



Newark and Sherwood District Council Performance Report

2023-24 Q2

1 July to 30 September 2023



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Introduction

We at Newark and Sherwood District Council aim to do everything we can to enable local residents and businesses to flourish and fulfil their potential, as well as encourage visitors to enjoy all that our area has to offer. How we intend to achieve this purpose is laid out in our [Community Plan](#) (2019-2023). This plan was informed by the views of residents and lays out the Council's objectives over four years as well as the activities that will help achieve these objectives. We are currently developing a new community plan which reflects the views of residents from the latest survey and the aspirations of a newly elected council.



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. This report examines the Council's performance and achievements from 1 July to 30 September 2023 (Quarter 2).

We know the value of understanding our performance as this knowledge allows us to embed and disseminate good practice and quality service delivery, as well as identify and tackle areas for improvement. The Council's performance is measured in four parts;



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'.

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Our Performance

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

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Our Customers

A look at what our customers are telling us about the services they receive and insight into how we are learning from customer feedback

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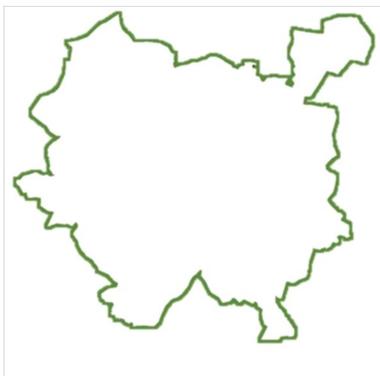
Our Workforce

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.

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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 with around 10% of those directly owned by the Council and 16.3% are private rented.

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.

How is our district?

This data tells us something about our district in quarter 2 (1 July to 30 September 2023). Most of these indicators are not factors we can directly affect, only influence, but they add context to the work we undertake.



The number of planning applications we receive gives an indication of the level of construction planned in the district. When compared to the same period of last year, commercial applications have decreased by 9, residential applications have decreased by 23, non-major applications have decreased by 127 and major applications have decreased by 18.

- 5 commercial planning applications were validated
- 75 residential planning applications were validated
- 19 major planning applications were received
- 403 minor planning applications were received

As of June 2023, **2,000 people were unemployed** across the district and has seen no change since June 2022.



For quarter 2, the average Newark town centre footfall count (in terms of visitors per day) for was 5,977, of which 28.6% were new visitors. Benchmarking against the same period of last year is no longer relevant as 5 new footfall sensors have been installed in the town. Event days continued to be among the busiest in Newark during the quarter, including The Newark Book Festival, The Festival of Food and Drink, Heritage Open Days and Newark Festival. This period also included the display of the Neurodiversity umbrellas in the Market Place.

Interactions with the Council

This information gives an indication of demand for council assistance across quarter 2:

- **3,941 face to face contacts** were held at Castle House, a 22% increase when compared to the same period of last year.
- **26,517 calls** were received by the contact centre, a 17% decrease when compared to the same period of last year.
- **5,856 calls** were received by responsive repairs, a 11% decrease when compared to the same period of last year.
- **10,636 digital web form transactions** were completed by our customers, a 41% increase when compared to the same period of last year.

How are we performing against our objective to...

Create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area



What we have been doing this quarter;

- ⇒ A project to deliver a new community hub in Boughton has commenced following a £50,000 contribution from the Rural England Prosperity fund. Subject to planning approval, this pilot hub will provide a multipurpose hub on the Retford Road Estate. It will provide social and learning opportunities, as well as aiming to tackle crime and anti-social behaviour (ASB) related issues.
- ⇒ At the end of the quarter, we had 76 good causes registered which has increased by 10 since the end of 2022/23. We are also on course to raise £36,472.80 for these good causes over the next 12 month period. This equates to 1169 tickets being sold weekly to over 590 supporters. During the quarter, the Leader of the Council held a live community lottery draw with six prizes of £500 being won by:
- Newark Women's Aid
 - South Clifton Coronation Hall
 - Sixth Newark Sea Scouts
 - Newark and Tuxford Food Bank
 - Newark Patriotic Fund
 - Coddington Community Centre
- Since launching the lottery in 2021, £20,450 has been won and almost £62,000 has been raised for the local community.
- ⇒ Additional flood warden training has been offered to all at-risk communities in the district and is provided by the County Council and the Environment Agency. A review of the district flood response plan is underway which provides details of vulnerable sites, rendezvous points and issues of particular concern for each community. Those communities that needed to use stocks from resilience stores have also been replenished and additional stocks have also been purchased to hold in reserve. The local resilience forum is now considering how to address wider resilience training beyond the scope of flooding, and it is anticipated this would form part of a multi-agency approach commencing in 2024. Following the recent flooding from Storm Babet the Community Recovery Grant process has begun and those stocks of aqua sacs that have been used by the flood stores will be restocked. Additional contact is being made to areas that don't have a flood store to understand the impact of the storm, whether a flood store and flood warden arrangement would be of benefit and to consider the wider community resilience and community safe places.
- ⇒ We have provided a range of financial contributions to support areas of the district prone to severe flooding, totaling £800,000 to date, with £100,000 to Lowdham's Flood Alleviation Scheme approved this quarter. Lowdham has repeatedly and over a prolonged period suffered from flooding incidents from the Cocker Beck. This work has now commenced with the official groundbreaking ceremony which the leader attended. In addition to delivering some strengthening to existing defences on the Beck, the Environment Agency have engineered a solution which would see the provision of flood storage up stream. Since the scheme was initially designed, there have been cost pressures that many sectors, including construction, have been subject to a shortfall of funding. The Southwell project is having to undertake additional survey work ahead of final plan completion, a number of sites now have engineered improvements.
- ⇒ In the last quarter, HART referrals have decreased to 11, of which 6 were in relation to food and 5 for support in accessing white goods. Issues regarding emergency food parcels are being addressed through our cost of living response with a proposal being developed to ensure that emergency food parcels are available across the district. The team remains on standby to support the humanitarian aspects of any crisis or emergency facing the council and our residents.



How are we performing against our objective to...

Create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area



- ⇒ Within the quarter, 4 Speedwatch sessions have been conducted, with 2 in Newark, 1 in Blidworth and 1 in Little Carlton.
- ⇒ We continue to strive for an improved digital offer to both residents and tenants and we have recently introduced QR codes on some communications including our leaflets for events or groups we are running. The QR codes are already proving to be successful where a future event for tenants has already had all of the available tickets requested. Tenants also commented on how easy the process was, and some of them found it beneficial that it followed with a pre-written email for them to send.
- ⇒ Following the success of the community grant scheme in 2022-23, we have now delivered a review of the criteria for the next round. We are pleased to be able to provide grants to good community projects. Once approved, the scheme will be open for applications in November.
- ⇒ The Tenant Engagement Strategy was approved at Cabinet in July and sits alongside our Consultation and Engagement Strategy. This strategy sets out how we will seek out, listen to and act on the views of tenants and leaseholders.



During this quarter 31 tenants attended the Local Influence Networks through a blend of online and in person meetings.

The topics discussed included:

- An update on the review of our new Homelessness and Rough Sleeper Strategy
- Consultation on the new consumer standards
- A Q&A session to ascertain knowledge on and interest in decarbonisation
- Continued the review of how the Local Influence Networks are working for tenants and the Council

In terms of wider engagement with our tenants, we had a total of 265 interactions, with 33 of these being new contacts.

How are we performing against our objective to...

Deliver inclusive and sustainable growth



What we have been doing this quarter;

⇒ Celebrating Newark's unique history, work has been enabled to transform two shopfronts for Newark businesses thanks to £275,000 of funding from Historic England and contributions from both the council and building owners.

The work being undertaken at Flossie & Boo will restore the existing shop front to a more traditional and bold design, The building has been prioritised through the scheme due to its high-impact location on the marketplace and proximity to the Grade I listed St Mary Magdalene's Church.

Travail Employment Group is a late-Georgian, Grade II listed property that has been much altered over time. The new frontage, improves its appearance on a key thoroughfare to the marketplace at the corner of Bridge Street with Appleton Gate.



⇒ Through the quarter, 71 participants across all UK Shared Prosperity Fund (UKSPF) people and skills programmes were supported. This includes a combination of 1 to 1 support with job searching, CV writing, short courses, and compliments mainstream (Adult Education Budget) funded provision. We are working with both Inspire and the Framework Housing Association to deliver both courses across the district. We also launched the Boosting Programme, which is delivered by Lincoln College to upskill workforces and support employers with access to training or resources.

⇒ The UKSPF and Rural England Prosperity Fund (REPF) was also utilised to provide 121 businesses with a range of support and 28 businesses have received grants to a total value of £125,000. A few of these examples include:

- The Accelerator programme. This programme launched this quarter and within the first 2 weeks 30 businesses signed up for ongoing 1 to 1 support or workshops. It provides specialist research, innovation and decarbonisation support for local businesses to improve the sustainability of their operations. We jointly commissioned this piece of work with other neighbouring authorities in Nottinghamshire and it is now delivered by the East Midlands Chamber.
- Start-up Scale-up programme. In the quarter, 31 businesses have received 6 hours or more of 1-2-1 support through our Start-up Scale-up programme. This provides specialist support and workshops for prestart up and early-stage enterprises.
- Rural Business Investment Grant Fund and Business Growth and Sustainability Fund. The first rounds of both grant schemes were successfully delivered, supporting 28 businesses in total with grants to date. This included 5 energy efficiency grants including funding for solar panels, LED lighting replacements, double glazing, and electric vehicle charging points.

⇒ The Stodman Street project is progressing well with hoardings erected in September 2023 ready for demolition. The project has an 18 month build programme and is scheduled to be completed by the end of 2024. This ambitious project will breathe new life into the heart of the town when completed. Plans will see the empty building converted into a vibrant space made up of 29 high-quality residential homes in the heart of Newark, which will provide a new town centre housing offer with a sympathetic but eye-catching and vibrant design. There will also be two new retail units which will improve the retail offer with the aim of attracting more people into the town centre.



How are we performing against our objective to...

Deliver inclusive and sustainable growth



- ⇒ We continue to lead and support on key infrastructure projects around the district including:
- The Newark Southern Link Road (SLR). Technical approval for the A1 end of the SLR was granted in July 2023 with work on schedule for completion in summer 2025. A public consultation event was held on the 28th September 2023 at YMCA Community and Activity Village in Newark. This provided an opportunity for residents to find out more about the scheme and the Middlebeck development.
 - The A1 over bridge. Work is ongoing and we are in an early feasibility stage where we have now appointed Amey to undertake the study of the overbridge at Fernwood.
 - The Ollerton Roundabout and the A614. The scheme is currently progressing in accordance with the timetable. The Secretary of State is deciding whether to confirm, modify or reject the Compulsory Purchase Order and Side Roads Order for the junction improvements.
- ⇒ The launch of a package to support the business community with cost-of-living assistance has been delivered. This included social media improvement webinars for businesses led by Nettle which saw 34 attendees across 4 webinars. A social media campaign has also been delivered to encourage people to shop locally in Newark, Edwinstowe, Southwell and Ollerton.
- ⇒ We continue to work with partners on proposals regarding the Ollerton Town Centre Regeneration Project with appraisal works nearing completion through the utilisation of UKSPF funding. This project is also dependent on further details in relation to further potential Levelling up funding opportunities which was originally expected this summer 2023. Further feasibility is also scheduled next year through additional UKSPF funding.
- ⇒ The Cultural Heart of Newark project was transferred to us from Newark Town Council in May 2023 and now we continue to work collaboratively to deliver the objectives of the project. A programme of activities are being developed for 2024-2025 with the aim to create a vibrant town centre, drive footfall, dwell time and local spend in the town. Over the next quarter, the capital programme will focus on the marketplace. We will also continue to develop a full business case with Government, to maximise the funding secured by 2026.

In August's 'Newark-on-Sea' saw The Royal Market Place filled with live music, street food, fun activities, and plenty of entertainment. The event saw an average of 1,703 visitors to the Market Place per day out of the 5,995 visitors across the whole of Newark.



Measuring Success



Spotlight benchmarking

As of June 2023, the unemployment rate in Newark and Sherwood was 3.1% which is a 0.4% reduction since June 2022. Whilst the unemployment rate for England is 3.8% which is a reduction of 0.1% when compared to the same period.

Quarterly Indicators	Quarter 2 21/22	Quarter 2 22/23	Quarter 2 23/24	Target 23/24
Year to Date Indicators				
Total number of admissions - National Civil War Centre	2,016	6,196	9,199	6,000
Total number of admissions - Palace Theatre	3,456	16,573	12,792	14,000
% of visitors from schools – National Civil War Centre	New for Q1 23/24	New for Q1 23/24	21%	Trend (No benchmark)
% of visitors from schools – Palace Theatre	New for Q1 23/24	New for Q1 23/24	0%	Trend (No benchmark)
Number of people reached through direct participation and outreach	New for Q1 23/24	New for Q1 23/24	6,674	Trend (No benchmark)
Total footfall across all heritage and culture services and sites	New for Q1 23/24	New for Q1 23/24	39,899	Trend (No benchmark)
Car parking numbers across all council owned Newark car parks	New for Q1 23/24	New for Q1 23/24	208,239	Trend (No benchmark)
All Other Indicator Types				
Newark town centre footfall count (average visitors per day)	New for Q2 23/24	New for Q2 23/24	5,977	3,750
Newark Beacon - % of occupied units	86.0%	97.2%	67.3%	95.0%
Sherwood Forest Arts and Crafts - % of occupied units	100.0%	100.0%	100.0%	95.0%
Commercial Property - % occupied units	97.0%	98.6%	100.0%	95.0%

Exploring our performance

The % of occupied units at the Newark Beacon has reduced significantly over the past year from 97% in quarter 2 of 2022/23 to 67% in quarter 2 of this year. Over the past 6 months, this is due to one business who occupied 11 offices that had outgrown the space and has moved to another building within the district and a further loss of 4 other offices from another tenant. However, we have delivered marketing campaigns that resulted in enquiries and have kept these occupancy levels steady over the past quarter, increasing from 63.7% in quarter 1 to 67.3% in quarter 2. As of the end of September, we had 26 companies based at the Beacon within 32 offices. As mentioned in quarter 1, even though we are a commercial landlord, where a business out grows the space, a move of this nature is welcomed to drive economic growth with the potential to create new jobs for local people.

The total admissions to the Palace Theatre is below target by 1,208. This performance is caused by 4 key shows being cancelled due to performer illness since April. Future bookings for shows in quarters 3 and 4 are currently very positive, especially pantomime which is around 1,000 tickets ahead of previous years at this point in time'

How are we performing against our objective to...

Create more and better quality homes through our roles as landlord, developer and planning authority



What we have been doing this quarter;

⇒ Our original Housing Revenues Account development programme to deliver 335 properties is now drawing to a close. Within the programme, 32 homes are due for completion in 2023 with a further 30 homes over 16 sites due to be completed in 2024. The following properties are currently under construction:

- 7 Bungalows and 2 flats are 95% completed at the Devon Road site
- 2 houses are 50% completed at the Beech Devon corner site
- 2 flats are 90% completed on Eton Avenue
- 7 houses are 75% completed on Dale Lane
- 12 flats are 80% completed on Northgate

A paper is also being presented to Cabinet on the 31st of October proposing the next phase of development across the district and a further update on this will be available in the Performance report for Quarter 3.

⇒ We help Afghan nationals who have worked for or alongside the UK government and people who have assisted the UK efforts in Afghanistan. We currently support 7 households across three schemes with support and arrivals are set to continue until September 2027. We also support households who host individuals and families fleeing Ukraine and this continues to be very successful locally. The remarkable generosity of residents has seen 105 local households involved with 67 in current host placements and 3 new arrivals expected in the coming weeks. Part of our role in this scheme is to complete a home assessment and safeguarding check of the host accommodation before arrival and to undertake safe and well visits after guests have arrived to make sure the arrangement is working for all.

From the Local Authority Housing Fund, we have been able to support the purchase of 14 homes, 8 of which are completed and 6 working their way through the legal processes. An additional 3 homes have also been kindly supplied by Barratt Homes for a 2-year period for temporary resettlements, which has already seen the first family move into one of these homes and referral requests made to the Home Office for two more.

⇒ The development of Alexander Lodge, our new temporary accommodation, is progressing well and taking shape with the internal fit out and decoration commencing and is scheduled to be completed by December 2023. Alongside the physical development, the team are also researching and designing a service offer that will promote good life skills, improve education and skills opportunities to help people be their best. The service offer proposal is scheduled to be delivered to cabinet in early 2024.

⇒ A new online facility was launched in September, giving our tenants a quick and easy way to report a repair and book their own appointment. This new service enables tenants to book non-urgent repairs for a property or a communal area 24 hours a day. It gives tenants the freedom to raise requests at a time which suits them and gives them greater control over when we attend a repair. When customers use the service, they are offered a range of dates and appointment slots over a two-week window. Users can also choose to receive text or email confirmations of appointments and can change or cancel them any time before the day of the appointment without the need to call.

From this project, we have been shortlisted for the User Experience (UX) Project of the Year at the UK IT Award 2023. We have led the way for other authorities, ensuring that the customer is part of the service design. Our tenants contributed to the project by testing the prototype to identify required improvements. We will report on how many of our repairs are reported this way as the service is embedded.



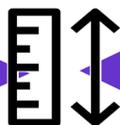
How are we performing against our objective to...

Create more and better quality homes through our roles as landlord, developer and planning authority



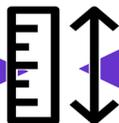
- ⇒ We continue to exceed national performance targets for determining planning applications. National targets are 60% determined in 13 weeks for major applications and 70% determined in 8 weeks for non-majors, and both of our indicators are 90% or above. We are always keen to improve our service to customers, this quarter we have launched a satisfaction survey where customers can let us know what we do well and what we can improve on. This data will feed into future performance reports.
- ⇒ We are completing an external audit of the Gas Servicing Programme as part of the engagement with the Regulator of Social Housing. We remain under Regulatory Notice until such time as the Regulator are satisfied both with our performance and our approach and management of gas servicing.
- ⇒ We are reviewing many processes in the team including how we manage voids, gas capping and temporary accommodation, all of which will be completed in quarter 3. These reviews will look at reducing delays and speed processes up to achieve improved performance on overall letting times and quality for the customer.
- ⇒ We continue to invest in our repairs service with a further 100k planned to be invested over the next 6 months. In line with Government guidance, we have also produced a new damp and mould policy which will be rolled out in quarter 3. Additionally, we are looking to introduce a new damp and mould surveyor who will sit within the repairs team, this will aid us in meeting legal and government guidance.
- ⇒ In July of 2022, our empty homes standard was agreed and since then we have continued to receive positive feedback about the standard of our empty homes. Maintaining this standard however has created some impacts such as an increase in void costs and times which were both expected. We will continue to monitor this.
- ⇒ During this quarter there has been no necessity to activate Severe Weather Emergency Provision for either hot or cold conditions. We are currently in discussion with partner colleagues regarding the temporary provision required for this coming winter until Alexander Lodge is fully operational.

**Measuring
Success**



Quarterly Indicators	Quarter 2 21/22	Quarter 2 22/23	Quarter 2 23/24	Target 23/24
Year to Date Indicators				
Number of all tenants who have been evicted for rent arrears	2	0	0	Trend (No change)
Number of evictions (anti-social behaviour)	0	1	1	Trend (No change)
Arkwood - number of units delivered	New for Q3 21/22	29	60	Trend (Increasing)
Arkwood - plots commenced	New for Q3 21/22	87	87	Trend (no change)
All Other Indicator Types				
Average time spent in temporary accommodation (weeks)	11.5	8.5	13.6	13.0
Average time (days) to re-let Council properties	26.4	25.1	29.6	28.0
% of rent collected from current tenants as a % of rent owed	99.1%	98.3%	98.3%	98.5%
Average "End to End" time for all reactive repairs (CALENDAR days)	27.5	15.3	15.4	16.0
% of repairs completed at first visit	98.4%	88.5%	91.2%	93.0%
% of planning applications (major) determined in time	92.0%	91.0%	93.0%	90.0%
% of planning applications (non major) determined in time	97.0%	95.0%	93.5%	90.0%
Average number of working days to process housing benefit change in circumstances	7.4	5.0	3.8	5.0
Average number of working days to process new housing benefit claims	18.0	18.3	13.8	17.0
Amount of current arrears as a % of annual rent debit	1.88%	1.73%	1.49%	2.20%
Amount of current arrears	£440,921	£429,342	£388,115	£554,400
% of housing complaints resolved within agreed timescales	No Data Received	90.9%	99.0%	100.0%
% of homes with a valid gas certificate	New for Q4 21/22	87.5%	99.5%	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	New for Q4 21/22	98.9%	99.3%	100.0%

Measuring Success



Exploring our performance

The % of housing complaints resolved within agreed timescales is currently at 99% and is an amber indicator. However, Since April, 97 complaints have been received and only one complaint has slipped out of time (by 1 day). Our policy states we will contact the complainant to discuss the outcome of their complaint before sending a response. In this case, the officer was unable to contact the complainant and sent the response without contact the following day. In future, where we are unable to contact the tenant, we will send the response regardless so we do not miss the timescale.

The percentage of homes with a valid gas certificate is below target by 0.5%, however all of the 24 properties that are out of compliance, are in an enforcement process to gain access to the properties.



Agents quote following a planning application:

“Just a short line to say we’ve now received the formal decision for the application (a fab end to the week!) – and to thank you for all your help with this, and the pre-app advice, throughout.....Both they (and I) agree on reflection that the amended roof design is a superior solution in the context of the site and surroundings than the original proposal – so please do also pass our thanks to the officer for her input”.



How are we performing against our objective to...

Continue to maintain high standard of cleanliness and appearance of the local environment

What we have been doing this quarter;

- ⇒ In Quarter 2, we issued 20 fixed penalty notices (FPN) for fly tipping and 6 for littering, which were small fly tips where the full penalty would not be appropriate (based on DEFRA guidance). Our third-party enforcement partner also issued 543 FPN's for littering offences. Working with businesses we issued 31 notices for failure to produce waste transfer and waste carrier documentation, where it appeared businesses were not disposing of their waste correctly. We have also had 3 prosecutions cases in court for fly tipping and have several others that are now pending - all 3 resulted in the issuing of an arrest warrant when the defendant failed to attend court.
- ⇒ In partnership with Nottinghamshire Police and the Environment Agency we have conducted 3 'Operation Rogues' and over 40 vehicles were stopped. The operations are one of the proactive means of deterring or disrupting rogue traders in disposing of waste unlawfully, taking a multi-agency approach to stop suspect vehicles with the aim of checking the licenses and if required taking restorative steps. In our last operation in September, all the vehicles had the correct documentation in place showing that the operations are having an impact. Contrast this with one of our first operations in 2021 when out of 17 vehicles stopped, 4 were seized by the police and 4 fined for waste offences. Next year we hope to shift to weekend or evening operations to try and catch the tippers in the hours when they are likely to tip.
- ⇒ A grant from the Chewing Gum Task Force, administered by the environmental charity Keep Britain Tidy, will help us clean up gum and reduce gum littering. We are putting plans in place as part of the Cleaner, Safer, Greener strategy to remove the chewing gum that blights Newark town centre streets, and we are focusing on four main areas along Carter Gate, Stodman Street, St Marks Place, and the Marketplace. We are one of 56 councils across the country that have successfully applied to the Chewing Gum Task Force, now in its second year.
- ⇒ Our Day of Action in Rainworth was delivered in July, the day had many successes with some examples including:
- 5 tonnes of litter and detritus were collected and removed
 - 3 new litter bins and 1 new dog waste bins installed
 - 1 fly tip was removed and 1 FPN issued
 - 46 thank you cards were delivered to residents for keeping their gardens well maintained
 - 14 drivers were spoken to about vehicles idling outside local schools, and officers also discussed parking regulations
 - 2 patches of graffiti were removed
 - 16 businesses were checked for Waste Transfer Notices and 4 FPNs were issued for failure to produce
 - 2 FPNS for littering were issued by our third-party enforcement partner
 - 9 dog owners were spoke to about responsible dog ownership
- ⇒ During the quarter four of our parks, Newark Castle Gardens, Sconce and Devon Park, Vicar Water Country Park, and Sherwood Heath Cockglode and Rotary Woods, have all once again been awarded the Green Flag Award, the international quality mark for parks and green spaces. Our new community garden in Newark has also been added to the list of award winners, now making this 5 parks award winning parks across the district.
- ⇒ The entry into the Royal Horticultural Society Britain in Bloom back in July was awarded a Silver Gilt and we were only 2 Marks off the top award of Gold. The Sconce and Devon Park also received Gold within the Judging.



How are we performing against our objective to...

Continue to maintain high standard of cleanliness and appearance of the local environment



⇒ Our near £350,000 investment in play park improvements is well underway with work commencing at the Sconce and Devon Park in Newark. The castle-themed play park, a nod to Newark’s Civil War history, is being built as an exciting new space for children and their parents and carers to enjoy the outdoors. A fantastic new Fitness Zone is also being built at the park. Sconce and Devon are already a popular destination in the district for fitness and wellbeing activities, such as walking, park runs, or small personal training classes, and the new development will add to that as a free outdoor fitness facility for all visitors to use.

In total, ten parks are undergoing improvements between August and October, including Vicar Water Country Park in Clipstone, Mead Way Play Park in Balderton, Lincoln Road Recreation Ground Play Area in Newark, Thorpe Oaks Play Area in Coddington, Hillcote Drive in Clipstone, Old Tannery Drive in Lowdham, Grove Street Play Area in Newark, Turner Lane in Boughton and Sconce and Devon Park in Newark. Work has already been completed at Lincoln Road Recreation Ground Play Area in Newark and Cleveland Square in Newark.

⇒ Regular work has continued with the probation service and activities included the watering of plants, ivy removal, woodland pathway maintenance and development of forest school area.

⇒ A difficult year for grounds maintenance weather wise, with lots of wet and warm periods. To complete the growing season scoring well under a 2 across all areas shows a high team resilience.

Our year-to-date accumulative scores are as follows:

Performance Outcomes of Monitoring Inspections for the Maintenance of Housing Land (HRA)		
Service Area	Q2 22/23	Q2 2023/24
Grass	1.29	1.62
Litter and Bins	1.20	1.13
Garage Site	1.32	1.66
Shrub Bed Maintenance	1.78	1.60
Weed Control	1.39	1.47
Hedge Cutting	1.70	1.71



Customer quote following enhancements to a play park:

“Recently we have seen some new play equipment installed at Cleveland Square playground. The swing set in particular is to be commended. An absolutely great choice and really inclusive. I have never heard so much "noise" coming from the playground and it is wonderful to hear. How lovely to have such a neurodiverse and inclusive playground so close - a fabulous choice. Thank you.”

Measuring
Success

Quarterly Indicators	Quarter 2 21/22	Quarter 2 22/23	Quarter 2 23/24	Target 23/24
Year to Date Indicators				
Number of fly tipping incidents	786	775	558	900
Number of fly tipping enforcement actions	800	1,248	852	1,025
Number of missed assisted collections	New for Q1 23/24	New for Q1 23/24	263	Trend (no benchmark)
All Other Indicator Types				
% fly tipping incidents removed within 72 hours	69.0%	97.0%	93.9%	75.0%
% of household waste sent for re-use, recycling and composting	38.2%	38.4%	Q1 = 42.27% (verified)	40.0%
Number of missed bins (per 100,000 households)	New for Q1 22/23	63.0	71.25	45.0
Total number of garden waste subscriptions	16,621	19,042	20,779	19,344
Number of level 1 graffiti incidents not removed within 36 hours	New for Q1 23/24	New for Q1 23/24	0	0
Number of level 2 graffiti incidents not removed within 10 days	New for Q1 23/24	New for Q1 23/24	0	Trend (No change)
% of failing sites - street and environmental cleanliness - litter	1.2%	2.1%	0.0%	2.8%
% of failing sites - street and environmental cleanliness - detritus	1.6%	0.9%	0.8%	1.8%

Exploring our performance

The number of fly tipping enforcement actions delivered is below target by 273 and has reduced significantly when compared to quarter 2 of last year. This is also reflected in the total number of fly tipping incidents which has also reduced by 217. The robust action we have taken over the last few years and the related public communication has encouraged residents to be equally robust in their choice of waste carrier, forcing rogue traders to legitimise or offend elsewhere. As stated previously this highlights the fact that this indicator is directly linked to the number of fly tips. Albeit of a lesser extent, the second factor, relates to evidence. In the past we were finding evidence in more fly tips, unfortunately offenders adapt, and they know we are checking every tip for evidence. As a result, they are removing that evidence before tipping. In response to this, we are changing tactics by deploying cameras on known hotspots to proactively catch offenders in the act.

The number of missed bins per 100,000 households is above target by 26. This performance is attributed to significant changes to collection rounds in April.

How are we performing against our objective to...



Enhance and protect the district's natural environment

What we have been doing this quarter;

⇒ As part of the move towards net zero carbon emissions, we secured a government grant of up to £1.3m, which we will match fund to deliver a £2.6m social housing decarbonisation programme over two years. The programme will target tenants with oil or LPG heating systems. The plan is to replace these carbon intensive fossil fuel systems with carbon neutral alternatives, using air source heat pumps, solar panels and battery storage to reduce carbon emission and make them cheaper to run. Creating warm homes that are free from damp and mould.

⇒ We are progressing with a number of projects to achieve our 2035 carbon net neutrality target.

- As laid out in our Climate Emergency Strategy action plan, we are working to improve our energy efficiency and reduce our overall carbon footprint by installing solar panels across a selection of our Corporate and Leisure buildings. Works will be commencing on site this Autumn. This project will assist in making carbon savings and generating renewable energy, both of which will assist us with reaching our 2035 net carbon neutrality target. In addition to those already on our main office, Castle House. Additional sites are the Newark Sports and Fitness Centre, the Dukeries Leisure Centre, the Beacon Business Innovation Centre and the Green Flag parks of Sconce and Devon and Vicar Water.



- Work is continuing to develop a Decarbonisation Plan for our corporate and leisure buildings to help us understand the energy efficiency and carbon reduction measures we can put in place at each site.
- We are continuing to explore options for the future of Brunel Drive, our depot site, to meet the future needs of the service in relation to the collection of additional waste streams and the electrification of our fleet of vehicles.

We are part of the Nottinghamshire wide Green Rewards App which is an online platform designed to incentivise and encourage residents to undertake positive behaviour change by enabling users to log carbon reducing activities and gain points for these activities (which equate to prizes). The scheme has been live for nearly a year and continues to be successful with over 540 users utilising the application.

⇒ Through UKSPF, we awarded a grant to Sherwood Forest Trust to support the delivery and development of a Sherwood Community Tree Nursery located in Kings Clipstone. The grant provides funding of £95,000 over the next 2 years for expenses, including the creation of 2 new jobs and some equipment to enable them to manage and coordinate the planting and volunteering programmes. Since launching in June, 150 volunteers have planted 1000 trees and have an ambition to plant 7000 more throughout the funding period.



⇒ We also have plans in place to plant 800 trees in association with 'Trees for Climate' on Westbrook Drive in Rainworth and additional plans are being compiled for Vicar Water Country Park, Dodsley Way Open Space in Clipstone, and other sites across Ollerton, Balderton, Coddington and Newark.

⇒ We continue to collaborate with partners to conduct an herbicide-free maintenance trial in Southwell. In



How are we performing against our objective to...

Enhance and protect the district's natural environment

designated areas, Nottinghamshire County Council will forgo the usual second spray of herbicides and we will support this by conducting thorough and regular sweeping of the roads and pathways to clean debris and reduce fertile grounds for weeds. During the trial period, the situation will be reviewed to ensure that obstructions do not occur on the highway, drainage systems are not blocked, and weeds do not damage the roads and footpaths. As part of the trial, we have committed to not using glyphosate for 2023 on all open spaces and housing communal land. Since 2020, no glyphosate has been used in Southwell's parks and cemeteries.



⇒ This Quarter we have continued our work on kerbside glass recycling and have now ordered the vehicles, submitted a planning application, and initiated the procurement of the bins. We have also provided financial assistance to Recycling Ollerton & Boughton, a charitable training agency that carries out kerbside glass collections in certain areas of the district as a way of training adults with learning difficulties.



⇒ On Carswell Close/Cleveland Square in Newark there is currently no recycling provision, so we have been working closely with residents to find a workable solution in the limited space provided.

⇒ We continue to work with key partners to progress on the development plans and strategic priorities for the wider Forest Corner Masterplan scheme. Site feasibility studies are in progress and reports will be produced following their completion. Key partners met this quarter to facilitate a strategic workshop to discuss site aspirations, the next steps and short to medium term plans. The next stage will include the investigation of a safe and efficient road/pavement network, improving visitor wayfinding, and setting the stage for future growth and driving visitors.



How are we performing against our objective to...

Reduce crime and anti-social behaviour, and increase feelings of safety in our communities

What we have been doing this quarter;

- ⇒ A review of CCTV cameras has been undertaken to ensure that they are suitably located, lines of sight are clear and are in good working order. From the review, we identified 7 cameras that needed to be replaced, a camera at the Lidl in Balderton is being fixed and tree growth blocked a camera view so an extended pole has been used to resolve the issue. The CCTV replacement programme is also being developed based on this review to ensure that the cameras are replaced in line with their age and that they keep pace with advancing technology
- ⇒ Deployable CCTV remains in key hotspot locations across Blidworth, Clipstone, Newark and Edwinstowe and the CCTV request for Boughton is ongoing, there are challenges around identifying a suitable hosting site. The deployable CCTV in Newark has provided evidence to both the police and council officers in pursuing enforcement action on individuals causing criminal damage and ASB in the area.

- ⇒ Our Housing Team worked with Nottinghamshire Police to secure a Closure Order for a council property in Newark following more than a year of ASB. A Closure Order is designed to provide immediate relief for the community from the ASB being committed from a property. The Closure Order was granted at a hearing at Nottingham Magistrates Court for the maximum of three months. Three individuals were later arrested by the Police for being located inside the property and breaching the Closure Notice.



- ⇒ We continue to push forward with our commitment to crackdown on ASB, following the approval to increase resources within the Community Safety Team. The approved plans are aimed to strengthen the service provided by the team, including the addition of a new Senior ASB Officer. The role would supervise the Community Protection Officers (CPOs) ensuring deployment of patrols in key locations are in a timely manner and to assist dealing with more complex ASB and safeguarding cases.
- ⇒ There is a continued focus on youth related ASB in Newark town centre and hi-visibility priority patrols continue. There is a cohort of new young people who have been identified as causing nuisance and intervention with these individuals and their parents is underway. In September, ASB injunctions were secured on 3 young people responsible for crime and ASB predominately in the town centre, excluding them from the area. As well as associating with each other in the Newark area, which is to prevent displacing the behaviour to another location. First Stage Warning letters have also been issued to 5 young people and a second stage warning to a young person for causing issues at Balderton Lakeside shopping centre. First stage letters have been issued to 2 young people in Blidworth.

Further work is being undertaken to continue these efforts, liaising closely with the police, Youth Services, and other agencies to tackle ASB. A summit was held in the summer months to address the issues that agencies face and devise plans on how to work better together to tackle them.

- ⇒ The shopwatch scheme, Schemelink is getting further members and has now also moved into the Ollerton/ Sherwood area where the retail premises were struggling with an increase in shoplifting. Schemelink is a data sharing and communications portal that is designed to help protect retailers staff and customers by enabling quick and effective communication and the sharing of information on incidents.



How are we performing against our objective to...

Reduce crime and anti-social behaviour, and increase feelings of safety in our communities

⇒ Nights of action for Operation Cognition (Cocaethylene) have continued with the most recent one being held on the 29th of September where officers from the across the council joined the police, attending licensed premises within Newark Town Centre as part of the Violence Against Women and Girls campaign. Since the start of these events in December 2022, we have engaged with 513 individuals and there has been a marked increase in the amount of people who now understand what Cocaethylene is and the negative effects it can have on the body.



⇒ The Safer Streets 4 project ended in September and all areas of the project were completed except for some proposed lighting schemes. Replacement lighting to North Church Walk, Circ Walk and The Mount have now commenced with all upgraded cabling and waterproof boxing completed ready for the new lantern heads to be installed. Wall lanterns in the Market Square have also been reviewed by VIA and replacement LED bulbs will be fitted to 17 lanterns which are not working.

Training for the Safer Gym Group has taken place and has been very well received. During the quarter 19 individuals took part in the training with 14 from Active4Today and 5 from Fosse Way CrossFit. Although the project was set up as part of Safer Streets 4, there will be further work taking place around this project into 2024.

⇒ The Wildflower and Grass Bunds used to deter unauthorised encampments on our land have now had the Autumn cut to promote the flowers ready for next year's displays. They are proving successful as so far this year no encampments have occurred on parks and open spaces land.

⇒ We have worked with partner agencies to deliver an assembly on water safety awareness to a primary school in Farndon.

Measuring
Success

Quarterly Indicators	Quarter 2 21/22	Quarter 2 22/23	Quarter 2 23/24	Target 23/24
Year to Date Indicators				
Number of positive outcomes resulting from CCTV intervention	New for Q1 23/24	New for Q1 23/24	83	Trend (No benchmark)
Fixed penalty notices (number issued)	27	1,393	1,243	Trend (Decreasing)
Community protection notices/warnings (number issued)	13	2	6	Trend (Increasing)
All other notices/warnings (number issued)	6	9	9	Trend (No change)
Number of notices issued relating to private rented properties	New for Q1 23/24	New for Q1 23/24	0	Trend (No benchmark)
All Other Indicator Types				
CCTV – proportion of proactive incidents relating to NSDC responded to by the CCTV control room	New for Q1 23/24	New for Q1 23/24	65.3%	50.0%
CCTV - proportion of reactive incidents relating to NSDC responded to by the CCTV control room	New for Q1 23/24	New for Q1 23/24	58.5%	50.0%
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	-20.0%	5.0%	9.0%	8.0%*
% reduction in all crime - Newark & Sherwood District compared against County area	17.0%	-20.0%	1.0%	-3.0%*
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	92.72%	98.00%	94.00%
% of businesses in the District with a 0 star food rating (major improvement necessary)	0.18%	0.09%	0.00%	0.15%
% of food inspections undertaken in quarter	No Data Received	75.0%	87.0%	Trend
% of all programmed Environmental Permitting Regulations inspections completed	New for Q1 22/23	76.0%	47.5%	Trend

*target is the County average and minus denotes an increase

Exploring our performance...

The levels of crime has seen a positive reduction of 1% compared to an increase across the county at 3%. Antisocial behaviour has also seen a significant decrease of 9% in the district compared to 8% across the county. As demonstrated through some of the narrative within this report, various initiatives and projects are in place or being developed to help address the levels of anti social behaviour in the district.

How are we performing against our objective to...

Improve the health and wellbeing of local residents



What we have been doing this quarter;

- ⇒ Within the quarter, we have supported the Nottingham Forest Community Trust in launching their Primary Stars Programme across 8 schools in the district with a contribution of £140,000 of UKSPF. These schools will be getting the 'Premier League' treatment over the next two years as the project uses the appeal of the Premier League and professional football clubs to inspire children to develop key skills and live healthier lifestyles through participation in physical education. Through the proven programme, the Trust can empower more young people to adopt healthier lifestyles whilst improving educational outcomes through combining physical education with academic learning opportunities. The programme includes digital resources, weekly face to face delivery days and, on occasions, visits from Premier League players too.
- ⇒ Through UKSPF, two feasibility studies have been commissioned. Active Travel will look at the barriers to walking and cycling where possible as an alternative to using the car. Another study will look at community based assets and will help inform future investment in community assets, facilities, and understand infrastructure provision.
- ⇒ The Family Hub consultation is currently live in readiness for the Newark Family Hub planned in Hawtonville, and we are actively involved in the County Councils steering group to provide feedback and help shape what this project should look like. This will be a vital resource to local families.
- ⇒ A programme of family activities (Fun Together) has been created with partners. During the quarter, 4 family cookery sessions were successfully delivered over the summer holidays attracting over 40 families. We have now started our first 7 week adult cookery course where 9 adults have been regularly attending. A programme has also been developed for October half term where we will be hosting Create Together, Bake Together and Outdoors Together activities for families to get involved in.
- ⇒ This quarter 95 free blood pressure checks were provided across 5 community wellbeing events run to support the national 'know your numbers campaign'.
- ⇒ A separate report on Southwell Leisure Centre is due to be presented to Cabinet in 31st of October, covering the future options for delivery which will include an update on the maintenance works required for the dry side of the leisure centre and investigations for the wet side.
- ⇒ Tenant arrears performance remains strong with arrears below those at this point last year. Anecdotal evidence shows tenants are struggling because of the cost-of-living challenges, although the impact is not being seen through an increase in arrears. We will continue to target support for tenants through the Tenant Welfare Fund, particularly looking to target those where less support has been available.
- ⇒ Over the past 3 months, we have worked closely to enable a local charity, Nottingham Energy Partnership, to successfully secure Government funding to develop and pilot a new Home Energy Advice Team (HEAT). This two-year scheme aims to target and support hundreds of owner occupiers who are currently living in poorly insulated homes within conservation areas and/or hard to treat properties. The offer will include a host of free services, including workshops, home surveys that culminate in detailed reports and impartial advice to homeowners looking to self-fund their own energy efficiency improvement measures and/or considering switching to low carbon heating.
- ⇒ The Yorke Drive Regeneration scheme has faced delays in securing reserved matters planning for phase one. These have been as a result of managing competing stakeholder requirements, however, it is anticipated that the planning application will be considered at the Planning Committee in December 2023. We also continue to deliver resident engagement including a resident led panel, newsletter and a 'Fun Day' sponsored by the developer delivered on the 14th of August. Around 50 residents attended the fun day and activities included party games, arts and crafts, a jumble sale, hook-a-duck and coconut shy.

How are we performing against our objective to...

Improve the health and wellbeing of local residents



⇒ We utilised the UK Shared Prosperity Fund to allow volunteer students at Newark Orchard School to undertake a community improvement project led by Volunteer it Yourself (VIY) to create a sensory garden. The project provided practical skills for local young people whilst creating a space to help students learn and enjoy the outdoors together. The new garden officially opened in July after VIY and the students transformed this previously under-utilised space. The students built bespoke seating and child-friendly planters in the garden, ensuring this fully accessible space can be enjoyed by all students. The students have added several of their own touches to the garden to create a multi-purpose and unique space for the future.



⇒ With the help of our £20,000 grant and additional funding from the Parish Council and the Football Association, Robin Hood Colts, the grass roots football team based in Edwinstowe, has upgraded its pavilion with solar panels. The John Benson Pavilion, which was built in 2008 has served the club well. However, with the recent increases in fuel costs and the focus on green issues, club members have been looking for ways to ensure their club's survival into the future. The solution was to install a Photo-Voltaic (PV) system with solar panels and battery storage. This means that the club has affordable power when it needs it.



How are we performing against our objective to...

Improve the health and wellbeing of local residents



Measuring
Success



Quarterly Indicators	Quarter 2 21/22	Quarter 2 22/23	Quarter 2 23/24	Target 23/24
Year to Date Indicators				
Number of user visits - Active 4 Today (All)	New for Q3 21/22	492,064	578,024	500,000
Number of events held in NSDC parks	New for Q3 21/22	108	136	Trend (Increasing)
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	405	662	400
All Other Indicator Types				
Live Leisure Centre membership base (All)	New for Q3 21/22	11,024	11,788	11,500

Exploring our performance...

All indicators across the health and wellbeing objective are in a strong position and above target and is testament to the continued efforts across the Council and key partners in what is an objective of vital importance to our residents.

The number of visits to our leisure centres has exceeded the 500,000 target by 78,024. Active4Today have recovered well from closures experienced as a result of Covid-19 and have rebuilt their membership base and number of user visits to deliver a strong end of quarter outturn.

Our Customers

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.

Quarterly Indicators	Quarter 2 21/22	Quarter 2 22/23	Quarter 2 23/24	Target 23/24
Year to Date Indicators				
Website – NSDC – sessions (total number of views)	209,403	404,920	850,139	200,000
Engagement rate with posts issued on NSDC Facebook and X combined	635,100	330,289	717,543	500,000
Number of digital web form transactions	20,366	15,803	22,026	17,000
% business rate collection	51.5%	57.7%	55.5%	49.1%
% council tax collection	52.5%	52.4%	52.4%	48.7%
Telephony - average length of time to answer call (seconds)	125.0	142.0	135.0	90.0
Responsive Repairs - telephony - average length of time to answer call (seconds)	New for Q1 22/23	60.0	77.0	60.0
All Other Indicator Types				
% invoices paid within 30 days - whole Council	96.6%	98.3%	98.3%	98.5%
% effective response to careline calls within 180 seconds (industry standard)	98.0%	99.4%	99.2%	99.9%
Average number of days to process new council tax support applications	19.2	19.6	12.7	18.0
Average number of days to process council tax support change in circumstances	4.6	7.7	10.3	6.0
Average number of working days to process new housing benefit claims	18.0	18.3	13.8	17.0
Average number of working days to process housing benefit change in circumstances	7.4	5.0	3.8	5.0
% of complaints resolved within agreed timescales	New for Q1 23/24	New for Q1 23/24	98%	100.0%

Our Customers

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.

Exploring our performance...

The continued increase in the engagement with our social media accounts demonstrates a range of posts which are engaging and informative and clearly of interest to our residents. The launch of our electronic newsletter has also raised our profile and increased residents interest in messages from us.

The average time for the contact centre to answer a call in quarter 2 only was 108 seconds, compared to 163 seconds in quarter 1. The performance continues to improve which is excellent considering that we received nearly 4,000 face to face visitors (22% increase) in this quarter.

The average time for our repairs contact centre to answer a call is below target by 17 seconds and this has increased by 17 seconds when compared to the same period of last year. The call handling times were extended due to an increase in the amount of incoming emails and online repair requests, these all need progressing individually in the system as you cannot raise multiple jobs at any one time. To combat this, we are now looking at separating these work streams giving the repairs and online requests to dedicated team members, so they will not receive calls whilst completing these tasks. We will monitor this performance over the next quarter.

Demand cannot always be predicted but the teams flex to meet demand peaks and are always focused on the quality of the provision 'right first time' which sometimes means that calls can take longer to resolve but give a much better outcome for the customer

The days to process a change in circumstances for council tax support (CTS) is above target by 4.3 days due to the large number of Universal Credit changes that has generated a potential change in council tax support. During the quarter we also experienced a number of staff absences that impacted on capacity. The number of Universal Credit changes has now stabilised and we are focussing additional resources to this area of work and expect to see improvements expected in quarter 3.

The percentage of complaints resolved within agreed timescales is below target by 2%. We are constantly reviewing our complaints process and aim to ensure that all complaints are responded to in time, and provide all of the information the customer requires. We are looking to expand our reporting on complaints to give a more detailed picture for members to consider.



Customer quote following a benefits query:

"Your colleague who dealt with my situation was absolutely amazing! Very polite, kind and professional. Always keeping me updated with everything. I really can't thank her enough. Thank you!"

Customer Feedback

Customer Feedback

Customer feedback is important to us as it allows us to get real time feedback on how we are performing from the people that we serve. This information highlights trends and helps us to establish our areas of demand. This provides us with insight into the needs of our customers and helps us to identify best practice, undertake continuous improvement and, ultimately, increase customer satisfaction.

During quarter 2, we received 30 compliments (praise), 12 suggestions and 111 complaints of which 40 were upheld and 28 were partially upheld.

Complaints Received

During Quarter 2 we received 111 Stage 1 complaints, which, when compared to the same period in previous years, shows that we have received a gradual increase in numbers in Q2 since 2020/21. This now shows a reduction of 8% when compared to the same period of last year.



Analysis of this customer feedback also enabled us to identify and tackle a specific issue:

Area of improvement...

Feedback was received regarding garden bin collections in Southwell where a lorry was leaking garden waste fluid onto the roads and pavements in the area.

What we are doing to improve....

We have changed our compactor plate position in our collection vehicles at the start of the day to help prevent fluid building up.

Response Times

Of the 111 complaints submitted in quarter 2, 97% were responded to within standard timescales (10 working days). Three complaints were not responded to within the 10-working day timescale, all of which were for missed bins within the Waste and Transport delivery team.

Customer Feedback

Delivery Team	Complaints Received	% of All Complaints
Housing Maintenance & Asset Management	33	30%
Waste & Transport	21	19%
Housing & Estate Management BM	18	16%
Planning Development	9	8%
Street Scene/Grounds Maintenance	6	5%
Public Protection/CCTV/ASB	5	5%
Council Tax	5	5%
Environmental Services	3	3%
Housing Development, Regeneration & Strategy	3	3%
Benefits	1	1%
Financial Services	1	1%
Public Protection	1	1%
Licensing	1	1%
Economic Growth	1	1%
Palace Theatre	1	1%
Legal	1	1%
Communications	1	1%

Complaints by Delivery Team

Due to the nature of their role the front facing services tend to attract the larger number of complaints. In Quarter 2 the majority of complaints received were for the following services:

Housing Maintenance & Asset Management received 30% (33) of all complaints submitted. Of the complaints received by the team, 15 were unsatisfied with delays or lack of action in service delivery and 10 further complaints were regarding staff conduct or lack of communication.

Waste & Transport received 19% (21) complaints, 16 of which were concerning missed/incorrect placement of bins.

Housing & Estate Management received 16% (18) of which, 8 were related to staff conduct or communication, and a further 4 residents were not happy with neighbours actions.

Other significant complaints

Complaints have also been received across other service areas, with 1 regarding revised taxi tariffs not updated on our websites, two people had neighbour issues, one person complained about the standard of their shared accommodation, and another resident was not informed about a change in a contractor appointment.

Suggestions

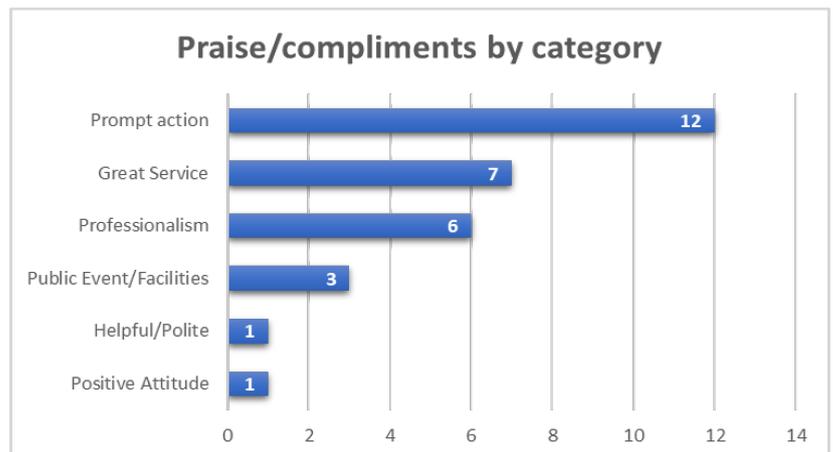
In Quarter 2, twelve suggestions were received, for example;

- Suggest that music on hold is changed to classical (calming effect on the caller).
- The inclusion of a second swimming pool in Newark.
- To look into making the Lincoln Road encampment barriers more permanent (currently using boulders which are being moved to allow entry).
- Due to historical importance, suggest an annual invitation of the Sealed Knot to Sconce Park.
- More use of social media to encourage the perception of how safe and welcoming the Town Centre is, to increase evening visits to enjoy the night life and evening entertainment.
- Re-development/facelift for DeLacey court.
- Cycle Route between Newark & Southwell.

Five of the suggestions received, could be considered as service requests, for example parks being locked during normal hours, placement of dustbins, cutting of grass verges and one request for information on work being carried out at Sconce Park.

Praise/compliments by category

Thirty compliments were received during Q2 with prompt action (12) being the top category, followed by great service (7) and professionalism (6). Three people also complimented the facilities and events within the district, with 2 residents mentioning the positive attitude and the polite and helpful nature of our staff.



Customer quote:

“ I would like to say a very big thank you to everyone at Newark and Sherwood District Council for the way I have been looked after since my Mum died (5 years ago). I have been treated with the utmost respect and courtesy and for that I am very grateful.”

Customer Feedback

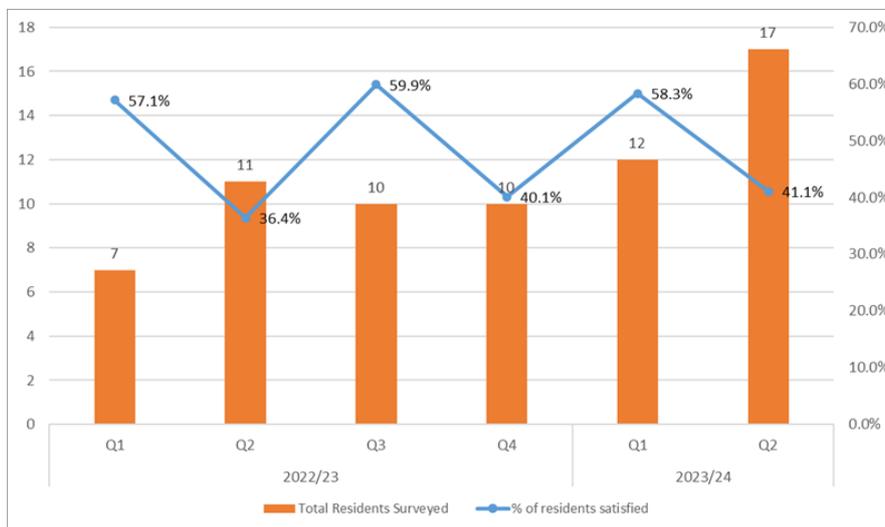
Tenant Satisfaction

Following tenants receiving a service, satisfaction surveys are undertaken by Viewpoint to understand if our service delivery met their expectations. In quarter two, 908 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 91% (aka 91% satisfied or very satisfied). Three service areas scored 100% satisfaction - Major adaptations, Careline, and Lettings. All of the Service areas scored above 90% with the exception of Complaints and ASB.

Complaints

Tenants were least satisfied with the complaints service; 40.1% of tenants surveyed were satisfied or very satisfied with how we handled complaints. 17 Tenants were surveyed.

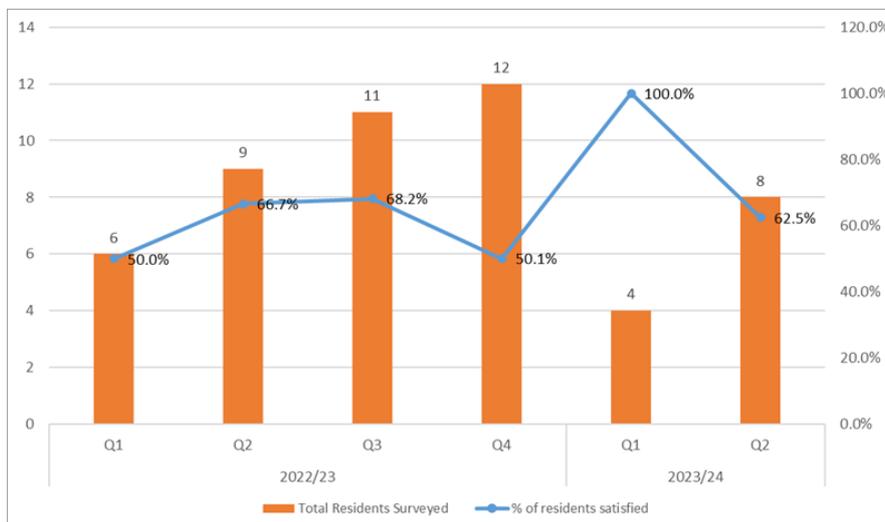
- Four tenants were unhappy about the length of time taken to respond to resolve their complaint of which 1 person felt that communication was an issue between NSDC and Contractors.
- One person responded that they had waited a full 2 years for a satisfactory outcome to their request.



ASB

Of the 8 tenants surveyed, 3 people felt that the response from NSDC was not satisfactory:

- One tenant stated that they were considering a private exchange of home due to ongoing problems with their neighbours, which were not resolved despite many requests for help.
- Two tenants were advised to call the police with both feeling that this was not enough to resolve their ASB issue. One tenant stated that they were given a crime number by the police but their claim wasn't investigated.



Our Workforce

A positive and motivated workforce is more likely to be high performing. To understand how our staff are performing and how we are supporting them we look at key indicators and recent activity.

Staff Update

Following on from the successes of last years 'back to the floor', members of the senior leadership once again spent time with different colleagues around the council, doing work that is different to their day to day. Spending time in this way, getting involved with more operational tasks, gives them the opportunity to engage with staff, gain valuable insights and learn about different parts of the council.

In September, we launched our new employee benefits platform – VIVUP. This new benefits platform will bring together all of our employee benefits into one easy to access place and includes a huge range of money saving offers including lifestyle benefits, discounts, cycle to work schemes and a car leasing scheme.

On 24 August the inaugural Boots and Berets Awards Ceremony was hosted by Nottinghamshire County Council. This was a prestigious event, hosted to celebrate those companies and individuals who play an important role in supporting ex-military personnel. Sir John Peace, Lord Lieutenant of Nottinghamshire was in attendance as the guest of honour. We are so proud and honoured to say that we won the Employer Forces Hero Award. The award recognised us as an employer that demonstrates outstanding commitment and performance to supporting the Armed Forces Community in the workplace and community, as well as our Armed Forces Covenant Gold Award.

Quarterly Indicators	Quarter 2 21/22	Quarter 2 22/23	Quarter 2 23/24	Target 23/24
Year to Date Indicators				
Average number of sick days per employee (FTE) per year lost through sickness absence	3.5	3.5	3.4	3.5
% staff turnover	New for Q1 23/24	New for Q1 23/24	8.0%	6.5%

Exploring our performance...

The current rate of turnover is comparable to other local authorities. A healthy amount of movement within the organisation, provides opportunities to recruit new talent and growth of existing employees. The total this quarter has been impacted by a large number of retirements, which is typical in an organisation with a large proportion of older workers