressing issues affecting the quality of life, well-being, and economic development of our district. We are committed to increasing the supply, choice, and standard of housing in Newark and Sherwood, ensuring that everyone has access to decent, affordable, and suitable homes. To achieve this, we have set out to modernise and improve our Housing Management Systems and Repairs Processes, regenerate our housing stock, tackle homelessness, support refugees, and support on the provision of affordable homes.

Housing Management System: The introduction of the Housing Management System (HMS) is on track for its planned activation in May 2025. During Quarter 1, development and testing of modules related to Repairs, Antisocial Behaviour, and Customer Relationship Management/Customer Services have progressed. We are also focused on data cleansing and preparation for migrating from the current Capita system to the NEC platform.

Repairs Online: Following its initial soft launch, the 'Repairs Online' service has been made available to all tenants, and usage and performance is being monitored for future reporting.

The Local Authority Housing Fund (LAHF) capital investment fund has met all grant conditions and completed within deadline and budget. The fund supported the acquisition and renovation of 14 properties in the west of the district; 12 homes now serve families from Ukraine while 1 is still undergoing renovations, and another accommodates a family suffering homelessness.

The Tenant Engagement Survey launched this quarter and will be running for just over 8 weeks. It seeks to create a strong tenant voice that has influence on the housing services we provide.

The survey is collecting data directly from tenants on what, how (and if) they want to get involved with the Council, what barriers there are, and what potential solutions there are to those barriers; what issues are most important and what formats work best for them.

- The survey runs until 31 July 2024, and we are adopting a variety of methods:
- Door knocking in multiple locations.
- Via telephone contact with Customer Services
- In person at Community Link Groups
- Online – on our social media, press release and via email to our involved tenant list.
- Leaflets with QR codes
- Tenancy Officers are completing them on routine housing management visits and during Community Link Group Meetings
- Tenant Engagement Officers visiting the Extra Care Schemes.



So far to date, 230 responses from tenants have been received.

The Yorke Drive Regeneration Scheme has undergone an element of redesign following feedback from planning. We have designed a scheme with fewer properties, but a greater level of open space and a greater quantum of existing trees and hedgerow retained. We have submitted our revised drawings to Planning for pre-app assessment.



Increase Supply, Choice and Standard of Housing

Tackling Homelessness: An extensive homelessness review conducted in 2023 led to the release of a new Homelessness Prevention and Rough Sleeper Strategy for the period of 2024-2027. To launch the strategy, a workshop with pivotal stakeholders was held to discuss strategic aims and enlist support for effective implementation, and a year-long plan was formed. The plan was implemented on April 1, 2024.

Details of the strategy and its 6 key priorities are available on our website: <https://www.newark-sherwooddc.gov.uk/latest-news/2024/february/new-homelessness-strategy/>

The strategy has 6 priorities:

1. Early intervention through effective partnership working, with a particular focus on those becoming homeless from a private rented sector tenancy, friends, and family no longer able to accommodate or because of Domestic Abuse.
2. The provision of an accessible, agile, and responsive homelessness service.
3. Access to affordable and quality accommodation across all sectors.
4. Tackle rough sleeping by developing and improving pathways.
5. Linking Health, Well-being, and Housing together to improve the life chances and aspirations of those affected.
6. Delivering holistic support solutions to sustain long term tenancies and prevent homelessness and rough sleeping.

As part of Priority Action 6, we allocated grants to partner entities that contribute to providing holistic support solutions that encourage long-term tenancies and combat homelessness and rough sleeping.

In Quarter 1, under the 'Citizens Advice Central Nottinghamshire Core Grant agreement', services have been utilised by 1,373 clients and addressed 6,069 issues. Enquiries related to Welfare Benefits, Debt, and Housing. Service usage was highest in Devon, Ollerton, and Bridge wards. Additional data regarding grant funding for various projects will be reported in the next quarter.

Alexander Lodge welcomed its first residents this quarter, with 17 individuals being accommodated throughout the quarter. Feedback received during exit reviews highlighted feelings of safety and appreciation for the communal environment.

The property's grounds are flourishing, and minor issues are being rectified; electrical contractors will also tend to PV panels shortly. An event is scheduled for July 2024 to foster community bonds and promote the site's offerings.



Supporting Affordable Housing: Pre-consultations with service users, developers, and affordable housing providers, have led to the development of an Affordable Housing Supplementary Planning Document. This will soon be ready for review by the Planning Policy Board and Cabinet. Once approved, public consultation on the document is expected to start in Quarter 2.



Increase Supply, Choice and Standard of Housing

Arkwood Developments Ltd: In June 2024, Arkwood completed the construction of 87 new homes for sale at The Avenues - Bowbridge Road, Newark, featuring a variety of housing options including apartments, bungalows, and 2 – 4-bedroom houses. The development was well-received, sales were robust and positive feedback received

Arkwood has agreed the purchase of 29 market rental properties at Stodman St, Newark, from Newark and Sherwood District Council (NSDC). NSDC have commenced work on site, and we anticipate completion late 2025.

A full planning application for 141 new energy efficient homes at Lowfield Lane, Balderton has been submitted. We expect determination of this by Quarter 3 2024. This development will provide a blend of affordable and market sale homes that emphasise renewable energy features such as solar panels, renewable energy heating systems and include a range of eco-friendly elements. Environmental considerations are central to the development, incorporating ecological enhancements such as biodiverse drainage solutions, habitat-friendly bricks, and extensive hedge-row preservation and augmentation. The housing mix will comprise of 2 -5-bedroom homes, including a selection of maisonettes and bungalows.

Further developments include 2 projects outside of the district: in Cambridgeshire, work on 32 energy-efficient homes commenced in July 2024 with completion expected by early 2026; in Wirksworth, Derbyshire, a projected 30 energy-efficient homes are in the pipeline with construction set to start in Autumn 2024 and sales concluding by early 2026.

The profits from these schemes will enable Arkwood to provide a significant financial contribution to Newark and Sherwood District Council, its shareholder, thus funding local services and improvements in the district. Arkwood is also exploring additional land acquisitions, which could further contribute to the Council's objective of delivering local services.



Measuring Success

Quarterly Indicators	Quarter 1 22/23	Quarter 1 23/24	Quarter 1 24/25	Target 24/25
Year to Date Indicators				
Responsive Repairs - telephony - average length of time to answer call (seconds)	32.0	88.0	64.0	60.0
Number of all tenants who have been evicted for rent arrears	0	0	2	Trend
Number of calls received by Responsive Repairs call handlers	5,060	6,025	5,578	Demand
Number of commercial planning applications	5	2	4	Trend
Number of residential planning applications	54	31	25	Trend
Number planning applications - major	19	10	6	Trend
Number planning applications - non-major	290	201	182	Trend
Number of private housing disrepair complaints received	New For Q1 24/25	New For Q1 24/25	25	Trend
Number of notices issued relating to private rented properties	New For Q1 23/24	0	0	Trend
% of repairs reported online	New For Q1 24/25	New For Q1 24/25	No Data Rec'd	Trend
Exploring our performance				

Planning Applications - The number of applications being received nationally has significantly fallen, particularly within the major category, and is reflected within our numbers. This is likely because of the introduction of mandatory biodiversity net gain (BNG) where applications for major development could not have a BNG survey prior to its introduction on 14 February 2024. Mandatory BNG came into effect for non-major developments on the 2 April 2024. Other impacts include demand for ecologists as well as a lack of land for off-site net gain being available. Furthermore, the number of applications for non-major applications has reduced year on year following a significant increase during the COVID-19 pandemic, which is also reflected in national figures.

Responsive Repairs - Although the average length of time to answer calls for Responsive Repairs is above targets, significant improvement on last Quarter has been seen, with a reduction of 60% or 97 seconds.

Measuring Success

All Other Indicator Types	Quarter 1 22/23	Quarter 1 23/24	Quarter 1 24/25	Target 24/25
Average time spent in temporary accommodation (weeks)	13.7	27.9	10.0	13.0
Average time to re-let Council properties (days)	25.8	30.4	40.5	28.0
Amount of current arrears as a % of annual rent debit	1.75%	1.41%	1.64%	2.10%
% of rent collected from current tenants as a % of rent owed	98.1%	98.1%	97.3%	98.5%
Amount of current arrears	£434,399	£366,782	£474,590	£500,000
Average "End to End" time for all reactive repairs (calendar days)	13.7	17.4	17.3	16.0
% of repairs completed at first visit	87.6%	92.3%	99.0%	93.0%
% of homes with a valid gas certificate	92.2%	99.3%	98.5%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	99.1%	99.2%	99.5%	100.0%
Number of homes delivered through our housing development company Arkwood	29	60	87	Trend
Number of plots commenced through our housing development company Arkwood	87	87	87	Trend
Arkwood - forecast pre tax profit for the year	New For Q1 24/25	New For Q1 24/25	No Data Rec'd	Trend
Number of long term empty properties in the district	New For Q1 24/25	New For Q1 24/25	879	Trend

Exploring our performance

Reletting Council Properties – the average number of days taken to re-let council properties remains above the target of 28 days, this quarter by 12.5 days, an increase of 10days from Quarter 4 2023/24. A review of the processes is being undertaken. It has been identified that the 28-day tenant notice period could be better used, along with setting clear schedules and targets for the completion of works once the properties become vacant. We anticipate seeing a reduction in the average number of time taken to relet our properties from quarter 3 onwards. The key-to-key process is currently subject to an external audit process, and we look forward to receiving recommendations for improvements once that audit is complete in Quarter 2.

Rent collection performance remains in the top quartile when benchmarking against other similar organisations. However, we are starting to see pressure on performance with arrears starting to increase. The ongoing squeeze on household budgets as a result of the increased cost of living, an increased rate of tenants migrating to Universal Credit and resource challenges in the team have contributed to the pressure on performance.

To address these concerns we are increasing capacity in the team to manage the increased caseload and we looking at options to provide additional support to customers as they make the transition to Universal Credit.

Measuring Success

Exploring our performance

Reactive Repairs - We have not achieved target for reactive repairs by an average of 1.3 days and increased by almost 1 day (4.2%) from last quarter due to a large and increased volume of repairs, when compared to previous quarters. We are exploring options to outsource some of our planned works to free capacity in our operatives and anticipate seeing an improvement against target during quarters 2 and 3. However, it is worth noting that the number of repairs completed at first visit continues to exceed target.

Gas Compliance - The number of homes with a valid gas certificate is below target by 1.5% which equates to 77 properties. We continue our efforts with our contractor in improving performance in this area particularly by addressing difficult cases where tenants are not allowing access to the property. We are conducting weekly meetings with our contractor to assess performance at a detailed operational level, identifying areas for improvement and assisting with access into properties by contacting tenants regularly by telephone and door knocking on no access cases. We are working closely with our legal team to process persistent no access cases via the courts to obtain an injunction to gain access, and as of August, 19 of those 77 have enforcement notices and we have reduced the number of homes without a valid gas certificate to 67.

Electrical Compliance - We have seen an improvement of 0.2% in the number of homes with Electrical Installation Condition Report (EICR) certificates up to 5 years old from last quarter. We currently have 27 cases that have not given us access to carry out the survey and testing, and we are seeking enforcement notices to gain access.



Raise peoples' skills levels and create employment opportunities for them to fulfil their potential

We have several key initiatives aimed at boosting economic development, employment opportunities, and raising skill levels in our district. These include a review and adoption of a new Sustainable Economic Development and Visitor Economy Strategy for 2023-2028, the redevelopment of the Clipstone Holdings site with sustainable industrial units, the delivery of the 'Shared and Rural Prosperity Fund Programmes' up to March 2025, the reinvigoration of Invest Newark and Sherwood, and the annual review of the 'Infrastructure Funding Statement' to support identified priorities.

Sustainable Economic Development and Visitor Economy Strategy 2023-2028: The necessary research and data collection for creating the new Economic Growth Strategy is complete and is currently being evaluated. The next step, which is to draft the Economic Growth Strategy, will take place over Quarter's 2 and 3.

Clipstone Holdings site redevelopment: Plans for the Clipstone Mansfield Road projects are progressing with a current target of March 2026 for completion. Phase 1 includes the development of commercial units, followed by the planned development of sporting facilities (Phase 2) and enhancements to Vicar Water (Phase 3).

During Quarter 1, full site surveys have been undertaken and designs for Phase 2 have been completed. Subject to stakeholder approval, a planning application will be submitted during Quarter 2.



Funded by UK Government



14 Market Place: In Quarter 4 of 2023/24, approval was granted for the refurbishment of the ground floor and basement to a shell and core finish for commercial use, with options for further use of the first and second-floor spaces to be explored.

During Quarter 1, procurement documents were written, with the works scheduled to go to tender in Quarter 2 of 2024/25. The contract is expected to be awarded in Quarter 3 of 2024/25, with works commencing by the end of 2024.

Shared and Rural Prosperity Fund Programmes: The delivery of the UK Shared Prosperity Fund (UKSPF) and the Rural England Prosperity Fund (REPF) is in its final year, based on the 3 year funding period from 2022 to 2025. All allocated funds are committed to projects within the investment themes of community and place, workforce and skills, and local business support.

Currently, 37 projects are being delivered through UKSPF and REPF, and expected to complete in March 2025. A number of these projects commenced in Q1 2024-2025, following the themed call's for projects in Quarter 4 2023-2024. These projects will be implemented through a mix of direct delivery by the District Council, commissioning, and grant funding to local organisations.

All projects sit across the three investment themes of Communities and Place, People and Skills and Supporting Local Businesses. For the businesses element, this includes business growth and advisory services, enterprise grant schemes, rural economic growth and investment in commercial infrastructure. For skills, this includes support for those that are economically inactive and furthest away from the labour market to access skills development and employment opportunities, as well as supporting employers to up-skill their workforce by addressing local training and skills gaps. Projects within the final theme of communities and place include public realm, active travel and green space and sporting facility improvements, investment in rural communities, town centres events and tourism campaigns and social action and volunteering initiatives.

Measuring Success

SPOTLIGHT BENCHMARKING

As of December 2023, the unemployment rate in Newark and Sherwood was 3.7% which is a 1% increase since December 2022. Whilst the unemployment rate for England is 3.7% which is an increase of 0.1% when compared to the same period.

Quarterly Indicators	Quarter 1 22/23	Quarter 1 23/24	Quarter 1 24/25	Target 24/25
Year to Date Indicators				
Total number of people supported to access education or training through UKSPF	New For Q1 24/25	New For Q1 24/25	48	Trend
Number of businesses receiving non-financial support (e.g. 1-2-1/workshops)	New For Q1 24/25	New For Q1 24/25	43	Trend
All Other Indicator Types				
Number of work experience placements offered at differing levels of education	New For Q1 24/25	New For Q1 24/25	9	Trend
Number of apprenticeships commenced at all educational levels	New For Q1 24/25	New For Q1 24/25	1	Trend
Newark Beacon - % of occupied units	97.2%	63.7%	86.3%	88.0%
Commercial Property - % occupied units	97.0%	100.0%	98.0%	95.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	100.0%	100.0%	95.0%
Newark town centre footfall count (average visitors per day)	New For Q3 23/24	New For Q3 23/24	6,836	7,000

Exploring our performance

Newark Beacon - although we have seen occupancy continue to rise over the last 4 quarters, we anticipate occupancy to fall next quarter due to William Saunders terminating their lease as their business continues to grow. This quarter, other businesses within the Beacon have provided notice of change of requirements necessitating increased office space within the Beacon. MES have advised that they will be requiring additional office space to match their pre-COVID-19 space having recovered from the impacts of the pandemic.

Our commercial property lets continue to be high, exceeding target by about 5%.

Newark Town Centre Footfall is below target by 2%, which could be attributed to the continuing cost-of living crisis, and more people travelling out of or to other parts of the district during the Easter holiday. Going forward there will be more events and installations over the summer. These include Newark Book Festival and Bookbench Sculpture Train in July and the return of the whale installation alongside Newark-on-Sea in August.



Reduce Crime and Anti-social Behaviour

What we have been doing this quarter;

We understand that crime and anti-social behaviour can significantly impact the quality of life of our residents and communities and are committed to working with our partners and stakeholders to implement a range of measures and strategies to prevent and tackle crime and anti-social behaviour and improve the feelings of safety and well-being across our district.

A draft Community Safety Partnership Strategy and associated Delivery Plan has been produced and is being reviewed by the Community Safety Partnership.

Situational Crime Prevention.

Using CCTV and Improving lighting: In addition to the 93 permanent fixed CCTV cameras across the district, temporary cameras are deployed to address Anti-Social Behaviour (ASB) hotspots. These cameras are initially installed for 3 months and regularly reviewed thereafter. The purpose of these temporary cameras is to provide additional resources to deter crime and ASB, as well as to gather evidence to assist officers in their investigations.

Currently, re-deployable CCTV cameras are in Edwinstowe and Newark town centre. During Quarter 1, temporary CCTV cameras were also installed at Churchill Drive, Hawtonville, and Kneesall village.

As part of a broader CCTV review and with the support of Safer Streets 4 funding, an additional permanent CCTV camera was installed in Church Gardens, Newark, and upgrades were made to cameras at Cleveland Square and Riverside Arena car park.

The project to install lighting and CCTV at St. Mary's Gardens, Newark has advanced to the final design stages.

Additionally, Balderton Parish Council has submitted a planning application for the installation of lighting and CCTV at the Balderton Lakes car park as part of the Safer Streets 5 initiative.

During this period, CCTV intervention led to 47 positive outcomes (arrests or Police/Council interventions), with 8 in April, 18 in May, and 21 in June 2024.

Additionally, the CCTV Control Room proactively identified 99 incidents and responded to 291 requests from Police or Council officers.

Re-deployable CCTV was sited at Sherwood Forest Corner in 2023. To date, no further incidents have been reported.

Nights of Action: During this period, 2 Nights of Action were conducted in conjunction with Nottinghamshire Police to address emerging ASB hotspots.

- **April 2024 Night of Action:** Focused on Boughton, Ollerton, Rainworth, Blidworth, Clipstone, and Bilsthorpe. A licensing officer and 2 young volunteers visited 12 off-licenses to check if they would be asked for ID when attempting to purchase alcohol. In 8 shops, they were not challenged. Additionally, an area of drug paraphernalia was cleared, and properties recently subjected to Closure Orders due to drug-related crime and ASB were patrolled.
- **May 2024 Night of Action in Balderton:** Focused on Coronation Street Park, Lakeside Shopping Centre, and Balderton Lakes. Local shops (Lidl, Sainsbury's, and Tesco) and a pub where an ASB incident was reported were visited. This followed 3 nights of joint targeted patrols with the police in these areas to address a spike in youth-related nuisance.



Reduce Crime and Anti-social Behaviour

The ASB Hot Spot Initiative, overseen by the Office of the Police and Crime Commissioner (OPPC), involves high-visibility foot patrols by uniformed officers to deter ASB and violence. These patrols are conducted 2 evenings per week, complementing police efforts. Since late May 2024, 14 patrols have been completed.

Rural Crime and ASB Prevention: In addition to the 2 week safety event run in conjunction with partners, the Police run Restorative Justice sessions as part of their Operation Swift Rural Crime programme. This programme educates young people involved in rural crimes such as wildlife harm, littering, fire setting, and anti-social behaviour. These sessions are delivered in collaboration with Hill Holt Wood. During Quarter 1, 3 young people were referred to Operation Swift for restorative justice.

Deliberate secondary fires are included in our criteria for rural crime and ASB prevention. We work closely with Nottinghamshire Fire and Rescue Service (NFRS) to address issues in hotspot locations. In this quarter, 3 young people who deliberately set fires were referred to NFRS's Fire Setters course, which aims to raise awareness of the consequences of such actions.

Environmental Crime Reduction: In Quarter 1, we issued 35 Fixed Penalty Notices (FPN) for fly tipping and 12 for littering, mainly consisting of small fly tips where the full penalty would not be appropriate (based on DEFRA guidance). Additionally, 9 notices were issued to a business for failure to produce waste transfer and waste carrier documentation. A total of 369 fines for littering have been issued.

We also conducted the first Regulation of Investigatory Powers Act (RIPA) authorised covert camera operation to target a known fly-tipper at a frequent hotspot. In April and May, we collaborated with the police on 2 Operation Rogue events targeting illegal waste carriers. Since these events began, we have noticed a decrease in the number of unlicensed carriers, with only 1 vehicle receiving an FPN on this occasion, indicating that the operations have been effective in changing behaviour.

This quarter, we achieved 2 successful prosecutions, resulting in fines of £622 for failing to assist with enquiries into fly-tipped waste found, and £1,391, for failing to assist with enquiries into fly-tipped waste found. , 2 separate arrest warrants were issued for failure to appear in court. We are also collaborating with the Anti-Social Behaviour team to conduct restorative justice with an individual who is not fit to attend court.

Speedwatch: We have undertaken a SpeedWatch session on 17 May 24 on Eagle Road, Spalford. During a 30-minute period from 12:45 until 13:15, 7 vehicles were observed exceeding the 30mph speed limit. Registration details for the vehicles have been supplied to Nottinghamshire Police who will issue warning letters.





Reduce Crime and Anti-social Behaviour

Community Crime Prevention

Promoting the Reporting of Anti-Social Behaviour: We actively promote the reporting of anti-social behaviour to increase intelligence and enable better targeting of interventions, including Pub Watch and Shop Watch. We re-release “Report It” media messages via our social media forums, encouraging residents to report incidents and providing information on reporting mechanisms to both Police and Council. During this period, 4 social media releases have been posted.

We were also on the panel at the MP’s ASB Summit meeting, where our key message was the encouragement of the reporting of nuisance behaviour.

The ‘Report It’ poster, replicated in the above social media campaign, was updated in May 2024. This will be displayed in hotspot areas and utilised across social media platforms. Copies have been provided to Parish Councils.

Pub Watch and Shop Watch are part of the Schemelink for data sharing, communication, and alerting, aiming to reduce crime and anti-social behaviour in our area. We can access data to remain informed and respond to emerging issues. Schemelink is operational in Newark and Ollerton town centres.

This quarter, we attended Pub Watch meetings, which enable us to gain intelligence on local issues that licensees experience, encourage reporting, and assist with any relevant ASB or community issues.

Deliver ‘Safer Streets’ projects: A bid for Locality Funding has been submitted to the Office of the Police and Crime Commissioner (OPCC) for the financial year of 2024-2025 to fund a number of diversionary activities across the district.



ASB Education Delivery at Scone Park



Reduce Crime and Anti-social Behaviour

Community Engagement and Collaborative Efforts to Address Anti-Social Behaviour: The ASB Panel has been running for over 12 months, with 29 individual cases being heard during this period. Participating organisations include Nottinghamshire Police, Children's Society, Family Services, Youth Justice, and secondary schools from across the district.

In conjunction with Nottinghamshire Police, we undertake a staged approach to interventions with young people. During this quarter, the following have been issued to parents/young people:

- Initial Advisory Letter: 13
- 1st Stage Warning: 2
- 2nd Stage Warning: 0
- Acceptable Behaviour Contract: 9

We work closely with Youth Justice, Neighbourhood Policing teams, schools, and other agencies to monitor young people who have been issued with a warning. Any young person receiving a 2nd Stage Warning or Acceptable Behaviour Contract is automatically referred to the ASB Panel for formal discussion and interventions aimed at putting the appropriate level of support in place through education and at home to deter an escalation in behaviour or further repeated incidents.

Anti-Social Behaviour legislation offers a broad spectrum of interventions and enforcement action regardless of tenure. We work closely with Registered Landlords and private landlords to tackle tenants perpetrating anti-social behaviour, and those subject to such behaviour.

During Quarter 1, 2024, several measures were taken to address anti-social behaviour and environmental crimes:

- A 3-month Closure Order on a private rented property in Newark came to an end, and 3 further Closure Orders were secured in Boughton and Rainworth.
- An ASB Injunction and 2 Interim Injunctions were secured against adults causing nuisance to others.
- 2 Community Protection Warnings were issued to adults causing nuisance to others.
- Community Protection Warnings were issued for fly-tipping and not keeping a dog under control.

In January 2024, we commenced a 12-month trial of area-based working (patch working). These Walkabouts aim to provide a visible presence in communities, engage with tenants and residents, and identify environmental issues such as graffiti, littering, vandalism, and untidy gardens to improve local areas. This approach has strengthened familiarity, ownership, and engagement with residents and facilitated consistent contact. In this quarter, the team attended 6 Walkabouts across the district.

Furthermore, this quarter we identified 13 key hotspots of ASB for targeted patrols, including Balderton (Lakeside Shops, Coronation Street Park, Lakeside), Yorke Drive, Hawtonville, Vicar Water Country Park, Sconce Park, and Kirk Drive estate, Boughton. Time on dedicated patrols in this period was approximately 110 hours.

Regarding Responsible Dog Ownership, we held "pop-up" events at Sconce Park, Vicar Water Country Park, and Sherwood Heath. These events allowed officers to engage with the local community on various dog ownership topics, from dog fouling to microchipping requirements and stray dog services. Representatives from the Dogs Trust supported these events.



Reduce Crime and Anti-social Behaviour

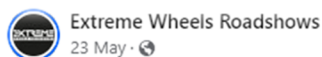
Developmental Crime Prevention

Early Intervention and Youth Diversionary Activities:

We have organised for Extreme Wheels Roadshow to host weekly evening drop-in and “have a go” sessions, which commenced on April 3, 2024. These sessions provide young people over the age of 9 with the opportunity to participate in a large range of extreme, urban activities such as Skate Park, Laser Tag, Body Zorbing, Drift Trikes, KMX Karts, and BMX Sidehacks. We attend each session to positively engage with local young people in attendance.

As a result of early intervention, Balderton North has seen an 85% reduction in incidents when comparing ASB reported in June 2023 to June 2024.

We also work closely with Nottinghamshire County Council’s Young People’s Service, which oversees youth club provision across the County. The team delivers sessions on anti-social behaviour and its consequences. This quarter, sessions were held at Bilsthorpe Young People’s Centre and with the Gara Youth Club team in Clipstone.



NEWARK! The crew are super stoked to be back every Wednesday! Make sure you come and see what the guys are bringing 🙌 don't forget to spread the love and share this post as sessions are free! Further details check out picture 🙌🙌🙌🙌 Plus a big shout out to Newark and Sherwood District Council for getting us along 🙌



Early Intervention and Education Initiatives: In June 2024, we organised a 2 week safety event aimed at Year 6 students, delivered through Safer Streets 5. This event was conducted in collaboration with partners from Nottinghamshire Fire and Rescue Service, Nottinghamshire Police, Newark First Aiders, RNLI, VIA, Sherwood Forest Trust, and Hope Drugs and Alcohol Support. Sessions covered topics such as the consequences of wildlife crime and ASB, water safety, fire safety, drugs and alcohol awareness, first aid, road safety, and environmental awareness as part of Great Big Green Week. Approximately 826 children from 23 schools across the district participated in these sessions.

*Forest View Academy:
I just wanted to thank you and the staff for the great day we had on Tuesday at Vicar Water Country Park. The sessions were informative, and the staff were friendly; the whole day was well planned and ran smoothly.*

Please invite us back next year and we look forward to receiving your email.

Python Hill Academy:

I have attended many safety zone events before but this one has been far superior. That fact that it was a whole day made it more of an event and I thought the activities were less rushed and very focused. There was a good range of activities too. I particularly enjoyed the recycling one as it was new and the teacher who led it was fantastic with the children

Measuring Success

Quarterly Indicators	Quarter 1 22/23	Quarter 1 23/24	Quarter 1 24/25	Target 24/25
Year to Date Indicators				
Fixed penalty notices for fly tipping (number issued)	New For Q1 24/25	New For Q1 24/25	35	Trend
Number of fixed penalty notices issued for all environmental offences (excluding fly tipping)	68	81	391	Trend
Community protection notices/warnings (number issued)	0	5	4	Trend
Number of positive outcomes resulting from CCTV intervention	New For Q1 23/24	41	47	Trend
Number of evictions (anti-social behaviour)	1	1	0	Trend
All Other Indicator Types				
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	15.0%	-2.0%	18.8%	17.4%
% reduction in all crime - Newark & Sherwood District compared against County area	-26.8%	2.0%	2.2%	11.2%

Exploring our performance...

Our crime and anti-social are compared as a percentage above or below the county average. The county had a reduction of 11.2% for all crime whereas we had a 2.2% reduction. In terms of volume, we had 49 less crimes reported when compared to the same period 2023-24.

Fixed Penalty Notices issued for all environmental offences, including fly tipping, have increased by 426% when compared to the same quarter last year. This is because we are now including Fixed Penalty Notices for littering in our figures which have previously not been reported.



Protect and Enhance the District's Natural Environment and Green Spaces

What we have been doing this quarter;

The natural environment and green spaces of our district are vital assets for our residents, visitors, and wildlife. They provide a range of benefits such as improving health and well-being, mitigating climate change, and enhancing biodiversity. As a local authority, we are committed to protecting and enhancing these assets through various initiatives and actions, as outlined below.

Biodiversity Strategy: We finalised and agreed our 'Biodiversity First Consideration' in June 2024, and we will commence the development of a Biodiversity Strategy in Quarter 2.

Developing an Options Appraisal for Food Waste: Residential food waste collections are targeted to start in October 2027. Regarding commercial food waste, a survey has been sent out to all businesses to establish demand. This is to prepare for the deadline of establishing food waste collections for any business with more than 9 full-time equivalent staff members from April 2025. A working party has been established with waste managers from across the county, working on various elements of the food waste project such as communications, procurement, route planning, and health and safety.

Glass Recycling: In April we saw the first collections of kerbside glass collections take place in Farndon and the surrounding villages with all other properties receiving their collection over the following 8 weeks. Most properties had received their 2nd collection by the end of Quarter 1. The weight data from the vehicles suggests that we have collected 25% more glass during the 2nd collection cycle than the 1st collection.

We have had 14 collections from our newly built waste transfer station with 389 tonnes of glass taken away by our contractor for recycling. The feedback from the hauliers regarding the transfer station was very positive and the quality of the glass has been excellent with only trace elements of contamination.

In May we had our first inspection of the transfer station by the Environment Agency which we received an excellent report for.

After notifying the contractor who serviced the bottle banks that we were introducing a kerbside collection, we saw a gradual phasing out and removal of the old bottle banks from across the district as the collection scheduling no longer made commercial sense for them. Between April and June, we have delivered our own 1,100 Litre containers in place at our 8 most well used sites, and these are being monitored and emptied as/when required.

At the end of Quarter 1 we also launched commercial glass collections and have 7 customers signed up so far with a long list of potential new customers still to contact.

With this level of uptake we expect to see a positive impact on our recycling figures going forward.



Protect and Enhance the District's Natural Environment and Green Spaces

Community Engagement and Recycling Initiatives: During Quarter 1, 2024, we undertook several initiatives to promote recycling and community engagement, these events also tied in with initiatives being run by Public Protection to tackle ASB, Crime and aim to engender feelings of safety. Events included:

- **Nottinghamshire County Show (May):** We engaged visitors with activities, including a children's game and display boards that promoted kerbside glass recycling and the reuse and recycling of glass bottles and jars. Participation and interest were high.
- **Safety Awareness Event (10 - 21 June) and Water Safety Week (18 - 21 June):** : In collaboration with Nottinghamshire Police and Nottinghamshire Fire and Rescue Service, we delivered educational sessions on recycling and water safety to 826 Year 6 pupils across 23 schools in the district. These sessions were well received by pupils and teaching staff, who left with improved recycling knowledge and a greater understanding of the Motion for the Ocean. A Knowledge Booklet was created and given to the pupils to continue learning in school. It is also available as a free online resource by StayWise.
- **Great Big Green Week (10 - 15 June):** Events took place at Sconce and Devon Park and Sherwood Forest Trust's Woodland Festival, where we provided information on littering and recycling plastics and glass through interactive games.



Additional School Sessions, furthermore, we undertook School Sessions where we delivered recycling education to 60 early years pupils at Blidworth Oaks Primary School, and to 90 Year 6 pupils at Holy Trinity Catholic School. Letters have been distributed to promote our educational offerings to schools, and earlier this year, we launched a birdbox giveaway for local primary schools, aimed at engaging younger generations in protecting and enhancing biodiversity. The initiative has been a success, with over 20 birdboxes distributed to enthusiastic students and teachers across the district this quarter.

These initiatives have helped to promote positive behavioural changes and improve recycling levels within the community, and letters have been distributed to promote our educational offerings to schools.

Environmental events such as those detailed have enabled us to reach 1,550 children this quarter, 1,295 more than our target.





How are we performing against our objective to...

Protect and Enhance the District's Natural Environment and Green Spaces

Environmental Protection Activities: We have chaired the second EnviroCrime working group for Nottinghamshire, with representatives from districts around the county, Lincolnshire councils, the police, and the Environment Agency in attendance. The group promotes best practices and joint efforts to tackle environmental crime. Our environmental protection activities aim to reduce levels of littering and fly-tipping across the district while also focusing on improving the quality of natural habitats. By chairing the EnvironCrime group we can play a key role in the preservation of our district.

Environmental Initiatives and Park Improvements: We are conducting a district-wide audit of litter and dog bins. All bins have been inspected and photographed, and we are in the process of mapping their locations in preparation for the final review. With the aim of ensuring we have the right provision in the right place.

We continue to support Newark Town Council in the delivery of improvement plans at Sherwood Avenue Park, which is now in the delivery stage with completion anticipated in Quarter 4.

We are pleased to confirm that all 5 of our Green Flag Parks have retained the Green Flag Award. This international mark of excellence demonstrates how well-maintained and managed our park services are, benefiting both people and nature.



Measuring Success

Quarterly Indicators	Quarter 1 22/23	Quarter 1 23/24	Quarter 1 24/25	Target 24/25
Year to Date Indicators				
Number of fly tipping incidents	351	393	607	450
Number of events held in NSDC parks	71	80	109	38
Number of children reached via environmental education visits including river health and 'Motion for the Ocean'	New For Q1 24/25	New For Q1 24/25	1,550	225
Number of targeted focus weeks	New For Q1 23/24	2	2	2
All Other Indicator Types				
% fly tipping incidents removed within 72 hours	97.2%	92.9%	97.9%	80.0%
Number of level 1 graffiti incidents not removed within 36 hours	New For Q1 23/24	1	0	0
Number of level 2 graffiti incidents not removed within 10 days	New For Q1 23/24	0	0	Trend
% of failing sites - street and environmental cleanliness - litter	1.3%	0.0%	1.0%	2.7%
% of failing sites - street and environmental cleanliness - detritus	2.0%	1.7%	1.0%	1.7%

Exploring our performance

Fly tipping, graffiti, and cleanliness – We continue to investigate every fly tip and take enforcement actions every time evidence is found. Unfortunately, despite our best efforts the amount of fly tipping is increasing. This may be due to external factors in neighbouring authorities especially with waste stemming from nearby urban conurbations. Despite the number of occurrences increasing, our response in removing fly-tipping events within 72 hours remains 17.9% above target and we continue to exceed targets for street and environmental cleanliness.

This quarter we have had 5 instances of level 1 graffiti and 9 incidents of level 2 graffiti, all were removed within targeted timeframes.

Our Parks and Environmental Education Visits – we have had a great start to the new financial year, with groups using the park to hold events, including local uniform groups, volunteers, restorative justice, and the popular park run, an increase of 36.25% on the same quarter last year. Furthermore, we have had several education events in parks this quarter, which have attracted over 1,100 visitors.

How are we performing against our objective to...



Protect and Enhance the District's Natural Environment and Green Spaces

What we have been doing this quarter;

Recycling and waste – Despite changes being introduced with the introduction of glass recycling, our loads rejected at Veolia's disposal facility remain at 0. The amount of residual household waste collected per household is an external figure and will be available next quarter for quarter 1.



Educational Session on recycling



Safety Event in our Parks





Reduce the Impact of Climate Change

Climate change is an important and complex challenges, possessing significant risks to the environment, the economy, and the well-being of people and communities. Local authorities have a crucial role to play in mitigating and adapting to the effects of climate change, as we are responsible for delivering essential services and managing local resources. We are committed to reducing our carbon footprint and contributing to a greener and more sustainable future.

Brunel Drive Masterplan and Vehicle Charging Expansion: Work continues on plans to improve our Brunel Drive site. We have now received the design options and costings from the appointed Consultants. These are currently being reviewed and the preferred options will be presented to Cabinet in Quarter 3.

Annual Carbon Footprint Assessment: As part of our commitment to achieving net zero, Newark and Sherwood District Council uses the GHG Accounting Tool developed by Local Partnerships. This tool helps us accurately establish our baseline greenhouse gas (GHG) emissions over a single reporting year, ensuring we use consistent methodologies for precise reporting.



In the year 2023/24, we saw an increase in CO₂ emissions compared to 2022/23. This rise is due to a more comprehensive reporting of our CO₂ footprint and an expansion in services, particularly in our leisure centres and refuse fleet, which has grown to meet the demands of our residents. A full update on our Climate Strategy performance will be brought to the Policy, Performance, and Improvement Committee later this year.

DECARBONISATION STRATEGY & PLANNING



Council-Wide Decarbonisation Plan: We are further developing and delivering a Council-wide decarbonisation plan for our corporate buildings as set out within the Decarbonisation Plan. This includes the decarbonisation of heating systems within our corporate and leisure buildings.

Having received the requested CAD drawings for all our main buildings and district car parks, the consultants at BE Designs were able to accurately model 'Carbon Risk Real Estate Monitor' information. This will provide us with an appropriate science-based carbon reduction pathway. The modelling will also provide us with our proportion of annual CO₂e per building, including useful visuals such as the "Decarbonisation Road Map" and "Savings After Improvements." This vital information will help us

make informed decisions about our next steps.

Installation of Solar Panels: The council is actively installing solar panels across its buildings, with solar arrays now installed at Newark Beacon, Vicar Water, and Newark Sports. Installations at Dukeries Leisure Centre and Sconce and Devon Park are scheduled to begin in August and are expected to be completed by September 2024.



Reduce the Impact of Climate Change

Collaboration with the Carbon Trust: To advance our Net Zero target, including social housing, we have engaged with the Carbon Trust. This collaboration, which started in June 2024, focuses on enhancing the decarbonisation of council assets. A working group consisting of Elected Members, officers and Carbon Trust representatives aim to complete their review within 6 months, with progress meetings held every 2 months. This should see a report detailing their findings brought to committee in early 2025.



Implementation of the Local Area Energy Plan (LAEP): The LAEP offers a data-driven approach led by local government to identify effective strategies for meeting national and local net zero targets. It provides a costed and spatial plan detailing necessary changes to the local energy system and built environment. Funded by the Office of the Mayor of the East Midlands Combined County Authority.



Home Upgrade Grant Scheme Support: We are working with key strategic partners to support the completion and evaluation of the Home Upgrade Grant (HUG) scheme. The HUG is a government-funded programme that offers lower-income residents living in off gas-grid homes the opportunity to benefit from fully funded home energy efficiency improvements, including insulation and low carbon heating. The aim of this scheme is to make homes more comfortable to live in, reduce energy bills, and support the national effort to reach net zero by 2050.

We have been allocated indicative funding of approximately £1.8 million and have elected to work as part of a Nottinghamshire County Council-led consortium to deliver this programme. Twelve residents have benefited to date, and we have identified and surveyed a further 8 homes that qualify.

Renewing Oil Heating Systems with Air Source Heat Pumps and Solar Panels: We are making significant progress in our project to renew over 100 oil heating systems in Council homes with air source heat pumps and solar panels. So far, we have completed 60 properties, transitioning them from oil to air source heating pumps, with Solar PV and battery installations. We have programmed another 40 properties and expect to complete the project ahead of schedule in October 2024. This initiative aims to improve affordability for tenants and reduce carbon emissions.

This approach will reduce carbon emissions, and make the heating more affordable, which in turn will encourage our residents to keep their homes warm and avoid issues with the properties associated with heating not being used.

Measuring Success

Quarterly Indicators	Quarter 1 22/23	Quarter 1 23/24	Quarter 1 24/25	Target 24/25
Year to Date Indicators				
Number of Council homes with retrofitted energy efficiency measures	New For Q1 24/25	New For Q1 24/25	21	Trend
Total gas and electricity energy consumption across Council owned corporate assets	New For Q1 24/25	New For Q1 24/25	379,790.7	Trend
Total businesses or community facilities supported with energy efficiency measures through successful UKSPF applications	New For Q1 24/25	New For Q1 24/25	0	Trend
All Other Indicator Types				
% of household waste sent for reuse, recycling and composting	41.2%	42.3%	Awaiting external data	40.0%
Number of missed bins (per 100,000 households)	80.2	63.0	61.9	45.0
Total number of garden waste subscriptions	18,447	19,789	20,964	20,000
Number of missed assisted collections	New For Q1 23/24	246	248	Trend

Energy Efficiency - We continue to support the opportunity for business and community facilities to apply for support towards improvements in energy efficiency measures through the UKSPF, however we have not received any additional enrolments this quarter.

Household and Garden Waste – The launch of the 8 weekly collection cycle for our glass recycling service has increased the numbers of bins in service, furthermore we have additional brown bins this quarter. This increase has added to the number of total missed bins. The reporting calculation is being reviewed to correctly reflect the additional 275,000 bins which we will be emptying, and we anticipate seeing an improvement from Quarter 2. Our number of garden waste subscriptions continues to increase, and now exceeds our target by 4.82% and represents 20,964 bins paid for by 18,644 customers, equating to £775,668 generated.



Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

What we have been doing this quarter;

We aim to foster community spirit, pride of place, and connectivity through adaptable cultural activities, strategic marketing campaigns, and support for local projects. Key efforts include promoting family-friendly tours, completing heritage site developments, collaborating on community actions, offering grants, and supporting veterans. We also plan to revitalise town centres and ensure diverse participation in our major projects.

The National Portfolio Organisation (NPO) is recognised by Arts Council England and receives regular funding to deliver arts and cultural activities. These organisations cover various disciplines like visual arts, theatre, dance, literature, music, and museums, supporting a diverse and sustainable arts sector in England.

We were chosen for our ability to meet the Arts Council's goals of promoting creativity, cultural education, diversity, and community engagement.

During Quarter 1, we delivered a varied programme of arts and cultural activities:

- **Musicworks** were commissioned to deliver participatory music activities at an adult day centre in Ollerton. This marks the start of a year of music activities for people with care and support needs.
- **Home-Educated Children:** We conducted activities for home-educated children and their parents at Millgate Community Centre in Newark, assisting children in receiving Arts Awards certificates.
- **Palace Players:** we delivered a series of music and movement sessions for children and their parents at the Social Action Hub in Rainworth, Homestart in Newark, and Holy Trinity Nursery in Newark, encouraging early years development and family learning.
- **Street Arts Project:** we programmed a project delivered by graffiti and dance artists for SEND pupils at Orchard School in Newark, working towards Arts Awards certificates. We also piloted a behind-the-scenes theatre tour and workshop experience for this school.
- **Theatre-Based Arts Sessions:** We delivered sessions at Elston All Saints Primary School in Newark.
- **Our Heritage Community Project** started the second year of the project, connecting with Bilsthorpe Heritage Centre to devise a community-led touring exhibition themed around mining, coinciding with the 40th anniversary of pit closures.
- **Consultation Sessions:** We facilitated sessions with Newark-based group MySight to develop an art project with train stations in Newark. We also connected the Open Doors Creative Influencers group of 13–17-year-olds with the Newark Creates book-bench project for Newark town centre.
- **Polish Community Engagement:** We started work to connect with our Polish Community and consultation groups to form a team to curate a Polish history exhibition for the National Civil War Centre.

These activities have contributed to our vibrant arts and cultural scene, engaging various community groups and promoting cultural education and inclusivity.

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Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

Enhancing Family Engagement, Community Integration and Community Access: This quarter, at the Civil War Centre, we continue to promote our venue as a safe, stimulating, and trusted resource for families by offering our weekly toddler group, Mini-Museum. This program is supported by trained volunteers who co-deliver sessions with us, helping to build a loyal local following. To ensure engaging and accessible materials for family visits are always available, we have extended our interactive gallery resources—previously offered only on Family Days and school holidays—to be available year-round in our gallery Game/Discovery bags. To keep our family-friendly offerings updated and relevant, we have recruited a Family Panel consisting of 10 families, with an inaugural event scheduled for July. We are excited to collaborate with this panel to create new resources and events that cater to the diverse needs of our community.

Our schools' engagement continues to grow, with children often returning with their families after visiting through local school programs. In Quarter 1, over 26 school visits took place, bringing more than 1,000 children to the National Civil War Centre.

In addition to programming various music and art events, we hosted the first 'Alive with Music' event, which brought together partners, music professionals, and community music groups to explore collaboration opportunities. A follow-up event is planned, and feedback from the initial event is being reviewed.

We have collaborated with businesses in Newark Town Centre to create an Objects Trail, where objects from our collection not currently on display are exhibited within local shops. There are 12 stops on the trail, including the Civil War Museum. This initiative has been enthusiastically received by local businesses, further strengthening our positive relationship with town centre shops. It will also encourage tourism in the town and increase footfall into shops.

We aim to inspire young people interested in careers in Heritage and Culture and make sure our gallery resources reflect the interests and concerns of youth. This quarter, 8 work experience students joined us, contributing to the development of family trails that visitors can use at any time.

The success of these initiatives has earned us a nomination for the Family Friendly Museum of the Year award by Kids in Museums. We were shortlisted as 1 of 5 museums out of 116 nominees, with the panel noting the over 40 nominations we received from local families who enjoyed our family events. The award will be announced in Quarter 3.

Nova, a work experience attendee made a video of her time the Civil War Museum, stating: "I really enjoyed spending my week at the Civil War Centre, and would en-



Nova undertaking work experience in the Civil War Museum



Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

Seasonal Destination Marketing Campaigns and Brand Ambassadors: In Quarter 1, we focused on developing the necessary tools, partnerships, and plans for successful seasonal campaigns. By the end of Quarter 3, we expect to have a 12-month rolling seasonal plan for campaigns and a review of visitor attraction promotions. Our efforts on the Town Centre Gift Card Trial, What's On Calendar Redevelopment, and the Tourism Action Group (TAG) programming workshop aim to enhance local partnerships and create district brand ambassadors.

We launched the successful "Spotlight on Newark" campaign trial, featuring the Small Business Showcase with over 15 businesses.

On Sunday 11 August, Newark was a hive of activity. Not only was Newark Town Council's Newark-on-Sea in full swing but a special Eco and Sustainable Market took place and included the return of the Plastic Ocean show featuring the 19-meter-long whale. It was also a chance to meet Nimbus and Cumulus, two curious puppet characters, riding aloft their cloud-top homes. Newark Creates has been organising free interactive events and activities across Newark for three years and this year it is being officially supported by Newark Town Board's Newark Heart project, creating opportunities for more activities within these well-established events than ever before!



Our marketing support extended to various events, including the Southwell Victorian Takeover, the Southwell Minster What's On Guide, and summer events campaigns for Shop Edwinstowe, Shop Newark, and Shop Southwell. We also supported the What's On Spring and What's On Summer car park launch and the Newark Book Festival. Schemes and campaigns that have been progressed this quarter, with launches scheduled during the year, include:

- What's On Autumn/Winter Campaign
- Heritage Open Days Campaign
- Newark Community Build Campaign (Lego)
- Town Centre Gift Card Scheme
- #WinterWishes campaign (2024 concept – advent calendar)

TAG continues its workshop, planning a program of events and campaigns under the theme "Robin Hood or Courage," scheduled for launch in 2025.

Newark Cultural Heart Programme: Through the Cultural Heart Programme, we have partnered with Newark Creates to develop a vibrant events and animation plan. This plan will deliver events for residents and visitors, encouraging people to visit Newark, increase footfall, dwell time, and improve perceptions of the town centre. The programme commenced in June 2024 with "Streets Ahead," a cultural street performance in Newark Market Place, resulting in a 6% increase in footfall compared to the average Sunday in 2024.

Supporting Community Initiatives through Grant Schemes: This quarter, we have continued to support the delivery of community initiatives through ongoing grant schemes.

Round 1 of the 2024/2025 Community Grant scheme opened in May and closed in June. We have received 29 applications, which are being reviewed by the grant panel in July.

The Efficiency East Midlands (EEM) small grant scheme awarded 5 community groups funding to the value of £2,220.



Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

Ollerton Funding: £140k of UKSPF funding has been awarded for the Ollerton scheme to enable ongoing feasibility and development of the project, in advance of the MoU. We have commenced community consultation to obtain views on the plans and designs. 2 face-to-face events are taking place in Ollerton and Clipstone in July.

Revitalising Town Centres through Residential Development: The development of 32 Stodman Street is underway, with demolition complete, and a contractor working with us to prepare for construction. Archaeology works are currently in progress and are due for completion in August 2024. These works have been a buzz of excitement as we identified Medieval features including walls, wells, enclosure boundaries and pits, one of which contained a fully intact horse burial. This is part of our work to redevelop the site and other discoveries included roof tiles, pottery, metalwork, and animal bones. It was picked up by the regional media and features on ITV Calendar and BBC East Midlands and an open day for the public attracted hundreds of residents!



Newark Castle Gatehouse Scheme: The Newark Castle Gatehouse scheme has now had its full business case approved by the Town Board and has secured National Lottery Heritage Funding to deliver the entirety of the scheme. All necessary consents have been secured, with some minor amendments pending. The detailed design stage is being progressed and is expected to be tendered, costed, and contractors appointed by Quarter 3.





Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

Supporting the Veteran Community

This quarter encompassed Armed Forces Week 2024 which took place between 24 – 29 June. This is an event of national significance in the Armed Forces calendar, and we recognise this in a number of ways annually.

Staff Events: a bake sale took place in Castle House, with colleagues invited to donate baked goods or donate for a slice of cake knowing that the proceeds raised will be donated to support a local Armed Forces charity or support group. This year the proceeds will be donated to the Bilsthorpe Veterans Breakfast Club.



A customised Microsoft Teams background was designed and available for colleague use during Armed Forces Week, enabling all colleagues to get involved and show their support.



Armed Forces Day Parade: On Sunday 30 June the annual Armed Forces Day parade was hosted by Newark Town Council and supported by NSDC. The Royal Navy were the lead for this year's Armed Forces Day, the organising committee was chaired by our colleague Kevin Winter. The Grimsby Sea Cadet Band led the parade, with a Sea Cadet Colour and Guard closely behind. The Chairman of Newark RNA, 92-year-old Sargent Major Peter Wilderspin raised the Armed Forces Day flag.

The day began with a performance from the Cranwell Military Wives Choir before the parade commenced. The Lord Lieutenant, Veronica Pickering, escorted by Sir Andrew Pulford were in attendance, along with Chair of NSDC Cllr Jean Hall. After the parade we provided a buffet lunch for all veterans in the ballroom at the Town Hall, with entertainment from 1940s singer Johnny Victory.

Hosts of inaugural Armed Forces Covenant engagement event: This quarter we hosted the Armed Forces Covenant engagement event, which brought together Newark and Sherwood District Council, Nottinghamshire County Council, and some of the many organisations in our area which support our Armed Forces community.

One of the key aims of the new event was to bring together the organisations who are here to help our Armed Forces communities, and to say thank you to all the people who work so hard in this area. We used the event to share our experiences, our achievements, and challenges. We want to work together to provide the best environment possible for all these groups to support our veterans, their families, and the Armed Forces community. By bringing together the different charities and organisations who offer help and support to veterans in the district, we hope to be able to increase the knowledge of exactly what is available and help these different organisations to work together to achieve their goals.

We remember that sacrifice and commitment through the Armed Forces Covenant. We have a moral duty to show care and due regard for our veterans, and through the Covenant, we also have a legal duty.



Measuring Success

Quarterly Indicators	Quarter 1 22/23	Quarter 1 23/24	Quarter 1 24/25	Target 24/25
Year to Date Indicators				
Total footfall across all heritage and culture services and sites	New For Q1 23/24	20,343	26,089	25,000
Total number of admissions - National Civil War Centre	3,045	3,892	4,378	3,500
Total number of admissions - Palace Theatre	12,296	8,401	13,033	11,000
Number of people reached through direct participation and outreach	New For Q1 23/24	2,914	3,029	3,000

We have had a positive start to the year, with footfall and admissions to our heritage sites and services not only being higher than the same quarter last year, but also exceeding set targets. The Civil War Museum has seen an over 25% exceedance over target, which has been attributed to the range of family friendly activities, talks and tours that have been held.

The palace theatre has also had a strong start to the year, where several shows have exceeded targets contributing to 55% admission increase when compared to the same quarter last year, and an 18% exceedance of target.



Palace Players Event



Be a Top Performing, Modern and Accessible Council

Striving to be a top-performing, modern, and accessible council is crucial for meeting the evolving needs of our community. The initiatives outlined below are essential for enhancing our operational efficiency, ensuring regulatory compliance, promoting staff well-being, and driving continuous service improvements. By focusing on these areas, we aim to build a resilient and responsive organisation that serves the public with integrity and excellence.

Regulatory Inspection Preparation: A new inspection regime has come into effect from April 1, 2024. The Regulator of Social Housing is inspecting landlords on a 4-year cycle. In preparation for this, we have completed their self-assessment template to gather evidence for an inspection and to simultaneously conduct a gap analysis of where we may have weaknesses.

Reinvigorating the Residents' Panel: The Residents' Panel has been reviewed and refreshed with the aim of collecting more demographic information on panel members. This ensures that our Resident Panel is representative of the district and allows for a more targeted approach to consultation.

As a result, there has been a drop in panel members due to non-responses, inactive contact details, or requests for removal. We are now actively recruiting more residents to join the panel. The panel is already more active, with consultation and engagement works in the pipeline to utilise this valuable resource.

We are currently doing a sample residents survey and it will report back to all relevant committee's later in the year.

Expanding and Refreshing the Wellbeing and Engagement Programme: Member wellbeing champions have been recruited within each political party. These champions will have access to services and resources to provide wellbeing support to other members.

At their latest meeting, our wellbeing champions recommended a buddy system internally, allowing them to support each other. This system is being developed across each business unit.

A wellbeing activity to engage staff was held at the staff roadshows. Colleagues were asked what they felt was the most important area around supporting their wellbeing.

The votes are as follows:

- Honesty: 33%
- Communication: 28%
- Recognition: 19%
- Engagement: 10%
- Training: 7%
- Expectations: 3%

This information is now being used to form the basis of a new Wellbeing Strategy and will be used as part of working towards further accreditation of Thrive at Work.

The team has continued to build on the resources, links, and activities of the wellbeing hub that launched early in 2024. Wellbeing champions have been presenting in team meetings to promote the new hub to colleagues and raise awareness of the support available.





Be a Top Performing, Modern and Accessible Council

Staff Survey Implementation and Response: The Staff Survey has been developed and launched in July. It consists of 21 questions that centre on key themes such as Leadership, Management, and Learning and Development within the organisation. It will be live for 4 weeks, at which point we will analyse the results and produce an action plan as appropriate, which will be presented to PPIC.



Recruitment and Retention Measures: The Recruitment and Retention project has been successfully launched. During Quarter 1, we introduced 2 new staff benefits that have been very well received by staff: the BHSF health cash plan and a 2 year extension to free car parking at Castle House.

Additionally, 13% of job descriptions have been reviewed and submitted to the project by Business Managers.



Measuring Success

Quarterly Indicators	Quarter 1 22/23	Quarter 1 23/24	Quarter 1 24/25	Target 24/25
Year to Date Indicators				
Engagement rate with posts issued on NSDC Facebook and X combined	194,589	592,729	158,288	250,000
Contact Centre - telephony - average length of time to answer call (seconds)	117.0	163.0	140.0	120.0
No of digital web form transactions	8,245	16,409	15,480	9,000
% business rate collection	26.7%	29.8%	29.8%	24.6%
% council tax collection	24.7%	25.0%	25.0%	24.4%
No of phone calls presented to Contact Centre	30,876	31,297	30,724	Demand
No of face to face contacts (Castle House)	2,992	4,176	4,884	Demand
Satisfaction with lettings service	92.0%	92.0%	95.0%	95.0%
Satisfaction with careline services	New For Q1 24/25	New For Q3 21/22	100.0%	90.0%
Satisfaction with temporary accommodation	New For Q1 24/25	New For Q3 21/22	87.5%	90.0%
All Other Indicator Types				
% effective response to careline calls within 60 seconds (industry standard)	New For Q1 24/25	New For Q3 21/22	99.4%	97.5%
% of planning applications (major) determined in time	92.0%	100.0%	100.0%	90.0%
% of planning applications (non-major) determined in time	95.0%	94.0%	91.7%	90.0%
% invoices paid within 30 days - whole Council	98.5%	99.2%	93.6%	98.5%

Measuring Success

Online Engagement:

Our social media engagement rate is lower than the same quarter for the last 2 years, and 36.68% below target. Drilling down into the data, Facebook is performing well and above target on all its individual performance indicators. However, since Twitter has become X there has been a decline nationally in the way this platform is used, this is also reflected in our figures. We will continue to monitor this over the next 2 quarters and look at how we can best develop this channel moving forward.

The number of digital web transactions is 5.66% lower than the same period last year, but still 72% above target. Discussions to review this target to ensure it remains challenging are ongoing.

We are constantly looking at opportunities to enable further services online.

Every time we implement a new service or upgrade our software systems, we consider what the most appropriate contact channels are for them, remembering that our Digital Strategy includes “no-one is left behind”.

Telephone Engagement:

The average time to answer calls this quarter is 16.66% above target, but has improved by 10% when compared to Quarter 4 2023/24, with a reduction from 156 seconds to 140 seconds.

The volume of calls presented this quarter is similar to the same quarter in previous years, but the time to answer calls in Quarter 1 2024/25 was 43 seconds quicker than in the same quarter in 2023/24.

Additionally, there was a year-on-year improvement of 14% compared to the same period in 2023/24. The new target for 2024/25 is 120 seconds (previously 90 seconds), and the value-to-target figure for Quarter 1 stands at 86%.

Several factors led to longer-than-expected call durations. In Quarter 1, the delivery of glass (teal coloured) bins was completed, and kerbside glass recycling commenced, resulting in more calls. The Mayoral and Police and Crime Commissioner elections occurred in May, followed by the announcement of a general election on May 22, causing a surge in calls afterwards. These events increased enquiries amidst an already busy period for Customer Services due to the issuance of the first council tax reminders and ongoing garden recycling questions. Additionally, 3 bank holidays further increased call volumes on subsequent days and an increase in face to face contacts. Staffing stability in the team has helped with the overall performance.

OUR WORKFORCE



A positive and motivated workforce is more likely to be high performing. To understand how our staff are performing and how we are supporting them we look at key indicators and recent activity.

Staff Roadshows to Foster Dialogue and Engagement:

In May 2024, we held the Council's annual Staff Roadshows at the Palace Theatre. This was the third event of this kind held since the pandemic. We know that in person staff events are important to ensure that we:

- Maintain a culture of togetherness, as we continue to adjust to the challenges and opportunities of hybrid working.
- Give staff the opportunity to hear from, and connect with, SLT, and
- Inform staff about the strategic direction of the council.

It is one of the few times in the year that staff can get together in person on a larger scale.

For the past 3 years the events have been positively attended. This year they were attended by sum around 300 staff across 3 sessions. The sessions ran for approximately 2.5 hours, first consisting of an SLT led presentation, followed by a short Q&A and later, break out groups facilitated by members of SLT.

In addition to the main roadshow, there were 2 drop-in sessions held at Brunel Drive for the Street Cleaning and Waste Team in Environmental Services. These sessions were intended to be less formal, no presentation, with mainly facilitated conversations with staff.

The general feeling was that whilst everyone is very busy and there is a demand on our services, there is a feeling of support across the Council. There were some positive reflections from new starters, contrasting other employers and how quickly they feel they have settled into the organisation as a result of the supportive environment.

The themes of the sessions were presented to SLT, and there are now several activities being undertaken by various teams to recognise and act upon staff feedback.

Promoting Staff Wellbeing: Staff wellbeing remains a priority for us, and we have achieved the Thrive at Work Foundation Level in recognition of our commitment to improving the health and wellbeing of our employees.

The new Wellbeing Hub is now live and is a resource where NSDC staff can access supportive information, partake in social events, and find guidance for managers assisting their teams and staff through challenging times.



As part of our Wellbeing @ Work initiative, we offered our staff a chance to undergo a body MOT in May, with 4 available dates. A body MOT can help identify potential health issues early, encourage healthier lifestyle choices and improve overall productivity and morale by ensuring our team members are in their best physical condition. Over the 4 dates 58 members of staff attended.

OUR WORKFORCE



East Midlands Challenge Success: Several of our team members excelled at the East Midlands Challenge this quarter, where they adopted Senior Leadership Team roles and tackled various scenarios. Our team was highly commended for their overall performance and communications skills.

The event in Leicester allowed aspiring leaders to address complex issues and gain insight into senior management. Participants formed a fictional council, 'Arklow Council', to prioritise tasks and manage resources while maintaining customer service standards.



Congratulations to:

- Andrew Phillips, Senior Communications and Marketing Officer
- Bryony Norman, Principal Legal Officer
- Ian Jackson, Careline Team Leader
- Matthew Tubb, Senior Planner
- Robyn Henry, Tenancy Engagement Officer
- Stanley Chihwayi, Tenancy Officer

Lauren Anthony Achieves MCIQB Status: Lauren Anthony, Senior Surveyor in Corporate Property, will now have the letters MCIQB after her name.

This signifies that she is now a member of the Chartered Institute of Building and can refer to herself as either a Chartered Construction Manager or Chartered Builder.

Business Manager, Corporate Property, Mark Eyre has also extended his congratulations, saying:



“Lauren, a really top performer in our team, has achieved MCIQB status. It is a great achievement and worth a mention.” Congratulations to Lauren!

Staff Commitment in Election Delivery: Our staff have demonstrated their commitment and competence in delivering the May elections and preparing for the general election. The staff have worked long hours, often under pressure and in challenging circumstances, to ensure the democratic rights and choices of the voters. The staff have received positive feedback and recognition from the candidates, the agents, the observers and the public for their hard work and professionalism.



OUR WORKFORCE



Buckingham Palace Garden Party! Our Business Manager for Heritage and Culture, Carys Coulton-Jones, had the privilege of attending the Buckingham Palace Garden Party, celebrating the Cultural and Creative Industries. This invitation recognised her dedication and hard work towards enhancing the Heritage and Culture services we provide here in Newark and Sherwood. Carys shared her thoughts on this remarkable experience:

“What a fantastic afternoon at the Buckingham Palace Garden Party, celebrating the Cultural and Creative Industries. It was a huge honour to be invited by the Secretary of State for Culture, Media and Sport and Arts Council England, and I’m so proud to represent the amazing work Newark and Sherwood District Council’s Heritage and Cultural service delivers. And as if that wasn’t enough, the event was attended by King Charles and Queen Camilla – truly a once-in-a-lifetime opportunity!”

Trooping the Colour 2024: On 15 June, Trooping the Colour was held at Horse Guards Parade in London to celebrate His Majesty's birthday. The event, a showcase by the British Army’s Household Division, featured Number 9 Company Irish Guards. Established by Queen Victoria in 1900, they have served the Monarchy for nearly 125 years.

Among the attendees were Alison Thomas and Rowan Bosworth-Brown, who play a key role in supporting the Armed Forces Community in Newark and Sherwood. They praised the event, saying:

“It was a fantastic display of precision and commitment from the Foot Guards, it was really awe-inspiring to witness. The sense of community coming together to honour the King was also great to be a part of. We experienced almost all forms of weather during the parade which did feel very quintessentially British!”



Measuring Success

Quarterly Indicators	Quarter 1 22/23	Quarter 1 23/24	Quarter 1 24/25	Target 24/25
Year to Date Indicators				
Average number of sick days per employee (FTE) per year lost through sickness absence	1.6	1.5	1.2	1.6
% of staff turnover	New For Q1 23/24	4.0%	3.0%	3.3%