



**NEWARK &  
SHERWOOD**  
DISTRICT COUNCIL



# Community Plan Performance Report

**2024 – 25 Q4**

**1 January to 31 March 2025**

**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 ambitions over four years as well as the activities that will help achieve these ambitions. Our 2023-27 Community Plan is in place, and this is underpinned by our performance framework. This framework sets out how we will measure the performance of our ambitions and contains key performance indicators, a combination of qualitative and quantitative data.



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 January to 31 March (Quarter 4).

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;



## 1. 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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## 2. 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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## 3. Our Performance

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

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## 4. 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 4 (1 January to 31 March). 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, the figure for the year represents a 35% increase 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 (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 has remained static this quarter when compared to the same quarter in 2023/24, and is 0.2% lower than that of England which is 3.9% this quarter.

- Quarter 4 2023/24—3.7%
- Quarter 4 2024/25—3.7%

**Footfall:** the table below shows the average footfall figures for quarter 4 for Newark, Southwell, Edwinstowe and Ollerton. Footfall in all four locations increased when compared with the previous month, this is the second month in a row in which this has taken place. Visitor numbers now roughly align with the average visitor count that we experienced prior to the downturn at the end of 2024.

This could potentially be attributed to the warmer weather experienced during March, as well as initiatives such as the final Newark Creates event for 2024/25 - Fire, Flame and Frenzy Night on Saturday 1<sup>st</sup> March. This event was an interactive and immersive fire show in the Market Place, with a mini food festival and pop-up events alongside.

	Average Daily Footfall			
	Newark*	Southwell	Edwinstowe	Ollerton
January 2025	6,279	1,974	2,000	2,203
February 2025	6,644	2,049	2,113	2,291
March 2025	6,864	2,118	2,276	2,391
Quarter 4 Average	6,596	2,047	2,130	2,295

Footfall in Newark on the day of the event was 21% higher than the average Saturday for 2025, whereas Market Place footfall was over 50% higher than the average footfall reported at this location. During the evening of the event 58.9% of recorded visitors to the Market Place were brand new to the town, which equates to around 670 brand new visitors not including those visitors who may not have a mobile phone, or those who may have been out of range of the sensors.

The largest percentage change in footfall has been in Edwinstowe, with March 2025 attracting the largest number of visitors since the sensors were installed in late September 2024. Edwinstowe has seen an increase in average daily footfall each month this quarter, with a 2.8% increase in January and 5.7% in February. This could be attributed to the more favourable weather conditions being experienced than is typical of this time of the year. One of the sensors in Edwinstowe is located at Sherwood Forest Corner, which is an outdoor destination and so likely to capture greater footfall during periods of fine weather conditions.

Fridays remained a popular visitor day, with Friday 21<sup>st</sup> March being the busiest day of the month in Newark, Ollerton and Edwinstowe. This was a day of warm, sunny weather which could have encouraged many people to pay visits into town following several months of colder temperatures and shorter daylight hours. Friday 28<sup>th</sup> March was the busiest day in Southwell, which was another day of warm weather. These spikes in visitor numbers aligns with the historic trend of more people making journeys to town centres once the Spring and Summer weather begins.



1. Fire, Flames and Frenzy Event in Newark Market Place



## 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**:

- **17,271** face-to-face contacts were held at Castle House, a 3.2% increase compared to the same period last year.
- **109,742** calls were received by the contact centre, a 3.3% decrease when compared to the same period last year.
- **26,676** calls were received by responsive repairs, a 2.3% **decrease** when compared to the same period last year.
- **65,940** **digital web form transactions** were completed by our customers, a 6% **increase** when compared to the same period last year.



# Customer Feedback



## Customer Feedback

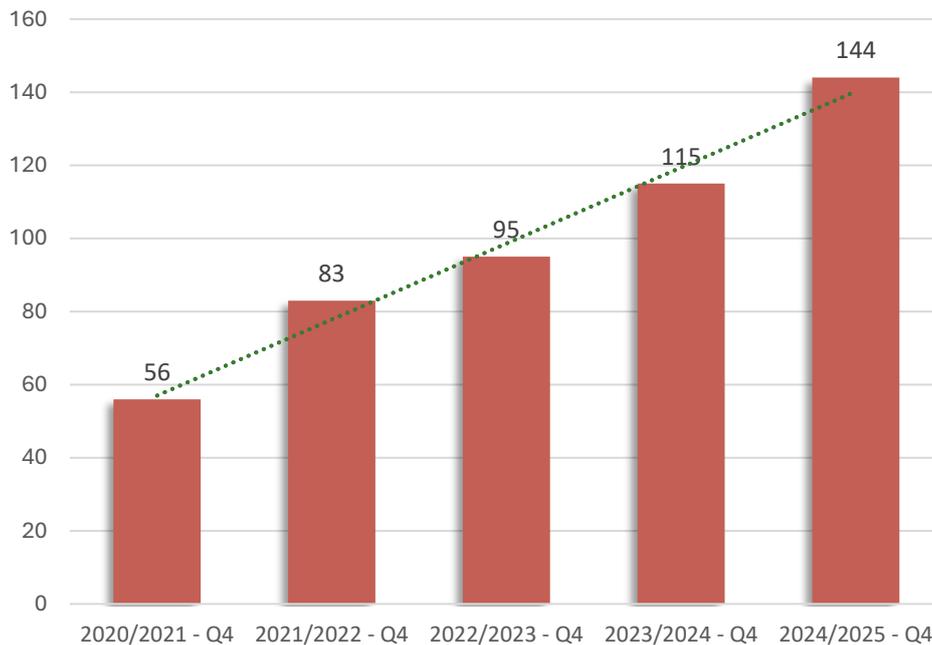
We value all feedback (both positive and negative) as it offers valuable insights into our customers' experiences. It helps us identify areas for improvement, supports continuous learning, and can serve as an early indicator of potential issues before they escalate into more significant challenges.

Because of its importance, we actively encourage our customers to share their feedback. This proactive approach, combined with recent changes to our complaint handling timelines (outlined below), has contributed to a noticeable upward trend in the volume of feedback received.

## Complaints Received

During Quarter 4 we received 144 Stage 1 complaints. The five-year trend, as illustrated in the chart below, shows a continued upward pattern in the number of complaints received during this period. Compared to Quarter 4 of 2023/24, this represents a 25% increase.

This rise reflects broader efforts—both locally and nationally—to make it easier for people to raise complaints, especially in the Housing sector. In response, we have updated our Customer Complaints and Feedback Policy, including revised acknowledgment and response timescales, to ensure compliance with the Housing Ombudsman Complaint Handling Code. We have recently completed working with our software provider to ensure these changes were integrated into our complaints handling software.



# Customer Feedback



## Complaints by Business Unit

**Housing Maintenance & Asset Management** received 68 Stage 1 complaints in Quarter 4 of 2024/2025. Most related to conduct and service quality (35) and delays in service or communication (23). The remaining complaints covered missed actions, contractor work standards, and one report of dangerous driving.

**Environmental Services** received 29 Stage 1 complaints during the period. The main issues were service delays (9) and conduct (6), with smaller numbers relating to missed actions, responsiveness, contractor standards, and communication.

**Housing & Estates Management** received 21 Stage 1 complaints in the period. The most common issues were related to contractor work standards (6) and service delays (5). Other complaints included concerns about conduct and service (7 combined), and communication delays (3).

The remaining complaints were spread across several other service areas, including Revenues & Benefits, Corporate Property, Planning & Development, Housing Income & Leasehold Management, Financial Services, Public Protection, Law & Information Governance, and Communications, each contributing a smaller proportion to the overall total. This feedback highlights key areas for improvement and supports ongoing efforts to enhance the customer experience.

Business Unit	Complaints Received	Complaints Received
Housing Maintenance & Asset Management	68	47.2%
Environmental Services	29	20.1%
Housing & Estates Management	21	14.6%
Revenues & Benefits	10	6.9%
Corporate Property	5	3.5%
Planning & Development	4	2.8%
Housing Income & Leasehold Management	3	2.1%
Financial Services	1	0.7%
Public Protection	1	0.7%
Law & Information Governance	1	0.7%
Communications	1	0.7%
<b>Grand Total</b>	<b>144</b>	<b>100.0%</b>

*Includes complaints which were subsequently withdrawn*



## Response Times

During Quarter 4, a total of 144 complaints were submitted, of which 7 were withdrawn and 1 was suspended, leaving 136 active complaints. Of these, 69 complaints (approximately 51%) were responded to within the target timescale of 10 working days.

The Business Unit with the highest number of complaints was Housing Maintenance & Asset Management, accounting for nearly half, 68 of the total, but only 21 of these were resolved on time. Environmental Services followed with 29 complaints, 19 of which were timely. Several units, including Revenues & Benefits and Communications, resolved all their complaints within the timeframe.

No of complaints (Per BU)	On		
	time	Overdue	Total
Communications	1	-	1
Corporate Property	4	1	5
Environmental Services	19	10	29
Financial Services	1	-	1
Housing & Estates Management	9	7	16
Housing Income & Leasehold Management	3	-	3
Housing Maintenance & Asset Management	21	46	67
Planning & Development	1	2	3
Public Protection	-	1	1
Revenues & Benefits	10	-	10
Total	69	67	136

It is not unusual that the customer facing business units typically receive a higher volume of complaints due to the nature of the work being carried out by these teams and in the case of Housing Maintenance and Asset Management, how intrinsically linked this service is to the lives and homes of our tenants. We encourage all customers to provide feedback to us, whether positive or negative, and because of this feedback we recognise that this is an area in which improvement is required. We have recruited complaints a co-ordinator to help this business unit with ensuring complaints are responded to in time, also enabling officers to focus on rectifying service failures and implementing improvements. Additionally, we are taking steps to increase the level of resources within the business unit for identified pinch points. Some of these complaints also relate to the performance of our contractors and we are working with them to improve their services and response times.

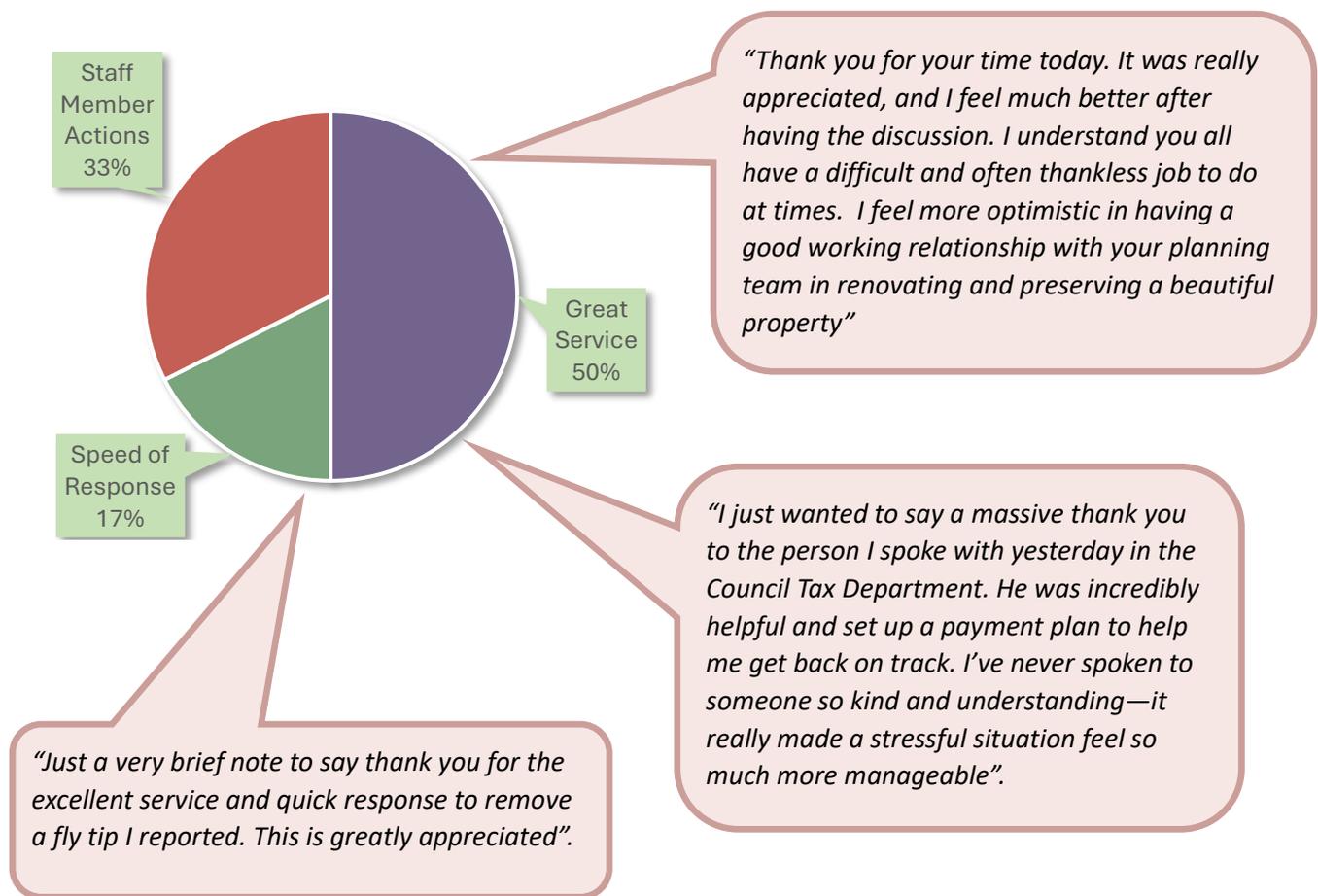
We anticipate a reduction in the volume of complaints being received and better performance in complying with the response times to all complaints being received by the end of June 2025. This is monitored weekly and monthly within the Housing, Health & Wellbeing Directorate and remains a priority for the teams affected and our Housing Assurance Board.

# Customer Feedback



## Praise

Of the 40 positive comments received for Quarter 4, the most frequent theme was “Great Service” with 20 mentions, followed by “Staff Member Actions” with 13, and “Speed of Response” with 7. Customer Services received the highest number of compliments overall (13), particularly for staff actions and great service. Environmental Services also stood out with 10 positive mentions, mainly for great service and response speed. Other departments such as Planning & Development, Housing Maintenance & Asset Management, and Housing & Estates Management received a mix of praise across all three themes, though in smaller volumes. This suggests that while great service is the most appreciated aspect, recognition of individual staff actions also plays a significant role in positive customer feedback



# Improve Health & Wellbeing



During Quarter 4, 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. This quarter's outputs include:

The design and implementation of a **Changing Places** style facility at the Dukeries Leisure Centre, aimed at enhancing accessibility for all residents, was successfully completed in February 2025. The changing facility is now fully operational and available for use by visitors.



## Implement our 'Health and Wellbeing Strategy':

- We attended two task and finish groups organised by health partners across Mid-Notts around vaccinations and immunisations and transport this Quarter. With issues identified in conversation we have agreed these groups should have more of a place-based focus, with the health improvement team now leading on Newark and Sherwood task and finish groups on vaccinations and immunisations and transport with local partners considering insight from our communities to improve both over the next year.
- We supported the community and voluntary service with the first Patient Participation Group (PPG) forum held since before the Covid-19 Pandemic. The purpose of PPG's is to help strengthen messaging within primary care settings and support patients within surgeries.
- This quarter we have funded and supported two additional 'make your own wormery' workshops at Reach Learning Disability charity. The groups each have benefited from a community wormery, however in addition to this each participant now has their own at home to better utilise food waste.
- A successful meeting was held with the Integrated Care Board to better understand both organisations' roles within health care provision across the district. A plan has been agreed to better utilise both networks to strengthen the communications and messaging our residents receive around health and wellbeing. The first campaign that was shared widely was the 'Pharmacy First' campaign.
- The Ageing Well group has identified several priorities of focus within the next year around the ageing well agenda, this group will now focus on carers, dementia, transport and more all of which will sit within the new 'Age Friendly Communities' action plan as we are applying to become an Age Friendly Community.
- We have appointed a volunteer to lead on the creation of the 'Big Green Book' which will locally support health partners to signpost patients to outdoor, nature-based activity.

**Pollution Prevention and Control Measures:** During Quarter 4 we have undertaken 3 Permit inspections, against a target of 2 scheduled for this quarter. Permit inspections are mandatory and ensures that we maintain our statutory requirement to conduct these inspections. They also ensure that we maintain our relationship with businesses and that businesses understand their responsibility under the Pollution Prevention Control regulation 2016. The Permit Inspections also ensure businesses are audited against their statutory environmental obligations and check their compliance with the permit conditions, and identify any improvements required. Greater environmental compliance in turn ensures benefits for the environment and

# Improve Health & Wellbeing



human health in terms of reduced emissions and health risks. 2 of the inspections carried out had follow-up actions requiring the submission of additional information following the inspection.

Funding for the **Playing Pitch Strategy** was secured in the 2024-2025 budget in the form of a capital contribution of up to £2m towards the delivery of 5 x 3G artificial pitches across the district. Additional funding from the Football Foundation is to be secured to support with the delivery of these pitches. The decision to prioritise the delivery of the 5 pitches was driven by data which identified artificial pitches as the greatest under supply across the district. During 2024-25, we have been working closely with potential landowners and school sites, along with the Football Foundation, to identify potential sites across the district.



**Support NHS partners:** A 'Wrap Around Care' presentation was given at the districts Best Start+ partnership group and led to early years careers with the team now being invited to attend the future first expo in November.

We also gave a presentation to all Year 9 Students at Newark Academy's Careers Week. As part of this presentation, we shared information with the young adults on career prospects within the Council and more widely the opportunities that exist locally in all areas of health and wellbeing including public health.

**Partnership working to reduce health inequalities in targeted areas and explore opportunities to increase local access to services and green spaces for all:**

- Work has continued to develop a large-scale community growing space in Balderton, supported by Grow Incredible CIC who recently received a community grant to secure the site alongside Balderton Primary Care Centre.
- Our Teams organised and attended 'Community Listening Training' which was well attended and was designed to support volunteers from our food projects. This valuable training will now enable these volunteers to support our local communities through enhanced listening skills and help them to empower others to build opportunities in our communities.
- At the recent Best Start+ meeting the attendees received a presentation from the Community Dental Service on oral health. Recent data shows that in Newark and Sherwood 'Five-year-olds tooth decay' fairs poorly proportionally with 20.3% of 5 year olds with visually obvious dental decay, in comparison to the County at 17.5%. A variety of training was offered to partners covering all age demographics and additional connections were made leading to the CDS presenting as part of the GRT programme at the YMCA, the impact of this was visible the following week with all the girls sharing they had quickly changed their habits around energy drinks and sugary drinks after realising the impact it was having on their oral health.
- Our teams have continued to run a series of successful cookery sessions to a variety of groups. Two further teens cookery courses have taken place with over 25 local young people attending in Hawtonville and Southwell. A number of sessions have been delivered to the CVS's Best Years Hubs supporting older people to batch cook affordable, easy and nutritious meals. Our next Teens cookery course is already fully booked and additional sessions have been organised to support tenants at De Lacy Court, Ollerton.

# Improve Health & Wellbeing



- A four week 'Fakeaways' course was successfully delivered in Edwinstowe and a 'Feed 4 £5' course was delivered at Beaumont Walk, Newark.

Our Council's **Warm Homes on Prescription scheme**, in partnership with Mansfield District Council, aims to help low-income residents with cold-sensitive long-term health conditions to achieve affordable warmth. This year, the project has directly supported 16 owner-occupied households by fully funding a range of home heating improvement measures, including replacing old broken-down boilers and leaking radiators. In addition, over 100 households have received advice and/or been referred to other relevant support services.

**Maximise take up of housing benefit, Council Tax support and other household grants to support residents financially:** During Quarter 4 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. We saw 323 new claims made and awarded, as well as 92 new claims for housing benefit. The total of new claims for council tax support made during the year was 1,828, the total for new housing benefit claims was 413.

We have continued to prioritise **supporting residents through the ongoing cost of living crisis** and this year those efforts have included:

- Additional fuel vouchers to households in need
- Provision of food and hygiene products through the food clubs across the district
- Investment in a 'Food Coordinator' role to work across the food cycle – from growing, security of access to food and cooking and healthy eating
- Working with Newark Town Council to introduce a market start up grant for entrepreneurs
- Developing a 'Shop Local' gift card to support local businesses.

A further, ring-fenced budget of £139,650 for 2025-26 has been agreed at Full Council. This budget retains a focus on food, fuel and direct support to residents.

Negotiations are ongoing with **Southwell Leisure Centre** this quarter, to agree a solution for the long term management of the Centre.

The process to progress with **greening gateways to villages and towns has now been established** and we are working closely with Via East Midlands to achieve this. As the land is not owned by the Council, entrances at Bilsthorpe, Blidworth and Boughton have had plans approved with Nottinghamshire County Council Councillors. These were then sent on to the respective parishes for their consideration. Because of approval timelines and the planting window, only Boughton is scheduled to have the wildflowers sown in the first few weeks of April. The bulb mix of daffodils, snowdrops and bluebells will be added in spring 2026. Bilsthorpe and Blidworth will be scheduled for planting in spring 2026 alongside other village and town gateways identified and consulted on. Plans have and will be adapted to facilitate mowing schedules and access points during pre-planting site visits with the parishes. Boughton have other gateways and owned land that they would like to work together on greening. A meeting to discuss further sites is scheduled for April. The initiative has been well received and we look forward to the finished results.

# Improve Health & Wellbeing



Nottinghamshire County Council has developed a 15-year programme of potential **walking and cycling projects to improve infrastructure**, which includes 10 routes in Newark & Sherwood. Nottinghamshire County Council continues to progress design work on three schemes:

- A6075 Phase 1 (Ollerton to Ollerton Roundabout),
- B6034 (Edwinstowe to Rufford Country Park)
- B6030, Clipstone.

**Explore options to further develop parks in the district enabling free play and exercise, making sure the offer is as inclusive and as varied as possible:** This quarter we have continued our work to provide grass football pitches in Devon, with positive results as the grass pitches have held well and are maintaining a high percentage of grassed areas. This has been made possible due to the maintenance that we have continued to provide throughout Autumn and Winter, in accordance with FA guidelines. We have plans to begin trialing grass pitches at the young peoples center Hawtonville, which will provide more outdoor pitches for our communities to express themselves through sport.

Sconce and Devon Park hosted a visit by the Newark Allotment association where a number of guests from all allotments around Newark visited the halt to discuss plants, seeding and seed swapping and other initiatives. Composting continues to take place onsite with the new addition of wormeries now being created in a 240 ltr bin, seed collection, plant division, cuttings, and over winter ensured there is a more sustainable management plan for propagating plants and flowers. Over 8,000 people have been involved in events Sconce and Devon as well as Vicar Water Park, taking part in events such as Park Run, educational walks and talks as well as butterfly surveys. It has also been noted this quarter that species such as the greater spotted Woodpecker, Sky Lark, and Woodcock have been spotted in our parks by our rangers and residents.

Recently the Great British Spring Clean (GBSC) was very successful, with over 300 bags of rubbish and 250 volunteers in this one event, we have also distributed additional GBSC bags to volunteers who will be continuing to collect rubbish on a regular basis. One volunteer has picked over 100 bags in the past 6 weeks. Sherwood Heath Spring Clean also took place this quarter and saw 15 volunteers from friends of Sherwood Heath Group and Edwinstowe Litter Patrol taking part and collected over 20 bags of rubbish.

Over 1,150 trees have been planted around Newark and Sherwood locations include Clay Lane and Mead Way. We donated 50 saplings to two different primary schools for the development of their forest schools, species of trees include Birch, Beech, Hawthorne, Blackthorn, Oak, Cherry. There has also been a contribution to the planting of 19 different trees on Riverside Park, Newark to replace the trees removed from Newark Castle last October. This has been finished off with wildflower planting, with the aspiration that the Riverside Park could secure green flag status.



# Improve Health & Wellbeing



## Measuring Success

Quarterly Indicators	Quarter 4 22/23	Quarter 4 23/24	Quarter 4 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Number of User Visits – Active 4 Today (all)	1,008,319	1,101,987	1,102,936	1,000,000
Number of DFG grants awarded	83	62	106	N/A
Number of aids and adaptations delivered in Council homes	New For Q1 24/25	New For Q1 24/25	897	N/A
<b>All Other Indicator Types</b>				
Live Leisure Centre membership base (all)	11,585	11,170	12,212	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	18.8	12.8	12.7	14.0
Average no of calendar days to process council tax support change in circumstances	7.5	4.1	7.2	7.0
Total council tax support claimants	6,748	6,697	6,722	N/A
Average no of calendar days to process new housing benefit claims	18.1	14.5	14.4	14.0

# Improve Health & Wellbeing



Average no of calendar days to process housing benefit change in circumstances	2.6	1.5	1.6	4.0
Total housing benefit claimants	3,629	3,422	2,835	N/A
% of businesses in the District with a 0 star food rating (major improvement necessary)	0.18	0.09	0.20%	0.16%
% of businesses in the District with a food hygiene rating of 3 or higher (generally satisfactory or above)	92.67	98.00	97.70%	98.00%
<b>Annual Indicators</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>Target 24/25</b>
Customer satisfaction with leisure services (all)	New For 23/24 Q4	70.7%	87.0%	N/A

## Exploring Our Performance

**% of businesses in the District with a 0 star food rating (major improvement necessary)** - Businesses which are issued with low food hygiene ratings must make urgent (0-star) or major (1-star) improvements to hygiene standards. We have several enforcement options available, as well as a role to provide advice and guidance to make sure these improvements are made. We will also tell the business how quickly these improvements must be made, and this will depend on the type of issue that needs to be addressed. If we find that a business's hygiene standards are very poor and there is an imminent risk to public health, we will act to ensure consumers are protected. This could result in stopping part of the business or closing it down completely until it is safe to recommence. In Q3 we were performing below target and that equated to 1 business in the district which held a 0-star food hygiene rating, this quarter we have 2 businesses which now hold a 0-star food hygiene rating which means this indicator is exceeding its target. It is likely that by Q1 this will have seen an improvement in line with the target, as businesses which are issued with a 0-star rating can request a reinspection more quickly.

# Increase Supply, Choice & Standard of Housing



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.

We have made significant progress on the **Yorke Drive Regeneration Project** this quarter. The project has now secured reserved matters planning approval and a start onsite is anticipated in 2025. The project will deliver 207 new homes, of which a minimum of 74 will be affordable. Affordable housing is defined as housing for sale or rent, for those residents whose needs are not met by the housing market (including housing that provides a subsidised route to home ownership and/or is for essential local workers); and which complies with one or more of the 4 following definitions set out within the National Planning Policy Framework.

We are continuing to engage with residents through both a newsletter and consultative panel alternating on a monthly basis.



*CGI Illustration of Yorke Drive Regeneration*

As part of our work to **develop and deliver a GRT strategy**, we have established a GRT partnership across a range of partners, which we also chair, including but not limited to representatives from fire and rescue, education, public health, police and 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.

As part of our ongoing efforts **to explore ways to improve energy efficiency in the private rented sector**, the Warm Homes Local Grant has had £1.1m confirmed indicative allocation for the Council over next 3 years to improve energy efficiency in the private rented sector, this scheme is being worked through to understand resources required for delivery.

# Increase Supply, Choice & Standard of Housing



We are working to progress the amended **'Allocations and Development Management Development Plan Document'**, which forms part of the districts Local Development Framework. Through the allocation of land for housing, employment and retail as well as the making of other designations, the plan seeks to help deliver the approach to the district's future development set through our Amended Core Strategy. In addition to assist with the day-to-day assessment of planning applications, the document also provides a suite of development management policies. The **'Allocations and Development Management DPD'** is currently being examined by a Planning Inspector, hearing sessions were conducted in November 2024 and a process of written representations is currently underway between Inspector and the Council. The **'Affordable Housing Supplementary Planning Documents'** remains pending the results of the Examination of the Amended Allocations & Development Management DPD. The Solar Energy Supplementary Planning Document is due to be considered by Cabinet in June 2025 for Adoption.

The **development of new homes for open market sale or rent through Arkwood Developments Ltd** continues this quarter:

- The 32-unit development at Manea, Cambridgeshire continues to progress well. The first homes were completed in late March 2025, including the show home, which is now operational. We have secured the first few sales on these homes and our first customer moved in at the end of March 2025.
- In Wirksworth, work on the construction of 30 new homes was initially hampered by wet ground conditions but is now progressing well. These will be going on sale by late spring with the first units due for completion by Summer 2025. Early marketing is taking place to stimulate interest ahead of the sales launch.
- The 50-unit site in Long Benington is still awaiting full planning consent. This is partially due to unexpected requirements from the urban designer at the Local Authority, as such it is forecast that the development will be a couple of months behind the original expected target dates. We are in the process of appointing a build partner and are now expecting works to commence in Summer 2025, subject to planning permission.
- The 132-unit site at Lowfield Lane is progressing as we are currently working through the discharge of planning conditions, which includes a range of further survey work, for example Archaeology. Alongside these works, we have commenced the procurement process for appointing a delivery partner, which in this instance is via a formal tender process. We are still expecting to commence on site by late Summer 2025, subject to a satisfactory outcome to the current tender process.
- Arkwood Developments are working closely with the Council on the delivery of the 29-unit development on Stodman St and expect to take possession of the rental units in Spring 2026. Work will commence on marketing these units in Autumn 2025.



# Increase Supply, Choice & Standard of Housing



We remain committed to a further phase of our **Council Housing Development Programme**, which will be Phase 6 and will 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:

- Three properties on South Drive, Newark
- Nine properties on Lowfield Lane, Newark
- Eight properties on Station View, Collingham
- Five properties on Bowbridge Road, Newark
- Five properties on Church Circle, Ollerton

The programme will also include the four units within the Ollerton Town centre regeneration taking the total identified to 34. A housing delivery report, detailing delivery for 2024-25 will be published in Q2 2025-26.

Housing **Stock Condition Surveys** with Council owned stock faced delays in Quarter 4 due to some resource issues caused by our Contractor experiencing challenges in recruiting surveyors. This is a sector wide shortage that is being experienced nationally. In addition to this our Contractor experienced an instance of long-term sickness within its workforce which has had a knock-on impact on the number of Stock Condition Surveys completed. It is anticipated that by the end of Quarter 2 25/26 we will have 85/90% of properties surveyed, however it is expected that the outstanding properties are those that are either refusing to allow us access to the property or choosing not to engage with the process.

Once we have a clear picture of how many properties this is, we will contact tenants individually to understand barriers to access.

We are currently involved in the commissioning of Derby City Council to undertake a desktop stock condition survey within the private rented sector, this project is ongoing with the initial results expected in 8 – 12 months. This project will provide essential data on the condition of the owner/occupied and private rented property within our district.

**Continue to respond to additional and emerging demands for the resettlement of refugees:** In Quarter 3 we were advised by Government that the Ukrainian Permission Extension (UPE) was scheduled to go live in February 2025 and has since commenced. We have 30 host placements live this quarter, which has remained consistent since Quarter 3. The scheme enables Ukrainian nationals and their eligible family members who continue to require sanctuary in the U.K to apply for further permission to remain for up to 18 months. There have been amendments to the Afghan resettlement schemes this quarter. With the consolidation of the schemes into a single pipeline – the Afghan Relocations and Assistance Policy (ARAP) and Afghan Citizens Resettlement Scheme (ACRS) have been combined to become the Afghan Resettlement Programme (ARP). From 1st March 2025 all new arrivals under the ARP will be provided with transitional accommodation for up to nine months. With the need for additional bedspaces, the Government have requested Local Authorities support with the procurement of transitional accommodation. For the East Midlands Authorities that means the provision of 390 bedspaces. We are working with neighbouring local authorities and the East Midlands Strategic Migration Partnership to ensure a coordinated approach to resettlement.

**The revised Housing Allocation Scheme** is being implemented alongside the roll out of the new Housing Management System, NEC. During Q4 the details of the scheme have been loaded into the NEC system and is currently undergoing testing, we are aiming to go live with Allocations in NEC by Summer 2025.

# Increase Supply, Choice & Standard of Housing



## Measuring Success

Quarterly Indicators	Quarter 4 22/23	Quarter 4 23/24	Quarter 4 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Responsive Repairs - telephony - average length of time to answer call (seconds)	90.3	161.0	137	60.0
Number of calls received by Responsive Repairs call handlers	26,763	27,292	26,676	Demand
Number of all tenants who have been evicted for rent arrears	2	1	3	N/A
Number of residential planning applications	178	153	124	N/A
Number of commercial planning applications	22	11	17	N/A
Number planning applications - major	77	54	32	N/A
Number planning applications - non-major	999	784	745	N/A
Number of private housing disrepair complaints received	New For Q1 24/25	New For Q1 24/25	102	N/A
Number of notices issued relating to private rented properties	New For Q1 23/24	4	1	N/A
Number of repairs reported online	New For Q1 24/25	New For Q1 24/25	735	N/A
<b>All Other Indicator Types</b>				
% of planning applications (major) determined in time	90.0%	92.3%	33.0%	90.0%
% of planning applications (non-major) determined in time	93.4%	94.4%	93.6%	90.0%

# Increase Supply, Choice & Standard of Housing



All Other Indicator Types				
Average time spent in temporary accommodation (weeks)	8.8	11.6	10.9	13.0
Average time to re-let Council properties (days)	28.0	30.9	44.3	28.0
Amount of current arrears as a % of annual rent debit	1.31%	1.47%	2.08%	2.10%
% of rent collected from current tenants as a % of rent owed	99.0%	98.9%	97.7%	98.5%
Amount of current rent arrears	£324,310	£382,744	£602,406	£500,000
Average "End to End" time for all reactive repairs (calendar days)	21.2	16.6	29.45	16.0
% of repairs completed at first visit	88.4%	91.1%	88.4%	93.0%
% of homes with a valid gas certificate	98.8%	99.7%	98.3%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	99.0%	99.3%	99.3%	100.0%
Number of homes delivered through our housing development company Arkwood	55	79	89	N/A
Number of plots commenced to date through our housing development company Arkwood	87	87	149	N/A
Arkwood - forecast pre tax profit for the year	New For Q1 24/25	New For Q1 24/25	£77,000 Loss	N/A
Number of long term empty properties in the district	New For Q1 24/25	New For Q1 24/25	864	N/A

# Increase Supply, Choice & Standard of Housing



Annual Indicators	22/23	23/24	24/25	Target 24/25
Overall Satisfaction (TP01)	New For Q4 23/24	77.9%	77.0%	79.0%
Satisfaction that the landlord listens to tenant views and acts upon them (TP06)	New For Q4 23/24	68.0%	67.0%	69.0%
Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP11)	New For Q4 23/24	65.1%	72.0%	72.0%
Number of dwellings committed or under construction	6,732	7,991	7,460	6,500
Affordable homes completed	36	127	118	N/A
Number new homes developed within HRA	7	38	22	30
Number of dwellings completed	588	629	564	683

## Exploring Our Performance

**The average time to re-let Council properties** (days) continues to be an area that improvement is required, and we have seen that re-let times have gradually declined each quarter this year. Operational challenges are being experienced within this service, including a backlog of empty homes which has been compounded by the stream of additional properties becoming vacant. We're actively working on driving improvement in this service area and Empty Homes is the first area of focus for the newly created Housing Performance and Improvement Board. A specific workstream has been created to address areas for improvement and development. Additional resources and external contractors are in place for Quarter 1 25/26 to address the backlog of empty homes, whilst the in-house team retaining focus on the business-as-usual intake of empty homes

**Amount of current rent arrears**, we are seeing a significant number of customers migrating to Universal Credit from legacy benefits which results in larger balances accruing on accounts. In addition, with 2024/25 being a 53-week rent year, the additional weekly rent debit will have impacted on the year outturn. We have had staff challenges during the year which has resulted in resources being stretched. We have now recruited to key roles and have put additional resource in place to support with the migration of tenants to Universal Credit.

**Overall Satisfaction (TP01)** has a slight variance on the previous year. Overall performance is closely linked to satisfaction with repairs, which has also decreased since last year. A Tenant Satisfaction Measures action plan is in place to address improvements, and a housing performance and improvement board has been implemented from April 2025, led by the Chief Exec, Director of Housing, Health and Wellbeing and the Portfolio Holder for Housing.

**Satisfaction that the landlord listens** to tenant views and acts upon them (TP06) has seen a 1% decrease on the previous year. Our tenant engagement team carry out a range of engagement activities throughout the year, as do the wider housing service. We aim to involve tenants more in our consulting and decision making and have recently done some work with TPAS to identify improvements. These will be implemented across the next financial year.

**Arkwood Developments** are slightly behind on target completions at Manea which has been due to some site issues. The issues have now been resolved with our delivery partner, and we are expecting the programme to fall back into line in the next couple of months. This has not impacted upon completed sales and future sales reservations.

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



The **Infrastructure Delivery Plan** identifies infrastructure projects required to support development in the district. In 2017 the Council identified the A1 Overbridge between Balderton and Fernwood as its highest priority project to be delivered via CIL funding. National Highways, on our behalf, have appointed Amey to undertake the next stage of the A1 Overbridge project. This stage analyses the 8 options identified by WYG in July 2019 A1 Overbridge Feasibility Study. It is expected that this assessment phase will be complete in mid 2025 and will inform the design and procurement stages of the project. The design and procurement stage will allow for detailed costings for the project to be drawn up based on the preferred design solution.

Community Infrastructure Levy monies are required to assist in the delivery of the flood alleviation highway improvement scheme on Tolney Lane, Newark. This will support the delivery of Gypsy Roma Traveller housing provision.

In terms of section 106 funding, most policies relating to sites that are allocated for development in the local plan include site-specific infrastructure requirements. The Infrastructure Funding Statement provides an annual update on infrastructure delivery in the district. Projects have also been identified in other Council documents, including the Playing Pitch Strategy and the Active Travel Study. We have also negotiated with National Highways on their A46 Improvement Scheme. National Highways is seeking to working proactively to promote local employment opportunities.

The **UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF)** programme came to an end this quarter, in accordance with the 3 year spend requirements. The total of £4.2m funding awarded over the 3 year period was paid by the end of March 2025, with projects completing on time. We are now undertaking evaluation of the overall programmes delivery, including a review of outputs and outcomes achieved, with support from key delivery partners. In February, we were notified of an extension to UKSPF for 25-26, resulting in a further £1.5m (UKSPF/REPF combined) for the 12 month period, to enable a continuation of key programmes and support services whilst longer term funding plans are considered by Government.

The plans to **redevelop the Clipstone Holdings site** were presented to the Planning Committee in March and the plans were approved unanimously. We are now in the process of finalising tender documents with an aim to go out to tender by end of April 2025 and a further update can be expected in Quarter 1.

The **new Sustainable Economic Growth Strategy (SEGS)** data and evidence pack was provided to members in early March 2025 following three workshops. The next steps will include a period of consultation with members on the draft strategy, the action plan will be completed and aligned to the Business Plan, before then a period of consultation with key stakeholders begins. It is anticipated that a completed SEGS will be presented to Cabinet with a recommendation for approval in Autumn 2025.

The **Programme for Newark Creates 2025-26** has been developed, following a successful funding bid from the Newark Cultural Consortium to the Arts Council England £79,000 was awarded. We are working with We Are Newark to work up proposals to enhance our current funding and deliver additional events later in the year. There are a number of events scheduled to take place beginning in June 2025, of which we will share further updates about in future quarters once the events have taken place.

As part of our aspiration to **promote the market for arts, culture and creative industries**, a freelance music co-ordinator has been appointed to lead the next six months' work on 'Alive with Music'. The first Forum meeting was hosted at the National Civil War Centre and generated much discussion and ideas for progression.

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



## Measuring Success

Quarterly Indicators	Quarter 4 22/23	Quarter 4 23/24	Quarter 4 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Total number of people supported to access education or training through UKSPF	New For Q1 24/25	New For Q1 24/25	234	N/A
Number of businesses receiving non-financial support (e.g. 1-2-1/workshops)	New For Q1 24/25	New For Q1 24/25	244	N/A
Number of work experience placements offered at differing levels of education within NSDC	New For Q1 24/25	New For Q1 24/25	28	N/A
Number of apprenticeships commenced at all educational levels within NSDC	New For Q1 24/25	New For Q1 24/25	4	N/A
<b>All Other Indicator Types</b>				
Newark Beacon - % of occupied units	99.1%	80.0%	79.0%	88.0%
Commercial Property - % occupied units	98.0%	98.0%	96.3%	95.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	100.0%	95.0%	95.0%
Newark town centre footfall count (average visitors per day)	New Q3 23/24	6,497	6,596	7,000

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



Annual Indicators	22/23	23/24	24/25	Target 24/25
New jobs created within the district	52,000	56,441	62,100	40,000
Number of new businesses as a percentage of business births to active enterprises	9.6%	10.6%	8.5%	10.0%
% of students within the district achieving LEVEL 1 - GCSEs 1-9 and lower or NVQ level 1	83.6%	90.6%	87.4%	85.0%
Percentage of town centre retail premises vacant across the NSDC District	6.8%	7.2%	9.2%	8.0%
Number of businesses receiving grant funding (UKSPF or other)	New For Q4 24/25	New For Q4 24/25	0	N/A

### Exploring our performance

**Newark town centre footfall count** (average visitors per day) has been influenced by fewer trips into Newark during January, potentially as a result of families cutting back in spending after the Christmas period, as well as rising cost of household bills. Poor weather has also prevented trips into the town centre due to flooding and road closures. The Newark & Sherwood Gift Card Scheme has recently been launched and we are hopeful this will encourage footfall in town. Our teams are working with HATCH to develop the Newark Heart FBC to be able to regenerate the town centre. Alongside this, we are planning town centre events such as the fire show to encourage more visitors into the town.

The number of **new businesses as a percentage of business births to active enterprises** is an indicator which we report on annually, this data is aged by the point we can report on it as the data we're reporting is for the year 2023. During which the cost-of-living crisis was impacting the spending habits of customers and spend was falling in town centres, impacting the profits of many local businesses. Increases in the rate of inflation, the cost of energy and materials, as well as import / export difficulties with Europe were significantly impacting the abilities of businesses to trade and maintain productivity. Support has been commissioned from Nottinghamshire County Council to provide advice and guidance to businesses. A business support programme is currently being planned for businesses to learn about new trends and form strategies to build growth and resilience. We expect to see improvement in 2025-26.

# Reduce Crime and Anti-Social Behaviour



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.

We have been working to assist in the delivery of **'Rural Crime and ASB Prevention'** with additional target hardening at Sherwood Forest Corner. This quarter saw the recent addition of Dark Sky Compliant Street lighting, along with a new security system at The Arts and Crafts Centre to compliment the CCTV installed in 2024. It is anticipated this will significantly contribute towards reductions in ASB and rural crime with improved signposting and enhanced public security.

## **Partnership working to identify and intervene with cases of anti-social behaviour:**

We have received complaints which have been concerned with individuals' street drinking and causing nuisance in Newark, which could in part be attributable to the weather having been warmer than average for this time of year. To address this, we have been working in partnership with the police and utilising CCTV footage, to identify those individuals and take enforcement action. To bolster our ability to take enforcement action against this type of anti-social behaviour, last Summer we carried out a review of our Public Space Protection Orders (PSPO) which resulted in the coverage of the Alcohol PSPO for Newark town centre having been widened to cover a wider geographical area and the requirements strengthened. In addition to this, the Police are actively working in this area, with 3 x Community Protection Warnings issued, with 1 escalated to Community Protection Notice. Our Community Protection Officers are also carrying out regular patrol and monitor these key locations.

## **Targeted action against known crime and anti-social behaviour hotspots:**

- In September 2024, an injunction was secured on an individual causing nuisance on Yorke Drive. This quarter, the individual was brought before the Courts for 4 breaches of the injunction and received an 8-week custodial sentence. The terms of the injunction were extended to include a non-association order with an associate whom the individual regularly committed crime and anti-social behaviour with, particularly on the Yorke Drive estate.
- Also this quarter, 2 Closure Orders on Yorke Drive were extended by a further 3-month period.
- Yorke Drive has remained an area of multi-agency focus following this further enforcement action. Regular targeted patrols continue to take place, to offer continued reassurance to the community and to monitor for any breaches on the enforcement action to date.
- Our Community Protection team completed 80 hours of dedicated hot spot patrols in Newark Town Centre and Hawtonville.

Our teams actively promote the reporting of anti-social behaviour and use of schemes such as **Pub Watch and Shop Watch** during their regular patrols and interactions within the community. This quarter through the Newark Pub Watch, it has been reported that a known individual has returned to the Town, causing nuisance in town centre licensed premises. This intelligence has been shared with relevant agencies.

As part of our ongoing work to review and **improve infrastructure to reduce crime and anti-social behaviour and improve feelings of safety**, the lighting groundworks at St Mary's gardens have been completed this quarter, with the columns now in place awaiting delivery of the lights themselves. Columns are due to be installed and commissioned in Quarter 1 of 2025/26. A new CCTV column has been erected within the garden area and the camera will be installed when the electrical work for the lights is complete.

We utilised hotspot funding to replace the redeployable camera on Wilson Street with a permanent solution, which has now been installed.

# Reduce Crime and Anti-Social Behaviour



We continue to work collaboratively to deliver a **co-ordinated approach to Public Protection, Housing and Estate Management and Environmental Services.**

Outside of normal day-to-day joint working, our teams are working together to problem solve issues of crime, anti-social and environmental issues on and in the vicinity of Byron Close, Newark.

Our work continued this quarter to **reduce the number of environmental crimes committed** by increasing visibility and enforcement in targeted areas.

In Quarter 4 we issued:

- 44 fixed penalty notices for fly tipping
- 16 fixed penalty notices for littering
- 6 fixed penalty notices for waste transfer notes
- 5 fixed penalty notices for fly posting
- 3 fixed penalty notices for breach of Public Space Protection Orders
- 12 Community protection notices



District Enforcement issued 10 fixed penalty notices this quarter, before their decision to terminate the contract with the Council with effect from 31st January 2025. District Enforcement cited inflationary pressures and rising employment costs and as such the procurement process for a new provider is underway.

The property on Rufford Road, where a Section 59 notice has been issued has now been secured using funding from the PCC and the site has been cleared by the Environmental Services Team. We have invoiced the landowner to recover the costs and will start court proceedings if unpaid.



We have 11 prosecution cases being processed for considering for fly tipping, Duty of Care and failure to provide information and 3 court issued arrest warrants out on individuals who did not attend court. We've also successfully progressed prosecutions this quarter, with 2 cases being heard in court and all resulted in fines being issued to the three individuals involved totalling £3,004.00

When new projects are underway, actively seek out ways to involve residents in aspects of their design and development, thereby increasing a local sense of ownership and mitigating against the risk of vandalism and damage. This quarter we met with the **Nottinghamshire Police Designing Out Crime Officer** to discuss known issues being experienced on the A617 Rainworth bypass. The issues include objects being thrown from a footbridge at vehicles passing beneath posing a danger to drivers and their passengers. As well as car meets gathering in two laybys on the A617, with cars race each other along the stretch of road between Mansfield, Rainworth and the A614 roundabout. The footbridge marginally falls into Mansfield district, but the surrounding households fall into Newark and Sherwood, hence our input in community impact. The outcome of this meeting included a number of suggestions having been put forward and considered. There is a countywide Police Operation in place called Op Wheelspin which is dedicated to car cruising/racing and the Rainworth Bypass has been added to their patrol areas.

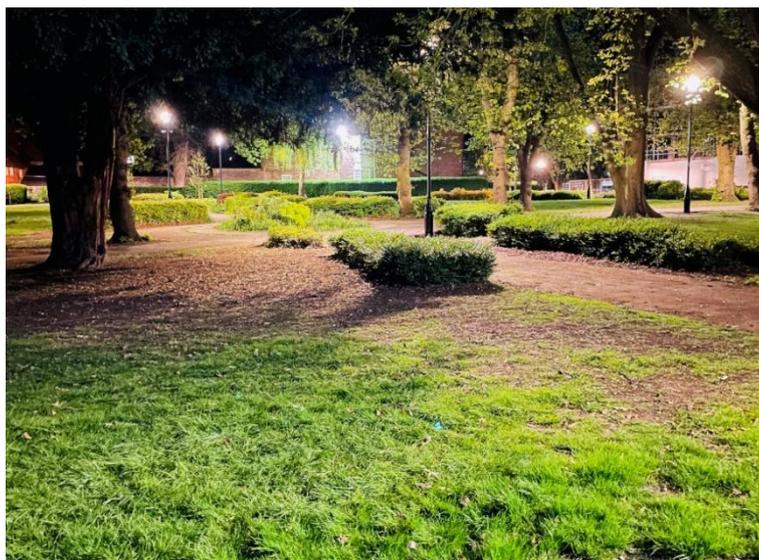
# Reduce Crime and Anti-Social Behaviour



Our Community Plan sets out our commitment to **complete a programme of target hardening to protect vulnerable sites from unauthorised encampments**. Unauthorised encampments are dealt with efficiently guided by the Unlawful Encampment Policy. We are working to develop a further process to ensure a consistent approach and timeline to remove individuals and property that is unlawfully on land owned by the Council. We are working to strike the right balance to allow the sites to be accessible to the public whilst providing sufficient security to deter encampments.

We work to maximise the **use and effectiveness of CCTV footage captured** around the district each quarter in order to bring offenders to justice. There were 31 positive outcomes resulting from usage of CCTV this quarter; 8 in January, 16 in February and 7 in March. The CCTV Control Room were proactive in identifying 64 incidents and reacted to 216 requests from Police or Council Officers.

Our Anti-Social Behaviour team identified 2 individuals involved in graffiti and vandalism on Sherwood Avenue Park, which resulted in formal warnings and a 6-month exclusion from the park.



## Re-deployable cameras:

- The decision has been taken to relocate the re-deployable CCTV located on Churchill Drive, Newark, as no further reports have been received in this location. Through the ASB Hotspot Funding, target hardening of shop premises has taken place, to include deterrents on the roof of one of the retail premises, where previously children and young people have accessed and caused nuisance.
- Utilising ASB Hotspot Initiative funding, permanent CCTV will replace the re-deployable CCTV sited at the junction of Wilson Street, Kings Road and Slaughterhouse Lane, Newark. This temporary CCTV is one that is well used by the police to gain evidence of criminal activity in this area.
- The CCTV sited in Kneesall village will remain in place until further notice.

We have re-stocked our trail cameras this quarter, beginning to utilise a new trail cam to gradually replace the current models with better quality 24 megapixel cameras. These cameras do not emit a glow and this is designed to make it harder for offenders to find and destroy or steal these cameras. Initial testing has now been conducted and we think they will prove to be a valuable new tool.

**The Community Safety Partnership (CSP) Delivery Plan** describes specific actions to help deliver the objectives of the Bassetlaw, Newark & Sherwood CSP Community Safety Strategy. The actions are split into the four strategic themes, which prevents duplication and allows cross-over of the many crime and thematic areas. Individual thematic plans have been incorporated into the main document to allow for more effective delivery and monitoring. It will include all statutory duties and agreed actions across the many countywide partnerships and is a flexible working document that can be added to and amended.

# Reduce Crime and Anti-Social Behaviour



This quarter we continued our work with partners to **provide creative diversionary activities for young people**. As well as continuing to encourage interventions at an early stage through education in schools and assisting families in need of support. Some of the events we supported this quarter have included:

- Our teams delivered sessions for 129 students from Years 3, 4, 5 and 6 at Bishop Alexander Academy, Newark this quarter. The sessions were designed to educate the students about what anti-social behaviour is, what the consequences of acting in this way can be, and the affects it can have on others within their community.
- Sessions within Bilsthorpe Young People’s centre were delivered and focused on advising young members of the community on the impact and consequences of behaving in an anti-social manner.
- The ASB Panel continues to meet each month and within this quarter, 5 young people have been referred into the Panel.
- A graffiti event took place at St Mary’s C of E Primary School in Edwinstowe; engaging Year 5 and Year 6 students, who choose a “love, flourish, learn” design for their graffiti mural. This event was made possible because of the Police Crime Commissioner’s Locality Funding and has received praise from both staff and students alike.
- Newark Academy hosted sessions by Extreme Wheels, which was also made possible due to being supported by Locality Funding. 30 Year 8 students took part in the sessions which focused on teamwork, resilience and understanding how to make positive choices in the community to keep themselves and eachother safe.
- We funded the ‘Prison Me No Way’ workshop and was delivered to 250 Year 9 and Year 10 students at Suthers School, Newark. Prison Me No Way is a registered charity, providing bespoke sessions into educational facilities, providing real life learning experiences for young people to raise awareness of consequences, risky decision making, and prevent them becoming involved in crime and antisocial behaviour. The workshop focused on choices and explored how a decision you make can impact not only your life but those of your family and friends too. Students got to meet some current serving prisoners, hear their stories and ask them questions as well as see a to-scale prison cell.
- A further graffiti project took place in March on Coronation Street Park with local young people designing a teamwork and sports themed piece of graffiti art. Balderton 2<sup>nd</sup> Girl Guides contributed significantly in delivering the artwork on the day, alongside local young people who visited the park and were offered the opportunity to join in. This project was the final delivery under Safer Streets 5 project.



# Reduce Crime and Anti-Social Behaviour



## Measuring Success

Quarterly Indicators	Quarter 4 22/23	Quarter 4 23/24	Quarter 4 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Fixed penalty notices for fly tipping (number issued)	New For Q1 24/25	New For Q1 24/25	142	N/A
Number of fixed penalty notices issued for all environmental offences (excluding fly tipping)	New For Q1 24/25	New For Q1 24/25	833	N/A
Community protection notices/warnings (number issued)	8	20	29	N/A
Number of positive outcomes resulting from CCTV intervention	New For Q1 23/24	No Data Rec'd	176	N/A
Number of evictions (anti-social behaviour)	3	1	5	N/A

Quarterly Indicators	Quarter 4 22/23	Quarter 4 23/24	Quarter 4 24/25	County Comparison
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	2.0%	17.0%	16.1%	10.9%
% reduction in all crime - Newark & Sherwood District compared against County area	-9.0%	-2.0%	0.0%	4.9%

### Exploring our performance...

We have seen a 16.1% reduction in anti-social behaviour compared to County which has seen a 10.9% reduction and therefore we have seen a greater reduction. We found that the % reduction in all crime remained flat this quarter, but the County saw a reduction of 4.9% and therefore performed more favourably.

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



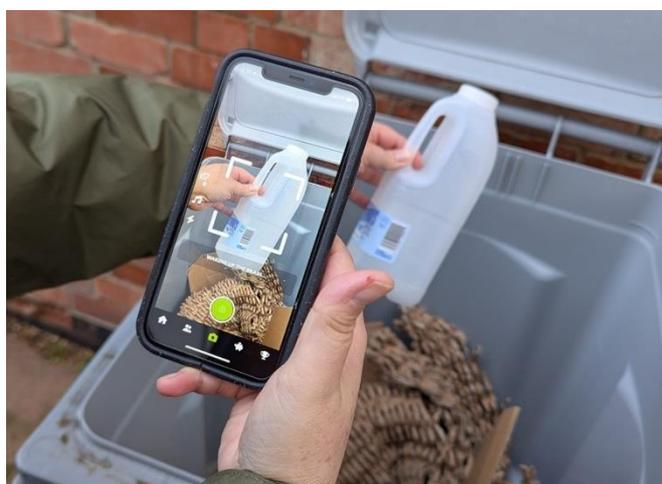
The natural environment and green spaces of our district are vital assets for our residents, visitors, and wildlife. They provide a range of benefits such as improving health and well-being, mitigating climate change, and enhancing biodiversity. As a local authority, we are committed to protecting and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

### Community Engagement and Recycling Initiatives:

**Recycling Application:** Last quarter LitterLotto® was launched in the district and this initiative which is designed to help everyone recycle right and keep neighbours clean and tidy, has been embraced by residents. We have seen an increase in users from 50 upon launch last quarter, to just over 5000 at the end of this quarter. Every correctly disposed item qualifies for local and national prize draws, with a guaranteed monthly £100 Jackpot up for grabs and we have had 3 lucky winners this quarter.

Alongside promoting LitterLotto® on our social media channels, we have distributed QR code stickers on recycling bins to advertise the At-Home recycling side of the app. To date, 12,947 recyclable items have been recorded using the app and 7,677 pieces of rubbish have been recorded as being disposed of in street bins.

Street bin stickers have been placed on our communal rubbish bins in areas with high foot traffic to promote binning rubbish on the go. More are scheduled to go out with our Street Scene team.



**The Contaminated Bin Review** took place last quarter and saw 415 bins recorded as having been contaminated. We have developed a number of actions as a result of the reviews findings which will help to educate our communities about what can and cannot be recycled, addressing those commonly misdisposed of items.

- **Recycling Leaflet** - We have created a leaflet which will be distributed in areas that were identified as having contaminated waste as part of the review. The leaflet provides a clear outline of what can and can't go in the silver recycling bin, suggesting places where some of the commonly incorrectly recycled items can be disposed of and is due to be distributed in Quarter 1 25/26.
- **Recycling Events** – We are arranging events for residents with the purpose of providing advice on items that are not recyclable, sharing information about where commonly misrecycled items can be disposed of, promote the use of LitterLotto, and share updates on government changes, known as 'Simpler Recycling', for residents in April 2026. We held the first of these events at Southwell Market on Saturday 15th February and we spoke to around 30 people across the morning.
- **Redesigned Contamination Sticker** - We redesigned our contamination sticker to make it more accessible. It focuses on items that commonly contaminated the recycling bins during the review period. Waste Operatives are now circling the items on the sticker which are contaminating the bins so that residents have instant feedback on why their bin was rejected.

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



**Resident Newsletter:** The last two monthly Resident newsletters have featured information about recycling to help with different recycling needs. This is scheduled to become a regular feature to assist with recycling trickier items and to promote how to reduce and reuse items before they need to be recycled. In February the focus was to share information on contaminants from the bin review and March focused on the recycling of items commonly disposed of from bathrooms.

**Digital Resources for Schools:** Due to the government changes to recycling, known as 'Simpler Recycling', schools who generate the extra waste streams must begin recycling these items. As such, we provided an update to our digital resources to accommodate the changes for those schools who have signed up for 'Simpler Recycling' collections, including the collection of food waste.



## Community Events:

- On Saturday 1st February, the National Civil War Centre's 'Family Saturday' took place and used the opportunity to educate on recycling with families through games. Around 60 children took part in the games to win prizes for recycling right.



- On Monday 3rd February, we attended a Young Carers evening in Hawtonville to promote the reuse of items and provide games on how to recycle right at home. The young people created bug hotels from cartons, plastic bottles and natural materials. They took away a 'how to' guide which also detailed the insects their hotels may attract. We were unable to attend the Young Carers Session in Ollerton, we provided the equipment needed to replicate the session.

- On Tuesday 18th and Thursday 20th February, we held sessions in Vicar Water Country Park and the National Civil War Centre. One session focused on showing children how to make bug hotels, by reusing plastic bottles and cartons. The other session focused on how to make natural bird feeders and children left with instructions on how to make both at home and which insects and birds their items would attract. A total of 150 children took part in the two sessions across both sites.



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



- During February half term, we ran a scavenger hunt at both Sconce and Devon Park and Vicar Water Country Park. The hunt covered a range of items that could be seen and heard in each park. Around 60 children took part across both parks.

The brand new state-of-the-art skatepark, refreshed play area and highly requested water play zone at **Sherwood Avenue Play Park** was completed this quarter, ahead of the grand opening event taking place in May 2025. Our teams worked hard to make sure skatepark and play park were open in time for residents to enjoy during February half term. We also finalised the Nature Zone by planting some wildflowers, bulbs and large trees that will provide much needed shade during the summer months.



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



**Environmental Protection Activities:** Enforcement action has continued with the new Public Space Protection Order (PSPO) on Eakring Road. Nottinghamshire Police's Off Road Biking team are patrolling on a regular basis, resulting in one motor bike being seized, and the riders details were shared with us in order to issue an Fixed Penalty Notice for breach of the PSPO. As part of our ongoing commitment to secure this site, we have met with a representative from the Green Lane 4x4 group to get some advice on securing the area. We also conducted a site visit with Harworth Estates who have agreed to re-secure the entrance to the land known as 'The Desert' to prevent unauthorised access.

As part of the ongoing **delivery of the Council's Tree Strategy**, this quarter we have planted 1156 trees and hedgerow plants at several sites around the district. This includes Sherwood Avenue Park, where a number of specimen trees were planted including some fan trained fruit varieties and Clay Lane, where a small woodland has been planted and new signage installed marking the site as a wildlife area.

Also this quarter, we have given away 1450 trees and hedgerow plants. As part of our annual free tree giveaway, we distributed 950 trees to residents. This year the choice was between Beech and Wayfaring Trees, both chosen because they are species which can be grown either individually or as part of a hedgerow. We've also supported Lowdham Parish Council with the replanting of an historic Hedgerow around the Parish Churchyard, supplying 500 Blackthorn and Hawthorne whips. In February we obtained Cabinet approval to support Nottinghamshire County Council with the creation of 2 new woodland sites near Little Carlton and Southwell. These sites will result in 114,000 trees being planted in the district and our contribution is being funded by underspends in climate change related capital schemes. As part of our funding agreement, we will be entitled to 30% of the carbon credits from the scheme which will provide carbon offsets of around 845 tCO<sub>2</sub>e annually once the trees are matured.



This quarter we completed **an audit of all litter and dog waste bins, which have enabled us to map the locations and assess their suitability.** We are now in the process of beginning to look at the results of the survey and assessing which bins might need attention and ensuring they're all in the most suitable location.



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



## Measuring Success

Quarterly Indicators	Quarter 4 22/23	Quarter 4 23/24	Quarter 4 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Number of fly tipping incidents	1,576	1,604	1,625	1,800
Number of events held in NSDC parks	270	326	451	150
Number of loads rejected at Veolia's disposal facilities	New For Q1 23/24	0	0	3
Kg of residual household waste collected per household	514.0kg	493.1kg	Awaiting External Data	N/A
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	3,210	900
Number of targeted focus weeks	New For Q1 23/24	5	7	7
<b>All Other Indicator Types</b>				
% fly tipping incidents removed within 72 hours	95.8%	93.6%	97.8%	80.0%
Number of level 1 graffiti incidents not removed within 36 hours	New For Q1 23/24	0	0	0
Number of level 2 graffiti incidents not removed within 10 days	New For Q1 23/24	0	0	N/A
% of failing sites - street and environmental cleanliness - litter	0.8%	0.6%	0.9%	2.7%
% of failing sites - street and environmental cleanliness - detritus	1.1%	1.0%	0.8%	1.7%
% of all programmed Environmental Permitting Regulations inspections completed	100.0%	100.0%	150.0%	N/A

Annual Indicators	22/23	23/24	24/25	Target 24/25
Number of trade waste customers retained	New For Q4 24/25	New For Q4 24/25	1,280	N/A

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



### Exploring our performance...

The % of all programmed Environmental Permitting Regulations inspections completed is performing at 150% this quarter, the reason for this is that there were 2 due in Quarter 4 and typically we programme less inspections in for Quarter 4 as this allows chance for us to catch up where required. We completed a total of 3 this quarter as one carried over from Quarter 3.



# 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.

As part of our objective to champion good stewardship by the relevant authorities of the River Trent and its tributaries. To encourage addressing pollution and litter at source, contributing significantly to **the preservation and restoration of the ocean...**



**We hosted the Plastic's Got Talent Competition:** The aim of this was to help to highlight the amount of single-use plastic used daily, we created a competition inspired by a well-known family show for schools to participate in should they wish to. We asked classes to create instruments from plastic items to create their own tune. The music and some instruments are due to be featured as part

of Open Doors' 'Strings Day' on Saturday 3rd May. The classes who are awarded prizes will be able to choose a book for each pupil in their class. Alongside the competition, we provided resources on how plastics are both useful and dangerous to our environment which has been added as part of our resources for schools offer under the Greener Schools Programme.



**The Three Rivers Project** came to a conclusion at the end of March. Extensive refurbishment has been undertaken at Vicar Water Country Park with new hedgerows planted. There is a work programme ahead for pond dipping sessions aimed at school children with the rangers.

In Quarter 3 we shared updates on the **Market Place Improvement Project** – since then, we have continued to work with the Newark Town Board and Newark Town Council to agree a vision and established principal outcomes for the Market Place Improvement scheme. As a result we have developed concept design options for the space with a local Architect and are working with a Quantity Surveyor to cost the proposed plans for the public realm which will be agreed with the Board in Quarter 1.



**The programme of solar panel installation across Council buildings** has now seen Solar PV arrays installed on 7 of our corporate sites. Installations at the Dukeries Leisure centre, Newark Sports & Fitness, The Newark Beacon, Vicar Water Park, Sconce & Devon Park, Gladstone House and Broadleaves care home are expected to generate over 470.000 Kwh of electricity per year and save in the region of 100 tCO2e annually in addition to providing significant financial savings on our utility bills.

Work is ongoing to identify further interventions that will reduce the Council's carbon footprint and examples of these will be presented to Cabinet in June 2025 alongside a review of our current Climate Strategy action plan.

# Reduce the Impact of Climate Change



The end of March marks the end of the **Home Upgrade Grant 2 (HUG2) scheme**, delivered locally in partnership with Nottinghamshire County Council and charity, Nottingham Energy Partnership.

42 households within the district are currently engaged in the scheme, of which:

- 30 installations (mainly solar panels, insulation measures and air source heat pumps) are fully completed
- 12 are due to be completed by the end of March 2025.

Feedback from residents benefitting from the HUG2 scheme has been very positive, with satisfaction scores being submitted averaging 9 out of 10 over the entirety of the scheme.

**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 properties with oil heating systems. At the end of Quarter 4, we have completed 102 of our SHDF 2.1 grant funded properties as well as a further 8 properties, bringing the grand total to 110 properties which are now using air source heat pumps and solar panels.

In Quarter 3 we suggested we were due to hear back this quarter in relation to the bid that we submitted for the Warm Homes Social Housing Grant to upgrade a further 300 properties over a three-year period. We have now heard back with regards to wave 3 funding, and unfortunately the funding awarded is 50% lower than the bid we submitted due to over subscription. This means we will only be able to upgrade circa 150 properties over the next 3 years. We are currently in the process of procuring a contractor to begin these works, and we are hoping to start before the end of Quarter 2 25/26.

On an annual basis we report our progress towards implementing a **Local Area Energy Plan (LAEP)**. The LAEP is a 'where and when' masterplan, which identifies the most cost-effective pathway for the local area to reach net zero and realise local benefits. It is data driven and is a whole energy system, evidence-based approach that is led by local government and developed collaboratively with defined stakeholders. Work is well underway to establish the district's baseline, and officers are providing data and regularly contributing to workshop discussions with key stakeholders in the region. The outcome, which is expected later this year, will include 3D modelling of the district which will map all buildings showing their current energy usage/efficiency ratings. This will enable a more targeted approach to the Council's retrofit program for example and help to provide the best account of social value in addition to directing key funding streams toward areas of deprivation and those experiencing fuel poverty.

**Continue to deliver the Brunel Drive Masterplan:** A project team has now been established to guide this development. The tender documents are being prepared for the demolition and construction works at Brunel Drive/Farrar Close, this will provide the much needed space to accommodate additional waste collection vehicles in preparation for the commencement of food waste collections. We are also in the process of seeking planning permission to remove the temporary permission for the glass bulking facility at the lorry park

# Reduce the Impact of Climate Change



## Measuring Success

Quarterly Indicators	Quarter 4 22/23	Quarter 4 23/24	Quarter 4 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Number of Council homes with retrofitted energy efficiency measures	New For Q1 24/25	New For Q1 24/25	135	N/A
Total gas and electricity energy consumption across Council owned corporate assets	New For Q1 24/25	New For Q1 24/25	1,024,895	N/A
Total energy generated from solar panels on Council owned corporate assets	New For Q1 24/25	New For Q1 24/25	85,198	N/A
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	N/A
<b>All Other Indicator Types</b>				
% of household waste sent for reuse, recycling and composting	35.4%	33.4%	Awaiting External Data	40.0%
Number of missed bins (per 100,000 households)	44.4	52.5	32.5	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	254	205	N/A

Annual Indicators	22/23	23/24	24/25	Target 24/25
% of Council homes with an energy efficiency (SAP) rating of C or above	68.0%	52.3%	N/A	70.0%
Number of trees planted on Council land or partner land	New For Q4 23/24	867	1,156	600
Number of trees given away to residents	New For Q4 23/24	1,305	1,450	1,000
Total CO2 reduction across our estate and fleet in tonnes	New For Q4 24/25	New For Q4 24/25	Awaiting External Data – Update due in Q1	N/A

### Exploring our performance...

The number of Council homes with retrofitted energy efficiency measures equates to 135 properties that have benefited through SHDF and Devolution funding. There have been more than 270 different measures fitted including Air Source Heat pumps, solar PV and battery storage and EWI.

The garden waste subscription window closed at the end of Quarter 3, and we finished the year with 19,280 Customers paying for 21,678 bins which equates to 6,954.32 tonnes collected this year.

The indicator which measures the % of Council homes with an energy efficiency (SAP) rating of C or above is not reportable at present. The team are in the process of undertaking full stock condition surveys of all Council owned properties to eliminate inaccurate or cloned data from our system. Based on current information, 50% of our properties are currently at a C rating or above. We are currently formulating a planned programme of works to bring all Council properties up to a C rating. This is being developed using current EPC data and data from a programme of new EPC's.



# Celebrate & 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 reviewed their Board Structure and have since 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. Additionally, the new guidance on the Plan for Neighbourhood Programme will seek to consider a more inclusive Board, with expanded representation.



This quarter the delivery of the **Newark Castle Gatehouse scheme** has taken some significant steps forward as a main contractor has been selected following a successful tender process. The contractor is expected to commence work on the site between May and June 2025 and as such further updates can be expected in quarter 1. The interpretation plans for the new galleries are being designed and are progressing well. A team of volunteers are researching Medieval history of the Castle and of Newark. Partnerships have also been developed with St Mary Magdalene Church and Newark School of Musical Instrument Crafts to develop co-curated elements.

## As part of our ongoing work to **deliver season destination marketing campaigns and promote visitor attractions**,

we launched the Town and City Gift Card this quarter. There are currently 81 retailers signed up to the initiative across the district and the map below shows the spread of retailers across the district and consists of 58 shopping businesses, 15 food and drink/hospitality venues, 6 businesses that provide leisure, attractions and services, as well as 2 health and beauty businesses. Available as either a physical gift card, or an e-card that can be added to digital wallets, the card will make it easy for recipients to 'shop local' with a range of local and independent shops, restaurants, salons and service businesses. We are hopeful that the gift card will encourage tourism within the district by showcasing a variety of local businesses, cafes and retailers and making them accessible through a single gift card.



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



One business accepting the new gift card will be Shirt Sleeves, based in Newark. Shop owner Henry Tacey explains: *"We think the Gift Card is a fantastic initiative to help increase footfall in the local shops, cafés and restaurants of the area. Shoppers will have a fantastic range of local businesses to use their Gift Cards with & we're very excited to see the impact the Gift Card has. A big thank you to everyone involved and Newark and Sherwood District Council for their continued support of local business."*



The end of this quarter sees the successful completion of the 2024/25 **programme of activities funded by the National Portfolio Organisation**. This includes our fourth Artist in Residence developing a digital game based on Newark's waterways and heritage, a programme of Artists in Schools supporting students and teachers to develop creative skills and the culmination of the Our Heritage Project – Mining for Stories.



The success of Mining for Stories, in which we collaborated with Bilsthorpe Heritage Museum and members of the former mining community to co-create a touring exhibition, has been a catalyst to continue the partnership with Bilsthorpe Heritage Museum. A new project is in development to explore the mining community's connection to music through colliery bands.

In order to continue our work towards achieving our objective to **develop a flexible, creative approach to cultural visiting, with family orientated activities**. To include family tours, drop-in arts activities and storytelling that utilise the three heritage sites with a vision of integrating our offer to broaden our reach and appeal to a wide range of audiences. We have undertaken a broad programme of activities this quarter:

- We welcomed 954 students across a range of age groups and abilities from schools in Newark and Sherwood and across the country between January - March. The evaluation forms received from the schools who visited the National Civil War Centre consistently rate our learning days as 'Excellent'. Teachers at Queen Elizabeth Grammar School commented that the activities offered were "Interactive, engaging, informative and really well thought out, allowing pupils to get involved with lots of variety, and really develop their learning. Really engaging as always – thanks to all the staff!" Coddington Primary School staff commented that "the pupils benefitted from developing increased knowledge of the civil war, led by an expert in the field. Great sessions, education team leading the sessions were great".



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



- Last quarter we shared that we are proud to have been awarded the prestigious ‘Kids in Museums Family Friendly Museum of the Year Award’, which has since led to several invitations to speak at national conferences, sharing our family friendly best practice with museums and galleries across the country. Several members of staff from these museums have contacted us separately to arrange for follow up bespoke conversations to explore in more detail our family friendly best practice.

- We have delivered three more successful Family Saturday events this quarter, which were well attended and saw 460 visitors taking part. The events hosted this quarter consisted of craft activities, family tours and activities like musket drills. We moved the date of one of these to coincide with International Women’s Day and welcomed a



*The lucky winner of the game, Vlad, who chose a shark tracking plushie made from recycled water bottles. Congratulations, Vlad!*

reenactor on horseback and a focus on female spies during the British Civil Wars. The events have also had a focus on environmental education which was delivered by our Environment officer in the form of a game around plastic pollution and tips on how to reduce water pollution at home. Children could take part in fishing out plastic bottles in ‘Pluck out that Plastic’ to win a prize and write a pledge on the ‘Ocean Pollution’ wall. Around 30 children took part in the activities. The feedback from visitors indicates this has been well received and enjoyed by visitors.



- To support the Newark Creates Mr Kronovator event in the market square, we hosted an event in our Tudor Hall which offered a ‘Create Late’ activity. Visitors had the opportunity to create firebirds and fire-breathing dragons from recycled and scrap materials. This event was even better attended than the Historical Escapades event last October, with 400 visitors attending. Visitors spent on average an hour enjoying the craft activity and a quiet and restful play space which many commented on appreciatively.



- Our work on the ‘Working Together for Health and Wellbeing’ project has continued. We are working with an experienced artist, Kristina McCormick, who specialises in art and wellbeing activity across the district. She has been working with a group of women who have reported improvements to their sense of wellbeing and mental health as a result of being involved. We have been able to plan for an extension to the project which will transfer to The Holt at Sconce and Devon Park for the summer sessions.

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



- 4 historic themed talks were hosted in our Tudor Hall this quarter, which were attended by 170 people. Topics included the Trial and Execution of Charles I, Dance in Stuart England and women in the seventeenth century.



**The Newark Cultural Heart programme** plan consisted of one large-scale event this quarter, the Fire, Flame and Frenzy event. The event took place during an evening in Newark Market Place and it was a new event of its kind in Newark, and a first for the town centre.

Positive resident, business and visitor satisfaction was received about the event and resulted in an increase in footfall with 2,906 people recorded in Newark during the hours of the event. The event ran from approximately 5pm – 9pm, and footfall was 32% higher than usual during these times. Additionally, 58.9% of recorded visitors to the Market Place during this time were new to the town which equates to around 670 brand new visitors not including those visitors who may not have a mobile phone, or those who may have been out of range of the sensors.

Respond to community requests to support any **community-led days of action across the district**, in conjunction with partners. This quarter ASDA Newark invited us to join them in the store foyer for Global Recycling day which took place on Tuesday 18th March. We shared information with shoppers to promote recycling in the district, including giving away bin stickers and leaflets, as well as promoting the LitterLotto® mobile app. The app will help everyone to recycle right, keep neighbourhoods clean, and reward residents for binning waste.



As part of our ongoing to **support the veteran community around the district**, we have delivered a number of initiatives this quarter:

- Newark Services Club have been awarded several grants which will help towards the upgrade to their kitchen facilities

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



- We are providing support to Bilsthorpe Veterans Breakfast club monthly, by volunteering to help run their veterans breakfast club once a month. This enables our teams to continue to build connections in the community whilst doing so
- We supported the Rainworth Veterans Breakfast club with posters, we also attended the Rainworth Royal British Legion meeting to discuss events in the Armed Forces Calendar for the year ahead
- We hosted an Armed Forces networking event in February, bringing together 40 representatives from Parish and Town Councils. The purpose of this event was to understand what is taking place across the district and enable the creation of a calendar of events which has been published on our website

We made a referral to Defence Medical Welfare Service for one of our tenants, as well as arranged for the veteran to access free counselling via the Newark Patriotic Society

**Support the delivery of community initiatives through ongoing grant schemes:** Round 2 of the Community grant scheme took place in January 2025. £71,193 was awarded to the following groups:

Organisation	Payment awarded	Area	Additional Notes
Sherwood Forest Trust Festival 2025	£5,000	Sherwood	Full award
The Minster School Parent Teacher Association	£4,995	Sherwood	Full award
Grow Incredibles CIC	£4,590	Newark	Full award
Southwell Women's Institute	£7,950	Sherwood	Full award
Edwinstowe in Bloom	£5,000	Sherwood	Full award
Muskham Cougars FC	£1,870	Sherwood	Full award
Elston Allotments	£5,284	Newark	Full award
Newark Sea Cadets	£4,612	Newark	Full award
Rainworth & Blidworth Amateur Boxing Club	£4,995	Sherwood	Full award
Newark Town Football club	£5,000	Newark	Full award
Collingham Rural Advice Centre	£7,500	Newark	Partial award
Newark Amateur Boxing Club	£4,000	Newark	Partial award
Newark CVS	£3,009	Newark/Sherwood	Partial award
Oxton Village Hall	£4,877	Sherwood	Partial award
Winthorpe Community Centre	£2,508	Newark	Partial award

All successful applications met one of the schemes 'priority areas' for funding including

- 3 demonstrating match funding
- 1 that met the climate change agenda
- 6 that support a reduction in anti-social behaviour
- 5 that will support residents managing the cost-of-living crisis

When considering the spread of awards across the district, 7 awards are recommended for Newark based group/ activities, 7 for Sherwood based groups/ activity and 1 that covers both areas

This quarter, the Efficiency East Midlands (EEM) small grant scheme awarded 18 community groups funding to the value of £7,101 as detailed below:

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



Group Name	Payment Awarded	Description
DD's Soup Kitchen	£356	Food voucher and equipment
Newark preloved children's uniform club	£385	Clothing
Stroke to strength	£371	Zoom license and marketing items
Pensioners Sunday lunch club	£500	food voucher and equipment
Gorillaman Fitness	£500	New equipment
Newark Conservative Club	£500	New bowling equipment
Newark Breast Cancer support	£500	Rent for room hire
Men that Matter	£421	New marketing/promotional material
Rumbles Catering Project	£500	New cooker
Wigsley, Harby & Thorney Going Green Group	£500	Litter picking equipment
Delacy Bingo group	£357	New equipment
Knights court Sewing group	£92	Refreshment supplies
Accordion/ Music Group	£79	Refreshment supplies
Well Green House Bingo and Chair exercise groups	£405	New equipment
Millgate community Centre	£491	Printer and paper
Ollerton and Boughton Roundabout Community Newspaper	£453	New marketing/promotional material
Still Smiling	£250	Zoom licence
St George's Day Celebration Group	£435	Money towards St George's day event

In January 2025, we successfully finalised a Memorandum of Understanding (MoU) with Government relating to the Levelling Up Fund Round 3 (LUF 3) Sherwood scheme, which formalised the **commitment to provide £20m across both Ollerton and Clipstone regeneration projects.**

We received formal confirmation from Government in relation to the extension of LUF 3 funding from March 2026, to March 2028, this is following ongoing delays with the release of funding. Following receipt of the MoU, we were recently granted an initial sum of LUF 3 funds to finance eligible investment to date against both schemes.

Both the Ollerton and Clipstone schemes continue to progress towards planning submission and Business Case approval, funding was agreed by Cabinet to facilitate further works throughout the Royal Institute of British Architects (RIBA) stage 3. Planning for the Commercial Units as part of Clipstone Phase 1, was secured in March 2025 and work is scheduled to begin towards the end of Spring to develop 30 brand new units on the site. Tenant and stakeholder negotiations are ongoing for the Ollerton scheme and Clipstone Phase 2/3, as well as continued legal works to finalise land related matters for both schemes. Key risks to delivery and timescales, continue to compromise land acquisition, outstanding match funding and planning submission.

**Develop opportunities to maximise the visitor offer linked to Sherwood Forest:** The draft Sustainable Economic Growth Strategy encapsulates the objectives of the Destination Management Plan and the focus of an action plan, to promote key unique selling points of the District such as Sherwood Forest. The campaigns developed in 2025/26 will include and promote the visitor offer at Sherwood Forest.

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



## Measuring Success

Quarterly Indicators	Quarter 4 22/23	Quarter 4 23/24	Quarter 4 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Total footfall across all heritage and culture services and sites	New For Q1 23/24	99,651	123,630	100,000
Total number of admissions - National Civil War Centre	13,234	16,800	16,844	14,000
Total number of admissions - Palace Theatre	59,877	52,619	66,122	50,000
Number of people reached through direct participation and outreach	New For Q1 23/24	12,060	14,385	12,000

Annual Indicators	22/23	23/24	24/25	Target 24/25
<b>Year to Date Indicators</b>				
Increase in dwell time in Newark Town Centre	New For Q4 23/24	10.3%	23.4%	2.0%
% of visitors from schools – Palace Theatre	New For Q1 23/24	12.0%	11.0%	N/A
% of visitors from schools – National Civil War Centre	New For Q1 23/24	24.0%	22.0%	N/A

### Exploring our performance...

Total footfall across all heritage and culture services and sites has exceeded our expectations this year, including the theatre, museum, outreach and in the café.

The number of people reached through direct participation and outreach, via the Open Doors Programme which is funded through the Arts Council England's National Portfolio Organisation funding continues to deliver positive results in outreach activity.

# Be a Top Performing, Modern and Accessible Council



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

**Commercialisation Strategy & Action Plan:** 5 meetings were held during the quarter attended by Section 151 Officer, the Financial Services Business Manager and project owners to discuss progress against individual projects. An update against the major projects was included within the Medium Term Financial Plan, which was approved by Council on 6th March 2025.

Where projects are developed enough to be budgeted for, budgets have been adjusted and hence put into the Revenue budget for 2025/26. Where projects still need further development, updates were given to Members, but budgets have not been adjusted for within the 2025/26 budget, nor the preceding years in the Medium Term Financial Plan.



*2. Commercial Strategy 2022 - 2026 – How our Commercial Strategy operates within the context of the Community Plan*

**Customer Experience Strategy:** The survey and implementation plan for complaint satisfaction feedback has been completed this quarter. This has enabled the commencement of the satisfaction surveys. The results will be shared with the Senior Leadership Team once complete and will be included in the December – March 2025 complaints report.

# Be a Top Performing, Modern and Accessible Council



**Regulatory Inspections and Requirements:** Evidence has been gathered and updated in relation to the assessment criteria set by the regulator of social housing, a gap analysis has been carried out and our position identified. We have some actions in place to address areas for improvement, the latest updated position and details of the gaps will continue to be reported each quarter to the Tenant Engagement Board until we are inspected. We are also working on reviewing key policies to ensure they are both current and meet style and branding requirements. A new Housing Performance and Improvement Board has been set up, chaired by the CEO to prioritise areas for improvement within Housing Services, to ensure the appropriate focus, resources and oversight are in place to reach and maintain excellent service levels.

The process to **reinvigorate the Resident Panel** is now complete, the aim was to revitalise the panel to improve engagement, as well as understand how representative the panel is of the districts demographic



profile. There were 701 residents on the panel before the refresh however they were largely inactive and nothing more was known about these residents aside from their name, email address and that they were over the age of 18. As part of the refresh, it was important to gather more information to understand how representative the panel is and to provide the opportunity for targeted consultation. Therefore, the refreshed Resident Panel sign up process now collects the following information: *Name, Email address, Postcode (to inform ward data), Age range, Youth engagement (16 years and older to sign up), Parental status (sharing views on behalf of their children), Gender, Ethnic group, Residential status and Areas of interest.*

Alongside the ability to provide areas of interest, residents are incentivised to join the Resident Panel through 6 monthly prize draws where they have the opportunity to win a £50 gift voucher to spend at a variety of retailers.

To refresh the panel, we sent emails to all existing members asking them to provide the additional information if they wished to remain on the panel. We now have 255 active residents signed up to the panel, including residents signing up after the 6 monthly prize draws. Despite the decrease in overall members, it is evident that our Resident Panel is responsive and engaged. A recent survey sent to the Resident Panel received 191 responses, this is a response rate of 75%. Work is ongoing to grow the panel and to maintain engagement of existing members, this includes early discussions around a face-to-face focus session where they can ask questions and learn more about the Council's commitment to the district and its residents.

**Expand the range and quality of services available online:** The procurement of a new telephony system is progressing and the contact centre solution is due to go live in Summer 2025. There will be phased rollout of the contact centre solution, with webchat being part of phase two. It is anticipated that the webchat functionality will be operational by Autumn 2025.

# Be a Top Performing, Modern and Accessible Council



**We have been working to expand and refresh the wellbeing and engagement programme**, with work being completed this quarter to implement an enhanced counselling service and full Employee Assistance Scheme which includes a wellbeing portal for staff and their family members to utilise, additionally the existing health cash plan service which was on trial for a year has been procured for a further 12 months.

**Develop a package of measures to recruit and retain staff, including a review of the pay grading structure and the Council's job evaluation scheme.** The Reward & Retention project has advanced at a good pace over the last quarter, the staff benefits workstream is now complete, the review of Job Descriptions is 75% complete and evaluations are due to commence in April 2025.



## REWARD AND RETENTION PROJECT

We carry out an **all Staff Survey once every 18 months**, the most recent survey which was carried out in July-August 2024 received the highest number of responses recently experienced and the results show of the 357 colleagues who completed the survey, 90% gave a positive response when asked whether the Council were a good employer. In addition, 91% of respondents agreed that they understood where their role fit in terms of the community plan objectives and an overall 'job satisfaction' rating of 79% was received in the main survey questions.

Job satisfaction was also the most represented category in the free text final comments box where 61/93 comments were around satisfaction and all 61 were of a positive nature. That said, the results also show us that some colleagues are feeling under pressure due to their workload with only 58% agreeing that it is currently manageable. This was also reflected in the comments received from respondents where 90% of the 77 comments received on this being negative. (the remaining 10% were coded neutral).

In terms of other key comments, 66% of 96 comments received on the subject of satisfaction were positive. (this included general satisfaction, satisfaction with team). However, within that 64% of the 22 comments received around recognition were negative. It is evident that some colleagues are finding it tougher than the majority and the themes of workload and recognition feature as the most prominent reasons for this.



What is clearly evident however is that a significant majority feel valued, supported and proud to work for the Council.

# Be a Top Performing, Modern and Accessible Council



## Measuring Success

Quarterly Indicators	Quarter X 22/23	Quarter X 23/24	Quarter X 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Engagement rate with posts issued on NSDC Facebook and X combined	920,610	1,085,448	930,172	1,000,000
Contact Centre - telephony - average length of time to answer call (seconds)	84.0	156.0	91.0	120.0
No of digital web form transactions	31,236	62,200	65,940	36,000
% business rate collection	97.2%	97.8%	98.2%	98.2%
% council tax collection	97.1%	97.2%	97.2%	97.4%
No of phone calls presented to Contact Centre	118,282	113,532	109,742	Demand
No of face to face contacts (Castle House)	13,299	16,720	17,271	Demand
Satisfaction with lettings service	94.0%	92.0%	93.0%	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	96.1%	90.0%
<b>All Other Indicator Types</b>				
% effective response to careline calls within 60 seconds (industry standard)	New For Q1 24/25	New For Q1 24/25	99.1%	97.5%
% invoices paid within 30 days - whole Council	98.0%	98.0%	94.7%	98.5%

# Be a Top Performing, Modern and Accessible Council



## Exploring our performance...

The **engagement rate** with posts issued on NSDC Facebook and X combined is below target. This is because X is not performing as it was since its move from Twitter. We are undertaking a social media audit to inform the future of using X as a social media channel. As part of the audit, we are currently researching new platform BlueSky to use alongside X to increase overall engagement rates. We will also increase the use of video content which we know improves engagement. By Q2 in 2025/26 we will have completed the audit which will help inform our future plans.

The number of **digital web form** transactions is performing well. The number of digital web transactions forms and exceeds the 62,200 completed during 2023/24 which included the opt in or out of the kerbside glass recycling scheme. We are constantly looking to improve and increase the number of online forms we have and to encourage the take up of them.

The number of **calls received in the contact centre** during 2024/25 was 3790 lower than 2023/24 which equates to 73 less calls a week and it is difficult to say exactly why. The calls we receive often relate to what is happening "in the moment". We have seen a reduction in enquires relating to government grants, we haven't experienced extreme weather or flooding incidents and there haven't been major changes to the services the Council provides. We hope that residents obtain the information they require from our website and or utilise our online services.



# 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.

## Colleague Health and Wellbeing

This quarter a range of activities have taken place, centred around supporting the health and wellbeing of our workforce. Our Wellbeing Hub is also available to colleagues 24/7 and contains a wealth of information and support to help colleagues access the support they need and promote overall wellness.

Two events dedicated to enhancing **Musculo-skeletal health** were held throughout March. We understand the impact Musculo-skeletal health can have upon our workforce, especially for those colleagues who are predominantly desk based. Due to this, these sessions consisted of chair-based exercise sessions, valuable information on workplace assessments, polices and available adaptations.



Colleagues had the opportunity to learn the **Salsa and Bachata** during February. Our very own dancing king Claudiu started weekly evening sessions that provided the perfect opportunity for colleagues to get active and learn new skills.

## Colleague Engagement

The **Staff Roadshows** took place in February; 340 colleagues joined us over three sessions held at the Palace Theatre. The Roadshows are an opportunity for our Senior Leadership Team to share outside some key messages around areas of work planned this year with colleagues and provide the chance for colleagues to ask some questions of the Senior Leadership Team.



## Career Development

We celebrated **National Apprenticeship Week 2025** this quarter with a series of social media posts shining a spotlight on the apprentices within our organisation and their experiences of their apprenticeship programme.

### #NAW2025



With my apprenticeship I will hopefully achieve my APM Project Management Qualification with the Heart of England Training Provider. This apprenticeship covers many different topics including governance arrangements, risk and issue management and stakeholder engagement and communication.

With my role specifically, I really enjoy the range of projects I work on, allowing me to work with colleagues from different business units and gain an insight of the varied work that takes place. In general, I'm extremely grateful for the continued professional and personal growth in the organisation. This wouldn't be possible without the opportunities I've been given and the continued support from my team and wider colleagues.



**Philene Evason-Bacon**  
Associate Project Manager  
Apprentice

SERVING PEOPLE, IMPROVING LIVES

### #NAW2025



My apprenticeship covers a broad spectrum of planning including policy, urban design, geography, environment and infrastructure and planning for climate change. I only have one year left and then I can work as a qualified planner.

I enjoy my job, every day is a school day but the team are great and everyone helps everyone and makes suggestions.



**Jamie Pegram**  
Urban Planning  
Apprentice

SERVING PEOPLE, IMPROVING LIVES

# Our Workforce



## Measuring Success

Quarterly Indicators	Quarter X 22/23	Quarter X 23/24	Quarter X 24/25	Target 24/25
<b>Year to Date Indicators</b>				
Average number of sick days per employee (FTE) per year lost through sickness absence	7.4	6.8	7.0	6.5
% of staff turnover	New For Q1 23/24	14.0%	13.0%	13.0%

