



**NEWARK &
SHERWOOD**
DISTRICT COUNCIL



Community Plan Performance Report

Annual Report

1 January 2026 –

31 March 2026

Appendix 2

Introduction

The quarterly Community Plan Performance Report reviews the Councils progress toward the goals outlined in the 2023–2027 Community Plan. In addition to regular quarterly updates, this accompanying summary highlights key performance indicators that are measured annually. These yearly metrics help us track long-term trends, evaluate progress on strategic objectives, and assess the wider impact of the Council’s work during the past year.

This document also provides an outturn position for our rolling snapshot KPIs, which are reported each quarter as standalone figures. For a fuller picture, we’ve calculated an average year-end value, offering an assessment of overall performance throughout the year.

By combining quarterly updates, annual KPIs, and year-end averages, we present a detailed overview of Newark and Sherwood District Council's performance. This approach helps us pinpoint areas of success, identify ongoing challenges, and ensure our services continue meeting the needs of residents, businesses, and communities across the district.

“It has been an extraordinary year for our district. I am immensely proud of the dedication shown by our officers and councillors, who work tirelessly to serve our community. The achievements we have celebrated this year, from environmental successes to housing improvements and public safety advancements, are a testament to the passion and commitment we all share for Newark and Sherwood. Together, we continue to strive for a better future for all our residents.

The one thing I know is that staff and Councillors do work very hard. We often receive huge criticism on social media for the work that we do but I really do believe we do an incredible job with the resources we have available to us.

We know it is impossible to please everyone with each decision we make, but we all passionately care about Newark and Sherwood and do the very best we can for all our residents at all times.”



**LOOKING BACK
ON 2025 WITH
THE LEADER OF
THE COUNCIL**



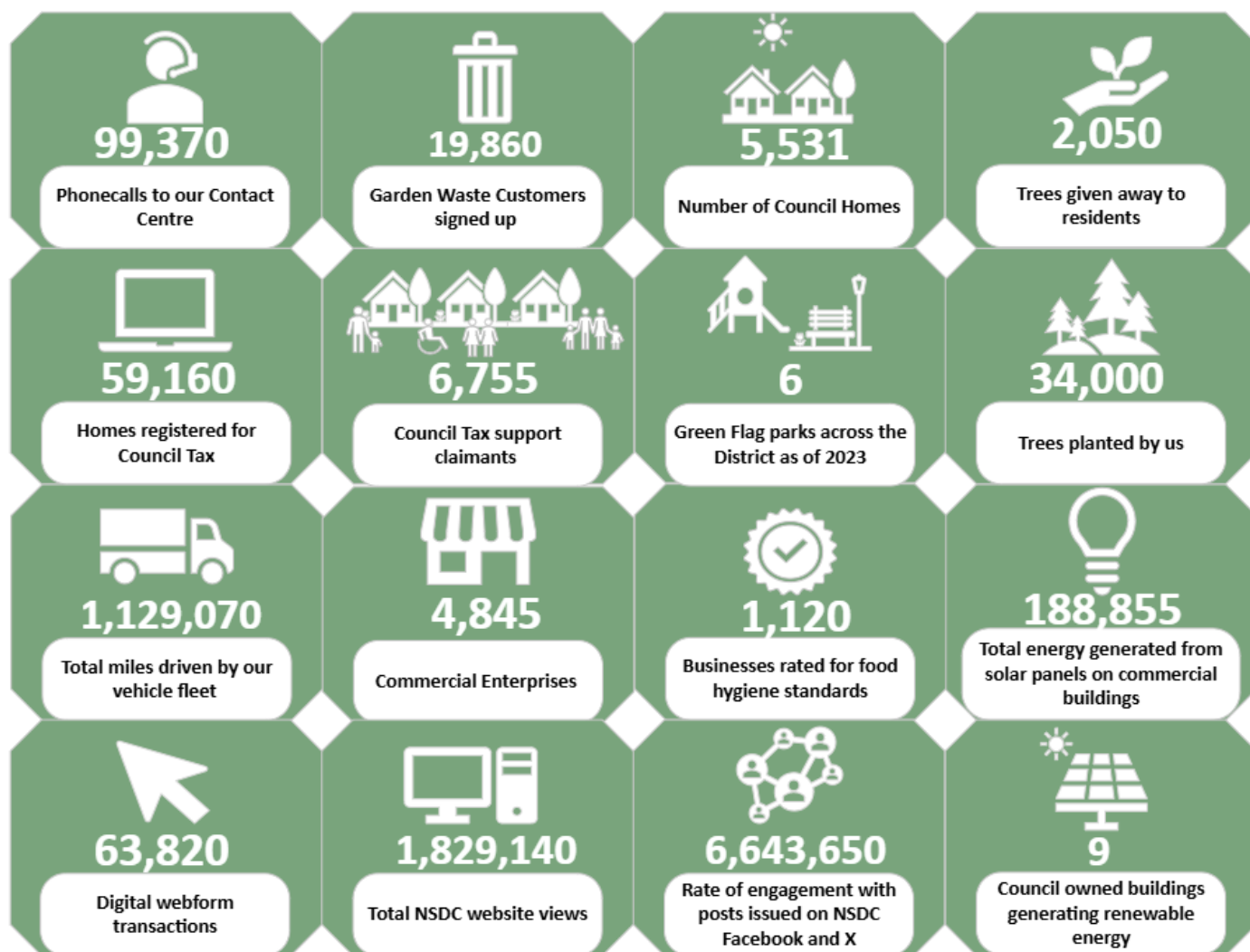
SERVING PEOPLE, IMPROVING LIVES

**Councillor Paul Peacock,
Leader of Newark and Sherwood District Council**

Our 2025-26 Year End Position

“Local government touches the lives of everybody, every day.” – Local Government Association

Our teams are working hard every day to deliver the best quality services for our communities, the following snapshot highlights a selection of those services, demonstrating both the variety and depth of our work in meeting the needs of residents, businesses, and visitors across the district.



* Please note, figures have been rounded where necessary.

Break down barriers to opportunity to enable residents and businesses to prosper and fulfil their potential.					
Indicators	2023/24	2024/25	2025/26	2025/26 Target	2026/27 Target
Year End Position - Rolling Snapshot Indicators					
Newark Beacon - % of occupied units	71.1%	82.9%	92.3%	83%	85%
Commercial Property - % occupied units	98.8%	98.6%	99%	95%	96%
Sherwood Forest Arts and Crafts - % of occupied units	98.8%	98.8%	100%	95%	96%
Newark town centre footfall count (average visitors per day)	6,845	6,982	6,452	7,000	7,300
% of planning applications (major) determined within statutory timelines	94.6%	78.5%	94.9%	90%	90%
% of planning applications (non-major) determined within statutory timelines	93.5%	93.1%	90.9%	90%	93%
Annual Indicators					
Total energy generated from solar panels on Council owned corporate assets	New for 2024/25	85,198	188,856	Demand	Demand
Percentage of town centre retail premises vacant across the NSDC District	7.2%	9.2%	8.3%	8%	8%

Exploring our performance:

Town centre vacancy remains slightly above target at 8.3%, although performance has improved from 9.2% last year and remains below the national average of 13.4%. Ongoing cost pressures, including higher rents, National Insurance contributions and wider trading costs, continue to affect business viability, particularly in areas with an oversupply of retail floorspace such as Newark. In response, the Council is supporting investment through discretionary rate relief, promoting town centre residential development, and progressing regeneration activity in Newark and Ollerton. Further improvement is expected during 2026/27 as these initiatives continue to take effect.

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

Indicators	2023/24	2024/25	2025/26	2025/26 Target	2026/27 Target
Year End Position - Rolling Snapshot Indicators					
Time spent in temporary accommodation for people we owe a duty to	New for 2025/26	New for 2025/26	8.9	13	12
Average time to re-let Council properties (days)	30.1	42.0	70.4	28	35
Amount of current arrears as a % of annual rent debit	1.5%	1.9%	3.2%	2.30%	2.9%
Average "End to End" time for all reactive repairs (calendar days)	15.6	25.9	21.5	16	12
% of repairs completed at first visit	91.1%	91.6%	90.9%	93.0%	90%
Annual Indicators					
Overall Satisfaction with Housing Services (TP01)	77.9%	77.0%	78.0%	79%	80%
% of Council homes with an energy efficiency (SAP) rating of C or above	52.3%	N/A	36%	75%	60%
Number of new council houses built	38	22	9	75	28

Exploring our performance: When considering the Performance of our Housing teams this year, it should be recognised that 2025/26 has been a challenging and important year for the service. Overall performance shows a mixed position, with clear strengths in homelessness services, with the average time spent in temporary accommodation at 8.9 weeks against a 13-week target, and the recent tenant satisfaction measure results improving, with overall satisfaction with Housing Services remaining strong at 78% whilst teams and services have experienced change.

The Directorate is clear on its areas for improvement, as well as areas for development to respond to increased regulation. Re-let times, rent arrears and repairs performance have out turned below target, reflecting a combination of operational pressures, contractor capacity, the implementation of the NEC Housing Management System. Our development programme has been impacted by the regeneration programme at Yorke Drive.

Within the quarterly Community Plan Performance Reports, we have provided additional information in the form of deep dives, particularly into re-let times. These updates have demonstrated our understanding and focus on these issues. Ongoing improvements are focussed around strengthening empty homes performance, improving repairs and first-time fix outcomes, supporting tenants earlier where rent arrears are increasing, and producing a data led investment programme based on 100% surveys.

A major focus during the last quarter of the year was preparing for inspection by the Regulator of Social Housing which enabled the teams to assess our services against the consumer standards and provide assurance to the Regulator of where our services are strong and self-awareness of our areas of improvement. The grading will be announced in July, and teams are continuing to improve service based on the Regulators feedback ahead of their formal decision and recommendations.

Looking ahead, our priorities are clear. We will continue to embed NEC, improve empty homes and repairs performance, reduce arrears through early intervention, progress energy efficiency improvements, and embed our new tenant involvement structure, particularly around scrutiny. Yorke Drive will also start on site in the Autumn. While not all targets were met this year, the service has made important progress and remains focused on providing safe, decent, affordable homes and responsive services for tenants.

Improve health and wellbeing, with an emphasis on communities with lower levels of life expectancy.					
Indicators	2023/24	2024/25	2025/26	2025/26 Target	2026/27 Target
Year End Position - Rolling Snapshot Indicators					
Average number of calendar days to process new council tax support applications	13.6	15.0	18.4	14.0	14.0
Average no of calendar days to process council tax support change in circumstances	8.3	18.6	13.1	7.0	12.0
Average no of calendar days to process housing benefit change in circumstances	3.4	3.8	4.2	4.0	4.0
Average no of calendar days to process new housing benefit claims	13.7	16.2	21.2	14.0	18.0
Live Leisure Centre membership base (all)	11,416	11,777	11,802	11,500	9,750
Leisure Services - based on your experience; how likely are you to recommend us to a friend, family member, or colleague?	New for 2024/25	52.3%	59%	60%	60%
Annual Indicators					
Customer satisfaction with all Active4Today leisure centres	70.7%	87.0%	88.4%	85.0%	85%

Exploring our performance:

Performance within the Revenues and Benefits service was below target for the time taken to process new council tax support and housing benefit applications, as well as changes in circumstances. This reflects the significant work required during the year to manage the migration of working-age Housing Benefit cases to Universal Credit, which has been a key priority for the service.

Although the migration has now been completed, it has changed the nature of the team’s workload. A higher volume of changes in circumstances is expected, with some claimants potentially generating several changes during the year. To help manage this demand, the service has introduced an automated dataload process, which can handle around half of this workload. The remaining cases still require manual review and action by officers. We will continue to monitor demand closely, move resources where needed, and take further action to support performance improvement.

Reduce crime and anti-social behaviour, improving community feelings of safety.					
Indicators	2023/24	2024/25	2025/26	2025/26 Target	2026/27 Target
Year End Position - Rolling Snapshot Indicators					
% of businesses in the District with a food hygiene rating of 3 or higher (generally satisfactory or above)	96.5%	98%	97.9%	98%	98%

Exploring our performance:

Performance remained strong across 2025/26, with 98% of businesses achieving a food hygiene rating of 3 or above in three of the four quarters. Performance dipped slightly to 97% in Q4, meaning the annual average narrowly missed the 98% target. This still represents 1,010 of 1,118 businesses and compares favourably with the national position, where 85.5% of businesses in England are rated 3 or above.

Promote, maximise and celebrate the diversity of Newark and Sherwood's heritage, culture and community spirit.					
Indicators	2023/24	2024/25	2025/26	2025/26 Target	2026/27 Target
Annual Indicators					
% of visitors from schools – National Civil War Centre	24%	22%	22%	25%	25%
% of visitors from schools – Palace Theatre	12%	11%	12%	12%	12%

Exploring our performance:

Performance against this measure remained below target at 22%, reflecting a slight reduction in school visits during Q3. As delivery is dependent on school engagement, a targeted marketing campaign is being developed to help increase learning visits in 2026/27.

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

Indicators	2023/24	2024/25	2025/26	2025/26 Target	2026/27 Target
Year End Position - Rolling Snapshot Indicators					
% fly tipping incidents removed within 72 hours	93.5%	98.1%	96.8%	95%	95%
Number of missed bins (per 100,000 households)	55.1	33.9	48.1	45.0	45.0
% of failing sites - street and environmental cleanliness - litter	0.2%	0.8%	1.1%	1.5%	1.5%
% of failing sites - street and environmental cleanliness - detritus	1%	1.1%	1.2%	1.2%	1.2%
% of incidents resulting in an FPN or prosecution	New for 2025/26	New for 2025/26	15.3%	17%	13%
Annual Indicators					
Total number of garden waste subscriptions	20,949	21,678	22,253	22,000	22,000
Number of trees planted on Council land or partner land	867	1,156	34,000	34,000	600
Number of trees given away to residents	1,305	1,450	2,048	1,000	1,000
Total gas and electricity energy consumption across Council owned corporate assets	New for 2024/25	1,024,895	1,660,215 (Kwh)	Demand	Demand

Exploring our performance:

Performance against this measure met target, with 34,000 trees planted on Council and partner land during 2025/26 at Thorney Abbey and Little Carlton. In addition to increasing tree cover, this will deliver important environmental benefits through enhanced biodiversity, improved carbon capture and stronger long-term climate resilience across the district.

Garden waste subscriptions performed well in 2025/26, reaching 22,253 against a target of 22,000 and continuing the upward trend from 20,949 in 2023/24 and 21,678 in 2024/25. This indicates sustained demand for the service and demonstrates residents' continued commitment to disposing of garden waste responsibly. Excluding Quarter 4, as waste data is reported one quarter in arrears, our teams collected 5,133 tonnes of garden waste. This supports the Council's wider environmental aims by helping to divert organic waste from landfill and ensuring it is processed through more appropriate recycling routes. The wider recycling position is also positive, with 4,623 tonnes of waste sent for recycling and 1,679 tonnes of kerbside glass recycled. Together, these results show that residents are actively engaging with different recycling services, supporting better waste separation, reducing avoidable landfill and contributing to the Council's climate and environmental objectives.

Be a Top Performing, Modern and Accessible Council.					
Indicators	2023/24	2024/25	2025/26	2025/26 Target	2026/27 Target
Year End Position - Rolling Snapshot Indicators					
% invoices paid within 30 days - whole Council	98.4%	94.5%	99.3%	98.5%	98.8%
Annual Indicators					
Number of apprenticeships commenced at all educational levels within NSDC	New for 2024/25	4	8	12	12
% of eligible apprenticeships completed, at all educational levels, that result in further employment	New for 2025/26	New for 2025/26	100%	80%	80%

Exploring our performance:

Performance against the measure for invoices paid within 30 days improved significantly in 2025/26, rising to 99.3%, compared with 94.5% in 2024/25 and 98.4% in 2023/24. This exceeded the 2025/26 target of 98.5% and reflects a strong improvement in payment timeliness across the Council.

This improvement was achieved despite only a modest reduction in invoice volumes, with 18,894 invoices processed in 2025/26 compared with 19,926 in 2024/25. The stronger performance is largely due to revised processes within Finance and Administration, including earlier prompts to managers and improved use of delegated authority, helping to ensure invoices are reviewed and approved more quickly within the 30-day payment period.

In 2025/26, 100% of eligible apprenticeships that ended resulted in further employment with the Council. Across the year, 11 apprenticeships were ongoing, with one apprentice completing their post and successfully securing a new role within the Council. This demonstrates the value of apprenticeships in supporting career development and helping individuals progress within local government.