



# Newark and Sherwood District Council Performance Report

2022-23 Q3

1 October to 31 December 2022



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# Introduction

We, 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.

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 October to 31 December (Quarter 3).

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’.

Page 3



## Our Performance

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

Page 4



## 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

Page 21



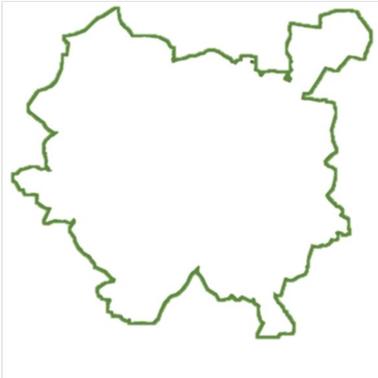
## Our Workforce

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.

Page 24

# Our District

## About Newark and Sherwood...



A resident population of 122,956 (14.9% of Nottinghamshire's population).

There are 53,332 dwellings in the district of which 10% are owned by the Council (social housing), 38.5% are owned outright, 31.3% are owned with a mortgage or loan, 13.9% are socially rented 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.

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 tell us something about our district in quarter 3 (October-December 2022). 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 increased by 2, residential applications have decreased by 31, non-major applications have decreased by 145 and major applications have increased by 10.

**20 commercial planning applications** were validated

**138 residential planning applications** were validated

**54 major planning applications** were received

**751 minor planning applications** were received



**As of September 2022, 2,000 people were currently unemployed** across the District. This is a reduction of 900 since September 2021.



Following the decrease in footfall earlier in 2022, the monthly footfall figure plateaus at around 120,000 visitors per month during quarter 3, with an increase during December 2022 - likely caused by Christmas. However, when compared to footfall in the same period of last year, there was approximately 45% less footfall in quarter 3 of this year. The decrease can also be seen in the national statistics. One possible explanation for this could be the current cost-of-living pressures. Despite this, the dwell time recorded during Q3 has been the highest on record for Newark, suggesting that while less people are travelling to the town centre, those that do are spending more time there.

## Interactions with the Council

This information gives an indication of rising demand for council assistance and shows the levels of demand in this quarter:

- **3,088 face to face contacts** were held at Castle House. This is a 516% increase when compared to the same period of last year but covid restrictions impacted 2021. When compared to pre-covid (quarter 3 2019/20), face to face visits have seen a 14% decrease.
- **24,308 calls** were made to the contact centre. This is a 7% decrease when compared to the same period of last year and **7,744 calls** were received by responsive repairs but no bench mark is available for the previous year.
- **7,217 digital web form transactions** were completed by our customers. This performance indicator changed during this quarter and no benchmark is available. This change allows us to more accurately measure our digital channel shift aligning to our digital transformation programme.

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;

- ⇒ Round two of the community grant scheme has now closed. We have now supported 32 groups this year with a total grant spend of £100k. The scheme's flexibility has proved popular with residents, community groups and Councillors, as shown by the number of applications received. Following the success of round two, the Council has approved a further £50k for a third round which is currently open for bids.
- ⇒ The Humanitarian Assistance Response Team's (HART) support system continues to be operational. The direction of HART has shifted from the original focus of Covid response to responding to the Homes for Ukraine programme and supporting residents with the cost of living pressures. In quarter 3, the team received 14 requests for support, compared to 1 request in quarter 1 and 23 in quarter 2. The majority of requests have been related to cost of living pressures, in particular an increase in the number of people requesting emergency food provision.
- ⇒ To date, 40 properties have taken up the offer of installing flood resilience features that will hopefully prevent water damage in their homes and/or mitigate the need for extensive repairs. Features can include the installation of flood gates and raising power sockets to a higher level to prevent the need for rewiring in the event of a flood. This is in response to 2 serious flooding events where we developed the 'Property Flood Resilience Recovery Support Scheme' to assist property owners to improve the flood resilience of their individual properties when they repair them after a flood. In November 2019 there was a event that resulted in over 40 properties at various locations across Newark and Sherwood suffering water damage. In February 2020, a second flooding episode occurred, mainly confined to Lowdham, resulting in over 100 properties being flooded. The application for Lowdham flood mitigation works has been submitted for planning permission and a decision is expected at the start of February. The scheme still has a funding gap which the Environment Agency is seeking external opportunities to reduce.
- ⇒ The Newark Palace Theatre's gift donation scheme was a success over Christmas. 263 gifts, the highest figure in the three years that Palace Presents has been running, were dropped off by kind theatre visitors and these were distributed to six local charities; Beaumont House Hospice, Emmaus Trust, YMCA Newark, HUG – Help Us Grieve, Newark Women's Aid and Think Children.
- ⇒ 2 communities have now benefited from Speedwatch initiatives. In total, 5 sessions were undertaken in Southwell which resulted in 67 letters being sent to drivers who were exceeding the speed limit. 3 sessions have also taken place in Wellow and no excessive speeds were recorded. We have also received enquiries from East Stoke, Thorney, Collingham, and Hawton, with a view to establishing Speedwatch groups in these areas. Training and familiarisation sessions are now being organised with the interested communities.
- ⇒ In line with our digital declaration, we continue to promote digital workshops to upskill tenants in their digital skills. Tenants are taking up the opportunity to use the digital equipment at the weekly drop-in sessions at the Hub and two sessions are planned for the next quarter. Our hybrid engagement meetings are proving successful as these enable tenants to join meetings remotely and 15 tenants have participated using this method so far.
- ⇒ The second live Community Lottery draw took place in December 2022 with six good causes each being awarded £500. These good causes included Newark Brazil FC, Newark Breast Cancer Support, Sherwood Archers, Bilsthorpe Emergency Team, Newark R+M Cricket Club and Newark District Community First Responders.
- ⇒ During quarter 3, one additional good cause signed up to the lottery, 'the Robin Hood Theatre Company'. We continue to monitor weekly ticket sales as these have seen a slight decline. The most recent week saw 988 tickets being sold, compared to 1,002 in the previous quarter. The current projection for the year is a total of £30,825 being generated for good causes which a slight reduction on the quarter 2 projection of £31,262. This drop is likely a result of residents cutting back on non-essential direct debit payments caused

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**



by the current cost of living pressures.

- ⇒ The Local Influence Networks met in October with 16 tenants taking part across the district. The focus of these networks was the government request for consultation on the Social Housing Rent Cap. The chairs also attended the Tenant Engagement Board in November where it was agreed to establish a working group to review how we deliver our annual gas servicing programme.
- ⇒ In terms of wider engagement, we have had 380 interactions with tenants during this quarter with 23 tenants becoming involved on a more formal basis and 46 first time contacts. Tenants have been involved in the Social Housing Rent Cap consultation, a Recycling Event at Southwell, consideration of a new approach to supporting tenants who are hoarding and a review of the Tenancy Agreement.
- ⇒ The 2022 'Fun Palace' at the National Civil War Centre was a success with more than 300 people attending the community event, many of whom were new to our service, with excellent feedback on the day. The community event was held on the 1st October with activities including;
  - games for multigenerational family groups,
  - cake and biscuit decorating for adults and children in the Byron Room,
  - Newark Circus Club ran circus skills in the Tudor Garden,
  - and there was ninjutsu and Scottish country dancing in the Tudor Hall.



The Newark Palace Theatre's gift donation scheme

How are we performing against our objective to...

## Deliver inclusive and sustainable growth



### What we have been doing this quarter;

⇒ As a part of the Newark Town Investment Plan, eight priority projects were identified for funding. The projects continue to move forward and be delivered with progress as follows;

- The Construction College welcomed a second cohort of students in September 2022. So far 78 students have enrolled on the programmes, and 3 students have been offered full time positions at one of the partner companies.
- Building contractors started on site at the Air and Space Institute (ASI) at the end of October 2022 and are on track to complete construction by January 2024.
- The Outline Business Case for the Gateway project was completed and assured in December 2022, in time for the government's deadline. The project is to develop the Newark Gateway site, which will create inward investment, new employment opportunities and increase further education and training provision. The plans for the remainder of the site include a Smart Innovation, Supply Chain and Logistics Zone (SiScLog) and potential relocation and expansion of the lorry park. The Full Business Case for this project will be developed in early 2023.
- Work has started on site for the redevelopment of Stodman Street, with the project progressing according to the delivery plan. Archaeological surveys are being undertaken, and the tenders for the main construction contract have completed Stage 1, with the second stage expected in January 2023 and officers evaluating the tenders in quarter 4.
- The Cycle Town project is progressing well with three docks already installed, one at Castle Station, one at Newark Bus Station and one at the new development at Middlebeck. The installation of the fourth dock, at Newark Northgate Station is expected in early 2023. . We are currently pursuing the possibility of installing a fifth dock at the location of a large local private business. Additionally, we are working with Brompton to promote the Brompton offer to other local businesses, including targeted promotional campaigns and we hope to organise site visits and bike demonstrations in the Spring
- The project to enhance the visitor experience at Newark Castle is progressing. The first round bid to the National Heritage Lottery fund was successful, leading to an invitation to progress to the second round of the fund. The full business case will be developed and submitted by December 2023 which if successful following their review, we will receive the required funding to deliver this project. A new project manager post for the Castle Gatehouse project has been created and is now filled, offering dedicated support for ongoing delivery.
- Over 390 retailers from around the town have been invited to two retailer engagement sessions in January 2023. These sessions are to get their feedback on proposals and kickstart better ongoing communication with Newark's town centre businesses. The Outline Business Case for the Newark Cultural Heart project has been completed and the aim is to develop the full business case by May 2023. The new post of Project Development Officer has been filled, and recruitment for an Events Officer will start in January 2023.
- Funding of £31million has been secured for the Newark Southern Link Road. Tender returns from contractors are currently being assessed, with the hope that work will start on site in January 2023 for completion in late 2024.

⇒ We successfully received the allocation of £3.28 million from the government's UK Shared Prosperity Fund to support communities and town centres. We are now inviting eligible local organisations to apply for support with the delivery of projects and programmes that help to build pride in place, boost productivity and create employment opportunities. This may include initiatives such as volunteering programmes, neighbourhood improvement projects, business support services, new skills courses or initiatives to support health and wellbeing.

How are we performing against our objective to...

## Deliver inclusive and sustainable growth



- ⇒ Not only are we supporting the delivery of the Southern Link Road, we continue to lead, shape, influence or in some cases directly deliver other key required infrastructure including;
- National Highways public consultation on the A46 Newark Bypass Project occurred in this quarter. The District Council along with around 500 consultees responded. We have been working in collaboration with National Highways discussing the results of the consultations and a limited number of design changes are now being considered. Once they have consulted on these with relevant stakeholders, National Highways will submit the proposal to the Planning inspectorate who will consider the scheme, provide any comments and objections with a hopeful outcome that they will then approve the scheme.
  - We are in discussion with National Highways and their consultants Amey to produce an options appraisal and design works for the A1 Overbridge.
- ⇒ Round 1 of the 'Business Growth and Resilience Programme', a programme linking business service specialists with local businesses in four key business sectors (manufacturing and construction, accommodation, retail, food and beverage and health and social care) closed at the end of August. The funded work was delivered in quarter 3 and its impact is beginning to show. 80 businesses participated in the programme receiving mentoring and support, and 60 were awarded grant funding to grow or build resilience. Of those businesses awarded funding, 43% were from the retail sector and 30% from the manufacturing and construction sector. This programme enabled 284.5 jobs to be safeguarded and created 108.5 new jobs.
- ⇒ We have been supporting Newark Town Council to develop an Event Plan for 2022-2025 with new and enhanced events to drive up footfall, dwell time and promotion of the Town. The Christmas lights switch on was a success with a 57% increase in visitors compared with the average Sunday footfall. Similarly, the Christmas market event saw a 9% uplift on an average Saturday figure and was well received by local businesses.
- ⇒ Transformative work on the Buttermarket in Newark town centre is nearing completion as part of our work to transform the building. Following the restoration and renovation of the mezzanine, 'Inspire: Culture, Learning and Libraries' have now taken occupancy. They are running adult educational courses, workshops and events which has brought vibrancy and footfall to the upper floor. Flexible retail and community pods for the atrium space will be delivered once the refurbishment work to the building has been completed.
- ⇒ We continue to offer a comprehensive programme of support to ensure sustainable economic growth for local businesses. Some of the key activities this quarter included;
- We delivered the annual Economic Growth Conference at Southwell Racecourse on 14 October 2022. Over 90 individuals attended from businesses and education providers across the district and the wider East Midlands area. Attendees were surveyed on their experience and 87.50% of those who responded to the survey said they would recommend the conference to others.
  - We attended and promoted Newark and Sherwood at the annual network exhibition 'East Midlands Expo' in Nottingham. The exhibitors included Property, Construction, Professional Services, Finance Businesses and Local Authorities.
- ⇒ We supported an engagement and master planning workshop for Sherwood Forest Corner in September 2022, and now continue to work closely with key partners including Nottinghamshire County Council and the RSPB to develop a strategy for the area and consider options for the masterplan. This masterplan will help us to increase visitor numbers and improve on their experiences.

Measuring Success



**Spotlight benchmarking**

As of September 2022, the unemployment rate in Newark and Sherwood was 3.0% which is a 0.5% reduction since June 2022. Whilst the unemployment rate for England is 3.9% which is a reduction of 0.2% when compared to the same period.

	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
The performance of our assets which contribute to the economic growth of the district				
<b>Year to Date Indicators</b>				
Total number of admissions - National Civil War Centre	1,913	5,932	9,821	7,500
Total number of admissions - Palace Theatre	0	20,840	38,365	22,500
<b>All Other Indicator Types</b>				
Newark Beacon - % of occupied units	73.0%	85.0%	92.8%	85.0%
Sherwood Forest Arts and Crafts - % of occupied units	New for Q1 21/22	100.0%	100.0%	90.0%
Commercial Property - % occupied units	New for Q1 21/22	94.0%	100.0%	95.0%

**Exploring our performance...**

Following the same trend as the previous quarter, all performance indicators remain in a positive position and above target across our ‘deliver inclusive and sustainable growth’ objective.

The recovery post pandemic continues with admissions to the National Civil War Centre remaining above target by 1,321 admissions. These visitor numbers are also well in excess of last years performance, by 1,568 admissions. The Palace Theatre admissions are also exceeding their target by 15,896. Our pantomime Cinderella broke all previous ticket sales records, with nearly 18,000 people enjoying the show across the festive period. We also partnered with the Holiday Activities and Food Programme to provide 160 tickets to families, alongside a hot meal and fun craft activity.



Palace Theatre Cinderella Pantomime



Newark Christmas lights switch on

## How are we performing against our objective to...

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



- ⇒ We have welcomed 137 households to the District since the Homes for Ukraine Scheme opened earlier this year. This has included 7 new households arriving in this quarter. The impact of the Homes for Ukraine Scheme, along with the new Asylum Dispersal requirements from central government (on top of our existing Afghan and Syrian resettlement commitments) has led to the council pro-actively increasing our capacity to manage resettlement cases. We are also recruiting a new Resettlement Coordinator and two caseworkers to increase capacity in the team. These posts will be funded through specific Homes for Ukraine funding and will provide stability and ongoing support for households within the scheme, over the next two years. We have also undertaken over 50 home visits to households settled in the District – ensuring their ongoing support and helping them to secure longer term housing once their initial placements ends.
- ⇒ The replacement temporary accommodation on the former Seven Hills site, now to be known as Alexander Lodge, is progressing well. The contractors are working on making the three main buildings watertight which includes roofing, brickwork/structure, doors and windows. They are on track for phase one handover by April 2023 when the phase of internal fit is anticipated to commence.
- ⇒ A Draft Amended Allocations & Development Management (DPD) was published for a period of representation (which closed on January 9th). A representation period allows people who feel that the DPD is not 'sound' under the terms of the Planning Regulations the opportunity to have a 'representation' on the matter to the Council. The plan includes a number of sites to accommodate the Gypsy and Traveller community.
- ⇒ Our 'Starting Well' project to improve the success of tenants in new homes continues. The Early Intervention and Credit Union strands of the project continue to progress. Rent arrears performance remains strong with the focus on early intervention having a positive impact. As the cost of living challenges continue, it is important that the focus on early intervention continues to get support to tenants as early as possible. The Ready to Move (R2M) process review has progressed with a project team now established and the review of the process underway.
- ⇒ The Housing Revenue Accounts Development Programme has been slightly delayed following the liquidation of Woodheads Construction earlier this year, the. There are currently 39 properties being built and a further 39 properties will complete in the 2023-24 year, likely in the winter of 2023. This year marks the last of the five phase development programme. Options for a new programme are actively being considered and factored alongside; the council's requirements to decarbonise its stock, anticipated outcomes from the full stock condition survey of council housing and the need (and cost associated) to meet enhanced local and national standards for development.
- ⇒ Since April 2022, 137 applications for housing proposals fell within the development types Major Developments Dwellings and Minor Development Dwellings, of which 92 were approved. To provide high quality homes and environments where people wish to live, we are reviewing the suitability of sites currently allocated for housing alongside employment and open space protection to ensure they continue to be deliverable. We continue to negotiate with developers on proposals submitted at both pre and full planning application stage in order to seek improvements to details submitted. For example, on the amount and location of landscaping, the layout of housing, parking provision and infrastructure needed for the future community. The Council's Tree/Landscaping Officer is providing a proactive approach to landscaping advice, working with colleagues and applicants/agents.
- ⇒ Quarter three in our Housing with Care schemes saw a focus on preparations for, and celebrations of, Christmas. At Vale View some residents took part in wreath making and others joined in a Christmas party where entertainment was provided. At Gladstone House, two carol services were provided by children from two local schools and a raffle was organised by residents themselves with many prizes being donated. Whilst at Broadleaves, residents enjoyed a great Christmas party.

**How are we performing against our objective to...**

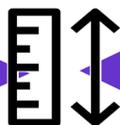
**Create more and better quality homes through our roles as landlord, developer and planning authority**



- ⇒ Community Chest bids were successfully made to improve the dining room at Vale View and the garden areas at Gladstone House. It is therefore hoped more residents will be encouraged to have their lunch and enjoy sitting in the garden once the weather improves. Community Chest is a grant scheme providing funding up to £1,000 for community projects that aim to make social housing areas Cleaner, Safer and Greener.
- ⇒ During December 2022 the Council activated the severe weather emergency provision, providing emergency accommodation to rough sleepers in the district. As part of the placements, we have accommodated 3 individuals into the house of multiple occupation (HMO) created in Newark and placed a further 3 into bed and breakfast on a short-term basis. Longer term accommodation solutions and housing advice have been discussed with all those accommodated, and work continues with those in the house of multiple occupation.



Tenant Christmas event in Clipstone

Measuring  
Success

	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
<b>Year to Date Indicators</b>				
Number of all tenants who have been evicted for rent arrears	0	2	1	3
Number of evictions (anti-social behaviour)	1	2	3	Trend (increasing)
The performance of Arkwood, our property development company, which contributes to this objective				
Arkwood - number of units delivered	New for Q3 21/22	8	44	Trend (Increasing)
Arkwood - plots commenced	New for Q3 21/22	43	87	Trend (Increasing)
<b>All Other Indicator Types</b>				
Average time spent in temporary accommodation (weeks)	10.8	11.7	9.1	13.0
Average time (days) to re-let Council properties	33.0	26.9	28.0	28.0
% of rent collected from current tenants as a % of rent owed	100.5%	98.4%	99.0%	98.5%
Average "End to End" time for all reactive repairs (calendar days)	8.5	11.7	17.6	11.0
% of repairs completed at first visit	97.0%	92.0%	90.3%	93.0%
% of planning applications (major) determined in time	New for Q1 21/22	95.0%	87.5%	90.0%
% of planning applications (non-major) determined in time	New for Q1 21/22	96.0%	93.4%	90.0%
Average number of working days to process housing benefit change in circumstances	9.3	3.6	4.5	6.0
Average number of working days to process new housing benefit claims	19.3	19.3	19.0	17.0
Amount of current arrears as a % of annual rent debit	2.15%	2.00%	1.66%	2.20%
Amount of current arrears	£522,438	£469,833	£412,077	£500,000
% of all tenants who have been evicted for rent arrears	0.00%	0.04%	0.02%	0.05%
% of housing complaints resolved within agreed timescales	New for Q1 21/22	84.0%	92.0%	100.0%
% of homes with a valid gas certificate	New for Q4 21/22	New for Q4 21/22	99.5% (26 out of 5,199 households)	100.0%
% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	New for Q4 21/22	New for Q4 21/22	98.9% (63 out of 5,545 households)	100.0%

**Exploring our performance...**

The average "End to End" time for all reactive repairs remains higher than target by 6.6 days. However, we have changed our priority time scales from 6 to 3 tiers (now Emergency, Routine or Planned) and the vast majority of repairs fall into the routine category (normally completed within six weeks). It will therefore continue to be a challenging target and one that will be reviewed as a part of the 2023/24 business planning process to account for the priority 2 repairs having a six week target response time (42 days). The level of performance has also declined when compared to the same period of last year where it was at 11.7 days compared to this quarter at 17.6 days. We anticipate that this performance will remain around 17/18 days for the rest of this year. Funding is in place to help reduce the number of live repairs and progress will be reviewed in quarter 1 of 2023/24. The repairs service will be the priority for further improvements next year including a renewed focus on addressing and preventing damp and mould and understanding the implication of the Stock Condition Survey asset investment on our repairs service.

Albeit below target of 100%, the percentage of properties with a valid gas compliance certificate has made significant improvements when compared to last quarter of 87.5%. The current performance equates to 139 of the 5,199 properties requiring a valid gas certificate being without a certificate. Of those 139, 113 are in an enforcement process where the tenant has not allowed us access to the property, leaving 26 properties out of compliance with the gas regulations.

For Electrical Installation Condition Reports (EICRs), there are 5,545 properties requiring a certificate with 63 properties having a certificate over 5 years old. Of these 63, 40 are now in an enforcement process where tenants have not allowed us access to the property and for the remaining 23 an extra engineer has been secured to catch up on the outstanding programme. Once this outstanding programme is complete, this will bring us 6 months in advance for all EICR's over the next 4-6 months.

The performance of the processing of housing benefit new claims and council tax support has been reviewed in the Our Customers section of this report.



**Our Customers said:-**

"I had a repair carried out at my bungalow by a Joiner employed by you. The double glazing glass panel in my back door had blown and was showing condensation inside the glass. He is an excellent joiner, very thorough and professional. He has done several repairs at my bungalow before and has always done an excellent job"



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;

- ⇒ Continuing with the 'Not in Newark and Sherwood' Campaign, the following environmental crime activity has taken place during quarter 3 and we have issued fixed penalty notices for the following offences:
  - 42 Fly tipping FPNs
  - 828 Littering FPNs (23 were by us directly and 805 by our enforcement partner WISE)
  - 16 FPNs for failure to produce a Waste transfer notice
  - 9 Dog fouling FPNs 9 (1 was by us directly and 8 by our enforcement partner WISE)
  - 1 Fly posting FPNs
- ⇒ Since the start of the WISE contract, 3,680 fines have been issued across the district as a result of 7,276 hours of patrol.
- ⇒ The Council has also undertaken two prosecutions. The prosecutions related to fly tipping and resulted in total fines of £3,646. In one case the offender was arrested in Cambridgeshire and brought back to Nottinghamshire to face justice and received a fine of £2,488.
- ⇒ An intensive program to help make Balderton 'Cleaner, Safer, and Greener' was undertaken by the District Council's Street Scene team. The team conducted a Winter Focus Week between Monday 5 December to Friday 9 December, dedicating their time and resources to tackling problem areas and performing maintenance work in the area. The packed program of improvements and maintenance included:
  - 10 new street litter bins being fitted,
  - 2 public walkways were cleared of overgrown vegetation on behalf of Notts County Council,
  - 9 areas of street graffiti cleared,
  - Garage areas deep cleaned,
  - Various road and paths swept of detritus and leaves,
  - Litter picking of surrounding rural road verges
  - Play equipment deep cleaned at Grove Street, Clipsham Close, Mead Way and Southfields play areas,
  - Shrubbery and hedging were pruned across parks, open spaces and communal greens, and
  - The Street Scene team was also joined by officers from the Environmental Enforcement team, who issued three fixed penalty notices (FPN) for littering and another FPN for fly-tipping.



- ⇒ Work is continuing with the implementation of the Green Champions Scheme. All the equipment is now in the depot stores ready to be distributed and ICT have almost completed work on the new forms which will be linked with the 'My Account' system allowing champions to easily request equipment and report full bags for collection. This year to date, 380 volunteers have collected 298 bags of litter at sites across the district.
- ⇒ During this quarter, the Public Protection team received 8 complaints about overgrown or untidy gardens, all of which led to a visit and a range of enforcement actions being taken, depending on the individual circumstances. This ranged from verbal advice to serving a formal notice requiring action to be taken.
- ⇒ To discourage future offending we have started the first of several sessions conducting work with a local restorative justice team. Restorative justice is designed to provide an opportunity for the police to deal with appropriate low-level offences without going through formal criminal justice sanctions, which could result in a young person having a criminal record for what could be a momentary lapse of judgement. In November, Youths responsible for vandalising Sherwood Avenue Park, Newark, with graffiti spent a day cleaning up the site.

How are we performing against our objective to...

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



⇒ 2022/23 marks the second year that the Council have delivered a grounds maintenance service for the housing revenue account (HRA) and performance has continued to be high with all areas scoring within the “perfect –complete to specification” category. Of the 90 site inspections, performance has generally seen a marginal improvement when compared to the same period of the previous year (see table below). Scoring is broken down into 5 levels of scoring with 1 being ‘perfect. complete to specification’ and 5 being ‘requires rectification within 24 hours’.

### Performance Outcomes of Monitoring Inspections for the Maintenance of Housing Land (HRA)

Service Area	Q3 2021/22	Q3 2022/23
Grass	1.32	1.30
Litter and Bins	1.11	1.19
Garage Site	1.66	1.33
Shrub Bed Maintenance	1.83	1.63
Weed Control	1.65	1.45
Hedge Cutting	1.70	1.54

Measuring  
Success



	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
<b>Year to Date Indicators</b>				
Number of fly tipping incidents	1,246	1,202	1,129	1,350
Number of fly tipping enforcement actions	499	1,245	1,845	1,538
<b>All Other Indicator Types</b>				
% fly tipping incidents removed within 72 hours	74.6%	72.0%	95.9%	75.0%
% of household waste sent for reuse, recycling and composting	32.0%	37.3%	Waiting for External Data	40.0%
Number of missed bins (per 100,000 population)	New for Q1 22/23	New for Q1 22/23	43.1	45.0
Total number of garden waste subscriptions	14,542	16,694	19,188	17,000
% level 1 graffiti incidents removed within 36 hours	33.3%	100.0%	100.0%	100.0%
% level 2 graffiti incidents removed within 10 days	New for Q1 22/23	New for Q1 22/23	100.0%	90.0%
% of failing sites - street and environmental cleanliness - litter	2.8%	0.9%	1.1%	2.8%
% of failing sites - street and environmental cleanliness - detritus	3.2%	0.7%	1.5%	1.8%

### Exploring our performance...

Performance across the ‘Continue to maintain high standard of cleanliness and appearance of the local environment’ objective remains strong with all indicators green. The quantity of garden waste subscriptions is 19,188 and 2188 above target which means that even more waste is diverted away from landfill. The % of level 1 graffiti incidents removed within 36 hours has made significant improvements when compared to last quarter from 95.8% to 100% in quarter 3 performance.

How are we performing against our objective to...



## Enhance and protect the district's natural environment

### What we have been doing this quarter;

- ⇒ The target to plant 10,000 trees has been passed and we are now working closely with our seconded officer at the Sherwood Forest Trust to identify new sites suitable for planting using the Trees for Climate Fund. The councils free tree scheme also returned for a fourth year and launched in December where households could apply for up to two trees, either Goat Willow or Wild Cherry.
- ⇒ Quarter 3 also saw the Council's Tree Strategy gain approval from cabinet. It is now being prepared for external consultation. This strategy sets out the District Council's ambition for managing, protecting and caring for the district's trees as well as outlining how it will plant more trees in the future. The strategy consider the trees and green spaces on Council managed land, but also those in urban areas, parks, woodlands and farmland as well, understanding the crucial role that these play in the creation of natural habitats.
- ⇒ We are progressing with a number of projects to achieve our 2035 carbon net neutrality target and meet the actions outlined in our Greening Newark and Sherwood Action Plan.
- As laid out in the Council's Climate Emergency Strategy action plan, the Council is working to improve its energy efficiency and reduce its overall carbon footprint by installing solar panels at 5 sites. We have signed the install contract with works on site commencing in the Spring. This project will assist the Council in making carbon savings and generating renewable energy, both of which will assist us with reaching our 2035 net carbon neutrality target.
  - 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 greening 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 437 households signed up. Work is ongoing to promote the app throughout the year in partnership with the other Nottinghamshire authorities, and we will continue to utilise the App throughout 2023.
- ⇒ This quarter we delivered 4 focus groups at Kings Court, Gladstone House, De Lacy Court and Castle Brewery with 54 residents. These groups have been set up to talk about recycling in multiple occupancy areas with an aim to maximise recycling across all types of homes.
- ⇒ Further stakeholder engagement has been undertaken over the last 3 months to inform the work of the draft masterplan for Forest Corner and an update to the Tourism Action Group is planned to be delivered in quarter 4. This plan demonstrates how we will connect residents and visitors with the nature, landscape and wildlife of Sherwood Forest. The work is overseen by an internal project team in close collaboration with lead stakeholders Nottinghamshire County Council and the RSPB.

Measuring  
Success



	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
<b>All Other Indicator Types</b>				
Number of carbon reduction projects currently in progress	New for Q1 21/22	8	7	Trend (Decreasing)



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;

- ⇒ The projects funded by Safer Streets 4 continue to be developed and implemented. Work to date includes:
- St Marks Precinct that has been a hot spot for crime, anti-social behaviour and enviro-crime (graffiti and fly tipping). To prevent this the gating of the basement area serving the precinct has now been agreed and a contractor has been appointed.
  - Target hardening at Tithe Barn and Queen's Court will be delivered by upgrading to a remote video entry system with improved door closure and locking system. Additional consultation with tenants was delivered in December, resulting in some tweaks to the specification. The aim is to be on site in January. So far, tenants have responded positively and approximately 80 properties will benefit from these improvements.
  - Shop Watch is a scheme that helps prevent and detect crime through partnership working, shared communication and local intelligence through the use of radios and a mobile App. So far 55 licenses have been purchased but we have faced some difficulty with signing up the national organisations but only due to a capacity to promote.
- ⇒ The use of deployable CCTV cameras has been used to provide coverage in areas where crime or anti-social behaviour has been prevalent in the district. Cameras have been deployed at locations in Blidworth, Newark, Boughton, Fernwood and London Road. There are currently 5 CCTV cameras deployed to combat anti-social behaviour, 2 in Boughton and 3 in Newark. There are also 2 further requests for CCTV currently being considered.
- ⇒ To help improve the feelings of safety, all Public Protection Staff have now been briefed on referral mechanisms covering a range of agencies that can support vulnerable communities. A range of other frontline enforcement staff have also been identified who would benefit from the same briefing sessions and these are now planned to be delivered in quarter 4.
- ⇒ In Newark town centre, we delivered two separate nights of action. The first was delivered in October, those present were able to speak to the managers of a number of different premises across the town centre seeking views on a wide spectrum of subjects. The use of drugs in licensed premises was raised by several of the premises visited. The premises confirmed that they all had drug policies in place but despite that, recreational drug use is now more prevalent than in the past. It was stated that on occasions the mix of drugs and alcohol had led to the breakout of violence. The lack of visibility of the police during the evening was highlighted as a concern. The feeling was that patrons seeing a police presence in the town was a deterrent to anti-social behaviour and that it added to the feelings of safety within the town. The second night of action was delivered in December and was a joint initiative with the police to address the issues of drugs and alcohol in the night time economy, particularly focusing on violence against woman and girls. Advice was also provided on drink spiking and the preventative measures that can be taken.
- 
- ⇒ Our colleagues within the anti-social behaviour housing tenancy team requested assistance to carry out joint patrols following reported issues caused by noise and abusive behaviour in Clipstone. Body worn cameras were used to gather evidence of the behaviour which resulted in warnings being issued to those involved.
- ⇒ The period around Halloween and Bonfire Night can be notoriously challenging due to the amount of anti-social behaviour taking place. The Council's Community Protection Officers and the ASB team teamed up with the Neighbourhood Policing Teams and patrolled together, disrupting the inappropriate behaviour of a



How are we performing against our objective to...

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

group of youths, tackling any anti-social behaviour witnessed and engaged with any young people to educate them about the issues that were being reported locally. Many residents at this time of year are affected by young people throwing eggs, knocking on doors or causing minor damage, the patrols are also in place to offer reassurance to those impacted by these issues.

- ⇒ Foot patrols have taken place in Newark Town with the local policing team following further reports of anti-social behaviour. During these patrols, five males and one female were issued with a direction to leave the town centre and one male received a warning for urinating in the gardens of St Mary's Church.
- ⇒ A project took place to engage young people involved in anti-social behaviour, these people were tasked with completing a Junior Ranger Course at Hill Holt Wood. As part of this course, seven young people completed a range of educational elements from plant and bird identification to obtaining the Junior Ranger Certificate.
- ⇒ Through quarters 2 and 3, we have been delivering repairs to the target hardening bunds that are in place to deter unauthorised encampments, these repairs are now complete and positive feedback has been received during this process. It is pleasing to see that these bunds now look like they are part of the landscape.
- ⇒ Yorke Drive has been an area of focus through the latter end of the summer and into autumn due to the levels of anti-social behaviour. In addition to the enforcement measures referenced above, events have taken place to reassure residents and provide an opportunity to raise concerns with the Public Protection team. This included an evening Patch Walk with housing colleagues and local Police Beat team on Yorke Drive estate and a Community Safety Event at Beaumont Walk Community Centre in partnership with housing colleagues, Fire Service, and local Police Neighbourhoods Team.
- ⇒ Community protection officers attended an address in Clipstone who had been experiencing incidents of youth anti-social behaviour and was upset and in fear of repercussion and reprisals. It was reported that a young male had been gaining access to the property and riding his bike on the gravelled area to the side of her home. Visits were made on several occasions to ensure that her property was secure, and the right support was in place. This type of work can be time consuming, but it is essential that we offer adequate support and advice, particularly to elderly or vulnerable victims. This issue now seems to have been addressed as no further problems have been reported.
- ⇒ Following reports of anti-social behaviour and a neighbour dispute in Ollerton, an Anti-Social Behaviour Officer and Community Protection Officer visited the area. The residents had reported incidents over an extended period of time emulating from their neighbours and their children. There were reports of intimidation and verbal abuse. To address this, an action plan was developed setting out the actions available to resolve the situation. Neighbour disputes are very common and can be difficult to resolve but working in partnership with colleagues and other agencies assists this process and this issue is now well on its way to being resolved.
- ⇒ In October, the Council joined an event with Nottingham County Council Youth Outreach team at Boughton Young People's Centre for a Halloween event that was attended by over 20 individuals.
- ⇒ In response to engagement work undertaken by one of officers with local young people and young adults on Sherwood Avenue Park, an Extreme Wheels event took place on 29th October 2022. Although the weather was not good, there was a revolving attendance throughout the day with a maximum of around 30 at any one time.



**Our Customers said:-**

"I would like to compliment the Civil Enforcement Officer on the professional manner with which he dealt with a very challenging individual on Saturday. The driver was both rude and threatening but he remained calm, professional and courteous whilst he was dealing with

Measuring  
Success

	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
<b>Year to Date Indicators</b>				
CCTV - number of proactive incidents	New for Q3 21/22	274	272	300
CCTV - number of reactive incidents	New for Q3 21/22	91	943	938
Fixed penalty notices (number issued)	26	848	2,289	1,125
Community protection notices/warnings (number issued)	21	14	6	19
All other notices/warnings (number issued)	15	12	13	11
<b>All Other Indicator Types</b>				
% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	No Data Received	-23.0%	5.0%	12.0%*
% reduction in all crime - Newark & Sherwood District compared against County area	20.0%	18.0%	-15.0%	-7.0%*
% of businesses in the District with a food hygiene rating of 3 or above	New for Q3 21/22	92.90%	92.50%	83.68%
% of businesses in the District with a 0 star food rating (major improvement necessary)	New for Q2 21/22	0.09%	0.09%	0.16%
% of planned food inspections undertaken in quarter	New for Q1 21/22	51.0%	83.0%	100.0%
% of all programmed inspections completed in quarter	New for Q1 22/23	New for Q1 22/23	79.0%	Trend
% programmed pollution inspections completed in quarter	New for Q1 22/23	New for Q1 22/23	50.0%	Trend

\*target is the County average and minus denotes an increase

### Exploring our performance...

The number of fixed penalty notices is significantly above target with 896 being issued in this quarter. This equated to 82 being issued by the council and 814 by our contractor WISE. Of those delivered by the council, fly tipping offences received the most attributing to over half of the total issued. For WISE, 805 attributed to littering and 8 for dog fouling.

The amount of community protection notices issued is below target by 13. However, the issuing of warnings and notices are a response to a particular problem. Four Community Protection Warnings were issued this quarter, and these led to the issues being resolved without the need to progress to a more formal route by serving a Community Protection Notice.

The level of anti-social behaviour continues to decrease but has reduced less than the county average, however that reflects the relatively low starting point of district. The levels are now below the figure for the same time last year and are getting close to pre-pandemic levels. For crime in the county, this has increased by 7% and in Newark and Sherwood by 15% when compared to the same period last year. Although this indicator appears negative, analysis shows that crime was down in both November and December. This data needs to be looked at over a 4 year period as the impacts of lockdowns drastically changes these figures, so far this year there have been 304 less crimes than in the same period in 19/20.

The percentage of food inspections undertaken is below target by 17%, but this is intentional as we limit the amount of inspections during the Christmas period to allow premises to work without distraction during their busiest period. This means that the 17% of inspections planned will now pass on into quarter 4.

How are we performing against our objective to...

## Improve the health and wellbeing of local residents



### What we have been doing this quarter;

- ⇒ During the last quarter we have focused on finalising and getting approval of the new Health and Wellbeing Strategy which was presented to Cabinet on 6th December 2022. The focus for the next quarter and into the next financial year is to develop an action plan to sit under the strategy, ensuring alignment with internal and external partners for delivery of outcomes. To ensure that we identify opportunities to increase and improve communication between partners, and that no one slips through the net, a 'Health and Wellbeing Jamboree' for partners is being held in early February with a focus on 'working well together.'
- ⇒ We continue to work with the YMCA to deliver the Community and Activity Village. Over the last three months, the Council has contributed around £36k investment for the new spectator stands planned for the village, which will add to the offering and provide opportunities for the YMCA to potentially diversify. The Community Development Team also continue to actively support the YMCA through patronage including running a project with Gypsy and Traveller girls based at the YMCA village and using the facilities for the resettlement football games.
- ⇒ In quarter 3, Cabinet agreed to establish a fund of £150,000 to support new and additional initiatives to support tenants, residents, businesses and employees with the rise in the cost of living. In quarter 4, we will be presenting an action plan that will demonstrate how we will deliver this to further support our residents.
- ⇒ This quarter, we have delivered a range of events and activities all of which have a focus on improving the health and wellbeing of our residents, including:
  - Delivered 'wormeries' to all schools across the district – allowing organic waste to be composted and reused by children and young people as fertiliser to grow their own food. This also allows them to learn about sustainability and healthy eating.
  - Undertaking cooking demonstrations at Southwell Town Market.
  - Submitted a bid to Efficiency East Midlands for £10k to support a number of cookery classes across the district with a focus on low-cost healthy eating.
  - Collected a range of toiletries from Birmingham Airport (those that has been confiscated from passengers going through security) and provided these to the local Food and Hygiene clubs/banks to supplement their provision.
  - Delivered a social eating event at Newark College with over 50 attendees.
  - Organised a day trip for veterans' trip to Duxford air museum that was attended by over 40 veterans . This also delivered against our Arms Forces Covenant commitment.
- ⇒ The Green Homes Grant Local Authority Delivery (Phase 2) scheme was completed on 31st December 2022. This collaborative project between the Council, E-ON and Nottingham Energy Partnership has delivered a range of grant-funded energy efficiency improvement measures to 49 low-income households living in poorly insulated homes within the district.
- ⇒ The replacement of the hockey pitch at the Magnus Church of England Academy was officially opened by current Great Britain and England hockey player Shona McCallin MBE. Shona, who is an ex-Newark junior player, then cut the ribbon to officially open the new hockey pitch.
- ⇒ Tenant arrears performance remains strong with performance this year consistently better than last year. As previously reported, we are seeing signs of tenants struggling because of the cost of living challenges, although at this time the impact is not being seen through an increase in arrears. We have previously reported on an increase in failed or cancelled direct debits as an indicator of increased financial stress and we have not seen the sharp increase we were expecting over the last few months but will continue to monitor the situation closely.

How are we performing against our objective to...

## Improve the health and wellbeing of local residents



- ⇒ Despite some unavoidable delays due to weather conditions, the work on the refurbishment of the play park at Maid Marion Way in Bilsthorpe has now been completed and the site handed back to the Parish Council from the contractor. The site will be re-opened for community use when the weather improves, and the Parish Council will plan an opening event to officially open the site.
- ⇒ The design team has been working through comments from a range of consultees including residents, planning, highways, the public rights of ways team and Sport England on the Yorke Drive Regeneration Scheme. It is hoped that all concerns have now been addressed and the plans are currently being amended to reflect the comments and issues raised. We expect to be able to resubmit refined layouts in February. During this quarter, we bought back two owner-occupied properties and surveyed residents across the Yorke Drive estate to enhance the social value and community impact of the regeneration proposals. As part of this work a Christmas party for all residents of the Bridge Ward was held – the party attracted families from across the ward, beyond the Yorke Drive boundary and is a step towards better integrating and breaking down perceived barriers with this community.



### Spotlight benchmarking

10% of resident adults over the age of 18 smoke compared with 11.5% in the East Midlands (2020)

### Measuring Success



	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
<b>Year to Date Indicators</b>				
Number of user visits - Active 4 Today (All)	New for Q3 21/22	600,284	725,001	675,000
Number of events held in NSDC parks	New for Q3 21/22	105	181	98
Number of children on environmental education visits to NSDC parks	New for Q3 21/22	780	683	600
<b>All Other Indicator Types</b>				
Live Leisure Centre membership base (All)	New for Q3 21/22	9,855	11,148	11,500

### Exploring our performance...

Performance across the improving health and wellbeing objective remains positive with 3 out of the 4 indicators all being above target. The number of events and the number of children on educational visits to our parks both significantly exceed target and is a good result given the time of year and weather faced during this period.

The membership base for our leisure centre remains an amber indicator and below target by 352 memberships. The overall performance reported is positive, in particular, the recovery from the pandemic has seen recovery to 90% of the pre-pandemic membership base. During the initial lockdowns, this loss was significant at approximately 40%.

# 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.

	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
<b>Year to Date Indicators</b>				
Website – NSDC – sessions (total number of views)	399,733	215,747	569,503	300,000
Engagement rate with posts issued on NSDC Facebook and Twitter combined	New for Q1 21/22	835,305	746,000	750,000
Number of digital web form transactions	New for Q1 21/22	28,847	20,099	Trend (decreasing)
% business rate collection	84.6%	85.0%	81.1%	73.7%
% council tax collection	80.2%	79.9%	79.7%	73.1%
<b>All Other Indicator Types</b>				
Telephony - average length of time to answer call (seconds)	New for Q4 20/21	53.0	79.0	60.0
Responsive Repairs - telephony - average length of time to answer call (seconds)	New for Q1 22/23	New for Q1 22/23	60.3	60.0
% invoices paid within 30 days - whole Council	89.6%	97.3%	98.1%	98.5%
% effective response to careline calls within 180 seconds (industry standard)	98.6%	97.9%	99.0%	99.0%
Average number of days to process new council tax support applications	21.1	18.4	20.0	18.0
Average number of days to process council tax support change in circumstances	10.2	11.3	8.0	7.0
Average number of working days to process new housing benefit claims	19.3	19.3	19.0	17.0
Average number of working days to process housing benefit change in circumstances	9.3	3.6	4.5	6.0

## Exploring our performance...

The target for answering a call within 60 secs was not met in quarter 3 and performance is slower by 26 seconds when compared to the same period last year. However, the time to answer a call improved significantly when compared to quarters 1 and 2. Just over 1 minute to answer a call is very favourable when compared to other public and private sector bodies. When looking at some other Nottinghamshire based local authorities, they use the % of calls answered within 60 seconds and two of those achieved 46% and 56% in quarter 2 of 2022/23 demonstrating how stretching this target is for us.

Performance of processing new claims for housing benefit and new claims and changes for council tax support all remain below target by 1-2 days. Performance in the quarter is largely attributed to sickness and staff turnover. To try and mitigate these impacts additional resource was requested by an external contractor but this wasn't available immediately. The vacant role has now been recruited to and they are currently undergoing training. Officers are in regular contact with the Performance Development Team (PDT) at Department for Work & Pensions (DWP). PDT measure our performance on not only New Claims and Change of Circumstances but also all other aspects of Benefits work we are funded for. Our overall performance is viewed as good by DWP on all aspects of Benefits Administration. For information, DWP set an upper limit of 30 days for processing new claims and 16 days for processing changes. Performance in Quarter 4 is traditionally the best and to support this, changes are being made to the new claim process to support and drive further improvements in performance.

# 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 comes through a range a channels whether that be compliments, suggestions, complaints or through satisfaction surveys—all of these are welcomed as it allows us to then utilise this data to help drive continuous improvements to our services. Customer feedback is important to us as it enables us to get real time feedback on how we are performing from our residents. This information comes through a range a channels whether that be compliments, suggestions, complaints or through satisfaction surveys—all of these are welcomed as it allows us to then utilise this data to help drive continuous improvements to our services. To help improve our response to complaints and how we learn from these, we will be rolling out training on best practice supported by a guidance document that will guide colleagues through the process. These improvements are programmed to be delivered through quarters 1 and 2 of 2023/24.

Over this quarter, we received 38 compliments, 4 suggestions and 70 complaints.

## Compliments

38 compliments were received this quarter. The teams attracting the highest volume of praise included;

- Housing and estate management with 5 compliments, predominately themed around caring behaviour from staff and the general support provided.
- Housing maintenance and asset management with 11 compliments with similar themes to the above but also included responsive and quality works.
- Customer services with 7 compliments, with themes around how they dealt with enquiries, calling back promptly and being disability aware.

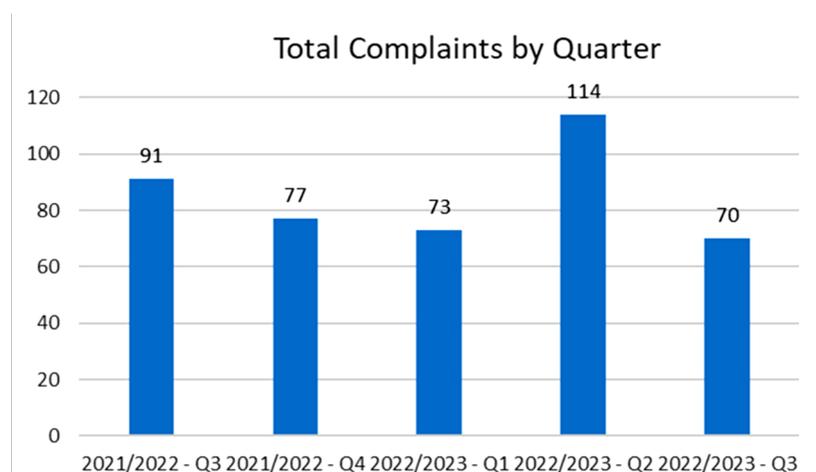
## Complaints

In quarter 3 of last year, 91 complaints were raised, this has decreased to 70 for this quarters performance. The services receiving the most complaints were the most front facing, this is a usual pattern and is consistent with previous quarters. The most complaints were about waste and transport, housing maintenance and asset management, housing and estate management and council tax.

Council tax received 6 complaints this quarter which is 8 lower than the same period of the previous year. 50% of these complaints related to decisions made in terms of the customers account.

Housing maintenance received 28 complaints, rising by 13 from the same quarter of the previous year. Themes included; quality of work both internally and through contractors and responsiveness to deal with issues raised.

Housing and estate management received 9 complaints, decreasing by 2 from the same quarter of the previous year. The complaint themes were predominantly around housing list prioritisation, neighbour issues, delays in service delivery and dissatisfaction with officer decisions.



# Customer Feedback

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

### Area of improvement...

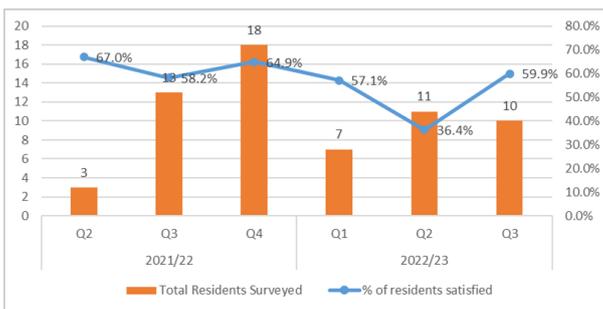
Currently to report a repair a tenant must call or e-mail our repairs team and a follow up call is required to confirm the details of the repair and book an appointment. Tenants have provided feedback that they would like to be able to book an appointment online.

### What we have done to improve...

We will soon launch a new online repairs reporting service, in partnership with multiple other Councils. This will allow tenants and leaseholders to book appointments for non-urgent repairs online. The service will be available 24/7 and includes the ability to upload a photo, amend and cancel appointments without needing to call.

## Tenant Satisfaction

Every quarter tenant satisfaction surveys are undertaken by Viewpoint to understand how we are performing for our tenants. Surveys are carried out on a random sample of tenants who received one of our key services. In quarter three, 881 surveys were conducted over 12 service areas, and the average service satisfaction across the areas was 91% (aka 91% satisfied or very satisfied). Services receiving higher than average satisfaction include adaptations, careline, gas servicing, right to buy, customer services and lettings. The areas for improvement were;

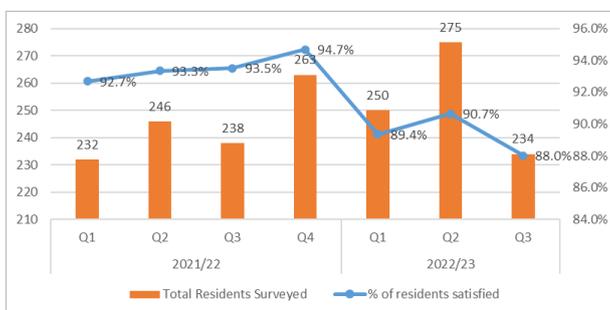
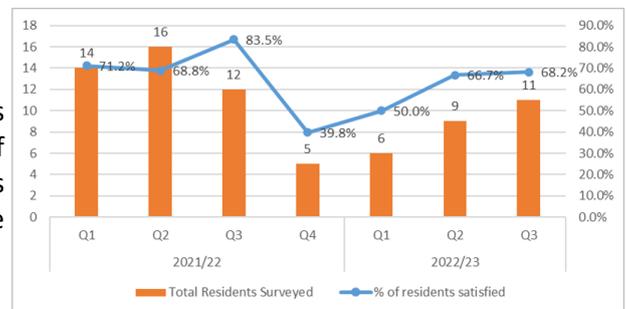


## Complaint handling

**59.9% of tenants surveyed were satisfied or very satisfied.** This is the highest scoring quarter of 2022/23. The amount of individuals surveyed was low but performance remains comparable to the same period of last year. 1 tenant felt our communication was lacking and 3 were dissatisfied with the lack of progress and delays.

## Antisocial Behaviour

**68.1% of tenants surveyed were satisfied or very satisfied.** This marks a drop of 15.3% when compared to the same period of the previous year. In terms of those dissatisfied, 1 tenant was dissatisfied due to a lack of progress, 1 because the issue continues and 1 felt the online form wasn't easy to find or use.

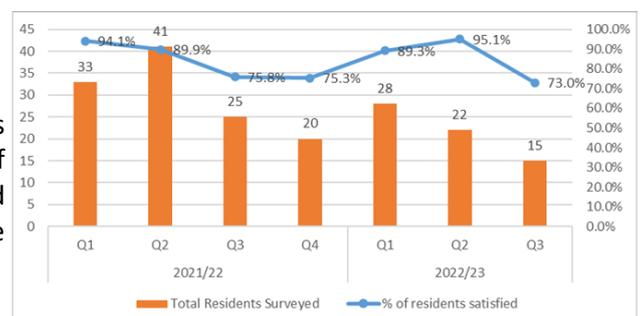


## Repairs to tenants homes

**88% of tenants surveyed were satisfied or very satisfied.** This marks a decrease of 5.5% when compared to the same quarter of the previous year. The main issues raised mirrored previous quarters, these were; lack of proactive communication with the tenant, slow service to deliver, quality of work and general dissatisfaction with the specifics of an enquiry.

## Major Works

**73% of tenants surveyed were satisfied or very satisfied.** This marks a drop of 2.8% when compared to the same quarter of the previous year. The main issues raised were; delays and unfinished jobs (either related to the major works or separate repairs).



# 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

December saw the Serving People Improving Lives Awards which celebrated the Council's fantastic workforce and the outstanding contributions of staff during 2022 across four categories of Apprentice of the Year, Employee of the Year, Manager of the Year and Team of the Year. Staff and teams are nominated by their colleagues based on their embodiment of the Council's values and there were worthy nominations in every category so there was a winner and highly commended in every category.

December was also a packed month of events and activity to get our colleagues in the Christmas spirit and to say an extra thank you for all the work they delivered through 2022. To raise money for Save the Children colleagues wore Christmas Jumpers on the 8th of December. Our housing options team delivered a fantastic raffle and provided treats for sale with all proceeds going to The Rope Walk (a local charity based in Ollerton that provides support for survivors of domestic abuse and homeless households) and the British Heart Foundation. Whilst colleagues at the Palace Theatre delivered their Palace Presents scheme where presents are donated and distributed to local charities and schools.

In October, colleagues in our Probation Team delivered a staff event for Black History Month which celebrates the life of Berry Gordy, the founder of the Motown Record Corporation, and the African American Motown and Soul stars who signed up to his record label. The event was to raise awareness of the struggle of African Americans during the civil rights movements of the 1960s, focusing on the struggle and discrimination Berry Gordy and the Motown recording artists faced. The event provided music, videos, and original Gordy records on display, as well as a display of Motown and soul memorabilia.

We also prepared this quarter to launch this year's Staff Survey. This is something we do on a regular basis to give staff an opportunity to share what it is like to work for the Council and to suggest things that could be done better or differently. This survey will open in January and will be open to all staff. It consists of 37 questions covering the following themes; your job, the Council as an employer, the Council's leadership and management and your sense of job satisfaction and wellbeing, as well as some questions on staff travel to support our work on the green agenda. The intention is to share the results of the survey at a series of Staff Roadshows in March.

Workforce Performance	Quarter 3 20/21	Quarter 3 21/22	Quarter 3 22/23	Target 22/23
<b>Year to Date Indicators</b>				
Average number of sick days per employee (FTE) per year lost through sickness absence	3.8	5.8	5.5	4.5
<b>All Other Indicator Types</b>				
% of staff turnover	10.7%	3.7%	8.0%	10.5%

## Exploring our performance...

The sickness outturn of 5.5 is against a target of 4.5 but has made an improvement of 0.3% when compared to the same period of last year. This quarter's performance equates to a total of 1,167.5 working days were lost during this period compared to 1,242.5 working days of the same period of last year so a slight decrease in days lost. In comparison to our East Midlands Council colleagues our performance remains strong.

There were 51 leavers during the period 01.04.22 to 31.12.21, thirteen of which left during quarter 3. Of these thirteen, there were 9 resignations, 2 dismissals, 1 death in service and 1 retirement. 10.5% as a target is a healthy level of turnover, too much turnover and the organisation can lose corporate knowledge and too little turnover and it can become stale.