

COMMUNITY PLAN 2023 - 2027

REVISED: APRIL 2025



SERVING PEOPLE, IMPROVING LIVES



CONTENTS

Welcome to Newark and Sherwood's Community Plan

Introduction	4
Our vision	5
Our purpose and our values	6
Our district	7
How the Council works	9
How will we finance our plans?	10
Our Ambitions	13
Ambition 1: Break down barriers to opportunity to enable residents and businesses to prosper and fulfil their potential	14
Ambition 2: Increase the supply of housing, in particular decent homes that residents can afford to buy and rent, as well as improving housing standards	15
Ambition 3: Improve health and wellbeing, with an emphasis on communities with lower levels of life expectancy	17
Ambition 4: Reduce crime and anti-social behaviour, improving community feelings of safety	18
Ambition 5: Promote, maximise and celebrate the diversity of Newark and Sherwood's heritage, culture and community spirit	19
Ambition 6: Reduce the impact of climate change and protect and enhance green spaces	21
Ambition 7: Be a top performing, modern and accessible Council that get its everyday services right for the residents and businesses that it serves	22
Our performance	24
Have your say	26
Contact us	28

WELCOME TO NEWARK AND SHERWOOD'S COMMUNITY PLAN 2023 - 2027

Welcome to this updated version of Newark and Sherwood's Community Plan.

The plan covers the period up until May 2027 and sets out what the Council intends to achieve and how we will go about doing that.

Since the plan was first put together, a new national Government has been elected and there have already been a number of new policies and priorities introduced that are having an impact on our organisation and our local community. The first Mayor of the East Midlands has been elected and on the horizon is the most significant set of changes proposed for local government in 50 years, with plans to replace the current two-tier system of County and Borough/District Councils with unitary local councils. We've also had a number of changes to our own political make-up and hosted an external Corporate Peer Challenge that has identified a number of improvements to act upon.

This refreshed Community Plan takes stock of these and other changes in our operating environment and provides an agenda for action. At the time of writing, it takes us to a point in time that looks likely to be the end of Newark and Sherwood District Council as it is currently configured. Of course, we can be confident that the services we currently provide will be continued in part or in their entirety by our successor Council but this particular Community Plan has an eye to the legacy we want to leave – high quality services that offer good value for money and a Council that genuinely lives out its values – Welcoming and responsive; ambitious and forward thinking; caring and compassionate; commercial and business-like; professional and trustworthy.

In seeking to improve the quality of life for our local community and act in their best interests, we regularly go beyond the boundaries of our own organisational responsibilities. Flooding, re-settlement of refugees, health and well-being, business support, community events, environmental education, even the provision of leisure centres, all of these are non-statutory services for Newark and Sherwood District Council. It's part of our culture, part of what makes us an ambitious and responsive Council that we've stretched our remit, and the reality is that some discretionary services have come to be regarded as mandatory by the people we serve. But the recommendations from our Peer Challenge have encouraged us to take stock, to revisit our priorities and to scale back on activity that is not our core business. This doesn't mean that we won't take an interest in the full range of factors that impact on peoples' quality of life. Instead, that we should place greater emphasis on influencing others rather than expending our own resources on things that are the proper responsibility of others.

Delivery of the plan will be reviewed every quarter and will require the continued support of our excellent partners and colleagues.



John Robinson
Chief Executive of Newark and
Sherwood District Council

Councillor Paul Peacock
Leader of Newark and
Sherwood District Council

OUR VISION

The ethos of Newark and Sherwood District Council is **'Serving People, Improving Lives'**. We exist for the benefit of others and we are accountable for making things better. We accept this responsibility and recognise that our Community Plan can only be achieved by working in partnership with others and at a variety of different levels – sometimes street based, sometimes regionally, nationally and internationally.



Our Council wants to make a positive difference - now and for future generations. We're passionate for everyone within our community to fulfil their potential and our aspiration is to remove the barriers to opportunity that prevent this from happening.

We are proud to represent Newark and Sherwood and although not everyone will agree with everything that we do, we are a Council that is true to its values: welcoming, ambitious, responsive, professional and value for money.

OUR PURPOSE AND OUR VALUES

We want to serve our local community in the best way we possibly can. As public servants we place a great emphasis on adopting a public sector ethos and seek to embody this in the way that we interact with you and with each other. The Council's purpose and values make it clear what we are here to do and how we will go about it.

Ambitious and forward thinking:

Focused on achieving the very best and always looking to improve and innovate.

Caring and compassionate:

Sensitive to the different needs and circumstances of others; seeks to empower people to fulfil their potential.

Commercial and business-like:

Careful and creative with resources; securing value for money.

Professional and trustworthy:

Open, honest and transparent. Consistently delivering on promises; providing good quality and demonstrating integrity.

Welcoming and responsive:

Approachable, friendly and inclusive. Open to feedback and challenge and swift to act.

'SERVING PEOPLE, IMPROVING LIVES'

OUR DISTRICT

Welcome to our district, we are proud to be home to 122,900 people with a total of 53,300 households over 651 square kilometres. The population of Newark and Sherwood has increased by 7% between 2011 and 2021, meaning our population has grown more quickly when compared with the population nationally. The population of residents aged 65 years and over has increased the most (by 26.7%) with the number of residents in all age groups 50 and over being higher than the national average. In contrast those aged 15 year and under has increased by 1.3%, with the number of residents in all age groups 14 and below being lower than the national average.

Despite the growing population, as of 2021 Newark and Sherwood is the 12th least densely populated local authority area out of 35 in the East Midlands.

13.9% of households in the district are socially rented, which is 3.2% lower than the national average. However, there are 7,814 socially rented households within Newark and Sherwood, and of those 5,534 (70.82%) properties are owned by Newark and Sherwood District Council.

STRENGTHS

Newark and Sherwood is a district which has much to celebrate and be proud of. The district is fortunate enough to have access to green spaces throughout the district, including five green flag parks as of 2023, as well as a number of green space visitor destinations which are detailed in the map of the district, which you can find on the next page.

The district also has a number of historic visitor destinations, Sherwood Forest is a historic and ancient woodland that is associated with the world-renowned legend of Robin Hood and draws many visitors into the district. Newark and Sherwood is also the home of the National Civil War Centre and Newark Castle and Gardens.

Looking at the residents who call Newark and Sherwood home, we know that 69.8% of households own their own home, either outright or with a mortgage, loan or shared ownership and this is 7.5% higher than the national average. Newark and Sherwood District Council is the largest social landlord in the district, with 69.24% of all socially rented properties being owned and maintained by the Council.



CHALLENGES

Whilst there is much to celebrate and be proud of, it is recognised that there are challenges experienced by residents within the district.

There is educational disparity across the district, which varies by ward. For example, there are 2,059 residents concentrated in one ward who do not hold a formal qualification compared to 258 residents in a different ward. This theme continues when looking at numbers of residents who hold a level 4 qualification; 3,295 of residents who hold a level 4 qualification are concentrated in one ward compared to 592 residents in a different ward.

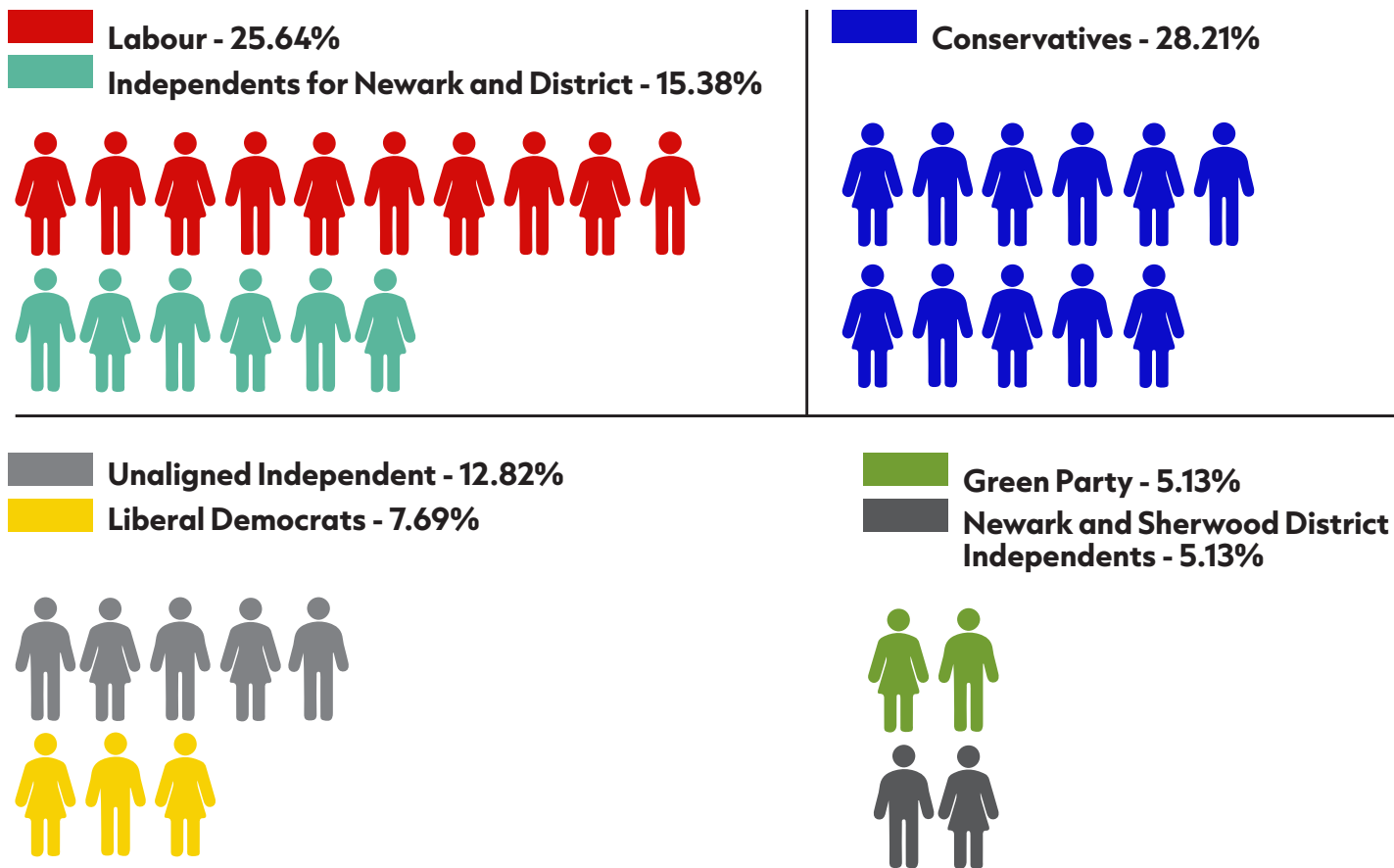
Employment rates are a challenge within the district. In 2021, 58.4% of the working age population of the district was in employment or actively seeking employment which is 2.5% lower than the national average. As such, we understand that the percentage of the working age population who were employed and not actively seeking employment, is lower than the national average.

The health of our residents presents some challenges. 44.7% of residents would describe their health as very good, which is 3.8% lower than the national average. There are several factors which shape the conditions in which we are born, grow, live, work and age. These factors result in the differences between people or groups caused by social, geographical, biological or economical influences which can both cause advantages and disadvantages to health. The gap in life expectancy across the district is 9.1 years for men and 9.4 years for women, this means the residents living in one particular area will live on average 9 years less than those in another.



HOW THE COUNCIL WORKS

Newark and Sherwood District Council are represented by 39 elected members. The current political make-up of the Council is shown below. As no single political group has a majority of seats (20) on the Council, a collective has been formed between the Labour group and the Independents for Newark and District who between them provide the political leadership of the Council.



Councillors are elected by the community to represent local peoples interests and undertake a wide range of responsibilities. These include identifying priorities, making decisions on how to spend public money and responding to residents' concerns. They have regular contact with the general public through Council meetings, telephone calls or surgeries. Surgeries provide an opportunity for any ward resident to go and talk to their Councillor face-to-face and these take place on a regular basis. Councillors appoint a Leader and Deputy Leader to provide political leadership and direction for the Council as a whole. Each year, Councillors also appoint a Chairman to undertake civic responsibilities on behalf of the whole Council.

Find out more about our Councillors, including the Councillor representative for each ward here:

[Your Councillors - Newark and Sherwood District Council \(newark-sherwooddc.gov.uk\)](http://newark-sherwooddc.gov.uk)

All Councillors meet together as the "Full Council" and these meetings are open to the public.

HOW WILL WE FINANCE OUR PLANS?

The Council funds its ambitions and priorities through several different routes, four of which are outlined below:

Fees and Charges: This is made up of a number of different types of fees and charges, some of which are mandatory (for example certain types of planning fee or certain types of licencing fee) and some are discretionary (such as lorry park charging or entry fee to the National Civil War Centre).

Business Rates – All businesses have a rateable value (the estimated annual rental value for a property) which is set by the Valuation Office Agency. Central Government annually sets a multiplier, which generates how much each business must pay in Business Rates by multiplying the multiplier by the rateable value. The Council then collects those funds and retains 50%, which is split 40% to this Council, 9% to Nottinghamshire County Council and 1% to Nottinghamshire Fire Authority.



BREAKDOWN PER £1 OF COUNCIL TAX

Local Town and Parish Council - £0.04
Nottinghamshire Fire Service - £0.04
Newark and Sherwood District Council - £0.08
Nottinghamshire Police and Crime Commissioner - £0.12
Nottinghamshire County Council - £0.73

Council Tax – This is a tax on domestic properties based on the estimated value of a property. Each property in the district is then levied with a charge based on their size and proximity to services and is allocated a band on a scale from A-H. Only around 8% of the total Council Tax collected goes to Newark and Sherwood District Council. The remaining 92% funds a number of other preceptors and their operations. The chart shows where each £1 of your Council Tax goes in respect of the 2023/24 financial year. The charges are reviewed annually by each of the authorities during February and March for the forthcoming year, and hence the proportions can change depending on what each authority approves. More information, and updated proportions visit www.newark-sherwooddc.gov.uk/counciltax

Central Government grants – The Council receives a number of grants directly from Central Government to assist with both general funding (through grants such as the Revenue Support Grant (RSG) and New Homes Bonus) and specific funding (through grants such as the Homelessness Grant). Any external funding that is received assists the Council in delivering its ambitions and priorities and ensures that a smaller burden is placed on the local Council Taxpayer.

The Council has produced a Medium-Term Financial Plan, which describes how the ambitions and priorities set out in this document will be financed over the medium term. This document is refreshed annually to reflect the changing economic environment in respect of various external factors. From the changes described above in funding arrangements, through to economic fluctuations in interest rates and inflation, it is important to ensure that our ambitions and priorities remain sustainable.

The latest approved Medium-Term Financial Plan, together with future amendments and previous history is available on our website at www.newark-sherwooddc.gov.uk/budgets

An integral part of the Council's funding plans has been the approval of a Commercialisation Strategy in January 2022, which provides support for front line services by creating efficiencies and increasing income. Work continues over the medium term to drive forward the organisation and ensure that service delivery is efficient, effective and offers good value for money.

The original Commercialisation Strategy is available on our website at www.newark-sherwooddc.gov.uk/councilstrategies Future updates on the progress of projects underpinned by this strategy are reported within the Medium-Term Financial Plan each financial year.

In respect of the social housing landlord responsibilities that the Council undertakes, it holds a ring-fenced account to maintain the income and expenditure. The Council produces a 30-year Housing Revenue Account (HRA) Business Plan, which details the projects and activities undertaken in support of the Councils Housing stock. This is reviewed annually to account for changes and assumptions made around internal and external factors that may affect the financial viability of the plan. This ensures that the priorities and commitments made around Housing services can be met and informs future investment decisions.



SERVICES WE PROVIDE FOR OUR COMMUNITIES, EVERY DAY

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

As a local authority, we are responsible for providing a range of essential services which impact on the lives of our residents and businesses across the District every day. Each year we set a budget which enables the Council to provide these essential services and more. Most often these services are taking place in the background of our day to day lives, sometimes without our residents and businesses even being aware of it. This includes services such as refuse collection, street cleansing, parks and grounds maintenance, customer services, environmental protection, environmental health inspections, Council housing services, homelessness and resettlement support, communications, development of planning policy and the facilitation of property development, as well supporting the local economy to grow - to name a handful of the services our teams are working hard to deliver for you, our communities, every day.





AMBITION 1

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



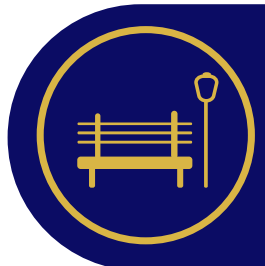
AMBITION 2

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



AMBITION 3

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



AMBITION 4

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



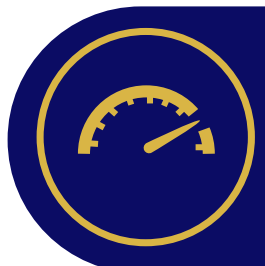
AMBITION 5

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



AMBITION 6

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



AMBITION 7

Be a top performing, modern and accessible Council that get its everyday services right for the residents and businesses that it serves



AMBITION 1

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

Ambition 1	Lead Director/ Officer	Portfolio Holder
Develop and deliver a new Sustainable Economic Development and Visitor Economy Strategy 2025-2030.	Economic Growth and Visitor Economy Business Manager	Sustainable Economic Development
Maximise local economic opportunities in green and land management sectors.	Economic Growth and Visitor Economy Business Manager	Sustainable Economic Development
Redevelop the Clipstone Holdings site.	Economic Growth and Visitor Economy Business Manager Corporate Property Business Manager	Sustainable Economic Development
Increase the number and coordination of apprenticeship and work experience opportunities across the public sector.	Economic Growth and Visitor Economy Business Manager HR and Training Business Manager	Sustainable Economic Development
Support local communities to develop the necessary skills in order to benefit from the pipeline of major infrastructure developments.	Economic Growth and Visitor Economy Business Manager	Sustainable Economic Development
Work with partners to identify options and sources of funding to improve public transport.	Planning Policy and Infrastructure Business Manager	Sustainable Economic Development
Continue to progress the regeneration scheme in Ollerton Town Centre.	Economic Growth and Visitor Economy Business Manager Housing Strategy and Regeneration Business Manager	Sustainable Economic Development



AMBITION 2

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

Ambition 2	Lead Director/ Officer	Portfolio Holder
Deliver the Housing Strategy, 2023-2028.	Housing Strategy and Regeneration Business Manager	Housing
Develop new homes for open market sale or rent through Arkwood Developments Ltd.	Chief Executive Officer	Strategy, Performance and Finance
Implement and embed our new Housing Management System, as part of a wider programme of improvements to Housing Repairs and Empty Homes Services.	Housing Maintenance and Asset Management Business Manager	Housing
Undertake stock condition surveys for Council Housing and private rented stock; use the findings to develop investment and improvement plans.	Housing Maintenance and Asset Management Business Manager Public Protection Business Manager	Housing
Deliver phase 6 of the Council house building programme, which will provide circa 50 new Council homes.	Director of Housing, Health and Wellbeing	Housing





Ambition 2	Lead Director/ Officer	Portfolio Holder
Deliver phase 1 of the estate regeneration scheme at Yorke Drive.	Housing Strategy and Regeneration Business Manager	Housing
Undertake an options appraisal for 'Housing with Care' in conjunction with partners.	Housing Strategy and Regeneration Business Manager	Housing
Ensure ongoing compliance with regulatory standards, including the preparation for the inspection by the regulator of social housing.	Director of Housing, Health and Wellbeing	Housing
Explore applying the principles of the Boughton Community Hub to more areas, to coordinate services with partners in the community, building on existing support networks.	Housing Strategy and Regeneration Business Manager	Health, Wellbeing & Leisure
Renew Council homes' heating systems to improve affordability for tenants and reduce carbon emissions in line with government funding opportunities.	Housing Maintenance and Asset Management Business Manager	Housing





AMBITION 3

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

Ambition 3	Lead Director/ Officer	Portfolio Holder
<p>Explore options to further develop and uplift play parks in the district enabling free play and exercise, making sure the offer is as inclusive and as varied as possible.</p> <p>Including continuing to support Newark Town Council in the delivery of improvement plans at Sherwood Avenue Park, aimed at achieving green flag status.</p>	<p>Environmental Services Business Manager</p>	<p>Climate and the Environment</p>
<p>Complement the implementation of our 'Health and Wellbeing Strategy' with activities to reduce health inequalities in targeted areas.</p>	<p>Housing Strategy and Regeneration Business Manager</p>	<p>Health, Wellbeing and Leisure</p>
<p>Develop plans to raise the profile of cycling within the district and seek funding opportunities for the Council and its partners to improve cycling, wheeling and walking infrastructure.</p>	<p>Housing Strategy and Regeneration Business Manager Planning Policy and Infrastructure Business Manager</p>	<p>Health, Wellbeing and Leisure Sustainable Economic Development</p>
<p>Implement the 'Playing Pitch Strategy' and 'Sport and Recreational Facilities Strategy', including the provision of 5 new 5G sports pitches.</p>	<p>Housing Strategy and Regeneration Business Manager</p>	<p>Health, Wellbeing and Leisure</p>
<p>Investigate external investment opportunities with the aim of improving health and wellbeing facilities across the district.</p>	<p>Housing Strategy and Regeneration Business Manager</p>	<p>Health, Wellbeing and Leisure</p>
<p>Continue to progress the Clipstone regeneration scheme.</p>	<p>Economic Growth and Visitor Economy Business Manager Housing Strategy and Regeneration Business Manager</p>	<p>Sustainable Economic Development</p>
<p>Develop action plans to implement the Open Space Strategy and Playing Pitch Strategy audits, focusing on localities with significant shortfalls.</p>	<p>Housing Strategy and Regeneration Business Manager</p>	<p>Health, Wellbeing & Leisure</p>



AMBITION 4

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

Ambition 4	Lead Director/ Officer	Portfolio Holder
Reduce opportunities for crime and anti-social behaviour, by reviewing infrastructure and encouraging behavioural change across the district with the aim of improving feelings of safety.	Public Protection Business Manager Economic Growth and Visitor Economy Business Manager	Public Protection and Community Relations
Design and implement an annual targeted programme of nights of action and focus weeks.	Public Protection Business Manager	Public Protection and Community Relations
Continue to work with partners to support businesses, providing education and intervening where necessary in order to prevent anti-social behaviour.	Public Protection Business Manager	Public Protection and Community Relations
Assist in the delivery of 'Rural Crime and ASB Prevention' with additional target hardening at Sherwood Forest Corner.	Public Protection Business Manager	Public Protection and Community Relations
Deliver the new enhanced in-house CCTV control room.	Public Protection Business Manager	Public Protection and Community Relations
Work with statutory authorities to improve flood mitigation and resilience across the district	Public Protection Business Manager	Public Protection & Community Relations



AMBITION 5

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

Ambition 5	Lead Director/ Officer	Portfolio Holder
Deliver the Newark Castle Gatehouse scheme.	Economic Growth and Visitor Economy Business Manager Heritage and Culture Business Manager	Heritage, Culture and the Arts
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.	Heritage and Culture Business Manager	Heritage, Culture and the Arts
Lead the delivery of the Newark Cultural Heart Events programme.	Economic Growth and Visitor Economy Business Manager	Heritage, Culture and the Arts
Complete the development of 32 Stodman Street and explore further opportunities to revitalise town centres through residential development.	Economic Growth and Visitor Economy Business Manager Corporate Property Business Manager	Sustainable Economic Development
Explore options for implementing a youth Council and youth awards.	Democratic Services Business Manager Housing Strategy and Regeneration Business Manager	Public Protection and Community Relations
Work with partners to look at opportunities for music and the arts.	Housing Strategy and Regeneration Business Manager	Heritage, Culture and the Arts Health, Wellbeing and Leisure



Ambition 5	Lead Director/ Officer	Portfolio Holder
Develop opportunities to maximise the visitor offer linked to Sherwood Forest.	Economic Growth and Visitor Economy Business Manager	Heritage, Culture and the Arts
Install the Kiddey Sculptures.	Heritage and Culture Business Manager	Heritage, Culture & the Arts
Deliver physical transformation of Newark Market and Market Square.	Economic Growth and Visitor Economy Business Manager	Sustainable Economic Development
Develop 14 Market Place Newark, as part of the wider transformation of the Town.	Economic Growth and Visitor Economy Business Manager Corporate Property Business Manager	Sustainable Economic Development
Deliver a Parish Council conference.	Democratic Services Business Manager	Public Protection & Community Relations
Work alongside Bilsthorpe Parish Council and other partners, to continue to support the development of the Bilsthorpe Community Hub.	Housing Strategy and Regeneration Business Manager	Public Protection & Community Relations





AMBITION 6

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

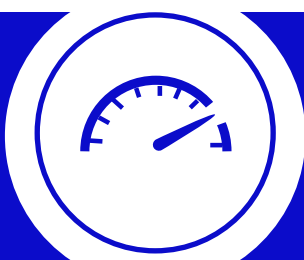
Ambition 6	Lead Director/ Officer	Portfolio Holder
Implement weekly food waste collections with WRAP (Waste and Resources Action Programme) and Nottinghamshire County Council.	Environmental Services Business Manager	Climate and the Environment
Provide opportunities for residents' involvement in parks and green spaces.	Environmental Services Business Manager	Climate and the Environment
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.	Environmental Services Business Manager	Climate and the Environment
Play an active role in biodiversity net gain for the district, including the potential to own our own biodiversity offset sites, as well as looking at how our own developments can contribute.	Planning Development Business Manager Corporate Property Business Manager	Climate and the Environment
Further develop and deliver a Council-wide decarbonisation plan for our built assets/deliver a programme of prioritised decarbonisation actions, in response to the Carbon Trust report 2025, following engagement with stakeholders.	Director of Communities and Environment	Climate and the Environment
Deliver the Brunel Drive Masterplan.	Director of Communities and Environment	Climate and the Environment
Implement the 'Local Area Energy Plan'.	Director of Communities and Environment	Climate and the Environment
Work in conjunction with the statutory authorities to promote good river and waterway health.	Environmental Services Business Manager	Climate and the Environment



AMBITION 6

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

Ambition 6	Lead Director/ Officer	Portfolio Holder
<p>Explore coordinating and enhancing open space, including biodiversity and sports provision in the south of Newark. Including by developing plans and costed proposals for the Middle Beck Green Basin.</p>	<p>Economic Growth and Visitor Economy Business Manager Environmental Services Business Manager</p>	<p>Sustainable Economic Development</p>
<p>Develop a new Local Plan for Newark & Sherwood, promoting action to tackle climate change through sustainable design policies, protecting existing open space and securing new open space as part of development and securing biodiversity improvements through appropriate policies and projects.</p>	<p>Planning Policy and Infrastructure Business Manager</p>	<p>Sustainable Economic Development</p>
<p>Explore opportunities for commercial glass collection, with an ambition to run the service as close to breakeven as possible.</p>	<p>Environmental Services Business Manager</p>	<p>Climate & the Environment</p>
<p>Improve recycling levels by promoting positive behavioural changes, through community events, targeted communication and enforcement.</p>	<p>Environmental Services Business Manager</p>	<p>Climate & the Environment</p>
<p>Take the lead to develop a more joined-up approach to the management of the public realm, focusing on key areas in town centres and estates where appropriate.</p>	<p>Environmental Services Business Manager Housing Services Business Manager Economic Growth and Visitor Economy Business Manager</p>	<p>Climate & the Environment Housing Sustainable Economic Development</p>



AMBITION 7

Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves.

Ambition 7	Lead Director/ Officer	Portfolio Holder
Seek to secure the very best option for Newark and Sherwood arising from the reorganisation of local government.	Chief Executive	Strategy Performance and Finance
Develop and implement an action plan arising from the 'Corporate Peer Challenge.	Transformation and Service Improvement Manager	Strategy Performance and Finance
Through the Commercialisation Strategy and action plan, continue to seek out and generate new sources of income, whilst retaining our public service ethos.	Financial Services Business Manager	Strategy Performance and Finance
Develop a package of measures to recruit and retain staff, including a review of the pay grading structure and the Council's job evaluation scheme.	HR and Training Business Manager	Strategy Performance and Finance
Finalise and implement the Communications and Marketing Strategies.	Communications and Marketing Manager	Strategy Performance and Finance
Expand and embed a broader range of customer satisfaction measures to drive performance improvement.	Customer Services Business Manager Transformation and Service Improvement Manager	Strategy Performance and Finance

OUR PERFORMANCE

Why does the Council measure performance?

Monitoring performance across the Council is key to understanding if we are delivering on the promises we have made and that we're meeting the needs of our residents. Performance management is used as a tool to drive improvement rather than simply used as a counting device. We acknowledge the value of understanding our performance, as this knowledge allows us to embed and disseminate good practice and quality service delivery as well as identifying and tackling areas for improvement.

How does the Council measure performance?

The Council's performance is measured in a variety of ways, to ensure that we understand if we're putting the right resource into delivering against the right priorities. This is done by analysing data and progress against key activities, as well as building a picture of the context of performance using district statistics, customer feedback and workforce information.



Some of the key methods we use to measure our performance are described below:

What we do:	Listening to our residents	Key performance indicators (KPI's)	Community Plan performance reporting	Finance performance reporting	Governance
How often we do it:	We do this by reviewing customer comments, feedback and complaints. We also undertake consultation and surveys.	These are set once every four years in line with the Community plan and reviewed when the Community Plan is refreshed annually.	Quarterly reports are presented to committee and published online.	Quarterly reports are presented to committee and published online.	At least six of the Policy and Performance Improvement Committee (PPIC) are held each year. Quarterly meetings of Performance Cabinet held each year.
Why we do it:	To capture district wide views of residents, using this feedback to allow us to drive service improvement and deliver services that meet the needs of residents.	KPI's are developed to enable performance to be measured and tracked. KPI's also enable the Council's performance to be benchmarked against national indicators.	We report on performance against the Community Plan as this provides visibility of performance against key activities. This enables us to disseminate good practice and quality service delivery as well as identifying and tackling areas for improvement.	We report on financial performance to consider the forecast/ actual outturn position for each financial year for the Council's General Fund and Housing Revenue Account revenue and capital budgets.	The PPIC provide a 'scrutiny' function and has an integral role in improving the work of the Council through outcome focused challenge and development of strategies and policies. Performance Cabinet meetings are held in order for Cabinet to review the Council's performance and identify areas of high performance and areas where improvement is required.
How it relates to the Community Plan:	Surveys such as the Resident Survey gather the views of residents which then informs the development of the Community Plan.	These are used to measure the success of the Community Plans aims.	This report examines how the Council has been performing against the Community Plan. It examines data to look at the performance of key services and delivery against the activities outlined in the plan.	Resource is key to delivering on our Community Plan actions and commitments.	The role of PPIC is a 'critical friend' to Cabinet, both committees review the Councils performance against the Community Plan.

HAVE YOUR SAY

RESIDENT PANEL

The Resident Panel is a group of people from across the district who would like to share their views on the area they live in and help shape the future of Newark and Sherwood. The panel has been created because we want to understand the views and experiences of residents in the district and use this understanding to ensure that our Council services are the best they can be.

Any resident of the district, over the age of 18, can join the panel to have their say on the Council's services, plans, proposals and development of their local area.



TENANT ENGAGEMENT

COMMUNITY LINK GROUPS

Following feedback from our tenants we have launched Community Link Groups to give tenants, leaseholders and residents the opportunity to further shape their local community.

Taking place at locations across the district, the Groups provide an essential forum for tenants and leaseholders to raise issues and ideas that are important to them and are specific to their local community with officers and councillors from the District Council and partner organisations such as Nottinghamshire Police.

To find out when the next Community Link Group is taking place, please visit our website: www.newark-sherwooddc.gov.uk/communitylinkgroups/



IF YOU ARE INTERESTED IN BEING PART EITHER PANEL YOU CAN SIGN UP IN THE FOLLOWING WAYS:

If you are interested in being part either panel you can sign up in the following ways:

Online: www.newark-sherwooddc.gov.uk (Search resident panel or tenant scrutiny panel).

Email: customerservices@newarksherwooddc.gov.uk

Call: 01636 650 000

CONSULTATIONS

We also regularly consult on Council services, plans and decisions. Visit our consultations page to have your say: www.newark-sherwooddc.gov.uk/consultation.



CONTACT US...

Our residents, tenants and businesses can contact us in a number of ways.

 01636 650 000

 customerservices@newark-sherwooddc.gov.uk

 Castle House, Great North Road, Newark, Nottinghamshire NG24 1BY

 www.newark-sherwooddc.gov.uk

 /NSDCouncil

 @NSDCouncil

 @NSDCouncil

 @Newark and Sherwood District Council