



**NEWARK &  
SHERWOOD**  
DISTRICT COUNCIL



# Performance Report

## 2024-25 Q2

1 July to 30 September 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 2024-27 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 2 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 June to 30 September 2024 (Quarter 2).

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



## Our District

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

Page 3



## 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.

Page 4



## Our Performance

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

Page 10



## 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.

Page 46

# 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 2 (1 June to 30 September 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 4, residential applications have decreased by 21, non-major applications have decreased by 40 and major applications have decreased by 8.

The number of applications being received nationally continues to be low, reflected within our numbers when compared to corresponding period in previous years. As previously reported, it is anticipated that the lower numbers are as a result of the introduction of mandatory biodiversity net gain (introduced on 14th February 2024). Furthermore, it is assumed that there is a precautionary approach in the residential sector at present following a change in Government. Noting potential government planning reforms and revised NPPF, it is anticipated that planning applications for residential could rise over the next 6 to 12 months.

**Footfall:** The figure generated by all 10 sensors in Newark during this quarter was 7,090, a 3.7% increase from the previous quarter. Looking exclusively at the original 5 sensors in the town centre, average daily footfall was 2,872, roughly the same as the figure reported during Q1 (2,876). The increase could be a result of the summer holidays and the larger number of town centre events and installations taking place in Newark, such as Newark Book Festival and Book Bench Trail, Fish Boy, the return of Newark on Sea, music in the Castle Gardens, Newark Festival and Stage Four of the Tour of Britain. There was also an improvement in the national economy, as inflation decreased – potentially encouraging more people to visit and spend in Newark. On a month-by-month basis average footfall during this quarter was at its highest in August (7,193 visitors per day), however this still did not exceed the highest month of 2024 so far, which was February (7,308 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.*

**Unemployment:** unemployment is represented as a model based percentage is 1% higher this Quarter when compared to the same quarter in 2023/24, and 0.1% higher than when compared to last quarter.

- Quarter 2 2023/24—2.8%
- Quarter 2 2024/25—3.8%

# 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**:

- **3,885 face to face contacts** were held at Castle House, a **1.4% decrease** when compared to the same period of last year.
- **27,202 calls** were received by the contact centre, a **2.5% increase** when compared to the same period of last year.
- **4,641 calls** were received by responsive repairs, a **26.2% decrease** when compared to the same period of last year.
- **11,526 digital web form transactions** were completed by our customers, a **2.5% increase** when compared to the same period of last year.



# CUSTOMER FEEDBACK



## Customer Feedback

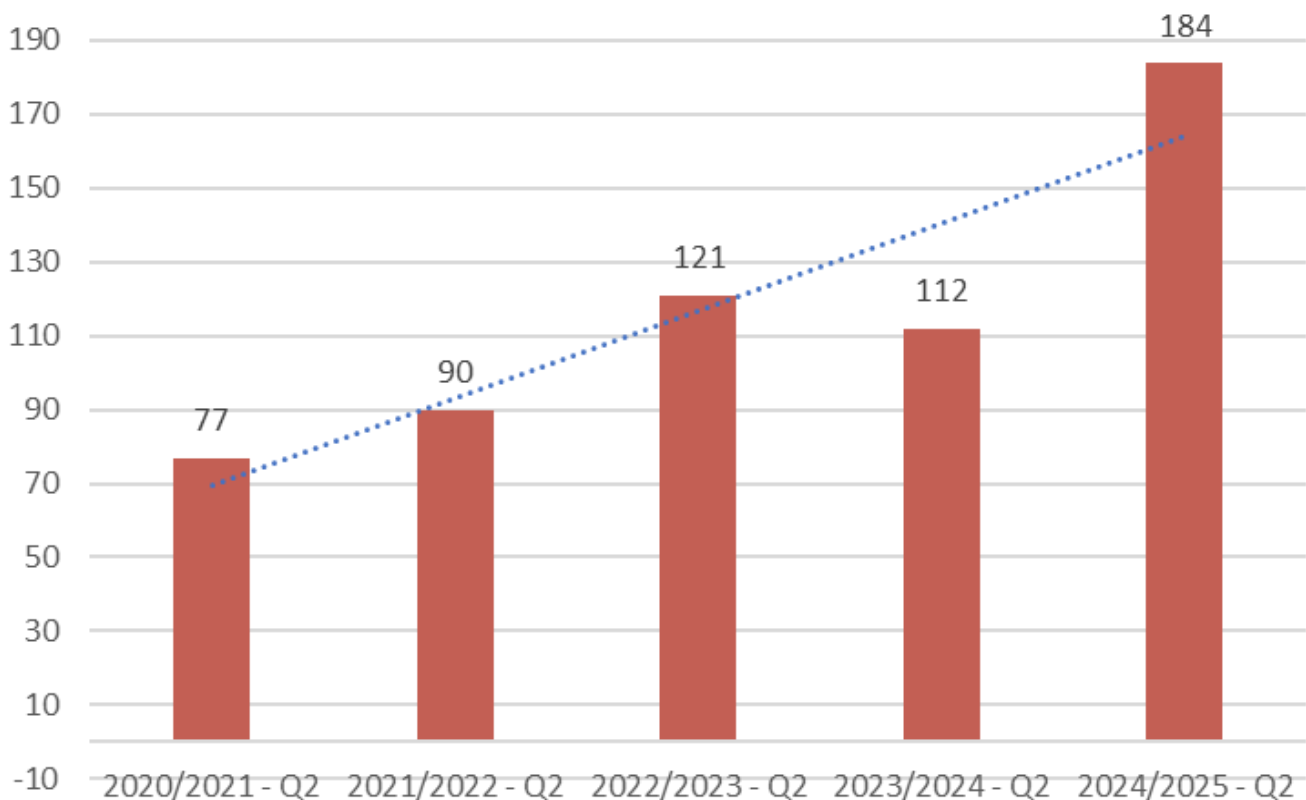
Both positive and negative feedback is important to us as it provides us with customer opinion, it allows us to recognise what areas need improvement and provides opportunity for us to learn. It can act as an early warning of problems that may otherwise stay unseen until they become a larger problem, 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 2 we received 184 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 39% increase in the number of complaints received when compared to Quarter 2 of 2023/24. 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.



*Figures shown include complaints which were subsequently withdrawn*

# CUSTOMER FEEDBACK



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

#### Area of improvement...

Council tax demands were received after the customer had made payment. The customer used an incorrect reference number during bank transfer and the payment did not reach the intended destination.

#### What we are doing to improve...

The payment was located in suspense account and allocated to the customer's account. Officers reminded that a suppression should be put on accounts where the customer claims payment has been made and this is then sent to Finance for payment to be traced. This will stop any reminders being issued unnecessarily.

### 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 2 most complaints received were for the following 3 services:

**Housing Maintenance and Asset Management** received 70 complaints, accounting for 38% of all submissions. Of these, 16 were due to delays in service delivery, and 11 were related to Officer standard/quality of work. Additionally, 10 complaints concerned the delay in or lack of communication, 9 were received for delay/lack of action and 8 each were regarding External agent (conduct/attitude) and Officer (standard /quality of work). A further 8 complaints were received in singular or smaller numbers.

**Environmental Services** received 36 complaints, representing 20% of all complaints for the quarter. The majority were for, Service delivery (Missed action), all of which concerned Missed Bins. Officer (standard/quality of work ) received 6 complaints and a further for were for Officer (service decision/advice provided). A further 7 complaints were received in singular or smaller numbers.

**Housing & Estates Management** received 24 complaints, accounting for 13% of the total received. Of these, 8 were related to Officer conduct/attitude. Other complaints included potential data breach, safeguarding issues, and problems with communal areas in shared buildings. Additionally, there were four complaints each regarding Officer (service decisions/advice provided) and responsiveness (delay/lack of action). There were further reports in smaller or singular numbers for Service delivery (delay) and Other dissatisfaction (general)" including neighbour issues, staff conduct, and one request for bodycam footage.

Business Unit	No of Complaints	Complaints %
Housing Maintenance & Asset Management	70	38%
Environmental Services	36	20%
Housing & Estates Management	24	13%
Public Protection	10	5%
Heritage, Culture & visitors	10	5%
Planning & Development	8	4%
Revenues & Benefits	6	3%
Customer Services	5	3%
Elections & Democratic Services	3	2%
Housing Development, Regeneration & Strategy	3	2%
Housing Income & Leasehold Management	3	2%
Communications	2	1%
Corporate Property	2	1%
HR & Training	1	1%
Law & Information Governance	1	1%
<b>Grand Total</b>	<b>184</b>	<b>100%</b>

*Includes complaints which were subsequently withdrawn*

# CUSTOMER FEEDBACK



## Response Times

Of the 184 complaints submitted in Quarter 2, 110 of complaints received were responded to within the 10 working day timescale.

Housing Maintenance and Asset Management were late in responding to 34 of their 67 complaints received within the quarter. Housing and Estates Management received 22 complaints and missed the response the deadline for 6 of these. Other Business Units missing their complaints deadline are as follows:

- Street Scene/Grounds Maintenance - 3
- Waste & Transport - 3
- Public Protection/CCTV/ASB - 2
- Communications, Housing Income & Leasehold Management, Planning Development, Housing Development, Regeneration & Strategy, and Council Tax each missed 1 deadline.

The primary cause of these delays is due to recent changes in response criteria set by the Housing Ombudsman introducing a new 5-day acknowledgement period followed by a 10-day response deadline. The changes are currently being integrated into our reporting software, and staff training is scheduled to ensure compliance.

## 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 made suggestions rather than complaints.*



*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 2, 11 suggestions were received, of which 3 were deemed to be service requests and 4 were subsequently withdrawn, 1 further correspondence was actually a complaint.

Suggestion	Response
<p>Sherwood Avenue play zone facilities We have paid our first of many visits. Great upgrade just a few points I would adjust... Needs more places to sit only 3 benches for the whole park area. Also add some more older children swings, maybe you could add them on grass near the zip line.</p>	<p>Thank you for the feedback – and we're delighted that you've enjoyed your visit to see some of the new facilities. At this time, we have installed the zip-wire and the new children's play area, but there is still much more to come – a new skatepark, water feature, active zone and nature area. More benches and seating areas will be installed as part of those developments.</p>
<p>The new payment system does not give a receipt number immediately when payment is made which is difficult and through the portal does not show list of historical payments with ref numbers which makes it hard to check and pay, I feel it will make it easier for people to have an additional reason/excuse to be late with payments or lack of payments please amend the system to have these features returned</p>	<p>I believe your suggestion related to the ability for you to log into an account whereby you would be able to review previous payments and that you did not see a receipt number when making a payment.</p> <p>In terms of the receipt number, on the final screen whereby the transaction is complete this shows a payment reference, an authorisation code and a transaction date and time. All of these are also included on the emailed receipt that is mailed to you once the transaction is complete. These therefore would replicate the receipt number from the previous system and would be our way of finding the transaction should a resident query this.</p> <p>In terms of the ability to log into an account and review a list of transactions, this was functionality that was included within the previous system. As we have changed providers for our Income Management System this functionality was not included within the scope of the new system, hence unfortunately there is currently no scope to review previous payments within an online system currently. It is something we will keep under review as to whether this is functionality that is required but at this time it isn't something that we currently have.</p> <p>In order to combat people missing payments, the Council has facility for Direct Debits to be set up. Where this isn't chosen to be set up, reminder notices would be issued where payments are missed, which are prior to any enforcement action (and hence prior to any additional fees being included), meaning there is ample time to make payments without additional fees being added for non payment.</p> <p>I hope that answers your suggestion, and I apologise that we cannot fully implement your suggestion at this time.</p>

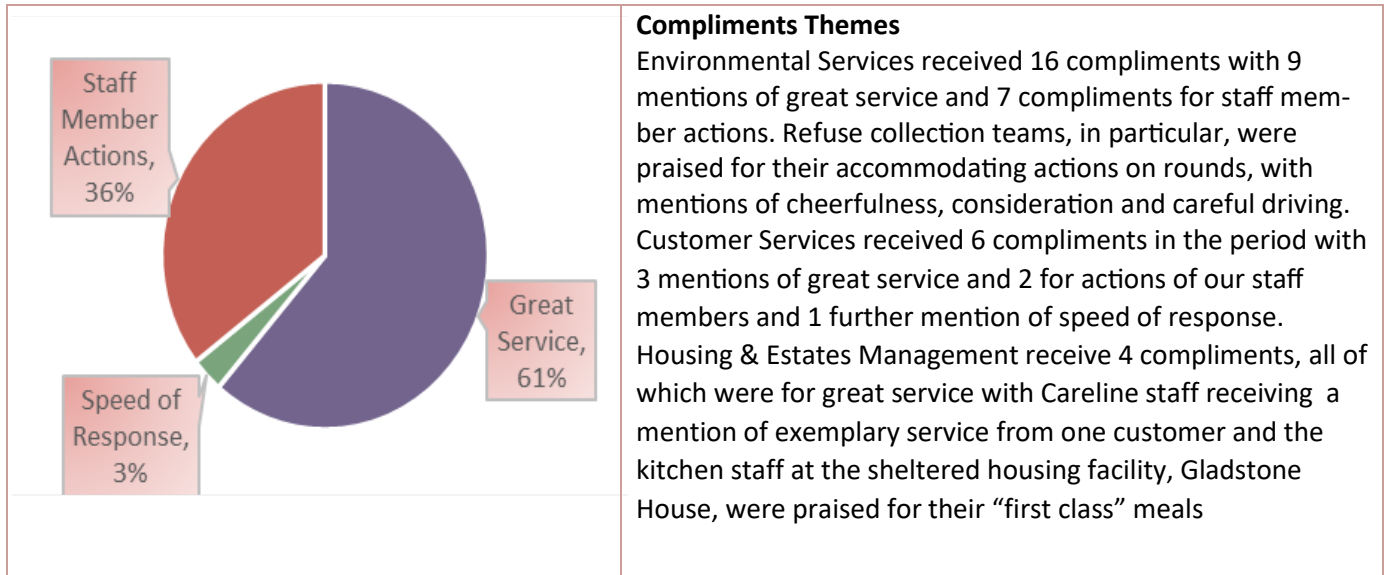


# CUSTOMER FEEDBACK



## Praise

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



## Customer Comments

I went to the council office on 27th September with a problem with my council tax.  
I was incredibly stressed, scared to go to the office and anxious. I would like to thank staff in reception who listened carefully to my explanation, helped to solve the problem and showed me how to use the computer to pay my tax.  
In the future, I will have to go to the office again. I hope that I will be greeted with a smile, and staff have the patience to listen as this time.  
Thank you from the bottom of my heart.

I just wanted to compliment the refuse staff who collect our bins.  
My young daughter loves watching them out of the window and every week without fail they always acknowledge her and another little girl who watches too. They always look up and wave and it genuinely makes my little girl so happy,  
Just wanted to let you know what a great job they are doing and how friendly they are!



## Improve Health and Wellbeing

During Quarter 2, 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 and aesthetics. A key theme this quarter has been our role in facilitating and hosting to make connections between organisations in the sector and foster collaboration. This quarter's outputs include:

**Frailty Identification and Support:** We have worked with Newark and Sherwood Community and Voluntary Services (CVS) to map the prevalence of frail individuals over 65 years old living alone but who are not housebound. We supported CVS in expanding their 'Best Years' hub to four areas within the district, focusing on this demographic. These weekly hubs are now operational in:

- Newark
- Clipstone
- Southwell
- Collingham

**Family Hubs** support families with children from conception to 19 years of age. Health and wellbeing indices were used to identify Ollerton, and Hawtonville as locations of most need for Family Hubs. We supported the launch of the first Family Hub in Hawtonville, with Ollerton planned for roll out during 2025.

**The 'Big Test' Initiative:** The Big Test initiative is a district-wide test in Newark and Sherwood that aims to evaluate and improve systems and processes related to early help and family services, incorporating elements from the Front Door project and Family Hubs, with the goal of scaling successful elements to become standard practice. It was launched in July 2024.



### Hospital Discharge and Housing Action Plan:

We organised and hosted the first workshop between ourselves and Sherwood Forest Hospital Trust to build stronger relationships for both organisations. The workshop focused on hospital discharge and housing, resulting in an action plan to remove systemic blockers for patients.

**Promoting Healthy Eating:** We hosted a social eating event as part of the Yorke Drive Fun Day to promote healthier, more nutritious and tasty food choices.

**Work and Wellbeing:** Our first Work and Wellbeing event, in partnership with Clipstone Parish Council and Nottinghamshire County Council (NCC) was held, with over 15 organisations in attendance.

We supported 'Know Your Numbers' week, a national campaign raising awareness about blood pressure. We conducted over 100 blood pressure checks in the community and workplaces, referring several individuals to healthcare services for elevated blood pressure.

**FREE!**

**CLIPSTONE WORK AND WELLBEING EVENT**

**Wednesday 25 September, 3pm - 7pm**  
Clipstone Village Hall, 90 Church Road, Clipstone, NG21 9DL

**Come along and visit our one-stop shop for health and wellbeing advice and support!**

You will be able to speak to a wide range of local services about the help they offer. There will also be a children's corner with a free cooking demonstration from 4pm, plus much more!

For more information, please contact the Health Improvement team by calling **01636 650000** or emailing **wellbeing@newark-sherwooddc.gov.uk**

**NEWARK & SHERWOOD DISTRICT COUNCIL**



## Improve Health and Wellbeing

**Careers in the Health Sector:** This quarter, we facilitate introductions between Magnus Academy and Sherwood Forest Hospital Trust (SFHT) enabling the introduction of health as a career pathway via the CVS's Golden Thread programme. SFHT will also attend the upcoming Future First Expo to promote careers within the health service to our local community and secondary schools to improve access to health and social care.

**Defibrillators in the Community:** We have purchased a defibrillator and placed it on Cleveland Square Community Centre, we liaised with Newark Community First Aid are offering a Basic Life Support Course, including how to use a defibrillator.



**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:

- **Football Pitch Renovations:** The football pitches at Sconce and Devon Park renovations have been completed in readiness for the start of the season in September.
- **Guided Walks:** We organised 6 free guided walks across our parks, attended by approximately 15 people. 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 the summer at Sconce and Devon Park and Vicar Waters for 8-12 Year olds. Sessions focused on the role of the Ranger, and gave children the opportunity to undertake some conservation activities.
- **Green Champions Scheme:** We now have 30 active participants in the district, and we have enabled them to become community litter pickers to support us in keeping the district clean and tidy.
- **Music Works:** We held our first music works event Vicar Water Country Park, in conjunction with Musicworks and Open Doors. Our trail took visitors through the park, with each stop along the way featuring a unique performance just for them. The event was free and suitable for all ages. It was attended by approximately 50 people.



### Supporting Health and Wellbeing through Heritage and Culture:

At the Civil War Museum, we are working as one of 6 pilot centres on a project called 'Working Together for Health and Wellbeing', funded by GEM (Group for Education in Museums) and the Culture, Health and Wellbeing Alliance. Each museum involved in the project is exploring how museums and heritage sites can contribute to the health and wellbeing of local communities. This quarter we identified and enlisted a group, with whom we will co-create of a series of arts and nature wellbeing sessions which will be carried out between October 2024 and March 2025.



## Improve Health and Wellbeing

### **Improving Cycling and Walking Infrastructure:**

The Active Travel Report has been completed and will be presented to Cabinet for approval during Quarter 3.

**Improving Air Quality:** We continue to work towards cleaner air for our communities across the district. This quarter have supported in decision making, and undertaken research and inspections to achieve this aim.



- **Anti-Idling Campaign:** The use of deployable indicative air quality monitoring equipment is currently being trialled outside of Barnby Road Academy. Data has been obtained for both term-time and holiday periods. This will allow comparison to be made between the two and any impact on air quality arising from school traffic to be identified. Initial review of the data to date does not indicate that levels exceed the action level for vehicle emission sources.
- **Pollution Prevention and Control Measures:** To ensuring pollution from industrial processes is kept under control and that we comply with DEFRA inspection targets, we have undertaken 11 of the 12 Permit inspections scheduled for the quarter (92%) to ensure emissions are being controlled. Of these five had follow-up actions requiring the submission of additional information following the inspection
- **Air Quality Supplementary Planning Document:** For 57 planning applications consideration was given to the potential for an air quality impact. Two of these included air quality assessment reports with the application. We have also made comments in relation to air quality associated with the proposed dualling of the A46 through Newark.

**Improving Green Infrastructure 'green' entrances and exits to and from estates and villages:** Sixty-five out of eighty-seven towns and villages within our district have had their entrances/ exits located on maps for future greening, of these, sixteen have had their entrances/ exits photographed to show current appearance: Balderton, Bilsthorpe, Blidworth, Boughton, Caunton, Coddington, Eakring, Edwinstowe, Fernwood, Kings Clipstone, Kneesall, Little Carlton, Ompton, Rainworth, South Muskham and Wellow.

Landownership in being identified and necessary permissions sought to green-up these access routes.

Two sites in our ownership have been identified; Edwinstowe and Coddington. These sites are being used as prototypes for greening options at entrance/ exits. Plans are currently being drawn up to visualise schemes ranging from simple planting to more complex raingardens.

**Financial Support for Households:** We are committed ensuring all of our residents access the financial support they are eligible for, and have adopted a proactive approach to identifying potential eligible claimants. Due to the migration of working age Housing Benefit claims to Universal Credit, take up is focussed on maximising Council Tax Support. In addition to potential claims identified by new claims to Universal Credit, further work is being undertaken to identify those customers that may be entitled to Council Tax Support but have not made a claim yet. Potential claims are identified by investigating the daily download file from Department for Work and Pensions and contacting the customer by email or phone to encourage a claim to be submitted.

Council Tax Support claims are also being encouraged for customers who are applying for a Discretionary Housing Payment (DHP) but are not currently in receipt of Council Tax Support.

This Quarter, 11 cases have been identified where there may be a possibility that, if claimed, Pension Credit (PC) may be awarded. In Partnership with Citizens Advice these households will be contacted with a view to completing a case review to see if they will qualify for PC and any other welfare benefits.



## Improve the health and wellbeing of local residents

### Measuring Success

Quarterly Indicators	Quarter 2 22/23	Quarter 2 23/24	Quarter 2 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Number of User Visits - Active 4 Today (all)	492,064	578,024	506,055	500,000
Number of DFG grants awarded	34	21	49	Trend
Number of aids and adaptations delivered in Council homes	New For Q1 24/25	New For Q1 24/25	507	Trend
<b>All Other Indicator Types</b>				
Live Leisure Centre membership base (all)	11,024	11,788	11,718	11,500
Leisure Services - based on your experience; how likely are you to recommend us to a friend, family member, or colleague?	New For Q1 24/25	New For Q1 24/25	60.0%	60.0%
Average number of calendar days to process new council tax support applications	19.6	12.7	16.1	14.0
Average no of calendar days to process council tax support change in circumstances	7.7	10.3	31.6	7.0
Total council tax support claimants	6,682	6,726	6,701	Trend
Average no of working days to process new housing benefit claims	18.3	13.8	17.4	14.0
Average no of working days to process housing benefit change in circumstances	5.0	3.8	3.6	4.0
Total housing benefit claimants	3,709	3,534	3,151	Trend
% of businesses in the District with a 0 star food rating (major improvement necessary)	0.09%	0.00%	0.00%	0.17%
% of businesses in the District with a food hygiene rating of 3 or higher (generally satisfactory or above)	92.72%	98.00%	98.00%	98.00%



## Improve the health and wellbeing of local residents

### Exploring our performance...

**Council Tax and Housing Benefit** processing times have been impacted by the migration over to Universal Credit, as outlined below. We are redirecting resources and providing additional resources to target these indicators.

**New Council Tax and Housing Benefit Claims:** - The large and increased volume of Universal Credit downloads has impacted on processing time, but we anticipate seeing improvements from next quarter.

In order to target new claims and changes, resource has been redirected from other tasks to focus on clearing the backlog of Universal Credit downloads (there were 4,200 of these dating back to April) and a temporary on demand resource hired to end of December to focus on new claims. We are already seeing positive impacts.

As of 5 November the backlog has been eliminated and the daily downloads of Universal Credit notifications is up to date – we are receiving around 120 a day of these.

For the month of October the average processing times for new housing benefit and council tax support claims was 15.7 days, this is expected to be within target (14 days) for November onwards now that the backlog has been cleared.

**Changes to Council Tax and Housing Benefit Claims** - There have been 6,745 changes to process during Quarter 2 compared to 4,306 in Quarter 2 last year due to Universal Credit changes (a 56% increase). This has had a big impact on the average processing time as the team clears the backlog that had built up.

Housing Benefit changes are now being processed within the target of 4 days whereas changes to Council tax support for October was 14 days on average – down 11 days from the previous month. From November onwards it is expected that the processing time for changes to council tax support will be brought back into the target range of 4 days.





## 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 (HMS) and Repairs Processes, regenerate our housing stock, tackle homelessness, support refugees, and support on the provision of affordable homes.

**Housing Management System:** The HMS implementation project continues with anticipated go-live of May 2025. In Quarter 2, the Repairs Finder and ASB modules have been finalised, and we have commenced the 'Engage' element, the customer self-serve portal, which is a key area of improved functionality with the new system.

**The Yorke Drive Regeneration Scheme:** Revised drawings were submitted to planning on the 15th October against the Yorke Drive reserved matters application. The application now covers the full estate regeneration (rather than multiple applications) including the pavilion and playing field provision. A further report is on the November Cabinet agenda.

**Alexander Lodge** held a launch event on 31st July 2024, which was attended by current and former residents, refugee families, elected members, and the Housing Portfolio Holder. The day featured popular activities like grow your own, plant pot decorating, and hook a duck, with educational partners taking referrals.

Alexander Lodge supported 26 people this quarter, with residents maintaining the accommodation to a good standard. A Facilities Site Supervisor has been appointed, which is improving the upkeep and turnover rate of accommodations. Anecdotal feedback from residents shows positives experiences, with residents and visitors specifically commenting positively on staff support and the quality of accommodation.





## Increase Supply, Choice and Standard of Housing

### Tackling Homelessness and the Effects of Homelessness.

Homelessness remains one of the most pressing social challenges of our time, affecting individuals and families across our communities. The new Homelessness and Rough Sleeper Strategy for 2024-2027 aims to address this urgent issue through comprehensive and innovative approaches. By focusing on prevention, intervention, and support, this strategy seeks to reduce homelessness and mitigate its far-reaching effects, fostering a more inclusive and supportive society for all. This quarter we have undertaken the following:

- **Homeless Women's Census 2024:** We led on the county wide Homeless Women's Census to identify numbers of women homeless and not having a safe place to stay. The week-long census gathered data about women's experiences around homelessness directly from women across the district and indirectly through services and agencies that support women vulnerable to homelessness. 22 surveys were completed by women during that week, with 18% women being from the Newark and Sherwood District, with an additional 79 women identified by other services and agencies as not having a safe place to stay across the county over a 3-month period. This will feed into our strategy as part of our targeted delivery plan.
- **Effects of Homelessness:** Looking at relevant data, it has been identified that numbers of suicides and drug related deaths within the rough sleeper community are high, even after accommodation has been secured. To enable appropriate and targeted support as part of our delivery plan, we have agreed arrangements with the Nottinghamshire Safeguarding Adults Board to consider all rough sleeper deaths across the county for a Safeguarding Adults Review.
- **The Furniture Project** continues to support our tenants and homeless households' source affordable furniture. When considering tenure, this quarter 64% of referrals have been for those living in or moving into a council owned property.

## Women's Rough Sleeping Census

Newark and Sherwood District Council is participating in the Women's Census!

In the last week of September, we will be talking to women about their recent experiences of not having a safe place to stay. This research will help us understand women's experiences with homelessness and rough sleeping and advocate for improved support and services for women.

Can you tell us about your experience of homelessness ?

We'd love to help you help! We have a short survey to complete with you this week, from the **23rd to the 29th of September**.

Your participation is completely anonymous; we won't ask for your name or any personal details about you.



Ask a member of staff about the women's census survey

If you're interested in taking part, please speak to a member of staff to find out more. The survey is open to all women and non-binary people who have recently experienced having nowhere to stay and feel connected to the survey's gender-related themes.



This research is being organised and led by Single Homeless Project and Solace.



Single Homeless Project

solace





## Increase Supply, Choice and Standard of Housing

**Housing Allocation Scheme:** The Draft Allocation Scheme Report was presented to Cabinet in July and was approved for consultation release. An 8-week consultation period commenced on 2 September 2024. The consultation is on our website, and copies were distributed to local registered providers and support agencies. The NSDC Tenant Sounding Board have been approached for their feedback. The Consultation closes on 1 November 2024.

**Supporting Affordable Housing:** During Quarter 2, the consultation on the Draft Interim Affordable Housing Supplementary Planning Document (SPD) and Draft Solar Energy SPD consultation closed and the Planning Policy Board endorsed the presentation of the document to the July Cabinet.

### **Arkwood Developments Ltd:**

In May 2018, the council incorporated Arkwood Developments Limited to develop open market housing for sale. The key objectives of the company are to support housing growth that meets existing and emerging needs of Newark and Sherwood District Council, to bring forward sites that other private sector developers are not interested in developing, develop mix of house types to meet local demand, to prevent land banking, and to provide additional income stream to the council to fund its services.

A development has commenced for 32 houses in Manea, Cambridgeshire.

In Wirksworth, Derbyshire, contract terms have been agreed with a build partner to enable us to enter into contract for 30 houses, subject to successful planning permission being granted.

In Long Benington, we secured land for development with a conditional exchange of contracts subject to planning permission. We are progressing pre-application works, including site surveys and designs in readiness for submitting a Planning Application by Quarter 4 2024.



# Measuring Success

Quarterly Indicators	Quarter 2 22/23	Quarter 2 23/24	Quarter 2 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Responsive Repairs - telephony - average length of time to answer call (seconds)	60.0	77.0	No Data Rec'd	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	11,611	11,881	10,219	Demand
Number of commercial planning applications	14	5	9	Trend
Number of residential planning applications	98	75	54	Trend
Number planning applications - major	37	19	11	Trend
Number planning applications - non-major	530	403	363	Trend
Number of private housing disrepair complaints received	New For Q1 24/25	New For Q1 24/25	48	Trend
Number of notices issued relating to private rented properties	New For Q1 23/24	0	1	Trend
% of repairs reported online	New For Q1 24/25	New For Q1 24/25	No Data Rec'd	Trend

## Exploring our performance

**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 4, residential applications have decreased by 21, non-major applications have decreased by 40 and major applications have decreased by 8.

The number of applications being received nationally continues to be low, reflected within our numbers when compared to corresponding period in previous years. As previously reported, it is anticipated that the lower numbers are as a result of the introduction of mandatory biodiversity net gain (introduced on 14th February 2024). Furthermore, it is assumed that there is a precautionary approach in the residential sector at present following a change in

# Measuring Success

All Other Indicator Types	Quarter 2 22/23	Quarter 2 23/24	Quarter 2 24/25	Target 24/25
Average time spent in temporary accommodation (weeks)	8.5	13.6	10.8	13.0
Average time to re-let Council properties (days)	25.1	29.6	40.5	28.0
Amount of current arrears as a % of annual rent debit	1.73%	1.49%	1.89%	2.10%
% of rent collected from current tenants as a % of rent owed	98.3%	98.3%	97.9%	98.5%
Amount of current arrears	£429,342	£388,115	£546,641	£500,000
Average "End to End" time for all reactive repairs (calendar days)	15.3	15.4	19.6	16.0
% of repairs completed at first visit	88.5%	91.2%	87.9%	93.0%
% of homes with a valid gas certificate	87.5%	99.5%	98.8%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	98.9%	99.3%	99.5%	100.0%
Number of homes delivered through our housing development company Arkwood	29	60	87	Trend
Number of plots commenced to-date through our housing development company Arkwood	87	87	119	Trend
Number of long term empty properties in the district	New For Q1 24/25	New For Q1 24/25	845	Trend

## Exploring our performance

**Reletting Council Properties** – Process and resource issues continue to impact on our time to re-let our residential properties, combined with an increase in properties becoming vacant. We have undertaken a review of our processes and resourcing, including an external audit. The result of this has been a request for additional resources. We have re-let a number of longer term vacated properties this quarter but still anticipate performance to remain below target in Quarter three. It is unlikely the performance will improve until additional resources are in place. This indicator will not meet it's target in the 2024/25 period.

**Gas Compliance** - 31 cases are with our legal team. Cases can take three to four months to get to court or resolution. Contractor performance has improved, but we are not operating a full two months in advance as there as been a shortage of engineers. We are undertaking weekly meetings with the contractor to improve performance , as well as undertaking high level monitoring on a daily basis. The contractor is currently finishing in-house training on a number of engineers to increase the resources and we are seeing gradual improvement each quarter, and we anticipate being able to see more measurable improvements towards our target by the end of the 2024/25 reporting period.



## 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.

**Clipstone Holdings site redevelopment:** The Planning Application for Phase 1, the commercial units, has been submitted. This will provide a range of high quality, affordable and energy efficient commercial units. Subject to approval, we are looking to commence on site in 2025.

**Shared and Rural Prosperity Fund Programmes:** UKSPF and REPF projects continue to progress in the final year of the current tranche of funding (ending March 2025). Projects supported sit across 3 investment themes of communities and place, people and skills and supporting local businesses.

Outputs within Quarter 2 include:

- 84 additional participants enrolled onto UKSPF skills and employment programmes
- 96 additional residents completing volunteering
- 53 additional businesses receiving 121 support or guidance to improve processes, increase productivity or introduce new to firm
- 60 additional participants in UKSPF education or training
- 26 community events delivered

Some examples of businesses supported this quarter through UKSPF and REPF include:

- The Sherwood Food and Drink Company, Hockerton, received funding through REPF towards the purchase of key manufacturing and production equipment to support the scale up of their local oat-based milkshake business, 'Devoated'. The project safeguarded two jobs, supported the future recruitment of one job, introduced new products to market to help significantly grow the business.
- Norwood Park Events Venue, and Golf course invested in EV chargers with UKSPF support, enhancing their facilities and promoting greener transport.

The owner of Devoated, Oliver Christy

*"The Rural England Prosperity grant funding has been instrumental and essential in enabling us scale up our operations and support our business plan...we have been able to fit out our unit and purchase equipment much quicker than we would have otherwise been able to do."*

Chief Executive of Norwood Park, Events Venue and Golf course, Tim Eatherington.

*"The EV chargers are a great addition to our facilities, as they allow us to accommodate more customers and guests, and also encourage them to use greener modes of transport. The grant funding from UKSPF has been very helpful in making this project possible."*

# Measuring Success

Quarterly Indicators	Quarter 2 22/23	Quarter 2 23/24	Quarter 2 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Total number of people supported to access education or training through UKSPF	New For Q1 24/25	New For Q1 24/25	126	Trend
Number of businesses receiving non-financial support (e.g. 1-2-1/workshops)	New For Q1 24/25	New For Q1 24/25	98	Trend
Number of work experience placements offered at differing levels of education within NSDC	New For Q1 24/25	New For Q1 24/25	21	Trend
Number of apprenticeships commenced at all educational levels within NSDC	New For Q1 24/25	New For Q1 24/25	1	Trend
<b>All Other Indicator Types</b>				
Newark Beacon - % of occupied units	97.2%	67.3%	83.3%	88.0%
Commercial Property - % occupied units	98.6%	100.0%	100.0%	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	7,090	7,000



## 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:** The ASB re-deployable cameras have remained in the same locations within Quarter 2 with no new deployments:

- Newark town centre (Wilson Street) and London Road/Library Gardens – both cameras were due to be removed however at the point of removal, further incidents occurred. Both areas are repeated ASB hotspot locations, particularly during the summer months.
- Churchill Drive, Hawtonville – the incidents reduced following the initial installation in April 2024. The camera has remained in situ to deter over the summer months and to support the new PSPO introduced in this area.
- Kneesall Village – CCTV was installed due to the severity of crime and ASB perpetrated by residents. Injunctions were secured and have been served on the individuals involved.

This quarter, there have been 40 positive outcomes (arrest or Police/Council intervention) resulting from CCTV intervention.

In this same period, the CCTV Control Room were proactive in identifying 83 incidents for the police to follow up, and reactive to 259 requests from Police or Council officers.

A Certificate of Lawfulness, made as part of Safer Street 5, for the proposed erection of 2 lighting columns and 1 mounted CCTV was issued for Heron Way Car Park Balderton. The Certificate confirms that works can be undertaken as Permitted Development and are scheduled to commence in Quarter 3.

Permitted Development approval has been given for the installation of CCTV and Lighting to St Mary's Garden. Church faculty application has been submitted and is awaiting approval.

**Nights of Action:** During Quarter 2 we undertook weekly high visibility Hot Spot patrols in Newark Town Centre and Hawtonville. ASB hotspots, such as the Cemetery in Newark were also visited. This equated to equating to 104 hours in addition to normal patrols of the district. A night of action in Southwell was undertaken, where we raised awareness and engaged with members of the public.





## Reduce Crime and Anti-social Behaviour

### Rural Crime and ASB Prevention:

### Environmental Crime Reduction:

Fly-tipping is a significant issue across the country but in a report released this year, Newark and Sherwood District Council has been ranked highly for the efficient way in which their officers respond to incidents and deal with offenders. In the Government's Local Authority League Table, Newark and Sherwood has been ranked as the best district or borough in Nottinghamshire and has scored 2nd place across the whole of the East Midlands for incident to Fixed Penalty Notice ratio and 4th for FPN totals.

The concession contract with District has continued over the course of Quarter 2 with Fixed Penalty Notices being issued for environmental offences including littering. The data is contained in the performance indicators underpinning the Community Plan.

In Quarter 2 we issued

- 36 Fixed Penalty Notices for fly tipping
- Five notices on a business for failure to produce waste transfer and waste carrier documentation.
- Two notices for abandoned vehicles
- Six CPNW notices in relation to environmental crime.
- One section 59 notice on a landowner for failing to secure their property against repeated fly tipping incidents and neglecting to remove accumulated waste
- 239 fines for littering and dog fouling

In September we ran a joint operation with the Police and the Environment Agency conducting vehicle stops and checks in the Newark area and joint inspections of Waste and Scrap sites in the vicinity. On this occasion we didn't find any vehicles to stop, the main focus was on site inspections and the vehicles spotted had been checked previously so we knew they were compliant.

We have also adopted a new public space protection order to prevent unauthorised access for certain vehicles to Eakring Road. Eakring Road has been used as an access point for vehicles to enter Sherwood Forest where industrial-scale fly-tipping has taken place over many years.





## Reduce Crime and Anti-social Behaviour

### Community Crime Prevention

**Promoting the Reporting of Anti-Social Behaviour:** To raise awareness and encourage reporting of Anti-social Behaviour we have been involved in joint events within the community with Nottinghamshire police:

- An evening drop-in session Cleveland Square Community Centre, followed by patrols of the Hawtonville area
- Community Beat Surgery and Bike Marking Event at Farndon. The event received a positive turnout and approximately 6 residents took the opportunity to raise and discuss local issues. Over 25 bikes were security marked throughout the evening.
- **Operation Cognition:** We also undertook an evening patrol with Nottinghamshire police, where we engaged with members of the public to raise awareness on the effect of the use of Cocaine, with alcohol. Questionnaires were completed and safety items were given out such as Scrunchie drink covers, bottle stoppers, personal alarms and torches. Nottinghamshire Police will use the results of the questionnaires to inform their decision making around drug and alcohol policing.



### Recent Legal Actions and Community Safety Efforts:

**Shopwatch** proved its value on 13 September when a well-known Ollerton shoplifter was jailed for 10 months for breach of Criminal Behaviour Order (CBO) and Shop Lifting, (CBO jointly secured by Police and NSDC) at Nottingham Crown Court. Neighbourhood Officers used the scheme to alert local shop staff, enabling Police to catch the perpetrator in the act.

- **Injunctions:** In July 2024, 2-year Injunctions were secured on two individuals causing nuisance in a village on the Sherwood side of the district.
- **Closure Orders:** We secured two partial Closure Orders on a property on Yorke Drive and Strawberry Hall Lane on the 12 September. Over the past 3 months, we have worked closely with Nottinghamshire Police, and priority patrols have taken place on the estate daily, and these remain in place.







## Reduce Crime and Anti-social Behaviour

### Community Engagement and Collaborative Efforts to Address Anti-Social Behaviour:

#### Deliver 'Safer Streets' projects:

##### Water Safety Day:

As part of the Safer Streets 5 initiative, we organised a Water Safety Day in conjunction with Nottinghamshire Fire and Rescue Service and Nottinghamshire Police. Due to inclement weather, this was held at John Hunt School rather than Balderton Lake as planned. 56 Year 5 pupils took part in the event, which included a presentation on water and safety, demonstration on wearing a fire suit and breathing apparatus and Q&A sessions. Pupils were given a tour of the Fire Appliance Vehicle and shown the equipment used, they then took turns launching a throwline. Meanwhile the Police allowed the children free access to their riot van, they could choose to experience being shut in the cell and held a riot shield. The aim of the event was to raise awareness of safety and water, but also to build trust and foster relationships between children and the Blue Light Services.



##### Youth Pod:

Safer Streets funding has also funded a new youth pod at Coronation Street Park and playing field in Balderton. This pod gives young people a safe space to 'hang out' and socialise. New CCTV cameras, benches, and bins have also been installed to help promote feelings of safety and keep the area cleaner. The pod continues to be well used, and figures show a reduction in ASB in the vicinity. Feedback from young people has been positive, saying that they feel safe in the pod as it's covered by CCTV, and that it is a great place to "chill".



Oliver said: "I like it, good for shelter. Now I know there's a camera pointing at it, I feel a lot safer."

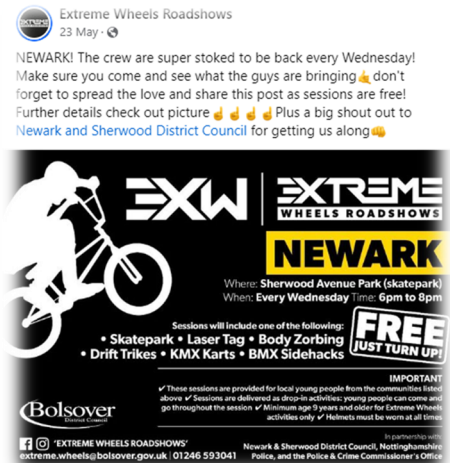


## Reduce Crime and Anti-social Behaviour

### Developmental Crime Prevention

#### Early Intervention and Youth Diversionary Activities:

- Weekly **Extreme Wheels** sessions continued to be popular at Sherwood Avenue Park, Newark, in August they moved to Edwinstowe.
- Working in collaboration with Friends of Southwell Parks, and the Co-op Local Community Fund, we have been able to support **Skate Nottingham's** incredible coaching team to run Friday after school sessions in July, and three Saturday afternoon sessions in September. The sessions were available to all ages 7+ from absolute beginners to confident skaters looking to get trick tips and 'hype' from coaches and fellow enthusiasts.
- Safer Streets 5 funding, enabled 440 Year 9 and 10 pupils to benefit from the **'Prison! Me! No Way!'** project, run by The No Way Trust



([www.pmnw.co.uk](http://www.pmnw.co.uk) ). The No Way Trust provides real-life learning experiences for children and young people between 8 and 18, to help reduce risky behaviour and prevent them from becoming involved in crime. Their two-day visit raised awareness on the causes, consequences, penalties and impact of crime. Feedback was extremely positive, with the school commenting on, "how incredible the staff and students have found the last two days", with teachers stating "they witnessed the quality and impact it was having" on their students.

- **ASB Panel** continues to meet monthly, 10 new young people have been referred to the panel during Quarter 2. As part of our interventions with young people, referrals are made to the Hill Holt Wood project and Mending Lines fishing project. Within Quarter 2, two young people entering Acceptable Behaviour Contract (ABC) have been referred to both projects.



# Measuring Success

Quarterly Indicators	Quarter 2 22/23	Quarter 2 23/24	Quarter 2 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Fixed penalty notices for fly tipping (number issued)	New For Q1 24/25	New For Q1 24/25	71	Trend
Number of fixed penalty notices issued for all environmental offences (excluding fly tipping)	New For Q1 24/25	New For Q1 24/25	645	Trend
Community protection notices/warnings (number issued)	2	11	13	Trend
Number of positive outcomes resulting from CCTV intervention	New For Q1 23/24	83	87	Trend
Number of evictions (anti-social behaviour)	1	1	0	Trend
<b>All Other Indicator Types</b>				
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	5.0%	9.0%	10.0%	8.0%
% reduction in all crime - Newark & Sherwood District compared against County area	-20.0%	1.0%	2.0%	7.0%

## Exploring our performance...

Our crime and anti-social behaviour is compared as a percentage above or below the county average.

Nottinghamshire County Council have had an 8% reduction in ASB, while our district had a 10% reduction. Our District has seen a greater reduction, therefore indicator is green.

Across Nottinghamshire there has been a 7% reduction for all crime whereas we had a 2% reduction. Our District has seen a reduction in crime, that is not as great as the reduction County have seen, therefore our indicator is red. In terms of volume, we had 50 fewer crimes reported when compared to the same period 2023-24.





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;

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.

**Environmental Protection Activities:** the Council was successful over this period in obtaining a new Public Space Protection Order for Eakring Road. PSPOs in relation to other parks and green spaces have been re-freshed relating to dog-fouling, dogs being on leads and preventing disposable barbecues in our green flag parks where issues have previously been noted.


**Sherwood Avenue Park:** The new children’s play area opened in time for the last two weeks of the school summer holidays. Featuring 10 pieces of new, accessible play equipment including a zip-wire, the new area has proved popular with the community and users. Work has commenced on the new water play feature, as well as the fitness zone and the new skatepark.





Newark Town Mayor, Councillor Diane Ledger:

*“It is great to see the work developing especially with the skate park. A number of local skaters have been extremely supportive in developing the design for the skate park and I know they will be extremely excited to see their vision finally come to fruition. The play zone has been very popular since opening. As a parent of young children myself it is always nice to be involved in a project that brings a smile to a child’s face.”*



#### All comments ▼


- 


**Debbie Codd**  
So far it's a great park, looking forward to the water stuff, the kids will love it...

5w Like Reply Edited 2 
- 

**Jeremy Rowe**  
It's great to see how busy it is whenever I walk past.

5w Like Reply 
- 

**Nicola Tranter**  
Looking good 

5w Like Reply 





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

### Community Engagement and Recycling Initiatives:

This quarter we have looked at the following data to inform approaches we can adopt to promote and encourage positive behavioural changes around recycling:

- Recorded missed residential bins due to contamination
- Contamination percentage rate recorded by Veolia
- Percentage of recyclable materials disposed as general waste

As a result of this work, three approaches are being rolled out.

#### 1. Implementation of a Recycling App:

This innovative app will champion positive recycling actions through education and incentivised reward schemes. This will enable us to have a wider reach with the same, consistent message, and help increase the recycling rates, reduce contamination rates, and improve the natural environment through a reward scheme.

Features of the app that will be hugely beneficial in helping deliver this message are the following:

- Artificial Intelligence (AI) technology to help identify if an item can be recycled in our bins
- Incentivised reward scheme with substantial monthly cash prizes
- Geofenced to our district to enable us to run localised events through the app

Next Steps: We are looking at launching the application by Quarter 4.



#### 2. Digital Resources for Communities and Schools:

To assist educators in delivering positive behaviour changes in educational establishments, a suite of digital resources – specific to our recycling schemes – has been prototyped and tested. The sources, the form of interactive games and learning materials, addresses the following areas:

- Why we should recycle
- What goes in each of our bins
- The two types of contamination
- What happens to the district's recycling and general waste

The resources have been tested by a primary and a secondary school in our district, their feedback has been evaluated and changes are being made based on feedback.

Next steps: Resources will be available on the NSDC website and sent to schools in Quarter 3:

#### 3. Contaminated Bin Review:

A plan has been developed and approved to review residential contamination through the following targeted communication:

- A new contamination sticker, addressing common contaminants has been designed
- Recycling information will be sent out to residents of missed bins due to contamination
- Marketing of the recycling app as an education tool on contamination stickers
- Social media posts to share statistics with residents

Next steps: Targeted communications will run from December 2024 to February 2025.



## Measuring Success

Quarterly Indicators	Quarter 2 22/23	Quarter 2 23/24	Quarter 2 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Number of fly tipping incidents	775	788	813	900
Number of events held in NSDC parks	108	136	216	75
Number of loads rejected at Veolia's disposal facilities	New For Q1 23/24	0	0	2
Kg of residual household waste collected per household	245.8kg	242.4kg	Awaiting External Data	Trend
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	2,219	450
Number of targeted focus weeks	New For Q1 23/24	3	2	4
<b>All Other Indicator Types</b>				
% fly tipping incidents removed within 72 hours	97.0%	93.9%	98.8%	80.0%
Number of level 1 graffiti incidents not removed within 36 hours	New For Q1 23/24	0	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	2.1%	0.0%	1.4%	2.7%
% of failing sites - street and environmental cleanliness - detritus	0.9%	0.8%	1.1%	1.7%
% of all programmed Environmental Permitting Regulations inspections completed	76.0%	47.5%	92.0%	Trend

### Exploring our performance

**Number of targeted focus weeks** – due to staff changes and workload the focus week programme stalled in Quarter 2, however plans are in place for a week in October.



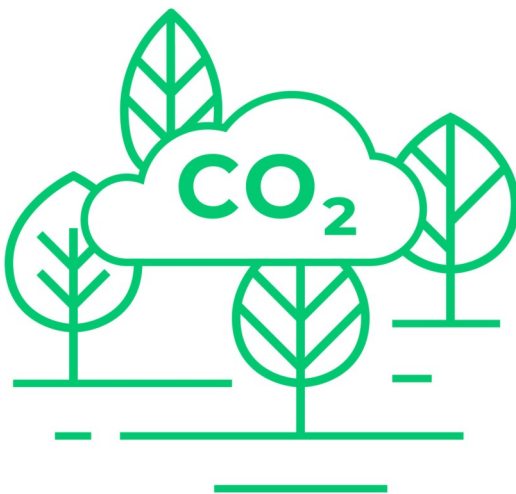
## Reduce the Impact of Climate Change

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:** A feasibility report has been produced setting out options for the future of the Brunel Drive and Farrar Close site. Formal reports will be presented to SLT and Cabinet in due course.



**Installation of Solar Panels:** Work on the five sites identified for solar panel installations has now completed with the last two sites being Sconce and Devon Park in Newark and the Dukeries Leisure Centre in Ollerton, with 200 solar panels have been fitted at the Dukeries Leisure Centre and 53 on buildings at Sconce and Devon Park.



*Councillor Susan Crosby, Portfolio Holder for Health, Wellbeing and Leisure: "I'm thrilled to see solar energy brought to two more of our sites which brings us another step closer towards creating a greener and more sustainable future for Newark and Sherwood."*

*"Leisure Centres play an important role in the health and wellbeing of our residents and it is vital that we do all we can to reduce their carbon footprint. I'm looking forward to seeing what results we can achieve now that these installations are complete, and how this larger scale, long-term investment will further our efforts towards achieving our carbon net zero goals."*



## Reduce the Impact of Climate Change

**Collaboration with the Carbon Trust:** A review meeting was held with Carbon Trust, where we explored our current position with regards to our carbon footprint, stationary emissions, transport and housing. The following actions / deliverables were agreed:

- The Carbon Trust will review existing surveys and assess the potential for carbon reductions across the Corporate Portfolio.
- The Carbon Trust will develop options to decarbonise the N&S Homes portfolio with deep and shallow retrofit options assessed for carbon impacts, potential costs and value for money.
- The Carbon Trust will engage with key council stakeholders to discuss targets and plans, aiding in the development of new pathways and targets towards achieving Net Zero.
- The production of Carbon Footprint and the Target Options Appraisal Report for us to implement, monitor and report against.



**Home Upgrade Grant Scheme Support:** The Home Upgrade Grant is a government initiative aimed at helping homeowners and landlords make energy-efficient improvements to their properties. By providing financial assistance, the grant seeks to reduce carbon emissions, lower energy bills, and promote sustainable living.

A principal contractor the Home Upgrade Grant (HUG) scheme has been procured.



28 Properties have been identified as eligible for the scheme, which equates to over 60% of our capital grant allocation the scheme. 12 of these properties are fully designed and waiting for final approval from Central Government for installation to commence, and the remaining 16 are in the survey and design stage.

An additional 22 have been identified as being potentially eligible, are currently being reviewed by Retrofit Assessors

to confirm their suitability before being passed to the installer for technical surveys.

It is anticipated we now have sufficient applications into the HUG scheme to utilise all the Council's grant funding allocation and this is expected to benefit up to 50 lower income households living in off-gas properties to achieve more affordable warmth.

**Renewing Oil Heating Systems with Air Source Heat Pumps and Solar Panels:** To improve affordability for tenants and reduce carbon emissions, we have upgraded 98 properties on oil heating systems to air source heat pumps heating systems and solar panels. We have four left to complete over Quarter 3. This will conclude our program for the 2024/25 period.





## Measuring Success

Quarterly Indicators	Quarter 2 22/23	Quarter 2 23/24	Quarter 2 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Number of Council homes with retrofitted energy efficiency measures	New For Q1 24/25	New For Q1 24/25	131	Trend
Total gas and electricity energy consumption across Council owned corporate assets	New For Q1 24/25	New For Q1 24/25	594,270	Trend
Total energy generated from solar panels on Council owned corporate assets	New For Q1 24/25	New For Q1 24/25	37,169	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	5	Trend
<b>All Other Indicator Types</b>				
% of household waste sent for reuse, recycling and composting	38.4%	45.0%	Awaiting External Data	40.0%
Number of missed bins (per 100,000 households)	63.0	72.0	66.1	45.0
Total number of garden waste subscriptions	19,042	20,779	21,638	20,000
Number of missed assisted collections	New For Q1 23/24	263	315	Trend

### Exploring our performance

**Missed Bins:** the new glass service with an 8 week schedule has been launched which are adding to missed bin totals. Reporting calculation is being reviewed to correctly reflect the additional 275,000 bins which we will be emptying.



## 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, and are included in the activities over the following pages.

The Open Doors programme has progressed positively during this quarter. Of note are two projects:

**Home Education and Specialist Education Provision:** During July, we concluded our 5-week arts award programme, and our young home educated group came together with their parents and carers to share their work in an informal exhibition at the Millgate Community Centre. Arts Awards Activities were also undertaken at Orchard School in Newark. 20 Arts Awards Explore's have been awarded, and 9 participants are looking to proceed to bronze level with us. Images below.



**Let's Get Creative**, a program of inclusivity and relevance, linked with the national curriculum, has been developed. The program includes music composition, drama workshops, prop making, videography, and recording to culminate in the creation of their own living Tableau Vivant and will engage with 30 key-stage-4 pupils over the course of the 2024/25 academic year, 10 each term. Successful participant will achieve their Trinity College London Explore Arts Award. Project delivery commenced with the first cohort of 10 in September 2024.



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

**Enhancing Family Engagement, Community Integration and Community Access:** We continue to deliver a wide and varied program of events at and out of the Civil War Museum, to appeal to a wide range of audiences.

### School Visits

The British Civil Wars appears on the curriculum in KS2, KS3 and at A level. This is a complex topic and schools value our ability to offer access to our collections and expert facilitators to enliven this historical period. Young people handle real and replica armour and weapons, meet a costumed character who leads them around the built heritage of the town and explains Newark's strategic importance during the Civil Wars, and also reenacts the trial of Charles I.



KS2 pupils with foam pikes arms and armour session

Younger pupils train as 'soldiers', go undercover as spies and role play the real besieged people in the town. We have built up a loyal following of schools who return each year and the number of enquiries from new schools is also steadily growing. We welcomed 656 pupils to the museum on school visits in July. 100% of these visits were evaluated by teachers as excellent. Comments on evaluation forms referred to how engaging and educational all the activities were, bringing the topic to life in an interesting, exciting fun and interactive ways. Evaluations also commented on how the impressive knowledge of the facilitators and their ability to



be flexible and patient, accommodating different learning needs and styles. Secondary schools' comment on how unusual it is to find a venue that offers the capacity to accommodate large numbers of pupils and that offers activities that are so central to the history curriculum across the age and ability range.

### Summer Holiday Family Engagement

We ran our popular 'Playhem' activity again during the school summer holidays in July and August. We filled our learning space with big blue blocks and other soft play materials that can be used for building, creative movement and imaginative play. This activity appeals to a wide range of families who value the freedom to engage in a low or no cost, cross generational activity. This year 1,180 people participated in this activity (651 children, 22 teenagers, 427 adults, 80 seniors) and 100% of participants evaluated the activity as excellent.

*"Thanks so much to all the facilitators-they were fabulous. Adam was amazing! His knowledge was amazing and his patience with the children was incredible. Thank you for an amazing day."*

Holy Trinity Catholic Academy,  
Newark July 2024



We ran Family Saturdays on the first Saturdays of July, August, and September, linking activities with our pop-up Byron Exhibition, Tudor Courtyard Garden and our cavalry collection. These Family Saturday events always include special family tours of the museum galleries, interactive activities such as musket drills and craft activities. Over the summer, 347 people took part in these events, the most popular of which was our September 'Cavalry in the Courtyard' in which reenactors on horseback rode into the Tudor Courtyard, presented stories of British Civil War cavalry soldiers and allowed visitors to interact with the horses. This was a very popular and accessible event which we plan to repeat next year.



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

### Enhancing Family Engagement, Community Integration and Community Access Continued...

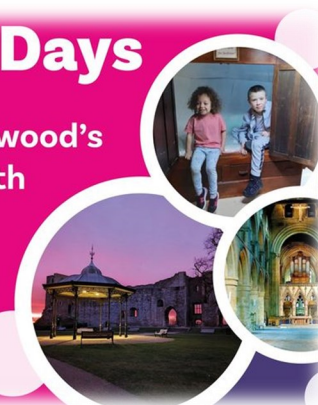
#### Heritage Open Days

In September, we offered a 'Behind the Scenes at the Museum' curator tour, a pop-up exhibition in the Palace Theatre Foyer and a Cavalry in the Courtyard event for Heritage Open Days and 486 people attended these events. These formed part of a Nationwide programme allowing special access to museum and heritage spaces usually closed to the public.

## Heritage Open Days

Experience Newark and Sherwood's Heritage like never before with Heritage Open Days

6 - 15 SEPTEMBER



We led 13 **Talks and Tours** during this period,

one on each Saturday. 80 people took part in these tours, which allow visitors to extend their experience of the museum to include the built heritage of the town. Tours alternate between civil-war and local history themes.

We collaborated with the Friends of the National Civil War Centre to create a new season of talks. Two talks have been delivered so far in September to a total audience of 27 people, with approximately one talk each a month to follow throughout the year. We hope to build this audience.

#### Young People

Hi! We are Will, Milly, Alice and Josh from Tuxford Academy.



We have chosen 12 objects that tell you all about the power of plants and their role in people's lives throughout history. Hunt for the flowers next to the objects we chose. They will help you answer the quiz questions. We have printed the flower signs on seed paper so the museum can plant them when the trail is finished!

In July we supported 11 young people on work experience from Toot Hill, Suthers, Sleaford, Newark Academy and Tuxford secondary schools. These young people co-created 4 family trails and 12 gallery resource bags with us. These co-created gallery resources have been praised by 'Kids in Museums' evaluators and cited as contributing to our nomination as Family Friendly Museum of the Year in the Best Small Museum category. We are committed to making sure that young people feel welcome in our spaces and to this end we ran training for 45 of our volunteers in how to understand, support and welcome young people to the museum.

We also received 15 strong applications for the Palace

Theatre's 'Our Past Your Future' Grant Award. This award was established during lockdown to support a young person under the age of 25 with £1500 towards a course related to any area of the arts. We shortlisted 4 incredible candidates who are aspiring arts teachers, musical theatre performers and sound technicians. We awarded the prize to a talented local performer, Tommy Storr (pictured) who has been supporting market square events. We were impressed with his commitment to giving back to the community and we look forward to working with him in the future. The other candidates were so strong that we were delighted that continued fund raising through our ticket sales to the Palace Theatre allowed a prize of £250 to be offered to each of the other candidates.



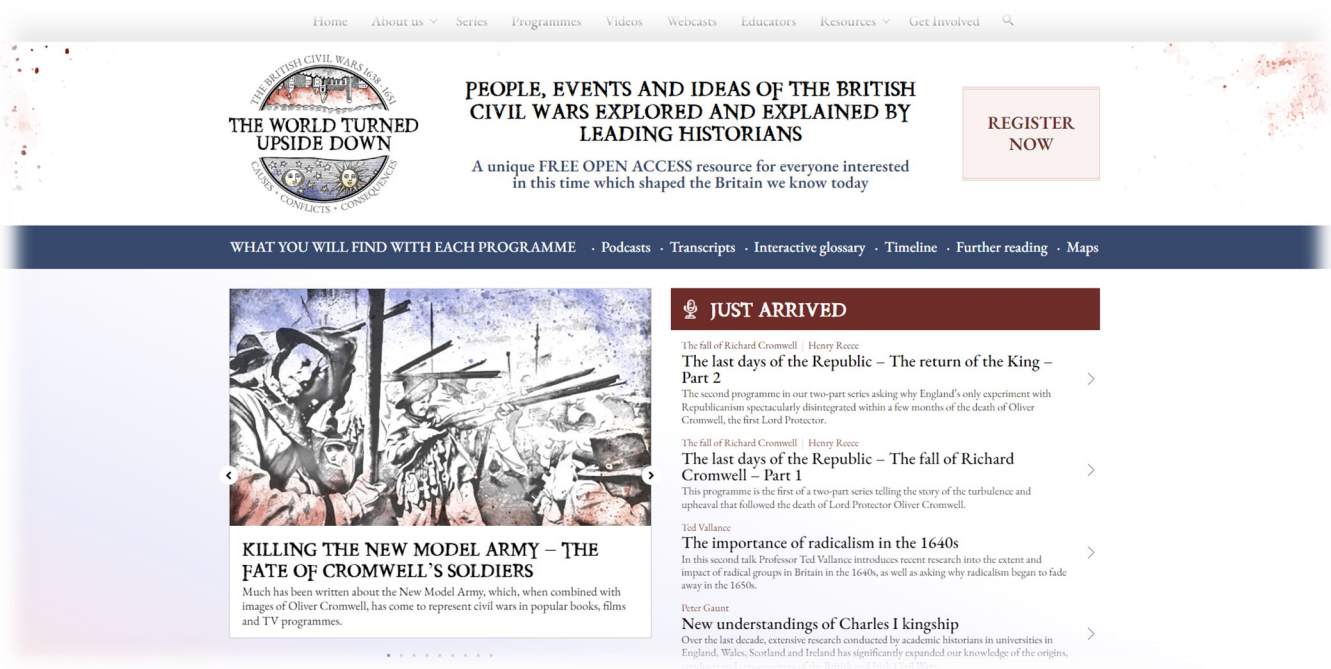


# Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

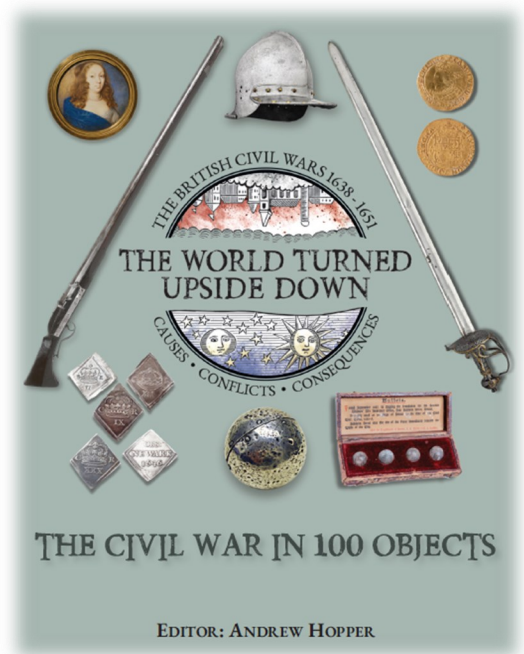
## Enhancing Family Engagement, Community Integration and Community Access Continued...

### National Profile as the centre for the study of The British Civil Wars

In order to ensure our continued relevance and connection to current research in the field, we are working to create a professional network for all sites across the country who tell the story of the British Civil Wars. In partnership with colleagues at the University of Oxford, we held a meeting of the Civil War Educators network on 3rd July which included 30 museum professionals, academics teachers and other educators who came together to share practice and discuss new research in the field.



We have worked with these and other partners across the country to collaborate on an exciting new publication: **A History of the Civil Wars in 100 Objects**. This will be published at the end of this year and will be sold in our museum shop and in similar venues across the country. In Quarter 2, we developed a suite of materials for secondary schools to accompany this publication. These materials include films recorded at the museum in September with local teachers and Professor Andrew Hopper from the University of Oxford, 3D scans of our collection as well as downloadable classroom materials and teacher guides. These will accompany the materials we developed for primary schools which have been welcomed by schools and can be viewed here <https://www.nationalcivilwarcentre.com/learn/upsidedownworld/>





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



**Seasonal Destination Marketing Campaigns and Brand Ambassadors:** We have successfully delivered several seasonal destination marketing campaigns to promote visitor attractions, working closely with accommodation and food providers, as well as event promoters. These fell under the Newark Creates Events banner, where we supported and delivered a range of events with core partners, including The Beach, Streets Ahead, and the Festival of Creativity. Notably, the Festival of Creativity saw our highest recorded Saturday footfall in 2024.

The **Newark and Sherwood Gift Card** design has been developed and designed. The launch will be in Quarter 3.

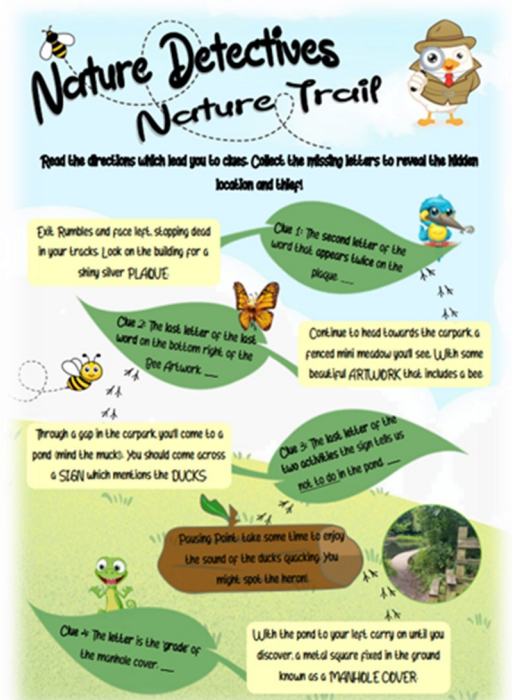
**Newark Cultural Heart Programme:** In Quarter 2, the programme included seven events, in the table below, across 24 event days in Newark town centre with both positive business and visitor satisfaction received. The events attracted an increase in town centre footfall of 3,830 visitors.



Event Name	Date
Newark Book Festival	11th - 14th July
Fish Boy	27th July
Newark on Sea	7th - 19th August
Cloudscapes in the Castle	11th August
Newark Festival	24th - 26th August
Tour of Britain	6th September
The Brick Show	7th September

**Supporting Community Led Days of Action:** We created a Summer Nature Trail at Vicar Water in Clipston for an event being run by Clipston Parish Council. The trail included a 'whodunnit' mystery for the young people to solve through clues and signage around the park with pausing points to enjoy the wonderful nature it has to offer. For smaller children there was a scavenger hunt specific to Vicar Water was provided for them to find objects and listen out for the nature in the park.

During August, we ran a paperless **Motion for the Ocean** fact finding trail for Newark on Sea. Using a QR code, answers could be submitted with the chance of winning a prize. It promoted the message of reduce, reuse, and recycle, and local shops promoted the event via posters displayed which contained the QR code.





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

**Supporting Community Initiatives through Grant Schemes:** We recognise the important contribution that local organisations make to improving peoples’ quality of life and that small amounts of funding can often help to get a project off the ground or enhance its impact. Our Community Grant Scheme aims to support district based registered charities, voluntary and community groups, societies or clubs with projects or initiatives that align to the Council’s Community Plan objectives. The Efficiency East Midlands (EEM) Small Grant Scheme, are awarded monthly, and aim to support groups who cannot access larger grants for reasons including not having a bank account or having fund below a threshold. Awards are always £500 or less.

Round 1 of the 2024/2025 **Community Grant Scheme** opened in May and closed in June, and grants were approved in July. The table below outlines grants awarded, their value, and the priority area within the Community Plan met.

Group Name	Community Grant Fund Payment Awarded	Priority Area Met
Support ME Maternal Project CIC	£7,101.00	Match
Winthorpe Allotment Association	£2,670.72	Cost of Living
Mending Lines	£4,906.32	ASB
Rainworth Miners Welfare	£5,000.00	ASB
Bilsthorpe Emergency Team	£4,238.00	Cost of Living
Urban Worm CIC	£2,722.50	Climate
Coddington and Winthorpe Cricket Club	£4,000.00	Match
Laxton Village Hall (Laxton Alive	£1,153.56	Cost of Living
Newark Steam Punk Society	£2,050.00	Match
Egmanton Village Hall	£3,000.00	Climate
Newark Food and Wellbeing Hub	£4,900.00	Cost of Living
<b>TOTAL AMOUNTS PAID</b>	<b>41,742.10</b>	





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

### Supporting Community Initiatives through Grant Schemes continued...

The Efficiency East Midlands (EEM) small grant scheme awarded 6 community groups funding to the value of £2,821.88, as detailed below. Round 2 of the 2024/2025 Community grant scheme opened on the 27th of September, and closes 28th October 2024.

Group Name	Payment Awarded
Community Sing-along	£455.96
Rainworth Remembers	£499.69
Elston Community Allotments	£408.49
Beaumont Walk Bingo Group	£471.62
Newark Active CIC	£495.14
Arthur Radford Social club	£490.90
<b>TOTAL AMOUNTS PAID</b>	<b>£2,821.88</b>

**Clipston and Ollerton Funding Feasibility:** Whilst we await confirmation of LUF 3 funds, Clipstone projects continued to progress over Quarter 2, as below:

- Clipstone Phase 1 (Holdings site) - RIBA stage 3, planning application submitted
- Clipstone Phase 2 (Sports) - RIBA stage 3, planning application submitted
- Clipstone Phase 3 (Vicar Water) – RIBA stage 3, planning application prepared for submission

Community consultation took place for Ollerton and Clipstone projects in July 2024 and results will feed into ongoing project development and planning preparations.

**Newark Castle Gatehouse Scheme:** In August, the architectural design team completed their designs to RIBA stage 4. These were submitted to the planning authority as an amendment to the existing plans and approved on 5th September 2024.

The Project Delivery Manager attended Newark Festival for two days with a display about the Newark Castle Gatehouse Project. We engaged and consulted with over 600 residents and visitors about future exhibitions and the brand identity of the castle and gardens.







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

### Supporting the Veteran Community

In August we attended Nottinghamshire County Council's Boots & Berets awards. These awards celebrate and recognise the important work that Nottinghamshire businesses do in supporting those that serve or have served in our Armed Forces. Including the work undertaken by organisations or individuals as part of their employment or on a voluntary basis, to support the wider Armed Forces community.

We were proud to have nominated Bilsthorpe Veterans Breakfast Club for the Community (Veteran) Award, which recognises how individuals, teams, and projects have worked to deliver effective approaches to support the sector within the Veteran community in Nottinghamshire. Bilsthorpe Veterans Breakfast Club were one of several groups nominated and were selected as the winner.

Following on from the awards evening, Councillor Jean Hall, Chair of Newark and Sherwood District Council and Councillor Neil Ross, Armed Forces Champion of Newark and Sherwood District Council visited the Bilsthorpe Veterans Breakfast Club to celebrate their incredible win at the Nottinghamshire County Council Boots and Berets awards!



## Measuring Success

Quarterly Indicators	Quarter 2 22/23	Quarter 2 23/24	Quarter 2 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Total footfall across all heritage and culture services and sites	New For Q1 23/24	39,899	51,533	50,000
Total number of admissions - National Civil War Centre	6,196	9,199	9,273	7,000
Total number of admissions - Palace Theatre	16,573	12,792	19,833	15,000
Number of people reached through direct participation and outreach	New For Q1 23/24	6,674	7,312	6,000

The theatre continues to see strong audience numbers and this trend can be observed going forward with pantomime ticket sales ahead of target.

National Civil War Centre high footfall has been supported by the strong family programme, including the extremely successful 'Playhem!' over the summer holiday period.

Participation and engagement events across the Newark Castle Gatehouse Project and the Open Doors programme are continuing to support outreach across the town and district.





## 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.

**Commercialisation Strategy and Action Plan:** An update report was tabled on 24th September's Cabinet meeting which reported progress against projects. This was measured against assumptions within the Medium-Term financial Plan of savings and income targets.

At the time of the report, the savings and income targets were for all four years were expected to be achieved through two initiatives:

- Reduction in the management fee for Active4Today
- Increase in Private Sector lifeline usage – having taken over responsibility for Mansfield District Council's customers.

A further update will be prepared alongside an update to the Medium-Term Financial Plan, to be presented to Cabinet in February 2025 and Council in March 2025.

**Communication Strategy:** The Communications and Marketing team are currently undergoing a restructure. This is in preparation for the delivery of the Communications and Marketing Strategy. The restructure will see four clear areas of focus for the team, Sales and Marketing, Corporate Communications, Internal Communications and Digital Communications. When the structure is approved and finalised, the strategy can begin knowing, at that point, it can be delivered.



**Customer Experience Strategy:** The Customer Satisfaction Officer recruitment is complete. The Team Leader vacancy has been filled and they will be in post by November 2024. This is a much-needed resource and part of the role will be to support the delivery of the Customer Experience Strategy.

agreed for a migration of a website hosting platform known as a content management system, that will provide a local government focused design and improved accessibility of all our Council owned websites, increasing the range and quality of the services online for our customers.

### Expanding Online Services:



### Expanding and Refreshing the Wellbeing and Engagement Programme:

We have been working with SLT and Comms to develop a new long-term campaign called 'investing in you', which picks up several themes in relation to staff wellbeing such as education on burnout and prioritisation skills, this also includes the launch of Ambition Academy, the Council's first ever Learning Management System launching in Quarter 3.



## Be a Top Performing, Modern and Accessible Council

**Staff Survey Implementation and Response:** The staff survey received the highest number of responses recently experienced, and the results show of the 357 staff who completed the survey 90% gave a positive response when asked whether NSDC were a good employer.



In addition, 91% of respondents agreed that they understood where their role fit in terms of the community plan objectives and an overall 'job satisfaction' rating of 79% was received in the main survey questions. Job satisfaction was also the most represented category in the free text final comments box where 61/93 comments were around satisfaction and all 61 were of a positive nature. That said, the results also show us that some staff are feeling under pressure due to their workload with only 58% agreeing that it is currently manageable. This was also reflected in the comments received from respondents where 90% of the 77 comments received on this them being negative. (the remaining 10% were neutral responses). In terms of other key comments, 66% of 96 comments received on the subject of satisfaction were positive. (this included general satisfaction, satisfaction with team). However, within that, 64% of the 22 comments received around recognition were negative. It is evident that some colleagues are finding it tougher than the majority and the themes of workload and recognition feature as the most prominent reasons for this. What is clearly evident however is that a significant majority feel valued, supported and proud to work for NSDC.



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### Recruitment and Retention Measures:

We have now reviewed 25% of job descriptions as part of our job evaluation scheme. The Zellis digital job evaluation system has been procured, developed, and tested, and we are currently piloting a sample of job descriptions to refine the system parameters.



## Measuring Success

Quarterly Indicators	Quarter 2 22/23	Quarter 2 23/24	Quarter 2 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Engagement rate with posts issued on NSDC Facebook and X combined	330,289	717,543	560,463	500,000
Contact Centre - telephony - average length of time to answer call (seconds)	142.0	135.0	127.0	120.0
No of digital web form transactions	15,803	27,596	27,006	18,000
% business rate collection	57.7%	55.5%	54.2%	49.1%
% council tax collection	52.4%	52.4%	51.6%	52.6%
No of phone calls presented to Contact Centre	62,920	57,814	57,926	Demand
No of face to face contacts (Castle House)	6,234	8,117	8,769	Demand
Satisfaction with lettings service	95.0%	92.0%	89.0%	95.0%
Satisfaction with careline services	New For Q1 24/25	New For Q1 24/25	100.0%	90.0%
Satisfaction with temporary accommodation	New For Q1 24/25	New For Q1 24/25	93.8%	90.0%
<b>All Other Indicator Types</b>				
% effective response to careline calls within 60 seconds (industry standard)	New For Q1 24/25	New For Q1 24/25	99.4%	97.5%
% of planning applications (major) determined in time	91.0%	93.0%	90.0%	90.0%
% of planning applications (non-major) determined in time	95.0%	93.5%	94.0%	90.0%
% invoices paid within 30 days - whole Council	98.3%	98.3%	94.6%	98.5%

### Telephone Engagement:

The average wait time in Quarter 2 was 113 seconds which is within the target of 120 secs, an improvement compared to 140 seconds in Quarter 1. Compared to the same period in 2023/24, calls are being answered 9 seconds

Quicker. Our focus is always to provide excellent customer service and resolve the enquiry at the first point of contact. We monitor daily demand for our services across all contact channels and wherever possible, ensure resource is allocated where the demand is. Customer demand is dependant on what is happening within the Council and nationally. We do try to work with business units to ensure that initiatives which cause an increase in customer demand do not happen at the same time but this is not always possible.

# 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.

Antony Whyton, Digital Projects Assistant, picked up the Courage and Bravery Award at **Newark and Sherwood Community and Sports Awards 2024**. Anthony incurred a life changing injury, requiring him to drive his life and career in a new direction. The award recognises Anthony's strength and courage in the face of adversity to overcome mental and physical challenges to rebuild and thrive.



**Long Service Award:** Congratulations to Jenna Norton, one of our Senior Accountants in Financial Services, who achieved 25 years' service on the 12 July 2024. An incredible achievement, well done Jenna!



**Suicide Awareness Day** serves as a crucial reminder of the importance of mental health and the need to support those who may be struggling. This year's we ran a webinar and free introductory training to raise awareness and encourage staff to train, talk and tackle mental health.

# 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	3.5	3.4	2.9	3.3
% of staff turnover	New For Q1 23/24	8.0%	6.0%	6.5%