



**NEWARK &
SHERWOOD**
DISTRICT COUNCIL



Community Plan Performance Report

2025 – 26 Q4

**1 January -
31 March 2026**

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.

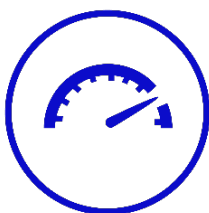
Our performance framework complements the Community Plan by detailing how we will measure the success of our ambitions through key performance indicators, utilising both qualitative and quantitative data.

This report evaluates the Council's performance against the Community Plan, focusing on key services and activities from **1 January – 31 March 2026 (Quarter 4)**. 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'.



Our Performance

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



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.

Our District



About Newark and Sherwood (2021 Census)

A resident population of 122,956 (14.9% of Nottinghamshire’s population). There are 53,332 dwellings in the district, 38.5% are owned outright, 31.3% are owned with a mortgage or loan, 13.9% are socially rented, 16.3% are private rented around 10% directly owned by the Council. 92.7% of the district population were born in the UK.

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

Performance of our district

This data tells us something about our district in **Quarter 4 2025-26**. Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.

Newark: The town saw a notable increase in footfall during Q4, bucking the usual trend of declining visitor numbers at the start of the year. The ‘Garden of Light’ installation on 7th March was particularly impactful, drawing approximately 3,000 evening visitors and resulting in the Market Place being 86.6% busier than the average Saturday evening. Other events, such as the ‘Junkbots’ science festival during

February half term, also contributed to peak activity. Fridays remained the busiest day of the week, with Thursday 19th February (during half term) standing out for high attendance. The upcoming installation of the Knife Angel and the Easter Trail are expected to further support visitor numbers in the following months.

Southwell: Footfall in Southwell benefited from community engagement activities, despite being affected by a major police incident on Friday 16th January which temporarily restricted pedestrian access. Tuesdays were consistently the busiest weekday. The town is preparing for the ‘Helios’ installation at Southwell Minster, an event which will see the touring art piece from UK artist Luke Jerram displayed from 29 July – 15 August. The artwork features 72dpi detailed imagery of the Sun’s surface. At an approximate scale of 1:200 million, each centimetre of the internally lit spherical sculpture represents 2000km of the Sun’s surface. This installation is anticipated to drive further interest and visitors. Southwell also submitted a Town of Culture bid, aiming to secure future investment and enhance its cultural offer.

Edwinstowe: Visitor numbers in Edwinstowe were subdued in January and February, largely due to persistent rainfall and associated flood warnings, which discouraged visits to outdoor attractions like Sherwood Forest. Nevertheless, the busiest days coincided with periods of minimal rainfall, highlighting the impact of weather on local footfall. The town is set to host the ‘Gathering of the North’ at Forest Corner in May, providing opportunities for recovery and growth in visitor numbers. **Ollerton:** Ollerton experienced robust year-on-year growth in footfall throughout Q4, with increases of 7.8% in January, 9.4% in February, and 4.6% in March compared to the previous year. Fridays remained the busiest day for visitors, and local initiatives through the Pride in Place funding call are supporting event organisers to maintain and build on these positive trends.

Average Daily Footfall

	Newark	Southwell	Edwinstowe	Ollerton
January	6,550	2,034	1,744	2,373
February	6,883	2,120	1,827	2,506
March	6,875	2,127	1,917	2,500
Q4 Average	6,769	2,094	1,829	2,460

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:

- **4,154 face-to-face** contacts were held at Castle House, a **9.2% decrease** when compared to the same period last year.
- **26,265 calls** were received by the contact centre, a **8.15% decrease** when compared to the same period last year.
- **28,917 digital web form transactions** were completed by our customers, a **1.61% increase** when compared to the same period last year.

We welcomed **365,854 unique website users this quarter**, which means so far this year there have been 1,688,622 unique visitors to our website. This is more than 3 times our targeted rate of 475,000. As part of the transition to our redesigned website, teams have been reviewing web content and self-service forms to make information easier for customers to find and use. This work is helping ensure support is available through a range of channels, so customers can choose the option that suits them best. In turn, this helps reduce pressure on telephone lines and face-to-face appointments, improving waiting times and preserving in-person support for those who prefer it. We also 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 so far this year was above expectations at **6,643,645 engagements**, compared to a target of 1,000,000. **5,351 residents subscribed to our e-newsletters**, below our target by **10.82%**.

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, which were received at the end of November 2025. The submissions aim is 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.



In order to support local communities to develop the necessary skills to benefit from the pipeline of major infrastructure developments, we have developed an Employment & Skills Board. This board includes key partners like the Colleges, Department for Work and Pensions, Nottinghamshire County Council, training providers, as well as employers. The Board aims to steer, influence and support learning and training for improved qualifications, employment and positive destinations. The delivery of training and learning using Adult Skills Fund accessed through training providers, is designed by local need. We have also developed a Land Management Group which specifically works with local Further Education providers and Independent Training Providers to support pathways to qualifications and employment in the land management sector, which is a unique selling point for local provision and need.



We have been working to maximise local economic opportunities in green and land management sectors, through the development of a Land Management Advisory Group. The group met in March which was the third meeting of the group. This has now expanded to include representatives from the Careers Hub which sits within East Midlands Combined County Authority (EMCCA) and from the Feel Good Gardens Community Interest Company.

Tackling Skills Gaps for Young People

The survey went out to students aged 15-17 from Newark Academy and 140 survey responses were received. The key findings included:

- The majority of students had not heard of land based careers and 75% did not know anyone working in the sector
- The results showed that overwhelmingly respondents associated land based careers with Farming and agriculture. There was a very low awareness of other areas e.g horticulture, animal care, machinery/engineering
- Students feedback suggested working with animals and using technology/machinery was of greatest appeal
- There were some gender differences noted, with boys showing the greatest interest in technology and machinery; with environment-related roles ranking lower. Girls showed the greatest interest in working with animals, followed by environment related roles also being strongly represented

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- The results also outlined some of the barriers young people perceive when thinking about careers in land management. This included the perception of low pay, a lack of information on careers in the sector and the belief that there are not job opportunities within the sector
- In terms of what the results showed were motivators for pursuing a career in land management sectors, higher pay featured, as well as the appeal of working with animals and clear career progression routes
- 30% of respondents were not interested at all in a career in the sector, while the majority were somewhat interested or neutral- indicating an opportunity for engagement

In Quarter 1 we will be meeting with the Careers Hub Lead (EMCCA) to discuss how to promote land management careers across schools and how to embed this within the curriculum due to rurality of the district. Our partner agencies have confirmed that school visits are possible, plus attendance at the annual Future First Careers Expo already takes place. We are also in discussion with Newark Showground representative to have a stand for 2027, which will help to showcase careers in land management sectors.

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. We reported last quarter that we were working towards the planning application being considered by the Committee in spring, since then the application was approved in March 2026.

The works to identify a cinema operator have continued this quarter, with a preferred cinema operator now identified. Negotiations on the fit out for the cinema and contractual agreements are now being undertaken. Following on from this point, work starts in order to secure a construction contract and mobilisation for development.



CGI Illustration of Ollerton Town Centre Regeneration

Continue to progress the Clipstone regeneration scheme, via a 3 phased approach. We have undertaken a further procurement process as part of phase 1, to secure a development partner following necessary changes to the project. We are expecting to secure a development partner by Autumn 2026 and the development is expected to reach completion by March 2028. Phase 2 completed Royal Institute British Architects (RIBA) Stage 2 – Concept Design, which is the stage which focuses on developing initial design ideas based on the project brief, exploring various design options, and creating visual representations of the project's potential. We are continuing to work with Clipstone Miners Welfare, who are the project lead for phase 2 to proceed into RIBA stages 3 – Spatial Coordination and 4 – Technical Design. The project team have undertaken some initial market testing and are developing a robust cost plan. Work on phase 3 has continued and updates can be expected on how this is progressing in future quarters.

The project to redevelop the Clipstone Holdings site with high quality, environmentally sustainable industrial units continues to progress, with the revised procurement process underway. Once the tender returns have been evaluated and the contract has been awarded, we are expecting that the works will begin on site in Winter 2026. The anticipated project completion date is March 2028.

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



Quarterly Indicators	23/24 Q4 Value	24/25 Q4 Value	Quarter 3 25/26	25/26 Q4 Value **	Performance Trend*	Target 25/26
Newark Beacon - % of occupied units	80.0%	79.0%	97.0%	97.0%	=	83.0%
Commercial Property - % occupied units	98.0%	96.3%	98.0%	98.0%	=	95.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	95.0%	100.0%	100.0%	=	95.0%
% of planning applications (major) determined within statutory timelines	92.3%	33.0%	100.0%	92.8%	↓	90.0%
% of planning applications (non-major) determined within statutory timelines	94.4%	93.6%	91.3%	91.5%	↑	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.

**Where the current quarter appears more favourable than the previous quarter, but is indicating a downward trend, this is due to the use of year-to-date indicators. Year-to-date indicators present cumulative performance for the year, whereas the performance trend analyses each quarter independently.

Exploring our performance: Planning performance strengthened in Quarter 4, with the Business Unit determining 14 major applications and achieving 92.8% within the 13-week target or agreed extension of time. This represents a significant improvement compared with Quarter 4 of 2024/25, when performance for major applications was 33.0%. As previously reported, performance in this area can fluctuate due to the complexity of individual schemes, the level of negotiation required, biodiversity net gain considerations and the need to complete section 106 planning obligations, all of which can affect determination times. Performance for non-major applications also improved, with 152 applications determined during the period and 91.5% completed within the 8-week target or agreed extension of time. Taken together, these results indicate a positive quarter for development management, with improvement evident across both major and non-major application categories.

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



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.

Within our Council homes, over 95% of stock condition surveys are now complete with just 280 properties left to carry out. These remaining properties should be complete by September 2026.

Within the private rented sector, the countywide stock condition survey project is continuing. We reported last quarter that the data sets were in the process of being reviewed and report development would begin this quarter. Timescales for desktop data sets and validation of data provided by all councils has been under discussion and these are being checked against existing national databases.



Renew Council homes' heating systems to improve affordability for tenants and reduce carbon emissions in line with government funding opportunities.

We're pleased to report that we have been successful in our bid for additional funding through the warmer Homes Social Housing Grant Fund. This has unlocked £5.5 million to spend on property upgrades over the next 2 years, and we're targeting all properties using fossil fuels and those with EPC ratings of E, F & G first of all. By taking this approach the funding will have a greater impact on those living in the worst rated properties and will support with the associated fuel costs.

We continue working to deliver the Housing Strategy, 2023-2028. Key activities to increase the supply of housing this year have included:

- Our work with Arc4, to undertake a housing needs survey across the district. Data insights gathered from the survey will inform housing policy, support negotiation with developer to deliver affordable housing, and help identify the types, location and tenures required by residents now and in the future.
- In addition to revising the housing needs survey, our teams have been working together to bring forward supplementary planning documents – the Affordable Housing, and Developer Contributions. These documents are currently being consulted upon, and if adopted, will strengthen the approach to securing both affordable housing and developer contributions in negotiations with developers on housing schemes.
- During the year we also continued to deliver affordable housing directly, through its Housing Revenue Account Development Programme, completing a further nine units in the year.

Our new Housing Management System, NEC, continues to be embedded across our Housing services. We have a cross functional NEC project team, who remain focused on working hard to drive system improvements, resolve any issues as they arise and are continuing to work closely with the software provider. This work includes progressing into the next project phase of system functionality.



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Deliver phase 6 of the Council house building programme, which will provide circa 50 new Council homes. During 2025-26, we delivered an additional 9 affordable homes through its development programme. Additionally, there are a number of units on site currently, which consists of 5 properties at Bowbridge Rd, Newark, 10 at Lowfield Lane, Balderton, 5 at Church Circle, Ollerton and 8 at Station Road, Collingham. This is in addition to the properties being delivered through the regeneration of the Yorke Drive estate.

We remain committed to **meeting social housing regulatory standards and have been actively preparing for the upcoming inspection of our Housing Services by the Regulator of Social Housing**, which took place between 29th April and 1st May. Since then, teams have been working diligently behind the scenes, gathering and submitting all the necessary data and information for the Regulator's assessment. We are now awaiting the Regulatory judgement, which we are due to hear about during Quarter 2, we will share the findings of this judgement as well as details of the work we're undertaking to continue to drive improvements within our housing services in future reports.



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

Lowfield Lane in Newark, consisting of 132 units has seen the successful appointment of Lovells as the construction partner. All necessary pre-commencement planning conditions have been successfully discharged and works on site are now progressing at pace. The road and drainage infrastructure works are the initial priority, alongside the substructure works for the show home and a number of other new homes. A sales partner has now been appointed and early marketing will begin in late Spring, with a show home coming live in the Autumn.



CGI illustration of the Lowfield Lane Development

29 units at Stodman Street, Newark continue development, with Arkwood Developments expected to take handover of these by Septemebr 2026. Marketing preparatory works are now well underway and it is expected to launch early marketing of these homes in May 2026.

At Wirksworth, Derbyshire which consists of 30 units, work has moved on well since the last update, with the final few roofs going on and a number of units now close to handover. The Section 278 works were completed in March and the access road to the site is now open and connected to the main road, which will improve the sales outlook significantly. The first reservation has been secured and have a couple of other sales are at the point of detailed negotiation with prospective customers. Sales interest and activity has picked up noticeably since the start of April 2026.

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



The 50 unit site at Long Bennington secured full planning consent in late January 2026. Following this, a contract partner has been secured within target costs and the contract began at the end March 2026. Work is now ongoing to discharge pre-commencement planning conditions, the site has been cleared and main works are expected to start in Quarter 1, with a show home completion by the end of 2026.

The build process at Manea, Cambridge which consists of 32 units, is now almost complete with the exception of a couple of final handovers at the snagging stage. We are pleased to report that the costs are under budget which is a successful outcome. Sales have slowed in February and March, which is reflective of the current market and currently we have 17 sold with interest on several more.

Arkwood continue to build the land pipeline to support the aspirations of the companies business plan. There are a number of current opportunities being assessed under negotiation. However, nothing has yet been finalised with land deals being notorious for not being certain until a contract is signed.



The Manea Development, Cambridge

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Quarterly Indicators	23/24 Q4 Value	24/25 Q4 Value	Quarter 3 25/26	Quarter 4 25/26**	Performance Trend*	Target 25/26
Satisfaction with lettings service	92.0%	93.0%	94.0%	97.0%	↑	95.0%
Number of Council homes with retrofitted energy efficiency measures	New for 24/25 Q1	123	0	7	↑	N/A
Number of homes delivered through our housing development company Arkwood	24	10	23	44	↓	67
Number of plots commenced through our housing development company Arkwood	0	62	52	54	↓	107
Time spent in temporary accommodation for people we owe a duty to	New for 25/26 Q1	New for 25/26 Q1	9.6	9.9	↓	13.0
Average time to re-let Council properties (days)	30.9	44.3	72.0	77.0	↓	28.0
Amount of current arrears as a % of annual rent debit	1.47%	2.08%	3.67%	3.68%	↓	2.30%
Average "End to End" time for all reactive repairs (calendar days)	16.6	29.5	19.76	11.0	↑	16.0
% of repairs completed at first visit	91.1%	88.4%	69.37%	76.1%	↓	93.0%

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Exploring our performance. The average time taken to re-let Council properties remained below target in Quarter 4 and continues to be a sustained area of challenge. Performance throughout 2025/26 has been affected by a combination of factors, including an ongoing empty homes backlog, contractor performance issues and system-related challenges associated with NEC, which together have limited the pace of recovery reported in previous updates. In response, targeted monitoring and intervention arrangements remain in place, including weekly empty homes meetings and weekly meetings with NEC, alongside additional resourcing and planned recruitment to strengthen capacity. Performance continues to be closely monitored through regular reporting to SLT, the Tenant Engagement Board and the Housing Performance Improvement Board, ensuring continued focus and scrutiny. Improved contractor arrangements are also being

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developed and, combined with the additional resources being introduced, are expected to support performance recovery, with improvement anticipated during Quarter 2 of 2026/27.

Performance against the Arkwood delivery measures was below target in Quarter 4, with both the number of homes delivered and plots commenced falling short of the year-end expectation. This underperformance was largely driven by delays in securing planning consent for key schemes, most notably Lowfield Lane and Long Bennington, with the latter receiving approval in January 2026, 13 months after submission. These delays have affected the anticipated pace of delivery during 2025/26 and, in turn, reduced the number of completions achieved within the year. The position on plot commencements reflects similar issues, although there are now clearer signs of progress. Lowfield Lane is now underway on site and progressing at pace, while Long Bennington is expected to start in June once pre-commencement planning conditions have been signed off. Together, these developments provide a stronger foundation for improvement in delivery performance during 2026/27.



Inside 'The Arkwright' located at the Wirksworth Development

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:

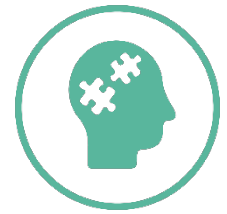
Best Start

- In January, we supported Magnus Academy in hosting its first Boys’ Conference: Connected Communities, Empowering Boys, as part of its INSET programme. The event brought together staff, other schools, and external partners to explore the barriers, opportunities, and long term strategies for improving the aspirations and attainment of local boys and young men. Following the conference, a working group was established and is working with partners to develop a shared theory of change to guide next steps. This conference reflects Magnus Academy’s and its community partners’ ongoing commitment to addressing gender disparities in education and promoting a more inclusive understanding of masculinity within the school and wider community.
- We have developed a new partnership with West Notts College to deliver a programme of family activities during the school holidays which started in February half term. This included hands on photography workshops and family cooking sessions, designed to support learning, creativity, and positive family time.
- We delivered a comprehensive programme of workshops at Suthers Secondary School focused on promoting alcohol awareness and healthy living. These sessions were delivered as part of the school’s drop down timetable and were designed to enhance and complement the RSE curriculum. Through interactive activities and discussions, students gained practical knowledge to support informed decision making and healthier lifestyle choices.
- Working in partnership with Public Health, we have begun a pilot with selected primary schools to engage families identified through local data as having children with missed vaccinations. With strong buy in from school leadership, this work aims not only to offer tailored support to families but also to help us better understand the underlying reasons for particularly low vaccination uptake within communities.

Living Well

- We supported the Curry’s staff wellbeing event, which was organised by the company’s wellbeing lead, by offering free blood pressure checks to employees across both days of the event. Staff were encouraged to engage with a wide range of wellbeing services, and our presence provided an accessible opportunity for individuals to better understand and monitor their health. Over the two days, we carried out more than 60 blood pressure checks, highlighting both the level of staff engagement and the value of bringing health services directly into the workplace. This highly positive event demonstrated how effective collaboration between employers and health partners can strengthen staff wellbeing and, in turn, improve overall workforce effectiveness and efficiency.
- Our Health and Communities Team delivered their first presentation to our Housing Teams, introducing the principles of Making Every Contact Count (MECC) and highlighting the importance of recognising and utilising the assets within our local communities. The session aimed to strengthen cross departmental understanding of how everyday interactions can be used to support residents’ wellbeing,

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



while also showcasing the wide range of community resources and strengths that can help improve outcomes for tenants. This collaborative approach marks a positive step towards embedding MECC across housing services and fostering more connected, community focused ways of working.

- Our Health and Communities Team received Trading Standards training, which strengthened their ability to identify counterfeit tobacco and vape products and learning how to report suspicious activity. This is an especially important skill given the significant health risks associated with illicit products. The team is now better equipped to protect community wellbeing, support safer local environments, and engage more confidently with residents and businesses on issues that directly impact public health.
- We supported the Department for Work and Pensions Youth Employment Event, by taking on an active role in engaging with young people. Throughout the day, we provided guidance to local young people on the range of employment, training, and development opportunities available to them, helping to build confidence and raise awareness of pathways into work. The event also offered a valuable platform for partnership building, enabling closer collaboration with services working to improve youth employment outcomes. This joint approach not only supports young people in taking positive next steps but also contributes to a more connected, coordinated system of support across the district.
- Our teams are preparing to launch an exciting new meal planning platform, Five Dinners, for everyone who lives and works in Newark and Sherwood. Delivered in partnership with celebrity chef Theo Michaels. This rollout will give families easy access to healthy, low cost recipes while also generating personalised shopping lists to make weekly planning simpler. The platform is designed to help reduce food waste, support healthier eating habits, and make nutritious home cooked meals more achievable for households across the district.

Ageing Well

- We are delighted to announce that we have officially joined the UK Network of Age-friendly Communities – a growing national movement of places committed to making their communities great places to age in, working in partnership with the Centre for Ageing Better. By joining the Network, we become part of a group of forward thinking areas across the UK that are taking action to improve the physical and social environments that enable people to remain healthy, active and independent as they grow older. This commitment places the district within the World Health Organisation’s Global Age-friendly Cities and Communities framework, an evidence based, internationally recognised approach to creating places where everyone can age well.
- In partnership with the Alzheimer’s Society, teams organised and hosted four dementia awareness sessions for both colleagues and partners. These sessions aimed to strengthen understanding of dementia, improve confidence in supporting residents, and promote a more dementia inclusive approach across services. Building on the positive engagement so far, additional sessions are planned throughout the year with parish and town councils to further extend awareness and strengthen community level support.

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



During Quarter 4, our teams **maintained high standards and continued to deliver consistent, high-quality outcomes across parks, open spaces, housing estates and beyond**, ensuring that areas remained safe, accessible and welcoming for residents and visitors. This was delivered via the following activities:

- **Cleansing and Grounds Maintenance**

Standards across cleansing, grounds maintenance and housing environments were sustained within the Good to Excellent range, demonstrating continued compliance with service expectations. A proactive and responsive approach ensured that issues identified through inspections were addressed promptly, within the week, preventing escalation and maintaining overall service quality.

Seasonal demands, including leaf clearance and winter maintenance, were managed effectively, ensuring continued accessibility and safety across all public spaces.



- **Parks, Open Spaces and Green Infrastructure**

During Quarter 4 we continued to enhance parks and open spaces across the district, supporting free play, physical activity and community use, while ensuring provision remained inclusive and accessible. Progress was made in delivering improvement plans at Sherwood Avenue Park in partnership with Newark Town Council, with activity focused on maintaining and enhancing standards aligned to Green Flag criteria.

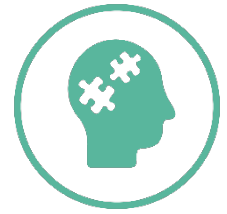
We also advanced our Parks and Open Spaces Development Programme, progressing proposals for future investment, biodiversity improvements and enhanced recreational provision. This included the development of a Parks and Open Spaces Legacy Fund to support Town and Parish Councils, as well as early-stage planning for improvements at a number of strategic sites. These initiatives were informed by resident feedback and aligned with wider objectives to improve health, wellbeing and environmental sustainability.

- **Spray-Free Zones and Environmental Sustainability**

During Quarter 4, we successfully introduced spray-free weed management zones across all 34 of our free play sites, reflecting a commitment to reducing reliance on glyphosate-based herbicides in sensitive and highly visible locations. This table shows our total use of glyphosate from 2021 to projected quantity 26/27.

Year	Quantity (Litres)	Year on Year % Change
2021-2022	320L	N/A
2022-2023	310L	3.13% decrease
2023-2024	290L	6.45% decrease
2024-2025	300L	3.45% increase
2025-2026	240L <i>(This year we changed to Nomix dual, which contains a lower dosage of glyphosate compared to conventional herbicides.)</i>	20% decrease
2026-2027	200L projected	16.67% decrease

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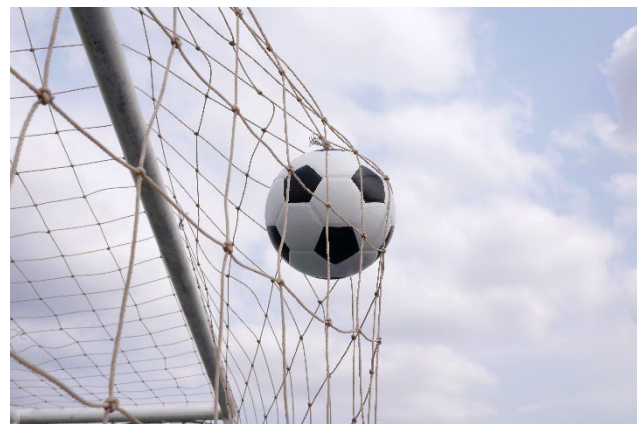
Alternative weed control methods, including manual and mechanical techniques, were implemented and integrated into existing maintenance schedules, ensuring that safety and presentation standards were maintained. This approach contributed to a measurable reduction in overall herbicide use while maintaining operational effectiveness. The initiative aligns with our commitment to environmentally responsible land management, supporting biodiversity and responding to increasing public expectations regarding the use of chemicals in public spaces.

Service Efficiency and Asset Management

- The benefits of operational improvements introduced earlier in the year, including revised cleansing and grounds maintenance rounds, continued to be realised during Quarter 4. Improved route optimisation, reduced travel time and better resource allocation contributed to increased productivity and enhanced value for money.
- The revised playground inspection programme was fully embedded, enabling defects to be identified, prioritised and resolved more efficiently. Increased capacity allowed for a stronger focus on preventative maintenance, supporting the long-term condition and safety of assets across the district..

Implement the 'Playing Pitch Strategy' and the 'Sports and Recreational Facilities Strategy', including the provision of 5 new 3G sports pitches: During Quarter 4, the Football Foundation has continued to work on the technical feasibility for three of the 3G pitches following the Expression of Interest and assessment process. Expressions of Interest were submitted for Brinkley, Southwell as well as the Newark Academy and 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 Football Club'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.



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



Quarterly Indicators	23/24 Q4 Value	24/25 Q4 Value	Quarter 3 25/26	Quarter 4 25/26**	Performance Trend*	Target 25/26
Number of new Active4Today leisure members	New for 25/26 Q1	New for 25/26 Q1	5,192	6,541	↓	3,750
Number of User Visits - Active 4 Today (all)	1,101,987	1,102,936	858,276	1,177,304	↑	1,100,000
Average number of calendar days to process new council tax support applications	12.8	12.7	18.8	17.0	↑	14.0
Average no of calendar days to process council tax support change in circumstances	4.1	7.2	13.4	8.2	↑	7.0
Average no of calendar days to process new housing benefit claims	14.5	14.4	21.0	19.7	↑	14.0
Average no of calendar days to process housing benefit change in circumstances	1.5	1.6	4.0	1.6	↑	4.0
Live Leisure Centre membership base (all)	11,170	12,212	12,312	10,848	↓	11,500
Leisure Services - based on your experience; how likely are you to recommend us to a friend, family member, or colleague?	New for 24/25 Q1	60.0%	61.0%	63.0%	↑	60.0%

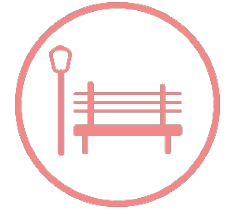
*Performance trend indicates whether KPIs this quarter have improved, declined, or remained the same compared to the previous quarter. This information allows readers to identify trends, analyse possible underlying causes, and use these insights as a reference for resource allocation, strategic planning,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

**Where the current quarter appears more favourable than the previous quarter, but is indicating a downward trend, this is due to the use of year-to-date indicators. Year-to-date indicators present cumulative performance for the year, whereas the performance trend analyses each quarter independently.

Exploring our performance: In terms of the average number of calendar days to process new **Council Tax support applications**, the average time taken to process **change in Council Tax support circumstances** and the average number of days taken to process new **Housing Benefit claims**, all of these metrics have been impacted due to the necessity to focus staff resource on the migration of working age Housing Benefit cases to Universal Credit. This has resulted in increased activity associated with this work, but it is expected the processing times will improve in Quarter 1 as migration is complete and this will free up resource.

The membership base of Active4Today leisure centres has seen a drop in performance, narrowly missing the targeted expectations of 11,500 by 652 members. This has been driven by the membership reduction associated with Southwell Leisure Centre and as a result the targeted level will be reassessed for the 2026/27 reporting year.

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



We continue to work with partners in order to support businesses, provide education and intervene where necessary to prevent anti-social behaviour. Some of the initiatives this quarter have included:

- Three *Prison Me No Way* workshops delivered in The Suthers School, Newark Academy and Magnus Academy. This provided two funded workshop days per school for Year 10–11 pupils, covering road and rail safety, knife crime, drugs, drink and vaping. The feedback received from both staff and pupils was that the events were excellent.
- Anti-social behaviour education was delivered in schools, with two assemblies delivered at Parkgate Academy reaching approximately 90 Year 5–6 pupils. Another event focussing on road safety awareness was delivered at Coddington Primary School reaching approximately 120 pupils, this was delivered in partnership with Nottinghamshire Police Force and VIA.
- The anti-social behaviour panel continued to meet monthly, with no new referrals this quarter.
- Four Community Protection Warnings were issued this quarter, three related to anti-social behaviour and one relating to dog-related nuisance.
- In addition to the standard Community Protection patrols, **the anti-social behaviour hotspot initiative has continued**, with the following number of patrol hours logged this quarter:

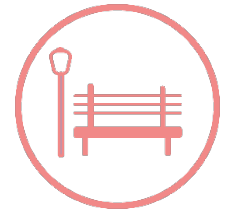


ASB Hotspot Initiative Patrol Hours <i>(in addition to standard CPO patrols):</i>	
Month	Hours
January	32
February	32
March	36

Our anti-social behaviour team are preparing for the **annual Safety Awareness Event**. This event sees all Year 5 pupils from Primary Schools across Newark and Sherwood invited to attend and will be taking place in quarter 1 from the 9 – 17 June. Last year this event received great feedback from teachers and pupils alike, updates on this year’s events will be shared in future reports.



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



Our work to deliver the enhanced in-house CCTV control room continues this quarter. Our teams worked hard to keep the project progressing at pace, which enabled the cameras to become operational within the control room on 24th March 26. This early switch over allowed any issues to be addressed prior to the formal opening of the control room on 1 April 26.

Control room staff have undertaken training with the system company which has allowed for a smooth transition in the service. The system is now operational and fully staffed and is already seeing positive outcomes.

One such outcome included our control room helping Police quickly locate and arrest a suspect following a reported attempted motorcycle theft in Newark. Police were called to Mather Street at 3.48am on Sunday 5 April, where a motorcycle was found on its side. Council CCTV operators monitored live footage and tracked a suspect moving through the town centre, directing officers to the Millennium Bridge, where a 16-year-old boy was arrested less than 20 minutes after the initial call. The incident highlights the positive impact of the new Newark CCTV control room, which enables faster information sharing, improved monitoring and stronger collaboration between the District Council and Nottinghamshire Police.

Data insights gathered from the control room will be reviewed at the end of Quarter 1 2026/27 and a selection of proposed performance indicators will be presented to the Policy and Performance Improvement Committee for endorsement in September 2026.

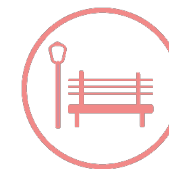
“This incident clearly shows the value of the District Council’s new CCTV control room. Our operators were able to provide real-time information to Nottinghamshire Police, helping officers respond quickly and resolve the situation within minutes. It demonstrates how effective investment in modern CCTV can directly support frontline policing and improve outcomes for our residents.”

“CCTV is about prevention, partnership and reassurance. By strengthening our working relationship with the police and equipping our control room with up-to-date technology, the District Council is playing an active role in keeping Newark safe. This early success underlines our commitment to community safety, and the benefits residents can expect from this enhanced service.”

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



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



Quarterly Indicators	23/24 Q4 Value	24/25 Q4 Value	Quarter 3 24/25	Quarter 4 25/26**	Performance Trend*	Target 25/26
Number of positive outcomes resulting from CCTV intervention	No Data Rec'd	176	122	189	↑	N/A
% fly tipping incidents removed within 72 hours	93.6%	97.8%	95.6%	100.0%	↑	95.0%
% of incidents resulting in an FPN or prosecution	New for 25/26 Q1	New for 25/26 Q1	14.0%	13.0%	↓	17.0%
% of businesses in the district with a food hygiene rating of 3 or higher (generally satisfactory or above)	98.00%	97.70%	98.00%	97.00%	↓	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.

**Where the current quarter appears more favourable than the previous quarter, but is indicating a downward trend, this is due to the use of year-to-date indicators. Year-to-date indicators present cumulative performance for the year, whereas the performance trend analyses each quarter independently.

Quarterly Indicators	23/24 Q4 Value	24/25 Q4 Value	Quarter 3 25/26	Quarter 4 25/26	County Comparison
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	17.0%	16.1%	-2.3%	2.3%	-0.6%
% reduction in all crime - Newark & Sherwood District compared against County area	-2.0%	0.0%	0.6%	-3.2%	-3.9%

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

Exploring our performance: The % of **incidents resulting in a FPN** or prosecution is below target by 4% this quarter, this can be attributed to the fact our teams have been operating on reduced staff levels due to ongoing recruitment. The recruitment process is now complete and so it is expected that the performance will begin to improve into Quarter 1 of 2026/27. During the quarter our teams issued 439 fixed penalty notices for all environmental offences including fly tipping.

In terms of the **% of businesses in the district with a food hygiene rating of 3 or higher**, a 1% reduction in performance has been observed quarter on quarter. 97% of businesses in Newark and Sherwood have food hygiene ratings of 3 or above this equates to 1,010 businesses of a total 1,118. When compared nationally, we can see our performance compares well to businesses across England in which 85.5% of businesses rate at 3 or above.

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



Progress to deliver the Newark Castle Gatehouse project continues, with stonemasons working on the



Gatehouse roof to build up the walls using traditional materials and techniques, in preparation for the new floor and viewing platform. This part of the work preserves and protects the inner walls of the Gatehouse from the damage of cold, rain and pigeons, cited by Historic England as being one of the finest examples of a Romanesque Gatehouse in England.

During the project, a number of unexpected archaeological discoveries of significant historical importance were uncovered, including walls and foundations dating back to the original 12th century fabric of the castle, and a well inside the Gatehouse. Each discovery has been carefully assessed and, where possible, incorporated into the design to ensure these important features are preserved and can be appreciated in the future. This approach reflects a commitment to protecting and enhancing the site's heritage, creating a richer and more engaging experience for visitors.

The archaeological findings, additional masonry work, other challenges on site including traffic management and the resulting programme delays have resulted in anticipated costs of up to a £1.5 million which Cabinet will be asked to approve in June. The final budget will be dependent on detailed costings and interlinked funding streams, including a potential new funded opportunity to develop the hidden spaces within the castle and expand the visitor experience with unique tours and immersive audio-visual events which is currently being explored.

Including all potential funders, the estimated contribution from the Council to this project remains at just a third and will deliver a flagship destination attraction for the region with dedicated learning space for schools and groups to experience a wide range of events and activities, volunteering opportunities and re-imagined, biodiverse gardens, which remain free to access. The investment ensures the continued sustainability of this historic and important monument for people to enjoy for decades to come.

Additionally, this quarter has seen the new Learning and Participation Officer, a role funded by National Lottery Heritage Fund, now in place. As a result a teacher steering group has been put together, which will support the development of the schools learning programme, with both local and national involvement – from Lowes Wong Primary in Southwell and Bishop Alexander Academy in Newark to Manchester Grammar School.

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



Work alongside Bilsthorpe Parish Council and other partners, to continue to support the development of the Bilsthorpe Community Hub. The past year has seen significant progress in the ambition to deliver a new community hub in Bilsthorpe. In January, a report was approved by Cabinet securing a capital allocation of funding to support delivery of the new Bilsthorpe Village Complex and since the last update to Cabinet, Planning Permission has been secured by Bilsthorpe Parish Council for the development. The Parish Council is now working up detailed designs and developing their full business case, which is necessary to access the provisional funding allocation.

We continue to work closely with Newark Town Council to deliver the physical transformation of Newark Market Place. The project has now entered the next important and exciting phase, RIBA Stage 3 - Spatial Coordination which is where the finer details are mapped out ahead of construction including design, lighting and a cost plan. Looking ahead to quarter 1 of 2026/27, we should be ready to secure a construction partner ahead of construction which is due to begin in early 2027.



Work on transforming the former M&S building at 32 Stodman Street is making great progress.

Construction continues with the internal fit out works now progressing and we're pleased to report that the contractors expected completion date remains unchanged at July 2026. We anticipate the actual completion and handover of the site will be in September 2026. Once completed, the site will deliver 29 high-quality homes, offering a vibrant new residential option in the town centre. 1 and 2 bed apartments will be sold off plan by Arkwood Living. Alongside these modern homes, plans include attractive new retail units, helping to secure a thriving future for the town centre. The development aims to create a lively town centre where people can live, work, shop, and enjoy leisure time. By increasing town centre living, the development is set to boost both daytime activity and the evening economy, supporting a safer and more dynamic community.



“The site’s development has progressed exceptionally well, particularly given the challenges posed by dismantling and reconstructing the building within a limited space. Once complete, this project will bring huge benefits to both residents and visitors, ensuring Newark’s centre remains a vibrant place for all. We’re committed to making a positive difference alongside our partners, showing how steps like this can help reimagine town centres for the future. By blending living, working, shopping, and leisure, we’re confident Newark will become even more attractive and welcoming for everyone. Without the Council’s intervention, this prominent building on Stodman Street could have fallen into disrepair.”

Councillor Claire Penny, Portfolio Holder for Sustainable Economic Development

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

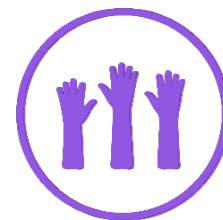


Work with partners to look at opportunities for music and the arts. The Newark Creates Art Trail has begun the roll out across the town at the end of Quarter 4 and is due to complete in Quarter 1 of 2026/27. Newark will host a vibrant art trail featuring a painted bench on Bridge Street, a new installation around the bin store at Newark Library, artwork outside the church, and colourful decals and stickers appearing across the town. All pieces have been created by Newark artist Emily Cartwright, who worked with local students from three local schools to create artwork telling Newark's story. Applications have been submitted to the Arts Council England and Pride in Place programme to continue this programme into 2026/27.

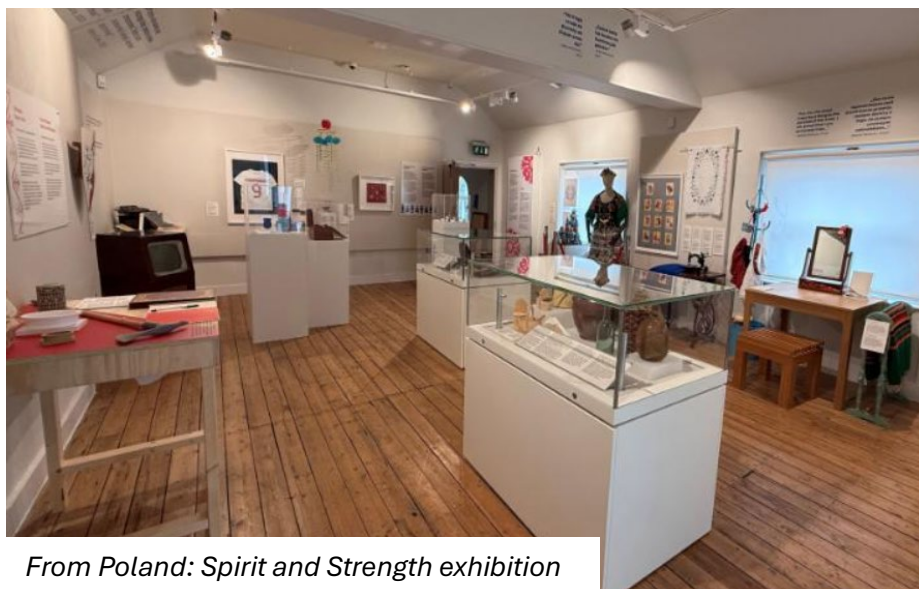
Deliver the National Portfolio Organisation (NPO) activity plan. Championing and promoting the arts, culture and heritage through the enjoyment of music and arts from different cultures. During the quarter, we delivered over 5,500 arts experiences for people living in our district. Some of our arts activities are based in the National Civil War Centre and Palace Theatre, some are virtual/online activities, but the majority are held in community venues in the north and west of our district. We are funded by Arts Council England, and one of the principles they support us to work towards is called Inclusivity and Relevance. Through many of our activities, we champion the value of enjoying music and arts from different cultures, ensuring we promote diversity and representation. We offer experiences for people of all ages to learn and develop new perspectives on themselves, where they live and beyond.

- During February, in celebration of Pride month, our Creative Influencers worked with Museum staff to programme and deliver a range of events, workshops and museum experiences called Pride in the Past, which celebrated LGBTQ+ history and culture. A participant said after attending one of the events, "Brilliant. Really enjoyed it. Thank you so much - more like this please".
- In the Spring term, we delivered a range of Drama, English and History inspired sessions in Early Years, Primary and Secondary schools. The sessions are designed to introduce children young people to a diverse range of ideas, cultures, artforms, plays, texts and world history. We purposely chose diverse examples of artists and artworks to inspire young people with positive role models, and to encourage imagination and ambition. A Primary school teacher said, "Children loved the drama games. The Beowulf play was great! Inspiring, dramatic, challenging. Amazing, fun, engaging."
- Our Artist in Residence concluded their 6-month residency at the National Civil War Centre, leading puppet-making workshops for range of visitors, school and community groups. Many of the wonderful puppets on display for visitors to enjoy showed how puppetry has been used throughout history and in many different cultures for storytelling and more. A Youth Worker at Bilsthorpe Youth Centre said, "I cannot thank you both enough for offering the youth centre this opportunity with Robbie. As a youth worker I purposely identified this group of young people because of their individual needs. It has been a marvellous experience for the young people who took part, and as their Youth Worker, amazing to see each young person immersed and fully engaged in all the workshops. It is so nice to observe so many outcomes coming from these sessions and see how much enjoyment each young person is getting from participating. The pure enjoyment, creativity and relaxed atmosphere has meant so much to each young person who have their own individual struggles. The project totally met the needs of each young person."
- In March we proudly launched our last exhibition – 'From Poland: Spirit and Strength'. Poland's connections with Newark and Sherwood span centuries, from medieval trade routes and twinned towns to Polish wartime leaders, and more recently, the growth of local Polish communities. Therefore, to celebrate Poland's history and connection to the district, this new exhibition explores Poland's legacy

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



of determination, ingenuity and artistry. We commissioned artist collective Brew Projects to work with local people of Polish heritage. Together, they explored the importance of Polish culture and how it is experienced and shared across the region. This exhibition covers noteworthy people, innovations, and traditions, as well as food, crafts and entertainment, and is a brilliant way for local people to learn about Polish culture for free at the National Civil War Centre. Visitors to the museum said, "I really enjoyed it, and I am Polish, so it was interesting to find out things I didn't know."



From Poland: Spirit and Strength exhibition

- Also in March, beautiful photographs taken by local My Sight group members with artist Daniel Rapley were installed on the platform at Newark Castle train station. Three large scale photographs show dream-like images of some of Newark's well-known landmarks.
- In Spring, our community exhibition called Mining for Stories concluded a district-wide tour at Dukeries Library, Ollerton. This exhibition presented voice-recordings from community members recalling memories of coal mining, and a stitched fabric banner and cushions featuring historical mining-related photos our archive. Chris at Bilsthorpe Heritage Museum, whom we partnered with on this project said, "We really appreciate the support from Open Doors and know where to come for advice and support."

Quarter 4 marked **the final event in the Newark Cultural Heart programme**, the Garden of Light; an immersive light show which saw illuminated art, performance and interactive experiences brought to Newark Market Place and St Mary's Magdalene Church. The Garden of Light event was designed to transform the town centre after dark and celebrate the transition between winter and spring, encouraging more visitors into Newark Marketplace. This event successfully concluded a three year series of activity that has significantly enhanced the vibrancy and cultural offer of the town centre.

We are in the process of developing proposals for **a Parish Council Conference** with the support of Rural Community Action Nottinghamshire and we expect the conference will take place in October 2026. Further details will be shared in future reports as these plans continue to progress, including how Parish Councils can find out more about and sign up to attend the conference.



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



Quarterly Indicators	23/24 Q4 Value	24/25 Q4 Value	Quarter 3 25/26	Quarter 4 25/26**	Performance Trend*	Target 25/26
Total number of admissions - National Civil War Centre	16,800	16,844	11,990	16,315	↑	17,000
Total number of admissions - Palace Theatre	52,619	66,122	47,214	57,956	↓	55,000
Number of people reached through direct participation and outreach	12,060	14,385	20,756	23,486	↓	12,500
Total footfall across all heritage and culture services and sites	99,651	123,630	93,333	115,211	↓	105,000

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Exploring our performance:

Total number of admissions - National Civil War Centre is below target by 685 admissions this quarter. While the footfall did not quite meet the stretch target that was set, it is within 500 tickets of the last few years' data, and is complemented by higher levels of direct participation, which includes workshops and talks held within the museum.

Total footfall across all heritage and culture services and sites performed well this quarter, with footfall of 115,211 visitors being recorded. This year's figure has met its target of 105,000 but this is a decrease on last year's performance, this was anticipated due to the Castle gardens being closed through the summer when there would usually be a significant amount of third-party activity such as brass band concerts.

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



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.

Plans for year 1 of the project have now been implemented with the planting of 18 trees at key locations. Urban trees are crucial for providing wildlife habitats, mitigating and adapting to the impacts of climate change and improving public health.



We've also finalised our agreement with Nottinghamshire County Council to fund the planting of 34,000 trees as part of a scheme to plant around 114,000 trees at Little Carlton and Thorney Abbey.

Play an active role in biodiversity net gain for the district, including the potential to own our own biodiversity offset sites, as well as looking at how our own developments can contribute.

Biodiversity net gain (BNG) is a legal requirement that means new developments must leave nature in a better state than before. If wildlife habitats are lost or damaged through development, they must be replaced and improved so that there is an overall gain for biodiversity.

This quarter we have continued to implement mandatory BNG through the development management process including, where relevant, securing on-site BNG and fees for monitoring delivery of agreed onsite habitats over a minimum period of 30 years.

Our Ecology Team have continued to be proactive in respect of Habitat Banking. This involves creating or improving wildlife habitats in advance, often on land away from the development site, and then "banking" these improvements so they can be used to offset habitat losses elsewhere. During the quarter the first two commercially operating habitat banks within the Newark and Sherwood district were entered onto the Government's Biodiversity Gain Sites Register. Neither habitat bank chose to enter into a Section 106 Agreement with the Council, so they are being monitored and policed by Responsible Bodies via conservation covenants.

During the period two new approaches from potential habitat banks were received. One from a developer looking to not sell biodiversity units commercially, but to use them for their own developments. The second, is looking to sell units commercially. There is a high confidence that both would prefer to have a S106 Agreement with the Council.

Further development of our own habitat banks has currently stalled whilst a legal matter is resolved on one parcel of land, and the local community makes some final decisions on another parcel of land.

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



Hawtonville Litter Reduction Trial – Keep Britain Tidy Partnership

The Hawtonville Litter Reduction Trial is now underway, which has seen nine post-mounted bins and three free standing bins that previously had no lids having been replaced which will help prevent litter escaping during high winds. In addition, nine new post bins and three new free standing bins have been installed in identified litter hotspot areas to encourage the correct disposal of rubbish. Early evidence indicates a reduction in litter in these locations. A few residents around Cleveland Square have commented positively on the improvement following the replacement of older lidless standing bins to officers onsite.



New signage has been installed across the area to remind people not to leave litter for others to clear up. Hawtonville Litter Reduction Trial floor stickers, produced as part of the Keep Britain Tidy partnership, will be installed in high footfall areas once weather conditions improve.

Residents have been kept informed of the changes through a letter, which also set out ways they can help keep Hawtonville litter free. This includes becoming a Green Champion, organising community litter picks, and reporting litter to us via the online reporting system.

We organised a community litter pick on 31 March as part of the Great British Spring Clean. Volunteers collected 16 bags of litter across 11 streets. In addition, a local resident removed seven bags of litter from Hawtonville Playing Field, and the Street Scene team cleared three fly tips from the same location.

An action day has been scheduled as part of the trial to support the introduction of the new bins and signage. This will include litter picking, road sweeping and grass cutting, recognising that clean areas help to prevent further littering.

A social media campaign focusing on residential litter will launch next quarter. Alongside this, a dog fouling campaign is being trialled in partnership with Balderton Parish Council, and work is underway to develop proposals to address vehicle littering in quarter 1.



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



Improve recycling levels by promoting positive behavioural changes, through community events, targeted communication and enforcement:

In January, a themed recycling awareness campaign titled 'The Recyclers' was delivered, spoofing the popular television programme The Traitors, which was airing at the same time. The campaign



used a tongue in cheek, story based approach to engage residents and educate them on what could and could not be recycled at the time, prior to the introduction of the Simpler Recycling changes. The campaign was highly successful, with educational and themed posts achieving almost 120,000 views on social media. Engagement was particularly strong on Facebook.



Simpler Recycling – Implementation Update

The Simpler Recycling legislation changes are now in place, and that means residents can now recycle more than ever before in their silver bins. This is a big milestone for the area and part of the national move to make recycling clearer, easier and more consistent for everyone in England.

In addition to existing recyclable materials, residents can now place the following items in their silver recycling bins:

- Aluminium foil, such as clean kitchen foil and foil trays
- Cartons including milk, juice, soup and plant based drink cartons
- Plastic pots, tubs and trays, yoghurt pots, fruit punnets and food trays
- Plastic tubes such as toothpaste and cosmetic tubes
- Aluminium bottles and tubes including shampoo, soap and tomato purée tubes
- Metal lids from jars and bottles

In order to communicate these changes to our local communities, a number of activities were undertaken, including:

- A suite of updated recycling resources were produced in line with Nottinghamshire County Council guidance.
- Recycling packs were delivered to all households across the district, consisting of:
 - A letter outlining the changes with frequently asked questions
 - Mixed recycling sticker and leaflet

Newark and Sherwood recycles

What you can put in your silver bin

YES PLEASE	NO THANKS
✓ Plastic bottles, pots, tubs, trays and tubes	✗ Food waste
✓ Paper, card and cartons (no shredded paper)	✗ Nappies and sanitary waste
✓ Tins, cans and empty aerosols	✗ Polystyrene containers and packing
✓ Clean foil and metal food trays	✗ Plastic film, food packets and plastic bags
✓ Aluminium tubes and metal lids	✗ Textiles and clothes

Rinse items, dry them, and put them in loose.

Keep all lids on – including trigger and pump sprays. Loose triggers or pump sprays should go in your green or black bin.



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



- Glass recycling sticker and leaflet
- Garden waste leaflet
- The roll out of an accompanying social media campaign, to explain what can now be recycled. As the campaign continues, it will focus on how to recycle the new items, highlight common recycling mistakes, and explain what happens to materials once they are recycled.

Contaminated Waste: Our teams keep track of the recycling contamination on a quarterly basis, the contamination rate reduced from 13.9% in Quarter 3 to 12.5% in Quarter 4. While it is difficult to measure contamination rates with absolute precision due to the range of samples taken at the Veolia transfer station, which can vary depending on where in the district the material originates, even small reductions are challenging to achieve. As a result, this gradual decrease is a positive outcome. Although the improvement cannot be attributed to a single factor, continuing to strengthen the information provided to residents through social media updates, newsletters and targeted leaflet drops will play an important role in supporting and sustaining this progress.

In preparation for the implementation of weekly food waste collections with WRAP (Waste and Resources Action Programme) and Nottinghamshire County Council. Last quarter we shared that a proposal to introduce a food waste pilot scheme of around 3,000 properties was being presented to Cabinet, in preparation for the full District wide introduction of the service in October 2027. This has now been presented to Cabinet, and the trial was approved to begin in September 2026. The trial areas have been broadened so that we are able to gather insights from the trial across the broad geography of Newark and Sherwood, whilst also assessing the impact of whether bags are supplied or not. The areas to be included in the trial are Lowdham, Southwell, Yorke Drive and Hawtonville in Newark.

Broxtowe Borough Council are leading on the joint procurement of the caddies for the trial in September 2026 and the full roll out in October 2027. It is expected the tender process will have concluded by the end of Quarter 1.

Our efforts to promote the commercial waste service continue, with 59 different businesses now signed up to glass collection. This has resulted in an increase in the volume of commercial glass collected, with 19.10 tonnes collected in Quarter 4. We are pleased to report that this is the highest volume of glass collected in a quarter since we started collections in Quarter 1 of 2024-25 and a 52% increase compared to the same period last year.



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



As part of ambition to provide opportunities for residents' involvement in parks and green spaces, this quarter we:

- Launched our consultation into the development of several parks across the district, including Cherry Holt in Hawtonville and Turner Lane in Ollerton, both online and on-site consultation works are being undertaken. The results of the consultation and how this feedback shapes the future of our parks will be shared in future reports.
- Our partners at Sherwood Forest Trust have also been busy with volunteers on Sherwood Heath, clearing scrubland and bracken to help promote the growth of heathland species. We've supported this with the removal of some invasive black cherry and black locust trees.
- We have a growing number of volunteer litter pickers with 111 people signed up to our green champion's scheme. This quarter, boosted by the national spring clean we have had requested for the removal of 627 bags of waste collected in this quarter.
- Our meet the ranger walks continued to be popular with our residents and visitors. These sessions provide an ideal forum for our teams to educate the public on the work we do and allows us to gather feedback from the public.



The Brunel Drive redevelopment has continued this quarter, with the Farrar Close demolition and hardstanding works having been completed. A small number of minor works are in the process of being finalised, with all works forecast to be completed by May 2026.

Additionally, the capital budget for improved solar and battery storage at Castle House has been approved this quarter, and the works will be progressed and due for completion within the 2026/27 financial year.



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



Quarterly Indicators	23/24 Q4 Value	24/25 Q4 Value	Quarter 3 25/26	Quarter 4 25/26**	Performance Trend*	Target 25/26
Number of fixed penalty notices issued for all environmental offences (excluding fly tipping)	New for 24/25 Q1	833	67	285	↑	N/A
Number of events held in NSDC parks	326	451	493	607	↓	400
Number of targeted focus weeks	5	7	7	9	↓	8
Number of children reached via environmental education visits including river health and 'Motion for the Ocean'	New for 24/25 Q1	3,210	2,927	3,075	↓	2,000
Number of missed bins (per 100,000 households)	52.5	32.5	38.5	27.9	↑	45.0
% of failing sites - street and environmental cleanliness - litter	0.6%	0.9%	1.2%	0.0%	↑	1.5%
% of failing sites - street and environmental cleanliness - detritus	1.0%	0.8%	1.1%	0.0%	↑	1.2%

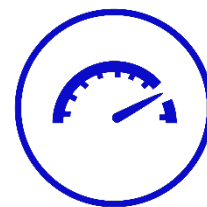
Exploring our performance:

The number of fixed penalty notices issued for all environmental offences (excluding fly tipping) has an increase in performance, which is reflective of the launch of the new littering and dog fouling enforcement contract with 3GS and we can expect to see this performance continue to increase.

We have seen the number of children reached via environmental education visits including river health and 'Motion for the Ocean' continue to outperform our targeted expectations. This initiative has delivered a range of activities across the district, including the environmental drain art installations and the Farndon Mural Underpass.

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

**Where the current quarter appears more favourable than the previous quarter, but is indicating a downward trend, this is due to the use of year-to-date indicators. Year-to-date indicators present cumulative performance for the year, whereas the performance trend analyses each quarter independently.



Expand and embed a broader range of customer satisfaction measures to drive performance improvement.

This quarter we carried out a review on the automated email responses to Environmental Services requests, this resulted in more detailed “what happens next” information being shared with the customer. We also carried out a review of Licensing, examining key processes and seeking ways to improve them. This process resulted in an improved customer journey, and recruitment of vacant roles was progressed.

Through the Commercialisation Strategy and action plan, continue to seek out and generate new sources of income, whilst retaining our public service ethos.

The medium-term financial plan was presented to Cabinet and Full Council in March, which provided an update against the key projects monitored as part of the Commercialisation Strategy and action plan. This update provided elected Members with a progress update and key financial updates relating to each of the projects.

Seek to secure the very best option for Newark and Sherwood arising from the reorganisation of local government.

Since Local Government Reorganisation (LGR) final proposals were submitted to Government on 28 November 2025, authorities in Nottinghamshire have been working collaboratively on option-neutral and ‘no-regret’ activities, to maintain momentum ahead of the decision from Government and to prepare for future implementation.

Nottinghamshire Councils have agreed an interim, pre-implementation governance approach for the LGR Programme and have set up several priority workstreams, including Digital, Data and Technology, Workforce and HR and Legal and Governance. Our Council is actively engaged in the LGR programme, with representation on each of the priority workstreams and in the Programme Management Office. To support this work and the wider LGR programme, additional capacity and specialist expertise will be introduced. This includes the appointment of two LGR Directors who will be in post between April and May 2026: one on behalf of the District and Borough Councils and the County Council, and one representing Nottingham City Council.

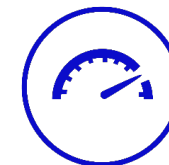
To support the joint programme of work, strengthen capacity, and ensure our Council is well positioned to manage transition activity effectively, there is a standing weekly LGR agenda item at Senior Leadership Team meetings and a weekly internal coordination meeting. In addition, our Council has implemented a new organisational structure to support the transition to a future unitary Council, with dedicated capacity to focus on LGR.

In February, Government launched consultations on proposals that met the invitation criteria. The consultation was open to everyone and we actively encouraged everyone with an interest in the future of local services to take part and have their say on the proposals for the area. The consultation was promoted through the Nottingham and Nottinghamshire dedicated LGR website and other existing communication channels, including social media. The consultation was open for several weeks and closed on Thursday 26 March 2026.



Councils supporting option 1e met with Directors from the Ministry of Housing, Communities and Local Government (MHCLG) virtually in February. Building on this engagement, MHCLG is due to visit Nottinghamshire in April/May 2026 to meet in person with Chief Executives and other key colleagues from the options presented by Nottinghamshire. Preparatory arrangements are underway to present the proposal, highlight key considerations, and demonstrate the geographical rationale underpinning our preferred option, 1e.

Be a Top Performing, Modern and Accessible Council.



Quarterly Indicators	23/24 Q4 Value	24/25 Q4 Value	Quarter 3 25/26	Quarter 4 25/26**	Performance Trend*	Target 25/26
Contact Centre - telephony - average length of time to answer call (seconds)	156.0	91.0	81.0	79.0	↑	110.0
No of face-to-face contacts (Castle House)	16,720	17,271	11,949	16,103	↑	Demand
No of phone calls presented to Contact Centre	113,532	109,742	73,107	99,372	↑	Demand
Number of work experience placements offered at differing levels of education	New for 24/25 Q1	28	15	22	↓	25
% business rate collection	97.8%	98.2%	79.0%	97.6%	↓	98.2%
% council tax collection	97.2%	97.2%	79.4%	97.1%	↓	97.4%
% invoices paid within 30 days - whole Council	98.0%	94.7%	99.1%	99.0%	↓	98.5%

Exploring our performance:

The number of phone calls presented to the Contact Centre was 10,370 less than during 2024/25 and the number of face-to-face enquiries during the same period reduced by 1,168. The volume of enquiries is very dependent on external factors, during 2025/26 there weren't any significant changes or increase in services delivered, there weren't any emergency incidents such as flooding and there weren't any significant elections which took place. The work our teams have undertaken to improve the Council's website and self-serve forms also means that customers can choose the option that suits them best. In turn, we see that this reduces demand from our telephone lines and face-to-face appointments. Customer demand is however anticipated to increase during the second half of 2026/27 due to the food waste trials.

We saw that the average time taken to answer a telephone call during 25/26 was 11 seconds quicker than during 24/25, which is reflective of the reduced volume of telephone calls being received but is also fantastic performance. The average amount of time our customers were waiting to speak to an advisor was just 1 minute and 19 seconds. To put our performance into perspective, across UK customer service contact centres, publicly reported average call waiting times typically fall between approximately 1 minute 20 seconds and 2 minutes 40 seconds.

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Our Workforce.



Back in 2019, we declared a climate emergency, and since then we've been working hard **to reduce our carbon footprint.**

This quarter our Climate Change e-learning module was launched to colleagues, and it has been designed to provide a quick, accessible introduction to why carbon matters, what the Council is already doing, and how small, everyday actions from all of us can make a real difference – both at work and at home. All staff have been encouraged to complete the module as a helpful starting point for understanding climate change and

the actions being taken across the Council.

We recognise our **colleagues long service** milestones from 15 all the way up to 45 years and every milestone reflects the incredible dedication and hard work of our teams. Between January and March, six of our colleagues reached a significant long service milestone of between 20 – 35 years.



This quarter saw fantastic volunteers from our Housing Maintenance and Empty Homes and Transformation and Service Improvement teams swapping their desks for shovels in January and February, **planting young trees as part of the Trees for Climate programme.** Working with Greenwood Community Forest and the Woodland Trust, the teams added a mix of wildlife-friendly species, including Holly, Hazel, Crab Apple and even three special Sherwood Oaks.



Our Workforce.



Quarterly Indicators	23/24 Q4 Value	24/25 Q4 Value	Quarter 3 25/26	Quarter 4 25/26**	Performance Trend*	Target 25/26
Average number of sick days per employee (FTE) per year lost through sickness absence	6.8	7.0	7.2	9.6	↑	6.5
% of staff turnover	14.0%	13.0%	9.0%	11.6%	Not Applicable	13.0%

*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.

**Where the current quarter appears more favourable than the previous quarter, but is indicating a downward trend, this is due to the use of year-to-date indicators. Year-to-date indicators present cumulative performance for the year, whereas the performance trend analyses each quarter independently.

Exploring our performance:

In terms of the average number of sick days per employee (FTE) per year lost through sickness absence, we can see that that this is performing below our targeted expectations, but performance has increased marginally quarter on quarter from 2.6 average sick days in Quarter 3, to 2.4 in Quarter 4. Despite this marginal improvement, the year-to-date position has remained below the target, and this is largely due to the number of staff who are currently managing serious, long term health conditions. This has resulted in an increase of long-term absences, with 63% of total absences being long term. Our Human Resources team continue to provide support to managers to ensure early intervention to avoid the absence becoming long term wherever possible and to support the employee back to work with reasonable adjustments.

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.