



NEWARK &
SHERWOOD
DISTRICT COUNCIL



Community Plan Performance Report

2026 – 27 Q1

1 April -
30 June 2026

SERVING PEOPLE, IMPROVING LIVES

Introduction

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

Having been in place for three 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.

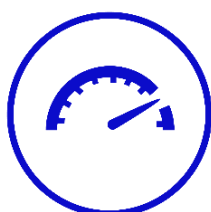


This report evaluates the Council's performance against the Community Plan, focusing on key services and activities from **1 April – 30 June 2026 (Quarter 1)**. Understanding our performance enables us to promote good practices, ensure quality service delivery, and identify areas for improvement. The 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 1 2026-27**. Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.

Newark recorded the highest footfall across the district throughout Q1, averaging 6,526 visits in April, 6,425 in May and 6,518 in June. While May saw a slight reduction, June recovered by 1.45%, indicating that town centre activity remained broadly stable despite wider pressures on high street footfall.

Average Daily Footfall				
	Newark	Southwell	Edwinstowe	Ollerton
April	6,634	2,004	1,924	2,491
May	6,425	2,049	1,935	2,428
June	6,518	2,020	1,979	2,429
Q4 Average	6,526	2,024	1,946	2,449

The quarterly position suggests Newark continues to act as the district's main centre for visitor activity. The June uplift may reflect local events, hospitality activity and warmer weather encouraging visits, although hotter conditions may also have limited activity during some periods.

Southwell footfall was comparatively consistent in April and May, moving from 2,004 to 2,049 visits, before falling to 2,020 in June. This represented a 1.42% monthly reduction, suggesting a softer end to the quarter. Although the change was relatively small, the fall may indicate that Southwell was more affected by reduced discretionary travel during hotter weather. Planned activity such as the Helios installation at Southwell Minster may provide opportunities to strengthen visitor numbers in Q2.

Edwinstowe showed the strongest performance across Q1, increasing each month from 1,924 in April to 1,935 in May and 1,979 in June. The 2.27% June increase continued the positive trend and was the largest monthly improvement of the four towns. This may reflect the appeal of Sherwood Forest and Forest Corner during warmer weather, particularly where shaded outdoor destinations were attractive to visitors. The forthcoming Robin Hood Festival may support further footfall growth over the summer period.

Ollerton remained stable across the quarter, with 2,491 visits in April, 2,428 in May and 2,429 in June. The June position was effectively unchanged, increasing by only 0.04% compared with May. This indicates that footfall was resilient but did not show the same level of growth seen in Edwinstowe or Newark. Continued monitoring will help identify whether activity is being sustained mainly by local users or whether future events and seasonal activity generate wider visitor interest.

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:

- **3,919 face-to-face** contacts were held at Castle House, a **4.53% decrease** when compared to the same period last year.
- **24,116 calls** were received by the contact centre, a **7.86% decrease** when compared to the same period last year.
- **13,421 digital web form transactions** were completed by our customers, a **4.48% increase** when compared to the same period last year.

We welcomed **243,862 unique website users this quarter**. This is more than 5 times our targeted rate of 42,500. 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 **664,202 engagements**, compared to a target of 350,000. **5,357 residents subscribed to our e-newsletters**, below our target by **2.83%**.

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.



We have continued to develop local economic opportunities in green and land management sectors through the Land Management Advisory Group. Building on the skills gap work reported previously, the Careers Hub Lead for East Midlands Combined County Authority attended the group and shared the Careers Hub priorities for 2025–26, which focus on connecting education and employment, supporting inclusive growth, improving careers education, strengthening employer links and increasing access to meaningful work experience.

This aligns well with the findings from the Newark Academy survey reported last quarter, which highlighted low awareness of land-based careers and the need to improve young people's understanding of pathways into the sector. Partners were invited to take part in teacher encounters and to share land management opportunities through Careers Hub newsletters, helping to improve links between education providers, employers and young people. Work is also continuing to explore how the sector can be promoted through future events, including follow-up with Newark Showground about a potential presence at the County Show in May 2027. If a dedicated stand is not available, other partners have offered to share their stands with the group. The next meeting is scheduled for September 2026, where we expect to further develop these opportunities and confirm next steps.

Our Community Plan sets out our ambition to deliver **regeneration within Ollerton Town Centre** and we have continued to make progress towards turning this vision into a deliverable scheme. Building on the work from Quarter 4, full planning consent has now been secured. Work is now being prepared to discharge the pre-commencement planning conditions, which will support the scheme moving towards delivery. We have also continued to progress the commercial and partnership arrangements that will underpin the scheme. Heads of Terms for the preferred cinema operator are close to being finalised, and contract discussions with the Town Council are advancing. It is expected that this project will see start on site later this year, subject to the completion of the remaining planning, contractual and delivery requirements.



CGI Illustration of Ollerton Town Centre Regeneration

Continue to progress the Clipstone regeneration scheme, via a 3 phased approach. We have undertaken a procurement process to secure a development partner, supported by our external procurement team, following necessary changes to the project. The development is now due for secure a development partner by Autumn 2026 and the development is expected to reach completion by March 2028.

RIBA 2 is complete for Phase 2 and we are continuing to work with Clipstone Miners Welfare as project lead for Phase 2 to proceed into RIBA 3 and 4. We reported last quarter we were focussing on developing a robust cost plan and we're pleased to report this has now been developed.

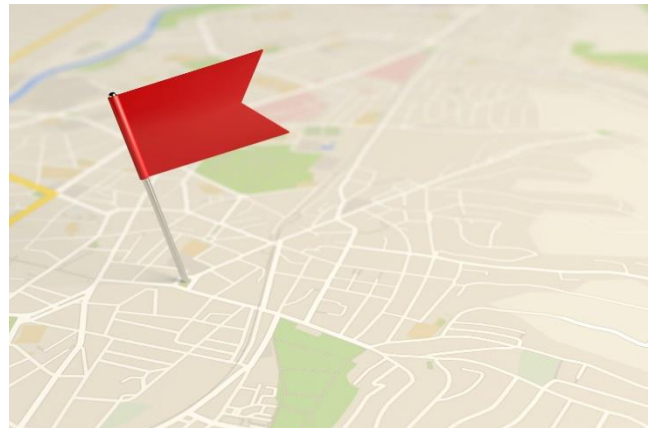
Work on Phase 3 has continued and updates can be expected on how this is progressing in future quarters

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



The project to redevelop the Clipstone Holdings site continues to progress following the revised procurement approach reported in the last report. We have now received costs through the tender process, and these costs are being reviewed alongside the wider capital projects programme to confirm affordability, value for money and the most appropriate route to delivery. The current bid indicates that the works could still be delivered in line with the programme target, supporting the previously reported expectation of a winter 2026 start on site and completion by March 2028. However, further work is required to finalise the project delivery plan, including key budgetary considerations. Further updates will be shared in subsequent reports once confirmed.

Address and Street Data: We maintain large amounts of address and street data across the district, and as such we maintain an address improvement schedule. In May 2026, we were awarded Platinum status in this year's Exemplar Awards - the Platinum Award for Address and/or Street Data is awarded to authorities that have maintained Gold status across all criteria of the Annual Improvement Schedule for 10 out of 11 months up to the end of March 2026. This prestigious recognition highlights our dedication to maintaining the highest standards of data quality throughout the year.



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



Quarterly Indicators	24/25 Q1 Value	25/26 Q1 Value	Quarter 4 25/26	26/27 Q1 Value	Target 26/27
Newark Beacon - % of occupied units	86.3%	85.0%	97.0%	97.0%	85.0%
Commercial Property - % occupied units	98.0%	100.0%	98.0%	96.0%	96.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	100.0%	100.0%	100.0%	96.0%
% of planning applications (major) determined within statutory timelines	100.0%	86.7%	92.8%	100.0%	90.0%
% of planning applications (non-major) determined within statutory timelines	91.7%	94.7%	91.5%	89.0%	93.0%
% increase of visitors to Newark town centre during event days	New for 26/26 Q1	New for 26/26 Q1	New for 26/26 Q1	5.0%	20.0%

Exploring our performance:

Sherwood Forest Arts and Crafts maintained 100.0% occupancy across the last three years, which is great performance and demonstrates the stability and continued demand for commercial space.

Major planning performance has recovered strongly from 86.7% in Quarter 1 2025/26 to 100.0% in Quarter 1 2026/27, exceeding both the current target and the Quarter 4 position. However, non-major planning applications determined within statutory timelines reduced to 89.0%, which is below the 93.0% target and lower than the 91.5% reported in Quarter 4.

A new indicator was introduced this year measuring the percentage increase of visitors to Newark town centre during event days, this is performing below targeted expectations this quarter with a 5.0% increase against a target of 20.0%. As this is a new performance indicator, there is no historical trend available yet, but the first quarter result provides a baseline from which future event impact can be assessed.

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 96% of stock condition surveys are now complete with just 214 properties left to carry out. These remaining properties should be complete by September 2026. The information already collated is being used to generate an investment plan which will be presented to tenants and members for approval in Quarter 3 2026/27.



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 properties and will support with the associated fuel costs. 6 properties have been upgraded during the quarter from having a reliance on fossil fuels to now utilising air source heat pumps.

Deliver phase 6 of the Council house building programme. Work continues at the five new homes on Bowbridge Road, Newark, ten homes at Lowfield Lane, Balderton and a further five homes at Church Circle, Ollerton. Eight properties at Station Road, Collingham have reached practical completion and will be ready for allocation during Quarter 2.

Deliver phase 1 of the estate regeneration scheme at Yorke Drive. After securing planning consent in February 2025, the team have been working to meet the requirements of the planning conditions. As with any large project, there are numerous technical details which require approval before being able to start building the new homes.

During Quarter 1, the regeneration team has been working to discharge the pre-start planning conditions. Some of the conditions that we are still working on require consultation with Nottinghamshire County Council as the Highways Authority and the Local Lead Flood Authority on the details around the drainage strategy and the technical approvals required for the roads.

Progress against these conditions has been published, as such residents can review the conditions that still need to be discharged before construction can start. The break down of progress is available here: <https://www.newark-sherwooddc.gov.uk/regeneration/yorke-drive-focus> alongside this, a further project update is planned to be presented to the Policy and Performance Improvement Committee in September 2026.

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

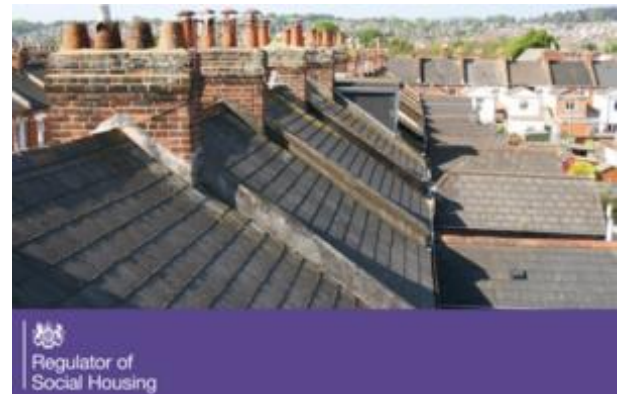


Our new Housing Management System continues to be embedded across our Housing services. We have maintained a cross-functional NEC project team focused on driving system improvements, resolving issues as they arise and working closely with the software provider to support effective implementation.



During Quarter 1, this work has continued to move into the next project phase, with a focus on improving system functionality and supporting teams to make better use of NEC in day-to-day service delivery. This ongoing activity is helping us strengthen the foundations for more effective housing management, repairs and empty homes processes, while ensuring issues are identified and addressed through a coordinated project approach.

We remain committed to meeting social housing regulatory standards and continuing to evidence compliance with the Regulator of Social Housing's consumer standards. The inspection of our Housing Services by the Regulator of Social Housing took place between 29 April and 1 May 2026. The outcome was published on 29 July 2026 in which we received a C2 consumer grading from the Regulator of Social Housing. A separate report will be presented to Cabinet on the outcome in September 2026.



The judgement recognises the positive work already taking place, including our respectful and tenant-focused culture, investment in tenants' homes, improvements to complaints handling, progress on damp and mould, and new ways for tenants to get involved and influence services.

It also makes clear that there are areas where we need to improve. These include developing a fuller understanding of the condition of all our homes, strengthening oversight of repairs and damp and mould cases, improving service standards, and evidencing tenant scrutiny of services. You can read the full report here: [Newark and Sherwood District Council \(37UG\) - Regulatory Judgement: 29 July 2026 - GOV.UK](#)

As a result, we continue to focus on the key areas that support ongoing regulatory assurance, particularly repairs and compliance. This includes further development of our Asset Management System and Housing Management System, supported by IT colleagues, to improve the quality, accessibility and use of housing data. This work supports our ability to monitor performance, identify areas for improvement and demonstrate how we are meeting the standards expected of social landlords. We are also implementing our new Tenant Engagement Framework including the recruitment of new tenant champions

The Housing Performance and Improvement Board continues to provide oversight of performance and improvement activity across tenant-facing services, ensuring that we use performance information and regulatory feedback to inform future service improvements.

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



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

The work to develop 132 units at Lowfield Lane is progressing well on site with the show home due to come live later in the Autumn and other sales units soon thereafter. Initial marketing has commenced and this will be increased over the next month or so when we hope to be able to take early reservations.



CGI illustration of the Lowfield Lane Development

Stodman Street consists of 29 units, and the build process is a partnership between the Council and Arkwood Developments. The latest update is that we should take handover of these by October 2026, representing a slight slippage in previously

expected dates. We have appointed our sales partner WH Brown and early sales marketing is poised to go live, held back only by the recent uncertainty of exact build completion date, such that we hit the market at the right time.

The build process at Manea, consisting of 32 units is completed. Construction costs were concluded under budget which is a successful outcome. The sales market is slow currently due to a combination of the overall market conditions, summer holidays and hot weather. Currently we have 20 sales and are actively targeting promotions and deals in preparation for the pick-up in the market expected in the Autumn.

The Wirksworth development, consisting of 30 units has continued since the last update, with a few units now due for immediate handover. We have had a hold up in taking units due to chasing the release of a pre-occupation planning condition relating to drainage. The sales market is like that at Manea over the summer with just the odd sale, primarily thought to be because of customers being otherwise occupied at this time of the year. We are now staffing the show home and putting together several promotion incentives ready for the pickup in footfall expected this, Autumn.

Long Bennington is made up of 50 units and works have started on site and we are working towards the completion of the show home in Early 2027. The first sale units will follow this.

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

During the quarter, there has been some other key areas of focus ongoing with Housing Repairs and Empty Homes alongside managing significant customer demand and delivering core repairs and maintenance services. These have included:

- Operational Improvement Planning. Progress against cross service actions continues to be monitored through structured fortnightly review meetings. The programme has now achieved 21 completed actions from a total of 66 identified improvement activities, providing a clear framework for driving service improvements, strengthening governance arrangements and ensuring sustained oversight of key priorities.

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



- Significant progress has also been made in relation to performance oversight and reporting. This has included the implementation a Power BI reporting dashboard which has been rolled out across the service, providing managers with improved visibility of operational performance and supporting more informed decision-making. This work complements the wider programme of data cleansing and validation currently underway to improve reporting accuracy and strengthen service intelligence.
- Teams have continued to prepare for both current and future regulatory requirements associated with Awaab's Law. Work has commenced to review and configure enhanced damp and mould functionality which will support improved case management, monitoring, reporting and preparation for future phases of legislation. Alongside this, progress has been made in embedding Phase 1 requirements, supported by strengthened processes, increased management oversight and continued focus on proactive intervention.
- Investment in people, culture and resource planning has also remained a priority throughout the quarter. Recruitment activity has successfully filled key supervisory positions, including the Works Planning Supervisor and Damp, Mould and Disrepair Supervisor roles, strengthening operational leadership capacity within the service. Multi-skilling discussions remain ongoing, whilst the fleet replacement programme is nearing completion, supporting improved operational efficiency and service delivery.
- Looking beyond current operational delivery, early engagement has commenced with neighbouring authorities in preparation for Local Government Reorganisation. This collaborative approach is intended to support knowledge sharing, identify opportunities for service alignment and ensure the Housing Maintenance and Asset Management service is well positioned to contribute positively to future organisational changes.



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



Quarterly Indicators	24/25 Q1 Value	25/26 Q1 Value	Quarter 4 25/26	26/27 Q1 Value	Target 26/27
Satisfaction with lettings service	95.0%	96.0%	97.0%	100.0%	95.0%
Number of Council homes with retrofitted energy efficiency measures	New for 26/27 Q1	New for 26/27 Q1	New for 26/27 Q1	6	Demand
Number of homes delivered through our housing development company Arkwood	8	8	44	0	N/A
Number of plots commenced through our housing development company Arkwood	0	21	54	21	N/A
Time spent in temporary accommodation for people we owe a duty to	New for 25/26 Q1	6.8	9.9	11.5	12.0
Average time to re-let Council properties (days)	40.5	64.5	77.0	93.0	35.0
Amount of current arrears as a % of annual rent debit	1.64%	2.76%	3.68%	2.30%	2.90%
Average "End to End" time for all reactive repairs (calendar days)	17.3	No Data Rec'd	11.0	12.9	12.0
% of repairs completed at first visit	99.0%	No Data Rec'd	76.1%	74.0%	85.0%

Exploring our performance. The average time taken to re-let Council properties remains significantly above target, increasing to 93.0 days in Quarter 1 against a target of 35.0 days. This continues the trend reported in previous quarters, where performance has been affected by the ongoing refinement of the Housing Management System allocations module, the need to test and embed upgraded functionality, and resource pressures across the end-to-end empty homes and lettings process. As highlighted in earlier reports, the indicator is sensitive to a small number of complex voids, particularly where properties require more significant works, additional compliance checks, or where allocations activity is delayed by system or capacity constraints. Mitigating actions remain in place, including system enhancements, internal secondments and the appointment of a new Empty Homes contractor, with empty homes repair performance continuing to provide an important foundation for improvement. Re-let performance remains a key area of focus for Members, SLT, Heads of Service and operational colleagues, with progress monitored through corporate performance updates, SLT and the Housing Performance and Improvement Board. We expect the benefits of the improvement activity to become more visible over the coming quarters, with a particular focus on reducing avoidable delays, strengthening oversight of each stage of the process and improving the tenant experience by bringing homes back into use more quickly.

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: Work continued with partners on boys' attainment and aspirations, building on the Quarter 4 Boys' Conference and developing the Theory of Change through direct engagement with young people. A boys' panel was held with four pupils from Magnus Academy, enabling partners to shape future actions around the lived experience of local boys. The team also supported family-focused healthy eating activity through Skate Jam events and West Nottinghamshire College, promoting eight planned family cooking sessions over the summer to help families build confidence in preparing healthier meals.

Living Well: The Five Dinners meal planning platform was launched across Newark and Sherwood, supported by a communications campaign through digital channels, partners and community groups. This gives residents and employees access to low-cost, healthier recipes and meal planning tools, with further work planned in Quarter 2 to monitor engagement, gather feedback and expand reach through community champions training. Living Well activity also included a Physical Activity Clinical Champions session at Fountain Surgery, promotion of the musculoskeletal health (MSK) toolkit to frontline colleagues and partners, and delivery of the first MSK Connect programme at Newark Job Centre, where 14 residents out of work due to MSK conditions were invited to take part in a six-week support programme covering mental health, healthy eating, physical activity and wider signposting.

Targeted community and data-led activity: This included respiratory work with Sherwood Forest Hospitals Trust in Boughton, dementia support through a roving Health Bus in areas including Collingham and Southwell, and community insight work in Hawtonville. At the Hawtonville Community Fun Day, attended by more than 500 residents, the Health Bus provided blood pressure checks and health signposting; 10 residents received checks, with two advised to contact their GP due to high blood pressure, one advised to discuss medication review, and another advised to monitor pre-high blood pressure through a local pharmacy.

Ageing Well and wider prevention: Ageing Well activity continued through dementia-focused outreach and development of The Big Green Book, a community wellbeing directory designed to connect residents, health professionals and social prescribers with outdoor, nature-based and community activities. The first draft has been shared with partners for feedback, supporting future publication and wider signposting. The team also supported the National Stop the Bleed Conference at Castle House, where attendees received CitizenAID training, strengthening community capacity to respond to emergencies and reinforcing wider violence prevention work linked to the Knife Angel visit.

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



During the quarter, 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:

- We retained all Green Flag Awards achieved in our parks last year, this is a significant achievement and reflects the continued dedication and professionalism of both the Grounds Maintenance and Cleansing teams in maintaining nationally recognised standards.
- We supported four parish councils with East Midlands in Bloom entries, demonstrating continued quality in parks and open space management. All are expected to achieve at least Silver Awards, with Newark and Edwinstowe aiming for Gold status. Edwinstowe has also progressed to the national competition, demonstrating quality of partnership working across the district.
- Work has also progressed on wildlife corridor proposals around suitable Council owned land, school planting schemes, community planting days at De Lacey Court, Broadleaves and Gladstone, and completion of landscaping improvements at Castle House. These activities support biodiversity, environmental education, neighbourhood pride and access to attractive, inclusive outdoor spaces.
- The no-glyphosate pilot within children's play areas has continued successfully, with no public complaints received. Manual and mechanical weed control methods are being used to maintain presentation standards while reducing chemical use, with QR code signage due to support resident feedback on the future approach.
- Service efficiency has improved through the creation of a Street Furniture Action Team, who have been equipped with specialist tools and resources to reduce the backlog of installation works. This has reduced outstanding installation jobs from 58 to 24 in less than one month, with a target of fewer than five outstanding jobs by the end of Quarter 2.
- Seasonal activity has included completion of summer planting in Newark, with nine floral beds and 314 hanging baskets installed, supported by daily watering during the prolonged dry weather. Tree surveys across Council-owned land are also due to be completed this quarter to inform future safety and maintenance requirements. In addition, external funding secured through the Chewing Gum Task Force Grant will support targeted cleansing activity, followed by regular weekly chewing gum removal using the Council's specialist equipment.



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



Implement the 'Playing Pitch Strategy' and the 'Sports and Recreational Facilities Strategy', including the provision of 5 new 3G sports pitches: All five 3G projects have now been activated by the Football Foundation as primary funder of the schemes. The 5 sites are Brinkley Centenary Ground, Southwell, Newark Academy, Balderton, Suthers Academy, Fernwood, Clipstone Headstocks and Walesby Lane Ollerton.

All 5 sites are progressing through the technical assessment stage in order to present each proposal to the Football Foundation for consideration. This technical process will require planning approval for each of the sites and procurement through the Football Foundation's Framework. The route to construction is through the Football Foundation Panel and Award process. Currently, it is anticipated that Southwell, Newark Academy, Suthers Academy and Clipstone will be completed in early/mid 2027/2028 with Ollerton commencing in late 2027/2028 subject to successful awards.





Quarterly Indicators	24/25 Q1 Value	25/26 Q1 Value	Quarter 4 25/26	26/27 Q1 Value	Target 26/27
Number of new Active4Today leisure members	New for 25/26 Q1	1,550	6,541	2,254	700
Number of User Visits - Active 4 Today (all)	251,236	287,693	1,177,304	234,746	217,500
Average number of calendar days to process new council tax support applications	16.0	18.9	17.0	18.0	14.0
Average no of calendar days to process council tax support change in circumstances	15.0	11.6	8.2	3.8	12.0
Average no of calendar days to process new housing benefit claims	16.0	22.0	19.7	21.3	18.0
Average no of calendar days to process housing benefit change in circumstances	5.5	4.7	1.6	3.4	4.0
Live Leisure Centre membership base (all)	11,696	12,330	10,848	9,685	9,750
Leisure Services - based on your experience; how likely are you to recommend us to a friend, family member, or colleague?	29.0%	68.0%	63.0%	65.0%	60.0%

Exploring our performance:

In Quarter 1, the average time taken to process new Council Tax Support applications and new Housing Benefit claims was above target. New Council Tax Support applications were processed in an average of 18 calendar days, compared with a target of 14 days, while new Housing Benefit claims were processed in an average of 21.3 calendar days, compared with a target of 18 days. Although both measures remain outside target, performance has improved when compared with the same period last year, particularly for new Housing Benefit claims, and processing times remain broadly in line with the Quarter 4 position.

A key factor affecting performance during the quarter was an unexpected increase in work linked to a national Department for Work and Pensions exercise to extend Personal Independence Payment awards. This led to a significant rise in automated notifications being sent to the Council, without prior warning, which generated more than 1,500 additional Housing Benefit and Council Tax Support work items requiring manual review.

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

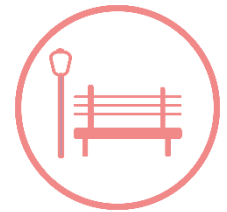


This additional demand reduced the team's available processing capacity and contributed to the current pressures on Housing Benefit performance. It also affected some Universal Credit-related processing because claims with outstanding work items could not be updated automatically and therefore required further manual input.

Work to clear the remaining items is ongoing and is expected to be completed by 17 August 2026. These indicators will continue to be monitored closely. A new Head of Service is due to take up post in August and, once in position, they will review performance alongside local and national benchmark data to assess whether current targets remain appropriate, understand the key drivers of processing times and identify opportunities to strengthen service resilience and improve future performance.



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



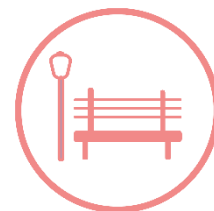
We continue to work with partners in order to support businesses, provide education and intervene where necessary to prevent anti-social behaviour. Some of the initiatives this quarter have included:



- Our continued funding of Prison Me No Way sessions has enabled further sessions to be offered to secondary schools, with these sessions available to all secondary schools within the district. We've shared in previous reports that these have been well received, with more sessions booked in over the coming months. Most recently during June The Dukeries Academy in Ollerton took part in the sessions.
- Extreme Wheels diversionary activity has continued weekly throughout the quarter, held on a Thursday evening at Sherwood Avenue Park, Newark. The event has since moved to Farnsfield Skate Park for the first session, and continues to be well attended by young people.
- Our Annual Safety Awareness Events were held at Sconce and Devon Park and Vicar Water Country Park, funded by the Office of Police and Crime Commissioner and the Council. The events were attended by 926 pupils from 26 Primary schools from across the District and saw key partners coming together to share important messaging with the young people. This included Nottinghamshire Police on Crime and ASB, Canal and River Trust and Nottinghamshire Fire & Rescue Service on Water Safety and Fire Safety, CPR training provided by Newark Community First Aid, British Transport Police Railway Safety and Murphy Plant brought a HGV and spoke to pupils about road safety and vehicle blind spots. We also mobilised some of our key teams at the event including Environmental Health who provided information on Food Safety awareness, the Park Rangers shared information on Wildfires and Habitats whilst Environmental Services colleagues provided Bee Bomb making. The weather did prove challenging this year, but pupils and teachers thoroughly enjoyed the event with positive feedback having been received from both agencies and schools.
- Overall during Quarter 1, we have issued a total of 2 Community Protection Warnings and 1 Community Protection Notice, along with 14 ASB warning letters, and 5 Acceptable Behaviour Contracts.
- We have worked closely with a Newark Town Centre Business in April following an incident of ASB & theft taking place in their store. This intervention resulted in 3 young people being issued with banning letters and 1 young person issued with a warning letter, parents were also visited or spoken to as part of the investigation process.



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



- Five warning letters have been issued to Young People in Bilsthorpe, following an ASB related incident in the village.
- The ASB panel continues to be held monthly, with 6 new referrals made between 1 April and 30 June.
- The use of CCTV footage has led to the identification of young people who have been involved in ASB in a Newark park and the Buttermarket. As a result, the young people have received warning letters and the Buttermarket is receiving targeted patrols.
- Our ASB Team managed 141 reports of anti-social behaviour during the quarter, whilst also dedicating time to enforcement cases, such as Newark Street Drinkers and youth related nuisance in Newark town centre. Two individuals were returned to Court following breaches of their respective Injunction Orders, in one case, the Court sentenced the individual to a 2-month custodial sentence; a further Closure Order which was successfully obtained on the 12 June for a property in Rainworth and an interim injunction was secured against a Blidworth resident, with a trial date set in July 2026.



Balderton Dog Fouling Campaign

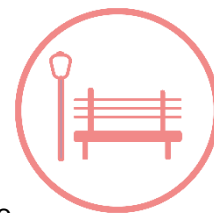
- We hosted a responsible dog ownership event at Balderton Lake on the evening of 30th June, this was well attended by the local community and during the event Community Protection Officers engaged with dog owners to discuss microchipping, the importance of dogs wearing tags and picking up dog fouling. Dog poo bags were handed out, along with other community safety gadgets and the dogs received a treat.
- Following analysis of reported dog fouling incidents, Balderton was identified as a suitable location to trial a targeted dog fouling campaign. Hotspot locations were identified using reports submitted through the Council's online reporting system alongside intelligence provided by Balderton Parish Council. A review of existing waste and dog waste bin provision was undertaken, resulting in the



installation of seven new post-mounted bins at key locations. These bins provide convenient disposal facilities for dog walkers while also helping residents dispose of general litter.

- To support behaviour change, the Council launched the '*There's No Such Thing as the Dog Poo Fairy*' campaign using materials from Keep Britain Tidy. New signage and bin stickers were installed across identified hotspot locations, reminding dog owners to pick up after their dogs and highlighting that any litter bin can be used for disposal. The campaign was

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



selected as evidence showing that targeted messaging can reduce dog fouling by up to 43% in trial areas, demonstrating the effectiveness of clear behavioural prompts. The campaign was further supported by a social media campaign, with bespoke content provided to Balderton Parish Council for use across its own communication channels to help extend the reach of the campaign message within the local community.

- Further awareness-raising activity included a newsletter article, which was also provided to Balderton Parish Council for publication in its parish newsletter. Baseline monitoring of hotspot locations was undertaken before the campaign commenced and will continue over the coming months to assess its impact. QR codes were also included on campaign materials to enable residents to report dog fouling incidents more easily and to help monitor changes in reporting levels, while reducing the number of complaints received directly by Balderton Parish Council. This coordinated approach combines infrastructure improvements, targeted communications and ongoing monitoring to encourage responsible dog ownership and reduce dog fouling across Balderton.

ASB week took place between 29 June – 5 July, each day was themed with teams using social media posts to highlight these themes and signpost to reporting mechanisms and agencies who can offer support. Teams have attended themed webinars run by Resolve UK and jointly hosted an ASB Drop in event at Boughton Hub, along with Housing and Police colleagues

Our work to deliver the enhanced in-house CCTV control room continues this quarter. The new CCTV control room became operational as of the 1 April 2026. The project is now in its final phase of incorporating Council asset based cameras to the control room for consistent monitoring. The final element of the project is the technical testing and sign off which is expected to be completed during Quarter 2.

There has been a significant increase in proactive actions since we moved out of the partnership to the new control room. This highlights that the impact increased autonomy is having on the safety in our district. To help evidence this, we have set out in the table below the volume of incidents during quarter 4 in comparison to Quarter 1:

Theme	Quarter 4 2025/26	Quarter 1 2026/27
Proactive incidents responded to by the control room	79	467
Number of reactive incidents responded to	205	342
Amount of CCTV evidence shared with the Police	67	142
Number of proactive patrol hours	498	1009



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

Work with statutory authorities to improve flood mitigation and resilience across the district. Selected properties in the Farndon Road area of Newark are being offered funded flood resilience measures as part of a new partnership initiative designed to reduce the impact of future flooding. The scheme, delivered in partnership with Nottinghamshire County Council, and the Environment Agency, has been introduced in response to repeated flooding in the area, including the significant events following Storm Babet in October 2023.

"I am delighted that we are jointly funding such important and critical flood resilience measures for our residents in an area that has been greatly impacted by flooding in recent years; I know that the support has been greatly appreciated by the eligible homes visited. As a District Council, we have no statutory role in relation to flooding but supporting our communities is at the heart of what we do. The Property Flood Resilience scheme is a result of the successful NSDC flood partnership meetings and follows years of partnership working to help families be protected from future flooding. We will continue to work hard with our partners to try to alleviate flooding in our district."

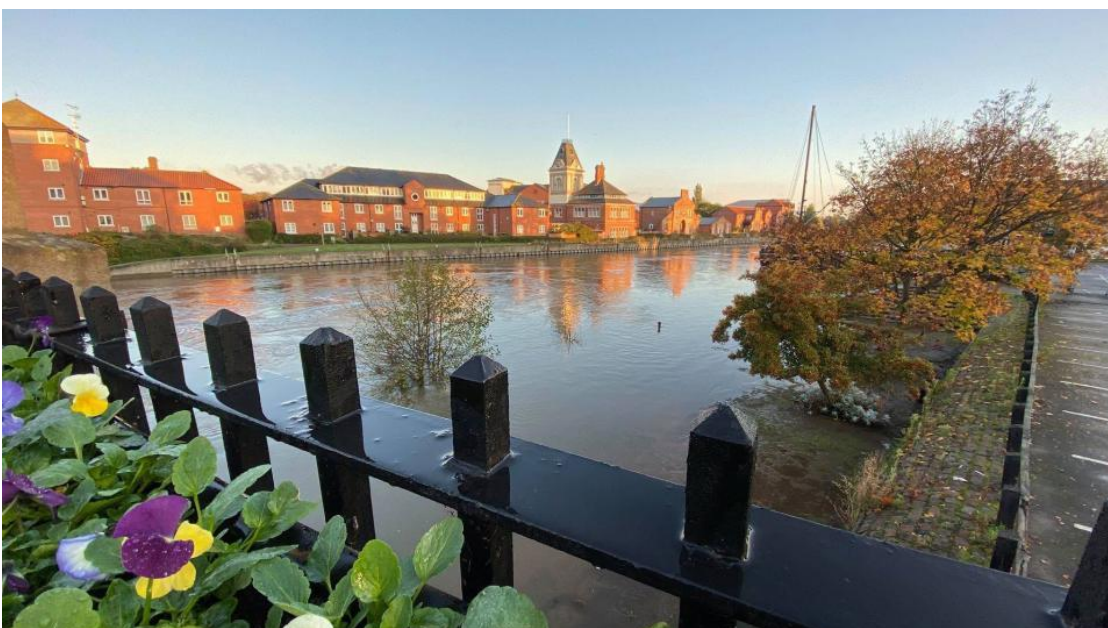
Councillor Paul Taylor, Portfolio Holder for Public Protection and Community Relations

Households that have flooded multiple times since Storm Babet have been contacted directly and officers from the Environment Agency visited residents to invite them to take part in the scheme. Through the programme, homeowners will be offered a fully funded package of Property Flood Resilience measures, including a detailed survey, design, and installation carried out by specialist contractors.

These measures are designed to reduce the volume of flood water entering properties and to lessen the damage if flooding does occur. While they cannot

completely prevent flooding, they can support quicker recovery, help protect homes and belongings, and may improve access to insurance or reduce premiums.

By focusing on practical, property-level interventions, the initiative aims to strengthen resilience in communities that have already experienced the disruption and damage caused by flooding. Improving the resilience of individual homes can play an important role in reducing the overall impact of future flood events and providing greater reassurance for residents.



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



Quarterly Indicators	24/25 Q1 Value	25/26 Q1 Value	Quarter 4 25/26	26/27 Q1 Value	Target 26/27
Number of proactive patrols (hours/quarter)	New for 26/27 Q1	New for 26/27 Q1	New for 26/27 Q1	1,009.0	1,000.0
Amount of CCTV evidence shared with the Police	New for 26/27 Q1	New for 26/27 Q1	New for 26/27 Q1	142	Demand
Number of monitored arrests and positive outcomes as a result of CCTV Control Room interventions	New for 26/27 Q1	New for 26/27 Q1	New for 26/27 Q1	35	Demand
% fly tipping incidents removed within 72 hours	97.9%	97.5%	100.0%	94.0%	95.0%
% of incidents resulting in an FPN or prosecution	New for 25/26 Q1	15.0%	13.0%	11.0%	13.0%
% of businesses in the District with a food hygiene rating of 3 or higher (generally satisfactory or above)	98.30%	98.40%	97.00%	97.00%	98.00%
Quarterly Indicators	24/25 Q1 Value	25/26 Q1 Value	Quarter 4 25/26	26/27 Q1 Value	County Comparison**
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	18.8%	14.4%	2.3%	-0.5%	-4.8%
% reduction in all crime - Newark & Sherwood District compared against County area	2.2%	-5.7%	-3.2%	3.9%	-3.2%

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

Exploring our performance: The percentage of incidents resulting in an FPN or prosecution was below target this quarter, at 11% against a target of 13%. This reflects both an increase in the number of reported fly-tipping incidents and the fact that last year's performance was supported by a higher number of FPNs issued in hotspot areas such as Deerdale Lane, where previous proactive work has helped to improve the position. While the reduced percentage is below target, it should therefore be viewed alongside the wider enforcement context and the positive impact of earlier targeted intervention. At the end of Quarter 4, a new Environmental Protection Officer joined the team and, as training is completed, we are planning to reinstate proactive business visits and strengthen evidence-led enforcement activity. This is expected to support increased enforcement outcomes in future quarters, alongside continued focus on prevention, education and targeted action in areas where incidents are reported.

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 a number of significant



milestones having been reached on site, including the Garden Room which is the multi functional space under the bridge which is vital to the schools and educational offer at the Castle. This is in its final stages of delivery, with the steels also having been installed for the visitor welcome and ticket office.

Conservation objectives have also been met, with the floors reinstated at

their original levels in the North West Tower, and major progress in the Gatehouse preparing for the roof. This feature is a vital part of the sustainability of the Castle as it will protect the fragile inner walls of the Gatehouse – cited as one of the finest examples of a Romanesque Gatehouse in the country by Historic England - that have been subject to weather and pigeon damage over hundreds of years.

The new landscaping scheme has also started, with the riverside beds being planted and the terrace lawn areas turfed. A temporary pump has been installed to extract river water and ensure this new planting thrives despite the June heatwaves.

Engagement events during the quarter included stalls at both the Mansfield Hands On Heritage Day and the Nottinghamshire County Show.

We also completed a student internship, with the student (and her awesome guide dog, Ronda) having spent a number of weeks with the team delivering a project to support the Castle's development. Through this work, the student produced high quality resources for GCSE history teachers linking Newark Castle to the history of medicine - work which will help to inform the ongoing development of the formal learning programme. As a blind person who is supported by a guide dog, the student also provided accessibility advice for Newark Castle and the upcoming artwork exhibition at the National Civil War Centre.

In terms of the wider project outcomes, the internship has contributed towards the following outcomes:

- People will have the opportunity for the further development of key skills
- The local area will be a better place to live, work or visit
- People will have learnt about heritage, leading to change in ideas and actions

Additionally, our volunteer research team have developed a talk and presentation about the project and the research they've undertaken, that is now being offered free to groups across the district.

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. Bilsthorpe Parish Council is continuing to work up detailed designs and to discharge the conditions on their planning consent necessary to allow a start onsite for development of the new community hub.

This includes work on the final cost plan, which is required to feed into the full business case necessary to access the provisional funding allocation that we approved in January.

Work on transforming the former M&S building at 32 Stodman Street is making great progress. Work to transform the former M&S building at 32 Stodman Street is progressing, however some recent delays have been experienced due to extreme heat issues and working conditions in the heat wave.



Unfortunately one of the subcontractors that have been working on the project have gone into administration, which has affected the expected completion date for the site from September to late October 2026.

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.

Quarter 1 sees the first of our NPO extension years, and we are pleased to report we have been successful in securing funding for a 5th year which will extend the NPO into 2027-28. Through this transition period a slight amendment to the staff structure has led to the recruitment of a Youth Engagement Officer to support increased engagement with young people aged 13-25 years.

Our seventh Artist in Residence - poet Leanne Moden is in situ and running a number of creative writing workshops including 'Poetry on Demand!'. Creating work that is thoughtful and playful, Leanne uses rhyme, rhythm, humour, and storytelling to make important issues accessible. She has performed across the UK and Europe, published two collections of poetry, and written two theatre shows.



Leanne Moden – Artist in Residence 2 May – 3 October 2026

Our Creative Influencers supported the Newark Duck Race as volunteers, and began workshopping ideas in their monthly sessions to co-create an events programme designed to attract more engagement from other young people across the district.

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



Alongside our regular outreach programme, our Creative Arts Officer hosted the second annual Schools Theatre week, during which 4 schools attended the theatre, took part in curriculum-linked workshops and learned about careers in the arts.



"So many different activities which provided insight into all areas of theatre/ creative industries. Too often students think theatre is just acting, today opened their eyes to so many different aspects."

"I cannot begin to tell you how amazing today has been, the students (and staff) came back bouncing, full of confidence and non-stop talking about the experience, in fact they have been buzzing about it right up to getting on the buses!

I have never seen students remain so fully engaged in this type of whole day trip in my 24 years teaching at Orchard! Thank you for giving us the opportunity."

"Another huge thank you for an absolutely amazing day. The Year 10 students were full of praise and said just how much they got out of the day. It helped enormously with their curriculum knowledge, but also gave great insight into the industry, hopefully giving them some real inspiration!"

Providers have been procured to deliver a range of events and activities across the district across the year, including a continuation of the highly successful 'Our Heritage' project in Blidworth, City Arts who will deliver a children's festival in various locations across the district and two music projects with MusicWorks whose work mainly takes place at Vicar Water, and SoundLincs who co-create work with young people with SEND.

Work with partners to look at opportunities for music and the arts. Newark Creates delivered a 2 day creative event in the Tudor Hall for families over half term, including music-making and a large scale art installation. A series of events took place across June in various venues to conclude the current funding period and included a recycled puppets family workshop where participants were encouraged to invent their own stories and bring them to life whilst using recycled materials and an architecture photo walk exploring local history through the townscape.

Alongside the Newark Creates partnership, we're excited to report that a new collaboration has begun with creative partners who came together to create the UK Town of Culture bid, including Coreset and Newark College. Whilst the bid was unsuccessful, the collaboration is ongoing.

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



Develop opportunities to maximise the visitor offer linked to Sherwood Forest:

The Rebel Rangers extension campaign, which saw us working collaboratively with neighbouring Councils as well as Notts County Council, ended during the quarter and actively contributed to an increase in footfall across each attraction involved in the campaign - with a total of 765 visits across the campaign period.

We received overwhelmingly positive feedback from families and the attraction organisers, who felt that as well as impacting footfall, Rebel Rangers increased engagement in other activities they had going on at the time, particularly around Easter.

Quarter 1 saw the launch of our new tourism site, www.visitnewarkandsherwood.co.uk.



To support the launch of the website and drive engagement and awareness, we have worked with an external marketing agency to deliver a highly targeted media campaign called 'Start with the Forest. Stay for the...'. Building on the global recognition of Sherwood Forest, the campaign is designed to capture attention and spark curiosity, positioning the iconic landmark as the starting point for a much broader visitor experience. The focus for the rest of this year will be to continue promoting the tourism website, with the events website as part of this. The team will also be building a plan which will help to attract visitors to the district across the festive period and into 2027.

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



Quarterly Indicators	24/25 Q1 Value	25/26 Q1 Value	Quarter 4 25/26	26/27 Q1 Value	Target 26/27
Total number of admissions - National Civil War Centre	4,378	3,752	16,315	3,861	3,849
Total number of admissions - Palace Theatre	13,033	11,004	57,956	12,359	11,040
Number of people reached through direct participation and outreach	3,029	6,484	23,486	1,656	3,000
Total footfall across all heritage and culture services and sites	26,089	25,385	115,211	21,510	25,000

Exploring our performance:

The number of people reached through direct participation and outreach was below target this quarter, with 1,656 people reached against a target of 3,000. This reduction has largely been driven by fewer school outreach sessions than planned, as unforeseen staff absence affected delivery capacity during the period. While this has impacted Quarter 1 performance, additional resource has been secured through Arts Council England National Portfolio Organisation funding to strengthen delivery going forward. Training is planned in July so that the additional capacity is in place ahead of the new school year, supporting the service to rebuild outreach activity, increase engagement with schools and communities, and improve performance in future quarters.

Total footfall across all heritage and culture services and sites was below target this quarter, with 21,510 visits recorded against a target of 25,000. Performance was affected by a combination of factors, including lower visitor numbers during the June heatwaves and reduced school outreach activity as a result of unforeseen staff absence. While this has impacted Quarter 1 performance, a number of positive developments are expected to support recovery in future quarters, including strengthened outreach capacity through Arts Council England National Portfolio Organisation funding, continued delivery of cultural programming, and promotional activity linked to the new tourism website and visitor campaigns. It should also be noted that footfall reporting now includes more accurate monitoring of café visits, which may create some small variances when comparing this year's data with previous years. We will continue to monitor trends across individual sites and activities to understand where engagement is strongest and where further targeted promotion or programme development may be needed.

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.

Following last winter's successful planting season we have emerged into one of the hottest springs on record, the temperature extremes have made it difficult to keep all of the new planting watered and we have appealed to the local community to water any trees they can.

In Hawtonville tree tags with requests for community assistance with watering have been installed and we are in the process of working to replicate this across the district.



Balderton, Fernwood and Farndon Bin Sticker Trial

Street Scene operational staff identified that some public litter and dog waste bins were being used for the disposal of household and garden waste, leading to overflowing bins and reducing capacity for residents to dispose of dog waste and on-the-go litter. To address this issue, the Environmental Development Team worked alongside the Communications Team to develop two new stickers: one for dog waste bins and one for litter bins. The stickers clearly explain what can and cannot be disposed of in each bin and aim to encourage the appropriate use of public waste facilities.

Working with a member of the Farndon and Fernwood Ward, QR codes were incorporated into the sticker design to provide residents with a quick and convenient way to report overflowing bins. The stickers have been installed as a trial on all litter and dog waste bins across Balderton, Fernwood and Farndon. The effectiveness of the trial will be monitored over the coming months by reviewing requests submitted through the Council's online reporting system and assessing whether the additional information and reporting functionality help to improve bin usage, reduce contamination from household and garden waste, and improve service responsiveness.

Hawtonville Litter Trial Update

Monitoring undertaken since the litter interventions were installed in March showed early signs of success, with a number of streets improving their cleanliness grades under the Code of Practice on Litter and Refuse, while others maintained their standards. Improvements were particularly evident in locations where additional litter bins had been installed, demonstrating the positive impact of increasing disposal opportunities for residents.

However, the warmer weather and lighter evenings have resulted in an increase in litter across some locations that had previously improved. To help address this seasonal rise, the Street Scene team has increased litter picking in high-footfall areas to every one to two weeks and has had the road sweepers out twice to clear litter and detritus.



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



During Quarter 2, further measures will be introduced, including the installation of larger A3 awareness signs and floor stickers at key locations such as shopping areas, schools and community hubs. Hotspot locations will continue to be monitored biweekly to track improvements or any decline in cleanliness levels.

Additional sites have also been identified for new post-mounted and freestanding litter bins to provide more opportunities for residents to dispose of waste responsibly. The Council's environmental enforcement contractor, 3GS, has been scheduled to patrol high-traffic areas to deter littering offences, and a further community litter pick event will take place during the summer to encourage local involvement and support ongoing improvements.

Chewing Gum Task Force Grant - The project aims to improve the appearance of local centres, reduce chewing gum litter and support long-term improvements in environmental quality across the district.



We have secured £27,366 from the Chewing Gum Task Force to tackle chewing gum staining and improve the appearance of town and village centres across the district. The funding will be used to purchase specialist equipment and cleanse almost 30,000 square metres of shopping and high-footfall areas in Balderton, Blidworth, Clipstone, Collingham, Edwinstowe, Farnsfield, Newark, Ollerton and Rainworth.

Alongside the cleansing programme, a behaviour change campaign will be delivered between August and October 2026 to encourage the responsible disposal of chewing gum and reduce future staining. This will include targeted signage, window stickers for local businesses, social media activity and supporting communications. To maximise engagement, Newark and Sherwood District Council will also provide bespoke social media plans and newsletter articles to participating parish councils, helping to extend the campaign's reach within local communities.

Improve recycling levels by promoting positive behavioural changes, through community events, targeted communication and enforcement: On 1 April 2026, we successfully implemented the Government's Simpler Recycling requirements, expanding the range of materials accepted through kerbside recycling collections. The changes made it easier for residents to recycle more household waste by allowing additional materials, including food and drink cartons and foil, to be collected at the kerbside.

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



To support the introduction of the new service, a comprehensive communications and engagement programme was delivered, including updated collection information, bin stickers, leaflets, community engagement events and face-to-face support for residents. Feedback received during engagement activities was positive, with many residents welcoming the ability to recycle a wider range of household items.

Early performance data indicates a positive impact, with the contamination rate reducing from 12.9% in Quarter 1 2025/26 to 10.3% in Quarter 1 2026/27, suggesting that residents are not only recycling more materials but are also recycling more accurately. The successful implementation supports the Council's aims to reduce waste, improve recycling performance and help residents recycle more effectively.

Recycling Education and Resident Engagement

The Environmental Development Officer continued to support residents following the recycling changes introduced on 1 April through a programme of community engagement events across the district.

- Community Link Groups – Attendance at meetings in Farndon, Southwell, Bilsthorpe and Clipstone, providing residents with information on the recycling changes, distributing leaflets and bin stickers, and answering questions to help residents recycle correctly.
- Nottinghamshire County Show (9 May) – Attendance at the Nottinghamshire County Show, providing advice on the new recyclable materials and supporting residents with recycling queries. As the legislative changes apply nationally, guidance was provided not only to residents from the district but also to visitors from Nottinghamshire, Lincolnshire and Derbyshire. Working alongside the Growing Hub, the Council also promoted home composting and ran a competition to win a rotating compost bin, which attracted 38 entries from Newark and Sherwood residents. The event was highly successful, with nearly 200 people receiving recycling information and advice.
- Southwell Town Market (13 June) – The purpose of attending this event was to continue raising awareness of the recycling changes. Around 40 residents engaged with the stand, with many expressing positive feedback about being able to recycle items that were not previously accepted through kerbside collections.



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.	



These engagement activities helped increase awareness of the new recycling arrangements, provided residents with direct access to advice and support, and encouraged greater participation in recycling services across the district.

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



In preparation for the implementation of weekly food waste collections with WRAP (Waste and Resources Action Programme) and Nottinghamshire County Council. We reported last quarter that we had entered a joint procurement process for the food waste caddies for the trial in September. This procurement process has now been concluded and a contract has been awarded for the supply of the internal and external caddies. We expect to take delivery of the caddies in August ahead of the trial and these will be distributed to residents in Lowdham, Southwell, Yorke Drive and Hawtonville in Newark at start of Quarter 3.

A joint project with Nottinghamshire County Council is being carried out to conduct a waste composition analysis in the areas that will receive a food waste collection so that we can accurately identify how much food waste is in the general waste bin before and after the food waste trial takes place.

The communication messages will be consistent amongst the trial areas and the leaflet, sticker and survey are being finalised. Round information has been updated to the Rounds Database and work is ready for residents to report replacement caddies or missed collections and have the calendar updated with the food waste collection information.

Our efforts to promote the commercial waste service continue, with 59 different businesses now signed up to glass collection.

We continued to increase the volumes of commercial glass that we are collecting, with 21.51 tonnes collected in Quarter 1. This is the highest volume of glass in a quarter since we started collections in at the beginning of 2024-25 and a 22% increase compared to the same period last year.

We continue to promote this part of the commercial waste service and our customer numbers have increased again, with us now collecting glass from 65 different businesses.



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

- Have finished and analysed our consultation into the use of a number of parks with focus on Cherry Holt in Hawtonville and Turner Lane in Ollerton. These findings are being utilised to help develop the park plans further.
- We secured funding from the Pride in Place Programme (PiPP) fund to develop the Cherry Hot Plans further with a presentation to PiPP board scheduled for September.
- Our partners at Sherwood Forest Trust have also been busy with volunteers on Sherwood Heath, clearing invasive Himalayan Balsam to help promote the growth of heathland species.
- We have a growing number of volunteer litter pickers with 129 people signed up to our green champion's scheme. We have had requested for the removal of 152 bags of waste collected by volunteers in this quarter.

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



- 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.



We have continued to implement mandatory Biodiversity Net Gain (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. One of the two new approaches from potential habitat banks reported previously has progressed further and the Ecology Team has formally reviewed the proposals and agreed in principle for the Council to enter a S106 Agreement. Both parties have instructed legal teams to start preparing the S106 and as such there is a high confidence that this habitat bank will progress and become a Registered Habitat Bank. It is not currently the landowner's intention to sell habitat units on the open market but to use the units generated for their own developments.

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



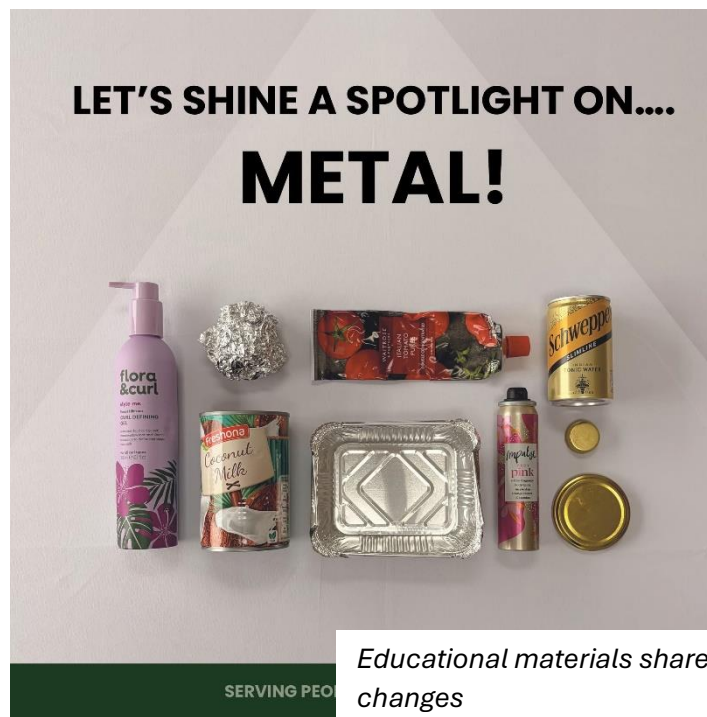
Quarterly Indicators	24/25 Q1 Value	25/26 Q1 Value	Quarter 4 25/26	26/27 Q1 Value	Target 26/27
Number of fixed penalty notices issued for all environmental offences (excluding fly tipping)	391	28	285	236	Demand
Number of events held in NSDC parks	109	173	607	129	125
Number of targeted focus weeks	2	1	9	2	2
Number of children reached via environmental education visits including river health	1,550	1,369	3,075	1,505	500
Number of missed bins (per 100,000 households)	N/A	64.8	27.9	63.8	45.0
% of failing sites - street and environmental cleanliness - litter	1.0%	1.2%	0.0%	1.2%	1.5%
% of failing sites - street and environmental cleanliness - detritus	1.0%	1.5%	0.0%	1.2%	1.2%
% of household waste sent for reuse, recycling and composting	25/26 Q1	25/26 Q2	25/26 Q3	25/26 Q4	25/26 Target
	40.9%	39.2%	36.3%	36.8%	40.0%

Exploring our performance:

The number of missed bins was above target this quarter, with 63.8 missed bins per 100,000 households compared with the target of 45. Although this represents a decline against target, it is broadly in line with the same period last year, when 64.8 missed bins per 100,000 households were recorded in Quarter 1. Service insight indicates that Quarter 1 is typically affected by the annual restart of the garden waste subscription service, as some bins may be reported as missed where new subscription stickers have not yet been displayed or recognised at the point of collection. As the subscription period becomes embedded and residents have had time to apply their new stickers, we expect performance to rebalance during the remainder of the year. We will continue to monitor missed collection reports and use this insight to identify any recurring issues, support clearer resident communication and maintain focus on reliable waste collection services.

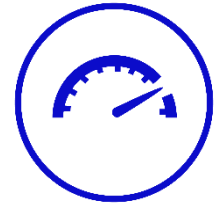
In terms of the measure of the % of household waste sent for reuse, recycling and composting, this is handled slightly differently to our other key performance indicators. The main reason for this is that there is usually a lag in the most up to date information becoming available from an external company, which means we report on performance at least a quarter in lieu.

As such in Quarter 1, we display the full previous years performance which is cumulative throughout the year. Performance at the end of 2025/26 was 36.8% against a target of 40.0%. This is below target and slightly lower than the same period last year, when performance was 37.7%. Performance against this measure is strongly influenced by weather conditions, as these affect the weight of garden waste collected during the year. Garden waste is generally much heavier than other recyclable materials, particularly when it contains moisture, and therefore has a greater influence on the overall percentage. By comparison, materials such as plastics, cardboard and cartons are lighter and have a smaller impact on the total weight recorded. During 2025/26, simpler recycling changes were introduced, increasing the range of recyclable materials residents can place in their recycling bins, including cartons and some additional plastics. While this is a positive change and supports improved recycling opportunities for residents, these materials are relatively lightweight and are not expected to significantly increase the overall recycling rate by weight in the short term.



Educational materials shared with residents as a result of the Simpler Recycling changes

Be a Top Performing, Modern and Accessible Council.



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

During this period, we launched our new website which has contributed to a reduction in telephone calls and face to face enquiries and an increase in the number of customers contacting us via email. The new website has a feedback facility enabling customers to provide feedback of their experience using the website and where appropriate, this feedback is used to make enhancements to the website.

Additionally, this quarter, our webchat function has gone live, and we are working a comms plan to promote this further.

Seek to secure the very best option for Newark and Sherwood arising from the reorganisation of local government. During the quarter Councils across Nottinghamshire were awaiting the Government's decision on the LGR proposals submitted in November 2025. Whilst awaiting the decision, collaborative programme activity continued across a range of priority workstreams to ensure preparedness for the next phase of implementation.

Nottinghamshire Councils have agreed an interim pre-implementation governance approach. Several priority workstreams have been established, including Digital, Data and Technology, Workforce and HR, and Legal and Governance, with subject matter expert representation from across the nine authorities. Each workstream has an identified lead and Chief Executive sponsor to provide strategic oversight and direction. Our Council remains actively engaged in the LGR programme, with representation across all priority workstreams and within the interim Programme Management Office. Alongside the ongoing programme activity, work is progressing to transition from the interim governance and programme arrangements to a more permanent structure to support the next phase of implementation. As part of this, recruitment to the new Portfolio Management Office (PMO) was launched internally across all partner councils in May 2026, with the first phase covering 15 posts. This investment in programme capacity will help strengthen programme delivery, coordination and assurance as preparations continue ahead of Government's decision and future implementation activity.

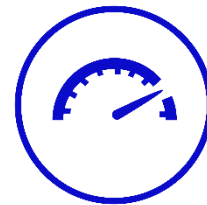
Recognising the significance of LGR and the transition to a new unitary council in 2028, Governance and General Purposes Committee and Local Government Reorganisation Committee have endorsed a provisional scope to establish a Member and Officer Working Group. The purpose of the group is to help shape how Newark and Sherwood District Council's legacy is acknowledged and celebrated, while ensuring focus remains on delivering a smooth and effective transition. The group's first meeting is planned for September 2026.

In July Government announced the option selected for LGR in Nottinghamshire. These new councils will be as follows and as referred to in the City Council's Final Proposal:

- One covering the current local government areas of Nottingham City and parts of Broxtowe, Gedling and Rushcliffe.
- And one covering the current local government areas of Ashfield, Bassetlaw,



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Mansfield, Newark and Sherwood, and parts of Broxtowe, Gedling and Rushcliffe.

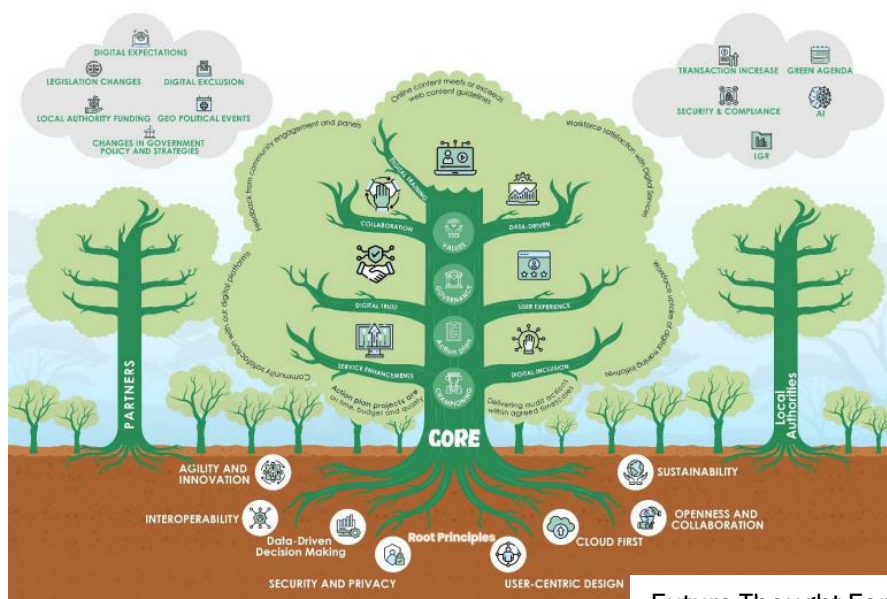
The government now intends to make a Structural Changes Order (SCO). This is the legal document issued by the government to implement LGR. It abolishes the current councils, creates the new ones and sets out how the transition will be managed. The SCO will be launched in Westminster later this year and further updates will be shared as these emerge. The LGR planning that is already underway across all nine councils will continue. Now we know the geography, the pace and focus of activity will accelerate and a formal Implementation Team will be established.

We are delighted to share an update on IT for the Terrified, a six-week workshop series delivered free of charge by West Notts College and involved a partnership with the Social Action Hub in Rainworth. The sessions began on 15th May 2026 and took place in the Civic Suite at Castle House and at the Social Action Hub, with each workshop lasting two hours.

The workshops were designed to help adults build confidence and master essential digital skills. This flagship initiative aimed to bridge the digital divide and empower the local community to thrive in the modern world. This work aligns with our digital inclusion offer, directly addressing the most significant gap identified in our Digital Strategy 2025-2028. The workshops provided practical guidance on a range of topics, including basic computer and internet use, managing email, and accessing online public services. There was also a special focus on navigating the NHS app, empowering participants to manage healthcare digitally and confidently.

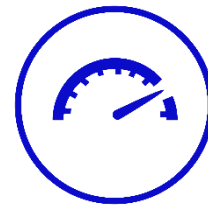
There was a total of 18 spaces available across the two locations, and which were all booked by participants. We asked participants to share some personal details to help measure how well this workshop aligned with our digital inclusion offer. The information gathered reinforced the need for targeted digital inclusion support delivered within local communities. By providing practical, face-to-face training in trusted and accessible venues, the programme has helped residents gain confidence and skills needed to access online services, information and opportunities independently.

The initiative will serve as a model for future programs throughout the district, as we look to broaden the availability of these opportunities for residents.



Future Thought Forest: [Digital Strategy 2025-2028](#)

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The Life Chances for Girls Working Group concluded in January 2026, with findings reported to both Policy and Performance Improvement Committee and Cabinet. The review used national evidence, including the Plan International data tool, alongside local insight to understand the barriers affecting girls and young women in Newark and Sherwood. It highlighted that outcomes are shaped by a combination of factors including public and online safety, health and wellbeing, education, confidence, future career pathways, communication and access to inclusive services. The work also identified a wide range of positive activity already being delivered with partners, from community safety, domestic abuse awareness and youth engagement, through to mentoring, college support, physical activity, targeted communications and opportunities for young people to influence local services. This provides an important foundation for our continued focus on improving outcomes for girls and young women, including through the work being taken forward with Active4Today to increase confidence, participation and access to sport and physical activity.

Building on the findings from the review of the current offer, both within Active4Today facilities and more widely across local clubs and groups, the project team has identified key opportunities to reduce barriers, improve confidence and promote more inclusive access to activities. Within Active4Today a programme of marketing and communications activity is being developed, supported by local images, video content and feedback from groups to better showcase positive role models and opportunities for women and girls to get involved. Alongside this, Active4Today is recruiting champions across its leisure centres to provide additional encouragement and support, helping girls and women feel more comfortable when accessing facilities and taking part in physical activity. Regular reporting on the women and girls programme has also been embedded within Sport and Active Lifestyles performance reporting, strengthening oversight and ensuring continued focus on delivery against the key objectives and findings of this work.

Nottinghamshire Violence Against Women and Girls Strategy 2023-2028

Co-creating a safe Nottinghamshire for women and girls



We have continued to make better use of **data and automation to support our ambition to be a top performing, modern and accessible council**. During the quarter, our Administrative Services Business Unit developed a Power BI dashboard, bringing annual and quarterly recharge information into one place across Royal Mail postage, corporate printer usage, mobile phone connections, landline charges, stationery costs and recharges for partner organisations including Active4Today and Arkwood. This proactive work is helping us modernise the way we manage and monitor service costs by reducing manual intervention, improving consistency and making the quarterly recharge process more efficient. Supplier data can now be uploaded and refreshed monthly, giving us clearer visibility of spending patterns and trends across service areas. While validation checks remain in place to ensure costs are allocated correctly, the dashboard provides a practical tool for Administrative Services and Finance to support budget monitoring, strengthen financial oversight and free up officer time for more value-added activity.



Quarterly Indicators	24/25 Q1 Value	25/26 Q1 Value	Quarter 4 25/26	26/27 Q1 Value	Target 26/27
Contact Centre - telephony - average length of time to answer calls (seconds)	140.0	70.0	79.0	84.0	100.0
Responsive Repairs - telephony - average length of time to answer calls (seconds)	64.0	No Data Rec'd	635.0	388.0	100.0
Number of work experience placements offered at differing levels of education	9	4	22	5	6
% business rate collection	29.8%	27.7%	97.6%	27.9%	29.0%
% council tax collection	25.0%	25.0%	97.1%	28.7%	25.0%
% invoices paid within 30 days - whole Council	93.6%	99.2%	99.0%	98.9%	98.8%

Exploring our performance:

The number of work experience placements offered at differing levels of education was below target by one this quarter, with 5 placements having been offered against a target of 6. Typically, work experience placements tend to be seasonal, and Quarter 1 usually shows the fewest numbers. We were able to offer a placement to all but one person who requested one.

In terms of Responsive Repairs telephony - average length of time to answer calls, performance during Quarter 1 is below targeted expectations. This has been impacted by call demand, resource capacity and periods of peak service activity. Whilst performance has improved in some areas, further work is being undertaken to ensure resources are aligned to demand and that calls are answered consistently within the target timescale. Improvement initiatives are underway, including continued review of call handling arrangements, workforce planning, performance monitoring and operational processes. The service continues to refine its approach to managing demand, improve workflow efficiencies and identify opportunities to reduce avoidable contact. Resource requirements are currently under review by the Head of Service. Improvement is expected over the coming quarters as service improvements become embedded, operational arrangements continue to be refined and the benefits of ongoing performance management are realised

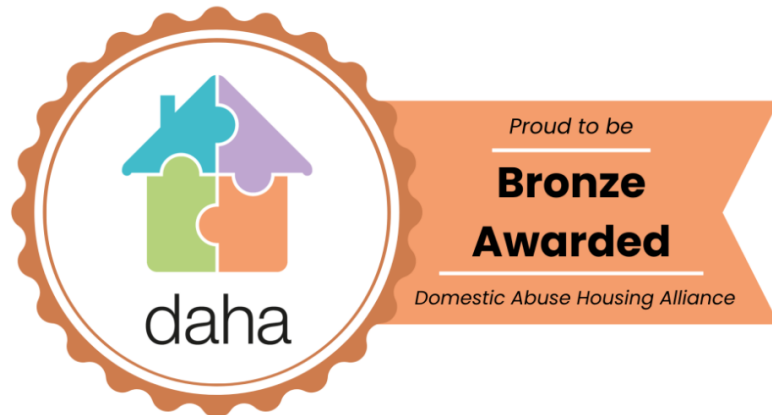
Our Workforce.



We are proud to report that we have been awarded the bronze standard from The Domestic Abuse Housing Alliance (DAHA) for our work on supporting survivors of domestic abuse.

DAHA awarded the accreditation following an in-depth, rigorous assessment process, which found we demonstrated passion, dedication, and commitment to adopting and embedding the standards of the DAHA framework. Achieving Bronze means we:

- have strong and robust policies and procedures in place to offer the right support,
- work closely with relevant partners to offer a range of support avenues,
- have ensured staff have completed relevant training and development to support survivors and demonstrates it operates a survivor centred practice.



In April we recognised **Stress Awareness Month**, a national campaign that encourages us to recognise stress, understand how it affects our health, and take positive steps to support our wellbeing.

This year's theme, **#BeTheChange**, is a reminder that even small, everyday actions can make a real difference. Whether it's checking in on a colleague, setting clearer boundaries, or taking time to recharge, positive change starts with simple choices we make for ourselves and each other. To support colleagues during April, several wellbeing

opportunities were hosted, including Tai Chi sessions, a monthly peer-support space *Thrive Together*, a weekly weight loss group, and practical tips to help reduce stress both at work and at home.

This year, the **Customer Services team challenge** was to create an **Easter-themed creation of any kind** – the more imaginative, the better! The team really embraced it, and the team leaders have said how lovely it was to see the creativity, effort and smiles it brought to the team.

There were crafted creations, edible delights, poems, flower arrangements, photos of pets, wearable arts and more! Congratulations to the winners, who's masterpieces can be seen here!



Our Workforce.

Through a new partnership with **Five Dinners**, the award-winning meal planning platform founded by TV chef Theo Michaels, all residents and staff can access a free premium membership – usually worth £86 per year.



Five Dinners helps take the stress out of dinnertime by creating personalised weekly meal plans to suit your household, preferences and dietary needs. Your free access includes:

- Personalised meal plans (budget-friendly, family-friendly, low-calorie, pregnancy-friendly, menopause-friendly and more)
- Readymade shopping lists to save time and reduce food waste
- Quick, nutritious and affordable recipes

It's designed to help us all save time, save money and eat more healthily during busy working weeks.

Our Workforce.



Quarterly Indicators	24/25 Q1 Value	25/26 Q1 Value	Quarter 4 25/26	26/27 Q1 Value	Target 26/27
Average number of sick days per employee (FTE) per year lost through sickness absence	1.2	2.2	9.6	2.0	1.9
% of staff turnover	3.0%	2.0%	11.6%	2.2%	3.0%

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 improved marginally when compared to this time last year which saw 2.2 average sick days per employee. Despite this marginal improvement, performance is below target by 0.1% 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 68% 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.