



NEWARK &
SHERWOOD
DISTRICT COUNCIL

Community Plan Performance Report

2025 – 26 Q2

1 July -

30 September 2025



SERVING PEOPLE, IMPROVING LIVES

Introduction

At Newark and Sherwood District Council, our mission is to empower residents and businesses to thrive, while also attracting visitors to experience the unique offerings of our area. Our strategy to achieve this is outlined in our Community Plan, which was developed with input from residents and sets forth the Council's ambitions and activities over a four-year period.

Having been in place for two years, our 2023-27 Community Plan has recently undergone a review to ensure it remains relevant and reflective of ongoing and upcoming projects and initiatives. This continuous refreshment is crucial to maintaining the plan's effectiveness.

Our performance framework complements the Community Plan by detailing how we will measure the success of our ambitions through key performance indicators, utilising both qualitative and quantitative data.

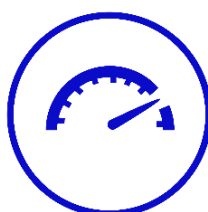
This report evaluates the Council's performance against the Community Plan, focusing on key services and activities from **1 July to 30 September 2025 (Quarter 2)**. Understanding our performance enables us to promote good practices, ensure quality service delivery, and identify areas for improvement. The Council's performance is measured in four parts, three of which are detailed within this report. The fourth part, Our Customers, is reported twice a year in our Customer Feedback Report.



Our District

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

Page 3-4



Our Performance

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

Page 5-33



Our Workforce

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

Page 34-36

Our District



About Newark and Sherwood (2021 Census)

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

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

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

60.5% of the district's population are working age (16 to 64), 17% are 16 years or younger and 22.4% of the population are over the age of 65. For those over the age of 65, this percentage has increase by 3.5% when compared to the 2011 census demonstrating a growing older population when compared to the 2021 census. In terms of socio-economic challenges, 16.2% of households do not own a car or van, 0.8% of households do not have a form of central heating and 19.1% of residents do not have any formal qualifications.

Performance of our district

This data tells us something about our district in **Quarter 2 2025-26**. Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.

Footfall: The table shows the average footfall figures for quarter 2 for Newark, Southwell, Edwinstowe and Ollerton.

In Newark, the sensor in the Castle Gardens is currently offline while the Castle Gate House project is taking place, meaning we are missing the data from one of the visitor touchpoints in

town. There were also power issues with some of the sensors which have since been resolved but do mean that there is not as much data for the July period as usual. This includes the Newark Book Festival, which usually attracts more visitors to town. The closure of the Castle while the Gatehouse Construction takes place has also impacted event organisers such as the Music Festival and Newark Creates who could no longer use the space. Looking at historic data we have also noticed that visitor numbers tend to decline in July, which is potentially a result of people going on their summer holidays. The hot weather may also have encouraged more people to go to non-town centre destinations such as parks or the beach.

In Southwell, increased footfall during September may be related to 'The Longest Yarn 2: Britain at War' installation at the Southwell Minster. The installation depicted significant events in Britain between 1939 and 1945, including the King's Speech, D-Day, The Blitz and the Women's Land Army to name a few. The event proved to be very popular and that can be seen in the numbers of visitors.

Average Daily Footfall

	Newark	Southwell	Edwinstowe	Ollerton
July	5,716	2,109	2,167	2,431
August	5,986	2,014	2,078	2,326
September	6,526	2,171	1,645	2,397
Q2	6,076	2,098	1,963	2,385
Average				

Our District



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

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

- **4,055 face-to-face** contacts were held at Castle House, a **4.38% increase** when compared to the same period last year.
- **24,644 calls** were received by the contact centre, a **9.40% decrease** when compared to the same period last year.
- **11,313 digital web form transactions** were completed by our customers, a **1.85% decrease** when compared to the same period last year.

We welcomed **442,383 unique website users this quarter**, nearly **double** our target of 237,500. In addition, we measure **our reach and engagement with the posts we share to our social media accounts** to ensure what we are sharing is what our residents want to see and be made aware of – our engagement rate this quarter was above expectations at **374,721 engagements**, compared to a target of 250,000. **5,260 residents subscribed to our e-newsletters**, slightly below our target by **2.74%**.

Local Government Reorganisation

In December 2024, the Government released the English Devolution White Paper which outlined ambitions to begin a period of structural change to Local Government across England. The aim of this structural change is to transition from a two-tier system to a single tier system (also known as a Unitary Authority) of Local Government, which will be responsible for all local services in an area. In February 2025, the Government invited Councils to submit proposals for new Unitary Authority structures, with final submissions due by 28 November. The submissions must aim to create more efficient and effective Local Government, potentially leading to streamlined services and cost savings for residents.



Our Community Plan sets out our ambition to secure the very best option for the residents of Newark and Sherwood arising from the reorganisation of Local Government and as such we will continue to report on how we're progressing at strategic points throughout the year. These progress updates can be found in [Ambition 7 – Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves.](#)

Break down barriers to opportunity to enable residents and businesses to prosper and fulfil their potential



We have been working on our **Sustainable Economic Growth Strategy for 2026-2031** over the past few quarters, and recently finished consulting with councillors, staff and key partners. This consultation is now complete, and the final strategy will be presented to Cabinet for approval in November 2025. The vision for this strategy is to make Newark & Sherwood a prosperous place, where productivity is high, inclusivity is at the heart of our communities, our residents have barriers removed and opportunities created and maintained for skills, qualifications and employment that enriches their lives. The area where, starting and building a business is nurtured, increased investment is achieved, infrastructure is secured for sustainable growth, people visit and experience our offer, and our communities have a bright future.

To shape the strategy, we looked at the Knowledge Ladder research we commissioned last year, our Community Plan 2023-2027, the East Midlands Combined Authority (EMCCA) Inclusive Growth Commission and Growth Plan, and other local evidence. Based on this, officers have identified six main priorities for the years ahead. These priorities align with several identified in the UK Industrial Strategy and the EMCCA Growth Plan & Inclusive Growth Commission. Local needs mentioned during a UK Industrial Strategy consultation with local industry also further influenced the evidence base of the strategy.

This new strategy puts a greater focus on health, especially as recent data shows more local people are unable to work due to long-term illness. Helping young people raise their aspirations and qualifications is another key priority. We also want to make Newark & Sherwood a top destination for visitors, so we have included a Destination Management Plan to boost tourism and the local economy. Finally, the strategy is committed to sustainable growth, meaning we will promote development that is environmentally friendly, socially responsible, and economically sound, making sure future generations can benefit too.

In order to support local communities to develop the necessary skills in order to benefit from the pipeline of major infrastructure developments, the Council has developed an Employment & Skills

Board. This board includes key partners like the Colleges, Department for Work and Pensions, Nottinghamshire County Council, and training providers, as well as employers. The Board aims to steer, influence and support learning and training for improved qualifications and employment opportunities. The delivery of training and learning using Adult Skills Fund accessed through training providers, is designed by local needs.



Break down barriers to opportunity to enable residents and businesses to prosper and fulfil their potential



We have also been working to **maximise local economic opportunities in green and land management sectors**, through the development of a Land Management Group. This is an advisory group bringing together key voices and expertise in Land Management in a transparent and open space. This quarter marked the first meeting of this group which took place on Thursday 18th September and was attended by 9 representatives within the land management sector. Discussions centred around the development and implementation of the qualifications and training required for working in land management, as well as the skills gaps are and how these can be addressed.

Our Community Plan sets out our ambition to **deliver regeneration within Ollerton Town Centre** and this quarter we have made progress towards delivering on that ambition. In partnership with Ollerton & Boughton



CGI Illustration of Ollerton Town Centre Regeneration

Town Council, we invited residents and key stakeholders to attend a public drop-in event to view the final designs for the proposed regeneration and share their feedback to help shape the future of Ollerton Town Centre. Attendance was very positive, with over 100 members of the public visiting the event. 78 responses were received via the feedback form with 74% of the responses either strongly agreeing or agreeing, that the development will make them feel proud of the town centre.

This quarter the project progressed through the RIBA Plan of Work, this is a document that outlines all stages in the planning design and building process. Stages range from 0 –

Strategic Definition through to 7 – Use. The project completed RIBA Stage 3 – Spatial Coordination. This stage focuses on developing the concept design into a more detailed and coordinated plan, ensuring that the design meets spatial requirements and is aligned with the project brief. It involves coordinating architectural, structural, and building services designs, as well as considering construction methods and cost implications. The project approved the Green Book Business Case this quarter, this is the governments recommended framework for developing business cases and sets out how the project will be funded and the wider benefits generated following investment. A report was presented to Cabinet in October 2025 which secured approvals to enable the project to progress, outlined the next steps and milestones in the delivery of the scheme. The team are on track to submit the planning application in November 2025. The project is on track for completion in 2028/29.

The Clipstone regeneration scheme is progressing in 3 phases. Phase 1 proceeded to tender for contractors regarding the building of new industrial units. This process completed in late September 2025, and an evaluation of the tenders is now underway. Phase 2 has completed RIBA 2 – Concept Design, this stage focuses on developing initial design ideas based on the project brief, exploring various design options, and creating visual representations of the project's potential. This involves collaboration between the client and design team to refine these concepts and ensure they align with the project goals and budget. We are working with Clipstone Miners Welfare as project lead for phase 2 to move proceed into RIBA stages 3 – Spatial Coordination and 4 – Technical Design. Discussions with landowners, Clipstone Miners Welfare and Welbeck on delivery of the scheme including access, remediation works and costs. Phase 3 has completed RIBA 1 – Preparation & Brief, for completion of scope of works and has identified a budget figure. This will aim to deliver an enhanced community facility in Clipstone. The project to **redevelop the Clipstone Holdings site with high quality, environmentally sustainable industrial units** has reached the tender evaluation stage of the procurement process. This stage involves a review of tender returns from bidders, whereby we systematically assess and evaluate the responses received against the specification. This project is on track in line with our expected timeline and the site is due to be operational during 2027.

Break down barriers to opportunity to enable residents and businesses to prosper and fulfil their potential



Quarterly Indicators	Quarter 2 23/24	Quarter 2 24/25	Quarter 1 25/26	Quarter 2 25/26	Performance Trend*	Target 25/26
Newark Beacon - % of occupied units	67.3%	83.3%	85.0%	90.0%	↑	83.0%
Commercial Property - % occupied units	100.0%	100.0%	100.0%	100.0%	=	95.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	100.0%	100.0%	100.0%	=	95.0%
% of planning applications (major) determined within statutory timelines	93.0%	90.0%	86.7%	100.0%	↑	90.0%
% of planning applications (non-major) determined within statutory timelines	93.5%	94.0%	94.7%	86.0%	↓	90.0%

*Performance trend indicates whether KPIs this quarter have improved, declined, or remained the same compared to the previous quarter. This information allows readers to identify trends, analyse possible underlying causes, and use these insights as a reference for resource allocation, strategic planning, and establishing future performance targets.

Exploring our performance: In the second quarter, we determined 11 major planning applications, achieving a 100% success rate in meeting the 13-week statutory deadline or within an agreed extension. This high level of performance reflects our commitment to efficient decision-making, though it is important to recognise that results may vary depending on the complexity of individual schemes, negotiations, Biodiversity Net Gain requirements, and the need for Section 106 planning obligations.

For minor planning applications, performance this quarter has fallen slightly below our local target. While these applications are generally less complex than major ones, they can still involve challenging discussions to secure high-quality development. Despite not reaching our internal target, our performance remains strong compared to the national benchmark, which sets a 70% determination rate within statutory timescales. We are committed to improving in this area, with regular monitoring in place, and anticipate improved results in the next quarter.

Increase the supply of housing, in particular decent homes that residents can afford to buy and rent, as well as improving housing standards



Alongside our **Yorke Drive Regeneration** development partner, Lovel Partnerships Ltd, we continue to work through the pre-commencement conditions within the outline and reserved matters planning approvals. Residents of Yorke Drive are now being actively rehoused as part of the projects decant strategy to ensure all those within the area earmarked for demolition are appropriately rehoused. The project is due a physical start on site early in 2026.



CGI Illustration of Yorke Drive Regeneration

An update on the progress of the project is due to be presented to Cabinet in October 2025. This report is also requesting approval to submit a request to the Secretary of State for the use of Compulsory Purchase Powers in the event that the voluntary acquisition of all remaining privately owned homes cannot be secured.

Deliver phase 6 of the Council house building programme. During the quarter, we approved a recommendation to purchase 20 Section 106 properties from Arkwood Developments Ltd as part of larger, 89 home proposed development at Rainworth. These additional 20 homes will be purchased through the existing phase six programme and fully commits the funding in this programme, with a slight extension of funding and will deliver a total of 56 properties against the original 50 property target.

We are undertaking stock condition surveys for Council Housing and private rented stock and we will use the findings to develop investment and improvement plans. Currently 80% of our Council homes have had a stock condition survey completed. There have been some delays which means we have not progressed as quickly as we had hoped, this is due to resourcing constraints with our contractor and we have one surveyor working on the project. Our aim is to have completed all stock condition surveys by the end of Q4 2025/26.

Derby City Council are in the process of reviewing all data sets provided by us and other Councils, carrying out address matching so they can begin to build the Authority specific data base. Data analysis and report development will follow with scheduled completion in Jan 2026 and final report delivery in March 2026.



One of our tenanted properties benefitting from retrofitted energy efficient heating system upgrades

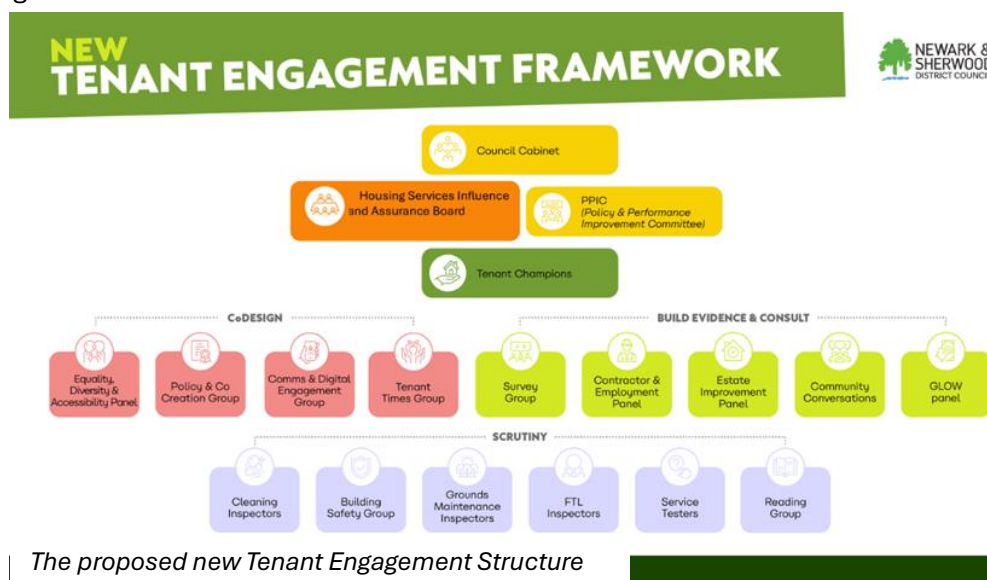
As part of our ambition to renew Council homes' heating systems to improve affordability for tenants and reduce carbon emissions in line with government funding opportunities we reported last quarter that we had secured funding via the Social Housing Fund Wave 3 programme. There have been some delays in progressing this programme due to staff resource and availability in the team, but efforts are underway to progress with the programme and we are in the process of scoring tender returns from the earlier procurement phase. It is anticipated that works will begin early in 2026.

Increase the supply of housing, in particular decent homes that residents can afford to buy and rent, as well as improving housing standards



We remain committed to **meeting social housing regulatory standards and are actively preparing for the upcoming inspection of our Housing Services by the Regulator of Social Housing**, although we have yet to receive a confirmed date. Our current efforts include reviewing key policies and developing a position statement to provide the regulator with a comprehensive overview of our Housing Services. A communications plan has been implemented, and updates regarding the inspection process are being shared with customers, members, and staff. Additionally, we have compiled a portfolio of evidence and completed a self-assessment against the regulatory inspection criteria, which is continuously reviewed and updated. We are conducting a 'show me' exercise with colleagues to validate assumptions within our self-assessment, with a current focus on compliance. The Housing Performance and Improvement Board also meets monthly to oversee performance and use this information to identify areas for improvement within our tenant facing services. Our aim is to be ready for inspection by the end of Quarter 3.

We recently agreed a new Tenant Engagement Structure with the Housing Portfolio Holder, Tenant Engagement Board and TPAS design team to improve how performance information is shared with tenants for scrutiny purposes. TPAS are Tenant Engagement Experts and our attendance at the TPAS National Scrutiny Conference further strengthened our approach, bringing back tenant-led ideas to evolve scrutiny within our organisation.



Housing Revenue Account Grounds Maintenance: The second quarter has progressed efficiently, supported by favourable weather conditions throughout the period. Although the prolonged dry spell resulted in some grassed areas browning, this created an opportunity to focus resources on targeted weed management and shrub maintenance. The positive results of this work are visible across the district, with an increase in public recognition through online feedback and letters of appreciation. Tenant satisfaction has remained high, with excellent scoring results, averaging 1.3–1.8 (Good to Excellent) across all inspections. Engagement from tenants in the assessment process continues to grow, with more than 200 tenant site assessments having been completed year-to-date. Most have received Perfect or Good grades contributing to the ongoing improvement of service standards. Internal inspections have also maintained strong performance levels, with any issues identified during quality checks resolved within one week.

Our teams have successfully delivered a series of Focus Days centred on cleansing and grounds maintenance in key areas including Yorke Drive, Tith Barn, Chatham Court, Queens Court, Collingham, and Farndon. Additional Focus Days are planned for quarter 3 and we will share more details about those in the next report.



Play areas remain a priority, with full compliance achieved across all daily, weekly, and monthly inspections. While a small number of remedial works remain outstanding, all are scheduled for completion. Cleveland Square has now been completed and reopened to the public. Looking ahead, Housing play areas are being reviewed for potential enhancements, including the introduction of sensory planting and accessible seating to promote inclusivity. Opportunities are also being explored to develop additional green spaces and interactive community areas across the district, further supporting our commitment to creating safe, welcoming, and sustainable neighbourhoods.

Quarter 2 has seen our **Careline Service undergo a rebrand**. The service is now being marketed as Careline 24/7 with a marketing campaign launched to attract additional customers to benefit from the life-saving service. The marketing is aimed at exploring new areas for potential growth including large towns in Lincolnshire to generate additional revenue for the authority. This should enable more people to access this type of service at an affordable rate allowing them to live independently for longer.

The **new Housing Management System, NEC**, continues to be embedded across our services. We reported last time that we expected both the Allocations module and Engage Portal to go live this quarter, we are pleased to report that these milestones were achieved as anticipated and the modules will enable tenants to self-serve. The NEC project team remains focused on resolving issues as they arise and continue to work closely with the software provider.

Develop new homes for open market sale or rent through Arkwood Developments Ltd, balancing housing quality, mix of housing, environmental sustainability and financial return.

The 132 unit development at Lowfield Lane continues discharging planning conditions and are entering into contract with Lovells as our development partner imminently. The start date of 30 November has been agreed and we are working hard to ensure this is delivered. The build process at Stodman Street, consisting of 29 units, continues to progress in partnership between Arkwood and the Council. We expect to take possession of the units during the mid-2026 and we will commence on marketing these products in the Autumn of 2025.

The 32 unit development on the Manea Cambridge site continues to be at or around the target for the programme, with completion of works set on track for the end of January 2026. We have 11 property sales to date with a couple of others awaiting progression.

At Wirksworth the 30 unit development continues and is now progressing well in terms of the build programme, with the showhome now open for business. The Section 278 works to connect the site to the main road have not yet been signed off by the Local Authority, due to some other factors concerning land ownership. A solution has now been put forward by the Local Authority and we are pressing for urgent approval by them to enable works to commence. The first sale homes have been released and we have had a number of viewings, with a couple of solid leads, that we hope to convert to sales imminently. Sales are being impacted by the Section 278 issue, as the site appears incomplete and we have been unable to give a definitive move in date to customers without having road access to the homes.

At Long Bennington, the 50 unit development remains behind target due to planning requirements. We aiming for a September planning committee decision, however, this has been pushed back to the December committee with all appropriate documentation supplied. A delivery partner remains in place to commence on site at speed once planning consent is attained to mitigate some of these delays.

Arkwood is also close to concluding the purchase of one other site with outline planning consent, which is made up of 90 units. They are also the preferred bidder on a separate site with full planning consent, made up of 110 units. Securing these sites will give Arkwood the volume in the land pipeline, to be in greater control of the business plan targets moving forwards.

Increase the supply of housing, in particular decent homes that residents can afford to buy and rent, as well as improving housing standards



Quarterly Indicators	Quarter 2 23/24	Quarter 2 24/25	Quarter 1 25/26	Quarter 2 25/26	Performance Trend*	Target 25/26
Satisfaction with lettings service	92.0%	89.0%	96.0%	96.0%	=	95.0%
Number of Council homes with retrofitted energy efficiency measures	New For Q1 24/25	62	0	0	=	N/A
Number of homes delivered through our housing development company Arkwood	5	8	8	13	↓	N/A
Number of plots commenced through our housing development company Arkwood	0	32	21	52	↑	N/A
Time spent in temporary accommodation for people we owe a duty to	New For Q1 25/26	New For Q1 25/26	6.8	9.4	↑	13.0
Average time to re-let Council properties (days)	29.6	40.5	64.5	68.0	↓	28.0
Amount of current arrears as a % of annual rent debit	1.49%	1.89%	2.76%	3.20%	↓	2.30%
Average "End to End" time for all reactive repairs (calendar days)	15.4	19.6	N/A	31.99	↓	16.0
% of repairs completed at first visit	91.2%	87.9%	N/A	90.90%	↑	93.0%

*Performance trend indicates whether KPIs this quarter have improved, declined, or remained the same compared to the previous quarter. This information allows readers to identify trends, analyse possible underlying causes, and use these insights as a reference for resource allocation, strategic planning, and establishing future performance targets.

Exploring our performance

The amount of current areas has felt the impact of tenants making the transition to Universal Credit, challenges with team resources and the transition to the new housing management system. We have been working closely with NEC to resolve the teething problems with the new system, and we have developed an action plan to stabilise and then improve the arrears position. We are expecting arrears to stabilise in the second half of the year, with the arrears improving into 2026/27.

Increase the supply of housing, in particular decent homes that residents can afford to buy and rent, as well as improving housing standards



A deeper dive into our performance

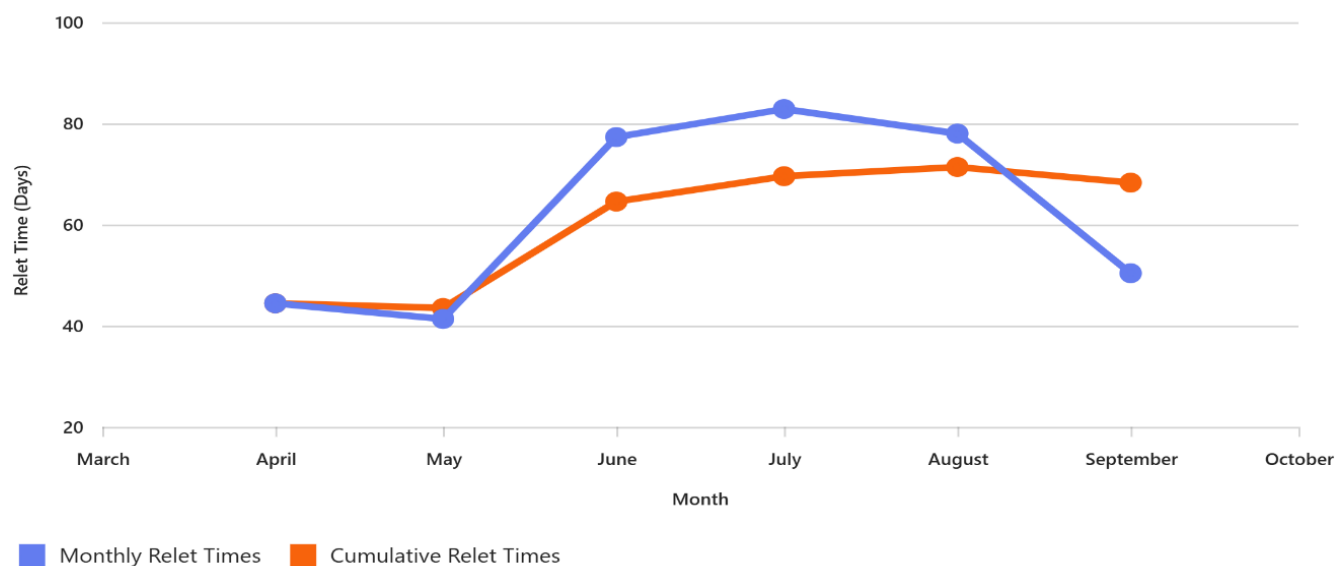
The average time taken to re-let Council properties remains below target by 40 days, and with an overall downward trend observed quarter on quarter. This is reflective of several contributing factors, including delays in property viewings during the implementation of the new housing management system, NEC. There have also been delays in completing repair works for empty homes and an accumulation of empty homes due to more complex repairs.

In previous performance updates, we communicated that an external contractor had been appointed to help reduce the number of empty homes that have accumulated. This was necessary to improve performance, as our in-house teams were already working to full capacity and as new properties became vacant, this compounded our team's workload making it very challenging to catch up. Our performance has already felt the impact of these challenges and has influenced our average re-letting times. As the contractor completes work on homes that have been vacant for longer periods, it clouds the performance of our in-house team.

To remedy this, we have implemented weekly internal reporting on key-to-key turnaround times, to differentiate and monitor properties managed by the contractor versus those handled by our internal teams. This approach offers a more accurate assessment of performance, ensuring that extended completion times for complex properties being managed by the contractor do not disproportionately influence those being handled internally.

The accompanying graph illustrates both cumulative and the monthly internal key-to-key performance, showing a notable reduction in monthly turnaround times from 82 days in July to 50 days in September. While cumulative performance is unlikely to meet the target within this financial year, focusing on monthly key-to-key results suggests the 28-day target may be achievable in the next financial year.

Regarding accumulated properties, from 31 August to 31 October the contractor successfully completed 19 properties with an average turnaround of 57.5 days. Although this exceeds the 28-day target, it shows that improvements are being felt throughout the service and the remaining 43 properties are forecast to be completed by 31 January 2026.



Improve health and wellbeing, with an emphasis on communities with lower levels of life expectancy



As part of our ongoing work to **complement the implementation of our 'Health and Wellbeing Strategy' with activities to reduce health inequalities in targeted areas**, this quarter we have supported a number of initiatives in the Community including:

- **The Adult Social Care & Housing workshop** which was organised to strengthen collaboration between the Newark & Sherwood Adult Social Care Team and Council Housing Teams. It allowed time away together to identify shared challenges and opportunities, understand each other's service better and develop actions for working better together in the future. With limited resources both services work with residents within complex circumstances daily and the aim of the workshop was to explore ways in which we maximise our collective impact for individuals and families.
- **Newark's first Festival of Food alongside Newark on Sea**, in which our teams delivered a weekend of cookery demonstrations, information about growing and promoting affordable healthy eating opportunities within the community. Followed by a fortnight of activities aimed at families including a make your own healthy picnic, Oral Health advice and Urban Worm workshops.
- Our team piloted a series of **Primary Schools Mini Health Roadshows** throughout the summer, organised with the help of the Junior Town Council in Ollerton and Boughton. Each event took place straight after school allowing students to visit each stand with their parent and learn about the different services available to support families health and wellbeing.
- We hosted a small cohort of partners to undertake the **Royal Society Public Health Level 2 award in Encouraging Vaccination Uptake**. Four colleagues completed the training and assessment alongside colleagues from the health sector. Vaccination programmes protect our health and wellbeing by strengthening our immune response to a number of different threats. All immunisation programmes in the UK are voluntary and the decision for whether to receive a vaccination rests with the individual. This qualification is designed to help our colleagues have conversations with others around vaccination uptake, including signposting them to further help and support to help them to make a decision.
- **Active Neighbourhood Scan – Hawtonville:Best Years Hub**. In July a number of partners came together to host the first Active Neighbourhood Scan in Hawtonville, starting with the Best Years Hub. This work highlights the experiences of older residents and the barriers they face in simply moving around their estate. The aim was to identify small but meaningful changes that that could improve daily life and inform wider regeneration and health strategies. More scans are being planned with families and young people.



The Food Co-ordinator has been busy supporting our communities this quarter, with some of the following activities:

- **'The Great Newark and Sherwood Cake Baking Challenge'** toured the district again this year allowing young people aged 10-16 to learn to bake and decorate a themed cake. The theme over the summer was to create a 'Sublime Summer Cake' with sessions delivered in 8 venues engaging with over 60

Improve health and wellbeing, with an emphasis on communities with lower levels of life expectancy



young people. The highlight of the summer was an intergenerational session hosted by GEM social group in South Scarle, which saw 8 young people partnered with an older resident to create their summer cake together.

- **Teen's cookery delivery** has continued into quarter 2 with two four-week courses being delivered to an additional 30 young people.
- **A Fakeaway cooking course** was delivered in September with a group of 9 adults at Cleveland Square, Hawtonville. The group are keen to continue, and the team are exploring a level 1 nutrition and health qualification in partnership with Academy Transformation Trust Further Education (ATTFE).
- **Best Years Cooking** – Visits have taken place to the Best Years Hubs to deliver cooking sessions to support those who live alone.
- **Grow Balderton**, a new community garden has run several days of action through the summer and have formed a committee. The group now have a constitution and are ready to allow allotment holders access to the site.

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.

- Local engagement remained strong with over 2,400 visitors to Sconce & Devon Park and 1,300 at Vicar Water in August.



Wrapped up for our Evening Bat Walks taking place at Sconce & Devon and Vicar Water Country Parks

- Events such as bat walks, park runs, and volunteer clean-ups continue to strengthen community connection and environmental awareness.
- This quarter has seen a greater emphasis on sustainable planting, particularly through the use of perennials. This approach will require a modest increase in workload, but it will result in neater, more cost-effective, and environmentally friendly schemes across the district.
- Fleet efficiency remained steady, with total monthly fuel use averaging around 5,000 litres of diesel for street cleansing and 1,200 litres for grounds maintenance.

- We continue to trial electric Mean Green mowers, reducing emissions, improving sustainability and offering approximately a 78% reduction in fuel costs when compared to the cost of operating a diesel mower over the same time period.

The **East Midlands in Bloom Awards were cause for celebration** across Newark and Sherwood this quarter, with a number of groups, businesses and volunteers picking up coveted awards at the annual competition, organised by the EMIB Regional Committee in September 2025. Judging took place in July and some key areas of achievement were highlighted, including Horticulture, Environment and Community. The full report can be found here: <https://emib.org.uk/wp-content/uploads/2025/05/EMiB-Entrants-Reports-2025.pdf>

Improve health and wellbeing, with an emphasis on communities with lower levels of life expectancy



As a result of the judges findings, Newark won the 'Least Litter in the East Midlands' award as well as the runner-up in the large town category being awarded a Silver Gilt. Judges commented that they didn't see one piece of litter on their tour, which is an incredible achievement. As well as praising outstanding litter picking across the town's three Green Flag parks.

They also commended the support of Historic Newark in Bloom volunteers in making green spaces more vibrant and highlighted involvement with local schools, collaborative work with Newark and Sherwood District Council and Newark Town Council and community engagement at work with local businesses. This recognition reflects the dedication, hard work, and preparation of everyone involved. Special thanks go to the community, led by Kay Bellhouse, Chair of Historic Newark in Bloom, for their outstanding contributions.

"We're proud of our green spaces and it's rewarding to know the hard work of local volunteers and our amazing officers is greatly appreciated. I particularly love the planters done by volunteers on Newark Castle station. We've put a real focus on making our parks and spaces as clean as they can be and this is all down to fantastic collaborative working across the district. Congratulations to the award winners and thank you to the teams at Newark and Sherwood District Council and to all the volunteers across the district for keeping our communities among the cleanest and tidiest in the East Midlands!"

**Councillor Simon Forde,
Portfolio Holder for Climate and the Environment**

"Winning the 'Least Litter in the East Midlands' award is a fantastic achievement and a real reflection of the pride our communities take in their surroundings. For judges to say they didn't see a single piece of litter during their visit is remarkable and speaks volumes about the dedication of our cleansing teams, the tireless work of volunteers, and the commitment of local residents. It's clear that when we all work together, across council services, community groups and local businesses, we can achieve truly outstanding results. I want to thank everyone involved for helping to make Newark and Sherwood one of the cleanest and most welcoming districts in the region."

Councillor Paul Taylor, Portfolio Holder for Public Protection and Community Relations

Implement the 'Playing Pitch Strategy' and the 'Sports and Recreational Facilities Strategy', including the provision of 5 new 3G sports pitches:

During quarter 2, the Football Foundation has continued to work on the technical feasibility for 3 of the 3G pitches following the Expression of Interest and assessment process. Expressions of Interest were submitted for Brinkley, Southwell and the Newark Academy, Magnus and Suthers Schools in Newark. Once technical deliverability has been assessed those successful sites will be confirmed.

Work is still ongoing to bring forward sites in Clipstone and Ollerton as part of larger transformational projects including Levelling Up in

Clipstone and the re-build of the Dukeries Academy, Ollerton. Ollerton FC's site at Walesby Lane is also now under consideration as an alternative to the Dukeries Academy site, driven by challenges in the school site linked to the overall re-build of the school. The complexity of both these schemes has impacted on the pace of delivery at these sites, future updates will be shared as these plans develop.

Improve health and wellbeing, with an emphasis on communities with lower levels of life expectancy



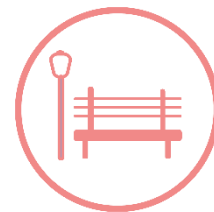
Quarterly Indicators	Quarter 2 23/24	Quarter 2 24/25	Quarter 1 25/26	Quarter 2 25/26	Performance Trend*	Target 25/26
Number of new Active4Today leisure members	New For Q1 25/26	New For Q1 25/26	1,550	2,399	↓	1,875
Number of User Visits - Active 4 Today (all)	578,024	506,055	287,693	573,374	↓	550,000
Average number of calendar days to process new council tax support applications	12.7	16.1	18.9	17.4	↑	14.0
Average no of calendar days to process council tax support change in circumstances	10.3	31.6	11.6	14.3	↓	7.0
Average no of calendar days to process new housing benefit claims	13.8	17.4	22.0	20.6	↑	14.0
Average no of calendar days to process housing benefit change in circumstances	3.8	3.6	4.7	3.8	↑	4.0
Live Leisure Centre membership base (all)	11,788	11,718	12,330	11,718	↓	11,500
Leisure Services - based on your experience; how likely are you to recommend us to a friend, family member, or colleague?	New For Q1 24/25	60.0%	68.0%	44%	↓	60.0%

*Performance trend indicates whether KPIs this quarter have improved, declined, or remained the same compared to the previous quarter. This information allows readers to identify trends, analyse possible underlying causes, and use these insights as a reference for resource allocation, strategic planning, and establishing future performance targets.

Exploring our performance: An analysis of the average number of calendar days required to process new council tax support applications indicates an underperformance of 3.4 days against target. Nevertheless, trend analysis reveals continuous quarter-on-quarter improvement, with processing times reduced by nearly two days, and it is anticipated that targets will be met for the remainder of the year.

The processing time for council tax support changes in circumstances also fell short this quarter by 7.3 days. This decline is primarily due to the increased migration of cases to Universal Credit during quarter two, a transition expected to conclude by the end of quarter three. This migration has necessitated additional workload as each case requires thorough checking and proper closure, necessitating a strategic allocation of resources toward priority areas. Similarly, the average processing time for new housing benefit claims was below target by 6.6 days; however, there has been a consistent quarter-on-quarter improvement of 1.4 days. At present, working-age new claims for housing benefit, are now only those claims associated with supported living claims, and which are inherently more complex and time-consuming. Most working-age housing support claims are now included within Universal Credit. It is expected that performance in this area will improve over the remainder of the year as workloads stabilise and the migration to Universal Credit is completed.

Reduce crime and anti-social behaviour, improving community feelings of safety



The **Keeping Town Centres Safe Government Initiative**, has been re-named **Safer Streets Summer Initiative**. This initiative includes increased hotspot patrols, use of targeted enforcement powers and focussed campaigns within the Castle, Magnus and Devon wards.

ASB Hotspot Initiative Patrol Hours (in addition to standard CPO patrols):

Month	Hours
July	40
August	32
September	34

Through July the Community Protection Officers have conducted, on average, 4.5 hours per day of high visibility town centre patrols Monday - Friday in the town centre. Additionally our Anti-Social Behaviour Officer and Community Protection Officers conducted patrols to target street drinking which resulted in 2 individuals being issued with Community Protection Notices for continued street drinking in the town centre.



August saw further patrols taking place in Newark Town Centre with a continued focus on tackling street drinking, these patrols were in partnership with police. This culminated in 5 Community Protection Warnings being issued. Liaison with CGL, Housing teams, and Framework continue on an individual case-by-case basis.

In September 2025, a further 4 Community Protection Warnings were issued to persistent street drinkers. 4 of those issued within this period were escalated to Community Protection Notices due to continued breaches of the warnings issued.

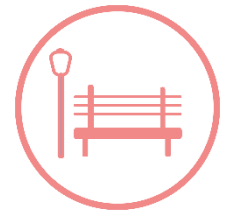
We undertook a night of action in Farnsfield, on the evening of Friday 12 September. A team of officers engaged with members of the public and visited sites where previously anti-social behaviour has taken place, including the skate park and the woods.



We also visited Bilsthorpe Flying High Primary School and hosted anti-social behaviour themed assemblies to 110 pupils across years 3,4,5 and 6. The children enjoyed interacting with the team, and the use of E-bikes and E-Scooters were of particular interest to them.

Anti-Social Behaviour Awareness Week took place this quarter from the 30th June - 6th July 2025, we raised awareness via social media platforms, posting 8 articles throughout the week on various subjects to include how to report anti-social behaviour, the importance of reporting, impact on mental health of victims and the range of educational activities provided throughout the district to engage and divert young people.

Reduce crime and anti-social behaviour, improving community feelings of safety



We continue to work with partners to support businesses, providing education and intervening where necessary in order to prevent anti-social behaviour:

- One such initiative that continued this quarter included the **Extreme Wheels sessions**. These were held weekly at Sherwood Avenue Park, Newark, until the start of the school summer holidays, when the sessions were re-located to Edwinstowe Skate Park. Sessions returned to Sherwood Avenue Park for three weeks in September; the final session being held on Thursday 25th September. 37 young people signed up to the sessions, feedback received from the young people was that they valued and enjoyed the sessions.
- The **Anti-Social Behaviour Panel** continues to be held monthly, there have been 4 new referrals to the panel during this quarter.
- We received 118 anti-social behaviour complaints during quarter 2 and the team continue to manage high caseloads. 9 first stage warning letters were delivered by our teams, in partnership with the Police, to parents of young people causing a nuisance at Balderton Lakes, which included incidents of alleged harm to wildlife.
- 10 first stage warning letters were also delivered to parents of young people identified by our teams in and around Fernwood in August 2025.
- Our teams have visited and spoken to the parents of two young people identified as causing anti-social behaviour in the vicinity of Brewers Wharf.

Reduce opportunities for crime and anti-social behaviour, by reviewing infrastructure and encouraging behavioural change across the district with the aim of improving feelings of safety:

- Two young people who have recently been involved in anti-social behaviour commenced the **'Equipped to Succeed' programme** run by Second Chance Learning Academy. These sessions, which are held weekly at Hawtonville Young Peoples Centre, help the young people to recognise their behaviours, help with self-development and explore other interests.

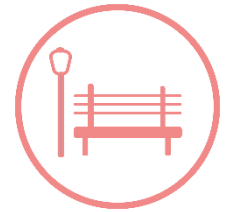
Our work to deliver the new enhanced in-house CCTV control room continues this quarter. The contract was awarded in July and the build is now underway. There are several technical challenges with regards to ensuring the connectivity at a new location, but these have been categorised and significant work is being undertaken to ensure a smooth transition. The main elements of the control room have been constructed ready to receive the equipment once factory testing has been completed.

PUBLIC SAFETY MEASURES

IN NEWARK AND SHERWOOD



Reduce crime and anti-social behaviour, improving community feelings of safety



Work with statutory authorities to improve flood mitigation and resilience across the district:

- On the evening of 16th September, we hosted Flood Warden Training for Nottinghamshire at Castle House. The training was delivered by the emergency planning team at Nottinghamshire County Council with representatives from Nottinghamshire Fire and Rescue. Approximately 50 existing and new wardens attended the training gaining valuable information of actions to be taken prior, during and after a flood.
- We hosted a Flood Resilience Event at Sconce and Devon Park on Thursday 18th September 25, attended by The Environment Agency, Nottinghamshire County Council, Severn Trent Water, Nottinghamshire Police, Nottinghamshire Fire and Rescue Service and Flood Mary. Flood Mary is Mary Long-Dhonau OBE, who is a 12 times flood victim and campaigner for flood awareness and resilience. Mary exhibited the Flood Pod, which is an interactive room showcasing flood resilience measures such as air brick, barriers etc. Invitations were sent to all residents affected by the recent flooding caused by Storms Henk and Babet, along with several social media posts to raise awareness of the event to members of the public.



Water Safety Farndon & Ollerton: To combat repeated year-on-year issues of young people swimming in the river at Farndon Marina, and an emerging issue of young people swimming in the river Maun at Ollerton, work was undertaken in July 2025, to send an alert to parents via relevant local schools to make communities aware that this activity was taking place. This communication focused on the danger young people were putting themselves in, not only the obvious but of the hidden dangers to health from poor quality water; with the police

providing water quality readings for the water around Farndon. Working jointly with the police, Nottinghamshire County Council Youth Service are working with local young people to reiterate the dangers.



Reduce crime and anti-social behaviour, improving community feelings of safety



Quarterly Indicators	Quarter 2 23/24	Quarter 2 24/25	Quarter 1 24/25	Quarter 2 25/26	Performance Trend*	Target 25/26
Number of positive outcomes resulting from CCTV intervention	83	87	52	83	↓	N/A
% fly tipping incidents removed within 72 hours	93.9%	98.8%	97.5%	97.4%	=	95.0%
% of incidents resulting in an FPN or prosecution	New For Q1 25/26	New For Q1 25/26	15.0%	17.0%	↑	17.0%
% of businesses in the district with a food hygiene rating of 3 or higher (generally satisfactory or above)	98.00%	98.00%	14.4%	98.00%	=	98.00%

*Performance trend indicates whether KPIs this quarter have improved, declined, or remained the same compared to the previous quarter. This information allows readers to identify trends, analyse possible underlying causes, and use these insights as a reference for resource allocation, strategic planning, and establishing future performance targets.

Quarterly Indicators	Quarter 2 23/24	Quarter 2 24/25	Quarter 1 25/26	Quarter 2 25/26	County Comparison
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	9.0%	10.0%	-5.7%	9.1%	18.4%
% reduction in all crime - Newark & Sherwood District compared against County area	1.0%	2.0%	98.40%	0.0%	-1.7%

Please note, in the context of the above two indicators a minus figure denote an increase.

** 'N/A' within the target column shows key performance indicators which do not have a target set against them but instead offer an insight into actual performance within a particular service area.

Exploring our performance:

When exploring the % reduction in anti-social behaviour, the County saw a reduction of 18.4% this quarter, however our reduction in anti-social behaviour for was 9.1%. It should also be noted that we achieved a 16% reduction last year, which has a year-on-year effect.

Focusing on all crime, there was an increase in crime across the county of 1.7% however we saw no increase and therefore performed better than the county average.

Promote, maximise and celebrate the diversity of Newark and Sherwood's heritage, culture and community spirit



Delivery of the Newark Castle Gatehouse scheme has continued, construction has now begun and is progressing well, with the new building foundations in place. There have been some delays due to archaeological findings and the constraints of working within a Scheduled Monument and Grade I Listed Building, but the design team and contractors are working together well to keep the project moving forward. Procurement is underway for the exhibition fitout contractor and AV specialist. We have begun to deliver items



from the activity plan, which includes hard hat tours, working with universities to inspire and upskill architecture students, sharing technical expertise with Newark Academy pupils, and a partnership project with St Mary Magdalene Church.

Newark's Cultural Heart events programme continues, bringing free events right to the heart of the town centre thanks to the collaborative efforts of Lincoln College Group, Newark Town Council, and Newark Cultural Consortium/Newark Creates.

Following a lively first half of the year, quarter 2 was packed with exciting activities for all ages. One of the highlights was 'The Zone' which was an award-winning creative space designed especially for 11–16-year-olds. It aimed to offer a safe, welcoming environment where young people could unwind, make new friends, and explore their creativity through music, gaming, dance, and art. Summer in Newark was brighter than ever with the return of beloved events like the Newark Book Festival, Newark Music Festival, and Newark-On-Sea, each bringing unique entertainment and creating a sense of community in the town centre. Brass Band concerts were hosted in the Market Place delighting shoppers and visitors alike with upbeat performances and a lively atmosphere.

Deliver the National Portfolio Organisation (NPO) activity plan. Championing and promoting the arts, culture and heritage through the enjoyment of music and arts from different cultures:

During quarter 2, **the Open Doors programme**, funded by Arts Council England continued championing and promoting the arts, culture and heritage. All activities are designed with and for the communities and groups we work with. Our funding means we offer more to people living in areas of our district where there are less cultural and arts activities. During the quarter we have proudly recorded over 8,244 engagements with people across our district. Some of the activities delivered, are designed to inspire personal, family and community development through enjoyment and learning. This quarter activities have included:

- Continued support for the **'Creative Influencers' group**, which is made up of 13-17 year-olds who meet on a monthly basis. The group have embarked on trips to arts venues in other cities, using that experience to put forward suggestions to changes in our own venues. These suggestions have so far included the development of our Tudor Attic space, a new temporary exhibition and led on plans for LGBTQIA+ events in February 2026.
- Our **Theatre Learning offer** was shared with all schools across the district. Schools are able to book free creative sessions for students to enjoy all aspects of theatre, including puppetry, singing, playwriting, drama and music,

"Just to say a huge thank you again for Friday's experience. For many of our students, it was their first time stepping onto a real stage, and the opportunity you and the theatre provided was incredible. It was particularly impressive to see you and Mark collaborate on the lighting - on the journey home several students were already discussing how they could use what they learned in their drama exams!"
Teacher of group attending Theatre Tour and workshop.

Promote, maximise and celebrate the diversity of Newark and Sherwood's heritage, culture and community spirit



including our newly developed revision sessions for secondary schools to support GCSE English and Drama learning and enjoyment.

- **Our Artist in Residence** offered free weekly creative walking activities around Newark, and supplemented Family Saturday activities at the National Civil War Centre. The following free workshops have been hosted this quarter:
 - Creative wellbeing workshop for the Dandelion women's group
 - Botanical walk along the riverside, inspired by historical botanical survey document in our collections
 - Cyanotype and nature workshop for the Creative Influencers and their families and friends at The Holt, Newark
 - Studio workshop for a Mencap group
 - Work experience for young people at the National Civil War Centre
 - Print making workshop for Newark College students
- **Our partnership with Musicworks** continued with the successful 'MusicWalks' event at Vicar Water Country Park, combining live music with nature. We collaborated on pop-up live music performances in non-traditional music venues including the Dukeries Leisure Centre, Ollerton Tesco and Sherwood Forest. All of these events brought high quality live music, enhancing community spirit and enjoyment, inspiring diverse conversations with the public about playing instruments, singing and the benefit on community wellbeing.
- Our popular exhibition at the **National Civil War Centre 'A Polish Heart Beats Here'** continued to provide fascinating cultural and historical insight into the lives of Polish people in the district. **This exhibition reached the finals for the annual Association of Heritage Interpretation award for Community Engagement** – which is an award which recognises projects where the community takes the lead, or where organisations work in equal partnership with their communities, to engage people in heritage, nature, culture or science. It was a great achievement to be a finalist in this category and to see our cultural offer promoted alongside other nationally and internationally recognised heritage organisations.

"We had a brilliant time and are still buzzing! It's been great working with Open Doors and I hope we can work together again. The event went better than we expected, we now have closer ties with the Scouts, they were all great and it brought in a lot of people who had no idea that we existed. Open Doors has given us ideas to work on, we will be using the mining trail and are thinking about other ways to engage young people."

Cris Cooper
Bilthorpe Heritage Museum volunteer.
- Our partnership this year supporting **Bilthorpe Heritage Museum** culminated with a free event celebrating Heritage Open Day, featuring the award-winning Thoresby Colliery Band. Activities also included a range of creative workshops for Bilthorpe Scouts exploring the history or colliery music. We also toured our 'Mining for Stories' exhibition to Ollerton and Newark Libraries, sharing interviews with local people connected to mining.

We continue to work with our partners to look for opportunities within music and the arts and this has seen our work with Newark Creates continue to deliver a programme of events and activities across the town:

Promote, maximise and celebrate the diversity of Newark and Sherwood's heritage, culture and community spirit



- The music co-ordinator has been working alongside Newark Creates to develop plans for **World Singing Day across the district on 18 October**, this event globally aims to bring together communities to celebrate and encourage participation and enjoyment in singing. Our music co-ordinator has been working collaboratively with schools to recognise this event.
- Projects linked to the installation of the Kiddey Sculptures have continued to reinvigorate local interest in this renowned artist. Through our new **curator partnership with Newark Town Council**, there has been a schools project, and plans are in place for an exhibition of his work across both sites and a programme of events to complement this.

In the quarter 1, we reported significant progress on the **installation of the Kiddey Sculptures**. The site was

"Robert Kiddey was not just an extraordinary artist, he was an integral part of Newark. From the students he inspired, to the public artworks that still surround us, Kiddey's legacy is woven into our streets and stories, and it is vitally important that we both recognise and celebrate his influence."

Councillor Rowan Cozens,
Deputy Leader and Portfolio Holder for Heritage, Culture and the Arts

excavated, and the twelve stones were precisely mounted into custom metal frames to create four panels, which were finished with quality brickwork and integrated lighting. This quarter, the project reached completion with the addition of glass panels to protect the sculptures from environmental exposure. Additionally, two benches have been installed in front of the display, providing visitors to Castle House with an inviting space to appreciate the installation.

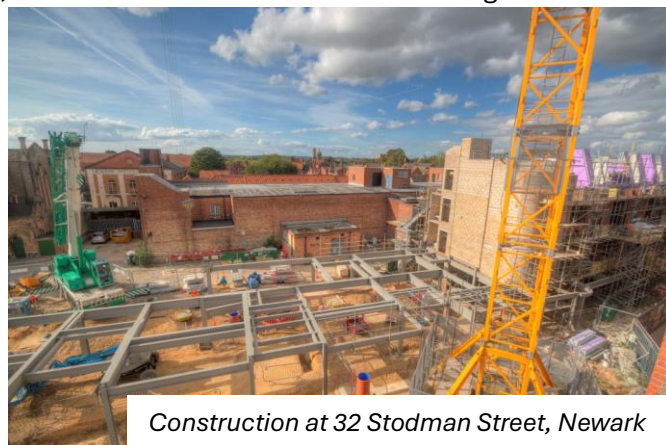


Official Opening of the Kiddey Sculptures

We referenced within Ambition 1 of this report that our Sustainable Economic Growth Strategy is in draft and is due to be presented to Cabinet

for approval in the autumn. This draft strategy encapsulates the objectives of the **Destination Management Plan** and the focus of an action plan, to promote key unique selling points of our District such as Sherwood Forest. The Rebel Rangers campaign has completed, and due to its success neighbouring Councils are working with us to provide a second campaign across a wider geography in 2026, this will be a free spring challenge running across the districts involved and will encourage young people aged 5-14 to take on the role of a 'Rebel Ranger' and explore local landmarks like Sherwood Forest, The National Civil War Centre and King John's Palace. This will support young people to learn about historical rebels and completing challenges by scanning QR codes along the way. Further work is now being undertaken on a Christmas Campaign to attract visitors into our town centres.

Construction at 32 Stodman Street is progressing as part of an ongoing development that will provide the town with high-quality residential accommodation and new commercial spaces. Due to the historic and



Construction at 32 Stodman Street, Newark

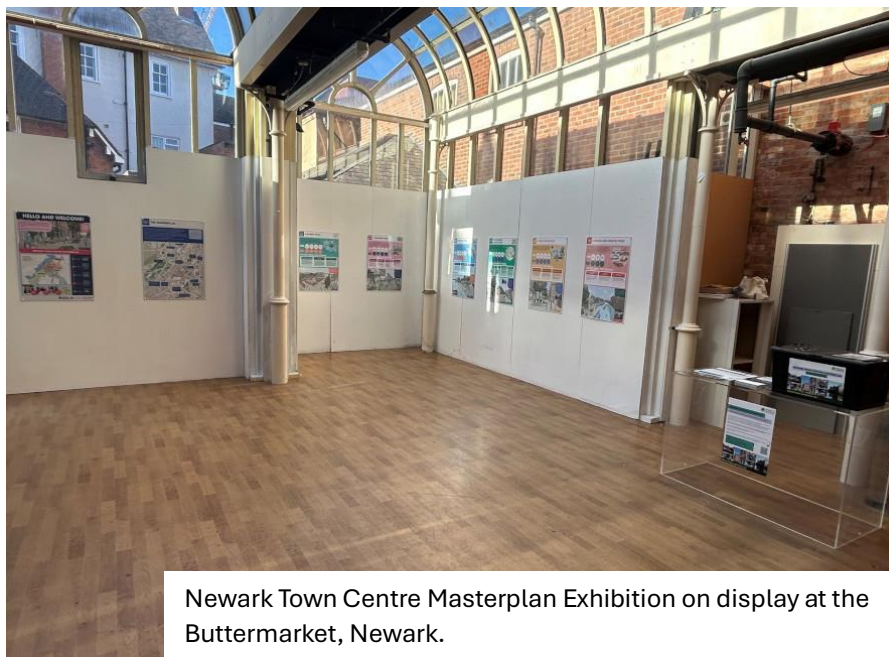
Promote, maximise and celebrate the diversity of Newark and Sherwood's heritage, culture and community spirit



complex nature of the site, the contractor has indicated that an extension to the project timeline may be necessary. Should a formal request for an extension be submitted and approved, the anticipated completion date would shift to July 2026. At present, however, no formal extension request has been received.

We continue to work closely with Newark Town Council to deliver the **physical transformation of Newark Market Place**, this quarter has seen the initial concept designs agreed, paving the way for an impactful transformation including greening, alfresco dining, seating, planters, an events and market space together with a lighting scheme that aims to create a more warm and welcoming space during the evenings for everyone to enjoy.

The project will now enter the next important and exciting phase - RIBA Stage 3: Spatial Coordination where the finer details are mapped out ahead of construction. Updated designs will be shared this Winter with the Town Council and other key stakeholders. The Full Business Case continues to be developed, with plans to seek approval from the Newark Town Board to unlock a £3.61 million capital grant from the Town Investment Plan, which is a major step toward making this transformation a reality.



Newark Town Centre Masterplan Exhibition on display at the Buttermarket, Newark.

The **Bilsthorpe Community Hub project is being led by Bilsthorpe Parish Council** and is an ambitious project to develop a new multi-use hub in the village. We are currently supporting the project through project oversight and providing guidance on the options appraisal as well as supporting to enable access to potential funding pots. The Parish Council have been working with a range of stakeholders, including the community via a public consultation, to develop their plans, including the decommissioning of the existing building if necessary.

As delivery of the Bilsthorpe Community Hub is now reflected in our revised Community Plan, a paper will be brought to Cabinet outlining our proposals for supporting the hub in due course and we will share the outcomes of this report in a future update.

Promote, maximise and celebrate the diversity of Newark and Sherwood's heritage, culture and community spirit



Quarterly Indicators	Quarter 2 23/24	Quarter 2 24/25	Quarter 1 25/26	Quarter 2 25/26	Performance Trend*	Target 25/26
Total number of admissions - National Civil War Centre	9,199	9,273	3,752	8,710	↑	8,500
Total number of admissions - Palace Theatre	12,792	19,833	11,004	16,791	↓	17,000
Number of people reached through direct participation and outreach	6,674	7,312	6,484	11,471	↓	6,250
Total footfall across all heritage and culture services and sites	39,899	51,533	25,385	46,341	↓	52,500

*Performance trend indicates whether KPIs this quarter have improved, declined, or remained the same compared to the previous quarter. This information allows readers to identify trends, analyse possible underlying causes, and use these insights as a reference for resource allocation, strategic planning, and establishing future performance targets.

Exploring our performance:

Regarding total footfall across all heritage and culture sites, this indicator encompasses all visitors to our venues, including activities held on our premises that are not directly managed by us. During the year, it became apparent that the Castle Gatehouse Project necessitated a complete closure of the gardens. While most activities continued, many were relocated off-site, resulting in the indicator falling short of its target. Efforts are ongoing to enhance our marketing approach, with particular emphasis on maximising footfall at events under our direct management. This includes a renewed focus on the National Civil War Centre, prompted by underperformance in quarter one and a slight decline at the theatre. It is encouraging to see that this quarter the total number of admissions to the National Civil War Centre have performed well and outperformed last quarter.

Pantomime sales are currently exceeding last year's record-breaking figures, which is encouraging for improvements in the third quarter. Nevertheless, it should be noted that we cannot account for loss of third-party events due to the Castle gardens closure, such as the brass band concerts.

Reduce the impact of climate change and protect and enhance green spaces



In preparation for the implementation of weekly food waste collections with WRAP (Waste and Resources Action Programme) and Nottinghamshire County Council, 8 Food Waste vehicles have been ordered and are scheduled for delivery April 2027. We are developing plans to launch a trial domestic food waste collection in the District to compare the participation and yield of food waste collected from properties that have bags provided and those that don't as well the opportunity to iron out any problems that we may identify. Additionally, the Food Waste Working Group is meeting every month to discuss partnership working and ensure consistency when introducing the scheme. To ensure we have enough space at the Brunel Drive Waste Depot, approval has been granted to demolish one of the unused office spaces located on this site which will in turn create space for the additional parking required to accommodate this increase in waste collection fleet. Demolition works got under way this quarter and will continue throughout quarter.

Our commercial glass collection customer base is continuing to grow since the scheme launch in June 2025, the number of subscriptions grew by 10% in Q2 to take the total to 55 customers.

Deliver the Council's Tree Strategy, enabling the exploration of options to develop new community woodland and wildlife spaces and support the improvement of air quality: In 2024 national data

was released on urban trees which showed that tree cover in Hawtonville, Newark, is below average, both for the district and nationally. We're now working closely with the Woodland Trust, local charity Reach Learning Disability, Greenwood Community Forest

and residents on the 'Hawtonville Tree Project' to increase the number of trees on

the estate. Urban trees are crucial for providing wildlife habitats, mitigating and adapting to the impacts of climate change and improving public health. Forest Research, the government's scientific advisers on forestry and tree-related research, estimate that the long-term mental health benefits of street trees alone are valued at £1 billion.



Hawtonville Tree Project

We continue to play an active role regarding biodiversity net gain (BNG) in the district by working with landowners to support the development of biodiversity offset sites. The ongoing discussions reported in quarter 1 with two landowners that are developing Habitat Banks have continued. The Section 106 Agreement discussions continue with one landowner and the anticipation that they will be able to sell biodiversity net gain (BNG) units by the end of 2025 or early 2026 remains. Discussions with the second landowner are via a land agent and have been less frequent and the confidence that they will be able to sell units by the same period are now lower. In September Cabinet approved the use of 5 parcels of land owned by the Council for the purpose of developing our own Habitat Banks, and a budget allocation for this work. Biodiversity Units generated from this land will primarily be used to support our developments, and those of supported projects, that are subject to mandatory BNG. Our officers have had initial meetings with two other landowners enquiring about developing habitat banks, but it is too early to conclude whether they are likely to progress further.

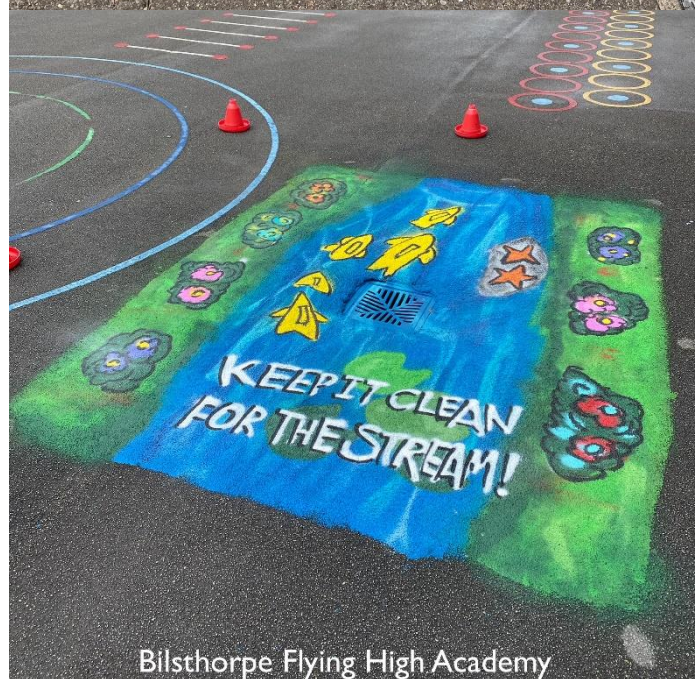
Reduce the impact of climate change and protect and enhance green spaces



Work in conjunction with the statutory authorities to promote good river and waterway health:

- We attended **Midsummer Magic at the National Civil War Centre in July** to celebrate the sunshine and all things solstice. We provided the popular wildflower seedball making to help promote planting to encourage pollinators at home and talk about the Greener Gateways initiative to increase biodiversity in our towns and villages. We also ran our plastic pollution game, interactive pledge wall and handed out tips to reduce plastic waste at home, looking at alternative packaging to plastic for everyday items and to engage the public in this topic. Our ocean information board served as a talking point about why the ocean is important and why we need to keep litter out of our rivers and ocean. On the day, around 30 people took part in the activities, and we had one winner for our pollution competition.
- **Drain Art – 14th, 15th, 24th and 25th July 2025**
In support of our commitment to enhancing river and waterway health, we collaborated with primary school students to produce drain art throughout the district. Due to safety considerations, painting on public roads and streets was not permitted; therefore, participating schools created artwork on two drains within their own playgrounds. As part of this educational initiative, schools received a presentation addressing ocean pollution and printed templates to guide the creation of their drain art. The project was introduced to Year 6 students as a legacy opportunity for their respective schools. After designs were chosen, iMAGESKOOL artists worked alongside the students to transfer these designs onto the playground. Additionally, we provided logistical support on the day of painting to facilitate student participation. A survey to provide feedback was sent out to the seven schools and the group of home-schooled children who took part. The consensus was that the pupils enjoyed taking part in the projects and were very satisfied with the resources provided and work carried out by us in collaboration with iMAGESKOOL. The majority felt that the children learned more about the effects of litter on our rivers and ocean.

Fantastic drain art designs painted by primary age students in collaboration with iMAGESKOOL



"It was a fab session, well put together and thought out. So glad to be involved, and a great experience for the children."

Sam Farrell

Home Educated Group

Reduce the impact of climate change and protect and enhance green spaces



- **Leave No Litter Signage Designs Selected**

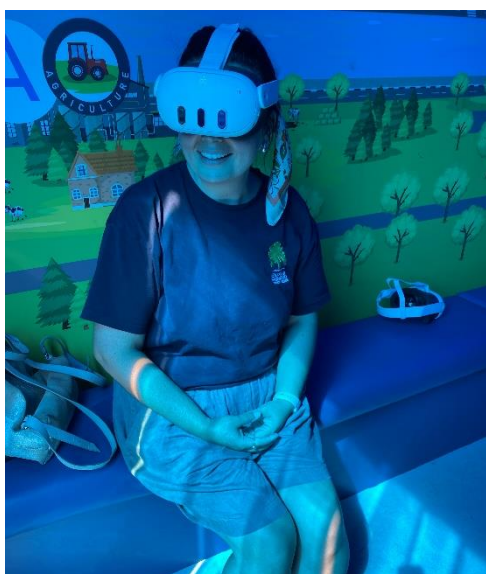
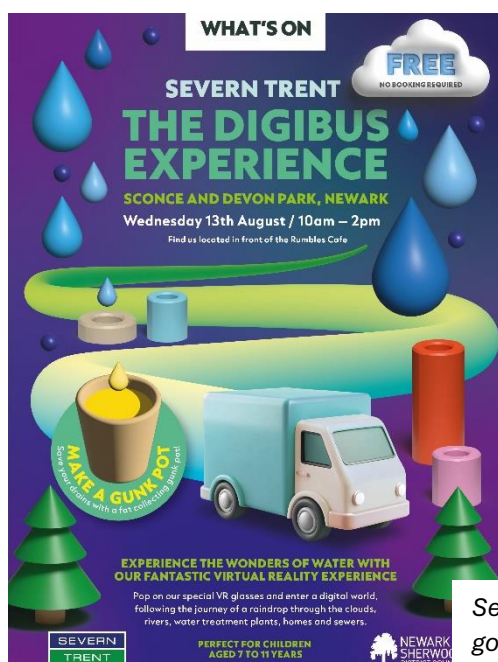
The winning designs for the Leave No Litter signage competition have been selected and created into signs and stickers by a graphic artist. The signs will be erected in local parks and the stickers will be placed on street bins to remind passersby to bin their rubbish and reminding them of the damage that litter causes. Keep an eye out for these eye catching signs popping up around our District next quarter!



Two of the selected 'Leave No Litter' Signage Designs

- **Severn Trent Virtual Reality Bus Event – 13th August**

We explored the wonders of water with the Severn Trent digibus experience at Sconce and Devon Park. Visitors popped on virtual reality glasses to track the journey of a raindrop through the clouds, rivers, water treatment plants, homes and sewers. They learned that they should only flush the 'Three Ps' down the toilet to prevent blockages which could cause the flooding during heavy rainfall and could find their way into our rivers and ocean. We had over 70 visitors across 4 hours who had great fun on all of the activities. They left with information about drain care and a 'gunk pot' to prevent fats and oils being poured down the sink.



Severn Trent Digibus experiences: Tracking the journey of a raindrop via virtual reality goggles & Educational Games of what can and cannot be flushed down the toilet.

Reduce the impact of climate change and protect and enhance green spaces



Throughout July and August, we attended the following events to **promote positive recycling behaviours**:

- **Positively Empowered Kids Community Fun Day – 12th July** We were invited to attend a community fun day in Middlebeck organised by Positively Empowered Kids. We provided families with recycling information, quizzes, games and prizes for practising their recycling with us on the day. The event was a great success with around 80 adults and children participating in our activities on the day. Information on the most commonly found contaminants was shared to encourage better recycling habits and raise awareness.



Positively Empowered Kids Community Fun Day – Enjoying our Race to Recycle Game!

- **Food Waste Recycling Event with The Urban Worm – 8th August** As part of the Newark Food Festival, we supported The Urban Worm with showing residents how easy it is to turn some of their organic waste into nutritious compost. Families learned what could be composted in wormeries using our magnetic wormery board, as well as making worm poo teabags to use as fertilisers for plants. To promote the planting of wildflowers in gardens, we showed residents how to make wildflower seedballs using their freshly made compost. Over the course



“To feed or not to feed, that is the question” – Our Feed the Worms game to help educate residents what can be composted in wormeries.

of a great day in the market place, we engaged with 60 adults and children.

- **Urban and Civic Community Fun Day – 16th August** Following the Positively Empowered Kids community fun day, we were invited to take part in another community fun day in Middlebeck organised by Urban and Civic. The day brought together a range of organisations and stall holders, with us providing wildflower seedball making to help promote composting and planting amongst the younger generations. Both adults and children alike love this activity, and it provides us with an opportunity to talk about the importance of wildflowers for the environment and our own health and wellbeing, as well as the council's Greener Gateways initiative which started this year. It was a quieter event with around 45 adults and children taking part in our activity. At Community Link Groups at Well Green House, Coddington and William Ghent House, Balderton, we distributed recycling leaflets and bin stickers, as well as answering any queries regarding recycling in the district from around 50 residents. Following the success at these groups, we will be attending more in the run up to residential recycling changes in March 2026 to assist residents with these.

Reduce the impact of climate change and protect and enhance green spaces



Recycling Week Communication – 22nd – 28th September



The volunteers at Beaumont House Charity Shop in Newark

- We created content for our Social Media accounts to help engage residents in **Recycling Week 2025**. This included ways that residents could reduce, reuse and recycle across the district to help encourage positive behaviour changes towards waste.
 - We promoted **reducing and reusing** by shopping preloved in our district's fantastic selection of second-hand shops.
 - Highlighted the **Newark Eco Refill store** and the **South Clifton Refill Station** in the district to help reduce plastic waste when shopping for household essentials.
- Helped to promote **Newark's first repair café** organised by Newark Borrow & Repair Group, Coreset, Newark College & St Mary Magdalene with St Leonard.
 - Continuing from our contaminated waste review findings, we created a contamination video based on a viral video trend. Our waste management operatives went '**fishing for contamination**' in the recycling bins. In a tongue-in-cheek way, we highlight what contamination we find in the recycling bin and where those items should go to help residents recycle right. You can find out what other items are commonly contaminating recycling bins here! <https://www.facebook.com/reel/4252000081701957>



Reduce the impact of climate change and protect and enhance green spaces



- We also reminded residents online that they can **recycle their domestic batteries** by placing them in a bag on top of any of their bins on collection day to increase recycling and to help those who cannot get to other battery drop-off locations.
- Some items are not collected kerbside so to assist with trickier items, **we highlighted the use of the Recycle Now** website where residents can check for their nearest drop-off location. This time, we focused on recycling spectacles, contact lens packaging, cosmetic packaging, medicines, pill blister packs, and soft plastics as these are often made up of single-use plastics which are recyclable at certain collection points.



Recycling Week Events – 23rd and 25th September:

- This year, we focused on composting at home and invited residents to join our park rangers to learn more about it. We opened up The Holt at Sconce and Devon Park to come and see how organic park waste is composted, get some top tips on composting, make wildflower seedballs using compost, and take away leaflets on different types of composting and where to purchase from. We also ran a competition to win a 220-litre compost bin for one lucky winner to get started on their composting journey. Across both events at Sconce and Devon Park and Vicar Water Country Park we had 45 attendees.



The Holt at Sconce and Devon Park

Provide opportunities for residents' involvement in parks and green spaces:

- A friends group has now been formed for Clay Lane open space and officers have met with the group to develop plans for the area.
- At Vicar Water, Sconce and Devon parks and Queen Elizabeth Memorial Gardens volunteering groups are active and making a difference within the communities these spaces serve. Volunteers are maintaining flower and shrub beds and conducting maintenance works such as footpath maintenance throughout our parks.
- We have a growing number of volunteer litter pickers with 71 people signed up to our green champions scheme who collected 121 bags of waste between them this quarter.
- Our meet the ranger walks continue to be popular with our residents and visitors. These provide an ideal forum for our teams to educate the public on the work we do and allows us to get feedback from the public. 243 people have attended our guided walks (including our bat walks) so far this year.

In response to the 2025 Carbon Trust report, we are working to develop and deliver a Council-wide decarbonisation plan for built assets and deliver a programme of prioritised decarbonisation actions. We reported last quarter we had started installing internal air source heat pumps, this installation has completed this quarter and 5 air source heat pumps have been commissioned. These are installed at 5 Council owned properties at 94 Northgate and will be monitored over a 12-month period to measure performance and running costs. We have also submitted capital bids for approval to install solar and battery storage to Castle House roof and for LED lighting on Newark sports and fitness centre.

Reduce the impact of climate change and protect and enhance green spaces



Quarterly Indicators	Quarter 2 23/24	Quarter 2 24/25	Quarter 1 25/26	Quarter 2 25/26	Performance Trend*	Target 25/26
Number of fixed penalty notices issued for all environmental offences (excluding fly tipping)	New For Q1 24/25	645	28	56	=	N/A
Number of events held in NSDC parks	136	216	173	348	↑	200
Number of targeted focus weeks	3	2	1	2	=	4
Number of children reached via environmental education visits including river health and 'Motion for the Ocean'	New For Q1 24/25	2,219	1,369	2,570	↓	1,000
Number of missed bins (per 100,000 households)	72.0	N/A*	64.8	61.4	↑	45.0
% of failing sites - street and environmental cleanliness - litter	0.0%	1.4%	1.2%	0.8%	↑	1.5%
% of failing sites - street and environmental cleanliness - detritus	0.8%	1.2%	1.5%	0.9%	↑	1.2%

*Performance trend compares the current quarter to the previous quarter and indicates whether performance has increased, decreased or has remained flat.

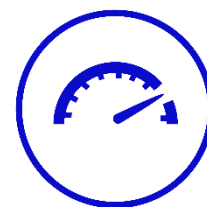
Exploring our performance:

We continue to try to identify a contractor to deliver enforcement for environmental offences such as littering and dog fouling. Once engaged, we would expect to see performance of the fixed penalty notices being issued return to, at least, previous levels.

The number of targeted focus weeks delivered this quarter are down due to staff retention and recruitment, which is similar to the position we shared last quarter. To bring this performance back in line we have 4 focus weeks planned for next quarter, in Blidworth, Boughton, Hawtonville and Farndon.

We measure the number of missed bins per 100,000 households; this quarter we saw performance levels of 61.4 missed bins which does not meet the targeted rate. However, this performance has improved since last quarter and is the best performance reported for quarter 2 across that last 4 years. To further put this performance into context, 61.4 missed bins per 100,000 households would mean the average household would have their bin missed from the collection round approximately **once every 26 years**. Whilst this is the case, we are nevertheless working to bring this back in line with our targeted expectations, and we are re-issuing up to date assist lists and working through reports of the repeat addresses and discussing these with the waste collection crews and we hope to see improvement through the second half of this year.

Be a Top Performing, Modern and Accessible Council



During Quarter 2, the **contact centre solution was replaced with a new solution – Puzzel**. This implementation was jointly managed between teams. We invested a significant amount of time within testing of the system and training colleagues to use the system effectively. This resulted in a smooth transition, which went live on 27 August 2025 and meant that there was no down time for our customers which is a fantastic achievement. The next stage is to develop and roll out webchat, which will further expand the range of ways in which we are here for our residents. We anticipate that our webchat function will be ready to go live during quarter 4.

As part of our work to expand and embed a broader range of customer satisfaction measures to drive performance improvement,

we have commenced with customer satisfaction surveys on complaint handling. The information gathered through this process is assisting us with improving our complaint handling and any key changes will be shared via the Customer Feedback Report.



Seek to secure the very best option for Newark and Sherwood arising from the reorganisation of local government. Following Cabinet's July decision, we have been working with other councils that support developing the final business case for option 1e. There will be three separate submissions for the County. Despite differing preferences, all Nottinghamshire councils continue to collaborate. Rushcliffe Borough Council and Nottinghamshire County Council has agreed to submit a final proposal in support of option 1b. Nottingham City Council is currently exploring a new two unitary option urban conurbation. While Broxtowe Borough Council is opposed to LGR, it has expressed a marginal preference for option 1e, and Ashfield District Council has not yet formally declared its position.

The business case for 1e is currently being developed with a focus on demonstrating how option 1e best aligns with the Government's criteria and will be the most beneficial model for Nottinghamshire's future. In the criteria set out from the Secretary of State, the fourth criteria outlines that "proposals should show how councils in the area have sought to work together in coming to a view that meets local needs and is informed by local views.

On the 4 August, the nine councils jointly launched a shared engagement survey to gather public views on the future structure of local government, receiving 11,483 responses. The full report will be published and available here: <https://www.newark-sherwooddc.gov.uk/media/nsdc-redesign/documents-and-images/news/2025/october/Nottingham-and-Nottinghamshire-LGR-Engagement---Final-report.pdf>. Feedback from the survey will directly inform and be clearly reflected in the final proposal, demonstrating to the Government that local authorities have actively sought and considered stakeholder perspectives.

On 26 November, Cabinet will consider and approve the final plan. Other councils will reach their decisions within a similar timeframe, to meet the 28 November submission deadline.

The Government will carry out its own consultation on all proposals that meet the terms of the invitation, prior to making and implementing final decisions. A decision on the preferred option is expected by the Summer 2026 parliamentary recess.



Quarterly Indicators	Quarter 2 23/24	Quarter 2 24/25	Quarter 1 25/26	Quarter 2 25/26	Performance Trend*	Target 25/26
Contact Centre - telephony - average length of time to answer call (seconds)	135.0	127.0	70.0	75.0	↑	110.0
No of face-to-face contacts (Castle House)	8,117	8,769	4,105	8,160	↓	N/A
No of phone calls presented to Contact Centre	57,814	57,926	26,172	50,816	↓	N/A
Number of work experience placements offered at differing levels of education	New For Q1 24/25	21	4	7	↓	13
% business rate collection	55.5%	54.2%	27.7%	53.0%	↓	54.0%
% council tax collection	52.4%	51.6%	25.0%	51.9%	↑	52.0%
% invoices paid within 30 days - whole Council	98.3%	94.6%	99.2%	99.5%	↑	98.5%

*Performance trend indicates whether KPIs this quarter have improved, declined, or remained the same compared to the previous quarter. This information allows readers to identify trends, analyse possible underlying causes, and use these insights as a reference for resource allocation, strategic planning, and establishing future performance targets.

Exploring our performance:

The number of customers requiring support at Castle House has shown a slight decrease compared to 2024/25, aligning with a modest reduction in telephone enquiries. Similar to telephony, there have been no significant initiatives, either locally or nationally, that have driven increases in customer enquiries. We have received 7,110 fewer calls compared to 2024/25. Demand for our services fluctuates in response to internal Council developments and external factors. For instance, demand for the Household Support Fund has stabilised, and no new services have been launched that might result in increased customer contact.

The percentage of business rate collections fell short of the target by 1% this quarter; however, given that performance remains only slightly below target at this stage, there are currently no concerns regarding meeting targets in Q3. This is equally applicable to council tax collection rates, which are marginally below target yet represent a slight improvement from the same period last year. Consequently, no remedial actions are deemed necessary currently.

Our Workforce



Our Chief Executive has been busy hosting a series of **informal LGR drop-in sessions** to help colleagues better understand what's happening, how Newark and Sherwood District Council is involved in Nottinghamshire's proposal to Government, and what the next steps look like. These sessions are part of our commitment to keeping everyone informed and involved. They have been a chance for colleagues to hear directly from John, ask questions, and share any thoughts or concerns they may have.



This quarter our colleagues joined communities across the **UK to mark Alcohol Awareness Week**, a national campaign led by Alcohol Change UK. The

Alcohol Awareness Week

Alcohol and work

theme this year was "Alcohol and Work" which acted as a timely reminder of how our working lives can influence our drinking habits, and how small changes can make a big difference. Around 10 million people in the UK drink in ways that could harm their health. Alcohol can

affect sleep, mood, productivity, and relationships and often without us realising. Colleagues were encouraged to reflect on their own habits, without judgement but for awareness. This included an alcohol unit calculator, open conversations with family, friends or colleagues, as well as accessing the resources available on the Council's wellbeing hub or Alcohol Change UK's website.

Colleagues were informed of **Sip & Support** this quarter. This is a women's health coffee afternoon organised by Your CVS in partnership with the Council, for women across our organisation and in the community to connect, reflect and support one another. Sip & Support is focused on women's health and wellbeing and is open to women of all ages and backgrounds.



Dance classes with Claudiu resumed this quarter. This is all about having fun, moving, and enjoying the rhythm together. Colleagues have been learning a mixture of Salsa and Bachata, and Line Dancing.

Our Workforce



We proudly recognised and celebrated the incredible dedication of 26 of our colleagues who've reached a **long service milestone** in the first half of this financial year. Whether it's 15 years or 45, every milestone represents a huge contribution to NSDC and the communities we serve. We thank our colleagues for their continued commitment, hard work, and loyalty.

This quarter our brilliant Environmental Services Supervisor, who brought the famous Girl with a Pearl Earring to life - **dressed in contaminated items and plastics commonly found in our recycling bins!** This was to raise awareness of contaminated waste, as plastic bags are our biggest contaminant in dry mixed recycling bins throughout our district. They are not currently recycled with kerbside collections as they require a different recycling process. If you use plastic bags to collect mixed recycling in at home or at work, please be sure to empty the contents into the recycling bins. Items should always be empty, clean, dry, and loose! If you are ever in doubt, leave it out!



Our Workforce



Quarterly Indicators	Quarter 2 23/24	Quarter 2 24/25	Quarter 1 25/26	Quarter 2 25/26	Performance Trend*	Target 25/26
Average number of sick days per employee (FTE) per year lost through sickness absence	3.4	2.9	2.2	4.6	↓	3.3
% of staff turnover	8.0%	6.0%	2.0%	5.2%	↓	6.5%

*Performance trend indicates whether KPIs this quarter have improved, declined, or remained the same compared to the previous quarter. This information allows readers to identify trends, analyse possible underlying causes, and use these insights as a reference for resource allocation, strategic planning, and establishing future performance targets.

Exploring our performance:

In comparison to the second quarter of 24/25, when absence rates were below target, there has been a significant increase in the number of days lost due to long-term sickness. Days lost due to long term conditions have increased from 23 to 222. Short-term absences have remained relatively steady, though there has been a noticeable rise in staff taking time off with infections such as colds and flu. Early monitoring suggests this trend is continuing into Q3, with sickness absence due to these illnesses already more than double the figure for the same period in 24/25.

To help limit the spread of infections, staff have been reminded about good hygiene practices and advised to work from home where possible if they display symptoms of colds or flu. Our HR team is actively supporting colleagues on long-term sick leave, both in facilitating their return to work where feasible, and in providing guidance for those unable to return to the organisation.

Use of Microsoft Co-Pilot: Microsoft Co-Pilot was utilised in the preparation of this report to enhance its accessibility for a wide range of audiences. Additionally, Co-Pilot assisted in generating some of the images featured within this report.