



**NEWARK &
SHERWOOD**
DISTRICT COUNCIL



Performance Report

2024-25 Q3

1 October to 31 December 2024

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SERVING PEOPLE, IMPROVING LIVES

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 2023-27 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 3 2024/25. It will continue to contain key performance indicators; a combination of qualitative and quantitative data and it will expand on the current measures around objectives.



This report examines how the Council has been performing against the Community Plan. It examines data to look at the performance of key services and delivery against the activities outlined in the plan. This report examines the Council's performance and achievements from 1 October to 31 December 2024 (Quarter 3).

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



Our District

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

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Our Customers

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

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Our Performance

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

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Our Workforce

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

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OUR DISTRICT

About Newark and Sherwood (2021 Census)...



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

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

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

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

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

Performance of our district

This data tells us something about our district in Quarter 3 (1 October to 31 December 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. The number of residential planning applications being received nationally continues to be low, reflected within our numbers when compared to corresponding period in previous years. The number of commercial planning applications being received nationally continues to be low, although locally, slightly higher when compared to corresponding period in 2023/24.

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 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.

Unemployment is represented as a model based percentage. It is 0.7% higher this quarter when compared to the same quarter in 2023/24, and the same when compared to last quarter.

- Quarter 3 2023/24—3.1%
- Quarter 3 2024/25—3.8%

Footfall: the table below shows the average footfall figures for quarter 3 for Newark, Southwell, Edwinstowe and Ollerton. Footfall in Southwell, Edwinstowe and Ollerton was down in December when compared to the previous two months.

Newark experienced an increase in footfall during December by 6.9%, potential as a result of Christmas shopping and popular shows at the Palace Theatre. Despite this, visitor numbers remained below the figures reported at the start of the quarter. The overall decrease in footfall throughout quarter 3 could be a consequence of the continuing adverse weather conditions, with Storm Bert in November and Storm Darragh in early December deterring footfall in all locations. The weather warnings led to the cancellation of events such as the Newark Christmas Lights Switch On, and the relocation of the Steam Punk Christmas market to the inside of the Buttermarket.

The daily average was also impacted by the low footfall over Christmas Day and Boxing Day. These bank holidays are historically days of low footfall in town centres across the UK, and this year was no exception. In all four locations the 25th and 26th December recorded the lowest footfall numbers of the month.

The sensors for Southwell, Edwinstowe and Ollerton were installed and activated in October.

Average Daily Footfall				
	Newark*	Southwell	Edwinstowe	Ollerton
October 2024	7,979 / 2,849	2,160	2,088	2,293
November 2024	6,994 / 2,760	2,205	2,029	2,429
December 2024	7,237 / 2,700	2,004	1,946	2,229
Quarter 3 Average	7,408 / 2,770	2,122	2,201	2,316
*All 10 sensors / 5 town centre sensors				

OUR CUSTOMERS



Exploring our performance...

In this section of the report we look at a few key measures of customer interaction to monitor how we interact with our customers, and we look at what our customers are telling us about the services they receive. We analyse these comments and show how we are learning from customer feedback.

Interactions with the Council — Service Demand

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

- **12,696 face to face contacts** were held at Castle House, a **6% increase** when compared to the same period of last year.
- **81,145 calls** were received by the contact centre, a **0.8% decrease** when compared to the same period of last year.
- **17,582 calls** were received by responsive repairs, a **9% decrease** when compared to the same period of last year.
- **37,481 digital web form transactions** were completed by our customers, a **1.6% increase** when compared to the same period of last year.



CUSTOMER FEEDBACK



Customer Feedback

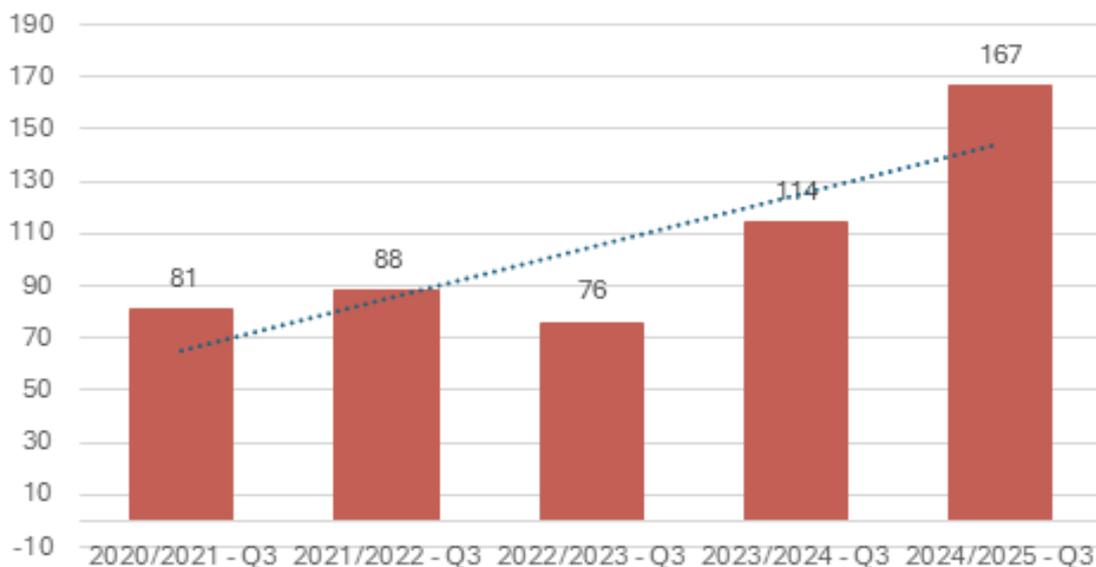
Both positive and negative feedback is important to us as it provides us with customer opinion, it allows us to recognise what areas need improvement and provides opportunity for us to learn. It can act as an early warning of problems that may otherwise stay unseen until they become a larger problem, 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 3 we received 167 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 46% increase in the number of complaints received when compared to Quarter 3 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:

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 3, most complaints received were for the following 3 services:

Housing Maintenance and Asset Management received 79 complaints, accounting for 47% of all submissions. Of these, 45 were due to delays in service delivery (Repairs/Assets), and 23 were related to Officer standard/quality of work/service. 11 further complaints were received in smaller or singular numbers

Housing & Estates Management received 29 complaints, accounting for 17% of the total received. Of these, 7 were related to Officer conduct/attitude. Other complaints included communication (5), standard of accommodation (4) and neighbour issues (4). A further 9 complaints were received in smaller or singular numbers.

Environmental Services received 24 complaints, representing 14% of all complaints for the quarter. The majority (12) were for Service delivery (Missed action), all of which concerned Missed Bins. A further 12 complaints were received in singular or smaller numbers.

Business Unit	No of Complaints	Complaints %
Housing Maintenance & Asset Management	79	47%
Housing & Estates Management	29	17%
Environmental Services	24	14%
Revenues & Benefits	12	7%
Planning & Development	5	3%
Public Protection	4	2%
Corporate Property	3	2%
Financial Services	3	2%
Customer Services	3	2%
Elections & Democratic Services	2	1%
law & Information Governance	1	1%
Communications	1	1%
Housing Income & Leasehold Management	1	1%
Grand Total	167	100%

Includes complaints which were subsequently withdrawn

CUSTOMER FEEDBACK



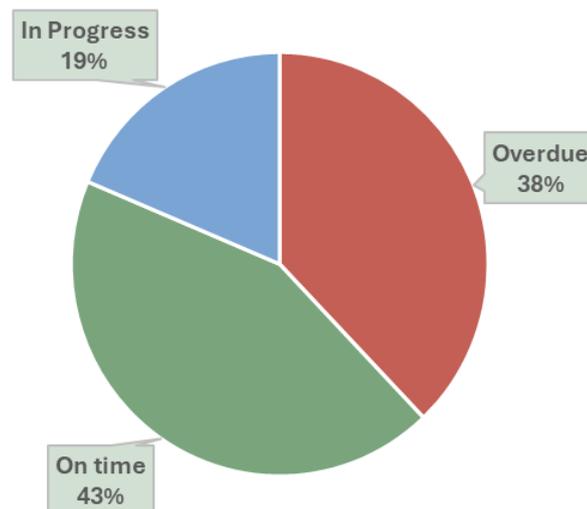
Response Times



Of the 167 complaints submitted in Quarter 3, 6 were subsequently withdrawn, and of the remaining submissions, 70 (43%) were responded to within the 10 working day timescale.

Housing Maintenance and Asset Management were late in responding to 44 of their 79 complaints received within the quarter. Housing and Estates Management received 27 complaints and missed the response deadline for 10 of these. Other delivery teams who were late in responding to their complaints were; Waste & Transport who missed 3 deadlines, Council Tax, missed 2. Planning development and Corporate Property each missed 1 deadline.

30 further complaints are marked as in progress at the time of writing this report



These complaints relate to both our in-house repairs service, contractors delivering specific repairs and contractors delivering our investment programme and gas servicing programme. There is a similar picture across the sector with many landlords reporting an uplift in complaints and the scale of this will be known when the next round of Tenant Satisfaction Measures are published. Some complaints can be complex and involve a number of services areas which is time consuming to resolve effectively. Which may mean an extended timeline. All efforts are made to keep the complainant informed.

CUSTOMER FEEDBACK



Suggestions

I am writing to you as a young resident of Newark who recently suffered a stroke. I have discovered a significant gap in support services for younger stroke survivors in our area. The local stroke support groups are primarily designed for the older generation with more complex needs. These groups don't cater to younger individuals like myself, who are managing not only recovery but also the demands of work, family life, and maintaining independence.

Younger stroke survivors face unique challenges, such as:

- Returning to work and regaining professional skills.
- Managing independent living and home adaptations.
- Emotional and practical support for families, especially for those with young children.
- Guidance during the crucial transition from hospital to home, a time when tailored support is often lacking.

I recently started a local Facebook group aimed at connecting younger stroke survivors in Newark and surrounding areas to foster community support. The early feedback has been promising, and I believe there is potential to grow this further with the right resources and backing. I would like to propose that the Council consider creating or supporting targeted services for younger stroke survivors, providing the specific assistance we need to regain independence and return to a fulfilling life.

I would be happy to discuss this in more detail and share insights from my own experiences and the feedback I've received from others in similar situations.



We met with the resident to understand the goals of their newly created "Stroke 2 Strength" group, which aims to support other stroke survivors during the challenging period after hospital discharge. We have agreed to assist with the initial setup costs through a small EEM funding grant, providing support in creating communications, and ensuring that policies and supporting paperwork are in place to help the resident grow this community. Additionally, we have directed the resident to officers who can offer further support and ensure that information is shared with other young stroke survivors upon discharge from secondary care.

CUSTOMER FEEDBACK

Suggestions

In Quarter 3, 8 suggestions were received, of which 3 were deemed to be service requests and 4 were subsequently withdrawn, 1 further correspondence was actually a complaint. Examples of suggestions received in Q3 are shown below:

Suggestion	Response
The new skate park looks amazing but I would like to know if it's going to open before the end of the year. There is any official day for the opening?	We don't have a confirmed date yet, but hope to open the skate park as soon as possible. The official park opening will be in May
Is it possible to clear the Victoria St. pavement, from the rear of the B&M building along to Pelham St. of waste bins and parked cars. There are occasions when pedestrians, mobility scooter users and pushchairs users have to use the road instead of the pavement.	Thank you for your enquiry regarding pavement concerns on Victoria Street. Unfortunately, Newark and Sherwood District Council does not have the authority to enforce regulations on pavement or obstructive parking. Enforcement is limited to marked parking areas such as disabled bays, loading bays, and double yellow lines. Obstructive parking falls under the jurisdiction of the Police as a non-emergency matter, and reports can be made by calling 101. We understand this is a source of great frustration for many residents. We regret that Newark and Sherwood District Council cannot assist further in this matter. Environmental Services will visit the area to identify any obstructions caused by bins after collection day. While they also lack enforcement powers regarding obstructions, they plan to write to residents to remind them of their responsibilities to avoid causing obstructions with bins.

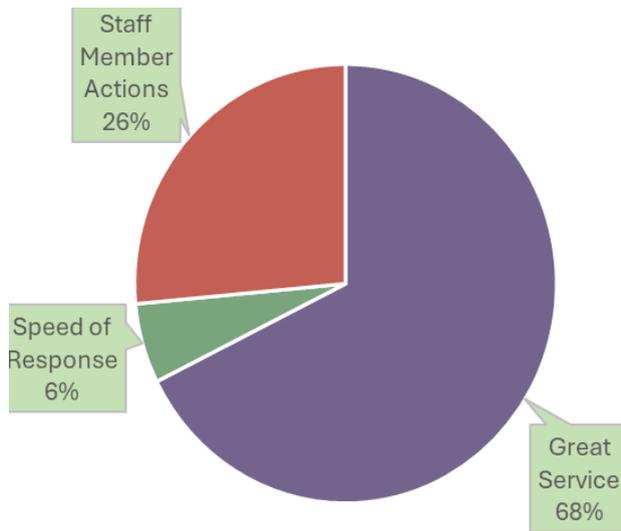


CUSTOMER FEEDBACK



Praise

35 compliments were received for Q3 of which 1 was deemed a service request. Of the remaining 34 compliments, 23 customers mentioned great service. 9 customers praised staff members for their actions and speed of response was quoted twice in the period.



Compliments Themes

Environmental Services received 7 compliments for excellent service from Grounds Maintenance, Bulky Waste Collections, Bin Collection teams, and Street Cleaning. They were also commended for their speed of response along with Public Protection

Customer Services received 5 compliments, with staff praised for their politeness, efficiency, helpfulness, and good advice.

Additionally, individual staff members in Housing Estates Management received 3 compliments, and Regeneration & Housing Strategy received 4 compliments for helpfulness of specific staff members

Examples of comments received are shown below

Customer Comments

I just wanted to give a great big thank you to the team who came out last week to do disability adaptations to our bathroom for our son. You are a very caring team and I'm so grateful.

My neighbours and I have had a very stressful few months, caused by anti-social issues. Our tenancy officer has worked tirelessly to gain a positive outcome. Neighbours cannot thank the officer enough for giving us our peace of minds back, as well as a feeling of safety in our homes, that we all love living in.

A plasterer came to our property today and did a fantastic job. He was polite, kind, and a pleasure to have in our home. Truly a nice chap.



Improve Health and Wellbeing

During Quarter 3, 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 around living and eating well in a challenging economic climate. This quarter's outputs include:

Living Well: We have created a 'Living Well' booklet to act as a central place for important information available for residents who are looking for support and advice on a range of topics. The booklet contains information on where residents can access food provision across the district, as well as food hubs and social supermarkets who offer affordable groceries to those who may need them, including in an emergency. In addition, the booklet gives the locations and opening hours of warm spaces, coffee mornings and social eating opportunities that are in operation across the district.

FREE!

CHOP AND CHAT
FAMILY COOKERY SESSIONS

Come and learn how to cook a delicious recipe from scratch!
For families with children aged 8 and over.

SESSIONS:

- Monday 19 August - Rookwood Community Centre, Bilsthorpe 10am-12pm
- Tuesday 20 August - Ambleside Community Centre, Ollerton 10am-12pm
- Wednesday 21 August - Beaumont Walk Community Centre, Newark 10am-12pm
- Tuesday 27 August - Cleveland Square Community Centre, Newark 1pm-3pm

Places are limited so book now to avoid missing out. Email wellbeing@nsc.gov.uk to book your space. Please let us know of any food allergies at the time of booking.

LIVING WELL IN NEWARK AND SHERWOOD

We have created this booklet containing advice and support available in our district.

Inside you will find information on:

- Food Banks and emergency food provision
- Food Hubs and Social Supermarkets
- Warm spaces and coffee mornings
- Social eating
- Financial support
- Council Tax support
- Carline Service

NEWARK & SHERWOOD DISTRICT COUNCIL

FREE!

TEENS COOKERY SESSIONS

Are you interested in learning how to cook?
Come and join us for a four-week course to learn how to cook some delicious recipes and share dinner together! A great opportunity to learn new skills and meet new friends!

THE GREEN COMMUNITY CENTRE, BILSTHORPE

Wednesdays, on the 2, 16, 30 October and 6 November
4.30pm-6.30pm
For Year 6 children and over

Places are limited so book now to avoid missing out. Email wellbeing@nsc.gov.uk to book your space. Please let us know of any food allergies at the time of booking.

Eating Well: This quarter we have run four family cookery classes sessions in Hawtonville, Ollerton and Blidworth. We had over 30 families engage over these 4 sessions. In November we ran a teens cookery course in Bilsthorpe and we have introduced adult cookery sessions for tenants of De Lacy Court. The younger children made spooky pizzas, and the older children made cheeseburger pasta using their own cooking station. One parent said she was glad of the course as it meant that her child who is a fussy eater was touching and trying new foods, and other participants said spending time together learning in a group setting really helped them. We observed that the sessions also facilitated open discussions on mental and physical well-being.



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Pharmacy First is a national campaign to raise awareness of the multiple conditions that pharmacy's can now prescribe medication for – our primary role in this campaign was to raise awareness within each parish and town to alleviate the winter pressures on primary and secondary care.



Improve Health and Wellbeing

Promoting Health and Wellbeing

We supported the first **'Teens Health and Wellbeing'** event at Magnus Academy in October organised by the CVS. We successfully engaged over 25 partner organisations, facilitating engagement from each year group.

The Newark and Hawtonville **Community Alcohol Partnership (CAP)** underwent its first-year review and update. Over Christmas, we engaged with residents through an event held in partnership with ASDA to promote the dangers of proxy alcohol sales. Under the CAP initiative, the winner of the young sports person of year award, Lorenzo Costantin has put together a motivational video which is being used by CAP partners on social media and across schools.



Health and Wellbeing event at Magnus



Lorenzo Costantin

Hosted by CVS in partnership with NSDC three **Winter Wellness Events** were held across the district including Newark, Rainworth, and Collingham. A number of partners, including Citizens Advice, Your Health Notts, Talking Therapies and CISWO Coaling Mining Charity, attended to promote the support they offer to residents.

Work and Wellbeing: The **'Improving Healthy Lifestyles'** Task and Finish Group have continued to focus and build on their findings of raised blood pressure within a number of workplaces in the **'Know Your Numbers'** week working in partnership with Newark's Clinical Director to increase the importance of ongoing health checks and the implications of raised blood pressure. The team delivered 84 health and wellbeing checks in partnership with Active4Today to three of our partners, Curry's, Bakkavor and Collingham Medical Practice. 37% of people who had their blood pressure checked, were advised to speak to a GP or healthcare professional regarding high blood pressure.





Improve Health and Wellbeing

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

- **Football Pitch Renovations** were completed at Scone and Devon Park ahead of the season starting in September, and are now in use.
- **Guided Walks:** We organised 6 free guided walks across our parks this quarter. The walks provide opportunity to undertake physical activity and make social connections to support health and wellbeing. We often use the walks as an opportunity to educate of and inform participants about plant and animal species that can be seen in the parks. This quarter we discussed the different species of Willow on site, ending with willow wreath design and making.



- **Junior Ranger Sessions:** were held 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. Through the provision of equipment, PPE and training we have enabled them to become community litter pickers to support us in keeping the district clean and tidy.

- **Music Works:** A further Music Works event was held at Vicar Water Country Park, in conjunction with Music Works and Open Doors. We also hosted a seasonal event at Rumbles Café, where visitors could join in with a festive sing-a-long with Santa.

- **Poetry in Nature** trails and a scavenger hunt were hosted in Sconce and Devon Park, with the winners of poetry competition having their works displayed within the park. These were self led activities.
- **A Christmas Crafts** event was held at Vicar Water Country Park.
- **Park Runs** continue at Sconce and Devon Park and a new



Park Run has commenced at Vicar Water Country Park.



Improve Health and Wellbeing

Improving Cycling and Walking Infrastructure:

The Active Travel Feasibility Report, adopted by Cabinet in November 2024 as a key piece of evidence when developing future planning policy, regeneration and active travel opportunities. 23 routes have emerged from the data as routes where physical infrastructure improvements are most likely to have a significant positive impact on the active travel network. Priorities have been presented along with their alignment the D2N2 Local Cycling and Walking Infrastructure Plan (including consideration of the priority walking zones and cycle network plan) and Nottinghamshire's Delivery Plan. The full report is available here: [website: https://www.newark-sherwooddc.gov.uk/infrastructuretosupportgrowth/Infrastructure to support growth | Newark & Sherwood District Council](https://www.newark-sherwooddc.gov.uk/infrastructuretosupportgrowth/Infrastructure%20to%20support%20growth%20|%20Newark%20&%20Sherwood%20District%20Council)



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 achieve this aim.

- **Environmental Permit** reviews for timber treatment Best Available Techniques (BAT) are continuing. We have completed one review this quarter and issued the necessary permit. We have had one new application which is in the process of being reviewed and is due to be completed by year end.
- **Pollution Prevention and Control Measures:** During Quarter 3 we have undertaken 10 of the 11 Permit inspections scheduled for the quarter (90.8%) to ensure emissions are being controlled.
- **Air Quality Supplementary Planning Document:** We continue to review planning applications with potential air quality impact. In Quarter 3, 57 planning applications were considered and comments provided for consideration. Furthermore, we have reviewed multiple submissions for the A46 widening scheme and attended and inputted into the hearings.

Financial Support for Households: During Quarter 3 we have continued to ensure that invites are issued to those residents not currently in receipt of localised council tax support but would likely qualify if they claimed. During the Quarter 598 new claims to council tax support were made and awarded, as well as 122 new claims for housing benefit





Improve the health and wellbeing of local residents

Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Number of User Visits - Active 4 Today (all)	725,001	818,751	768,660	750,000
Number of DFG grants awarded	59	37	73	Trend
Number of aids and adaptations delivered in Council homes	New For Q1 24/25	New For Q1 24/25	1,520	Trend
All Other Indicator Types				
Live Leisure Centre membership base (all)	11,148	11,102	11,484	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	20.0	14.9	15.2	14.0
Average no of calendar days to process council tax support change in circumstances	8.0	9.6	20.6	7.0
Total council tax support claimants	6,682	6,659	6,637	Trend
Average no of working days to process new housing benefit claims	19.0	14.5	16.9	14.0
Average no of working days to process housing benefit change in circumstances	4.5	4.4	4.5	4.0
Total housing benefit claimants	3,709	3,447	3,001	Trend
% of businesses in the District with a 0 star food rating (major improvement necessary)	0.09%	0.09%	0.08%	0.18%
% of businesses in the District with a food hygiene rating of 3 or higher (generally satisfactory or above)	92.50%	98.00%	98.00%	98.00%



Improve the health and wellbeing of local residents

Exploring our performance...

Council Tax and Housing Benefit

Processing times for both new and changes to claims of Tax Credit and Housing benefit have been impacted by the migration over to Universal Credit, which created a backlog.

To address this resource was redirected from other tasks to focus on clearing the backlog. As of November, the backlog has been eliminated, and the daily downloads of Universal Credit notifications are up to date.





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 3 progress has been made with functionality across the system along with configuring system security and test data being loaded from the legacy system.

Local Authority Housing Fund: All properties under the Local Authority Housing Fund (LAHF) scheme are let to households from the target group i.e. Ukrainian Nationals. Newark and Sherwood have 30 live Ukrainian host placements currently.

Alexander Lodge:

The Facilities Site Supervisor role has had a positive impact on the speed at which accommodation can be reallocated, and ensured it is presented well for the next occupier.

The site and its residents benefitted from generous charity donations for the residents and their children over the festive period.

Tackling Homelessness and the Effects of Homelessness.

Homelessness impacts households and individuals in many ways. Managing a home or tenancy can also be challenging; not everyone has the confidence, knowledge and necessary skills to live independently without risk.

Budgeting, practical skills such as DIY, cooking or gardening, ensuring health and wellbeing, such as GP registration, and dealing with isolation and maintaining healthy relationships are all factors that need consideration when embarking in a new home or coming out of homelessness.

To try and maximise tenancy sustainment and prevent homelessness wherever possible, a skills and training needs assessment has been created and launched to give our residents the opportunity to identify the level of skill they feel they have and recognise courses, workshops and information that will help to build the skills and gain the confidence and knowledge needed to thrive. This initiative will be useful to all residents as well as individuals or households that have or who are experiencing homelessness.

Many of the courses created or identified have been built in partnership with Newark College, Academy Transformation Trust Further Education College, Ollerton and Citizens Advice Central Nottinghamshire.



Increase Supply, Choice and Standard of Housing

Addressing Empty Homes: A private sector housing stock condition survey is currently underway to identify key issues within private sector stock within the district.

We are exploring the option to introduce a levy on second homes in line with recent legislative changes and to amend the current discount for short-term empty properties – a further report will be brought to Cabinet to approve any proposed changes.

Council House Building Programme: We are committed to a further phase of our Development Programme (Phase Six) to deliver up to 50 further properties through direct delivery or appropriate acquisition.

The approval by Cabinet aligned existing S106 Affordable Housing contributions to support financing of the scheme.

The development programme currently has the following under construction/due to start on site with planning approval:

- 3 on South Drive, Newark
- 9 on Lowfield Lane, Newark
- 8 on Station View, Collingham
- 5 on Bowbridge Road, Newark
- 5 on Church Circle, Ollerton

The programme will also include the four units within the Ollerton Town centre regeneration taking the total identified to 34.

Housing Stock Condition Survey: We have commenced the house stock condition survey for our own housing stock and have completed to approximately 70% of our properties. We anticipate completing to approximately 85% surveyed by March 2025.

A Countywide desktop assessment has been undertaken to understand the condition of the private rented sector, from which we will be able to extract our Districts data from.

Our Gypsy, Roma and Traveller (GRT) Community:

We have developed a GRT partnership across a wide range of partners, which we chair, including but not limited to representatives from education, public health, police, fire and rescue, HomeStart.

The partnership is currently developing a Terms of Reference and has identified the following priorities:

- Engagement with the GRT Community – developing a GRT led forum/ GRT Voice with active members of the community.
- Developing communications channels – where key information specific to GRT needs can be shared e.g. recognising community specific issues related to school attendance, immunisation take up.
- Developing an alternative education provision for young people at risk of becoming NEET (not in employment, education or training). A pilot programme is currently underway utilising Shared Prosperity Funding.

A specific update on meeting the housing needs of the GRT community will be provided following completion of the extermination of the councils Development Plan by the planning inspectorate.



Increase Supply, Choice and Standard of Housing

Review the 'Housing Allocations Scheme': Following the completion of the consultation period, feedback received has been reviewed and where appropriate changes were made to the scheme. A 'draft' final version of the scheme has been produced for review by the Director of Housing, Health & Wellbeing and Portfolio Holder for Housing in readiness for final sign-off in Quarter 4 2025.

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.

We continue to progress well with our development of 32 houses in Manea, Cambridgeshire. Several units, including the show home, are now close to completion and we have taken our first sale. The first homes are due for completion during March 2025.

In Wirksworth, Derbyshire, following successful planning consent, work has commenced on site with the construction of 30 new homes. These will be going on sale in the Spring 2025 with the first units due for completion by the summer 2025.

In Long Benington, we secured land for development with a conditional exchange of contracts subject to planning permission. The site has outline planning consent with reserved matters and a full planning consent was submitted by Arkwood just prior to Christmas. We are progressing matters with the Planning Authority, and we expect a decision by the end March 2025. We are in the process of finalising the construction costs with a build partner and (subject to planning) work is expected to commence on site late spring 2025.

At Lowfield Lane, Balderton, we have now obtained full planning consent and have agreed a land deal with NSDC as landowner. We are now commencing the procurement process and aim to start on site during the summer.



Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Responsive Repairs - telephony - average length of time to answer call (seconds)	60.3	121.0	33.0	60.0
Number of all tenants who have been evicted for rent arrears	1	0	3	Trend
Number of calls received by Responsive Repairs call handlers	19,355	19,361	17,582	Demand
Number of commercial planning applications	138	118	89	Trend
Number of residential planning applications	20	9	12	Trend
Number planning applications - major	54	42	17	Trend
Number planning applications - non-major	751	587	546	Trend
Number of private housing disrepair complaints received	New For Q1 24/25	New For Q1 24/25	76	Trend
Number of notices issued relating to private rented properties	New For Q1 23/24	0	1	Trend
Number of repairs reported online	New For Q1 24/25	New For Q1 24/25	411	Trend

Exploring our performance

Planning: The number of planning applications we receive gives an indication of the level of construction planned in the district.

The number of residential planning applications being received nationally continues to be low, reflected within our numbers when compared to corresponding period in previous years.

The number of commercial planning applications being received nationally continues to be low, although locally, slightly higher when compared to corresponding period in 2023/24.

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 change in Government. Noting potential government planning reforms and revised National Planning Policy Framework, it is anticipated that planning applications for residential could rise over the next 6 to 12 months.

Responsive Repairs: This quarter we have seen lower numbers of calls received by Responsive Repairs call handlers along with a significant drop in Responsive Repairs average length of time to answer call (seconds) when compared to the same Quarter in previous years. This may be due to several factors. Weather conditions were more favourable this year than previous years, and we did not have the additional burden of the impacts of flooding on our properties. We have also recruited to the post of Repairs Customer Services Advisor and have seen 806 fewer repairs reported this quarter compared to 2023/24. Both would result in reduced numbers of calls and reduced length of time to answer calls.

Measuring Success

All Other Indicator Types	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Average time spent in temporary accommodation (weeks)	9.1	12.4	10.2	13.0
Average time to re-let Council properties (days)	28.0	29.4	42.8	28.0
Amount of current arrears as a % of annual rent debit	1.66%	1.63%	2.03%	2.10%
% of rent collected from current tenants as a % of rent owed	99.0%	98.2%	97.5%	98.5%
Amount of current rent arrears	£412,077	£414,728	£586,441	£500,000
Average "End to End" time for all reactive repairs (calendar days)	17.6	12.8	37.3	16.0
% of repairs completed at first visit	90.3%	89.9%	91.1%	93.0%
% of homes with a valid gas certificate	99.5%	99.7%	98.4%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	98.9%	95.5%	99.5%	100.0%
Number of homes delivered through our housing development company Arkwood	44	73	87	Trend
Number of plots commenced to-date through our housing development company Arkwood	87	87	119	Trend
Arkwood - forecast pre tax profit for the year	New For Q1 24/25	New For Q1 24/25	16,000* Pre-Audited	Trend
Number of long term empty properties in the district	New For Q1 24/25	New For Q1 24/25	862	Trend

Exploring our performance

Re-letting Council Properties: This is a primary focus of service improvements for quarter 4 and into the next financial year. We have weekly teams meetings in place to monitor performance and improvements are subject to a bespoke action plan.

Satisfaction with Letting service: Despite the challenges with empty home turnaround, satisfaction remains high and 95% is a stretch target for the team. This may reflect the improved Lettable Standard.

End to End time for reactive repairs: We are reviewing the repairs by trade to understand where the demand is being felt the most so that additional resources can be considered. Areas of stretch are currently brickwork, plastering and joinery.

Gas Certificates: We have an Action plan in place with contractor, complemented by the Compliance team ringing tenants to arrange appointments and establish reasons for non-access, which is starting to improvement, with cases down from 72 in December to 60 by mid-February .

How are we performing against our objective to...



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.

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 three investment themes of communities and place, people and skills and supporting local businesses.

Outputs within Quarter 3 include:

- 73 additional participants supported through UKSPF skills and employment programmes
- 44 residents completing volunteering
- 38 businesses receiving 121 support or guidance to improve processes, increase productivity or introduce new to firm processes.

All UKSPF and REPF funding is forecasted to be spent by March 2025 in accordance with the local Investment Plan. In October 2024, the Government announced a 1-year extension to the UKSPF programme, to the value of £25m for the East Midlands region. We are engaging with neighbouring authorities and East Midlands Combined County Authority to develop programme plans from April 2025 onwards and take advantage of this opportunity.



Volunteer it Yourself:

"We've loved working on this knockout project with the Blidworth community and all of the young volunteers and others from the community - thanks to the funding from the UK Shared Prosperity Fund and our partners Dulux!"

Thanks to a grant from the UK Shared Prosperity Fund, community organisation Volunteer it Yourself (VIY) have supported 23 local young people to participate in the renovation of St Andrews Mission Hall, Blidworth, during Quarter 3.

All young people involved were able to gain an accredited trades qualification with the help of VIY Trades Mentors. Not only did they gain valuable skills, but they also improved a vital community space!

14 Market Place: Following a successful procurement process, a contractor has been selected. We will be signing contracts and agreeing a start date in Quarter 4.

How are we performing against our objective to...



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

The Employment and Skills Board now meets quarterly. The board members include representatives from the Department for Work and Pensions; Nottingham Trent University; Newark and Lincoln College; Inspire; West Notts College and the North Notts Careers. The meetings take place in February, May, September and December.

These meetings allow us and other agencies to share information so we develop programs and events to identify, support and expand local opportunities in green and land management sectors, target specific demographics to enable access to education and employment.

Future First Career Expo: The 2024 Future First EXPO was successful in November, supporting over 1,400 students from 9 schools to engage with over 50 businesses to look at career and employment opportunities and pathways. The business sectors who attended included those from:

Construction; Health; Professional Services; Logistics; Manufacturing; Armed Forces; Colleges and Training Providers. Awards were handed out for the following:

- Most Innovative Stand – GXO
- Most Interactive Stand – NHS
- Best Looking Stand – Richmond Plant



Economic Growth: In October we hosted our 4th annual Economic Growth Conference at The Renaissance at Kelham Hall. This year’s theme was ‘Technology, skills, and the future of business in Newark and Sherwood.’ Through unique, engaging, and entertaining keynote speakers and workshops facilitated by leading experts, attendees received valuable insights into recent advances in technology and what these mean for their business, as well as what skills are becoming most essential in our increasingly digital world.

The Air and Space Institute is now officially open and operating. For the 2023/24 academic period, 147 student were enrolled. For the 2024/25 academic period 182 students are enrolled.

2024/25 Academic year Intake		
Qualification Name	Level	Number enrolled
Certificate in Travel and Tourism	2	6
Diploma in Travel and Tourism	3	16
ASI Engineering (Civil)	3	33
ASI Pilot (Civil)	3	35
ASI Engineering (Military & Defence)	3	24
ASI Pilot (Military & Defence)	3	29
ASI Space & Engineering Studies	2	23
Extended Diploma in Travel and Tourism	3	19
Total		185

Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Total number of people supported to access education or training through UKSPF	New For Q1 24/25	New For Q1 24/25	199	Trend
Number of businesses receiving non-financial support (e.g. 1-2-1/workshops)	New For Q1 24/25	New For Q1 24/25	182	Trend
Number of work experience placements offered at differing levels of education within NSDC	New For Q1 24/25	New For Q1 24/25	23	Trend
Number of apprenticeships commenced at all educational levels within NSDC	New For Q1 24/25	New For Q1 24/25	4	Trend
All Other Indicator Types				
Newark Beacon - % of occupied units	92.8%	73.2%	83.3%	88.0%
Commercial Property - % occupied units	100.0%	97.0%	100.0%	95.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	95.0%	100.0%	95.0%
Newark town centre footfall count (average visitors per day)	New For Q3 23/24	7,195	7,408	7,000

Footfall: When we look exclusively at the original 5 sensors, we can see that during Quarter 3 there was an average daily visitor number of 2,770. This is around 3.6% lower than the figure for Quarter 2. It should be noted that there were multiple weather warnings due to snow and storms during this period which resulted in lower footfall and the cancellation of festive events. Consequently, historically busy periods attracted unusually low footfall. Despite this, the events that did take place during this quarter, such as the ALS event in November and Newark Creates event in October, attracted a higher than usual number of visitors.

Helping Business Grow: We do all we can to support businesses to grow in our district. Whether it be supporting with business advice or providing access to grant finder programmes, we're here to help. Every Nook, an online fragrance company based in the district, has been supported to grow and now has a space at the **Beacon Centre** in Newark and has been selected to have a pop-up at John Lewis in Nottingham.

Emma, Owner of Every Nook:

"Earlier this year I first made connections with the business support team within Newark and Sherwood District Council. It is from this interaction that I discovered the Newark Beacon and the space and resources they had available which would help scale my business. I have been fortunate to have had some 1:1 business advice from Dawn Fear, funded by UKSPF, which has been invaluable in focusing my business plan and giving me the confidence to make decisions for future growth."





Reduce Crime and Anti-social Behaviour

What we have been doing this quarter;

We understand that crime and anti-social behaviour (ASB) 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.

Situational Crime Prevention.

Using CCTV and Improving lighting: The ASB re-deployable cameras have remained in the same locations within Quarter 3 with no new deployments:

- Newark town centre (Wilson Street) and London Road/Library Gardens – Both areas are repeated ASB hotspot locations.
- Churchill Drive, Hawtonville – incidents have reduced following the initial installation in April 2024. The camera has remained in situ as a deterrent.
- 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. The camera has remained in situ as a deterrent.



This quarter there have been 58 constructive outcomes (arrest or Police/Council Intervention) resulting from CCTV intervention, 16 in October 14 in November, and 28 in December.

In this period the CCTV Control Room were proactive in identifying 85 incidents and reactive to 244 requests from Police or Council Officers.

Lighting columns and CCTV at Heron Way Car Park Balderton were installed in December 2024.

The provision of lighting and CCTV has been approved at St Marys Gardens and installation is due to commence during Quarter 4.

ASB Hot Spot Patrol:

We completed 92 hours of dedicated Hot Spot Patrols in Newark Town Centre and Hawtonville.

Yorke Drive has continued to be an area of focus following the enforcement taken in Quarter 2, with two Closure Orders secured on 16th October 2024 due to drug related criminal activity and anti-social behaviour. On 21st October 2024, we secured an injunction on one individual. The injunction terms exclude them from the area. Further enforcement action is in progress, and we continue to have a presence on the estate alongside the police.



How are we performing against our objective to...



Reduce Crime and Anti-social Behaviour

Operation Cognition: We joined forces with Nottinghamshire Police to undertake 2 Op Cognition nights of action raising awareness of Cocaethylene and its effects.

Pub Watch: On 15 November officers from the Licensing Team and Chair of the council visited various pubs and bars in Newark to undertake licensing checks to ensure businesses were operating in the appropriate way. Our principal objectives were to interact with some of the high volume businesses. We visited 10 premises, who were all extremely welcoming. We also had a look at the Taxi Rank on Castle Gate as Cllr Hall has been dealing with complaints from licensed drivers regarding the use of this by private cars.



Community Design and Development

We continue to work collaboratively across the council to deliver a co-ordinated approach to Public Protection, Housing and Estate Management and Environmental Services. Yorke Drive activities have required close working from all to assist in environmental improvements alongside enforcement actions for ASB and housing.

During Quarter 3 we have provided input to the planning element of the Yorke Drive regeneration programme, with regard to CCTV and lighting placement and other security considerations.





Reduce Crime and Anti-social Behaviour

Rural Crime and ASB Prevention: Environmental Crime Reduction:

The concession contract with 'District' has continued over the course of Quarter 3 with 112 Fixed Penalty Notices being issued for environmental offences including littering and dog fouling. The data is contained in the performance indicators underpinning the Community Plan.

'District' have served notice to terminate the contract, citing inflationary pressures and rising employment costs. Preparation is being made for the procurement process to begin again following member approval.

In Quarter 3 we issued the following Fixed Penalty Notices:

- 27 - Fly Tipping
- 11 - Littering
- 4 - Waste Transfer Notes
- 3 - Fly Posting
- 2 - Community Protection Notices
- 5 - Public Spaces Protection Orders, with further enforcement action being taken because of subsequent breaches.

An application has been put forward to the Police and Crime Commissioner (PCC) to fund the target hardening of the property on Rufford Road, where a Section 59 notice, requiring the landowner to clear and secure their site, has been issued.

We have 7 prosecution cases being processed for fly tipping, Duty of Care and failure to provide information.





Reduce Crime and Anti-social Behaviour

Community Crime Prevention

Promoting the Reporting of Anti-Social Behaviour (ASB): An ASB awareness week was held in November. This allowed us to raise awareness of the impacts of ASB and the importance of reporting it. Social media was utilised to:

- Share an account of the effects of (ASB) from the perspective of an individual recently affected by it.
- Raise awareness of the work performed by various litter picking groups within the district.
- Publicise agencies offering support, such as Victim Care and Community Alcohol Partnership (CAP).



Community Engagement and Collaborative Efforts to Address Anti-Social Behaviour, Deliver 'Safer Streets' projects:

School Engagement: We attended Forest View Academy in Ollerton and hosted ASB themed assemblies for Year 5 and 6 pupils, where the children were really engaged; asking and answering questions.

Safety Awareness: Along with Nottinghamshire Police and Nottinghamshire Fire and Rescue Service, we hosted a stall on Newark Market and attended an event at Boughton Hub to raise safety awareness and distribute safety items. We donated 60 keyring style torches to young people at Bilsthorpe Youth Centre after they had raised concerns in respect of their safety.

Developmental Crime Prevention

- **ASB Panel** continues to meet monthly. As part of our interventions with young people, one new referral was received this quarter for a young person to engage with projects in the community designed to raise awareness on the causes, impacts, penalties and consequences of ASB.
- Funding has been secured through the **Office of the Police and Crime Commissioner's Locality Funding** to deliver intervention and diversionary activities to youngsters across our district, including:
 - Running DJ skills workshops in Boughton, Bilsthorpe and Hawtonville Young People's Centres via Nottinghamshire County Council's Young People's Services.
 - Bespoke boxing sessions to secondary schools in partnership with Rainworth and Blidworth Boxing Club.



Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Fixed penalty notices for fly tipping (number issued)	New For Q1 24/25	New For Q1 24/25	98	Trend
Number of fixed penalty notices issued for all environmental offences (excluding fly tipping)	New For Q1 24/25	New For Q1 24/25	783	Trend
Community protection notices/warnings (number issued)	6	17	17	Trend
Number of positive outcomes resulting from CCTV intervention	New For Q1 23/24	No Data Rec'd	145	Trend
Number of evictions (anti-social behaviour)	3	1	4	Trend
All Other Indicator Types				
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	5.0%	19.0%	18.0%	0.0%
% reduction in all crime - Newark & Sherwood District compared against County area	-15.0%	-5.0%	-6.0%	-1.0%

Exploring our performance...

Four community protection notices / warnings were related to dogs.

Crime: NSDC have had a 6% increase in crime while County have had a 1% increase. County performance is better therefore red.





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.

Environment Crime Partnership: In October we attended the Joint Waste Management Board where it was agreed to formally create the Envirocrime Partnership with all Nottinghamshire Councils, with a joint information sharing agreement and communications strategy to help deal with enviro crime.

Environmental Protection Activities: the Public Space Protection Order for Eakring Road is now in force, however securing the site has been difficult due to members of the public who have moved boulders and felled trees to get around the barriers. We are now assessing the options for the site.

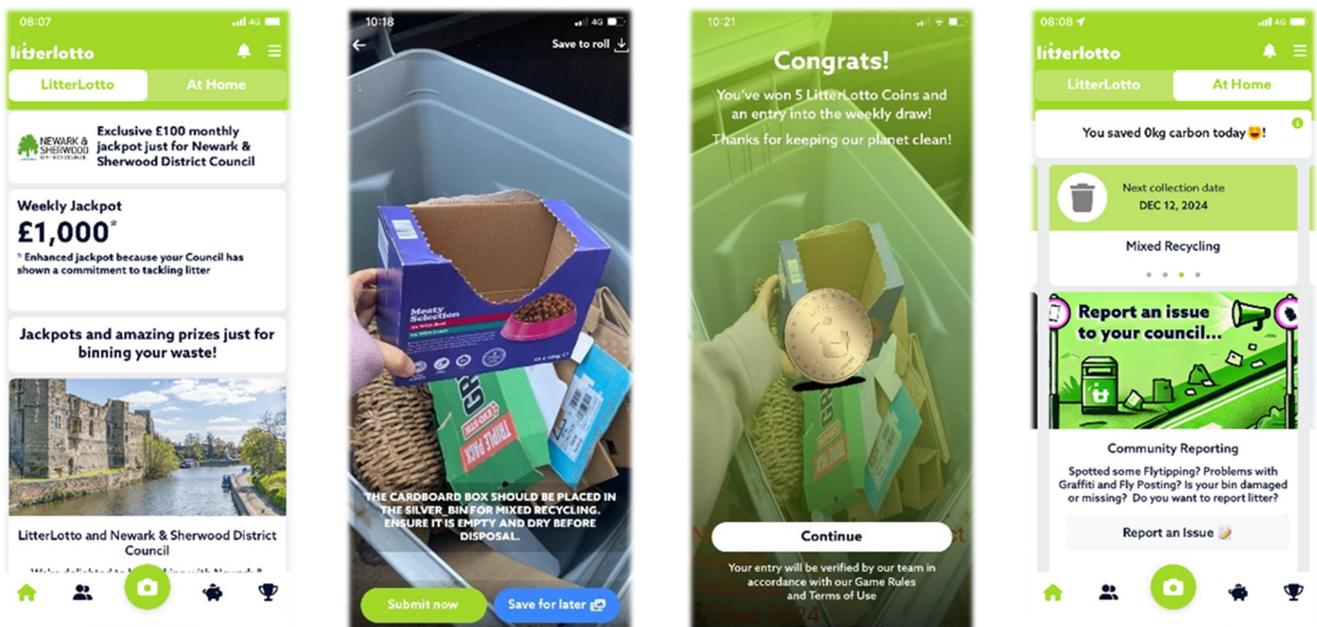
Community Engagement and Recycling Initiatives

Recycling Application:

LitterLotto was launched on 16th December through a press release, social media posts and the resident newsletter.

Residents who sign up to the application can be rewarded for recycling and litter picking; check what can be accepted in the recycling bins using the AI technology; receive bin collection date reminders; and report issues with bins, litter, and graffiti on the go.

In the first few days, 50 active users were recorded, binning 4000 pieces of rubbish. Actual figures will be provided at the end of January 2025 and our first Newark and Sherwood District monthly winner will be announced in the first week of February 2025.



On 20th December, we attended a small launch event in Newark Market Place to promote the new application and answer queries related to recycling, including signing up residents for a glass bin and asking Veolia to consider an issue with the recycling of Tetra Pak cartons at the Household Waste Recycling Centre. We interacted with around 40 residents throughout the day, giving out QR codes to download the app and share with family, friends, and neighbours.



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

Community Engagement and Recycling Initiatives

Digital Resources for Communities and Schools:

The KS2 and KS3 recycling presentations and games resources are now available for download on the website, we have advised schools of this new resource.



Contaminated Bin Review:

The contaminated bin review began on 16th December and between 16th – 31st December. It looked at contamination rates within the recycling bins.

There were 415 contaminated bins recorded by waste operatives. We have been able to record the weight of the waste recorded as contamination during these dates and it equates to 3.98 tonnes.

From the data collected between 16th – 31st December, the table outlines what contamination was recorded by waste operatives. In some instances, more than one item was recorded for the same address/bin.

CONTAMINATION ITEM	NUMBER
Food & Fruit Trays	14
Packets, Wrappers & Bags	154
Polystyrene Packaging	25
Takeaway Containers	36
Shredded Paper	7
Drinks Cartons & Coffee Cups	2
Nappies, Sanitary & Pet Waste	25
Other Household Waste	217

Events around recycling:

As part of our Reduce, Reuse, Recycle social media campaign over Christmas, we held two ‘Kids Christmas Crafts in the Park’ events to show children and families how to transform old books, cardboard boxes, and Christmas cards into Christmas baubles to adorn their trees. Initially scheduled to be held in Sconce and Devon Park, the wet weather forced the event to move indoors to the National Civil War Centre on Saturday 7th December. Around 75 children and adults made decorations throughout the day. QR codes with instructions on how to make the items were provided alongside some tips on how to reduce, reuse and recycle over the festive period.



The same event was offered at Vicar Water Country Park on Sunday 15th December within Rumbles Café. Due to poor weather conditions, numbers were low, with 4 children attending.





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

Community Engagement and Recycling Initiatives

Social Media Campaigns Around Recycling:

Gen Z Writes the Script

As part of recycling week from 14th – 18th October and as a way to engage young people in recycling, we took part in a viral trend known as 'When Gen Z Writes the Script'. The video included staff from different sections within Environmental Services and gained over 10,000 views whilst helping to educate on items that can and can not be recycled by our waste processor, Veolia. We paid particular attention to plastics which display the recycling logo but are not recyclable across the county due to the County Council contract.



To help to reduce, reuse and recycle over the festive period, we delivered a 12 Days of Recycling Christmas. Each day provided information on the three Rs for items associated with Christmas. This offered an opportunity to promote our services such as the Christmas Tree Collection Scheme and other ways to recycle items, such as at The Furniture Project in Ollerton.

🎵 On the ninth day of Christmas my waste team took from me...nine broken tree lights. 🎵

We love Christmas a whole 'watt' but if you laid out all the Christmas fairy lights thrown away each year, they would wrap around Earth 3 times!

- 1️⃣ **REDUCE** waste by replacing broken bulbs, repairing broken lights, or simply switching around where you place them in your home.
- 2️⃣ **REUSE** lights as decorations in jars, vases, and bottles. Paint broken, vintage-style bulbs silver or gold as they make great garlands.
- 3️⃣ **RECYCLE** broken fairy lights in the 'small electrical appliances' container at your local Household Waste Recycling Centre.

You can donate working fairy lights to The Furniture Project in Ollerton.

Please use the Recycle Checker to help avoid contaminating bins this Christmas: <https://www.nottinghamshire.gov.uk/.../recycling-checker>



🎵 On the eleventh day of Christmas my waste team took from me...eleven scented bottles. 🎵

On the 10th of December 2023, 31,748 bottles of perfume were sold across the UK alone. That's not to be sniffed at. It isn't just us that smell great during the festive season; we like our homes to smell warm and welcoming too.

- 1️⃣ **REDUCE** the amount of packaging waste by choosing more eco-friendly packaging or fragrances with less packaging.
- 2️⃣ **REUSE** glass diffuser bottles by refilling them with scent and buying reed sticks.
- 3️⃣ **RECYCLE** empty glass perfume, aftershave and reed diffuser bottles in your kerbside glass recycling bin but please throw the reeds in general waste.

Please use the Recycle Checker to help avoid contaminating bins this Christmas: <https://www.nottinghamshire.gov.uk/.../recycling-checker>



🎵 On the twelfth day of Christmas my waste team took from me...twelve adverts eaten. 🎵

Hopefully, you are lucky enough to have enjoyed an advent calendar this year... because you know their days are numbered! 11.5 million calendars we buy are filled with chocolate, which means they contain a fair amount of plastic.

- 1️⃣ **REDUCE** waste from advent calendars by buying a more sustainable option that can be used year after year.
- 2️⃣ **REUSE** recyclable materials to make your own and start a new Christmas tradition. Take a look at the DIY calendars in this link for inspiration: <https://uk.pinterest.com/r2pxdesign/diy-advent-calendar/>
- 3️⃣ **RECYCLE** the outer cardboard packaging of bought calendars in your silver recycling bin but place the inner plastic tray in your general waste bin as this is not currently recyclable by Nottinghamshire's recycling provider.

Please use the Recycle Checker to help avoid contaminating bins this Christmas: <https://www.nottinghamshire.gov.uk/.../recycling-checker>



Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Number of fly tipping incidents	1,129	1,189	1,215	1,350
Number of events held in NSDC parks	181	273	342	113
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	367.8kg	363.3kg	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	2,599	675
Number of targeted focus weeks	New For Q1 23/24	5	2	5
All Other Indicator Types				
% fly tipping incidents removed within 72 hours	95.9%	93.4%	97.7%	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	1.1%	0.0%	0.0%	2.7%
% of failing sites - street and environmental cleanliness - detritus	1.5%	0.6%	1.2%	1.7%

Exploring our performance

Number of targeted focus weeks – due to staff changes and workload the focus week programme stalled in Quarter 3, however targeted deep cleans have continued. For example, we undertook a successful focus week in Balderston in October.

Kg of residual household waste collected per household—We received this data a quarter in arrears. Quarter 2 data has now been received: - 248.58Kg collected.





Reduce the Impact of Climate Change

Climate change is an important and complex challenge, 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: The proposals for Brunel drive were approved at Cabinet in December.

The project will commence in the first quarter of 2025 by the appointment of a consultant and the production of applications to enable statutory permissions to be sought.

The project will be phased over the next 3 financial years to fit in with likely service changes.

Market Place Improvement Project: In December 2024, we worked with the Town Board and Newark Town Council to agree a schedule of works for the Market Place Improvement Project. We have developed a vision and established principal outcomes for the scheme which will be agreed with the Board during Quarter 4.

Installation of Solar Panels:

Installation has been completed at the following five sites and are generating power.

- Newark sports and fitness
- The Newark Beacon
- Dukeries Leisure centre
- Scone and Devon Park (café roof)
- Vicar Water (Café roof)

Two further sites scheduled for installations are Gladstone House and Broadleaves.



Home Upgrade Grant (HUG) Scheme Support: 46 owner occupied homes within the Newark and Sherwood District Council area are currently engaged in the HUG2 scheme of which:

- 9 have had their energy efficiency improvement measures installed.
- 5 installations are in progress.
- 13 have been surveyed and costs submitted to the Principal Contractor for approval.
- 9 are awaiting survey/at design stage.

Replacing Oil Heating Systems with Air Source Heat Pumps and Solar Panels: To improve affordability for tenants and reduce carbon emissions we secured funding to upgrade 102 properties on oil heating systems to air source heat pumps heating systems and solar panels. During Quarter 3 we upgraded three properties, bringing our total to 104. Furthermore, we have secured additional funding to upgrade a further three properties, due for completion in quarter 4. This will conclude our program for the 2024/25 period.



We have submitted a bid for a Warm Homes Social Housing grant, to upgrade a further 300 hundred properties over a three-year period to decarbonise the heating systems and improve thermal efficiency of the properties. The grant will cover up to 50% of the capital and revenue cost of these upgrades.

Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Number of Council homes with retrofitted energy efficiency measures	New For Q1 24/25	New For Q1 24/25	266	Trend
Total gas and electricity energy consumption across Council owned corporate assets	New For Q1 24/25	New For Q1 24/25	757,141	Trend
Total energy generated from solar panels on Council owned corporate assets (Kwh)	New For Q1 24/25	New For Q1 24/25	57,077	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	7	Trend
All Other Indicator Types				
% of household waste sent for reuse, recycling and composting	37.4%	36.1%	Awaiting External Data	40.0%
Number of missed bins (per 100,000 households)	43.1	32.9	35.2	45.0
Total number of garden waste subscriptions	19,188	20,949	21,678	20,000
Number of missed assisted collections	New For Q1 23/24	150	186	Trend

Exploring our performance

Total energy generated from solar panels on Council owned corporate assets: Due to a minor signalling issue the meters at Dukeries Leisure Centre are not functioning correctly. As the Solar PV is similar size to that at Newark Leisure Centre, we estimate this figure to be higher by 33000kWh. Therefore 01/04/24 to 31/12/24 is in the region of 90077kWh. We are discussing this with the provider in Quarter 4 (January) to resolve this issue.

% of household waste sent for reuse, recycling and composting: We received this data a quarter in arrears. Quarter 2 data has now been received: - 38.69Kg collected.

Total number of garden waste subscriptions: 19,280 customers paying for 21,678 bins.





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. Newark Town Board have recently reviewed their Board Structure and adopted an approach based on key sectors and identifying local partners to champion those sectors within the Board. This includes private, voluntary, education, community, youth and public sectors.

In October we won **Kids In Museums Family Friendly Museum of the Year Award** in the Best Small Museum Category. We were assessed on five separate occasions by 'Secret Shoppers' and scored against how welcoming, relaxing, fun, accessible and affordable they found us to be. They commented on the museum's exhibitions, family resources, staff and facilities, including the café. Our Family judges commented on how welcoming and relaxing the museum is for families.

"We visit a lot of museums as a family, and out of everywhere this has had the most activities that my 5y/o has proactively engaged with, we went around twice to return to his favourites. Plus because he was busy I had the time to read the information which was brilliant"

Kids in Museums Judge

"They seem to engage very well with the local community and there was evidence of creative groups, toddler groups and work with schools"

Kids in Museums Judge



We also secured funding from the **Group for Education in Museums and the Culture, Health and Wellbeing Alliance** to pilot projects using cultural venues to support the wellbeing of local communities, we are one of 6 venues across the country to secure this funding.



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

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. Projects of note include:

- **Creative Influencers** – our youth group of 13 – 17 year olds – who have not only visited Sheffield's National Video Game Museum and watched Little Shop of Horrors at the Crucible, but also got involved with our pantomime production, and several of them got up on stage during Press Night to interview the cast! They also worked with the Artist in Residence on her final project.
- **'A Polish Heart Beats Here'** exhibition was installed at the National Civil War Centre. This is the culmination of a project working with the local Polish community to co-create an exhibition highlighting the historical ties between Newark and Poland, and celebrating the vibrant Polish community that thrives in the area.
- **'Mining for Stories'** where we collaborated with Bilsthorpe Heritage Museum and members of the former mining community to co-create a touring exhibition. The tour kicked off in Bilsthorpe during in Quarter 3 and will be visiting Ollerton and Edwinstowe over the coming months. Feedback from the Bilsthorpe stage of the tour was positive, with museum staff reporting an increase in footfall during the event and uptake in community interest in their mining heritage. Oral histories have been captured and stored within the National Civil War Centre and Bilsthorpe Museum an interest in further partnership working.





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

From October-December 2024 we welcomed 625 young people, an increase of 209 pupils from the year before. Evaluation sheets are completed by teachers at the end of every visit. All visits were deemed 'excellent' and teachers comment on how engaged students were throughout the day.

"A wonderful day. My 3rd visit and I look forward to returning next year. Fantastic for the staff and a great day out for the students"

History Coordinator, The Bishop Stortford School

"We valued the pupil's engagement enjoyment and there was lots of participation. We want to return again next year. Thank you for a very enjoyable day!"
Year 8 visit, Amhurst school, Loughborough

"Excellent engaging host, well designed sessions"

KS2 Teacher, Elston All Saints Primary School

Family Engagement

Our weekly **Mini Museum** sessions are now fully booked for every session. Because of our Family Friendly Museum of the Year Award, Kids in Museums sent along a photographer in December and the images will be used in national campaigns to improve the family offers of museums across the country, further raising profile of the Museum, Newark and the District.

We have delivered three more successful **Family Saturdays**, attended by 475 people.

- October's event was part of the Festival of Creativity in partnership with Newark Creates.
- In November we made shadow puppets and magic wands
- In December we made wreaths from greenery collected from Sconce and Devon Park.

Due to high winds, we offered a safe venue to undertake a Christmas event normally held in our parks, so visitors made recycled Christmas decorations in our Tudor Hall. We have planned a number of partnership events with the Environment team in 2025 and have committed to using recycled materials in our craft activities as much as possible this year!





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

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

Alive with Music

The second 'Alive with Music' event was hosted at the Palace Theatre, bringing together local musicians, professionals and community groups to network and share their experience of working collaboratively, and was attended by 70-100 individuals who provided positive feedback.



Talks and Tours

Our partnership with The Friends of The National Civil War Centre has strengthened in 2024 and we work together to curate a programme of talks on a range of subjects. This quarter we hosted the book launch for local historian Stuart Jennings' new book about Newark in the British Civil Wars, as well as talks on food in the seventeenth century with Dr Mark Dawson, female highwaymen, and early modern Christmas music with 'A Merrie Noyse'.

84 people attended our talks this quarter. Many of these are new audience members, attracted by a new focus on social, as well as military history. This community is growing, and we look forward to continuing to develop this audience in the coming months.

A-Level Debate Project conferences

In September 2024 the Oracy Commission published recommendations that address the rising importance of oracy skills in a rapidly changing world. In order to respond to this national focus and to promote the A level Debate Project, we collaborated with Newcastle University Library and Archive to develop source-based resources. Then in November we ran two conferences, one at The National Civil War Centre and one at Newcastle University library in collaboration with the Newcastle Team and Voice 21. 28 teachers attended the conferences across the two days.

"Excellent CPD session with a range of strategies to improve oracy skills for myself and my students"
Conference Attendee

"Positive opportunity to share practice"
Conference Attendee

"Favourite CPD I have ever attended. Really excited to put this into practice"
Conference Attendee



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

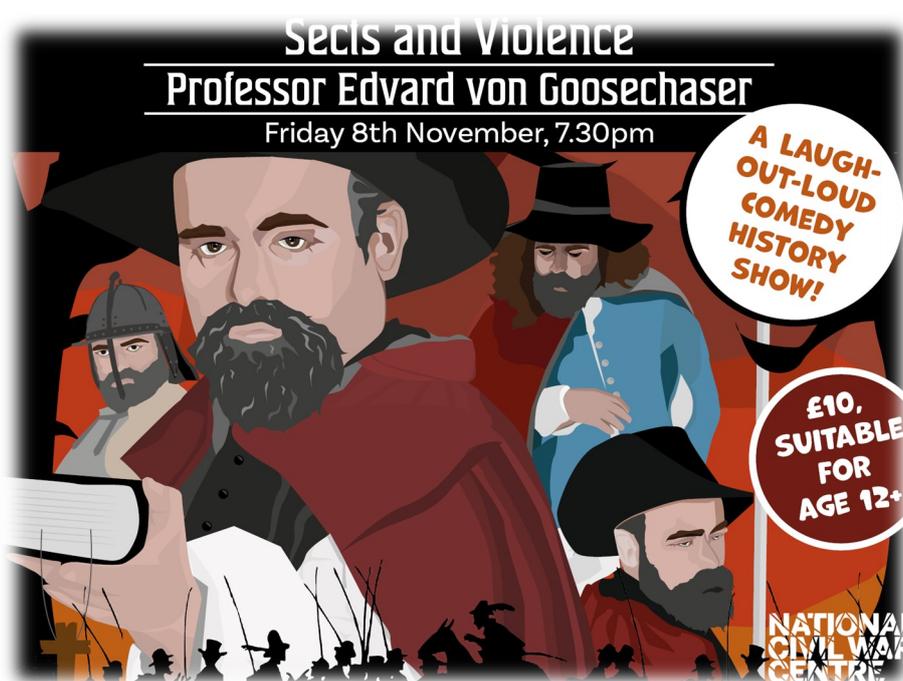
Enhancing Family Engagement, Community Integration and Community Access Continued...

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. Our ongoing collaboration with our academic partners and colleagues across the country will result in the publication of *A History of the Civil Wars in 100 Objects* in February 2025. This publication will be accompanied by resources for primary and secondary schools developed by us. Filming has taken place in our galleries and schools' resources have been written in Quarter 3 and are awaiting publication in February alongside the book.



Hilarious Histories: Historical comedy character Professor Edvard Von Goosechaser has been entertaining crowds at the National Civil War Centre - Newark Museum for the past 7 years. He was back for the Halloween season with a hilarious hellraising show 'Sects and Violence'. On Friday 8 November, we travelled back in time to All Hallows' Eve 1668 for the annual Professor Edvard von Goosechaser lecture on all things supernatural. The subject was mad prophets, prophetesses and crazy 17th century cult leaders. Throughout the course of the evening, the Professor took audience members on a laugh-out-loud journey, exploring the prophet with the most ridiculous name, how eating a raw potato could bring you closer to God, and the catastrophic curse wars that erupted between two cults and one fledgling religion.

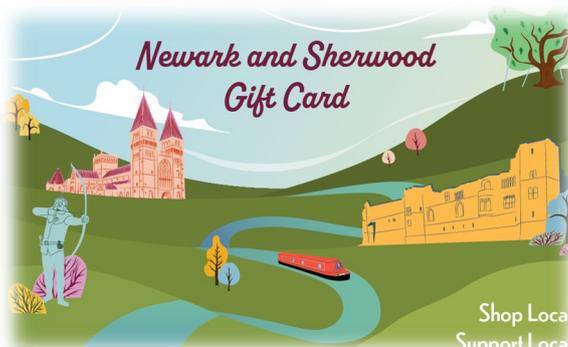




Celebrate and Invigorate Community Spirit, Pride of Place and Sense of Belonging

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. This included the shop local Christmas campaign over social media which generated 59,653 views/impressions, 27,528 reach and 610 interactions.

We've been actively involved in informing a wider destination management plan through District and Borough meetings and a new events calendar will be launched in early 2025.



The Town and City Gift Card has been developed and designed and contracts are now signed following due diligence checks – it is expected to launch in March 2025.

Event Name	Date
Festival of Creativity	5th—6th October
A Likely Story	1st November
Christmas Light Switch On	25th November
Steampunk / Christmas Market	7 - 8th December

Newark Cultural Heart Programme: In Quarter 3, the programme plan included four events, detailed in the table, across 6 event days in Newark town centre. Due to adverse weather conditions the Christmas Lights Switch on was cancelled resulting in an output of 3 events and 5 event days. Both positive business and visitor satisfaction was received for the events that took place with an increase in town centre footfall of 3,036 visitors.

Newark Creates delivered 'A Likely Story' – a historical projection on Newark Town Hall depicting local stories, engaging families and communities. Footfall of 3,900 was recorded in the market place over the duration of the event, which also featured a light and sound scape in the Church Gardens and an activity in the Civic Centre museum's Tudor Hall which had more than 400 visitors.





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

Supporting Community Led Days of Action

Poetry in Nature Trail: To help young people connect with nature, we created a nature trail with a poetry outcome for Sconce and Devon Park. Young people used their senses as they enjoyed their surroundings, collecting vocabulary to create their own poem about nature. Poems received were displayed at Rumbles Café in Sconce and Devon Park. For younger children, a scavenger hunt of items in Sconce and Devon Park was provided for families to enjoy. The self-guided activities ran throughout the half-term holiday from Saturday 19th October until Sunday 3rd November.

Approximately, 50 of the Poetry in Nature Trails and 80 of the Nature Detectives Scavenger Hunts were enjoyed throughout half term.



Magnus School Wellbeing Event: The Magnus School Wellbeing Event was held on Wednesday 16th October. We provided information around recycling through interactive boards and a 'Spin to Win' game. The event for us was a huge success as we interacted with around 300 young people about recycling. We were really impressed as their overall knowledge was very good!



Anti-social Behaviour Week: As part of "Let's Talk ASB" Day for Anti-social Behaviour Awareness Week, we were at the Boughton Community Hub on 20th November. We offered residents advice around recycling and fly tipping through games. Around 6 local residents attended the afternoon event.



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 a value of £500 or less.

Round 2 of the 2024/2025 Community Grant Scheme was delayed due to one of the panel members being unwell. The panel has been rearranged for the 8th of January.

This Quarter, the Efficiency East Midlands (EEM) Small Grant Scheme awarded 3 community groups funding to the value of £1,500.00.

Clipstone and Ollerton Funding Feasibility: Within the Autumn Budget in October 24, the Government confirmed its intention to continue with LUF 3 grant awards, including the £20m commitment for Sherwood.

Following a report to Cabinet in July 2024, progress associated with Ollerton and Clipstone projects was paused beyond the continuation of activity approved within existing budgets. Negotiations have continued with interested tenants, in addition to ongoing workstreams associated with securing the remaining match funding. In December 2024, a report was taken to Cabinet to secure additional forward funding to enable the ongoing progression of both projects.

Stodman Street: The site is progressing well with works nearing completion on the foundations, the steel frame has been manufactured, planning conditions have been discharged for the relevant stages of the construction.

Supporting the Veteran Community

In November we held the consecutive Veterans Remembrance Afternoon Tea. This event was hosted for the first time in Quarter 3 2023/24 and the event was well received, as such it was decided to host the event again this year.

The event was booked to capacity with around 110 veterans enjoying an afternoon tea and a performance of a 1940s style singer, in the atmospheric setting of the Newark Town Hall Ballroom which was decorated in honour of Remembrance Day.



Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Total footfall across all heritage and culture services and sites	New For Q1 23/24	76,641	95,897	75,000
Total number of admissions - National Civil War Centre	9,821	12,253	12,706	10,500
Total number of admissions - Palace Theatre	38,365	41,102	53,628	40,000
Number of people reached through direct participation and outreach	New For Q1 23/24	8,894	9,372	9,000

Pro-active programming and linked events such as themed family Saturdays are continuing to support increased footfall to the National Civil War Centre.

The theatre has experienced a highly successful autumn season, including the first West End Musical - Blood Brothers - and a record breaking pantomime season.

The Arts Council England funded programme of outreach continues to deliver quality activity across the district, including a Polish Exhibition, a touring exhibition in Bilsthorpe and Edwinstowe called 'Mining for Stories', our Artist in Residence programme and a VR project with young people.



MINING FOR STORIES

Journey back in time to unearth the rich history of our local mining communities with **MINING FOR STORIES!** A unique exhibition sharing the experiences of miners and their families from Ollerton, Thorseby, and Bilsthorpe.





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.

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, which we are in the process of appointing to.

Customer Experience Strategy: The Customer Satisfaction Officer will be focussing on our complaints handling and customer satisfaction.

Corporate Peer Challenge: The final report has now been received and has been shared with staff and member colleagues, as well as being made public on our website. An officer and member working group will be established to work through the recommendations and pull together an action plan, this is likely to be ready for April and will be presented to Cabinet for endorsement.

Expanding and Refreshing the Wellbeing and Engagement Programme: During Quarter 3 we have delivered the Serving People Improving Lives Awards and a range of festive themed activities for staff wellbeing and engagement.

We have also launched Ambition Academy, our first learning and development platform on which employees can access around 50 different courses to develop their skills. We have also included several wellbeing modules such as avoiding burnout, speaking up, neurodiversity at work and feeling resilient.

We have continued to develop the 'Investing in You' project and have delayed the launch for a short time. We are recruiting to a new post in the Communications and Marketing Team which will have a focus on employee engagement, and it makes sense that this post holder is able to shape the final program.

Regulatory Inspections and Requirements: Evidence has been gathered and updated in relation to the assessment criteria set by the regulator of social housing and a gap analysis and our position has been identified with some actions in place. This latest updated position and details of the gaps will be reported to Senior Leadership Team and the Tenant Engagement Board during Quarter 4 and will continue to be reported each quarter to Tenant Engagement Board until we are inspected.

Recruitment and Retention Measures:

Over 50% of job descriptions have now been updated by Managers.

The piloting of Zellis, the digital Job Evaluation system, has been completed in Quarter 3 and the results are being analysed and will inform system parameters.

During Quarter 3 we have also been working with a provider to offer a Pension Additional Voluntary Contribution's to staff which is due to Launch 01/04/25. This will offer staff a tax efficient way of saving for retirement.

Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Engagement rate with posts issued on NSDC Facebook and X combined	746,000	857,351	721,328	750,000
Contact Centre - telephony - average length of time to answer call (seconds)	79.0	113.0	74.0	120.0
No of digital web form transactions	23,054	36,891	37,481	27,000
% business rate collection	81.1%	80.6%	81.9%	73.7%
% council tax collection	79.7%	79.9%	79.5%	80.8%
No of phone calls presented to Contact Centre	87,228	81,755	81,145	Demand
No of face to face contacts (Castle House)	9,322	11,947	12,696	Demand
Satisfaction with lettings service	94.0%	93.0%	90.0%	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	94.7%	90.0%
All Other Indicator Types				
% effective response to careline calls within 60 seconds (industry standard)	New For Q1 24/25	New For Q1 24/25	98.9%	97.5%
% of planning applications (major) determined in time	87.5%	93.0%	91.0%	90.0%
% of planning applications (non-major) determined in time	93.4%	92.0%	92.9%	90.0%
% invoices paid within 30 days - whole Council	98.1%	98.2%	95.0%	98.5%

Telephone Engagement: The average time to answer a call in Quarter 3 was 46 seconds compared to 100 seconds in Quarter 2 which has resulted in the year to date figure of 74 seconds. Demand is in line with what is happening within the Council and nationally.

Web Transactions: In December 2024 we launched the free trees for residents scheme which resulted in 471 online forms being submitted.

Council Tax Collection: The collection profile has been changed recently to more accurately reflect actual performance against the instalment profile now that council taxpayers can elect to pay over 10 or 12 months. The collection performance will be monitored on a weekly basis to identify any customers who may be experiencing hardship.

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.

Career development

We actively support and encourage our staff to develop their careers with us. This quarter we have seen offers gain a Masters in Urban Planning and an apprentice pass the parentsip with a distinction, achieve a level three award and become CIPD qualified.

Long Service

Tis quarter two officers have gained their 25 year long service award.

Serving People Improving Lives (SPIL) Awards 2024

On Friday 22 November we held the annual Serving People and Improving Lives (SPIL) Awards at Kelham Hall in Newark and it was amazing to see so many colleagues there celebrating our hard work this past year.

From Long Service Awards to Team of the Year, it was a night full of celebrations.

The following recognition were celebrated:

- **Team of the Year** - Financial Services
- **Chief Executive Award** - Winner - Yorke Drive Enforcement team
- **Manager of the Year** - Business Manager Public Protection
- **Colleague of the Year**—Transformation
- **Apprentice of the Year**—Tennent Engagement Apprentice



Measuring Success

Quarterly Indicators	Quarter 3 22/23	Quarter 3 23/24	Quarter 3 24/25	Target 24/25
Year to Date Indicators				
Average number of sick days per employee (FTE) per year lost through sickness absence	5.5	4.8	4.5	4.9
% of staff turnover	New For Q1 23/24	10.0%	10.0%	9.8%