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ASHFIELD DISTRICT COUNCIL

Ashfield
DISTRICT COUNCIL

Council Offices,
Urban Road,
Kirkby in Ashfield
Nottingham
NG17 8DA

Agenda

Overview and Scrutiny Committee

Date:	**Thursday, 16th February, 2023**
Time:	**7.00 pm**
Venue:	**Committee Room, Council Offices, Urban Road, Kirkby-in-Ashfield**

For any further information please contact:

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Overview and Scrutiny Committee

Membership

Chairman: Councillor Kier Barsby

Vice-Chairman: Councillor Andrew Harding

Councillors:

Chris Baron
Trevor Locke
Daniel Williamson
Will Bostock
Lee Waters

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SUMMONS

You are hereby requested to attend a meeting of the Overview and Scrutiny Committee to be held at the time/place and on the date mentioned above for the purpose of transacting the business set out below.

Theresa Hodgkinson
Chief Executive

AGENDA

		Page
1.	**To receive apologies for absence, if any.**	
2.	**Declarations of Disclosable Pecuniary or Personal Interests and/or Non-Registrable Interests.**	
3.	**To receive and approve as a correct record the minutes of the meeting of the Committee held on 15 December 2022.**	5 - 6
4.	**Annual Budget Update 2023.** The Corporate Finance Manager (and Section 151 Officer) will provide a presentation to the Committee.	
5.	**Corporate Plan Progress Update - April to December 2022.**	7 - 46
6.	**Scrutiny Review: Cost of Living.**	47 - 54

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OVERVIEW AND SCRUTINY COMMITTEE

Meeting held in the Committee Room, Council Offices, Urban Road, Kirkby-in-Ashfield,

on Thursday, 15th December, 2022 at 7.00 pm

Present: Councillor Kier Barsby in the Chair;

Councillors Andrew Harding and Trevor Locke.

Apologies for Absence: Councillors Chris Baron, Will Bostock, Lee Waters and Daniel Williamson.

Officers Present: Lynn Cain, Mike Joy and Shane Wright.

OS.8 Declarations of Disclosable Pecuniary or Personal Interests and/or Non-Registrable Interests

No declarations of interest were made.

OS.9 Minutes

RESOLVED
that the minutes of the meeting of the Committee held on 13 October 2022, be
received and approved as a correct record.

OS.10 Scrutiny Review: Cost of Living

The Chairman introduced the item and commented that the current review under consideration regarding the cost-of-living crisis was a high-profile topic that deserved a full and frank discussion with all Committee Members. With that in mind and due to limited attendance at the meeting, he advised those present that he would be deferring the item to the February 2023 meeting and would be closing the meeting as a result.

RESOLVED
that the report, as submitted, be deferred and considered at the next meeting of the Committee scheduled for 16 February 2023.

The meeting closed at 7.15 pm

Chairman.

Agenda Item 5

Ashfield
DISTRICT COUNCIL

Report To:	**OVERVIEW AND SCRUTINY**
Date:	**16TH FEBRUARY 2023**
Heading:	**CORPORATE PLAN PROGRESS UPDATE – APRIL TO DECEMBER 2022**
Executive Lead Member:	**COUNCILLOR JASON ZADROZNY, LEADER OF THE COUNCIL**
Ward/s:	**ALL**
Key Decision:	**YES**
Subject to Call-In:	**YES**

Purpose of Report

This report presents to Overview and Scrutiny Committee the progress updates in regard to delivery of the Corporate Plan and our Corporate Priorities and the April to December 2022 performance position against the associated Corporate Performance Scorecard.

Recommendation(s)

1. **For Overview and Scrutiny Committee to consider and proactively review the levels of delivery achieved against the Corporate Plan Priorities.**

2. **For Overview and Scrutiny Committee to consider and proactively review the levels of performance achieved against the Corporate Scorecard as of December 2022.**

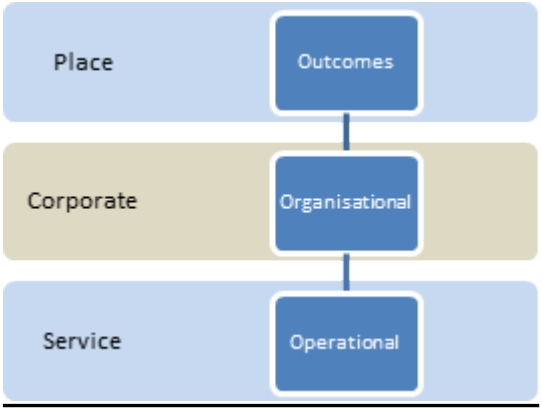
Reasons for Recommendation(s)

The Council's ambitions for the period 2019 – 2023 are clearly identified in a set of revised and updated Corporate Priorities which are presented in our Corporate Plan. These were developed by Cabinet in 2019 and have since been reviewed and updated, with consideration of the impact of the pandemic and our intended recovery activity.

Our priorities for the future and the key projects and initiatives we intend to deliver, are then translated and cascaded, through our Performance and Strategic Planning Framework, into specific Service Plans to facilitate focussed delivery.

The Corporate Plan sits above a wider strategic context which includes the Corporate Project Management Framework, Corporate Performance Indicators and a range of strategic documents relating to the Council and its services, including the Strategic Direction.

Our performance framework incorporates balanced performance scorecards on three separate levels as indicated below.



Our Corporate Scorecard measures organisational performance, and as such, typical perspectives of a balanced scorecard have been adopted including Community and Customer, Funding the Future, Organisational Effectiveness and Our People. The Corporate Scorecard is aligned to our Corporate Priorities and key initiatives identified in the refreshed Corporate Plan 2019-2023.

The Council regularly engages with the Local Government Association sector led improvement offer, for independent evaluation of the organisation, most recently (January 2023) a peer review of housing was completed. Key recommendations from the LGA support work have been integrated into the refresh of the Corporate Plan and Strategic Direction.

We are a Values based organisation whose purpose is to create a future where everyone has the chance of a better quality of life, as such we have also successfully developed our approach to measuring and understanding social value, and this has been incorporated into our Performance Management, Project Management and Procurement frameworks. A Social Value Policy was approved by Cabinet in 2020. The Policy has recently been reviewed and updated and is on February Cabinet agenda as an item for further consideration, including the reporting of significant outputs identified from our Social Value measurement.

Alternative Options Considered

To consider and adopt different key priorities and themes within the review of the Corporate Plan and Strategic Direction. The proposed priorities, themes and actions best capture and reflect the future strategic direction or the Council.

Detailed Information

The Council's Corporate Plan 2019 – 2023 was approved by Cabinet and endorsed by Full Council in September 2019. Subsequent iterations of the Corporate Plan set out our revised priorities for the future and the key projects and initiatives we intend to deliver.

The Corporate Plan sits above a wider strategic context which includes the Corporate Project Management Framework, Corporate Performance Framework and a range of strategic documents relating to the organisation and its services, including the Strategic Direction.

In March 2016, Cabinet agreed the use of a balanced scorecard methodology to enhance the organisation's performance framework and ability to understand how successfully the Corporate Priorities are being delivered, the approach providing a more rounded view on performance with a greater emphasis on customer satisfaction and quality.

The Corporate Plan was reviewed in light of the third year's progress and performance outturn, and also external factors impacting upon the Council such as recovery from the pandemic and responding to new legislation. The plan was refreshed in May 2022 to ensure alignment to the Council's future ambitions and Corporate Priorities for the four-year period of the plan (2019-2023).

Corporate Plan progress is monitored through both the effectiveness of successful delivery of key projects and initiatives and performance achieved against the Corporate Scorecard.

This report details progress against delivery of the Corporate Plan, for the period April to December 2022, as measured through our Corporate Scorecard and Corporate Performance Framework.

Overall, the corporate scorecard position for April to December 2022 indicates the following positive position: -

- 67% of measures achieving or exceeding target, or within 10% variance of target.

- 72% of measures indicating an improved position compared to the same period in the previous year, or within 5% of previous year's performance levels.

We are pleased with Corporate Plan key successes delivered to date:

Health and Happiness

- Arts, Culture and Events –
    - Ashfield Day was a huge success with around 12,000 people attending across the day.
    - The Food and Drink festival which took place in Hucknall in August was a great success again with approximately 4,000 in attendance.
    - Titchfield Park Centenary was also well attended by around 3,000 people.
    - Despite the weather, the Christmas light switch on events were a great success and hugely supported by our communities. Each event featured a stage with live entertainment from local acts, schools and performers with the lights being switched on by the Chairman and Vice-chairman of the Council.
    - There were 1,405 attendances through the Holiday Activities and Food (HAF) during the Easter, Summer and October school holidays.

- Health and Wellbeing - Better Care Fund (BCF) expenditure on Disabled Facilities Grants (DFG's) has remained on track throughout the year. There is a good flow of referrals to the team.
- Leisure Transformation Programme –
    - August 2022 saw the opening of the brand-new leisure destination in Kirkby, and significant investment at Hucknall Leisure Centre with building works commencing for a second new teaching pool, which is expected to be completed in June 2023.
    - By end December 2022 there were over 955,000 attendances at our leisure centres (a 33% increase compared to April to December 2021), returning to pre-pandemic levels, with 8,536 fitness members and 3,498 children and young people accessing swimming lessons. The opening of the new Kirkby Leisure Centre saw attendances rise to around 7,000 per month.
    - A programme of free family activities has started utilising Star Foundation funding, to increase awareness of facilities such as soft play, fun climb and TAG Active, whilst providing residents free access to support cost of living challenges.
    - We are now able to assess the value of the leisure facilities in meeting social value objectives such as GP reduced visits, hospital admissions, cancer, diabetes, education attainment and crime prevention. Between 1 April 2022- 31 December 2022 the social value across the sites and active communities programme totalled £3,404,876.
- Community Engagement –
    - £66,000 of funding was secured through work with Mid and South Notts. Place Based Partnership to increase capacity to reduce health inequalities in the Coxmoor and Broomhill/Butler's Hill priority places. As part of this work the Council has been organising meetings in each place for local community groups to work together. Examples of projects include the setting up of a cycling scheme in Broomhill with Ridewise, new sensory sessions for parents and young children, and better connections between food banks and clubs.
    - The Council achieved the Armed Forces Covenant Employer Gold Award.
    - The Volunteering Process and Policy is under review. A new system is being developed that will enable more volunteers to sign up with a streamlined online process.
    - The Community Engagement team have supported 85 requests for support. Ashfield Community Development Group and the Ashfield Innovation Forum continue to provide a platform for information and connectivity between the community and voluntary sector. Four Carer Events were held, with the biggest event in Sutton on 21st September, with 26 stalls and footfall of over 400 people.
    - The Council's Aspiring Leaders group has developed a 'Cost of Living' section on the Council's website and included in the pages is a directory developed jointly between ADC and Ashfield Voluntary Action. This can be printed off or shared digitally with residents. Warm hubs are available at the three leisure centres.
- Workplace Health - 15 ADC employees have now completed the Mental Health First Aid course. They can be recognised by their green lanyards and are on hand to support staff. A further 10 are currently on the training course with four more courses organised for 2023 as we continue to increase awareness of mental health and provide support when it is needed.
- Regulation – between April and December 2022, environmental health have supported 143 new food premises registrations and responded to 191 service requests.

Homes and Housing

- Active affordable housing development programme is now in place in respect of properties to rent with a total of 11 sites delivering over 100 units, with more in the pipeline.
    - Froghopper Lane – 22 contemporary energy efficient homes were handed over to the Council by the Developer in December 2022.
    - Sizeable new developments are under construction at Charlotte Gardens (Maun Valley), due 2023 and at Warwick Close, due 2024.
    - 53 acquisitions have been completed so far (mixture of s106 and market) with bids for a further 40 properties submitted to developers. Market acquisitions still underway, although rising property prices are making it increasingly difficult.
    - Review of land and assets is now complete and pipeline affordable housing development programme in place. There is an ongoing review of garage sites in readiness for disposal.
- Reducing and preventing homelessness –
    - Actions within Homelessness Strategy Action Plan being implemented. Work to review the impact of the Strategy is ongoing. Positive and proactive work has seen the number of homelessness preventions increase significantly by 24% compared to April to December 2021. This is set against a backdrop of a very challenging housing market, with circa 40% of homelessness assessments due to the ending of an assured shorthold tenancy. Options to assist these households back into alternative privately rented accommodation are limited, due to increasing rents which outstrip the Local Housing Allowance meaning that properties are seldom affordable to households in receipt of benefits. The team have access to funds to assist customers with deposits or rent in advance.
    - The pre-tenancy process now provided by the Money Management Advice Team has been reviewed to strengthen affordability checks and encourage a ‘rent first’ culture. 637 tenants, between April and December 2022, have been assisted with welfare and money management advice, and all tenancy support cases have been able to successfully remain in their tenancy following targeted support. Support is promoted through the Tenant Magazine and in correspondence, conversations, and home visits.
    - Housing’s Money Advice and Tenancy Sustainment teams secured £84,058 of additional income for tenants
    - Homes with intensive support, specifically for rough sleepers, have been made available under the Next Steps Accommodation Programme (NSAP). Having a significant positive impact on levels of street homelessness.
    - Reinvigorated Sanctuary scheme preventing homelessness by ensuring survivors of domestic violence can remain safe in their home.
    - The Council has actively participated in the Homes for Ukraine Scheme and for other asylum and refugee resettlement schemes.
- Housing performance – Void relet performance continues to improve post pandemic, reducing from 27.2 days (April to December 2021) to 23.7 days (April to December 2022). The issue continues to be difficult to let bedsits in sheltered courts for which attempts are being made to promote. The Council’s void relet performance was recently recognised as exemplary by the LGA Housing Peer Review team. Void re-let standard for Council homes has been devised and consultation conducted with tenants through Tenants’ Gateway.
- Following the introduction of the Social Housing White Paper, multiple sections of the Council are working to ensure that the necessary compliance is in place to meet the new standards and regulations coming into force for the Council’s social housing stock. For example, we have also carried out work to ensure the Council is compliant with all regulatory changes brought about by the Fire Safety Act 2021 and the Fire Safety (England) Regulations 2022

- Suitable housing –
    - Improvements to the thermal efficiency of older private properties achieved through various ‘Green Homes’ schemes. Focus on fabric first; solid wall, loft and cavity wall insulation.
    - Plans currently being devised for ECO4 scheme, working with installers and local private residents on a range insulation-based measures.
    - On 29 July 2022 (along with all other social housing landlords) the Council were given the insurmountable task of installing a fully functioning Carbon Monoxide detector in all properties with a gas or solid fuel appliance by 1 October 2022. For the Council this involved 6,153 properties having a detector in place and working in the space of just 11 weeks. After the superhuman efforts by our housing repairs team, fitting 1,100 detectors in one week alone, over 5,600 detectors have been fitted in those properties which allowed us access to do so. Where the team have not been able to access the properties, each house has been visited, written to and texted where mobile ‘phone details are held in order to try and book an appointment to fit the detector There still remains a few outstanding alarms to be fitted in our hard-to-reach properties, but fully expect for every home that requires an alarm to have one before the end of the financial year.
    - We have recently established a Damp and Mould Task Group to monitor and resolve any damp and mould issues, submitted our response to the Regulator and have also started writing a Damp and Mould Policy.
- Tackling disrepair and poor housing – Implementation of new Selective Licensing Scheme for private rented properties in parts of Sutton Central and Stanton Hill. Over 400 licence applications were received by end of Dec 2022.

Economic Growth and Place

- Physical Regeneration –
    - The four Future High Street projects are progressing well, with planning approvals in place, apart from Fox Street which has now been submitted to the February 2023 Planning Committee. 14 Low Street is in progress and due to complete late February, whilst 9-11 Low Street and High Pavement projects are going through procurement.
    - All 17 Towns Fund project business cases have been completed and approved through the local assurance process. Eight of these projects are now in delivery: Enterprising Ashfield, Visitor Digital, Portland Square, Kings Mill Reservoir, Science Discovery Centre and Planetarium, Walking and Cycling, Library Innovation Centres and the Civil Engineering Centre.
    - £3.1m of match funding has been secured from the Government’s Levelling Up Fund for the Science Discovery Centre and Planetarium.
    - UK Shared Prosperity Fund - Work is ongoing to deliver the programme which includes tendering of the local business and skills themed projects with other district/ borough councils to achieve value for money. Delivery of the communities and place theme projects has commenced with the Selston Country Park play area, Walking and Cycling for All project and Hucknall and Coxmoor Safer Streets projects being progressed.
    - The Levelling Up Fund bid for Hucknall which included a transport hub at Hucknall was unsuccessful, we are awaiting detailed feedback so that a bid can be submitted to the third round of the fund.

    - There have been several successes this year and good progress made dealing with dilapidated buildings. There are still some sites coming forward that require significant interventions, the list is regularly updated, and work continues. For example, in the last quarter we have worked proactively with partners to shutter and secure Kirkby Lane Farm, Selston to prevent dilapidation. The Shires Care Home, The Oval has been removed from the list after successfully securing the site with fencing. The development brief for Station House, Outram street has now been completed, and a planning application has been submitted for the Old Blue Bell, Lammas Road, Sutton in Ashfield.
- Business Support –
    - All business support information has now been transferred onto 32 new Council web pages which includes our District offer and business news. The pages are regularly updated. Use of media platforms has increased the number of new members. Business Information is distributed regularly and widely; averaging 14 new posts a week.
    - Two VIP Business leaders Networking events on Transport & Logistics, Global Trading & Technology have been delivered. The next two events will take place during Spring and Autumn 2023.
    - International links outlining an enterprise bridge with Mentor City International Trade Initiative in Ohio, US are being explored. A proposal will be finalised in January with the potential to run as a pilot programme for 6-months to encourage local inward investment opportunities, open up new markets and strengthen supply chain bases for Ashfield businesses.
    - Work has almost been completed on the Economic Recovery Plan. Work will now commence on the commissioning of a new Economic Development Strategy to highlight next interventions.
    - The Skills Strategy is being progressed with schools and adult skills partnership meetings being held. The Council held a Careers Fair on 4th November, involving working with key partners and the secondary school partnership. The successful event brought together over 720 individuals seeking job and training opportunities with 91 partners/businesses. A calendar of new events has been put in place for delivery in 2023.
- Discover Ashfield – We are continuing to promote and increase knowledge of Discover Ashfield. New promotional material has been designed and a marquee has been purchased for events.
- Town Centres –
    - Idlewells Market is at 97% occupancy with just two stalls currently vacant and Moor Market is currently hosting ‘Non-Such’ a community engagement group supporting parents with children between 18 – 36 months.
    - Town centre vacancy rates are 9%, 11%; and 10% for Hucknall, Kirkby, Sutton respectively. The regional rate for the East Midlands is 12% and 11% nationally.
    - Free weekend parking was available throughout December in our town centres.
- Infrastructure and transport -
    - Proposals around Junction 27 of the M1 Motorway are progressing. Liaison continues with Nottinghamshire County Council to discuss bus access across the county with our particular focus looking at east west links as well as Nottingham.
- The Local Plan – with Cabinet support for scenario B the next stage of consultation will be progressed in developing the final Local Plan which will consider further new Government guidance which is expected to allow more flexibility around housing numbers. This has yet to go into legislation and will be explored with the planning inspectorate in February.

Cleaner and Greener

- Parks and open spaces –
    - The Council was recently inspected in relation to its six Green Flag Awards for the main parks, positive feedback was received on the day, and we are awaiting a full report. The Kings Mill Reservoir site was submitted for a new award in January with judging due to take place in late spring.
    - Implementation of the Green Spaces Programme has progressed, and a review has been undertaken of the Green Space and Public Realm investment plan for the next five years.
- Environmental sustainability –
    - Projects at Sudbury Drive and Selston Country Park are making progress, whilst up to £60k grant funding has been successfully secured for tree planting schemes over the next three years.
    - 200 trees have been planted as part of the community tree planting project in Hucknall West. A further 2000 trees will be planted across the district between now and the end of March, well exceeding the Council's commitment to plant 1,000 trees per annum.
    - The Council's Climate Change Strategy and Carbon Management Plan were approved at Full Council in the summer. Actions from the Council's Carbon Management Plan are now in delivery.
    - The Council has engaged specialist support to develop a Decarbonisation Plan for its non-domestic assets, looking at identifying measures to significantly reduce its carbon emissions. This work is nearing completion.
    - The Council has also successfully bid for funding under the Public Sector Decarbonisation Fund Phase 3, covering the decarbonisation of heating to the Council's Centralised Offices, and Hucknall Leisure Centre. The funding will total approximately £2m.
    - Other funding bids relating to the Domestic Housing Stock have been successfully bid for and delivered during 2022 including the Green Homes Grant Phase 1B, the Green Homes Grant Phase 2 (both schemes delivering works to the Council's housing stock along with private sector properties). We are currently on-site delivering works under the Social Housing Decarbonisation Fund Wave 1. We are also awaiting the outcome of the bid for the Social Housing Decarbonisation Fund Wave 2. Such works will improve the thermal efficiency of buildings and/or reduce energy demand requirements thus assisting in the reduction of the district's carbon footprint and assisting in the reduction of fuel poverty. Funding for the above totals approximately £4m.
    - The Council continues to purchase zero carbon electricity and is certified under the Renewable Energy Guarantee of Origin (REGO) which provides transparency to customers that the electricity is supplied by renewable sources. Electricity is generated from wind, solar, hydro, landfill gas and biomass pellets.
- Street Cleanliness – Big Ashfield Spring Clean 2023 is due to take place from 20th February 2023, while free bulky collections will continue. Since their introduction in 2022 we have collected over 12,000 items for free, ensuring that over 250 tonnes of waste is disposed of correctly.
- Waste and recycling - While general waste volumes continue to fall, the high temperatures in the summer meant that less garden waste was collected in July to September compared to Quarter 1 (April to July). April to July 2022 (Quarter 1) recycling figures were the highest that have been recorded since 2019 showing waste volumes and use of the service has returned to pre-covid levels. With a reduction of 1.1 tonnes (14%) in the amount of general waste

collected compared the same quarter in 2021. Therefore, overall, recycling rates currently remain constant compared to the same April to September period last year. Q3 results have yet to be released, Q2 results again saw an increase in recycling and a reduction in general waste. Ashfield having the second highest recycling rate in Nottinghamshire, only pipped to number one by Rushcliffe Borough Council.

Safer and Stronger

- Anti-social behaviour –
    - The Council responded to 5,269 reports of anti-social behaviour, neighbourhood nuisance and environmental crime reports between April and December 2022. The continued review and implementation of demand and vulnerability assessments at source has resulted in enhancing the triage process and resolving 19% of all demands at the initial point of contact over this period.
    - Several action days have been undertaken to address anti-social behaviour and enviro-crime resulting in 54 fines being issued for fly tipping, waste on land, and fouling offences. Over the period of April 2021 to present, a total of 141 Fixed Penalty Notices (FPNs) have been issued for these offences. This is highest recorded amount in the Council's history. Additional work has included Anti-Social Behaviour beat surgeries, targeted partnership operations and engagement events to support prevention, educational and enforcement delivery.
    - Eight notorious alleyways across the district, which have become hotspots for drug dealing, fly-tipping and nuisance motorbikes, will be closed when a new Public Spaces Protection Order goes live from 1st March 2023.
- Partnership working, complex cases and safeguarding –
    - The Council and Police partnership initiative (Operation Springboard) continues to be undertaken to provide high visibility reassurance in neighbourhoods, town centres and public spaces through targeted patrols. This assists in obtaining local intelligence and taking positive action, resulting in the partnership successfully managing and tackling trends and emerging issues across the district.
    - From April to December 2022, 141 referrals were made to MASH (Multi-Agency Safeguarding Hub) and other support agencies to safeguard vulnerable adults and children and protect them from further harm or abuse.
    - The Council and Police launched a dedicated partnership vulnerable Adult Support Scheme with a primary aim of reducing crime, anti-social behaviour, and vulnerability through person centred interventions. A cohort of up to 15 adults are managed at any one time. Individuals on the cohort often have complex support needs and are being diverted away from criminality/exploitation through wrap around support. This programme is being rolled out across Nottinghamshire with Ashfield being recognised as an 'exemplar' for supporting vulnerable people.
    - This Complex Case Team has expanded and have recruited two additional Domestic Abuse Officers on a secondment basis from a domestic Abuse Charity named NIDAS to support survivors of domestic abuse and manage VAWG related issues. All funding for this has been secured externally.
    - Throughout October an early intervention Halloween and Bonfire initiative: Operation Safekeep was co-ordinated by Community Protection Officers and partner agencies to create awareness on fire safety and reducing on street ASB. The operation was highly successful with over 50 shops and off-licences visited and over 40 incidents being responded to.
    - The Council, alongside partners and the OPPC was successful in securing £750,000 for the Ashfield and Mansfield CSP in August this year as part of the Safer Streets Round 4 Funding programme. This is in addition to round 3 funding secured to the amount of £550,000 which was awarded last year, totalling £1.3 million. Funding is

being used to address longstanding community concerns relating to women's and girls' safety, violence, and the perception of crime in public spaces. The work has been commended by the Home Office and the Safe Point Camera's which was installed in Ashfield has gained worldwide attention.
    - The Council, Police, Fire Service, and health services have been delivering engagement events across the super output areas of the District building and fostering positive relationships to understand community need and assist them to become self-sustaining, through self-help and resident participation. Successful events have taken place in Sutton, Hucknall and Kirkby-In-Ashfield.
    - Complex Case Panels take place monthly to discuss escalating safeguarding scenarios. Through the development of risk management action plans, targeted interventions are undertaken to assist those who are vulnerable or considered at significant risk. The Complex Case Team and Panel have provided intensive support to 51 highly complex residents across five key life areas (Health, Housing, Community, Finances and Employment), and 37 referrals have been reviewed at panel.
    - New policies have been devised and approved for key community safety and safeguarding themes, including modern slavery, hate crime and domestic abuse.
- CCTV –
    - Following the adoption of a new CCTV policy, external funding has been secured to have a total of 15 new externally funded cameras across the district. This has greatly supported the prevention and detection of crime across target areas.
    - In August of this year, over £63,000 was secured under the PCC's locality fund to support the development of Gating measures, CCTV, and a Safe Space Accreditation Scheme in Hucknall. Works have commenced and will be completed by March 2023.
- Domestic violence –
    - £60,000 funding has been secured to deliver domestic abuse awareness sessions and support the sanctuary scheme initiative over the past year. Funding has supported survivors of domestic abuse. This includes supporting survivors of domestic abuse through the Serenity initiative in partnership with Juno Women's Aid, which provides emergency refuge accommodation to women who are homeless because of an abusive relationship.
    - Between 25th November - 10th December, the Council's Complex Case Team successfully delivered the White Ribbon Campaign and 16 days of activism were delivered, aimed at ending violence against women and girls, creating awareness and empowering survivors of domestic abuse to reach out and get support.
- In October this year, it was confirmed that Sutton-in-Ashfield was one of only two places across the whole of Nottinghamshire to be successful for £20,000 Home Office funding to help prevent radicalisation. The work will build critical thinking and personal resilience with young people in the area as well as targeted intervention work with residents who are susceptible to being radicalised towards violent extremism.

Innovate and Improve

- Financial sustainability –
    - Business rates collection rates by end of December have improved significantly from 75% (April to December 2021) to 82% (April to December 2022) collection rate. Retail businesses continue to benefit from extended retail relief in 2022/23 which is a continuation of the COVID-19 support introduced in previous years. The authority was also given funding to distribute for a new relief scheme called Covid-19 Additional Relief fund and £2.4 million in additional relief was applied to NNDR accounts in September 2022.

- The Council Tax Energy Rebate Scheme was successfully administered quickly at short notice, the £150 payments were made from April to November to a total of 54,753 households, the total amount issued was £8,183,765.
- The core scheme for bands A to D was paid to 52,864 households by 48,953 BACs payments, 2,426 Post Office vouchers, 1,475 credits to council tax accounts, and 10 cheques. Where the Council had details from direct debits to make the BACs payment these could be easily done, a system was put in place to collect details from those customers where we did not hold the bank details.
- The External Auditors have completed their work on the Council's 2021/22 Accounts and have again given an Unqualified opinion.

- Customer experience and channel shift –
  - The level of take-up for making payments easily, using digital channels, continues to increase, with 89% of payments received between April and December 2022, being made either by direct debit, online 'e-store', automated telephone or recurring card payment. Direct debit transactions have increased by 4% (April to December 2022, compared to April to December 2021), and overall, 10% over the last four years. Paypoint and post office transactions also continue to decrease with a further significant 13% reduction in the number of payment transactions over the same period, a 43% reduction in the last four years since the closure of our cash offices.
  - We are continuing to see signs of successful channel shift because of the digital developments being undertaken in-house. Telephone demands for waste and environment services from April to December 2022 have reduced by 10% compared to the same period two years ago, with a corresponding 2% decrease in the number of calls to revenues and customer services also.
  - The new Customer Portal, Ashfield 24/7, which was launched in February 2022, now has nearly 4,000 residents signed up, and 6,783 requests raised to date, since April 2022, through the portal.
  - There has been a corresponding continuing use of our online forms, with nearly 15,000 completions of our in-house built forms throughout 2022. The use of these online forms/ features, and corresponding reduction in telephone demand is a significant indication of the impact of our digital developments on shifting customer demand to less costly channels.
  - Customer experience of the Council's website continues to improve with ongoing increase in page views and average time on a page. Visitors resorting to visiting 'Contact us' pages from another page on the website has reduced by 20% (2021 - 40,215, 2022 - 32,150) - 20.05% decrease in
  - External accessibility assessment of the Council's website in January 2023 indicates an overall 93% accessibility score which is a significant improvement over the last 12-24 months, and comparatively excellent performance compared to neighbouring Councils.
  - To support our residents, by end February 2023, we are aiming to make an 'online benefits calculator' available on the Council's website, especially important during the Cost-of-Living crisis.
- Innovation –
  - In-house digital development is now also leading more modern approaches in community projects, for example, a Safer Streets project has incorporated in-house development of a significantly less costly, digital proof of concept using QR codes on lamp posts so residents can easily report street lighting issues directly to the County Council. Working with waste and environment services we are now bolstering this concept for making it easy for our residents to 'Report an issue' or 'Find Information

easily online' using dynamic, smart QR code methodology for litter bins and resident waste bins. We are aiming to have these implemented by March 2023. QR codes for resident bins are also now being printed into the physical lids of the bins so new bin roll outs from this month will incorporate this more modern approach.

- Significant strides have been made in the ongoing modernisation of the Council's IT solution architecture, with a particular focus on moving business solutions to the 'cloud' to improve accessibility, usability, and business continuity. For example, a project has now commenced, following full market testing, to replace our legacy Finance System with a wider local government specific One Council enterprise resource planning (ERP) platform, which is an integrated software as a service (often referred to as 'SaaS') cloud platform, having the potential to reduce the number of systems which support organisational back-office, simplify the user interface and experience, remove many different silos of data, and minimise required complex integrations between systems.
  Discovery work is also currently in train to determine our technical requirements to support the modernisation of our Revenues and Benefits and Planning functions.
- Housing transformation has been making significant progress, with a Customer Contact Module going live in October 2022, followed by the development of key tenancy management processes within this module; new tenancy went live mid-January 2023, Anti-social behaviour is currently in testing and due to go live by the end of February 2023, and Tenancy reviews/ tenancy breaches due to go live by end March 2023.
  Cleansing and improvement of the housing property asset and component data is also 90% complete, with a digital stock condition survey platform now live (January 2023)

Areas for Improvement

- Planning performance has slipped due to shortage of resource, increased numbers, and backlog. The team has done remarkably well to minimise the impacts on performance considering resource issues which have included vacant posts. Officers have reported that the handheld devices have made a real difference to them. The section is keen to press for further digitalisation particularly in the policy area and work has now commenced, led by the Digital Team, to identify technical business requirements,
- Council Tax collection rates appear lower at end of December this year, compared to last year, due to system reconciliation problems and the Council Tax Energy Rebate payments being included within the Council Tax financial control for April and May, therefore, the net payment amount does not yet accurately reflect the collection rate. The £150 Energy Rebate payment generated a lot of queries to work through and, due to this, recovery action was paused, and reminders were not issued for non-payment until October 2022. The response from the reminders has been strong and it is expected collection rates should improve. Many customers are struggling due to the Cost-of-Living crisis and general increase in their other outgoings; therefore, council tax remains challenging to collect against the general economic background.
- The climate for the collection of rent continues to be challenging for the Income Team, due to the financial pressures being experienced by tenants. Rent collection rates For April to December have decreased by just 1% when compared to the same period in 2021. We continue to concentrate on our early intervention work, have increased contact with tenants in arrears, provided money management support where required and take enforcement action within the timescales of our procedures, where there continues to be a lack of engagement or payment. Performance in this area is impacted by a number of factors including delays to court processes, the increasing number of tenants claiming Universal Credit and the significant financial pressure caused by the hugely increased cost of living crisis.

- Average call waiting time and call abandonment levels have increased (April to December) when compared to the same period last year. Prior to the implementation of Phase One of the Customer Service Review, the Waste and Environment team were running under capacity and a transitional period at the end of September, during the transition into Customer Services, also had an effect during this period. The Housing Repairs team have also been running under capacity during the period, along with increased demand due to CO2 installations, which has impacted on performance.

Implications

Corporate Plan:

The report relates to the delivery of the Corporate Plan Priorities. The Corporate Plan sets out the Council's proposed priorities for the period 2019 to 2023 and intended deliverables which will be monitored and managed through the Corporate Performance Framework.

It covers performance for the period April to December 2022 and where available includes more up to date performance/achievements. The Corporate Scorecard has been reviewed and refreshed to align with the refresh of the Corporate Plan and associated Corporate Priorities as a means of identifying their successful delivery.

Legal:

The Council's new Corporate Priorities and strategic plans have been developed in consideration of current and forthcoming legislative requirements. [RLD 02/02/2023]

Finance: [PH 01/02/2023].

Budget Area	Implication
General Fund – Revenue Budget	The Corporate Plan has been developed in alignment with the Medium-Term Financial Strategy and the financial sustainability of the organisation. The 'Innovate and Improve' Priority proposes key programmes and projects which will be focussed on identifying and delivering efficiencies and more effective working practices to support financial sustainability, whilst concurrently delivering improved customer focussed services. Financial performance is included within a detailed Corporate Scorecard reported to CLT and Scrutiny. Financial PI's form a key element of the balanced scorecard approach, reviewed to reflect future priorities in alignment with the Corporate Plan 2019-2023.
General Fund – Capital Programme	
Housing Revenue Account – Revenue Budget	
Housing Revenue Account – Capital Programme	

Risk:

Risk	Mitigation
Absence of a Corporate Plan would result in a lack of	Agreed Corporate Plan every four years which is delivered via the organisation's project management framework and reviewed annually.

prioritisation and focus on delivering what matters	
Poor performance would potentially result in inability to deliver the Corporate Priorities as specified in the Corporate Plan	Regular monitoring of performance and robust performance management through the authority's performance management framework.

Human Resources: [KB 01/02/23]

The 'Innovate and Improve' Priority proposes key programmes and projects which will be focussed on delivering the People Strategy and developing employees.

High levels of performance can have a positive impact upon employee engagement and retention which in turn can enhance performance further.

Environmental/Sustainability

The 'Cleaner and Greener' Priority proposes key programmes and projects which will be focussed on delivering environmental improvement.

Equalities:

There are no direct implications on equality and diversity as a consequence of the proposals and recommendations outlined in this report.

Other Implications:

Not applicable

Reason(s) for Urgency

Not applicable

Reason(s) for Exemption

Not applicable

Background Papers

Corporate Scorecard – Quarter 3 out-turn

Report Author and Contact Officer

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Sponsoring Director

Craig Bonar, Director-Business Transformation & Resources

Corporate Scorecard

This report highlights the quarterly performance position of the council. The performance indicators in this report were chosen to reflect the progress made against the objectives set out in the corporate plan for 2019-2023. Data in the report is validated by the council's corporate performance team.

Report Author: Jo Froggatt

Generated on: 25 January 2023

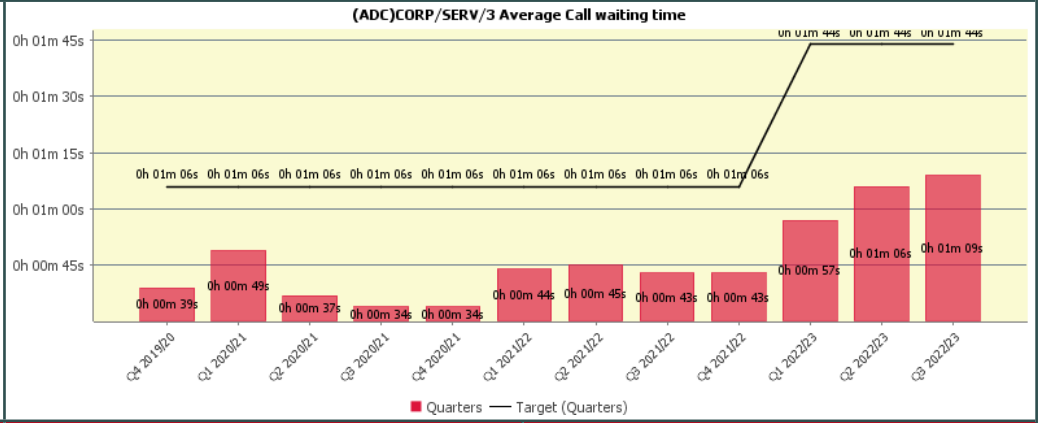
Performance Data Short Trend: Improving 8 No Change 1 Getting Worse 16 No Value 2

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Community and Customer (ADC) Service Standards

Performance Indicator	Data Type	Officer(s) Responsible
Average Call waiting time	Duration	Cathy Sands

The average amount of time a customer waits in a queue on the telephone for the call to be answered expressed in minutes and seconds



Current Value	Current Target	Current Value vs Target	RAG Status
0h 01m 09s	0h 01m 44s	-0h 00m 35s	

Previous Year Value	Previous Year Target	Trend
0h 00m 43s	0h 01m 06s	

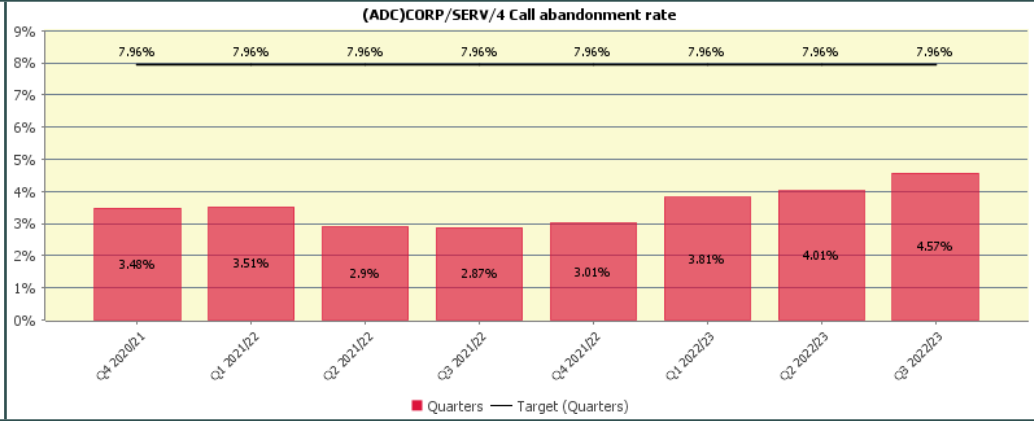
Latest Note, date and author	
03-Jan-2023	Rosie Taylor-Caddy

Prior to the implementation of Phase One of the Customer Service Review, the Waste and Environment team were running under capacity and a transitional period at the end of September, during the transition into Customer Services, also had an effect during this period.

The Housing Repairs team have also been running under capacity during the period, along with increased demand due to CO2 installations, which has impacted on performance.

Performance Indicator	Data Type	Officer(s) Responsible
Call abandonment rate	Percentage	Cathy Sands

The number of calls where the customer hangs up before the call is answered by an agent in the telephone system (Netcall Liberty Converse) expressed as a percentage of all calls received



Current Value	Current Target	Current Value vs Target	RAG Status
4.57%	7.96%	-3.39%	

Previous Year Value	Previous Year Target	Trend
2.87%	7.96%	

Latest Note, date and author	
03-Jan-2023	Rosie Taylor-Caddy

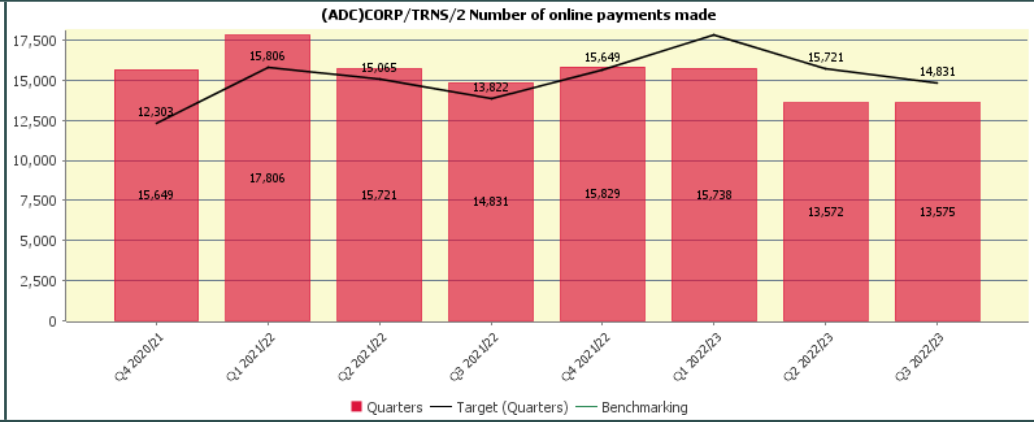
Prior to the implementation of Phase One of the Customer Service Review, the Waste and Environment team were running under capacity due to resignations.

A transitional period at the end of September during the transition into Customer Services also had an effect during this period.

The Housing Repairs team have also been running under capacity during the period, along with increased demand due to CO2 installations, which has impacted on performance.

Performance Indicator	Data Type	Officer(s) Responsible
Number of online payments made	Number	Cathy Sands; Rosie Taylor-Caddy

The number of successful payment transactions where customers have used one of our online payment methods (WebPay Public and Estore) Target is the value of the same quarter in the previous year.



Current Value	Current Target	Current Value vs Target	RAG Status
42,885	48,358	-5,473	

Previous Year Value	Previous Year Target	Trend
48,358	44,693	

Latest Note, date and author	
03-Jan-2023	Jo Froggatt

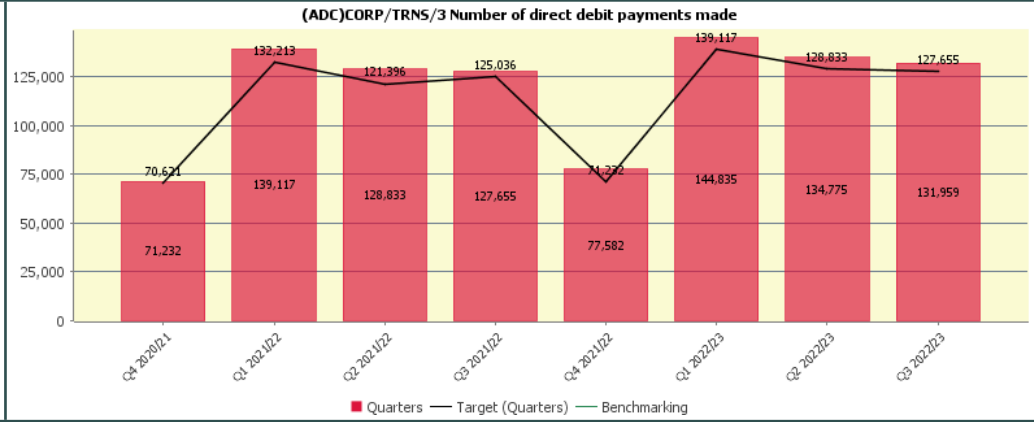
Overall 11% reduction in online payments, significantly across council tax and bulky waste (latter potentially due to free bulky waste rolling scheme, overall 39% reduction in bulky waste payments across all channels)

Comparative detailed data for key payment types made via estore

	Qu3 cumulative 2021/22	Qu 3 cumulative 2022/23	change	Compared to auto tel change	Compared to PP/PO change	Compared to Assisted tel change
Council Tax	28,307	22,756	-20%	-19%	-13%	Same (only 1)
Rents	11,770	12,110	+3%	+9%	-13%	-50%
Garden waste	2,829	3,055	+8%	n/a	same	-9%
Bulky waste	1,652	991	-40%	n/a	-58%	-36%

Performance Indicator	Data Type	Officer(s) Responsible
Number of direct debit payments made	Number	Cathy Sands; Rosie Taylor-Caddy

Target is the value of the same quarter in the previous year.



Current Value	Current Target	Current Value vs Target	RAG Status
411,569	395,605	15,964	

Previous Year Value	Previous Year Target	Trend
395,605	373,726	

Latest Note, date and author	
	Jo Froggatt

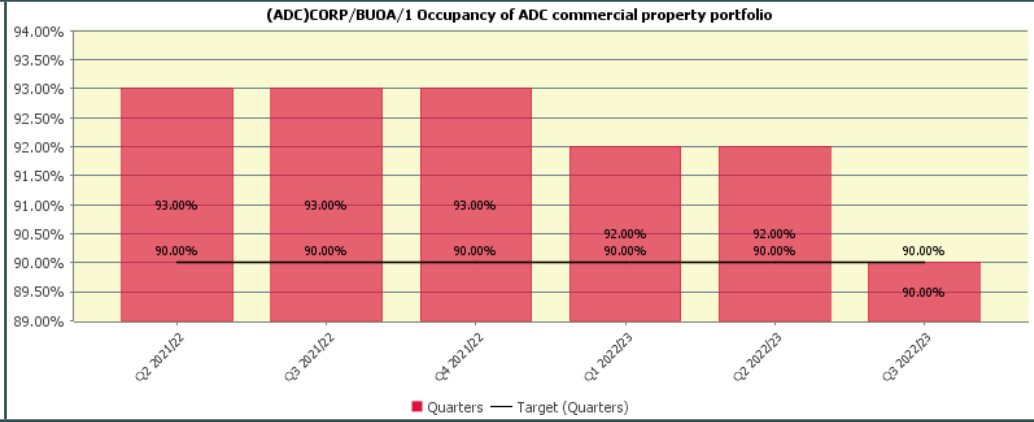
Overall 4% increase in direct debit payments mostly council tax. 3.4% reduction across all channels for garden waste, 4% reduction across all channels for rents

Comparative detailed data for key payment types made via direct debit

	Qu3 cumulative 2021/22	Qu 3 cumulative 2022/23	change	Compared to auto tel change	Compared to PP/PO change	Compared to Assisted tel change
Council Tax	314,735	331,163	+5%	-19%	-13%	Same (only 1)
Rents	46,854	46,401	-1%	+9%	-13%	-50%
Garden waste	13,861	13,144	-5%	n/a	same	-9%
Call monitoring	10,382	9,562	-8%	n/a	+100% (53 compared to zero)	same

Funding the Future
(ADC) Better Use of Assets

Performance Indicator	Data Type	Officer(s) Responsible
Occupancy of ADC commercial property portfolio	Number	Matthew Kirk



Current Value	Current Target	Current Value vs Target	RAG Status
90.00%	90.00%	.00%	

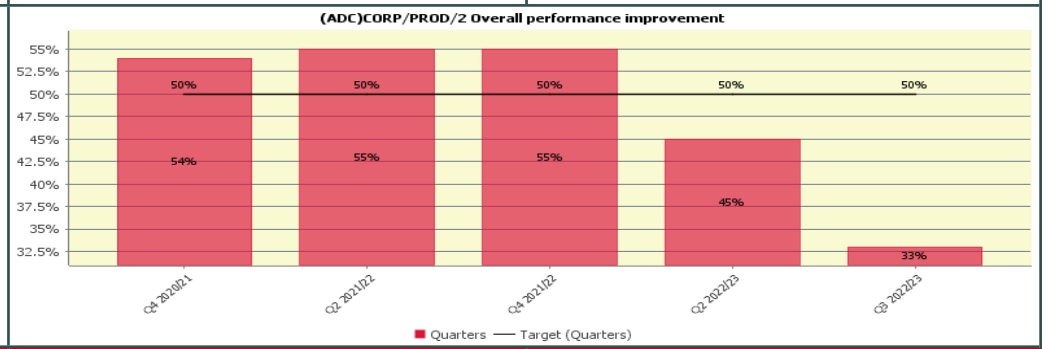
Previous Year Value	Previous Year Target	Trend
93.00%	90.00%	

Latest Note, date and author	
13-Jan-2023	Matthew Kirk

Several units have been taken possession from the tenants following the ending of Covid protection, due to rent arrears. However, demand for industrial units is currently strong so we expect them to be relet in Quarter 4.

Funding the Future
(ADC) Productivity

Performance Indicator	Data Type	Officer(s) Responsible
Overall performance improvement	Percentage	Jo Froggatt



Current Value	Current Target	Current Value vs Target	RAG Status
33%	50%	-18%	

Previous Year Value	Previous Year Target	Trend
55%	50%	

Latest Note, date and author	
08-Feb-2023	Jo Froggatt

overall, of the 18 measures in the corporate scorecard

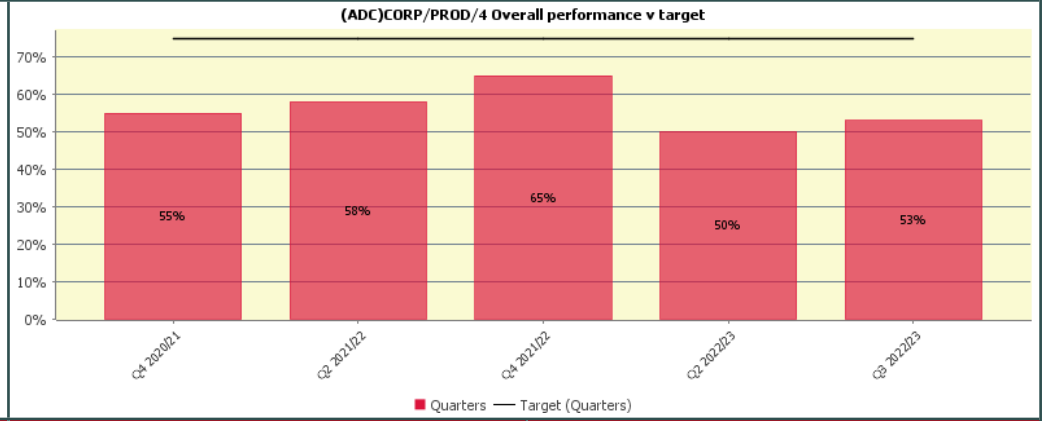
6 measures have improved in out-turn compared to Qu3 2021/22 (33%)

1 measure has remained constant (6%)

11 measures have not reached the same out-turn position

however, of these 11, the qu3 out-turn of 6 of them is only within 5% difference of the previous year. Therefore, 72% of measures have improved, stayed the same or are within 5% of performance achieved in qu3 last year

Performance Indicator	Data Type	Officer(s) Responsible
Overall performance v target	Percentage	Jo Froggatt



Current Value	Current Target	Current Value vs Target	RAG Status
53%	75%	-22%	

Previous Year Value	Previous Year Target	Trend
58%	75%	

Latest Note, date and author	
08-Feb-2023	Jo Froggatt

overall, of the 18 performance indicators: -

10 have achieved or exceeded target (56%)

2 have performed within 10% of target (11%)

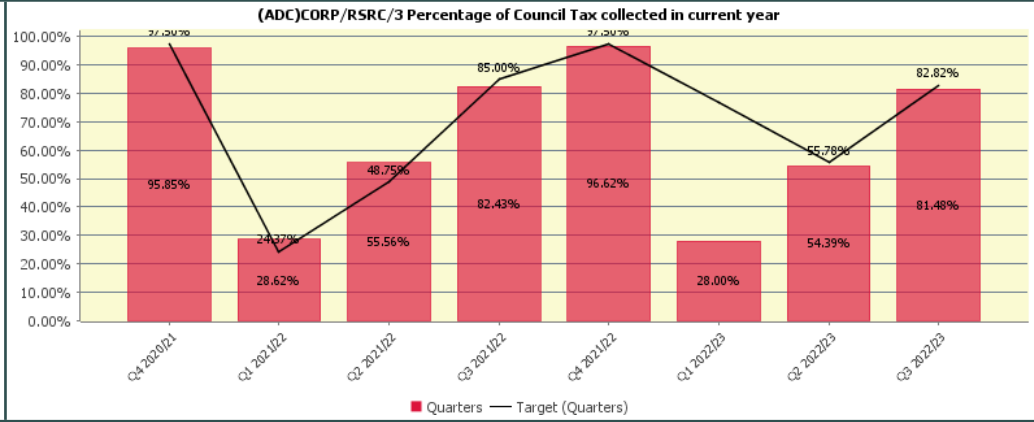
the remaining 6 have performed more than 10% away from target

therefore, 67% of performance for qu3 has either achieved or within 10% of target

Funding the Future
(ADC) Resources

Performance Indicator	Data Type	Officer(s) Responsible
Percentage of Council Tax collected in current year	Percentage	Diane Mitchell

This performance indicator shows the percentage of of total tax collected as a percentage of what is expected to be collected over the year, thus this performance indicator will rise throughout the fiscal year.



Current Value	Current Target	Current Value vs Target	RAG Status
81.48%	82.82%	-1.34%	

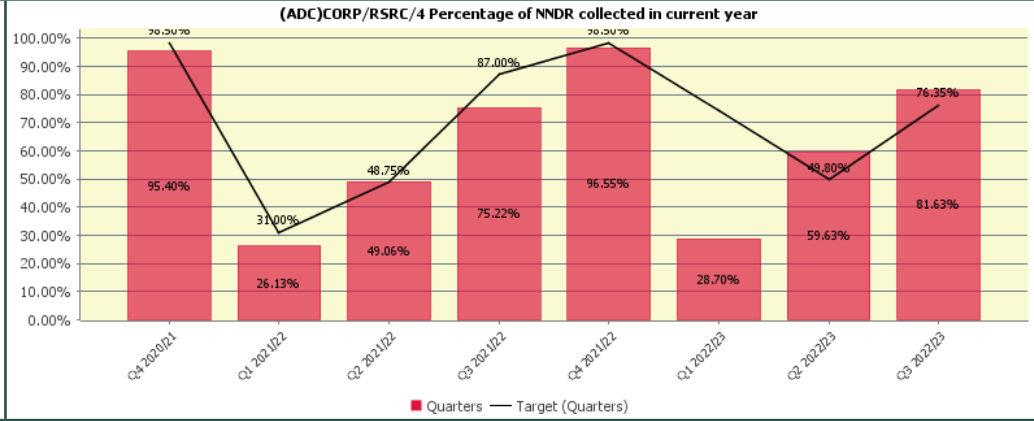
Previous Year Value	Previous Year Target	Trend
82.43%	85.00%	

Latest Note, date and author	
05-Jan-2023	Diane Mitchell

The collection rate as is 1.34% below target. This is attributed to no recovery action being taken for current years collection, until 10 October 2022, due to dealing with the Energy Rebate payments.

Performance Indicator	Data Type	Officer(s) Responsible
Percentage of NNDR collected in current year	Percentage	Diane Mitchell

This performance indicator shows the percentage of non domestic rates collected as a percentage of what is expected to be collected over the year, thus this performance indicator will rise throughout the fiscal year.



Current Value	Current Target	Current Value vs Target	RAG Status
81.63%	76.35%	5.28%	

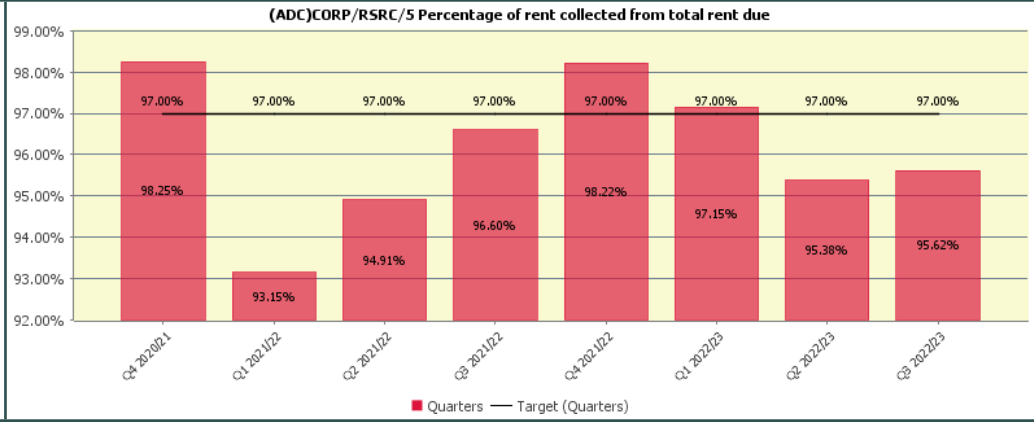
Previous Year Value	Previous Year Target	Trend
75.22%	87.00%	

Latest Note, date and author	
05-Jan-2023	Diane Mitchell

The collection rate is 5.28% above target. This increase could be because of the COVID-19 Additional Relief Fund (CARF) awarded to accounts for the financial year 2021/22 with any credits created, transferred to reduce 2022/23 charges.

Performance Indicator	Data Type	Officer(s) Responsible
Percentage of rent collected from total rent due	Percentage	Chantelle Miller

This is a Housemark indicator – definition – Rent arrears of current tenants as a proportion of the authority's rental income. Arrears as a proportion of rent roll is calculated from the total amount of tenants HRA rent outstanding at the end of the financial year and the total HRA rent roll. Rent roll is the total amount of potential rent collectable for the financial year for all dwellings owned by the authority, whether occupied or not. The total amount of rent arrears is the amount of arrears of both former and current tenants at the end of the financial year.



Current Value	Current Target	Current Value vs Target	RAG Status
95.62%	97.00%	-1.38%	

Previous Year Value	Previous Year Target	Trend
96.6%	97.00%	

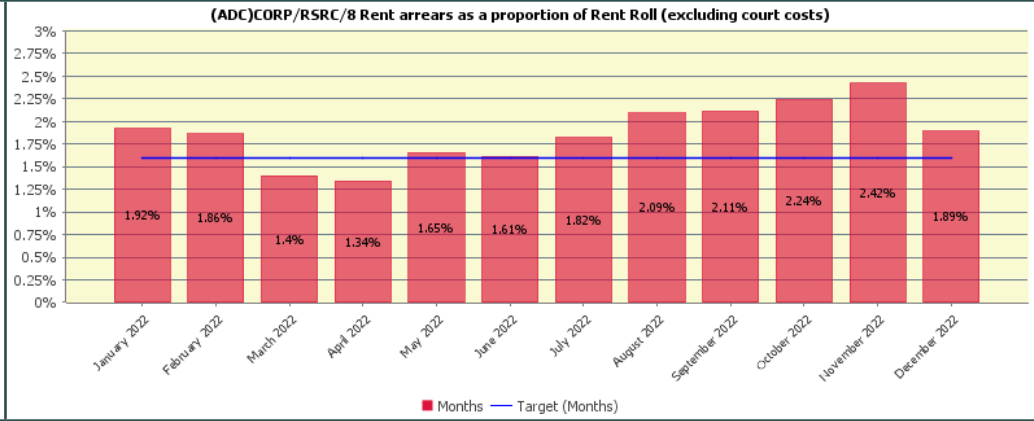
Latest Note, date and author	
16-Jan-2023	Chantelle Miller

Performance in this area is impacted by a number of factors including; delays to court processes, the increasing number of tenants claiming Universal Credit and the significant financial pressure caused by the hugely increased cost of living.

We continue to concentrate on our early intervention work, have increased contact with tenants in arrears, provide money management support where required and take enforcement action within the timescales of our procedures, where there continues to be a lack of engagement or payment.

Performance Indicator	Data Type	Officer(s) Responsible
Rent arrears as a proportion of Rent Roll (excluding court costs)	Percentage	Chantelle Miller

This is a Housemark indicator – definition – Rent arrears of current tenants as a proportion of the authority's rental income. Arrears as a proportion of rent roll is calculated from the total amount of tenants HRA rent outstanding at the end of the financial year and the total HRA rent roll. Rent roll is the total amount of potential rent collectable for the financial year for all dwellings owned by the authority, whether occupied or not. The total amount of rent arrears is the amount of arrears of both former and current tenants at the end of the financial year.



Current Value	Current Target	Current Value vs Target	RAG Status
1.89%	1.6%	0.29%	

Previous Year Value	Previous Year Target	Trend
1.87%	1.6%	

Latest Note, date and author	
16-Jan-2023	Chantelle Miller

We are currently performing below target in this area.

The service has experienced some disruption this financial year. This is due to staff sickness and our inability to the recruit and retain of key members of staff.

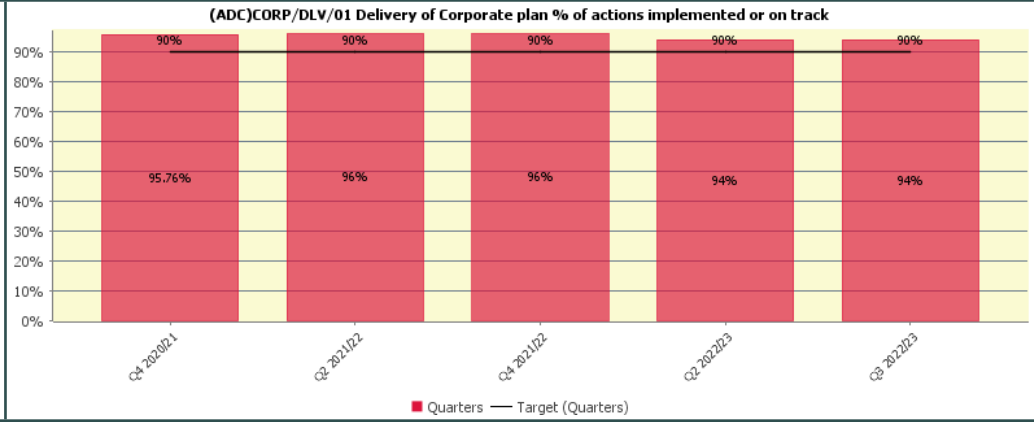
Our current focus is to embed consistency in our approach to arrears collection and to ensure that staff are progressing cases swiftly and in line with the arrears principles.

We are offering overtime to the team in an attempt to improve performance in this area..

We have successfully recruited to the vacant Income Team Leader post. This candidate will start with us on 14th February 2023.

Organisational Effectiveness
(ADC) Delivery

Performance Indicator	Data Type	Officer(s) Responsible
Delivery of Corporate plan % of actions implemented or on track	Percentage	Jo Froggatt



Current Value	Current Target	Current Value vs Target	RAG Status
94%	90%	4%	

Previous Year Value	Previous Year Target	Trend
94%	90%	same

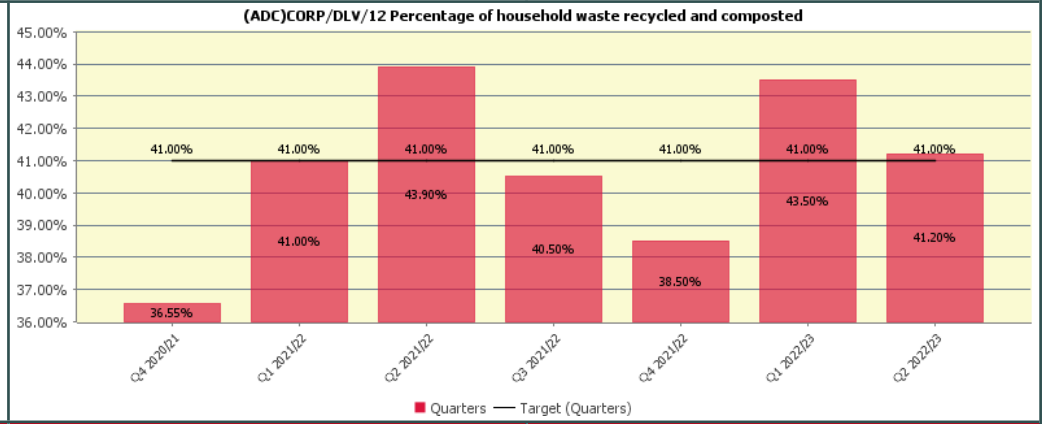
Latest Note, date and author	
30-Jan-2023	Jo Froggatt

just 15 tasks/projects off track out of 235 across the corporate plan

Organisational Effectiveness
(ADC) Delivery - Cleaner Greener Priority

Performance Indicator	Data Type	Officer(s) Responsible
Percentage of household waste recycled and composted	Percentage	Alastair Blunkett; David Marriott

Formerly NI192 - the indicator measures percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or anaerobic digestion. This is a key measure of local authorities' progress in moving management of household waste up the hierarchy, consistent with the Government's national strategy for waste management. The Government expects local authorities to maximise the percentage of waste reused, recycled and composted.



Current Value	Current Target	Current Value vs Target	RAG Status
Qu3 data not available until mid feb	41.00%		

Previous Year Value	Previous Year Target	Trend
40.5%	41.00%	↓

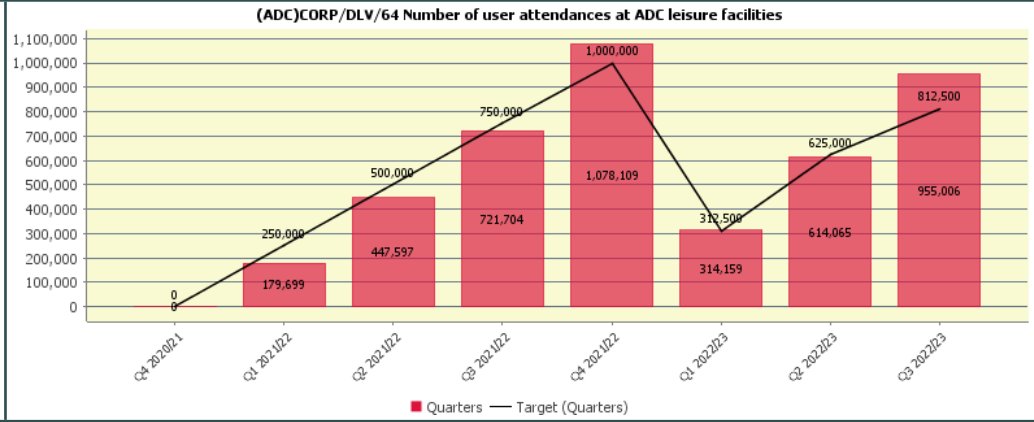
Latest Note, date and author	
19-Dec-2022	Jo Froggatt

While general waste volumes continue to fall, the high temperatures in the summer meant that less garden waste was collected than in Q1. The amount of recycling collected from the green lid bin and the blue lidded bin remain consistent

Organisational Effectiveness
(ADC) Delivery - Health & Happiness Priority

Performance Indicator	Data Type	Officer(s) Responsible
Number of user attendances at ADC leisure facilities	Number	Andrea Stone

Data collected from the following leisure centres, presented cumulatively:
Kirkby: Festival Hall
Sutton: Lammas
Hucknall: Hucknall



Current Value	Current Target	Current Value vs Target	RAG Status
955,006	812,500	142,506	

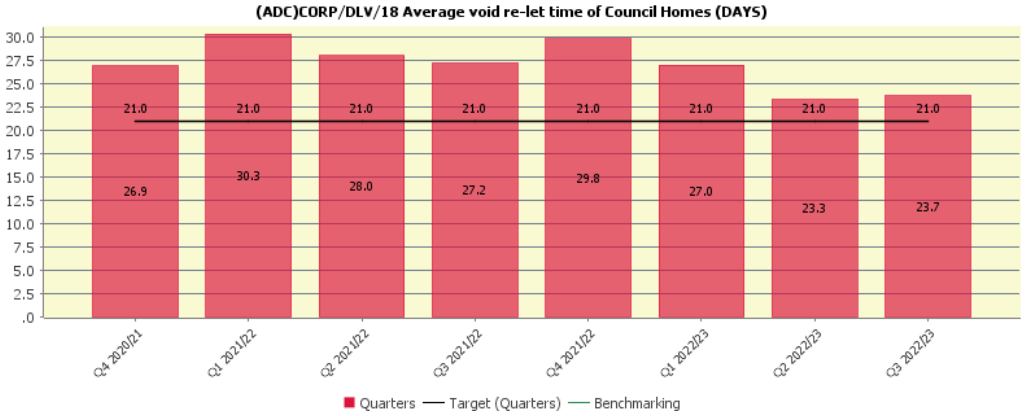
Previous Year Value	Previous Year Target	Trend
721,704	750,000	

Latest Note, date and author	

By end December 2022 there were over 955,000 attendances at our leisure centres (a 33% increase compared to April to December 2021), returning to pre-pandemic levels, with 8,536 fitness members and 3,498 children and young people accessing swimming lessons. The opening of the new Kirkby Leisure Centre saw attendances rise to around 7,000 per month

Performance Indicator	Data Type	Officer(s) Responsible
Average void re-let time of Council Homes (DAYS)	Number	Caroline Greasley

Formerly SPI027, SI174 - "Average time to re-let (days)" and BV212 (AHL-EC5)C1
Housemark Annual 15/16 F01 Pi#12
All standard re-lets carried out in the reporting period. Include transfers but do not include first lets, mutual exchanges or successions.
The total number of re-lets should be the sum of the standard re-lets. This is the sum of the total number of calendar days properties were empty. It is measured in calendar days, between the date of termination of a previous tenancy or repossession (ie the first day from which rent loss is charged to voids), and the start date of a new tenancy (ie the last date from which the rent loss is charged to voids); subject to the exclusions listed below:
Exclude periods where the property was empty due to:
•An insurance claim because of fire or flood damage; awaiting or undergoing major repairs / structural work (ie modernisation) during which period it would be unsafe for them to be occupied
•A governing body/sub-committee/council decision that they are not to be let because they are to be transferred
•Reconfigured or disposed of/demolished or are surplus to long-term requirements
Ensure you include:
•Following completion of major repair work any subsequent period when the property is empty until the date it is re-let
•Only properties that were re-let during the year to the end of the reporting year
•The total number of days empty where a re-let period spans two reporting years.



Current Value	Current Target	Current Value vs Target	RAG Status
23.7	21.0	2.7	

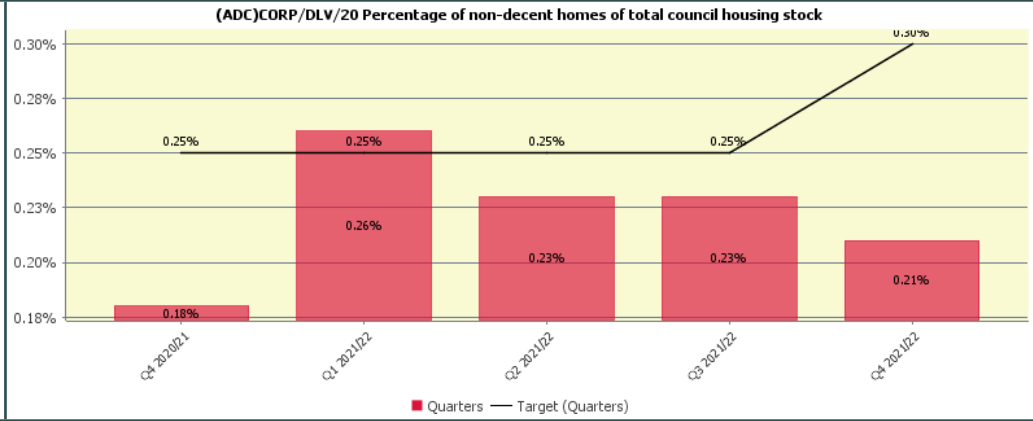
Previous Year Value	Previous Year Target	Trend
27.2	21.0	

Latest Note, date and author	
18-Nov-2022	Phil Warrington

Performance continues to improve but remains above target. Issue continues to be difficult to let bedsits in sheltered courts. Remove these from the figures and average days to let is significantly lower, well within target. Attempts are being made to promote and improve attractiveness of bedsits but they remain a property type of last resort.

Performance Indicator	Data Type	Officer(s) Responsible
Percentage of non-decent homes of total council housing stock	Percentage	Neil Rowley

(Formerly KPI017a and NI158a) - to measure progress in ensuring all council homes meet the decent homes standard
Annual Benchmarking Schedule- E04 Pi#08

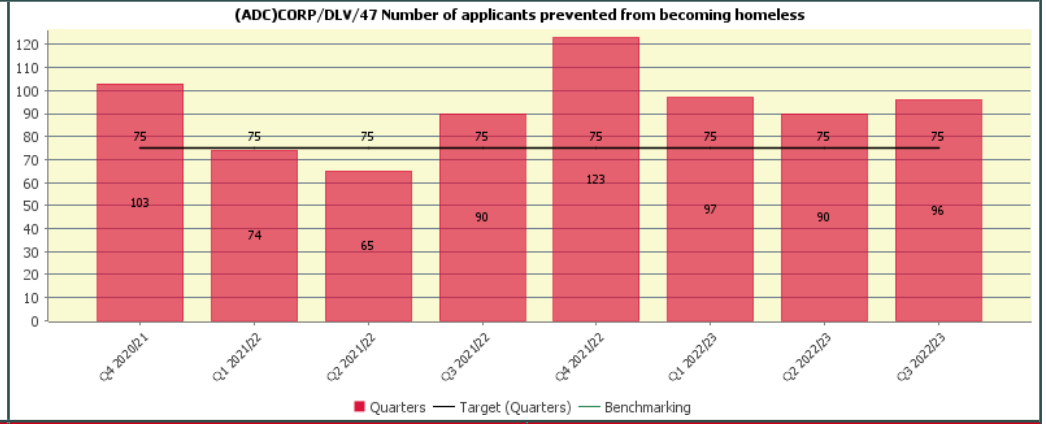


Current Value	Current Target	Current Value vs Target	RAG Status
No Qu3 data yet	0.30%		

Previous Year Value	Previous Year Target	Trend
0.23%	0.30%	

Latest Note, date and author

Performance Indicator	Data Type	Officer(s) Responsible
Number of applicants prevented from becoming homeless	Number	Ian Scholes



Current Value	Current Target	Current Value vs Target	RAG Status
283	225	58	

Previous Year Value	Previous Year Target	Trend
229	225	

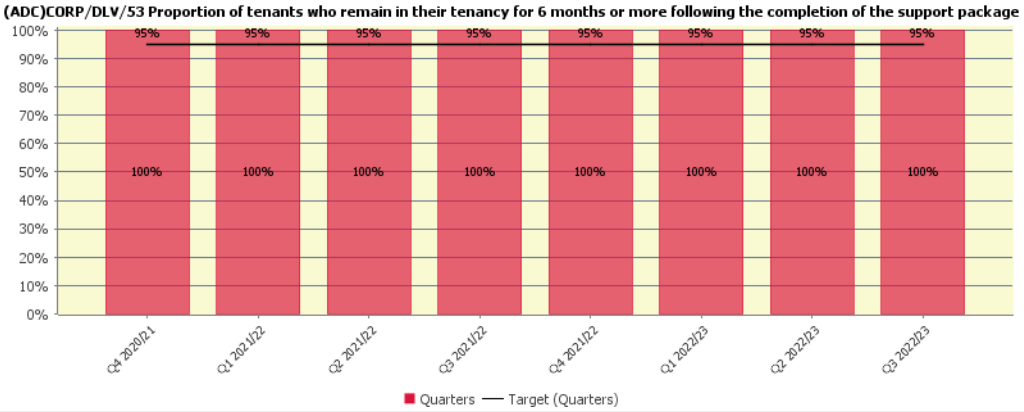
Latest Note, date and author	
24-Jan-2023	Ian Scholes

Positive and proactive work has seen the number of preventions increase albeit slightly on the previous quarter and compared to the same quarter last year.

This is set against a backdrop of a very challenging housing market. Circa 40% of assessments completed by the Housing Options Team were due to the ending of an assured shorthold tenancy. Options to assist these households back into alternative privately rented accommodation are limited. This is due to increasing rents (market forces and landlords passing on their additional costs) which outstrip the Local Housing Allowance meaning that properties are seldom affordable to households in receipt of benefits. The team have access to funds to assist customers with deposits or rent in advance but are unable to assist where properties are unaffordable. It is also noted that a number of approaches due to the ending of a tenancy happened because the landlord was selling up. Approaches to the Housing Options Team due to domestic abuse remain stubbornly high and it is not likely that homelessness under these circumstances can be prevented. There is also a shortage of council properties that are available which has a further impact on alternative housing options. Figures from tenancy sustainment remain high contributing to the total amount of preventions where residents are able to remain in their (council) properties. Figures from the Complex Case Team are stable reflecting the customer base.

Performance Indicator	Data Type	Officer(s) Responsible
Proportion of tenants who remain in their tenancy for 6 months or more following the completion of the support package	Percentage	Beverly Abbott; Chantelle Miller

The proportion of our tenants as a % of the total number of tenants who remain in their tenancy over 6 months or more following targeted support provided by either our Tenancy Sustainment Officers.



Current Value	Current Target	Current Value vs Target	RAG Status
100%	95%	5%	

Previous Year Value	Previous Year Target	Trend
100%	95%	

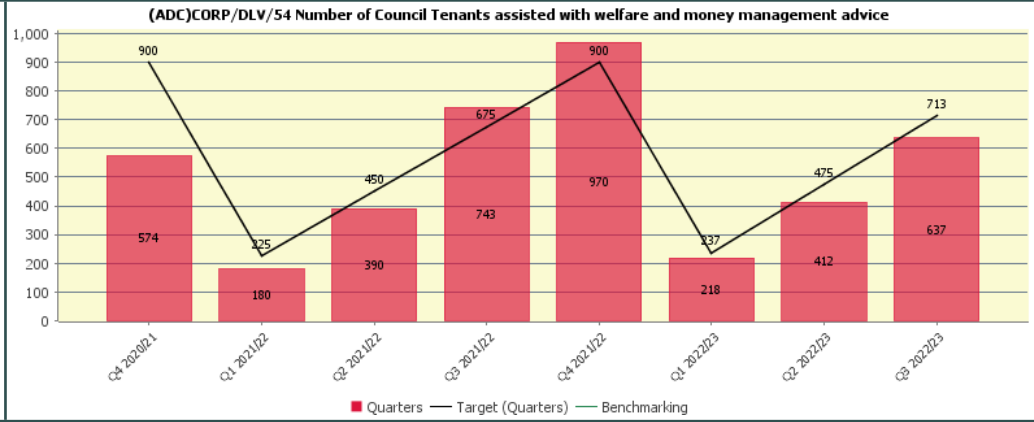
Latest Note, date and author	
06-Jan-2023	Beverly Abbott

In June 2022 there were 14 cases where Tenancy Sustainment support ended. Of these,13 tenants still remain in their tenancy. One tenant terminated their tenancy as they were ill so went to live with relatives. This case has been excluded from the figures as the Tenancy Sustainment Team could not have prevented this from happening.

There are no unsuccessful tenancies to report.

Performance Indicator	Data Type	Officer(s) Responsible
Number of Council Tenants assisted with welfare and money management advice	Number	Chantelle Miller

The number of ADC tenants that have been provided with targeted support through either our Tenancy Sustainment Officers or Money Management Advisers.



Current Value	Current Target	Current Value vs Target	RAG Status
637	713	-76	

Previous Year Value	Previous Year Target	Trend
743	675	

Latest Note, date and author	
09-Jan-2023	Peter Curry

The pre-tenancy process now provided by the Money Management Advice Team has been reviewed to strengthen affordability checks and encourage a ‘rent first’ culture. 637 tenants, between April and December 2022, have been assisted with welfare and money management advice, and all tenancy support cases have been able to successfully remain in their tenancy following targeted support. Support is promoted through the Tenant Magazine and in correspondence, conversations, and home visits.

Tenancy sustainment - 264

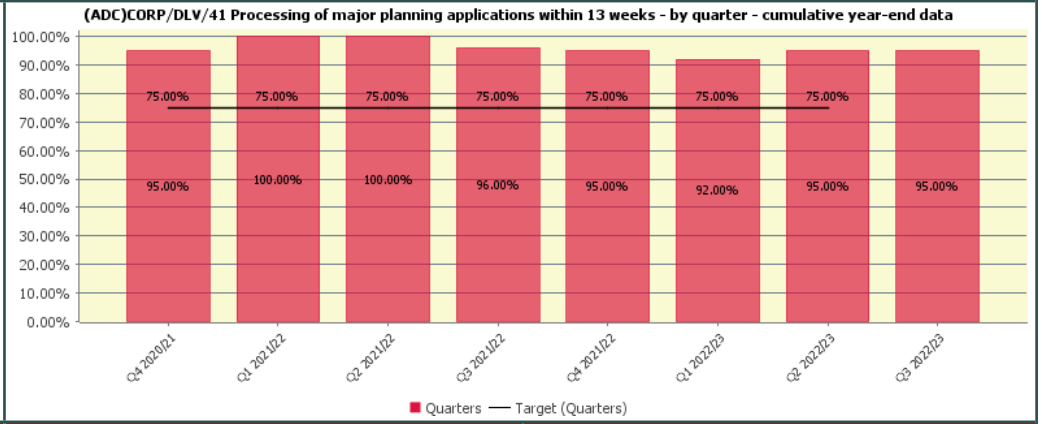
Money management advice - 373

Organisational Effectiveness
(ADC) Delivery - Regeneration & Place Priority

Performance Indicator	Data Type	Officer(s) Responsible
Processing of major planning applications within 13 weeks - by quarter - cumulative year-end data	Percentage	Melanie Berry; Jo Jones

Formerly NI157a - To ensure local planning authorities determine planning applications in a timely manner.

This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.



Current Value	Current Target	Current Value vs Target	RAG Status
95.00%	75.00%	+20%	

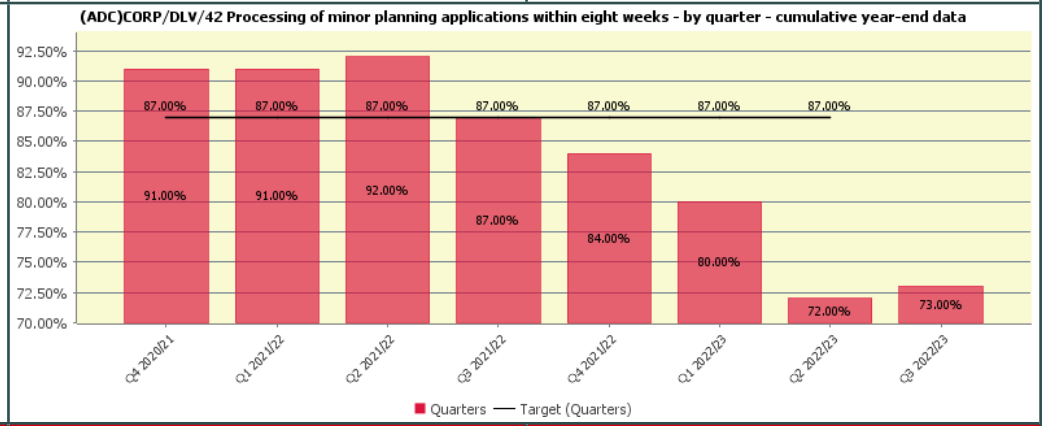
Previous Year Value	Previous Year Target	Trend
96.00%	75.00%	

Latest Note, date and author

Performance Indicator	Data Type	Officer(s) Responsible
Processing of minor planning applications within eight weeks - by quarter - cumulative year-end data	Percentage	Melanie Berry; Jo Jones

Formerly NI157b - To ensure local planning authorities determine planning applications in a timely manner.

This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.



Current Value	Current Target	Current Value vs Target	RAG Status
73.00%	87.00%	-14%	

Previous Year Value	Previous Year Target	Trend
87.00%	87.00%	

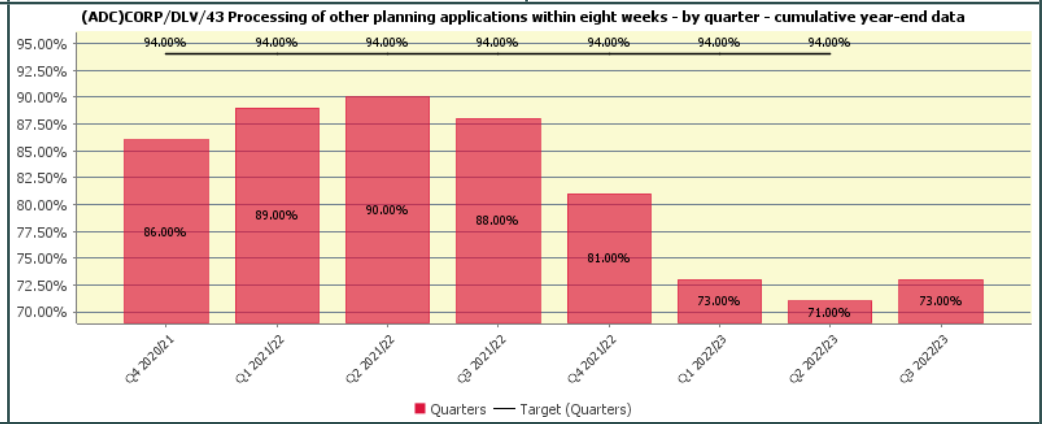
Latest Note, date and author

Planning performance has slipped due to shortage of resource, increased numbers, and backlog. The team has done remarkably well to minimise the impacts on performance considering resource issues which have included vacant posts. Officers have reported that the handheld devices have made a real difference to them. The section is keen to press for further digitalisation particularly in the policy area and work has now commenced, led by the Digital Team, to identify technical business requirements

Performance Indicator	Data Type	Officer(s) Responsible
Processing of other planning applications within eight weeks - by quarter - cumulative year-end data	Percentage	Melanie Berry; Jo Jones

Formerly NI157c - To ensure local planning authorities determine planning applications in a timely manner.

This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.



Current Value	Current Target	Current Value vs Target	RAG Status
73.00%	94.00%	-21%	

Previous Year Value	Previous Year Target	Trend
88.00%	94.00%	

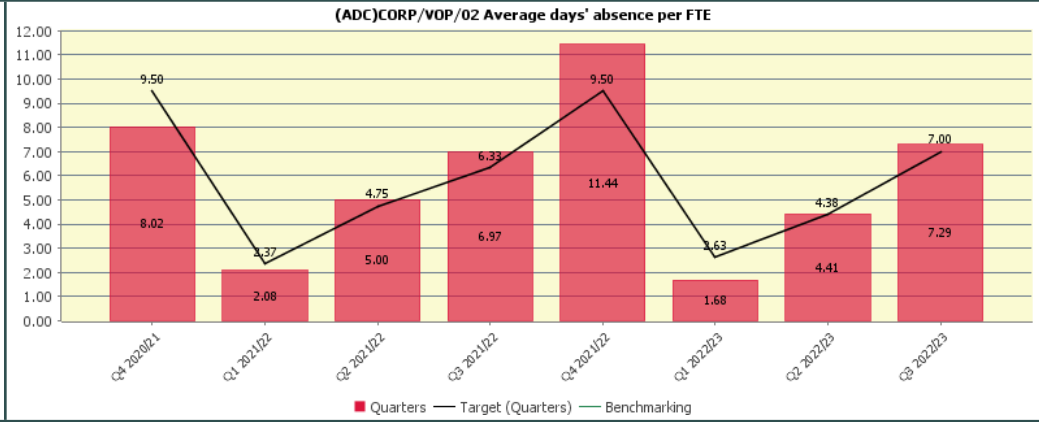
Latest Note, date and author	

Planning performance has slipped due to shortage of resource, increased numbers, and backlog. The team has done remarkably well to minimise the impacts on performance considering resource issues which have included vacant posts. Officers have reported that the handheld devices have made a real difference to them. The section is keen to press for further digitalisation particularly in the policy area and work has now commenced, led by the Digital Team, to identify technical business requirements

Our People
(ADC) Valuing Our People

Performance Indicator	Data Type	Officer(s) Responsible
Average days' absence per FTE	Number	Kate Hill; Nikki Morris

Formerly CI004, then SPI071 then KPI039b - "Levels of sickness - number of days sick per FTE"



Current Value	Current Target	Current Value vs Target	RAG Status
7.29	7.00	0.29	

Previous Year Value	Previous Year Target	Trend
6.97	6.33	

Latest Note, date and author	
19-Jan-2023	Nikki Morris

Q3 data is reporting October and November data only. December data not currently available.

5.09 FTE due to long term absence and 2.2 FTE due to short term absence

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Ashfield
DISTRICT COUNCIL

Report To:	**OVERVIEW AND SCRUTINY COMMITTEE**
Date:	**16 FEBRUARY 2023**
Heading:	**SCRUTINY REVIEW: COST OF LIVING**
Executive Lead Member:	**NOT APPLICABLE**
Ward/s:	**ALL**
Key Decision:	**NO**
Subject to Call-In:	**NO**

Purpose of Report

The purpose of this report is to present Members of the Overview and Scrutiny Committee with the deferred report from the Overview and Scrutiny Committee meeting in December 2022. Additionally, this report provides details of the State of Ashfield Debate centred on the cost of living crisis held in December 2022, along with the fifteen steps agreed at that meeting.

Recommendation(s)

Overview and Scrutiny Committee Members are recommended to:

a. Note the information contained within the report.

b. Consider next steps for the Scrutiny Review: Cost of Living.

Reasons for Recommendation(s)

Cost of Living was added to the scrutiny work programme 2022/23 by the Overview and Scrutiny Committee in June 2022. Furthermore, a cost of living emergency has been declared by Council and a State of Ashfield Debate took place focused on the key issues arising from the cost of living crisis.

Alternative Options Considered

No alternative options have been considered at this stage of the review. Overview and Scrutiny Committee Members will consider all work being undertaken across the Council in efforts to mitigate the impacts of the cost of living crisis and avoid duplication of work.

Detailed Information

STATE OF ASHFIELD DEBATE – DECEMBER 2022

A State of Ashfield Debate was held on Thursday 8 December 2022. Members welcomed attendance from representatives across the voluntary sector to discuss the cost of living crisis, these included:

- Kathryn Stacey and Janis Abraham – Citizens' Advice Ashfield
- Angie Peppard and Matt Pike – Our Centre
- Trevor Clay and Yvonne Campbell – Under One Roof Community Resource Centre
- Dave Williams – Department for Work and Pensions
- Teresa Jackson – Ashfield Voluntary Action
- Diane Carter, Katie Jordan, and Paula Longden - Mid Nottinghamshire Place Based Partnership

The Chairman explained to Members that the main purpose of the meeting was to enable the leader and his Cabinet colleagues to gather information on the issues and matters which were of concern to Members and which could be considered as part of the preparations for business planning and the proposals for the Council's budget and policy framework.

Members listened to various presentations delivered by attendees and took the opportunity to undertake a question and answer session for the rest of the meeting.

At the conclusion of the meeting, the Leader of the Council presented the following fifteen steps the Council will be taking to assist the residents of Ashfield through the cost of living crisis:

RESOLVED
that the Council formally approves the following 15 practical steps to assist the residents of Ashfield through the current cost of living crisis:-

1. Utilise leisure centres as community living hubs for residents to access a warm energy room (including use of electricity charging and Wi-Fi for use of mobile phones/laptops). Explore options for leisure centre showers to be used for free by our residents.

2. Explore the use of energy rooms at Council buildings.

3. Promote to residents local businesses and voluntary and community organisations which offer warm spaces to residents who cannot afford to heat their homes.

4. Maintain a 100% Council Tax Support Scheme for residents to March 2024.

5. Continue to maintain a cost-of-living hub on the Ashfield District Council website which gives useful information to residents, including signposting residents and businesses to benefits, Council Tax and housing support, Council services support, support for businesses, money, bills and debt support, health and wellbeing support and support from other organisations.

6. Promote help with the cost of living to residents who may not be able to access online information. Utilise Ashfield Matters as a tool to provide timely, up to date information on how residents can access support.

7. Explore options to waive charges to rent rooms to any voluntary organisations who provide help to residents through cost-of-living activities.

8. Support the voluntary sector to secure any available funding which may be able to help residents with the cost of living. Continue to lobby for fairer funding from the Government to continue to provide critical services for residents.

9. Continue to provide money management advice offering free financial health checks and work with the NHS to provide advice and help on healthy eating on a budget.

10. Share and promote the food support locations in Ashfield with residents to support them with feeding their families from organisations such as food banks and food share schemes.

11. Our Housing Teams are available to assist tenants with money management advice to help with daily costs and maximise benefits. Our teams can also ensure your insulation in a Council property is at the appropriate level and external drafts dealt with.

12. Continue successful Spring Clean events including giving residents one free bulky waste collection to save on disposal costs.

13. Work with partners such as the DWP on holding Cost of Living Zones to ensure residents can access all the support and benefits to which they are entitled.

14. The Council will continue to provide 2 hours free parking (this financial year) to encourage residents to shop locally and cut their fuel bills.

15. Continue implementing the Council's successful play park strategy offering free state of art play facilities for families across Ashfield.

Members of the Overview and Scrutiny Committee, in line with the Scrutiny Review: Cost of Living, are asked to consider the fifteen steps above and the impact they will have on assisting residents, businesses, and community groups in Ashfield through the cost of living crisis.

DEFERRED REPORT FROM OVERVIEW AND SCRUTINY COMMITTEE – DECEMBER 2022

At the previous meeting of the Overview and Scrutiny Committee in December 2022, Members were presented with a report providing further requested information relating to the Scrutiny Review: Cost of Living. At the meeting, due to limited attendance, the Chairman advised those present that he would be deferring the item to the February 2023 meeting of the Committee.

Please see below details of the Scrutiny Review: Cost of Living report presented to the Overview and Scrutiny Committee in December 2022, as deferred.

Fuel Poverty and Warm Hubs

The End Fuel Poverty Coalition is a broad coalition of anti-poverty, environmental, health, and housing campaigners, charities, local authorities, trade unions, and consumer organisations. The Coalition defines fuel poverty as the condition by which a household is unable to afford to heat (or

cool) their home to an adequate temperature. Fuel poverty is caused by low income, high fuel prices, poor energy efficiency, unaffordable housing prices, and poor quality private rental housing.[1]

In August 2022, the Child Poverty Action Group, a group that works on behalf of the more than one in four children in the UK growing up in poverty, published fuel poverty estimates for the United Kingdom. The analysis estimates that by January 2023, over half of households in the UK (15 million) will be in fuel poverty – spending over 10 per cent of net income on fuel. These households will on average be spending £37.51 above the 10 per cent threshold. Over 80 per cent of large families, lone parents, and pensioner couples will be in fuel poverty.[2]

At the previous meeting of the Committee, Members discussed 'Warm Hubs' resolving that it be ascertained as to whether the Council is utilising buildings and/or preparing any events over the winter to provide warm, safe places for people. Warm Hubs are intended as places in local communities where people can find a safe, accessible, and warm environment during the day to help reduce the cost of heating their own homes and to help those facing extreme fuel poverty through the winter.

Following this, the Council's Health and Wellbeing Team have provided information regarding efforts to organise and establish Warm Hubs in Ashfield. At an Ashfield Community Development Group meeting in September 2022, attendees representing organisations were asked to think about support they could offer in establishing Warm Hubs amidst the rising cost of living.

Interested organisations were asked to register for the Warm Welcome Campaign and notify the Council of intentions to set up Warm Hubs so the information could be shared. The Warm Welcome Campaign website includes a feature where people can find a space in their local area and details of the facilities on offer.

Information for Council Employees

At the previous meeting, Members learned of work being undertaken internally by the Council to understand the impact of the cost of living crisis on employees. Members wished to understand what information had been made available to employees to provide support throughout the cost of living crisis and the many issues associated.

A Cost of Living Helpful Information page has been established on the internal website for Council employees. The page features various links where employees can access financial information, energy/utility help, unions, and additional support such as confidential support services for anyone struggling to cope.

Furthermore, Aspiring Leaders within the Council have recently asked employees to take part in a short survey relating to the cost of living crisis. 134 employees took part in the survey with the results showing that 122 of responders feel they will be worse off.

Cost of Living Hub

At the previous meeting of the Committee, Members discussed the importance of the Council acting as an information hub for residents and requested further information on what dedicated pages are currently available on the Council's website offering support, signposting, and guidance to residents seeking help and advice with a wide array of issues relating to the cost of living crisis.

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[1] End Fuel Poverty Coalition, *About Fuel Poverty,* September 2022.
[2] Johnathan Bradshaw and Antonia Keung, *Fuel Poverty: Updated Estimates for the UK,* Child Poverty Action Group/Social Policy Research Unit – The University of York, 4 August 2022.

A cost of living support hub has been established on the Council's website. The hub is featured prominently on the main page of the website and features numerous pages with key information and links to help residents and businesses during the cost of living issues. This includes links to information on:

- Benefits, Council Tax, and Housing Support
- Council Services Support
- Support for Businesses
- Money, Bills, and Debt Support
- Health and Wellbeing Support
- Support from Other Organisations

The page also links to the Government's cost of living factsheet updated in June 2022. The factsheet provides information and advice on:

- Energy bills support scheme information
- Cost of Living payment for people on means tested benefits
- Pensioner Cost of Living payment
- Disability Cost of Living Payment
- Household support fund

A further link is also included to the Cost of Living: Support in Ashfield Directory produced by Ashfield Voluntary Action. The directory includes information for many organisations throughout Ashfield that are offering an array of support such as:

- Food banks, food clubs, and other food related support
- Money, debt advice, benefits checks, and other financial support
- Mental health support
- Children and family support
- Energy and fuel support
- Housing
- Domestic abuse
- Useful contacts/links

A 'Feeding Ashfield' page has also been established on the Council's website. Feeding Ashfield is a network of local food banks, food clubs, allotments, and other organisations working collaboratively with the aim of providing improved access to food and educational opportunities throughout the District.

The Feeding Ashfield page provides details of services available such as food banks and food clubs and features an interactive map to find the locations of food banks, food clubs, and community allotments in Ashfield.

Implications

Corporate Plan:

The cost of living crisis has many implications for all key priorities set out by the Council within the Corporate Plan 2019 – 2023. Overview and Scrutiny Committee Members will use the priorities within the Corporate Plan to understand to understand how the Council should respond to the crisis going forward.

Legal:

There are no direct legal implications resulting from the recommendations within this report.

Finance:

There are no direct financial implications resulting from the recommendations within this report.

Budget Area	Implication
General Fund – Revenue Budget	None.
General Fund – Capital Programme	
Housing Revenue Account – Revenue Budget	
Housing Revenue Account – Capital Programme	

Risk:

Risk	Mitigation
The cost of living crisis is an issue of key priority for the Council following the declaration of a cost of living emergency and the impacts to many aspects of the Council's service delivery.	The Council is using many different forums to understand the key issues caused by the cost of living crisis such as Overview and Scrutiny, an organised State of Ashfield Debate, and internal working groups.

Human Resources:

There are no direct human resources implications resulting from the recommendations within this report.

Environmental/Sustainability:

There are no direct environmental or sustainability implications resulting from the recommendations within this report.

Equalities:

There are no direct equalities implications resulting from the recommendations within this report.

Other Implications:

None.

Reason(s) for Urgency

None.

Reason(s) for Exemption

None.

Background Papers

None.

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