

NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Policy & Performance Improvement Committee** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Monday, 10 February 2025 at 6.00 pm.

PRESENT: Councillor M Pringle (Chair)  
Councillor N Ross (Vice-Chair)

Councillor N Allen, Councillor A Brazier, Councillor C Brooks, Councillor A Freeman, Councillor J Hall, Councillor R Holloway, Councillor R Jackson, Councillor D Moore, Councillor P Rainbow, Councillor K Roberts, Councillor T Thompson and Councillor T Wendels

IN ATTENDANCE: Councillor S Crosby, Councillor S Michael and Councillor S Saddington

APOLOGIES FOR ABSENCE: Councillor M Spoons

67 NOTIFICATION TO THOSE PRESENT THAT THE MEETING WILL BE RECORDED AND STREAMED ONLINE

The Chair advised that the meeting was being recorded and live streamed from Castle House.

68 DECLARATION OF INTEREST BY MEMBERS AND OFFICERS

Councillor T Wendels declared an Other Registerable Interest in Agenda Item No. 5 – Bassetlaw and Newark & Sherwood Community Safety Partnership Progress and Performance Update and Review of Priorities as an employee of the Nottinghamshire Police Authority.

Councillor J Hall declared an Other Registerable Interest in Agenda Item No. 5 – Bassetlaw and Newark & Sherwood Community Safety Partnership Progress and Performance Update and Review of Priorities as an elected Member of Balderton Parish Council who had received funding from Safer Streets 5.

69 MINUTES OF THE MEETING HELD ON 25 NOVEMBER 2024

The minutes from the meeting held on 25 November 2024 were agreed as a correct record and signed by the Chair.

70 BASSETLAW AND NEWARK & SHERWOOD COMMUNITY SAFETY PARTNERSHIP PROGRESS AND PERFORMANCE UPDATE AND REVIEW OF PRIORITIES

The Committee considered the report presented by the Business Manager – Public Protection and Inspector Charlotte Ellam from the Nottinghamshire Police Authority which sought to provide Members with an update on the performance data and activities for crime and ASB across the Bassetlaw and Newark & Sherwood Community Safety Partnership.

The report set out the 2024/2025 crime and ASB performance when compared with the previous year and also introduced the new Community Safety Partnership Strategy and Delivery Plan.

In considering the report, Members asked questions of the Business Manager and also Inspector Charlotte Ellam of the Nottinghamshire Police Authority, who was in attendance at the meeting.

In noting the 1.6% increase in all crime but a reduction in ASB, a Member queried whether the reason for this was known. Inspector Ellam advised that there had been a number of burglaries in the town centre together with auto-crime and drugs related offences which had all contributed to the increase in crime.

A Member noted that the replacement programme of CCTV cameras were for those located in the Newark area with one being in Southwell but none for the rest of the district. The Business Manager advised that the oldest cameras were to be replaced first and then a 10 year programme of replacements would commence across the whole estate.

In referring to paragraph 5.4 of the report – Immediate Justice, a Member queried how successful the pilot scheme had been. The Business Manager advised that funding from the Police & Crime Commissioner had enable a dedicated Officer to be engaged to deal with this. Feedback from the scheme was that the interaction with individuals had been profound and that it was hoped that it would continue. Inspector Ellam added that the context for the project had been borne from public opinion that waiting for justice was frustrating. This project had enabled justice for low level crime to be carried out swiftly. A final data analysis was awaited on the success of the scheme.

In noting that speeding was not included as a key theme as reported in paragraph 3.2 of the report, a Member queried as to whether it was not considered a serious enough offence. The Business Manager advised that the use of cameras by community groups continued to be supported and that speeding was still being monitored even though it was not logged as a theme.

In response to whether the Public Spaces Protection Orders/Dispersal Order at Balderton Lakes, Lakeside Shopping Centre, Coronation Park, had resulted in a positive change in relation to ASB, Inspector Ellam confirmed it had resulted in a significant reduction in ASB at that location.

A Member recalled that previously a discussion about the use of microphones in CCTV cameras had been held and queried whether this had ever been agreed. He also queried whether CCTV footage was being used in prosecution cases. The Business Manager advised that footage was frequently used and would look into whether the use of microphones had ever been examined.

A Member noted that a previous report to Cabinet had indicated that the relocation of the CCTV Control Room would be funded from the Newark Town Fund, querying whether this remained unchanged. The Business Manager advised that the funding stream had been amended. She also advised that the current CCTV Control Room

partnership with the other local authorities was due to end in 2026. It was confirmed that a report on the amended funding arrangements was being presented to Cabinet on 18 February 2025.

In closing the debate, the Chair sought any comments from Members they wished to be forwarded to Cabinet for consideration prior to their review and adoption of the CSP Strategy and Delivery Plan in April 2025. A Member commented that he would like to request Cabinet to reconsider their decision to relocate the CCTV Control Room from the Police HQ at Sherwood Lodge to Newark and associated loss of revenue.

AGREED that:

- a) the Community Safety Partnership performance information be noted; and
- b) Cabinet be requested to clarify the source of funding for the relocation of the CCTV Control Room.

#### 71 CUSTOMER FEEDBACK - HALF YEAR 1 - 2024/2025

The Committee considered the report presented by the Director – Customer Services & Organisational Development which sought to provide Members with customer feedback that had been submitted across the whole of the organisation. Appendix A attached to the report provided feedback for the first half of the 2024/2025 year and was a comprehensive look at complaints received, thereby demonstrating that, as an organisation, complaints were taken seriously and learned from.

Prior to opening the debate, the Chair commented that as the Member Responsible for Complaints (MRC) it was his role to oversee complaint handling and that it included ensuring that elected Members reviewed complaints during their quarterly performance assessments and also that there was effective complaint handling. He noted that the Customer Feedback Policy had recently been updated to comply with both the Housing Ombudsman Complaint Handling Code and the Local Government and Social Care Complaints Handling Code.

In considering the report and noting the increase in the number of complaints in relation to the delivery of the repairs service, a Member queried whether the performance of contractors who were responsible for carrying out repairs were monitored against their Service Level Agreements. The Chair advised that clarification on this would be sought and shared with Members.

In closing the debate, the Chair commented that an increase in complaints was not necessarily negative. He noted that responses received were recorded and responded to in accordance with the Customer Feedback Policy but that work continued to improve the number of complaints received.

AGREED that the Customer Feedback Half 1 report be noted.

The Committee considered the presentation delivered by Councillor Susan Crosby, the Portfolio Holder for Health, Wellbeing and Leisure.

Detailed within the presentation were a number of topics the Portfolio Holder expanded on, including: sporting infrastructure; Play Pitch & Outdoor Sport Strategy; Sport & Recreational Facilities Strategy; Active4Today Leisure Provision; Section 106 Funding Allocations; Tour of Britain; Run Archery; Paddle to the Castle; Park Run; Delivery of NSDC's Health & Wellbeing Strategy; Urgent Care at Newark Hospital; Strategic Partnership with Sherwood Forest Hospital Trust; NCC's Health & Wellbeing Board representation; focus on the preventative angle of the NSH 10-year plan; local public health campaigns; designing services and activities around community need; cost of living activities; and workplace health.

The Portfolio Holder also identified topics for the year ahead; 2025 paddleboard with some 400 competitors; Darwin Park new changing facilities; delivery of 3D pitches; investing in communities place work – expansion into Ollerton; carers support with a roadshow and engagement activities planned; events based on cookery/baking; development of each GP surgery Patient Participation Group to strengthen the patient voice.

A Member submitted a pre-question to the Portfolio Holder querying the latest position in relation to Southwell Leisure Centre, specifically regarding the Council's move to mediation with the Trustees. The Portfolio Holder advised that a meeting had been held between the Council and the Trustees in August 2024. The Trustees had sourced quotations for repairs to the swimming pool and had requested that the Council review those and the Council found the quotations to not offer value for money. The current situation was that the Council had entered into mediation with the Trustees to try to find a resolution. The Member thanked the Portfolio Holder for the update.

In relation to health inequalities across the district and the legacy of the former mining colliery villages impacting on those residents' life expectancies, a Member queried what specific measures were in place to encourage the use of existing facilities including healthy eating promotions. The Portfolio Holder advised that residents were participating in the cookery and baking events but would provide more additional detail on what specific measures were in place. It was noted that Active4Today were also promoting diabetes awareness.

A Member commented that in relation to fitness and health, the Council previously had a team of officers who liaised with grass root sports clubs and ran seated exercise classes, querying whether this was still active. The Portfolio Holder advised she would raise this query with Officers and provide a written response.

In relation to an Urgent Treatment Centre at Newark Hospital, a Member queried whether there was any available data to suggest that this was being used as an alternative when a GP appointment could not be made. The Member also referred to the call for a 24-hour provision, querying whether the Portfolio Holder thought that the funding required to provide that might be better spent at a local level in primary

care in local communities and whether there was any available cost analysis for that. The Portfolio Holder advised that discussions had been held with the Integrated Care Team on what facilities were available for residents. She added that she was considering options to inform Members of the various facilities so that they could share the information with their residents. The Integrated Care Team had advised that there was insufficient people/infrastructure to justify an overnight provision. In response, the Member queried whether the Portfolio Holder was actively lobbying for the reinstatement of the shuttle bus service between Newark Hospital and Kings Mill Hospital and that members of staff also be permitted to utilise the service. The Portfolio Holder welcomed the question and suggestion.

In referring to the Yorke Drive redevelopment scheme and the disproportionate life expectancy in deprived areas, a Member queried whether the Portfolio Holder had been invited to be involved with the scheme. In response, the Portfolio Holder advised that the planning application required approval prior to any involvement from her but thanked the Member for the suggestion.

In relation to life expectancy and the use of leisure centres, a Member stated that there was no evidence to support this. She added that someone's life expectancy was determined by other aspects of lifestyle and type 2 diabetes. The Council could note the issue but were not in a position to solve the matter. She referred to the work of the Active Lifestyles Working Group noting that it was about getting people active and not just in a leisure centre and that public transport/access was a contributing factor.

A Member noted that a lack of physical activity was a factor in life expectancy. He queried whether low impact activities, such as Nordic walking, were promoted. This assisted with a person's fitness levels but also contributed to improvement in mental health. In referring to the focus of a provision of an Urgent Treatment Centre overnight at Newark Hospital, he queried whether there were alternative ways of delivering the outputs, noting that a building staffed all night was not necessarily required but access to 24-hour care, 7 days a week was, without having to travel to access treatment was the ultimate aim. The capacity of service provision needed to be reviewed and he requested that the Portfolio Holder raise the suggestion with the Integrated Care Board. The Portfolio Holder thanked the Member for their suggestions.

In relation to an increase in urgent care provision, a Member queried what the next steps were that the Portfolio Holder was to take to facilitate an increase in care at Newark Hospital. The Portfolio Holder stated that there had been improvements in service provision but any increase could only be provided by the health service and not the Council.

A Member noted that the Active4Today Board were interested in the work of the Portfolio Holder and would provide her with details of the work they were undertaking with schools. He noted that leisure centres dealt with a significant number of GP referrals and would like to provide this information to the Portfolio Holder and the Committee for information.

In noting the debate, a Member queried with the Portfolio Holder what she would wish to have achieved at the end of her tenure. The Portfolio Holder commented that health and equality took time to achieve but that she would wish to see the provision of services throughout the night at Newark Hospital.

In closing the debate, the Chair thanked the Portfolio Holder for her attendance and presentation.

73 UPDATE OF DIGITAL STRATEGY REFRESH WORKING GROUP

The Committee considered the verbal update of the Chair of the Review of the Digital Strategy Working Group, Councillor Neil Ross.

Councillor Ross advised that the Working Group had met on four occasions. They had considered the digital landscape in the East Midlands and the County Digital Infrastructure for Nottinghamshire. The final meeting was scheduled when the revised Digital Strategy and associated Action Plan would be created. Councillor Ross also referred to the Local Government Review and how digitisation would play a major part in that. He noted that the Council's digitisation needed to be improved upon but that no customer should be left behind, noting that not every customer of the Council had digital accessibility.

AGREED that the verbal update by the Chair of the Review of the Digital Strategy Working Group be noted.

74 CABINET FORWARD PLAN - JANUARY TO APRIL 2025

NOTED the Forward Plan of the Cabinet for the period January to April 2025.

75 MINUTES OF CABINET

NOTED the Minutes of the Cabinet meetings held on 3 and 10 December 2024 and 21 January 2025.

76 LIFE CHANCES FOR GIRLS

The Committee considered the Topic Request Form to establish a Working Group to develop a full picture of the life chances for girls in Newark & Sherwood by identifying and supplementing with more up to date and relevant data that that the Council held and from partners or wider, national sources too.

AGREED that a Life Chances for Girls Working Group be established with the following Policy & Performance Members expressing an interest in participating in the Group and that Councillor Karen Roberts be appointed as the Working Group's Chair:

Councillor Alice Brazier  
Councillor Celia Brooks  
Councillor Andy Freeman  
Councillor Jean Hall

Councillor David Moore  
Councillor Karen Roberts - Chair

77 SCRUTINY OF ACTIVE NSDC OUT OF REMIT COMMITMENTS

The Committee considered the Topic Request Form to establish a Working Group to scrutinise all of the Council's active commitment which sit outside of the remit of a typical district council.

AGREED that a Scrutiny of Active NSDC Out of Remit Commitments Working Group be established with the following Policy & Performance Members expressing an interest in participating in the Group and that Councillor Rhona Holloway be appointed as the Working Group's Chair:

Councillor Neil Allen  
Councillor Alice Brazier  
Councillor Andy Freeman  
Councillor Rhona Holloway - Chair  
Councillor David Moore  
Councillor Penny Rainbow

78 ITEMS FOR NEXT AGENDA

Presentation by Portfolio Holder for Sustainable Economic Development  
Annual Compliance Update – Housing Services  
Community Plan Refresh  
Social Value Charter  
Consultation on the Draft Local Nature Recovery Strategy (tbc)

Meeting closed at 7.35 pm.

Chair