



Monday, 3 March 2025

Dear Sir/Madam

A meeting of the Cabinet will be held on Tuesday, 11 March 2025 in the Council Offices, Foster Avenue, Beeston, NG9 1AB, commencing at 6.00 pm.

Should you require advice on declaring an interest in any item on the agenda, please contact the Monitoring Officer at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors: M Radulovic MBE (Chair)
G Marshall (Vice-Chair)
G Bunn
C Carr

T A Cullen
J W McGrath
H E Skinner
V C Smith

A G E N D A

1. Apologies

To receive apologies and to be notified of the attendance of substitutes.

2. Declarations of Interest

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. Minutes

(Pages 7 - 16)

Cabinet is asked to confirm as a correct record the minutes of the meeting held on 4 February 2025.

4. Minutes from Other Meetings (Pages 17 - 20)
- Bramcote Bereavement Services Joint Committee
5. Scrutiny Reviews (Pages 21 - 24)
- The purpose of this report is to make Members aware of matters proposed for and undergoing scrutiny. This is in accordance with all of the Council's priorities.
6. Urgency Powers (Pages 25 - 26)
- To update Cabinet on the use of the Chief Executive's urgency powers in relation to the provision of a car parking concession in relation to Chilwell Road Car Park 13 February 2025 to 31 December 2025.
7. Resources and Personnel Policy
- 7.1 Grants to Voluntary and Community Organisations, Charitable Bodies and Individuals Involved in Sports, the Arts and Disability Matters 2024/25 (Pages 27 - 46)
- To consider requests for grant aid in accordance with the provisions of the Council's Grant Aid Policy.
- 7.2 Complaint Self-Assessment Approval (Pages 47 - 74)
- To review and approve the Housings Ombudsman's Self-Assessment against the Complaint Handling Code.
- 7.3 Review of Corporate Plan Progress and Financial Performance -December 2024- Quarter 3 (Pages 75 - 148)
- To report progress against outcome targets linked to Corporate Plan priorities and objectives and to provide an update as to the latest financial performance as measured against the budget. This is in accordance with all of the Council's Corporate Priorities.

- 7.4 Quarterly Complaint Report (Pages 149 - 172)
To provide Members with a summary of complaints made against the Council.
- 7.5 New Housing Complaints Officer (Pages 173 - 176)
To seek approval for a new Housing Complaints Officer.
8. Economic Development and Asset Management
- 8.1 Development of Pipeline Projects in Eastwood (Pages 177 - 184)
To confirm the Council's approach to exploring a new funding opportunity for proposals to transform the Health and Well Being of Eastwood and approve a budget to work up the early stages of this proposal.
- 8.2 Year Four UKSPF Programme for Broxtowe (Pages 185 - 192)
To provide an update on the Borough's capital and revenue UKSPF allocation from the East Midlands Combined County Authority, and formalise the process for allocating funding.
- 8.3 Review of the Disabled Facilities Grants and Additional Grants Policy (Pages 193 - 220)
To seek approval for the review in respect of updated Disabled Facilities and Additional Grants Policy. This is in accordance with the Council's Corporate Priority of Housing to provide a good quality home for everyone by responding to need and to facilitate adaptations for disabled people in the private sector.
- 8.4 UK High Street Rental Auctions-Early Adopters Programme (Pages 221 - 230)
To gain formal endorsement for and explain the Council's role in the MHCLG High Street Rental Auctions (HSRA) Early Adopters Programme for Stapleford Town Centre.
- 8.5 Greater Nottingham Strategic Plan Regulation 19 (Pages 231 - 248)
To seek approval to undertake a further Regulation 19 consultation on the draft Greater Nottingham Strategic Plan due to changes which have taken place since the previous consultation and to make updates to the Local Development

Scheme to reflect the new timetable for producing the Strategic Plan. The Strategic Plan is in accordance with all of the Council's corporate priorities, particularly providing a good quality home for everyone. Detail is contained within the report as to the reasons for this item being exempt from the call-in process.

8.6 Asbestos Policy (Pages 249 - 290)

Cabinet is asked to consider the Asbestos Policy and approve accordingly. This is in accordance with all of the Council's corporate priorities.

8.7 Fire Safety Policy (Pages 291 - 320)

Cabinet is asked to consider the Fire Safety Policy and approve accordingly.

8.8 Infrastructure Funding Statement 2023/24 (Pages 321 - 338)

Cabinet is asked to note the Infrastructure Funding Statement 2023/24.

9. Environment and Climate Change

9.1 Litter Strategy (Pages 339 - 378)

To seek approval for the revised Litter Strategy. This is in accordance with the Council's Corporate Priority of Environment – 'Protect the environment for the future.'

9.2 Tree Strategy Review (Pages 379 - 410)

To seek approval for the reviewed and updated Tree Strategy - Management Strategy for trees in Council ownership 2023-2027. In line with the Council's Corporate priority to protect the environment for the future.

9.3 Waiver of contract procedure rules (Pages 411 - 418)

To inform Members that due to time constraints, a Financial Procedure Rules (Contracts) waiver is being sought under Chapter 4 Part 2: Financial Regulations (Contracts).

10. Cabinet Work Programme (Pages 419 - 420)

Cabinet is asked to approve its Work Programme, including potential key decisions that will help to achieve the Council's key priorities and associated objectives.

11. Exclusion of Public and Press

Cabinet is asked to RESOLVE that, under Section 100A of the Local Government Act, 1972, the public and press be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 1, 2, and 3 of Schedule 12A of the Act.

12. Approval to Dispose of Three Garages (Pages 421 - 422)

13. Interim Housing Development Post (Pages 423 - 426)

14. Opportunity to buy a Site to Develop Affordable Housing. (Pages 427 - 430)

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CABINET

TUESDAY, 4 FEBRUARY 2025

Present: Councillor M Radulovic MBE, Chair

Councillors: G Marshall (Vice-Chair)
G Bunn
C Carr
T A Cullen
J W McGrath
H E Skinner
V C Smith

101 APOLOGIES

There were no apologies for absence.

102 DECLARATIONS OF INTEREST

Councillor M Radulovic MBE declared an other-registerable interest in agenda item 18 due to him living on the same street as the properties mentioned within the report, minute number 119 refers.

103 APPOINTMENTS TO CABINET

Members were informed that Councillor PJ Bales and H J Faccio were no longer members of Cabinet. The Chair thanked them both for their support while they were members of Cabinet.

RESOLVED that Councillor G Bunn be appointed as Interim Portfolio Holder for Community Safety.

104 MINUTES

The minutes of the meeting held on 7 January 2025 were confirmed and signed as a correct record.

105 DRAFT MINUTES OF OTHER MEETINGS

The minutes of the UKSPF meeting held on 7 January 2025 were noted.

106 SCRUTINY REVIEWS

Members noted matters proposed for and undergoing scrutiny.

107 LOCAL GOVERNMENT REORGANISATION

Members noted the update provided by the Chief Executive in relation to the planned local government reorganisation. Nottingham and Nottinghamshire local authorities had agreed to jointly commission an options analysis from independent consultants. Broxtowe's share of the costs involved would be £6,000. This work would form the basis of future discussion by individual authorities and Nottinghamshire as a whole. Cabinet agreed that all Councillors should be updated with information of the reorganisation.

RESOLVED that:

- 1. A contribution of £6,000 be agreed towards the cost of an options identification and appraisal study by independent consultants be approved.**
- 2. An extraordinary Council meeting be arranged for 19 March 2025 to discuss the Council's response to the Government's invitation for proposals in March.**

Reason

To be accountable for all activities and actions and to ensure that the Council conforms to all financial and legal regulations.

108 RESOURCES AND PERSONNEL POLICY

108.1 BUDGET PROPOSALS AND ASSOCIATED STRATEGIES

Cabinet considered recommending to Council the capital and revenue budgets proposals together with the Capital Strategy, Prudential Indicators, Treasury Management Strategy, Investment Strategy and General Fund Medium Term Financial Strategy. The service and financial plans were considered as an integral part of the budget setting process by the Overview and Scrutiny Committee on 20 and 21 January 2025.

RESOLVED that:

- 1. The business plans for the Council's corporate priorities and support service functions, subject to amendment as a result of any budget decisions still to be taken by Council as recommended by Cabinet be approved.**

RECOMMENDED to Council that:

- 2. The Housing Revenue Account budgets as submitted be approved.**
- 3. The General Fund revenue budgets as submitted be approved.**
- 4. The capital submissions and priorities within them be approved and that the Deputy Chief Executive be authorised to arrange the financing of the Capital Programme as necessary.**
- 5. An amount of £50,000 be provided for a General Fund Contingency in 2025/26.**
- 6. The Council Tax Requirement for 2025/26 including special expenses (but excluding local precepting requirements) be £6,862,179.**
- 7. An amount of £1,277,216 be withdrawn from the General Fund Reserve in 2025/26.**

8. An amount of £55,343 be taken from the General Fund earmarked reserves in 2025/26.
9. The Capital Strategy 2025/26 to 2027/28 be approved.
10. The Minimum Revenue Provision policy as set out be approved.
11. The Treasury Management Strategy Statement 2025/26 to 2027/28 be approved.
12. The Investments Strategy 2025/26 to 2027/28 be approved.
The General Fund Medium Term Financial Strategy to 2028/29 be approved.

Reason

The proposals were in accordance with the relevant legislation, Council policy and procedures, and the Council's statutory and fiduciary powers.

108.2 CAPITAL PROGRAMME 2024/25 – CAPITAL BUDGET VARIATIONS

Members considered the capital budget variations for 2024/25. The approved Capital Programme for 2024/25 included a total budget of £435,500 for Aids and Adaptations (Council Housing). Due to resource issues over the recent years, a backlog of works had built up which was now being resolved. Aids and adaptations works were often reactionary, rather than planned, and difficult to forecast overspends. It was proposed to transfer £250,000 between the Heating Replacement and Energy Efficiency Works budget as this was underspent to fund the anticipated, overspend on Aids and Adaptations. These schemes were funded by a mixture of contributions from the Major Repairs Reserve and prudential borrowing.

RESOLVED that the capital budget variations for 2024/25, as set out in the report, be approved.

Reason

To be accountable for all activities and actions and to ensure that the Council conforms to all financial regulations.

108.3 TREASURY MANAGEMENT AND PRUDENTIAL INDICATORS 2024/25 MID-YEAR REPORT

Members noted the mid-year, Quarter 3 update on the Council's Treasury Management activity and the Prudential Indicators for 2024/25. Under the CIPFA Prudential Code for Capital Finance in Local Authorities, the Council was required to prepare prudential indicators against which treasury management performance should be measured. The objectives of the Prudential Code were to ensure that the Council's capital investment plans were affordable, prudent and sustainable.

108.4 CAPITAL GRANT AID REQUEST- BEESTON MUSLIM CENTRE

Cabinet considered the application for capital funding of £6,500 that had been received from Beeston Muslim Centre in accordance with the provisions of the Council's Grant Aid Policy. Beeston Muslim Centre had requested a grant of £6,500 to pay for the removal of asbestos discovered in the roof during the course of wider renovation work. This renovation work has been part-funded by the UK Shared

Prosperity Fund, with the £40,000 awarded being 'matched' with £20,000 of donations from the community. As the asbestos was only discovered after commencement of the work, no financial provision was made and the group stated that it had no funds available to cover the cost of removal. The grant award was in line with the Grant Aid Policy as the services provided by Beeston Muslim Centre benefitted the community of Broxtowe and were complementary to those services provided by the Council, and the activities helped to reduce social isolation and loneliness.

RESOLVED that the grant of £6,500 to pay for the removal of asbestos discovered in the roof during the course of wider renovation work, be approved.

Reason

The Council was empowered to make grants to voluntary organisations by virtue of Section 48 Local Government Act 1985 (as well as other legislation). Having an approved process in line the legislation and the Council's Grant Aid Policy would ensure the Council's compliance with its legal duties.

108.5 PROPERTY MANAGEMENT COMPLIANCE OFFICER (ASSET MANAGEMENT AND DEVELOPMENT)

Members considered the creation of a permanent Property Management Compliance Officer post, within the Asset Management and Development Team. The Property Management Compliance Officer post would link in closely with the Housing Compliance Manager, to ensure the Council meets its statutory obligations, primarily in respect of Fire Safety and Asbestos Management.

RESOLVED that a new permanent Compliance Officer post within the Asset Management and Development Team, at a cost of up to £61,400, be approved.

Reason

The role will be key in assisting the Asset Management and Development team to report coherently in terms of the Council's position in terms of risk and there was a need to have a specific resource to continue to develop and enhance the Council's compliance position, working within the framework that was being established as well as develop the strategic direction of the compliance position, both in the short and longer term.

109 ECONOMIC DEVELOPMENT AND ASSET MANAGEMENT

109.1 ANNUAL CAR PARKING ANALYSIS REPORT

Cabinet noted the car park usage, income, and footfall for each town in the Borough from 2022/23 through to November 2024. Car parking charges will be continually reviewed in line with other fees and charges. It was stated that car parking charges were continuously under review and a loyalty scheme was being considered to encourage use of shops and businesses.

109.2 FORMER BEAMLIGHT FACTORY ARTICLE 4 DIRECTION

Members considered whether to confirm the Article 4 Direction to remove specific permitted development rights following the completion of the consultation period. This was in accordance with the Council's Corporate Priority to create a safe place for everyone and to protect the environment for the future.

The Article 4 Direction would apply to Development within the curtilage of a dwelling house that comprised within Classes A, D and E of Part 1 of Schedule 2 to the Town and Country Planning (General Permitted Development) (England) Order 2015, as amended. The Article 4 Direction had been subject to a period of public consultation.

RESOLVED that Broxtowe Borough Council (Former Beamlight Factory) Article 4 Direction 2025 be approved.

Reason

In order to comply with The Town and Country Planning (General Permitted Development) (England) Order 2015. The purpose of the Article 4 Direction was considered necessary given the requirement for the dwellings as built to have a gas membrane and the potential damage to these from the creation of other floor space and the need for this to be provided in any additional new floor space.

109.3 ALLOCATION OF S106 FUNDS

Cabinet considered the Section 106 (S106) open space contributions to be used to fund improvements to parks and open spaces and for capital schemes. S106 developer contribution funds have been received by the Council for improvements within certain parks and open spaces. The funds were required to be spent within a five-year period. When completed, the works would improve the Borough's open space and play areas and would align with the priorities highlighted in the Council's 'Play Strategy' (2017-2025).

RESOLVED that the parks and open spaces improvement schemes for Jubilee Park, Eastwood; Dovecote Lane Recreation Ground Beeston; Hetley Pearson Recreation Ground, Beeston; and Cator Lane Recreation Ground, Chilwell, be added to the Capital Programme for 2025/26 at a combined cost of £62,000 to be funded by an allocation from the respective Section 106 contributions.

Reason

The decision supports the priorities for environment to continue to invest in our parks and open spaces and with protecting the environment for the future.

109.4 FORMATION OF BROXTOWE LOCAL ENTERPRISE AGENCY TO FURTHER THE AIMS OF THE ECONOMIC DEVELOPMENT AND REGENERATION STRATEGY

Members welcomed the establishment of Broxtowe Local Enterprise Agency, and agreed to incorporate this as a Community Interest Company. The establishment of the Broxtowe Local Enterprise Agency Community Interest Company would provide a boost to the Borough's economic development objectives by fostering meaningful connections between very small local businesses, entrepreneurs, and larger

enterprises based in Broxtowe and was in accordance with the Council's priority of Business Growth.

RESOLVED that the establishment of the Broxtowe Local Enterprise Agency be approved.

Reason

Section 1 of the Localism Act 2011(the Act) included a 'general power of competence'. It gives local authorities the legal capacity to do anything that an individual can do that is not specifically prohibited. This power can be for the benefit of the authority, its area or persons' resident or present in its area. Further, Section 4(2) of the Act states that where, in exercise of the general power a local authority does things for a commercial purpose, it must do so through a company. A Community Interest Company falls within the meaning of a company within section 1(1) of the Companies Act 2006.

110 HOUSING

111.1 HOUSING STRATEGY

Members welcomed the new Housing Strategy. The Strategy provided a vision for housing in the Borough and set out the strategic housing delivery priorities that were aimed to be delivered over the three-year period from 2025 to 2028. Housing market conditions and housing needs change over time and it was important to establish direction and to set out strategies and targets for improving housing. The Strategy provided a framework that the authority and relevant partners could deliver their services and create policies on specific housing issues. The Council would lead on a range of improvement initiatives and encourage others across all tenure types to raise standards, address energy efficiency, reduce fuel poverty and decrease the number of poor quality homes. The Policy Overview Working Group had in addition, inputted into the Strategy.

RESOLVED that the new Housing Strategy be approved.

Reason

The Strategy helped the Council to demonstrate compliance with the requirements of the Housing Regulator and the Social Housing Regulation Act and was in accordance with the Council's Corporate Priority of Housing - 'a good quality home for everyone'.

112 LEISURE AND HEALTH

112.1 EVENTS PROGRAMME 25/26

Cabinet considered The Events Programme for 2025/26 which included events that ranged from large public events such as the Hemlock Happening, Play Days, Christmas Light Switch On events and Green Festivals. The programme, in addition covered civic events including Remembrance Sunday and Holocaust Memorial Day. Small community events aimed at specific groups such as housing tenants, businesses and special interest groups was also included. Events aimed to target areas of relative deprivation, as well as being inclusive. They also reflected the diversity of the population of the Borough by taking into account factors such as age, gender, ethnic background, religious beliefs, disabilities and the needs of other groups.

The 2024 Events Programme was awarded £30,000 from the Arts Council to deliver the Broxtowe Creates Festival, with cultural events and activities across the Borough throughout June 2024. Key learnings from the 2024/25 Events Programme included providing free community events, such as the Hemlock Happening and Play Days, engaged a wider range of individuals and consideration of finding new ways to adapt events with unpredictable weather would reduce the need for events to be cancelled as well as loss of income.

It was suggested that the Beeston Play day event could be organised as a Beeston Carnival event and consideration would be given to adding Proms in the Park within the Borough to the Programme. It was suggested that collaboration could be pursued with the existing Community Committee, and CCities programme. It was aimed to extend 'Friday18' to Kimberley after being trialled successfully at Beeston.

RESOLVED that the proposed Events Programme for 2025/26 be approved.

Reason

The Events Programme supports the Corporate priorities and objectives by promoting active and healthy lifestyles in every area of Broxtowe.

113 ENVIRONMENT AND CLIMATE CHANGE

113.1 LOCAL NATURE RECOVERY STRATEGY CONSULTATION

Cabinet welcomed the Council's response to the LNRS consultation. The primary aim of the Strategy was to reverse the on-going decline of nature in England by establishing clear priorities for nature recovery. This involved identifying key locations for creating and enhancing habitats that were most likely to benefit both biodiversity and the wider environment. The Strategy would inform the delivery of Biodiversity Net Gain and guide local planning policies for nature recovery.

Nottinghamshire County Council had been appointed as the responsible lead authority for the development of the LNRS for Nottinghamshire. The County Council aimed to present its draft Strategy for district consultation from 17 March 2025 and 13 April 2025.

RESOLVED that authority be delegated to the Executive Director, in consultation with the Portfolio Holder for Environment and Climate Change, to approve the Council's consultation response to the LNRS.

Reason

The Environment Act 2021 imposes specific statutory requirements on the Borough Council as regards to nature recovery and specifically the preparation of Local Nature Recovery Strategies. This is in accordance with the Corporate Priority of Environment to 'protect the environment for the future'.

114 RESOURCES AND PERSONNEL POLICY

114.1 PAY POLICY 2025/26

Cabinet noted the Pay Policy for 2025/26 prior to its submission to full Council. The Pay Policy statement for 2025/26 set out the Council's policies relating to the remuneration of its Senior Officers, the remuneration of its lowest paid employees. Each Local Authority had a statutory obligation to publish an annual Pay Policy Statement. It was considered that although progress had been made, that the Gender Pay Gap could still be improved. The Policy would be updated prior to its submission to full Council following a decision later in the meeting regarding the 'Senior Officer Pay review'.

RECOMMENDED to Council that the Pay Policy Statement 2025/26 be approved.

Reason

There is a legal requirement to produce and publish a Pay Policy Statement each year.

115 CABINET WORK PROGRAMME

Members considered the Work Programme and gave consideration to the submission of items relating to Arthur Mee, Stapleford, and Shop Watch at a future meeting.

RESOLVED that the Work Programme, including key decisions, be approved.

Reason

This is in accordance with all of the Council's Corporate Priorities.

116 EXCLUSION OF PUBLIC AND PRESS

RESOLVED that, under Section 100A of the Local Government Act, 1972, the public and press be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 1, 2, and 3 of Schedule 12A of the Act.

117 IRRECOVERABLE ARREARS

RESOLVED that the arrears in excess of £7,500 on national non-domestic rates, council tax, rents, housing and council tax benefit overpayment and sundry debtors as set out in the report be written off.

Reason

This will assist with the Council's aim to deliver cost effectiveness.

118 MAJOR AIDS AND ADAPTATION

RESOLVED that the request for adaptations as detailed in the Appendix be approved.

Reason

This is in accordance with the Council's Corporate Priorities for Housing – 'a good quality home for everyone' and responding to housing need by facilitating adaptations to the homes of disabled people in the private sector.

119 OPPORTUNITY TO BUY TWO NEW HOUSES IN EASTWOOD.

RESOLVED that the purchase of two dwellings, as detailed in the report, be approved. The estimated total scheme cost of £458,500 will be added to the Capital Programme in 2024/25 and funded from a mixture of capital grants, capital receipts and prudential borrowing.

Reason

This is in accordance with the Council's Corporate Priorities for Housing – 'a good quality home for everyone'.

(Having declared an Other Registerable Interest Councillor M Radulovic MBE left the room before discussion and voting thereon. Councillor G Marshall took the Chair for the duration of the item).

120 SENIOR OFFICER PAY REVIEW

RESOLVED that:

1. **Senior Officer Posts at Grade CO2 be designated "Assistant Directors" and posts at CO1 be designated "Heads of Service"**
2. **The evaluation of senior officer roles recommended by Kornferry Hay in Appendix 1 page 24 be approved.**
3. **RECOMMENDED option A in Appendix 1 for inclusion in the draft Pay Policy which will go forward to full Council in March for approval.**
4. **The implementation of the option approved at 3 above be backdated to November 2023 in accordance with the Job Evaluation and Re-Evaluation Policy.**
5. **The transition between current grades and the new pay scale for individual officers be delegated to the Chief Executive, with an aim to achieve a potential for some future progression within the new grade and a maximum uplift of £10,000**
6. **The post of Head of Administrative Services be deleted from the establishment.**
7. **The post of Head of ICT and Corporate services be re-designated Assistant Director Corporate Services.**

Reason

This is in accordance with all of the Council's Corporate Priorities.

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BRAMCOTE BEREAVEMENT SERVICES JOINT COMMITTEE

THURSDAY, 23 JANUARY 2025

Present: Councillor J Dawson (Vice-Chair)

Councillors: M Alfrey (substitute)
S J Carr
H G Khaled MBE
G Marshall (acting as leader of Broxtowe
Borough Council)

Apologies for absence were received from Councillors B Everett, J Hare
M Radulovic MBE.

20 DECLARATIONS OF INTEREST

There were no declarations of interest.

21 MINUTES

The minutes of the meeting held on 24 October 2024 were confirmed and signed as a correct record.

22 CHRISTMAS SERVICE OF REMEMBRANCE

The Joint Committee were provided with an update on the Christmas service of remembrance.

The service was attended by 150 members of the public, including six children.

23 FINANCIAL ESTIMATES 2024/25 AND 2025/26

The Joint Committee noted the proposed budgets for 2025/26, together with the revised estimates for the current financial year, in accordance with the service objective of providing efficient arrangements for funeral directors and clergy which meet the need of their service users at a reasonable cost.

The Joint Committee noted the estimated levels of revenue account balances at the respective financial year-ends, and the proposed distribution of a total of £800,000 in 2024/25 and £900,000 in 2025/26, split equally between Broxtowe and Erewash Borough Councils.

RESOLVED that:

- 1. The revised estimate for 2024/25 and the base budget for 2025/26, as outlined, be approved.**

2. **The fees and charges, as detailed, be approved and implemented.**
3. **A total amount of £800,000 be distributed to the constituent authorities in 2024/25 and an increased total amount of £900,000 be distributed to the constituent authorities in 2025/26.**

24 MEDIUM TERM FINANCIAL STRATEGY 2024/25 TO 2028/29

Members considered the Medium Term Financial Strategy for Bramcote Crematorium through to 2028/29 in accordance with the service objective of providing efficient arrangements for funeral directors and clergy which meet the need of their service users, at a reasonable cost.

The financial forecast through to 2028/29 demonstrates that all anticipated spending can continue to be met whilst maintaining a level of distribution of £450,000 to each constituent authority in 2025/26 and for this to continue at this level through to 2028/29. General balances were set to be maintained above the minimum recommended level of £100,000 throughout the period.

RESOLVED that the Medium Term Financial Strategy for Bramcote Crematorium be approved.

25 MARKETING AND PERFORMANCE STRATEGY

The Joint Committee noted the Joint update on performance and marketing.

The number of fee charging cremations achieved between 1 April 2024 and 30 November 2024 in the core, targeted and out of area has increased by 18 compared to the same period 2023/24, resulting in 1,458 fee charging cremations.

Invoices for cremation fees raised between 1 April 2024 and 30 November 2024 equates to £1,227,260 compared to £1,147,220 during the same period 2023/24. This is an additional £80,000 in revenue mitigating the additional costs related to service provision.

26 UPDATE ON REPLACEMENT CREMATORS

The Joint Committee were provided with an update on the progress of the replacement cremators project.

It was noted that the project was currently 3 weeks behind schedule. However, work continues to be undertaken to replace the cremator without disruption of services.

27 WORK PROGRAMME / SCHEDULE OF MEETINGS

The Joint Committee discussed the Work Programme.

RESOLVED that the Work Programme be approved.

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Report of the Monitoring Officer

Scrutiny Reviews

1. Purpose of Report

The purpose of this report is to make Members aware of matters proposed for and undergoing scrutiny. This is in accordance with all of the Council's priorities.

2. Recommendation

Cabinet is asked to NOTE the report.

3. Detail

The Overview and Scrutiny Committee met on 27 February 2025. Members welcomed a final update to the review for Housing Repairs. Members were pleased with the actions and improvements that had taken place since the last update to the Committee.

A verbal update will be provided at the meeting.

This is in accordance with all of the Council's priorities identified within the Corporate Plan.

Cabinet will receive updates at each future meeting as to the progress of the Overview and Scrutiny Committee's work programme as contained in the attached **Appendix** and is asked to give consideration to the future programme and decision-making with knowledge of the forthcoming scrutiny agenda. The work programme also enables Cabinet to suggest topics for future scrutiny.

4. Key Decision

This report is not a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

There are no direct financial implications arising from this report.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

There are no legal implications arising from the report.

8. Human Resources Implications

The comments from the Human Resources Manager were as follows:

Not applicable.

9. Union Comments

The Union comments were as follows:

Not applicable

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

Not required.

13. Background Papers

Nil.

Appendix

1. Topics Agreed by the Overview and Scrutiny Committee

	Topic	Topic suggested by	Link to corporate priorities/values
1.	Child Poverty	Overview and Scrutiny Committee	Support people to live well, A good quality home for everyone
2.	Budget Consultation	Overview and Scrutiny Committee	All Corporate Priorities
3.	Building Control	Councillor B C Carr agreed by the Overview and Scrutiny Committee to put on hold.	A good quality home for everyone
4.	Committee Agendas	Councillor T Marsh	Protect the environment for the future.
5.	Environmental Enforcement Fines	Cabinet	Protect the environment for the future.

2. Update Reviews

	Topic	Topic suggested by	Link to corporate priorities/values	Proposed Date to Overview and Scrutiny Committee
1.	Housing Repairs	Overview and Scrutiny Committee	The Housing aim of a good quality home for everyone and to support people to live well.	February 2025

	Topic	Topic suggested by	Link to corporate priorities/values	Proposed Date to Overview and Scrutiny Committee
2.	Markets in the Borough	Overview and Scrutiny Committee	Invest in our towns and our people	June 2025
3.	D.H. Lawrence Museum	Overview and Scrutiny Committee	Invest in our towns and our people	June 2025
4.	Equality, Diversity and Inclusion at the Council. (Report to Cabinet 3 September 2024)	Councillor S Dannheimer	Invest in our towns and our people, Support people to live well, Protect the environment for the future, and a good quality home for everyone.	Date to be confirmed.

Report of the Chief Executive

Urgency Powers

1. Purpose of Report

To update Cabinet on the use of the Chief Executive's urgency powers in relation to the provision of a car parking concession in relation to Chilwell Road Car Park 13 February 2025 to 31 December 2025.

2. Recommendation

Cabinet is asked to NOTE the use of the Chief Executive's urgency powers.

3. Detail

As a result of building works to the Beeston Methodist Church a request was received by the Council to introduce a parking concession. Subject to availability, permits will be provided to allow up to two parking spaces to be used free of any charge in connection with the building operation. The Chief Executive in consultation with the Leader, Deputy Leader and Leader of the Opposition used her urgency powers to introduce the temporary concession. The concession will remain in place for 11 months between 13 February 2025 to 31 December 2025.

During this period, if full utilisation were to be achieved there will be a loss of income, circa £1,400.

4. Key Decision

This report is not a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

5. Financial Implications

The comments from the Head of Finance Services were as follows:

It is proposed that the nominal loss of revenue income during this period, will be contained within the overall car parking income budget.

6. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

Paragraph 23.1 Chapter 2 Part 1 of the Council Procedure Rules in the Council's Constitution states: In consultation with the Leader of the Council and where possible the Leader of the opposition, the Chief Executive has the power to authorise the taking or carrying out of action, notwithstanding anything in the Council's Procedure Rules, Financial Regulations all other delegations, where they consider that circumstances exist that make it expedient or necessary for action to be taken prior to the time when such action could be approved through the normal Council procedures. A report on such action, and the circumstances justifying the exercise of the delegated powers, shall be made to the next meeting of the Council as appropriate.

The item contained within this report are such circumstances having been necessary for the action to be taken prior to the usual approval procedure.

7. Human Resources Implications

The comments from the Human Resources Manager were as follows:

Not applicable.

8. Union Comments

The Union comments were as follows:

Not applicable.

9. Climate Change Implications

The climate change implications if any are contained within the report.

10. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

11. Equality Impact Assessment

Not applicable.

12. Background Papers

Nil.

Report of the Portfolio Holder for Resources and Personnel Policy

Grants to Voluntary and Community Organisations, Charitable Bodies and Individuals Involved in Sports, the Arts and Disability Matters 2024/25

1. Purpose of Report

To consider requests for grant aid in accordance with the provisions of the Council's Grant Aid Policy.

2. Recommendation

Cabinet is asked to consider the requests and RESOLVE accordingly, including a potential additional budget allocation from General Fund Reserves in 2024/25.

3. Detail

Details of the grant applications received are included in the **Appendix** for consideration. The amount available for distribution in 2024/25 is as follows:

	<u>£</u>
Revenue Grant Aid Budget	168,800
Add: Additional budget (approved 1 October 2024)	30,750
Add: Additional budget (approved 3 December 2024)	5,000
Less: Grant Awards to Date	(165,079)
BALANCE AVAILABLE FOR DISTRIBUTION	<u>39,471</u>
Less: Total Grants requested in this report	(60,500)
FORECAST YEAR END DEFICIT	<u>(21,029)</u>

4. Key Decision

This report is not a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

Any grant awards will be met from the established grant aid budget shown in the table above. Members are reminded that they will need to suitably constrain grant awards in 2024/25 if the budget is not to be exceeded. The additional sums requested in this report, when compared to the previous year, would amount to £6,500 if all applications are fully supported.

There is only limited budgetary provision remaining in 2024/25. The total 'cash' grant requested in this report would over-commit the grant aid budget and potentially restrict the amount available to apply elsewhere. If Members were minded to approve the requests in full, an additional one-off revenue development of £22,000 would be needed to be funded directly from General Fund balances in 2024/25.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

The Council is empowered to make grants to voluntary organisations by virtue of Section 48 Local Government Act 1985 (as well as other legislation). Having an approved process in line the legislation and the Council's Grant Aid Policy will ensure the Council's compliance with its legal duties.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

There are no climate change implications identified in relation to this report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

As this is not a change to policy an equality impact assessment is not required.

13. Background Papers

Nil.

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Appendix

Applications

The following grant applications have been received for consideration:

		<u>Previous Grant Award</u>	<u>Current Grant Request</u>
		£	£
5 th Stapleford Scout Group	1	4,500	4,500*
2 nd Beeston Sea Scouts	2	2,150	2,150*
Age Concern Eastwood	3	9,000	10,000*
2 nd Kimberley Scout Group	4	7,000	7,000*
Stapleford Community Association	5	3,000	3,000*
DH Lawrence Music Festival	6	2,500	2,500
Beeston Film Festival	7	-	3,000
Bramcote Cricket Club	8	1,000	1,000*
Chilwell Community Association	9	3,150	3,150*
Stapleford Community Group	10	10,700	10,700*
Eastwood People's Initiative	11	2,500	2,500*
Phoenix Community Foundation	12	7,500	10,000*
Young Individual Boxing Competitor	13	1,250	1,000
		Total	60,500

Note*: These requests are for primarily for grants to cover the cost of rental for Council owned premises and, as such, are non-cash grants awarded via an internal transfer in the Council's financial systems. Of these, the following applications also include requests for a grant contribution towards general running costs:

- Age Concern Eastwood – £6,150
- Stapleford Community Group - £2,500 (utilities only)
- Eastwood People's Initiative – £750
- Phoenix Community Foundation – up to £9,000 (utilities only)

1. 5TH STAPLEFORD SCOUT GROUP

The 5th Stapleford Scout Group was established in 1964 and is based at Stapleford House, Wesley Place in Stapleford. The Group currently has just over 100 members of all ages (scouts, cubs, beavers, leaders and voluntary helpers), the majority of whom are residents of Broxtowe.

The aim of the 5th Stapleford Scout Group is to provide activities within the scout association organisation. The Group provides a safe and fun environment for children aged between 6 and 18 to learn new skills, meet new people, have adventure and develop themselves.

Financial Information

For the year ended 29 February 2024, income of £10,017 (2023: £18,754) was generated from membership fees, grants, donations and fundraising and other activities. Expenditure amounted to £10,311 (2023: £19,310) and included equipment, badges, maintenance, insurance and the cost of activities and events. Cash and bank balances as at 29 February 2024 were £13,935.

Grant Request

The Council has regularly supported the 5th Stapleford Scout Group for many years with grant aid towards its rental obligations. The grants awarded in the past four years were as follows:

2023/24	£4,500
2022/23	£4,500
2021/22	£4,500
2020/21	£4,500

For 2024/25, the 5th Stapleford Scout Group has requested a grant of £4,500 to cover the annual market rental of the accommodation at Stapleford House. This potential grant award would be for a period of one year and would have no effect on the Council's overall budget, with the award being matched in the Council's premises income budget. Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- The services provided by 5th Stapleford Scout Group benefit Broxtowe residents and are complementary to the services provided by the Council.
- The activities of 5th Stapleford Scout Group provide educational and co-curricular benefits to local children and young people.
- Uniformed Groups such as 5th Stapleford Scout Group are a specific category of organisation welcomed to apply for grant aid.

2. 2ND BEESTON SEA SCOUTS

The 2nd Beeston Sea Scouts was established in 1928 and is based at Lilac Grove in Beeston. The group serves the South West Nottinghamshire Scout District, including Attenborough, Beeston South, Beeston Rylands and the west of Nottingham City. It currently has 108 members (including 80 junior members) with the majority living in Broxtowe.

The aim of the 2nd Beeston Sea Scouts is to provide scouting activities, under the policy and rules of the Scout Association, with the speciality of water based activities such as canoeing, kayaking, rowing and sailing.

Financial Information

For the year ended 31 December 2023, 2nd Beeston Sea Scouts generated receipts of £57,508 (2022: £94,861) from grants, donations, sales and fundraising activities. Total payments amounted to £44,910 (2022: £79,764) and included premises expenses, boat maintenance, youth programme activities (i.e. camps), purchase of equipment and capitation. The cash and bank balances at 31 December 2023 increased to £181,167 (2022: £168,569).

Funds raised for the construction of a new headquarters are ring-fenced and not available for general use. Cash available for general purposes as at 31 December 2023 was £8,301, with the balance being held in the ring-fenced reserve for the new headquarters.

Grant Request

The Council has regularly supported the 2nd Beeston Sea Scouts with grant aid towards its rental obligations. The grants awarded in the past four years were as follows:

2023/24	£2,150
2022/23	£2,150
2021/22	£2,150
2020/21	£2,150

For 2024/25 the 2nd Beeston Sea Scouts has requested a grant of £2,150 to cover the market rental of the Lilac Grove premises. This grant award would be for a period of one year and would have no effect on the Council's overall budget, with the potential award being matched by allowances within the premises income budget. Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- The services provided by 2nd Beeston Sea Scouts benefit Broxtowe residents and are complementary to the services provided by the Council.

- The activities of 2nd Beeston Sea Scouts provide educational and co-curricular benefits to local children and young people.
- Uniformed Groups such as 2nd Beeston Sea Scouts are a specific category of organisation welcomed to apply for grant aid.

3. AGE CONCERN EASTWOOD

Age Concern Eastwood is a registered charity, established in 1970, that is based at The Colin Dyson Centre on Edward Road in Eastwood (premises owned by the Council). The group generates its membership from Eastwood and the surrounding area. Around 70 clients use its services with the great majority being Broxtowe residents aged 60 years or over.

Age Concern Eastwood provides welfare facilities to local elderly residents. Its clientele includes some disabled users, others who are suffering with dementia and those who may be isolated. The group aims to provide a quality meeting place, companionship, socialising, entertainment and advice for its elderly users by offering a wide variety of activities such as a luncheon club, social events and activities.

Financial Information

For the year ended 31 March 2024, income totalling £71,194 (2023: £53,749) was generated from meals and drinks receipts, grants and donations, transport receipts, fundraising and other activities. Annual expenditure of £83,908 (2023: £70,409) mainly related to wages, transport, equipment, repairs and renewals, meals and catering, rent, utilities, insurance and other general running costs. Cash at bank and in hand as at 31 March 2024 was £70,137 (2023: £82,484).

Grant Request

The Council has supported Age Concern Eastwood for many years with grants towards its premises (including rental) and transport costs. The grants awarded in the past four years were as follows:

2023/24	£9,000
2022/23	£9,000
2021/22	£9,000
2020/21	£9,000

For 2024/25, Age Concern Eastwood has requested a grant of £10,000 towards its running costs, including the rental of the Edward Road premises of £3,850. This grant award would be for a period of one year and the rental element of £3,850 would have no effect on the Council's overall budget, with the potential award being matched by allowances already made within the grant aid budget.

Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- The services provided by Age Concern Eastwood benefit Broxtowe residents and are complementary to the services provided by the Council.
- The activities of Age Concern Eastwood target the needs of vulnerable and disadvantaged sections of the community, in particular helping to combat loneliness and social exclusion within the Borough.
- Caring Organisations such as Age Concern Eastwood are a specific category of organisation welcomed to apply for grant aid.

Members should note that the grant aid policy would normally require that all 'cash' grant awards of £5,000 or above to be subject to a Service Level Agreement.

4. 2ND KIMBERLEY SCOUT GROUP

The 2nd Kimberley Scout Group was established over 50 years ago and is based in Council owned premises at Kettlebrook Lodge on Eastwood Road in Kimberley. The Group continues to thrive and has over 200 members (both junior members and voluntary helpers) from within Broxtowe.

The aim of the Group is to provide activities within the Scout Association organisation. The Group is responsible for the maintenance and up-keep of Kettlebrook Lodge as a community venue. The facilities are utilised by the Scouts and Guides organisation, a playgroup and for other events and functions.

Financial Information

The latest accounts for the year ended 31 March 2024 showed receipts of £42,242 (2023: £40,644) being generated from grants, donations, subscriptions, fundraising and other activities. Payments amounted to £35,649 (2023: £54,075) which included maintenance, utilities, meetings, events and other expenses. The General Fund is represented by cash and bank balances, which at 31 March 2024 amounted to £20,395 (2023: £13,802).

Grant Request

The Council has regularly supported 2nd Kimberley Scout Group with grant aid towards its rental obligations with the grants awarded in the past four years being as follows:

2023/24	£7,000
2022/23	£7,000
2021/22	£7,000
2020/21	£7,000

For 2024/25 the 2nd Kimberley Scout Group has requested a grant of £7,000 to cover the market rental of Kettlebrook Lodge. This grant would be for a period of one year and would be matched by allowances within the premises income budget and therefore leave the Council's overall budget unchanged.

Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- The services provided by 2nd Kimberley Scout Group benefit Broxtowe residents and are complementary to the services provided by the Council.
- The activities of 2nd Kimberley Scout Group provide educational and co-curricular benefits to local children and young people.
- Uniformed Groups such as 2nd Kimberley Scout Group are a specific category of organisation welcomed to apply for grant aid.

5. STAPLEFORD COMMUNITY ASSOCIATION

The Stapleford Community Association was formed in 1954 and is responsible for the management and operation of the Council owned Community Centre on Cliffe Hill Avenue in Stapleford.

The aim of the Association is to provide a high quality, low cost centre for a variety of leisure, educational and community activities in Stapleford. Around 200 people of all ages use the facilities on a weekly basis with an estimated 80% being residents of the Borough.

Financial Information

For the year ended 31 December 2023, income of £11,484 (2022: £10,674) was generated from hall lettings. Annual expenditure amounted to £17,729 (2022: £19,064) and included rent, repairs and renewals, cleaning and sundry expenses, insurance, heating and lighting, water charges and depreciation. Cash and bank balances at 31 December 2023 totalled £33,259 (2022: £38,812).

Grant Request

The Council has previously supported Stapleford Community Association with grants towards its premises rental. The grants awarded in the past four years were as follows:

2023/24	£3,000
2022/23	£3,000
2021/22	£3,000
2020/21	£3,000

For 2024/25, Stapleford Community Association has requested a similar grant of £3,000 to cover the rental of the Community Centre on Cliffe Hill Avenue in Stapleford. This grant award would be for a period of one year and would have no effect on the Council's overall budget, with the award being matched in the Council's premises income budget. Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- The services provided by Stapleford Community Association benefit Broxtowe residents and are complementary to the services provided by the Council.
- Stapleford Community Association and the groups which operate from the Cliffe Hall Community Centre target the needs of vulnerable and disadvantaged sections of the community, in particular helping to combat loneliness and social exclusion within the Borough.
- Community Associations such as Stapleford Community Association are a specific category of organisation welcomed to apply for grant aid.

6. D H LAWRENCE MUSIC FESTIVAL

The D H Lawrence Music Festival is a music festival that promotes local songwriters and performers, brings the community together and music fans from outside of Broxtowe into Eastwood. This helps local businesses, including the venues and food establishments people visit throughout the day. The festival also promotes one of Eastwood's most important figures, D H Lawrence.

The festival runs over the course of one day, bringing around 150 individual artists into the area, performing their original music. Twelve stages at venues across Eastwood are planned for the festival this year which takes place on 6 September 2025 (to coincide with the birth date of D H Lawrence on the 11 September) and marks the tenth anniversary of the festival.

Financial Information

As an annual festival run by independent musicians, there is no formally constituted 'group' as such which prepares financial statements for scrutiny, nor does the festival hold a separate bank account.

The applicant has provided a budget for the festival which estimates the cost of the festival at approximately £2,500. This consists primarily of promotional material, decoration throughout venues (banners and other advertising), programmes, expenses payments to artists (£1,100) and organisers' time (£350) with regards to administration and on-the-day running of the event. Officers are sufficiently assured that the 'not-for-profit' aims of the festival and the promotional nature of this local event, with its links to music and the arts, is sufficient for the request to be considered for an award under the policy.

Grant Request

For the 2025 event, a grant of £2,500 has been requested by the D H Lawrence Music Festival towards / to cover the costs of promoting and organising the festival as detailed above.

The Council has previously supported the D H Lawrence Music Festival, as follows:

2023/24	£2,500
2022/23	£2,500
2021/22	£2,500

In addition to the local economic and cultural benefits, an award for the 2025 festival would be in line with the Council's Grant Aid policy for the following key reasons:

- The D H Lawrence Music Festival benefits Broxtowe residents, enhancing their quality of life, and is complementary to the services provided by the Council.
- The D H Lawrence Music Festival helps to combat loneliness and social exclusion within the Borough.

7. BEESTON FILM FESTIVAL

Beeston Film Festival is an Annual International Short Film Festival which began in 2014 and has in recent years been held at the Arc Cinema, Beeston.

Preparations for the 2025 Festival are currently underway with over 100 short films from filmmakers based in 20 countries expected to be shown to an audience of 1,000+ people.

Beeston Film Festival states that it believes in:

- A Common Global Humanity - Joy is joy, laughter is laughter, heartbreak is heartbreak, fear is fear, no matter what language is being spoken, and we believe an international short film festival engages our common global humanity
- A Covenant to Filmmakers - We will always review every film submission respectfully and consistently; we will seek to project selected films to the highest possible standard; we will work hard to connect filmmakers to an audience
- Diversity - We celebrate a range of cinematic styles, genres, communities, and topics, and embrace cinematic rebels, truth-tellers, and innovators
- Community - We strive to create a unique cinematic event for our home, for our community.

Financial Information

Beeston Film Festival has provided a budget for this year's festival which anticipates total income of £9,250, primarily from submission fees and ticket sales. Total expenditure is anticipated to be £8,500, primarily on promotional materials and external services such as social media management, photography and the selection team. It is noted that much of the work for the Beeston Film Festival is performed by volunteers / interns / pro bono at an estimated value of £43,250.

Beeston Film Festival has stated its reserves as at January 2025 to be £1,450.

Grant Request

For 2025, Beeston Film Festival has requested a grant from this Council of up to £3,000 in order to provide for a 'Filmmaker Attendance Fund'. That is, if a filmmaker is nominated for a Festival award, the Filmmaker Attendance Fund will provide them with contribution of £100 (UK) or £200 (international) towards their attendance expenses.

The attendance of the award-winning filmmakers at the Festival will enable in-person events such as 'Director Q&As' and creative sharing sessions which will enhance the festival experience for filmmakers and audiences alike.

In addition to the local economic and cultural benefits, such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- The Beeston Film Festival benefits Broxtowe residents, enhancing their quality of life, and is complementary to the services provided by the Council.
- The Beeston Film Festival helps to combat loneliness and social exclusion within the Borough.

8. BRAMCOTE CRICKET CLUB

Bramcote Cricket Club was founded in 1858 and is based at Bramcote Hills Park on Ilkeston Road in Bramcote. Bramcote Cricket Club provides an opportunity to play and watch cricket. The club currently runs a number of league cricket teams and offers coaching for junior teams.

The Club is open to anyone interested in playing or coaching cricket and currently has around 65-75 members, the majority of whom live in Broxtowe. In addition, a further 100 juniors regularly attend the club to play and practice, as do other visiting clubs from around the Borough.

Financial Information

Bramcote Cricket Club provided its financial statements for the year ended 31 December 2024 for scrutiny. These show income totalling £14,045 (2023: £11,865) being mainly generated from subscriptions, match fees, bar sales, grants and other fundraising activities. Annual expenditure of £15,050 (2023: £16,710) included bar expenses, pavilion costs, pitch maintenance, pitch hire, rent, insurances and other running costs. Cash and bank balances as at 31 December 2024 are recorded as £9,950.

Grant Request

The Council has supported Bramcote Cricket Club for many years with grants towards its premises costs (including rental) and the occasional capital grant towards facilities and equipment. The grants awarded in the past four years were as follows:

2023/24	£1,000
2022/23	£1,000
2021/22	£1,000
2020/21	£1,000

For 2024/25, Bramcote Cricket Club has requested a similar revenue grant of £1,000 towards the total cost of its annual rent obligations. This award would be for a period of one year and would be matched by allowances within the premises income budget, leaving the Council's overall budget unchanged. Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- The services provided by Bramcote Cricket Club benefit Broxtowe residents and are complementary to the services provided by the Council.
- The activities of Bramcote Cricket Club target the needs of vulnerable and disadvantaged sections of the community, in particular helping to combat loneliness and social exclusion within the Borough.

9. CHILWELL COMMUNITY ASSOCIATION

The Chilwell Community Association was set up with its own Constitution in January 2002 and is responsible for the day-to-day management and development of the Council premises at Chilwell Community Centre on Inham Road in Chilwell.

The aim of the Association is to provide facilities at a reasonable cost to enable local community groups and individuals to use the premises for a variety of purposes including occasional events. The main user of the facility is the Nottinghamshire County Council Library Service and this provides an important

resource and meeting place for the community. Educational space is also offered during term-time for vulnerable students.

Financial Information

For the year ended 31 March 2024, the Chilwell Community Association generated receipts of £13,200 (2023: £11,719) almost entirely from fees. Payments amounted to £13,144 (2023: £15,412) including rent, wages, property maintenance, utilities, insurance and other miscellaneous costs. Cash and bank balances as at 31 March 2024 were £46,801. These funds are earmarked towards the enhancement of facilities at the Community Centre and to provide initial financial support to newly formed groups using the Centre in order for them to become established for long-term use.

Grant Request

The Council has previously supported Chilwell Community Association with grants towards its premises rental. The grants awarded in the past four years were as follows:

2023/24	£3,150
2022/23	£3,150
2021/22	£3,150
2020/21	£3,150

For 2024/25, the Association has requested a similar grant of £3,150 to cover the market rent of the Chilwell Community Centre. This grant award would be for a period of one year and would have no effect on the Council's overall budget, with the award being matched in the premises income budget.

Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- The services provided by Chilwell Community Association benefit Broxtowe residents and are complementary to the services provided by the Council.
- The activities of Chilwell Community Association target the needs of vulnerable and disadvantaged sections of the community, in particular helping to combat loneliness and social exclusion within the Borough, as well as providing educational and co-curricular benefits to local children.
- Community Associations such as Chilwell Community Association are a specific category of organisation welcomed to apply for Grant Aid.

10. STAPLEFORD COMMUNITY GROUP

Stapleford Community Group was established in 2011 and formally constituted with a management committee from June 2013. The aim of the Group is to

improve the quality of life for local residents and to act as an advocate and representative for Stapleford residents and businesses.

The primary activities of the Group are the provision of a Community Hub, the Stapleford Food Project, a 'Jobs Fayre', housing support, family support, vocational skills training, providing volunteering opportunities and overall to provide a 'safe and warm space at the heart of the community'.

Since June 2024 the Group has been based in the Council-owned community centre at Montrose Court, Stapleford.

Financial Information

For the year ended 31 December 2024, income of £13,990 (2023: £8,630) was generated primarily from grants and donations. Annual expenditure of £14,920 (2023: £10,020) related to equipment purchase, utilities, charitable donations, transport and other running expenses. The closing cash balance as at 31 December 2024 was £9,910.

Grant Request

Stapleford Community Group has requested a grant for £8,200 to cover the assessed rental cost for one year. In addition, a further £2,500 has been requested to assist with utilities for the centre. If approved, the rental component of the grant would be 'paid' via an internal transfer within the Council's financial systems. Accordingly, the only 'cash' element of this application is £2,500.

Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- The services provided by Stapleford Community Group benefit Broxtowe residents and are complementary to the services provided by the Council.
- The activities of Stapleford Community Group target the needs of vulnerable and disadvantaged sections of the community, in particular helping to combat loneliness and social exclusion within the Borough.
- Community Associations such as Stapleford Community Group are a specific category of organisation welcomed to apply for Grant Aid.

11. EASTWOOD PEOPLE'S INITIATIVE

Eastwood People's Initiative was formed in 1982 to serve Eastwood and the surrounding communities in north Broxtowe. The primary objective of the charity is the relief of poverty.

Eastwood People's Initiative fulfils this objective by providing benefits and debt advice, a letter writing service, food outreach/parcels and offering clothes and toys to those in need. The group describes themselves as 'grassroots' and able to provide a rapid response and emergency assistance.

Eastwood People's Initiative is based in the Council-owned premises at 36 Scargill Walk.

Financial Information

For the year ended 31 March 2024, Eastwood People's Initiative generated total receipts of £32,317 (2023: £6,888), primarily from grants and donations. Annual expenditure of £21,649 (2023: £28,916) related to costs for communications/outreach, utilities and insurance. In particular, £13,600 was spent on IT support and advice.

Closing balances at 31 March 2024 were £5,391. In addition to this, Eastwood People's Initiative also holds £24,970 in an investment account.

Grant Request

The Council has regularly supported Eastwood People's Initiative with grants towards its operating costs. The grants awarded in the past four years were as follows:

2023/24	£2,500
2022/23	£2,500
2021/22	£2,500
2020/21	£2,500

For 2024/25, Eastwood People's Initiative has requested a similar grant of £2,500 to cover the market rent and buildings insurance (£1,750) and other associated premises costs (£750). Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- The services provided by Eastwood People's Initiative benefit Broxtowe residents and are complementary to the services provided by the Council.
- The activities of Eastwood People's Initiative target the needs of vulnerable and disadvantaged sections of the community.
- Caring Organisations such as Eastwood People's Initiative are a specific category of organisation welcomed to apply for grant aid.

12. PHOENIX COMMUNITY FOUNDATION

The Phoenix Community Foundation is a community group which has developed out of Phoenix Inham Football Club, a football team formed in 2015,

and was formally constituted in May 2021. Both the Foundation and Football Club are based at the Council's recreation ground at Inham Nook, Chilwell.

Since then, the Foundation has helped deliver a number of community-based initiatives, helping also towards the relief of poverty in one of the most deprived areas of the Borough, including:

- Emergency food (foodbank and parcels)
- Educational classes
- Intergenerational events to boost community cohesion
- Parent and baby groups
- Exercise classes and sports events
- Mental Health sessions
- Refugee support

There are currently approximately 350 regular users across the above activities, the majority of whom are resident in Broxtowe.

Financial Information

The Foundation has provided accounts for the financial year 2024/25 to date. Over this period, the Foundation has generated total income of £2,540, much of which was a grant from this Council for a food project (£1,000), supplemented with income from a café run at the pavilion and room hire. Over the same period, expenditure totalling £1,720 was incurred, including £530 for insurance, £545 in Companies House fees and £580 relating to the food project. Current reserves are stated as £1,280.

Grant Aid Request

For 2024/25, the Phoenix Community Foundation has requested a grant of up to £10,000 to cover the market rent of £1,000 plus utilities costs for the Inham Nook pavilion. This grant would be for a period of one year. Whilst the rental element may be matched by allowances within the premises income budget, the cost of utilities (up to £9,000) will directly impact upon the grant aid budget.

Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- The services provided by Phoenix Community Foundation benefit Broxtowe residents and are complementary to the services provided by the Council.
- Phoenix Community Foundation targets the needs of vulnerable and disadvantaged sections of the community, in particular helping to combat loneliness and social exclusion within the Borough.
- Community Associations such as Phoenix Community Foundation are a specific category of organisation welcomed to apply for grant aid.

13. INDIVIDUAL – BOXING COMPETITOR

An application for financial support has been received from a young competitive boxer who is resident in Eastwood.

The applicant is part of a squad young boxers based at 'Revolution Gym' in Sutton-in-Ashfield which will be representing England in the Boxing Open World Championship to be held in Baja, Hungary, in May 2025. Although the gym is looking to cover the costs of the entrance fee, licence, insurance, coaches and kit, each competitor is liable for seeking their own sponsorship for attendance costs (travel, accommodation, transfers and similar).

The young competitor attended the same championships in 2024, and is looking to defend their title. The applicant has stated that, through competing in the World Championships, they wish to "bring some joy and achievement back to England, Nottinghamshire and Eastwood" and "to make young people in Eastwood aware that anything is possible."

The applicant has estimated the total cost for their attendance at the World Championships to be £1,000, for which (as in 2024) full support has been requested. Although this is a greater amount than is typically awarded to individuals (usually up to £200), Cabinet has the discretion under the Grant Aid Policy to award further sums where an individual requires the grant to contribute towards the cost of participating in a recognised international competition held outside of the United Kingdom.

Such an award would be in line with the Grant Aid policy for the following key reasons:

- The policy specifically provides for support to talented individuals involved in sports or the arts who are amateurs and whose excellence is of national or international significance.
- The stated aim of the policy is to allow individuals to participate in a national or international event, or to achieve that status, to encourage and support Borough residents in competing at the highest level.

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Report of the Portfolio Holder for Resources and Personnel Policy

Complaint Self-Assessment Approval

1. Purpose of Report

To review and approve the Housing Ombudsman's Self-Assessment against the Complaint Handling Code.

2. Recommendation

Cabinet is asked to RESOLVE that the Housing Ombudsman's Self-Assessment form be approved.

3. Detail

The Housing Ombudsman's (HO) Complaint Handling Code (Code) promotes the progressive use of complaints, providing a high-level framework to support effective handling and prevention alongside learning and development.

The Code aims to enable landlords to resolve complaints raised by tenants quickly and to use the learning from complaints to drive service improvements.

The HO requires landlords to carry out regular self-assessments and take appropriate action to ensure compliance with the Code.

There is a requirement to publish the Self-Assessment Form (included at **Appendix 1**) annually, as from April 2024. The form has been published since 2024 with the introduction of the Code and there is a requirement to self-assess against this Code to ensure that it is being complied with.

The form has been published on the Council's website. However, following Councils' nationwide initial publication of the self-assessment form in 2024, the Housing Ombudsman informed authorities that it would not hold them to account until 2025 for their performance against the form. The Council is currently fully compliant with all areas of the self-assessment form.

4. Key Decision

Not applicable.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

The cost of completing the Housing Ombudsman's Self-Assessment against the Complaint Handling Code will be contained within existing budgets. It is not anticipated that its adoption will have any resource implications at this stage.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

The Ombudsman has the power to issue “advice and guidance about good administrative practice” to organisations under section 23(12A) of the Local Government Act 1974. Therefore, the Code will be considered statutory guidance. It is statutory already for members of the Housing Ombudsman scheme, therefore the Code will be statutory for all local Councils. The Complaints policy has incorporated the recommendations of the Housing Ombudsman to adopt the Code which will ensure a consistent approach when dealing with complaints and to support this duty. The Code will apply to any complaint made about a local council where there isn't already a statutory process in place for dealing with complaints.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

Not applicable.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

Appendix 1

Appendix A: Self-assessment form

This self-assessment form should be completed by the Complaints Officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	This was formally adopted on 12 March 2024 and implemented on 1 April 2024. The Council's Complaints Policy includes this definition.	The Council has formally adopted this definition and welcomes a standardised definition for all councils to adhere to.
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	The Council's Policy allows for complaints to be submitted without the need to state it is a complaint. Third parties are permitted to submit complaints on behalf of other residents.	The Council recognises that complaints can be submitted in any format without the word "complaint". The Policy defines this and allows third parties to register complaints on behalf of other individuals.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	The Council's Policy defines the difference between a request for service and a complaint. The Policy states that all requests for service must be recorded.	The Council has held training sessions for employees on the importance of recognising complaints and requests for service. When in doubt, Officers are encouraged to request

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				clarification. Requests for service are being recorded and monitored.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	The Policy states that complaints should be raised when dissatisfaction is stated toward a request for service. Emphasis is placed on completing the request for service despite there being an active complaint open.	The Council has provided training to ensure that requests for service are followed through and not effectively put on hold while the complaint is investigated.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	The Council publishes its Complaint Policy which includes survey information.	The Council's complaint procedure is on the website for individuals to access and register complaints.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	The Council's Policy includes reasons why a complaint may not be progressed. The Policy states that each complaint needs investigating on its own merit.	The Council reviews all complaints to determine their validity. Complaints will only not be investigated where the criterion within the Policy has been met.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 	Yes	This is included within the Council's Complaints Policy.	This is included with the Policy and is reviewed for all complaints.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	The Policy gives clear indication toward the 12-month deadline for complaint acceptance. The Policy also states that complaints made outside of this deadline still require consideration as to whether they must be investigated.	This is included within the Policy and is reviewed for all complaints.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	The Policy provides guidance on the information required to be given to complainants where complaints are not accepted.	The Council provides this information in accordance with the Policy and as part of any correspondence when rejecting complaints.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	The Policy requires all complaints to be dealt with on their individual merit.	The Council reviews all complaints and treats them on their individual merit.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	The Policy allows for complaints to be accepted in any format. The Council is able to make reasonable adjustments to facilitate complaints.	The complaint form is accessible on the Council's website. All employees are trained in the Equality Act 2010 and adjustments can be made to facilitate these requests when made. Additionally, Complainants are able to make submissions face-to-face or on the telephone as necessary.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	All employees have access to the Complaints Policy and access to complaint forms to assist with registering complaints.	All employees are trained annually on the complaints process.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	This is included within the Policy.	The Council recognises the importance of complaints to identify systemic issues.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	This is included within the Policy.	The Policy is published online and a copy is available at the Council Office reception. The Policy is also available on request.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	This is included within the Policy.	The Policy states this and it is included on the Complaints page on the Council's website.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	This is included within the Policy.	The Council allows complaints to be made in this format and makes the necessary arrangements when required.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	This is included within the Policy.	The Council publishes the HO's contact details and includes these as part of the complaint responses.

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	The Council has a dedicated Officer to facilitate the complaints process.	The Council has a role to deal with complaints: the Complaints Officer.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	The Complaints Officer has access to all employees and is able to remedy complaints at all stages.	The Complaints Officer has access to all records and employees to ensure complaints are investigated.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	This is included within the Policy. The Council look to learn from complaints and all employees are trained annually on the process. The Council's general management team regularly engages with reports on	All employees are trained annually on the complaints process. The Council recognises the importance of complaints to identify systemic issues.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			complaints to help identify themes and ensure lessons learnt are implemented.	

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	The Council has one Policy to deal with complaints which encompasses the requirements of both the HO and LGSCO.	All complaints are dealt with on their individual merit under the Council's single complaint procedure.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	The Policy encourages local resolution in the first instance.	The Council has two stages in the Policy. Officers are encouraged to close complaints at a local level in the first instance.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	There are no more than two stages in the Policy.	The Council does not have more than two stages, prior to any potential escalation to the Ombudsman.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator)	Yes	This is included within the Policy.	Complaints regarding contractors are handled by the department that

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.			procured them and through the Policy.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	This is included within the Policy.	This is undertaken through the stipulations of the Policy.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	This is included within the Policy.	The Council writes to all complainants to provide the investigating officer’s understanding of the complaint. Officers are encouraged to clarify complaints where these are not clear.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	This is included within the Policy.	The Council writes to all complainants to provide the investigating officer’s understanding of the complaint. Officers are encouraged to clarify complaints where these are not clear.
5.8	At each stage of the complaints process, complaint handlers must:	Yes	This is included within the Policy. All employees have been trained	All complaint handlers are trained to deal with

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 		on the complaints process and all complaint handlers have been trained in line with the Policy.	complaints in line with the list provided in the Policy.
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	The Policy sets out the expectation for communication during the complaint process.	The Council includes the importance of good communication when all complaint handlers receive training.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	This is included within the Policy. The Council is able to make reasonable adjustments to facilitate complaints.	All employees are trained in the Equality Act 2010 and adjustments can be made to facilitate these requests when made.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly	Yes	The Policy dictates which complaints can and cannot be escalated through the complaints process. This is undertaken on a	The Council reviews all complaints to determine their validity.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	set out these reasons, and they must comply with the provisions set out in section 2 of this Code.		case by case basis.	Complaints will only not be investigated where the criteria within the Policy has or has not been met.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	The Council retain copies of all complaints correspondence and the Policy specifically states that this is a requirement.	The Council has a complaint database that is used to store this information centrally in line with the Council's retention policy.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	The Council's Complaint Policy in addition to the Council's Constitution allows for complaints to be dealt with at any stage and without the need for escalation.	The Council's Scheme of Delegation allows departments to remedy complaints at all stages.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	The Council has adopted a Dealing with Vexatious Complainant Behaviour Policy.	The Council has adopted a Dealing with Vexatious Complainant Behaviour Policy. This Policy will be reviewed by Members during 2025.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	The above Policy has been written in line with the Equality Act 2010.	The above Policy has been written with due consideration given to the Equality Act 2010.

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	The Policy encourages the closing of complaints in a timely manner with appropriate resolution.	All investigating Officers are trained to prioritise and respond to complaints in a timely manner.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being</u>	Yes	This is included within the Policy.	All investigating officers are trained to acknowledge and log complaints in line with the Policy. Templates are available to assist with this.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<u>received.</u>			
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	This is included within the Policy.	All investigating officers are trained to response to complaints in line with the Policy.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	yes	This is included within the Policy.	All investigating officers are required to provide an extension where the initial deadline cannot be met.
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	This is included within the Policy.	This is included within the appropriate template for investigating officers to use.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	This is included within the Policy.	Investigating Officers are trained to provide response in a timely manner when the response it known. The Council actively registers and monitors actions regarding complaints.
6.7	Landlords must address all points raised	Yes	This is included within the Policy.	All investigating Officers are

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.			trained in responding to complaints fully.
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	This is included within the Policy.	All investigating Officers are trained in registering and identifying new complaints.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is 	Yes	This is included within the Policy.	All investigating Officers are trained in responding to complaints fully.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	not satisfied with the response.			

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	This is included within the Policy.	The Council has a stage 2 process. All complaints are escalated when requested unless they are exempt as per the exclusion section of the Policy.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	yes	This is included within the Policy.	The Council acknowledge complaints in line with the Policy.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	This is included within the Policy.	The Council does not request a reason for the escalation of a complaint to stage 2.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	This is included within the Policy.	The Complaints Team is independent and does not respond to stage 1 complaints.
6.14	Landlords must issue a final response to	Yes	This is included within the Policy.	The Council monitors and

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.			reports the performance of targets of responding to stage 2 complaints.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	This is included within the Policy.	All investigating Officers are trained in responding to complaints fully. All investigating Officers are trained to provide extension where the initial deadline cannot be met.
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	This is included within the Policy.	This is included within the appropriate template for investigating Officers to use.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	This is included within the Policy.	Investigating Officers are trained to provide response in a timely manner when the response is known. The Council actively registers and monitors actions regarding complaints.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and	Yes	This is included within the Policy.	All investigating Officers are trained in responding to complaints fully.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	good practice where appropriate.			
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes	This is included within the Policy.	All investigating Officers are trained in responding to complaints fully.
6.20	Stage 2 is the landlord’s final response and must involve all suitable staff members needed to issue such a response.	Yes	The Complaints Officer has access to employees at all levels and this is stipulated in the Policy,	All stage 2 complaints are fully investigated.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a	Yes	This is included within the Policy.	All investigating Officers are

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 		The Council also has a Compensation Policy to assist and provide consistency when remedying complaints.	trained on the appropriate steps to remedy complaints. The Council has a formal Complaints Compensation Policy to deal with this issue.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	This is included within the Policy. The Council also has a Compensation Policy to assist with remedying complaints.	All investigating Officers are trained on the appropriate steps to remedy complaints. The Council has a formal Complaints Compensation Policy to deal with this issue.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must	Yes	This is included within the Policy. The Council also has a Compensation Policy to assist with remedying complaints.	All investigating Officers are trained on the appropriate steps to remedy complaints.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	be followed through to completion.			The Council has a formal Complaints Compensation Policy to deal with this issue.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	This is included within the Policy. The Council also has a Compensation Policy to assist with remedying complaints.	All investigating Officers are trained on the appropriate steps to remedy complaints. The Council has a formal Complaints Compensation Policy to deal with this issue. The Council uses the guidance of the HO to assist with remedying complaints.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint	Yes	This is reported to the Council's Cabinet, and Governance, Audit and Standards Committee on a quarterly and annual basis. Following the assignment of a Lead Member for complaints, reports are produce for the Council Cabinet on a quarterly basis along with an annual	The Council produces a quarterly and annual report for the Governance, Audit and Standards Committee and Cabinet meetings.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<p>handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;</p> <p>c. any findings of non-compliance with this Code by the Ombudsman;</p> <p>d. the service improvements made as a result of the learning from complaints;</p> <p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>		summary.	
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	The Policy states where the annual performance report will be published. This is also reported to the Governance, Audit and Standards Committee and, Cabinet.	The Council produces a quarterly and annual report for the Governance, Audit and Standards Committee and Cabinet meetings.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	This is included within the Policy.	The self-assessment is carried out after each significant restructure and annually.
8.4	Landlords may be asked to review and	Yes	This is included within the Policy.	The Council will undertake

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	update the self-assessment following an Ombudsman investigation.			the self-assessment as requested.
	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	This is included within the Policy.	The Council will notify the necessary individuals and the HO when the self-assessment is unable to be completed.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	This is included within the Policy.	The Council continuously looks to improve from complaints and look for systemic issue that may be causing the complaints.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	This is included within the Policy.	The Council welcomes complaints and has facilities in place to accommodate a positive complaint handling culture.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	An annual and quarterly reports are produced for the Council's General Management Team, Governance, Audit and Standards Committee and Cabinet. The number of complaints, at each stage, are reported to Members on a quarterly basis.	The Council produces a quarterly and annual report for the Governance, Audit and Standards Committee and Cabinet meetings.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	yes	The Council's Director of Legal and Democratic Services (Monitoring Officer) has departmental responsibility for complaints.	The Director is supported by the Head of Democratic Services, the Complaints Officer and the Democratic Services Manager in their duties.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	The Council's Portfolio Holder for Resources and Personnel Policy was appointed as the Lead for complaints on 18 March 2024.	The Council's Portfolio Holder for Resources is responsible for complaints and reporting to Cabinet. The Council's Constitution was amended to accommodate this.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	An annual and quarterly reports are produced for the Council's General Management Team, Governance, Audit and Standards Committee and Cabinet. The number of complaints, at each stage, are report to Members on a monthly basis.	The Council's Portfolio Holder for Resources is the Member responsible for complaints and reporting to Cabinet.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and 	Yes	An annual and quarterly reports are produced for the Council's General Management Team, Governance, Audit and Standards Committee and Cabinet. The number of complaints, at each stage, are report to Members on a monthly basis.	The Council's Portfolio Holder for Resources and Personnel Policy is responsible for complaints and reporting to Cabinet. The Council produces a quarterly and annual report for the Governance, Audit and Standards Committee and Cabinet meetings.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	d. annual complaints performance and service improvement report.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: <ul style="list-style-type: none"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body. 	Yes	This is included within the Policy.	The Council actively deals with all complaints fairly and work positively to remedy and learn from issues where a fault has been identified.

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Report of the Portfolio Holder for Resources and Personnel Policy

Review of Corporate Plan Progress and Financial Performance - December 2024 (Quarter 3)

1. Purpose of Report

To report progress against outcome targets linked to Corporate Plan priorities and objectives and to provide an update as to the latest financial performance as measured against the budget. This is in accordance with all of the Council's Corporate Priorities.

2. Recommendation

Cabinet is asked to NOTE the progress made in achieving the Corporate Plan priorities and financial performance for the quarter ended 31 December 2024.

3. Detail

The Corporate Plan 2024-2028 was approved by Council on 10 July 2024. Business Plans are primarily linked to the five corporate priority areas of Housing, Business Growth, Environment, Health and Community Safety. In addition, the support service areas of Resources, Revenues, Benefits and Customer Services and ICT and Business Transformation are also considered. Business Plans for 2024/25 were approved by Council on 6 March 2024.

As part of the Council's performance management framework and to meet the commitment to closely align financial and performance management, the Business Plans for the priority areas are considered alongside detailed revenue budget estimates, capital programme and other financial information.

Members and senior management receive regular reports during the year which review progress against their respective Business Plans, including a detailed annual report where performance management and financial outturns are considered together following the year-end.

This quarterly report is intended to provide Members with an overview of progress made towards Corporate Plan priorities and the latest data relating to Critical Success Indicators (CSI) and Key Performance Indicators (KPI), identified as a means by which outcomes relating to corporate priorities and objectives can be measured. This summary is detailed in **Appendix 1**. The report for Liberty Leisure Limited is also included at **Appendix 3**.

A summary of the financial position as at 31 December 2024 with regard to the employee budgets, controllable income headings and a summary of the capital expenditure position is included in **Appendix 2**.

4. Key Decision

Not applicable.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

Any financial implications are considered in the report and appendices.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

There are no specific legal implications that arise from this report.

8. Human Resources Implications

There were no comments from the Human Resources Manager.

9. Union Comments

There were no Unison comments in relation to this report.

10. Climate Change Implications

The climate change implications are contained as part of the business planning and budget setting process.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

As there is no change to policy an equality impact assessment is not required.

13. Background Papers

Nil.

Performance Management – Broxtowe Borough Council

1. Background - Corporate Plan

The Corporate Plan for 2024-2028 was approved by Council on 10 July 2024. It sets out the Council's priorities to achieve its vision to make "A greener, safer, healthier Broxtowe where everyone prospers". Over the period, the Council will focus on the priorities of Housing, Business Growth, Environment, Health and Community Safety.

The Corporate Plan prioritises local community needs and resources are directed toward the things they think are most important. These needs are aligned with other local, regional and national plans to ensure the ambitions set out in our Corporate Plan are realistic and achievable.

2. Business Plans

A series of Business Plans linked to the five corporate priority areas were approved by full Council on 6 March 2024. In addition, the Business Plans for the support service areas of Resources; Revenues, Benefits and Customer Services; and ICT and Business Transformation were also approved.

The respective Business Plans detail the projects and activities undertaken in support of the Corporate Plan for each priority area. These cover a three-year period but are revised and updated annually. Detailed monitoring of progress against key tasks and outcome measures in the Business Plans is undertaken regularly by the relevant Committee / Cabinet. This includes a detailed annual report where performance management and financial outturns are considered together following the year-end as part of the Council's commitment to closely align financial and performance management.






3. Performance Management

As part of the Council's performance management framework, Committees / Cabinet and Members receive reports of progress against the Business Plans. This report provides the outturn data relating to Critical Success Indicators (CSI) for each area and a summary of the progress made to date on key tasks and priorities for improvement in 2024/25 (as extracted from the performance management system). It also provides the latest data relating to Key Performance Indicators (KPI).






The Council monitors its performance using the performance management system. Members have been provided with access to the system via a generic user name and password, enabling them to interrogate the system on a 'view only' basis. Members will be aware of the red, amber and green traffic light symbols that are utilised to provide an indication of performance at a particular point in time.

The key to the symbols used in the performance reports is as follows:

Action Status Key

Icon	Status	Description
	Completed	Action/task has been completed
	In Progress	Action/task is in progress and is currently expected to meet the due date
	Warning	Action/task is approaching its due date (and/or one or more milestones is approaching or has passed its due date)
	Overdue	Action/task has passed its due date
	Cancelled	Action/task has been cancelled or postponed

Performance Indicator Key

Icon	Performance Indicator Status
	Alert
	Warning
	Satisfactory
	Unknown
	Data Only

Performance Summary – Priority Areas

The tables below provide a summary of Business Progress for the Council's priority areas at quarter 3 2024/25 and a forecast of anticipated outcomes for the performance measures.

Summary of Key Tasks and Areas for Improvement for the Council's Priority Areas

	Completed 	In Progress 	Warning 	Overdue 	Cancelled 
Housing	-	9	-	-	-
Business Growth	1	7	-	-	-
Environment	-	9	-	-	-
Leisure and Health	-	4	-	-	-
Community Safety	2	11	-	-	-
TOTAL	3	40	-	-	-





Forecast Outcomes of Key Tasks and Areas for Improvement for the Council's Priority Areas

	Completed 	In Progress 	Warning 	Overdue 	Cancelled 
Housing	2	7	-	-	-
Business Growth	3	5	-	-	-
Environment	3	8	-	-	-
Leisure and Health	-	4	-	-	-
Community Safety	2	11	-	-	-
TOTAL	10	35	-	-	-

Summary of Progress of Performance Indicators for the Council's Priority Areas

The summary below shows the 2024/25 quarter 3 performance information and targets. Where data is only available on an annual basis the information has been excluded from the summary table to provide an accurate summary of progress at quarter 3.





The figures in brackets provide the number of Performance Indicators that are the number of Critical Success Indicators.

	Satisfactory 	Warning 	Alert 	Data Only 
Housing	5 (2)	1 (1)	5 (-)	- (-)
Business Growth	3 (1)	3 (2)	2 (1)	- (-)
Environment	5 (-)	4 (1)	5 (1)	2 (-)
Leisure and Health	2 (-)	- (-)	1 (-)	3 (1)
Community Safety	1 (-)	1 (-)	4 (1)	7 (4)
TOTAL	16 (3)	9 (4)	17 (3)	12 (5)

Forecast of 2024/25 Progress of Performance Indicators for the Council's Priority Areas


The table below provides a forecast of anticipated outcomes for the Performance Measures, where data is collected quarterly, which are included in this report.



The figures in brackets provide the number of Performance Indicators that are the number of Critical Success Indicators.

	Satisfactory 	Warning 	Alert 	Data Only 
Housing	9 (3)	- (-)	2 (-)	- (-)
Business Growth	5 (2)	1 (1)	2 (1)	- (-)
Environment	6 (-)	4 (1)	4 (1)	2 (-)
Leisure and Health	3 (-)	- (-)	- (-)	3 (1)
Community Safety	3 (-)	2 (-)	1 (1)	7 (4)
TOTAL	26 (5)	7 (2)	9 (3)	12 (5)



* Data is collected/calculated annually for the Performance Indicators with the position at quarter 3 2024/25 not known.



Housing - Critical Success Indicators 2024/25




Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Amber 	BV66a Rent Collection: Rent collected as a proportion of the rent owed	Monthly	100.76%	100.20%	97.71%	99.00%	<p>There has been an increase in arrears of £72,006 when comparing the December 2023 figure of £262,019 and December 2024 of £334,025.</p> <p>The Income Officers are currently working extremely hard to reach residents that may benefit from making an application for a Discretionary Housing Payment and to also refer them to the Household Support Fund where appropriate. So far, we have been successful in securing £5,803 in Discretionary Housing Payments to help reduce outstanding rent arrears and support with tenancy sustainment. The team will continue to discuss the additional week of rent that is payable for the 2024-25 rent year with tenants. They are encouraged to make regular weekly or monthly payments so that is more manageable to pay and to ensure the rent arrears are kept to a minimum.</p> <p>Expected outturn at end of 2024/25 is 100%.</p>



Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Green 	HSLocal_42 Homelessness cases successfully intervened or prevented rather than relieved/a main duty being accepted	Monthly	71.3%	82.70%	76.8%	70%	<p>An average of 76.8% of cases for Quarter 3 2024/25. This comprises of 77.1% in October, 74.4% in November and 78.9% in December 2024, and is a decrease of 3.7% compared to Quarter 3 2023/24.</p> <p>Throughout Quarter 3, the team successfully intervened or prevented 116 instances in which households had a threat of homelessness. This includes if there is a threat within the next 56 days or if there is likely to be a threat without intervention and consists of 20 Preventions and 96 Interventions.</p> <p>The team are experiencing an increase in S21 notices being issued with landlords selling their properties. More landlords are following through with applying to court for possession and warrants to evict, and there is an increased delay in the Courts issuing Possession papers, with these often being received by the applicant after the possession date has passed.</p> <p>Expected outturn at end of 2024/25 is 77%.</p>
Green 	HSTOP10_02 Gas Safety	Monthly	99.41%	99.85%	100%	100%	<p>During quarter 3 2024/25 the service has continued to achieve 100% compliance.</p> <p>Expected outturn at end of 2024/25 is 100%</p>

Housing - Key Tasks and Areas for Improvement 2024/25



Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	HS2124_02.1 Implement Asset Management Strategy 2022 to 2025 <i>(Asset Management and Development)</i>	Plan to fully utilise assets held within the Housing Revenue Account	70%	Dec-2024	<ul style="list-style-type: none"> • Implementation of stock condition survey programme now in place to inform ongoing planned maintenance works. • Social Housing Decarbonisation Funded works are ongoing at Princes St/Wellington Rd, Eastwood. • Modernisation programme continues with works being delivered against a planned programme provided for 2024/25. • Re-procurement of major contracts are in progress with Procure Plus, our preferred framework provider.
In Progress 	CP2326_01b Energy Efficiency Schemes (Housing Stock) <i>(Asset Management and Development)</i>	To ensure that service is value for money and benefits from improved technology	50%	Due Date is in line with the Council's net zero Target of 2027	EPC data for all Housing Stock is being collated by Nottingham Energy Assessors (circa 2,000 EPCs over 24 months). All homes that require an EPC have been contacted with over 1,600 completed. The remaining properties require further work to gain access for the survey. This data is being used to in develop a programme of improving all properties to EPC C by 2030. A bid is currently being developed for the Warm Homes: Social Housing fund wave 3 to carry out improvement measures to approx. 600 homes between 2025-26. Currently approx. 60% of the Council's housing stock achieve a C or higher EPC rating.




Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	HS1922_02 Refresh and implement 10 year housing new build delivery plan	Add to the social housing stock. Produce affordable homes to rent	83%	Dec-2029	<p>99 properties have been acquired into the social housing stock since 2019.</p> <p>During Q3 2024/25, nine energy-efficient Council dwellings completed with Homes England grant funding at</p> <ul style="list-style-type: none"> • Felton Close / Valley Road • Gayrigg Court, Chilwell • Selside Court, Chilwell <p>Development work is continuing on the following sites:</p> <ul style="list-style-type: none"> • 15 dwellings at the Inham Nook site, Chilwell • 5 homes at Farm Cottage (Fishpond), Bramcote • Planning consent has been granted for 4 dwellings on Chiltern Drive / Spring Close, Watnall • 18 units are being modernised ready for entering the Council housing stock at Retlaw Court, Hall Drive, Chilwell <p>In January 2025, Cabinet approval was given for the construction of circa 51 new dwellings (34 social rent and 17 shared ownership) on land off Coventry Lane, Bramcote following committee approval in 2021. Approval was also given to redevelop the site at Pamela Cottage, Bramcote to provide two new homes, and to proceed with a planning application to demolish and rebuild Farm Cottage to provide two flats.</p>
In Progress 	HS2225_05 Implement new processes and procedures for recharges	To increase income to the HRA	80%	Mar-2025	<p>The new Schedule of Rates were implemented in November 2024, allowing for accurate costings of all repair jobs.</p> <p>A new Recharge Policy will be taken to the Tenant Panel for tenant and leaseholder feedback before progressing through the Cabinet process.</p>




Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	HS2427_01.1 Implement Housing Strategy 2025-28	To achieve actions to help support the corporate plan priorities, for all housing services including our landlord services	0%	Mar-2028	The 2025-28 Housing Strategy was presented to Cabinet for approval in February 2025. Work is progressing on completing actions in the Year One Action Plan.
In Progress 	HS2427_02 Implement Housing Improvement Board Performance Improvement Plan	To improve the services of the Housing Repairs and Capital Works Team	50%	Mar-2026	The Board meets regularly to discuss the actions required. This includes reviewing outcomes of the Housing Ombudsman's regular Spotlight on Knowledge and Information, and exploring improvements to processes and procedures to ensure compliancy with their Complaint Handling Code. A Housing and Asset Management Steering Group has been created to progress actions. The expected outturn at the end of 2024/25 – 100% completion of milestones due in 2024/25.
In Progress 	COMS2427_01 Review the resource allocated to Environmental Health, Private Sector, and Licensing Service	Review the resource allocated to Private Sector Housing priorities including <ul style="list-style-type: none"> • HIMO licensing • Empty homes • Privately rented property standards • Damp and mould enforcement <p>To ensure adequate resource is available to deliver private sector housing functions, in particular for damp and mould enforcement</p>	60%	June-2025	Following review of the resource and approval for additional employees: <ul style="list-style-type: none"> • Senior Environmental Health Officer (Environmental Protection) was appointed and started in December 2024 • A Private Sector Housing Officer was appointed but providing some cover for a DFH Officer. An additional PSH Officer vacancy has arisen recently. Both these posts are currently out for recruitment • Apprentice Environmental Health Officer was appointed but has since become vacant and timing of recruitment will be delayed to maximise access to approved training required by the postholder. Due date revised from March 2025 due to delays with recruitment.

Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	COMS2427_02 To consider whether an additional licensing scheme for private rented dwellings would be appropriate	To determine whether the evidence exists to meet the criteria for the implementation of an additional property licensing scheme	20%	Sept-2025	Discussions on the scope of an additional licensing scheme have begun. A private sector housing stock condition exercise has been procured to assist in this process. The ongoing work on the Housing Strategy is relevant to any consideration of a need for additional licensing. New requirements to regulate social housing providers is also being reviewed. The Renters Reform legislation is also likely to address one of the key benefits of an additional licensing scheme – identifying such properties that may require intervention.
In Progress  Page 86	COMS2427_03 Produce a Policy on HIMO licensing	To provide a framework to support the existing procedures for HIMO Licensing	55%	Mar-2025	Currently reviewing all HIMO licences and processes to support development of a Policy on HIMO licensing to ensure it is relevant. Currently the approach to enforcing HMO licensing requirements is covered by the Corporate Enforcement Policy and the Housing Civil Penalty Policy.





Housing – Key Performance Indicators 2024/25

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Red 	HSLocal_29 Electrical compliancy	Monthly	80.00%	89.10%	92.60%	98%	<p>The team continues to work on obtaining overdue EICR's and have been focusing on the 27 oldest ones, requesting support from the Tenancy and Independent Living Teams to gain access. The in-house Electricians are working on the upcoming properties. These are being booked well in advance of the due date to help with potential no accesses or going over the deadline date.</p> <p>A 'Week of Action' took place in February 2025 to target booking appointments for the oldest properties and those that are hard to access.</p> <p>HouseMark benchmarking for LAs and ALMOs under 10,000 units in England in Quarter 3 is: Upper quartile = 99.45% Median = 98.60% Third quartile = 95.02% Expected outturn at the end of 2024/25 is 100%</p>
Green 	HSLocal_33 Legionella compliancy	Monthly	100. %	100. %	100%	100%	<p>With our robust system, we have achieved our monthly target. Expected outturn at the end of 2024/25 is 100%</p>



Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Red 	HSLocal_40 Numbers of homeless households housed outside of the Borough in temporary accommodation	Monthly	118	26	14	0	<p>During Quarter 3, the team had a total of 32 Households placed in hotel accommodation out of area. Of those, 14 were out of area for 7 days or more.</p> <p>All placements were made as no other accommodation was available at that time. As soon as space becomes available in our own Temporary Accommodation or other suitable temporary accommodation, we will work toward moving people out of hotels as soon as possible. Severe Weather Emergency Protocol (SWEP) was also activated 19-25 November 2024 which contributed to more rough sleepers coming in off the street.</p> <p>At the end of the quarter, all of our own temporary accommodation units that were ready to let were fully occupied. An additional unit has been completed and is occupied.</p> <p>Expected outturn at end of 2024/25 is 50, based on the current trajectory</p>
Green 	HSLocal_BM05 Reactive appointments made and kept	Quarterly	96.2%	97.7%	97.8%	98.0%	<p>During Quarter 3 2024/25, 3,993 appointments were made, of these 3,908 were kept. The reasons for 86 appointments not being kept are as follows:</p> <ul style="list-style-type: none"> • Sickness – 36 • Pulled off to attend an emergency – 41 • Rearranged due to weather - 10 <p>Expected outturn at 2024/25 is 98%</p>
Green 	HSLocal_03a Void Rent Loss	Quarterly	-	£239,384	£169,411	£350,000 £288,750 (Q3)	<p>During Quarter 3, the void rent loss was £54,155 and was based on 4,399 total void days. The rent loss figure is £9,845 less than Quarter 3 2023/24.</p> <p>The cumulative figure is 13,490 total days.</p> <p>Expected out-turn at the end of 2024/25 – £230,000 based on the current trajectory.</p>



Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Red 	HSTOP10_03a Average Relet Time - Independent Living	Quarterly	170	45	94	40	<p>During Quarter 3, 19 Independent Living properties were let with a total average of 94 days.</p> <p>There has been a rise in both General Needs and Independent Living relet times over Quarter 3, which is attributed to operational issues including employee shortages. The Lettings Team have remained understaffed during this period which has contributed to the increase in relet times.</p> <p>The team have introduced new reporting which assists them with identifying properties that are undergoing major works to make the relevant deductions to the relet times.</p> <p>Expected out-turn at the end of 2024/25 – 40 days based on the current trajectory.</p>
Red  Page 89	HSTOP10_03b Average Relet Time - General Needs	Quarterly	88	63	52	20	<p>During Quarter 3, 29 General Needs properties were let with a total average of 94 days.</p> <p>There has been a rise in both General Needs and Independent Living relet times over Quarter 3, which is attributed to operational issues including staff shortages. The Lettings team have remained understaffed during this period which has contributed to the increase in relet times.</p> <p>The team have introduced new reporting which assists them with identifying properties that are undergoing major works to make the relevant deductions to the relet times.</p> <p>Expected out-turn at the end of 2024/25 – 30 days based on the current trajectory.</p>
Red 	HSLocal_11 Number of cases closed in the last 3 months where a property has been returned to occupation	Quarterly	26	34	12	24	<p>The target is close to 24 cases in 2024/25.</p> <p>The most complex cases are being targeted to reach conclusion which can mean it is a longer process to return the properties to use.</p>



Business Growth – Critical Success Indicators 2024/25


Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Red 	TCLocal_01a Percentage of town centre units occupied: Beeston	Quarterly	93.00%	91.00%	92.80% (January 2025)	95%	
Green 	TCLocal_01b Percentage of town centre units occupied: Kimberley	Quarterly	91.0%	92.0%	91.90% (January 2025)	90% (revised)	
Amber 	TCLocal_01c Percentage of town centre units occupied: Eastwood	Quarterly	89.00%	85.00%	85.80% (January 2025)	90% (revised)	
Amber 	TCLocal_01d Percentage of town centre units occupied: Stapleford	Quarterly	92.00%	89.00%	88.80% (January 2025)	90% (revised)	

Business Growth – Key Tasks and Areas for Improvement 2024/25





Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BG2023_05 Bring forward the Greater Nottinghamshire Strategic Plan [Core Strategy]	Successfully steer the Core Strategy through its examination process receiving a report recommending adoption from the appointed Planning Inspector	50%	Oct-2026	The 'Issues and Options' ('Growth Options') consultation took place in July 2020 and February 2021. A 'Preferred Approach' consultation took place in January-February 2023 and a further consultation focussing on logistics development took place in September-November 2023. and a further consultation focussing on logistics development took place in September-November 2023. Cabinet resolved on 1 October 2024 that the Draft Greater Nottingham Strategic Plan, and supporting documents, in relation to Broxtowe Borough be published to allow a period of public representations. Consultation was undertaken on the Draft Strategic Plan at the end of 2024. A further consultation is required due to key changes and the new National Planning Policy Framework being published - Due date extended from December 2025.
Completed 	BG2124_01 New Broxtowe Economic Growth and Regeneration Strategy to 2025 and review of the current Economic Development and Growth Strategy	A new framework for economic development within the Borough aligned the Mayoral Combined Authority and other plans for local and regional growth. Including specific plans for Stapleford, Eastwood and Kimberley	100%	Oct-2024	Strategy was approved by Cabinet on 3 December 2024. Revisions were required to some parts due to the demise of the East Midlands Development Company and the introduction of East Midlands Combined Authority.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BG2225_01 Deliver Stapleford Town Fund	Develop and deliver the 6 projects identified for Stapleford Town Deal.	45%	Mar-2025	The Borough is the accountable body for £21.1 million which must be defrayed by 2025/26. Work continues on the Stapleford Towns Fund projects. The Community Pavilion works are well underway, with the steelwork up and car park complete. The Pencil Works is about to enter RIBA Stage 5. The main contract with GEDA, is due to be signed and sealed next week. Derby Road Central Car Park is due to open early March.
In Progress  Page 92	BG2326_02 Deliver Kimberley Means Business Fund	Develop and deliver the three projects identified for the Kimberley Town Deal	45%	Mar-2025	The Council is the accountable body for £16 Million which must be defrayed by 2025, subject to project extension by the Government. Work on the Bennerley Ramp has paused due to a possible landslip. Investigations are underway with hope of completion by summer 2025. The construction of the Bennerley Visitor Centre continues to timescale, despite delays on the ramp. Cycle route design has been completed with draft technical drawings available. Ongoing conversations with Highways and other colleagues at Nottinghamshire County Council continue in hope of agreement on final design. All business grants have now been completed in Kimberley, including the issuing of emergency grants to help businesses during the disruption of the recent Cadent gas works. Lightshow equipment has been purchased with successful events having taken place at Halloween, Remembrance Day, and Christmas with further events planned for the coming year. Feedback has been good. Most other town centre 'placemaking' activity has now taken place – including the 'living wall' and lighting projects. ...continued



Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BG2326_05 Creation of a new Markets and Retail Events Programme for the Borough	Delivery of events based model for markets and retail events	30%	2025/26	<p>The Stapleford food and craft fair events continued until December 2024 but are now on hold until the new car park opens in March. Beeston Market continues to run well and some enquiries from new traders are coming through.</p> <p>Plans for a food fair in Eastwood halted due to feedback from businesses that inviting additional food vendors into the town centre would not be welcomed. Eastwood plans are under review and include a launch event for the new D H Lawrence Birthplace Museum augmented reality app and audio trail.</p> <p>A town centre Markets campaign is in development with new imagery and social media plan, due to launch in April. Parking scheme launched in town centres to help drive footfall. Markets Business Plan is currently in development, to roll out in April. Due date revised from November 2024 in line with the proposed Business Growth Business Plan 2025/28.</p>
In Progress 	BG2326_06 Deliver the UK Shared Prosperity Fund Programme (UKSPF)	Deliver all strands of the UKSPF programme	92%	Jul-2025	<p>At the end of Quarter 3 the fund across all themes, grants and projects was more than 92% firmly committed with a high likelihood of spend. All bar two output areas were on target or over performing. The UKSPF Journey document captured much of this and was widely distributed in a campaign to retain funding for a fourth year. Of the 8% less certain, a re-profiling exercise is being undertaken and funding re-allocated to reserve projects and activities which are eligible for funding. Two large projects –CEDARS in Eastwood and Inward Investment and Sector Support were in the process of project finalisation. The Government have confirmed that no underspend carry forwards into 2025/26 will be allowed so there is a pressure on the team to deliver.</p>

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	JBG1518_06 Assist in the preparation of Neighbourhood Plans	Approve Neighbourhood Plan Area designations for all parish areas where they are wanted and progress to 'adoption' of the Plans	70%	Target dates will vary depending on the details of each emerging Plan.	The Nuthall and Awsworth Neighbourhood Plans were 'made' (adopted) in previous years. The Cossall Neighbourhood Plan was adopted on 12 March 2024, following a successful referendum result on 15 February 2024. The Chetwynd: The Toton and Chilwell Neighbourhood Plan was adopted on 15 May 2024 following a successful referendum on 2 May 2024. Work on other Neighbourhood Plans is at various stages and is dependent on work carried out by Town and Parish Councils and Neighbourhood Forums.


Business Growth – Key Performance Indicators 2024/25





Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Red 	BV204 % of appeals allowed against authority decision to refuse planning permission (Delegated or Committee Decisions with Officer Recommendations)	Quarterly	55.56%	36.00%	67.00%	10%	2021/22 - 6 of 14 appeals allowed 2022/23 - 15 of 27 appeals allowed 2023/24 - 9 of 25 appeals allowed 2024/25 - 8 out of 12 appeals have been allowed so far this year. In Quarter 3 2024/25 two out of three appeals were allowed. The two allowed appeals related to certificate lawfulness applications to the same site.
Green 	NI 157a Processing of planning applications: Major applications determined within 13 weeks	Monthly	80.77%	90.65%	100%	92.00%	Out of the four applications received in quarter three, all four were determined within time. The Council proportionally only receives a few major applications therefore if a few are not determined within the 13-week timeframe the percentage difference can be stark.
Amber 	NI 157b Processing of planning applications: Minor applications determined within 8 weeks	Monthly	92.47%	90.03%	92.00%	94.00%	There were 25 minor applications received in Quarter 3 of which two were determined were not determined within the eight weeks.
Green 	NI 157c Processing of planning applications: Other applications determined within 8 weeks.	Monthly	96.93%	98.39%	98.00%	98.00%	Of the 103 other applications received in quarter three, two were not determined within eight weeks.





Environment Critical Success Indicators 2024/25

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Red 	NI 192 Percentage of household waste sent for reuse, recycling and composting	Quarterly	37.55%	35.93%	36.91%	40%	Data is estimated. Glass tonnages have increased by 1%.
Amber 	PSData_09 % of Parks achieving Broxtowe Parks Standard	Annually	98.00%	96.00%	96%	99%	The Council has significantly invested in its parks over recent years, including changing management regimes to increase biodiversity. Park Survey for 2024/25 was undertaken from 8 July 2024 to 30 August 2024. The results have been analysed and were reported to Cabinet on 5 November 2024.






Environment – Key Tasks and Areas for Improvement 2024/25







Status	Code and Action	Action Description	Progress	Due Date	Comments
Progress 	ENV1922_01.1 Implementation of the Clean and Green Initiative	Implement a range of initiatives aimed at making Broxtowe a Cleaner and Greener place for residents and visitors to the Borough.	95%	Mar-2025	In Quarter 3 2024/25 the Environment Team have helped to deliver or facilitate 320 events/litter picks across the Borough. The team have engaged with 1,393 people. The team have exceeded this year's target.




Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	ENV1821_03 Improve Play Areas and Parks & Open Spaces	Ensure sites are Health & Safety and DDA Compliant	97%	Mar-2025	As part of the ongoing Pride in Parks programme in 2024/25, the following works have been undertaken: <ul style="list-style-type: none"> • Queen Elizabeth Park, Stapleford – Addition of an accessible group swing. In 2024/25 a low level toddler unit has been installed. • Coronation Park, Eastwood – Path surfacing improvements have been completed. • Bramcote Hills Park, Bramcote - FFC funding was secured and works to the site, including the installation of accessible and inclusive play equipment was completed in July 2024. <p>There will also be improvements to surfacing and infrastructure at:</p> <ul style="list-style-type: none"> • King George Park, Bramcote • Colliers Wood, Newthorpe • Heathcote Avenue, Bramcote
In Progress 	ENV2023_03 Identify areas of new Green Space for public use	Increase the total area of publicly accessible green space in Broxtowe	95%	Mar-2025	The former Biffa Landfill site in Bramcote is still in the process of being adopted and is currently with Legal Services of the various parties. It is hoped that the site will fall under Council ownership in the spring of 2025.
In Progress 	ENV2023_05 Implement actions deriving from the Governments 'Our Waste, Our Resource: A Strategy for England'	Increase in the Council's recycling rate and increased awareness of climate change and waste and recycling issues.	70%	Mar-2025	The Environment Act was mandated in November 2021. An interim high level strategy was produced as a holding document. This will be revised in 2025. Simpler Recycling to commence April 2026 and weekly food waste collections will commence October 2027.
In Progress 	ENV2124_01 Implement the actions identified within the Council's new Waste Strategy 2021-2025	Increase in the Council's recycling rate, reduced amount of residual waste and improved awareness of waste minimisation.	75%	Mar-2025	The Environment Act was mandated in November 2021. An interim high level strategy was produced as a holding document. This will be revised in 2025. Simpler Recycling to commence April 2026 and weekly food waste collections will commence October 2027.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	ENV2124_02 Implement the strategic actions of Recycling Strand within the Climate Change and Green Futures programme	Increase in the Council's recycling rate and improved awareness of how to reduce waste	95%	Mar-2025	A revised Climate Change and Green Futures Strategy was adopted by the Council in July 2024. New actions for Recycling and Resources have been captured within the strategies and Carbon Management Action Plan.
In Progress 	ENV2124_03 Wildflower sowing and meadow management	New wildflower areas created, and grass managed as wildflower meadows	95%	Mar-2025	Native Wildflower planting schemes for 2024/25 include Brinsley Headstocks and Crow Hill, Bramcote Hills Park. Additional bulb planting has been undertaken at Leyton Crescent, Beeston, Bramcote Hills Park and Coronation Park, Eastwood.
In Progress  Page 99	ENV2427_01 Implement the actions from the Tree Management Strategy 2023-2027	Work with partners, landowners and other agencies to plant 2,000 trees per year.	35%	Mar-2027	In the 2024/25, the free tree scheme gave away 300 fruit trees and 200 fruiting plants. The following tree planting sessions were also undertaken: <ul style="list-style-type: none"> • Pitt Lane, Trowell (20 trees) • Leyton Crescent, Beeston (80 trees) • Manor Farm, Toton (8 trees) • Jubilee Rec Ground, Eastwood (100 trees) • Smithurst Road, Giltbrook (15 Trees) There was also an Orchard created at Banks Road, Toton.
In Progress 	TR2124_01 Implement the strategic actions of the Transport and Fuel Strand of the Climate Change and Green Futures programme	Reduce the Councils emissions from the fleet and make a positive contribution to the Councils target of being net carbon zero by 2027	75%	Mar-2027	Nine electric vehicles now form part of Broxtowe's fleet with the Council taking delivery of its first electric transit type van. The vehicle is used by the Playground Inspector and is highly visible within the community. In April 2024, the fleet transitioned to using HVO, this will significantly reduce the amount of diesel used within the fleet and subsequently reduce the Councils overall CO2 emissions.


Environment – Key Performance Indicators 2024/25

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Red 	WMData_13 Number of Missed Bins reported by Residents (New)	Quarterly	12,853	14,506	11,777 (Q3)	12,949 9,711 (Q3)	This performance indicator captures data to assess how effective service delivery is year on year. Target is to achieve a 2% reduction every year. Quarter 1 – 4,738 Quarter 2 – 3,611 Quarter 3 – 3,428 To provide context missed bins per 100,000 has been calculated: Quarter 1 - 307 Quarter 2 - 226 Quarter 3 - 231 Since April 2024 4.6 million bins have been collected. Approximately 0.25% of bins have therefore been missed.
Data Only 	WMData_03b Number of garden waste subscriptions	Quarterly	22,068	22,803	22,477 (Q3)	22,100	Target exceeded. However, the number of subscribers to the garden waste service for 2024/25 is 1.4% lower compared to the same period last year. (Difference of 326 householders)
Green 	WMData_03c Income generated by Garden Waste Subscriptions	Quarterly	£873K	£925K	£1,028K (Q3)	£1,029K	It is anticipated that the annual income for garden waste will narrowly miss the 2024/25 target.
Green 	WMData_06a Income generated through Trade Waste	Quarterly	£704K	£670K	£627K (Q3)	£633K £475K (Q3)	Target exceeded for quarter 3 2024/25. Number of trade waste businesses has declined from 680 in quarter 1 to 676 in quarter 3 2024/25.
Green 	WMData_08 External income generated through Environmental Services	Quarterly	£204K	£209K	£244K	£190K £142.5K (Q3)	Target exceeded. Income relates to the external income generated by the functions of the services within the Environment Services.

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Green 	NI 195a Cleanliness of the streets and open spaces within the Borough (levels of litter)	3 x per Year	96%	96%	100%	97%	Hot spot areas have now been identified and increased cleansing has been taking place reducing the level of litter.
Amber 	NI 195b Levels of detritus on the public highway	3 x per Year	95%	87%	90%	96%	Resources and vehicle availability have impacted on survey results, which has led to higher levels of detritus being deposited in channels. Hot spot areas have now been identified and increased cleansing has been taking place.
Data Only 	SSData_01 Reduce the number of fly tipping incidents	Quarterly	546	700	793 Q1 - 241 Q2 - 266 Q3 - 286	475 356 (Q3)	There has been an 89% increase in the number of fly tipping incidents, compared to the same period last year. Street Cleansing teams have been encouraged to report all incidents. The tonnage collected compared to the previous year has increased by 94% (32 tonnes 2023/34 compared to 62.50 for 2024/25) Fly tipping generally consists of single items of furniture or several black bags. WISE (Environmental Enforcement) are due to start work in the Borough in the spring of 2025.
Green 	SSData_10 Number of Clean and Green events undertaken	Quarterly	58	65	320	60	Target exceeded. All individual litter picks are now being recorded. 1,393 people were engaged during these events and litter picks.
Red 	BV82a(ii) Tonnes of Household Waste Recycled <i>(This is all waste and recycling material collected from households. It excludes trade waste and material collected from the household waste and recycling sites)</i>	Quarterly	7,862.01	7,343.16	5,441.75	8,020.00 6,015.00 (Q3)	Data has been estimated. Target not achieved. However, there has been a 0.14% increase in recycling compared to the same period last year.
Red 	BV82b(ii) Tonnes of household waste composted	Quarterly	6,934.02	7,053.38	5,950.43	8,080.00 6,060.00 (Q3)	Data has been estimated. Target is not on track. Garden waste is 1.63% down compared to the same period last year. The wet weather conditions have impacted on collected tonnage.


Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Amber 	BV84a Household waste collected per head (Kgs) <i>(This is all waste and recycling material collected from households. It excludes trade waste and material collected from the household waste and recycling sites)</i>	Quarterly	349.99	349.62	269.29	347.00 260.25 (Q3)	Data has been estimated. Target not achieved. Black bin weights have increased by 1.69% (301 tonnes compared to the same period last year). Part of this increase may be as a result of 400 less garden waste subscribers utilising their black bins for garden waste disposal.
Red 	NI 191 Residual household waste per household (Kgs) <i>(This includes all waste collected from black lidded bins, clinical and bulky waste)</i>	Quarterly	496.37	498.77	376.25	471.58 353.69 (Q3)	Quarter 3 Target not achieved. There has been a 1.37% increase (264 tonnes) in the amount of residual waste collected compared to the previous year. The outturn for 2024/25 is expected to be close to target.
Amber 	WMDData_11 Residual (black lidded bin) Waste per household (Kg) <i>(This is waste collected from the black-lidded bin only)</i>	Quarterly	462.36	460.27	348.52	448.02 336.02 (Q3)	Target narrowly exceeded. Black bin weights have increased by 1.7% (301 tonnes). The outturn for 2024/25 is anticipated to be close to target.




Health – Critical Success Indicators 2024/25

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Data Only 	ComS_091 No. of Dementia Friends trained	Quarterly	63	33 (plus online)	38 (Q2 + Q3)	90	<p>There were 38 Dementia Friends trained between July and December 2024.</p> <p>The online Alzheimer Society training is in place. Data for the number of friends trained this way is not able to be gathered.</p> <p>The Broxtowe Action Network for Dementia (BAND) group is now established and will work towards increasing the number of dementia friends / dementia friendly communities.</p> <p>Broxtowe held its first Dementia Event on 20 September 2024 which explored how to support people living with dementia and their carers. 62 people attended the event from people living with Dementia, carers and professional partners.</p> <p>The Communities Officer attended a training session by the Alzheimer's Society on how to deliver "Virtual" online sessions 30 October 2024 with the aspiration of increasing requests for Dementia Friends sessions through the virtual offer.</p>






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Health – Key Tasks and Areas for Improvement 2024/25






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BBC2022b Work with Liberty Leisure Limited to develop and implement a Leisure Facility Strategy	Develop a financial model for identified new facilities. To have a strategy that details maintaining the provision of three leisure facilities with a costed timetable to replace two of the existing facilities	60%	Ongoing	See notes for Support Services – Finance Services

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	CCSS2326_E01 Develop and deliver the Culture and Events Strategy 2023-26	Increase the number of local people accessing a cultural service	60%	Mar-2026	Actions in progress or completed for Culture and Events Strategy 16 out of 26 – Events Programme 2025-26 submitted to Cabinet further work. Volunteer numbers have increased at D H Lawrence Birthplace Museum which has improved the Deep Clean process this year.
In Progress 	CCCS2326_H01 Deliver Museum Strategy and Forward Plan	Increase the number of local people accessing the Museum	60%	Mar-2026	The Museum had an increase of shop visitors during Quarter 3 with more targeted communications on the Gift Shop for Christmas Shopping during November and December. 332 Education Engagements were made during Quarter 3 with school tours at the Museum and Loan Boxes being used in schools. The D.H. Lawrence Trail will launch in the next Quarter it is anticipated that this will boost Museum visitors.
In Progress 	BHWP Produce and deliver the Broxtowe Health and Wellbeing Plan 2023-2026	Working with partners to deliver services to improve the health and wellbeing of residents in the Borough. The plan combines work focussed on supporting: - <ul style="list-style-type: none"> • Armed Forces • Children and Young People • Dementia • Health • Mental Health • Older People • Child Poverty • Tobacco Control • Access to Food • Learning Disabilities 	46% (Q3) 32% (Q2) 30% (Q1)	Dec-2026	The Health and Wellbeing Plan is a 3-year dynamic multi-agency plan which relies on external partners for updates on progress and it is therefore problematic to accurately assess progress. Progress is measured as towards completing the three-year plan however following the year 1 review additional actions have been added which has reduced the overall completion percentage.








Health – Key Performance Indicators 2024/25







Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Data Only 	ComS_041 Food Complaints/Service Requests	Quarterly	182	146	56	140	To date in 2024/25 there have been of 146 food complaints/service requests. The Quarter 3 2024/25 data excludes new food premises registrations.
Data Only 	ComS_042 Infectious Disease notifications investigated	Quarterly	32	43	10	30	Carried out in accordance with a risk rated inspection programme and statutory guidance. In 2024/25 there have been 50 notifications investigated to date.
Green 	ComS_050 Food Complaints - % responded to within timescales	Quarterly	97.00%	100.00%	100%	100%	Responses prioritised according to nature of complaint.
Green 	ComS_051 Infectious Disease notifications responded to within timescales	Quarterly	100.00%	93.00%	100%	100%	Carried out in accordance with a risk rated inspection programme and statutory guidance.
Red 	ComS_055 AIR QUALITY: Inspection of authorised / permitted processes	Quarterly	100.00%	100.00%	10%	100%	Carried out in accordance with a risk rated inspection programme and statutory guidance. Most inspections are due in the Quarter 4 2024/25.

Community Safety – Critical Success Indicators 2024/25




Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Data Only 	ComS_012 Number of ASB cases received by Environmental Health	Quarterly	438	412	79	400	Quarter 1 2024/25 = 114 Quarter 2 2024/25 = 137 Quarter 3 2023/24 = 86 Quarter 4 2023/24 = 93
Data Only 	ComS_013 No of ASB cases received by Housing (gen Housing)	Quarterly	92	134	35	100	Quarter 1 2024/25 = 24 Quarter 2 2024/25 = 37 Quarter 3 2023/24 = 24 Quarter 4 2023/24 = 35
Data Only 	ComS_014 Number of ASB cases received by Community Services	Quarterly	60	103	28	60	Quarter 1 2024/25 = 28 Quarter 2 2024/25 = 32 Quarter 3 2023/24 = 11 Quarter 4 2023/24 = 34
Data Only 	ComS_011 Reduction in reported ASB cases in Broxtowe (Nottinghamshire Police Strategic Analytical Unit)	When available	2,139	1,975	2,164	1,900 1,425 (Q3)	Reduction in 2023/24 was due in some part to the successful delivery of Transform Trainings, POTASSIUM Project in Beeston reducing the Beeston ASB level back down to usual levels.
Data Only 	ComS_024 High risk domestic abuse cases re-referred to the Multi Agency Risk Assessment Conference [expressed as a % of the total number of referrals]	Quarterly	37%	24%	13%	25%	Quarter 1 2024/25 = 32% Quarter 2 2024/25 = 37% Quarter 3 2023/24 = 17% Quarter 4 2023/24 = 23% It is unknown what the reduction in 2024/25 was due to.






Community Safety – Key Tasks and Areas for Improvement 2024/25

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BCRP Produce and deliver a Broxtowe Crime Reduction Plan 2023-2026	Reduction in all crime types and improvements in community confidence	35% (Q3) 26% (Q2) 27% (Q1)	Nov-2026	The Broxtowe Crime Reduction Plan is a 3-year dynamic multi-agency plan which relies on external partners for updates on progress and it is therefore problematic to accurately assess progress. Progress is measured as towards completing the three-year plan however following the year 1 review additional actions have been added which has reduced the overall completion percentage.
Completed 	COMS2224_02a Deliver the Safer Streets 5 Action Plan for Beeston Oct 2023 – Apr 2025	Reduction in Crime, ASB, Shop Theft, Cycle Theft, all and improvements in feeling safe and community confidence	100%	Apr-2025	The installation and commissioning of the final phase (2 x Help Points) has been completed.
In Progress 	COMS2224_08a Develop and deliver a multi-agency partnership White Ribbon Action Plan 2024 – 2027	Raise awareness of and reduce Domestic Abuse and male violence against women	50%	Dec-2027	White Ribbon Accreditation has been renewed. An action plan is being delivered in line with targets from White Ribbon UK. Series of events were held in November 2024 to mark White Ribbon - 16 Days of Action.
In Progress 	COMS2224_09 Deliver Sanctuary Scheme	Provide security for survivors of Domestic abuse to enable them to continue to live in their own homes	25%	2024-2027	Sanctuary Scheme has seen an unusually high case load this year. In October 2024 there were 36 referrals received.
Completed 	COMS2427_06 Review and update Communities ASB reporting procedures and documentation to align with Nottinghamshire (New)	Deliver an efficient and effective service for residents	100%	Dec-2024	
In Progress 	COMS2427_08 Deliver Violence Duty (New)	Ensure compliance with the duty	30%	2024-2027	Broxtowe is currently compliant with the duty
In Progress 	COMS2427_09 Deliver PREVENT Duty (New)	Ensure compliance with the duty	30%	2024-2027	Broxtowe is currently compliant with the duty






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	COMS2427_10 Review and update the Adult Safeguarding Policy (New)	Deliver an efficient and effective service for residents	0%	Mar-2026	This work will commence in 2026
In Progress 	COMS2427_11 Review and update the Child Safeguarding Policy (New)	Deliver an efficient and effective service for residents	0%	Mar-2026	This work will commence in 2026
In Progress 	COMS2427_12 Review and update the Hate Crime Policy (New)	Deliver an efficient and effective service for residents	0%	Dec-2027	This work will commence in 2027
In Progress 	COMS2427_13 Review and update the Hate Crime Strategy (New)	Deliver an efficient and effective service for residents	0%	Dec-2027	This work will commence in 2027
In Progress 	COMS2427_14 Review and update the Serious Organised Crime Strategy (New)	Deliver an efficient and effective service for residents	0%	Dec-2027	This work will commence in 2027
In Progress 	COMS2427_15 Maintain strong partnership to deliver action plans (New)	Deliver an efficient and effective service for residents	30%	2024-2027	This action is over a 3yr period


Community Safety – Key Performance Indicators 2024/25




Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Amber 	ComS_012d(i) ASB cases Environmental Health closed in 3 months	Monthly	74.7%	78.64%	81.01%	82%	79 cases received. 64 cases closed in <3 months in quarter 3 2024/25. Closure is based on complexity of open cases.
Red 	ComS_013d(i) ASB cases Housing closed in 3 months	Monthly	57.1%	69.40%	71.43%	85%	35 cases received. 25 cases closed in <3 months in quarter 3 2024/25. Closure is based on complexity of open cases.
Green 	Coms_014d(i) ASB Cases Community Services closed in 3 months	Monthly	68.3%	102.91%	75.00%	70%	28 cases received. 21 cases closed in <3 months in quarter 3 2024/25. Closure is based on complexity of open cases.


Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Red 	Coms_048 Food Inspections: High Risk	Quarterly	100.0%	100.00%	54.00%	100%	All A's have been completed. There is one B and 12 C's carried forward in total outstanding but these will be prioritised for completion in quarter 4. Expected performance at year end 100%
Red 	Coms_049 Food Inspections: Low Risk	Quarterly	100.0%	100.00%	32.00%	100%	The value equates to 14 inspections carried forward in quarter 3 2024/25. The team are carrying forward 64 low risk inspections, of which 47 are category E's where work has been started on interventions with appropriate premises. Expected performance at year end 100%
Data Only 	ComS_012 Number of ASB cases received by Environmental Health	Monthly	438	412	79	400	Quarter 1 2024/25 = 114 Quarter 2 2024/25 = 137 Quarter 3 2023/24 = 86 Quarter 4 2023/24 = 93
Data Only 	ComS_013 No of ASB cases received by Housing (General Housing)	Monthly	92	134	35	100	Quarter 1 2024/25 = 24 Quarter 2 2024/25 = 37 Quarter 3 2023/24 = 24 Quarter 4 2023/24 = 35
Data Only 	ComS_014 Number of ASB cases received by Community Services	Monthly	60	103	28	60	Quarter 1 2024/25 = 28 Quarter 2 2023/24 = 32 Quarter 3 2023/24 = 11 Quarter 3 2023/24 = 34



Support Services – Key Tasks and Areas for Improvement 2024/25





	Completed 	In Progress 	Warning 	Overdue 	Cancelled 
Finance Services	-	6	-	-	-
Legal Services	1	1	-	-	-
Democratic Services	1	-	-	-	-
Asset Management and Property Services	-	4	-	-	-
Health and Safety	1	1	-	-	-
Human Resources	3	7	-	-	-
Payroll and Job Evaluation	-	-	-	-	-
Communications, Cultural and Civic Services	-	1	-	-	-
ICT and Corporate Services	3	2	-	-	-
Revenues, Benefits and Customer Services	-	4	-	-	-
TOTAL	9	26	-	-	-






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	FP2023_02 Review the Icon Income Distribution System (Finance) System*	ICON ownership needs to be established. Technical Issues require resolving.	80%	June-2025	System administration allocated to Finance Services and training provided. System technical issues have been investigated in conjunction with the ICT Services and the software supplier should be resolved with an upgrade. New contract to be awarded via framework commenced in September 2024, with new system being installed for completion in 2025. Due date extended from September 2024 in line with project completion.








Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	FP2326_02 Review and enhance the Council's contract management framework across the Council (Finance)	Review of the corporate contract management framework to include performance management arrangements and reporting.	80%	Sept-2025	Updated Contract Procedure Rules now adopted following approved at full Council on 12 July 2023. The review of the Contract Management Framework was completed in May 2024. The Council now participates in a Contract Management Working Group in conjunction with other Nottinghamshire Councils, attended by the Chief Audit and Control Officer and other relevant Contract Managers as required". Due date updated from March 2025 to September 2025.
In Progress 	FP2427_01 Review and update the Housing Revenue Account 30-Year Business Plan and to develop a medium-term financial strategy (MTFS) for the HRA (Finance) (New)	Internal review of the HRA 30-Year Business Plan last updated in 2023/24. Development of a new MTFS for the HRA to bridge the gap between the annual budget and long-term business plan.	10%	Jun-2025	Progress made on the annual review of the HRA 30-Year Business Plan, which will include the development of a new Medium Term Finance Strategy for the HRA. These will be presented to Cabinet for approval in 2025.
Progress 	BBC2022a Review the existing Management Agreement between Broxtowe Borough Council and Liberty Leisure Limited (Council)	To have an updated agreement that accurately details the roles and responsibilities of Broxtowe Borough Council and Liberty Leisure Ltd (LLL) in the provision of leisure in Broxtowe	50%	Feb-2025	Work on specific priorities as follows: <ul style="list-style-type: none"> • Ongoing review of service level agreements with Council services • Developed a Reserve Policy, which has been approved by the Liberty Leisure Limited (LLL) Board • Repairs and renewals governance agreed at meetings with Head of Asset Management every six months. There have been issues with RAAC concrete and asbestos, in addition to the usual issues associated with a 60-year-old leisure centre. Overall, the management agreement requires a review to reflect the areas that LLL are no longer operating e.g. Kimberley Leisure Centre, Cultural Services and Events. Due date updated from February 2025 to September 2025.






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BBC2022c Replacement Gym Equipment (Council)	Provide a scope of the equipment required, digital capabilities, meet with suppliers, site visits, support with scoping the details of a procurement. Redesign available gym space and work with the contractor to ensure installation is to specification and on time	25%	Aug-2025	<p>The implementation of this action has been delayed as the timing of the new equipment needs to coincide with facility developments. Whilst a provisional estimate of £521k has been included on the Reserve List of the Council's Capital Programme 2024/25, the final estimate will likely change due to price inflation, supply and the timescale for implementing the Leisure Facility Strategy.</p> <p>The equipment upgrades will need to be delivered alongside the Hickings Lane Pavilion. LLL is currently reviewing the costs and timeline required to give the maximum value for money.</p> <p>Equipment delivered in 2025 will require consultation, procurement and lead times.</p>






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BBC2022b Work with Liberty Leisure Limited to develop and implement a Leisure Facility Strategy (Council)	Develop a financial model for identified new facilities. To have a strategy that details maintaining the provision of three leisure facilities with a costed timetable to replace two of the existing facilities	60%	Ongoing	<p>Kimberley Leisure Centre is no longer operated by LLL. Exercise Referral are now delivered from and in partnership with the Greasley Sports and Community Centre.</p> <p>Bramcote Leisure Centre is performing well considering the age of the facility however, it does suffer from ongoing maintenance issues. A proposed new Leisure Centre is moving forward well with a pre-planning submission currently taking place. The project continues to aim for a RIBA stage 4 completion by April 2025.</p> <p>The Chilwell Olympia is a joint use facility with the Academy which has been identified for a proposed new school building. Whilst no further details available, the Academy continues to work well with LLL and has indicated that they are keen to continue this partnership in the future.</p> <p>Hickings Lane is progressing with the build on site. LLL involved as an operator and attend regular meetings to help shape the offer. Project is progressing with procurement for key areas e.g. café and early years.</p> <p>When current new builds are completed, further discussions regarding the options in the north of the Borough can be explored.</p>
In Progress 	LA1821_02 Progressing the completion of First Registration of Council owned land (Legal Services)	Achieve 100% registration of unregistered Council land	96%	Mar-2025	All remaining outstanding tasks have been completed. Responses from H M Land Registry are awaited.



Status	Code and Action	Action Description	Progress	Due Date	Comments
Complete 	DEM1518_01.1 Community Governance Review (CGR) – (Phase 2) (Legal Services)	Revision of parish boundaries so that existing anomalies are removed wherever possible	100%	Nov-2024	A General Election was called on 4 July 2024. The consultation on the final recommendations was therefore delayed and was held on 15 July 2024 to 6 October 2024. Review of consultation took place, and the response was overwhelmingly against the proposals, General Audit and Standards (GAS) Committee recommended the CGR was completed with no changes made and this decision this was ratified by Full Council in December 2024. The GAS Committee also recommended a new CGR to commence after May 2025 timetable to be agreed.
Progress 	DEM2427_01 Roll Out Phase 3 of the Committee Management System (Democratic Services) (New)	Introduce paper light Committee meetings by using e-Agendas	10%	Apr-2025	Members to be asked to trial a paper light method of Committee meetings. A Member Working Group has been convened to provide insight with the indicator.
Progress 	CP2023_01 Implement the replacement Asset Management Plan for 2022 to 2025 (Asset Mgt & Property Services)	Seek to restore income from commercial assets post COVID-19 and maximise efficiency for non-commercial assets	90%	Mar-2025	Efficiency of non-commercial assets are being delivered through retrofit programme funded through Social Housing Decarbonisation Fund. We are reviewing the energy use of existing commercial assets to achieve efficiencies in energy use.
In Progress 	CP2124_01 Introduce effective management and ICT systems in the Estates Team (Asset Mgt & Property Services)	Readily available information on a day to day basis to enable efficient estate management	90%	Mar-2026 (implement in 2025/26)	Commercial Property Management Internal Audit highlighted need for better management systems. Conducted market review of best programmes on offer and identified Civica PM as meeting needs. Report presented to Cabinet on 23 July 2024 seeking approval for the system. Implementation schedule being agreed. Due date extended from March 2025 in line with anticipated implementation in 2025/26 financial year.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	CP2225_01 Maximise commercial revenue from Beeston Square (Asset Mgt & Property Services)	Ensure the development income exceeds borrowing costs and provides a revenue income stream for the Council	85%	Apr-2025	The former Argos block has been released for sale and as such tenants are being sought for the property, it is expected an agreement for lease will be completed with an occupier prior to March 2025. The corner unit of phase 1 has now been occupied and the new tenant store opened late November 2024. Due date extended from December 2024.
In Progress 	CP2326_01a Energy Efficiency Schemes (Asset Mgt & Property Services)	To achieve Carbon Neutral on all Commercial premises and to be EPC level C or above	10%	Mar-2027	Atkins Realis have provided decarbonisation studies for three of Council's principal assets (Council Offices, Crematorium and Kimberley Depot). Unfortunately, we were unsuccessful in our bid to Phase 5 Public Sector Low Carbon Skills Fund, and due to building eligibility requirements, the Council are unable to apply for The Public Sector Decarbonisation Scheme. A report on the findings of the decarbonisation studies will be submitted to cabinet in December 2024.
Complete 	H&S2427_01 Develop a management system to manage Asbestos and Fire Registers for the Council (New) (Health & Safety)	Have a workable system which has relevant, up to date data that is clearly accessible for employees and other agencies to view	100%	Mar-2025	A management system has been developed. The work to embed the management system is now underway.
In Progress 	H&S2427_02 Devise a Health and Safety management framework and process to review procedures and compliance - to include site visits, regular reviews, assessments and feedback (New) (Health & Safety)	Ensure compliance with Health and Safety legislation and guidance. Have a workable system that is easy to understand to enable Officers to evaluate the risks and address them to react appropriately.	5%	June-2025	A compliance / assurance framework is being developed. The legal register has been developed which is the first step in the framework, this will be supported by a risk profile and then the compliance framework will follow. Due date extended from June 2024 in line with review timetable.
In Progress 	HR2225_06 Review, streamline and simplify the application and recruitment process (HR)	Increase numbers of applications for jobs at Broxtowe	80%	Sept-2024	The updated online process went live in January 2023. Other parts of the process are being reviewed. Exploring options with ICT further to ICT Business Account Managers meeting in July 2024.





Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	HR2225_07 Implement a rolling schedule of HR policy reviews (HR)	Ensure the HR policy suite is up to date and fit for purpose. The aim is to reduce the number of policies and consolidate relevant policies to make the process more efficient and less bureaucratic	75%	Mar-2025	Good practice and legislative updates all implemented into new policies. <ul style="list-style-type: none"> • Sexual Harassment • Grievance Due date extended from September 2024 to enable policies to be updated with new guidance.
Complete 	HR2326_01 Review the People Strategy 2020-24 (HR)	Review the People Strategy and incorporate it into the Organisational Development Strategy	100%	Apr-2025	Report to be presented to Policy Overview Working Group in December 2024.
In Progress 	HR2326_02 Review the Grievance Policy (HR) HR2427_01.1 Review the Grievance Policy (HR)	Review and refresh the Grievance Policy with Trade Unions	75%	Sept-2024	External Legal advice is currently being considered and awaiting Committee cycle.
In Progress 	HR2326_06 Update the Single Status Conditions of Service (HR)	Review and ensure Green Book / Red Book terms are reviewed for all employees	75%	Mar-2025	Good practice and legislative updates all implemented into new policies. <ul style="list-style-type: none"> • Compassionate Leave • Foster Care • Leave Scheme • Menopause Policy • Neonatal Care • Probation Policy
In Progress 	HR2326_07 Complete an annual review of equality and diversity activity (HR)	To promote equality and diversity internally and through service delivery by ensuring a review of annual activity and production of a policy framework; and annual action plan	X%	Nov-2024	
In Progress 	HR2427_01.2 Family Friendly Policies (New)	Amalgamate all Family Friendly Policies (Maternity/Paternity etc.)	85%	Mar-2025	Foster Care and Neonatal Leave introduced in November 2024, and Family Friendly Policies are to be amalgamated in quarter 4 2024/25.
Completed 	HR2427_01.3 Compassionate Leave Policy (New)	Review existing policy in order to support employees	100%	Dec-2024	Compassionate Leave Policy reviewed at LJCC in November 2024 and Cabinet in December 2024.



Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	HR2427_01.4 Carers In Employment (New)	Review foster parent support arrangement or employees with Disabled children or dependents	100%	Dec-2024	Foster Care Policy reviewed at LJCC in November and Cabinet in December 2024.
In Progress 	HR2427_01.5 Armed Forces Covenant (New)	Achieve Gold Award Status	20%	Dec-2025	HR meeting with regional representative was scheduled for January 2025 but has been rearranged. Due date extended from December 2024 in line with Business Plan review.
In Progress 	CCCS2326_01 Deliver Communication and Engagement Strategy 2023-26	Increase reach of Council's communications to encourage behaviour change and improve the Council's reputation	70%	Mar-2025	Vacant posts have now been filled meaning further progress will be made on producing more video content, internal work on using the Consultation Hub and promotion of employee benefits to both existing employees and potential job applicants. The You Said, We Did campaign will also continue throughout 2025.
In Progress 	IT2427_01 Digital Strategy Implementation: Implementation of the technology and processes required to provide digital services our customers choose as their preferred channel (ICT)	To enable organisational transformation, creating customer focused online service delivery and gaining maximum business efficiency. <ul style="list-style-type: none"> • Implementation of Licensing forms • Investigate mobile technology solution for Environmental Health • Continue delivery of the appropriate technology to support agile working 	75%	Mar-2025	<ul style="list-style-type: none"> • Implementation of Licensing forms programmed into the BBSI for this year. • Requirements gathering for Licensing forms • Investigate mobile technology solution for Environmental Health
Completed 	IT2427_02 ICT Security Compliance: PCI-DSS & Government Connect - Maintain compliance with latest Security standards and support annual assessments (ICT)	<ul style="list-style-type: none"> • Compliance with latest Government and Payment Card Industry security standards. • Ensure organisation is aware of Cyber Security threat vector and employees and Members are trained accordingly. • Renew Cyber Essentials Accreditation 	100%	Sept-2025	The Council is PCI-DSS compliant – the expiry date is 28 Feb 2025. Renewal of Cyber Essentials Accreditation in progress. Code of Connection compliant – Expires September 2025. Due date revised from March 2025 in line with the Code of Connection







Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	IT2427_03 SAN and ESXI Servers: Refresh SAN storage and ESXI server infrastructure (ICT)	Replacement and enhancement of current equipment to support future business growth and reliable delivery of Council services	30%	Feb-2025	The tender process for the SAN has been completed. Winning bidder awarded via Framework. Project commenced on 4 November 2024. Due to be complete by end of February 2025. Due date revised from December 2025 in line with excepted delivery date.
Completed 	IT2326_04 New Ways of Working/Mobile/Agile Working: The Council will continue work to ensure agile working approaches continue to be fit for purpose (ICT)	<ul style="list-style-type: none"> Review NWOW implementation at Kimberley Depot 	100%	Mar-2024	All Users at Kimberley Depot are using Agile Working equipment.
Completed 	IT2326_05 Telephony: The Council will continue to leverage and look to enhance the benefits of Microsoft Teams (ICT)	Enhance the current features of the system to introduce voice and contact centre capability for the Council	100%	Mar-2025	Microsoft Teams is being used throughout the Council. Further enhancements will be introduced when Microsoft 365 is fully integrated.
In Progress 	RBCS1620_01 Manage the introduction of Universal Credit (UC) (Benefits)s	Transfer of working age HB claims will be administered by the DWP	90%	Mar-2025	National Migration of the Working Age claimants on to UC has commenced. This will reduce the number of existing Housing Benefit Claimants. However, UC will have no impact on Supported Accommodation, which will remain with the Council to administer. The DWP have notified the Council of their intention to include Housing Benefit within Pension Credit but have not provided a time line of when this will be.
In Progress 	RBCS1620_06 Implement the updated Customer Services Strategy with focus on the updated reception area (Customer Services)	Devise appropriate ways to handle visitors to the new reception in the council offices	90%	Feb-2025	Work is almost complete on the new reception area. The Council is awaiting the delivery of the new reception desk, which they anticipate will be installed during January 2025. Due date extended from December 2024 in line with project delivery.







Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	RBCS2023_01 Business Rates Review (Revenues)	To review the relevant Rateable Value of Businesses. Working with Newark and Sherwood Analyse Local to review the Rateable Values. Analyse Local will charge a 10% of any Rateable Value that they identify as an increase. Any amounts payable will be linked to an increase in the Business rates collectable. Analyse Local will also provide software that will allow greater analysis of the Business Rates data at a cost of £2k per annum	90%	Sep-2026	The Council has agreed to extend the project for a further 2 years. Due date revised in line with the project timeline.
In Progress 	RBCS2225_02 Email Connect (Customer Services)	To implement the Information@work email connect module, providing automatic referencing of emails received.	30%	Mar-2025	Further evaluation is taking place in respect to the additional functionality provided by the system. This aspect will not be available until the changes are applied to the Information@Work system.








Support Services – Performance Indicators 2024/25








	Satisfactory 	Warning 	Alert 	Data Only 
Finance Services	1 (-)	- (-)	3 (1)	- (-)
Legal Services *	4 (-)	- (-)	- (-)	- (-)
Democratic Services	4 (-)	1 (-)	- (-)	1 (-)
Asset Management and Property Services	3 (-)	2 (-)	- (-)	- (-)
Health and Safety	- (-)	- (-)	- (-)	- (-)
Human Resources	2 (-)	- (-)	1 (-)	- (-)
Payroll and Job Evaluation	1 (-)	- (-)	3 (3)	- (-)
Communications, Civic and Cultural Services	5 (-)	- (-)	1 (-)	- (-)
ICT and Corporate Services	5 (2)	- (-)	1 (-)	- (-)
Revenues, Benefits and Customer Services	4 (2)	1 (-)	2 (1)	- (-)
TOTAL	24 (7)	2 (-)	11 (5)	1 (-)








Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Red 	CSI BV 8 Percentage of undisputed invoices paid within 30 days of receipt (Finance)	Monthly	98.1%	96.9%	85.9%	99.0%	Data calculation methodology has been updated and figures revised from April 2024 to provide a more accurate figure. There continues to be challenges with services following established procedures and managers not approving invoices in a timely manner. This has promoted action including presenting to SMT on processes and responsibilities; creating an 'invoice team' using one inbox; training new employees on paying bills; reviewing resources; and encouraging services to go electronic rather than printing invoices. Further actions being considered to include delegation to services for raising Purchase Orders, engaging with suppliers to provide relevant details on invoices e.g. PO number/contact name; and reviewing the use of the intelligent scanning system.
Red  Page 121	FPLocal_02 Sundry debtors collected in years as a proportion of the annual debit (Finance)	Monthly	85.4%	85.8%	74.6% (YTD) Q1 59.4% Q2 71.5% Q3 45.3%	90%	This KPI is significantly influenced by the timing and value of invoices being raised and the statutory time frame for payments to be collected. For example, annual leasehold service charge bills raised in late September (Quarter 2) do not become overdue until quarter 3. Similarly, several debts, such as trade waste, industrial unit rents and lifeline subscriptions, are paid by monthly instalments and will remaining outstanding until January 2025. In terms of 'value' the Quarter 3 performance is skewed by a handful of large value invoices totalling £463K which are expected to be collected imminently. If these debtors were removed from the calculation, the quarter 3 recovery rate would increase to 74.1% and the year-to-date figure to 82.7%. The overall collection rate across the year to date is higher at 74.6%. The performance is still expected to be closer to the target at the end of the year.








Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Red 	FPLocal_09 Percentage of invoices paid within 20 days (Finance)	Monthly	96.2%	94.0%	72.3%	98.0%	Data calculation methodology has been updated and revised from April 2024 to providing a more accurate figure. Officers are reminded to enter and authorise payment of invoices promptly. The use of Intelligent Scanning has enhanced the efficiency of the payment processes and increased the speed in which creditors are paid, however staffing challenges have impacted on invoice processing.
Green 	FPLocal_11 Procurement compliant contracts as identified in the Contracts Register (Finance)	Quarterly	98%	96%	99%	95%	Compliance by spend value is over 99%. This is calculated using contract dates on the contract register. All Heads of Service are contacted to confirm details on the Contract Register with regular contact to discuss budgets and future requirements for procurement input and support.
Green  Page 122	LSLocal_001 Full registration of unregistered deed packets with Land Registry (Legal Services)	Quarterly	198	201	613 registered	192 (complete)	The Land Registry's target is to register all government owned land is December 2025. The target to register all unregistered deed packets has been achieved. As a result of going through all the deed packets there were three outstanding tasks to be completed by the end of December 2024. All deed packets have now been registered and outstanding tasks completed.
Green 	LSLocal_002 First draft of Section 106 Agreement completed within 10 working days from receipt of full instruction (Legal Services)	Quarterly	80%	80%	90%	90%	This Performance Indicator is being reviewed during the 2026/29 business planning cycle.
Green 	LSLocal_003 First draft of contract completed within 10 working days from receipt of full instruction (Legal Services)	Quarterly	80%	80%	90%	90%	The contract process is being reviewed and will also incorporate the new procurement legislation that will commence in February 2025.
Green 	LSLocal_004 First draft of commercial lease completed within 10 working days from receipt of full instruction (Legal Services)	Quarterly	80%	80%	90%	90%	This Performance Indicator is being reviewed during the 2026/29 business planning cycle.



Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Data Only 	GSLocal_002 Percentage of Members attending training opportunities as a percentage of the whole (Democratic Services)	Quarterly	68%	100%	43%	100%	Members attend training to support them with their attendance meetings to ensure they have the knowledge to make informed decisions. A Member training programme has been created. Courses are delivered on MS Teams are being recorded to allow Members to view in their own time. Members can, in addition access learning through Broxtowe Learning Zone and external training has been offered to Members provided by East Midlands Councils, LGA, and Centre for Governance and Scrutiny.
Green 	GSLocal_006 Publish Cabinet Minutes within 3 working days of the meeting (Democratic Services)	Quarterly	100%	100%	100%	100%	
Green 	GSLocal_007 The number of Call-Ins following Cabinet decisions responded to in full within legislative timescale (Democratic Services)	Quarterly	0	2	0	0	2022/23 - No Call-ins were made during 2022/23. 2023/24 - Two Call-ins were made during 2023/24 and were resolved within legislative timescales In Quarter 3 2024/25 there were 0 Call-ins.
Green 	LALocal_04 The percentage of Stage 1 complaints acknowledged within the specified time (Democratic Services)	Quarterly	100%	100%	100%	100%	Officers are provided with the necessary tools to ensure complaints are handled effectively and a high level of performance is being achieved. Specific training has been provided to all Managers and Heads of Service regarding the handling of complaints under the new Complaints Policy. Furthermore, all employees are required to complete a Broxtowe Learning Zone complaint course to ensure compliance with the Complaint Policy.
Green 	LALocal_04a The percentage of Stage 2 complaints acknowledged within the specified time (Democratic Services)	Quarterly	100%	100%	100%	100%	The Complaints Team are provided with the necessary tools to ensure complaints are handled effectively and a high level of performance is being achieved.
Amber 	DEM_02 The percentage of Stage 2 complaints responded to fully within 20 working days (Democratic Services)	Quarterly	79%	93%	95%	100%	One of the 22 complaints responded to at Stage 2 required an extension of time under the complaints procedure. Complainants were notified of this within a timely manner.

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Green 	CPLocal_01 % Industrial units vacant for more than 3 months (Asset Mgt & Property Services)	Quarterly	6%	4.65%	2.33%	5%	One unit is currently vacant – the unit is currently advertised. Total industrial units – 43
Green 	CPLocal_02 Percentage of tenants of industrial units with rent arrears (Asset Mgt & Property Services)	Quarterly	7%	2.32%	2.32%	5%	One tenant has not received a number of invoices due to a change of address; this is being resolved and a payment plan agreed. Total industrial units – 43
Red 	CPLocal_05 % Beeston Square Shops vacant for more than 3 months (Asset Mgt & Property Services)	Quarterly	22%	20%	30%	0%	Phase II one unit (unit 4) remains vacant since construction completion April 2021. Argos block is vacant, currently marketing the units, one unit is under offer. Total units – 20
Red 	CPLocal_08a Percentage Occupancy of Business Hub Units - Beeston (Asset Mgt & Property Services)	Quarterly	90%	58%	67%	85%	Four units currently vacant. Still receiving enquiries and interest in the units. Total units – 12
Green 	CPLocal_08b Percentage Occupancy of Business Hub Units - Stapleford (Asset Mgt & Property Services)	Quarterly	100%	89%	89%	85%	One room currently vacant. There is interest in this room. Total units – 9
Green 	CCCSLocal_04 Employees who are aware of the Council's vision and long term goals (Communications, Cultural and Civic Services)	Annually	77%	77%	80% (2024/25)	80%	2024/25 Annual Survey completed the result is reported as the quarter 3 Value.
Green 	CCCSLocal_05 Employees who feel informed (Communications, Cultural and Civic Services)	Annually	62%	67%	70% (2024/25)	70%	2024/25 Annual Survey completed the result is reported as the quarter 3 Value.

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Green 	CCCSLocal_06 Residents who feel the Council listens to them (Communications, Cultural and Civic Services)	Annually	73%* (27% disagreed/strongly disagreed)	68% (32% disagreed/strongly disagreed)	75% (2024/25) (33% disagreed/strongly disagreed)	75%	2024/25 Annual Survey completed the result is reported as the quarter 3 Value. * In 2020/21 and 2021/22 the answer to this question was 'yes or no'. From 2022/23 the options were broadened to very satisfied, satisfied, neutral, dissatisfied and very dissatisfied. Therefore 68% were very satisfied, satisfied or neutral and 32% were dissatisfied or very dissatisfied.
Green 	CCCSLocal_07 Residents who are satisfied or very satisfied with the services the Council provides (Communications, Cultural and Civic Services)	Annually	65%	58%	68% (2024/25)	68%	2024/25 Annual Survey completed the result is reported as the quarter 3 Value. In the LGA Resident Satisfaction data from October 2023, the average is 56%.
Green 	CCCSLocal_08 Residents who are satisfied or very satisfied with the Borough as a place to live (Communications, Cultural and Civic Services)	Annually	76% (Actual)	71%	78% (2024/25)	78%	2024/25 Annual Survey completed the result is reported as the quarter 3 Value. In the LGA Resident Satisfaction data from October 2023, the average is 75%.
Red 	CSI BV12 Working Days Lost Due to Sickness Absence per FTE (Rolling Annual Figure) (Payroll & Job Evaluation)	Quarterly	9.59	8.86	8.77	7.50	The figure for each month in quarter 3 2024/25: <ul style="list-style-type: none"> • October = 8.12 • November = 8.24 • December = 8.77
Red 	BV16a Percentage of Employees with a Disability (Human Resources)	Quarterly	7.74%	7.99%	8.44%	9.00%	Not all employees declare a disability. Additionally, some employees may gain a diagnosis during their employment.
Green 	BV17a Ethnic Minority representation in the workforce – employees (Human Resources)	Quarterly	8.69%	10.06%	11.02%	10.00%	Target achieved.
Green 	HRLocal_06 Percentage of annual employee turnover (Payroll & Job Evaluation)	Quarterly	11.37%	15.53%	10.45%	12%	Turnover for 2024/25 is currently projected to be 13.93%

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Green 	HRLocal_07 Percentage of employees qualified to NVQ Level 2 and above (Human Resources)	Quarterly	87%	88%	88%	88%	Learning & Development Team have identified free training for those without Level 2 qualifications however interest remains low. Officers continue to work with the Depot to promote opportunities. ILM Courses have been provided for more employees than ever; however, many may already have a minimum Level 2 qualification.
Red 	CSI HRLocal_17 Working Days lost (per FTE) for short term absence (Payroll & Job Evaluation)	Quarterly	3.89	3.25	3.05	2.5	The figure for each month in quarter 3 2024/25: <ul style="list-style-type: none"> • October = 2.98 • November = 2.84 • December = 3.05
Red 	CSI HRLocal_18 Working Days lost (per FTE) due to longer term absence (Payroll & Job Evaluation)	Quarterly	5.71	5.61	5.72	5.00	The figure for each month in quarter 3 2024/25: <ul style="list-style-type: none"> • October = 5.42 • November = 5.40 • December = 5.72
Green 	CSI ITLocal_01 System Availability (ICT)	Quarterly	99.20%	99.9%	99.67%	99.5%	
Green 	ITLocal_02 Service Desk Satisfaction (ICT)	Quarterly	Not yet available	Not yet available	100%	98%	The upgraded Service Desk software went live in June 2024. Customer feedback has been collected from July 2024.
Red 	ITLocal_04 Percentage of Capital Projects in the annual BBSi Programme completed in the current year (ICT)	Quarterly	87.8%	71.8%	55.30%	75% (Q3)	Employee resource issues prevented completion to target in 2021/22, 2022/23 and 2023/24. Recruitment for vacancy is ongoing to look to resolve resourcing issue and ensure future programme completion is achieved. Additional third party contractor resources have also been commissioned to assist in project delivery in 2024/25.
Green 	CSI ITLocal_05 Virus Protection / Cyber Security (ICT)	Quarterly	100%	100%	99.98%	100%	

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Green 	GSLocal_001 Subject Access Requests responded to within one month (ICT and Corporate Services)	Quarterly	100%	100%	100%	100%	Regularly monitored to ensure Subject Access requests are responded to within deadlines and meet the Data Protection requirements.
Green 	LALocal_12 The percentage of Freedom of Information requests dealt with within 20 working days (ICT and Corporate Services)	Quarterly	96.9%	100%	100%	85%	ICO guidance suggests a target of 85% of requests being sent a response within the appropriate timescales is acceptable. Target set in Business Plan matched to the ICO suggested target. 2023/24 = 1,304 of 1,304 Requests in time 2024/25 = 1,102 requests received to date (LADData_07)
Green 	CSI BV9 % of Council Tax collected in year (Revenues)	Quarterly	97.42%	97.63%	83.59%	80.00% (Q3)	Collection rates continue to be above profiled target.
Green 	CSI BV10 % of Non-domestic Rates Collected in the year (Revenues)	Quarterly	98.77%	97.64%	83.86%	80.00% (Q3)	Collection rates continue to be above profiled target.
Green 	BV78a Average time (days) to process new Benefit claims (Benefits)	Quarterly	7.9	7.2	6.5	9.0	The Benefits Team continues to perform within the upper quartile.
Green 	BV78b Average time (days) to process Benefit change of circumstances	Quarterly	4.6	4.4	3.3	4.0	The Target provided is challenging and achieving the current performance would still place the Council as one of the highest performing Council's in the Country.
Red 	BV79b(ii) Housing Benefit Overpayments (HBO) recovered as a percentage of the total amount of HBO outstanding (Benefits)	Quarterly	26.40%	23.61%	7.72%	10.60%	With the national migration of working age cases to UC it is accepted that overpayment recovery will become more challenging as the options for recovery will be reduced. The Council has raised this with the Department for Works and Pensions who accept the impact that will be placed on Council's but without providing an alternative solution. Further analysis will be conducted to profile the targeted collection rates to ensure it reflects the migration to UC.

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Target	Notes
Red 	CSI CSLocal_14 Number of online payments transactions to the Council (Customer Services)	Quarterly	59,179	60,473	14,568 43,869 (YTD)	71,000 50,000 (Q3)	Many payments are made towards the end of the financial year with the Garden Waste subscriptions. The target is specifically about online transactions but will consider amending this indicator in future years to be both Automated Telephone Payments (ATP) and Online payments.
Amber 	CSI FRLocal_15 Percentage of DHP contribution compared to DWP grant (Benefits)	Quarterly	118%	104%	72.7%	100%	The Council had been provided additional funding through the Household Support Fund to assist the Council with its DHP spend. It is expected that the full allocation will be distributed before the end of the year.

Appendix 2

Financial Performance to December 2024 Q3

1. Introduction

A summary update on financial performance in respect of employee expenses (including salaries and agency costs), income (including fees and charges) and the capital programme as at 31 December 2024 is provided below.

2. Employee Position

The summary position for the employee budgets as at 31 December 2024 is shown below. The original budgets assumed 4% pay inflation in 2024/25. The budget figures shown below do not include the vacancy rate target set when the original budget was approved. The total vacancy saving for the General Fund is a target of £600k in 2024/25 and the total General Fund underspend will need to meet this target.

Department	Budget Salary* £'000	Budget Agency £'000	Budget Total £'000	Budget Dec-24 £'000	Actual Salary* £'000	Actual Agency £'000	Actual Total £'000	Budget Var. £'000
Chief Executive	3,760	20	3,780	2,835	2,593	106	2,700	(135)
Deputy Chief Executive	3,794	305	4,100	3,075	2,410	184	2,594	(480)
Monitoring Officer	801	50	851	638	505	145	650	12
Executive Director	7,183	729	7,912	5,934	4,588	483	5,070	(863)
GF Total	15,538	1,104	16,642	12,481	10,097	1,002	11,015	(1,467)
HRA Total	5,511	80	5,591	4,194	3,623	91	3,714	(480)
Grand Total	21,049	1,184	22,233	16,675	13,720	1,093	14,728	(1,947)

Note: * 'Salary' budgets and actuals includes 'overtime'.

The table shows that the current budget variation on salaries and agency costs as at 31 December 2024 is an underspend of £1.947m. This position needs to be adjusted for the General Fund and HRA and is considered further below.

a. General Fund

The current underspend on General Fund budgets is shown as £1.467m, which now includes backpay. The estimated overtime and agency still to be paid in arrears would further reduce the saving by £39k in total. There has also been £156k pro-rata budget added for new posts agreed in 2024/25, which may not have been fully utilised during the year to date.

The adjusted position for the General Fund is an underspend of £1.272m.

This compares favourably with the annual vacancy rate of £600k, which pro-rata to 31 December 2024 is a target of £450k.

b. Housing Revenue Account (HRA)

The current underspend on HRA budgets is £480k, which now includes backpay. The estimated overtime and agency still to be paid in arrears would further reduce the saving by £3k in total. There has also been £89k pro-rata budget added for new posts agreed in 2024/25, which may not have been fully utilised during the year to date.

The adjusted position for the HRA is an underspend of £388k. This compares favourably with the proposed annual vacancy rate of £250k, which pro-rata to 31 December 2024 is a target of £188k.

c. Pay Awards – Further Pay Inflation Pressure

The original salary budget for 2024/25 was calculated with an assumption of a 4% uplift for the pay award. On 22 October 2024, the Employers' 2024/25 pay offer of a £1,290 permanent uplift on all NJC pay points from 2 to 43 (equivalent to Broxtowe local Grade 2 (SCP 12) through to Grade 15 (SCP 74) was finally agreed by the Unions. This translated to an increase of 5.7% for employees on the lowest point to 2.5% for those on the highest which equates to an average of 4.4%. Back pay was processed in the December payroll, and this is now fully reflected in this report.

The impact of the agreed pay award on the Council's budgets is far less than in previous years, having been almost fully negated by the earlier decision to assume a 4% pay award for 2024/25 pay budgets.

3. Income Budgets

The position to 31 December 2024 in respect of the most significant variable income budgets is as follows:

Income	Annual Budget £'000	Ledger Income to 31/12/24 £'000	Latest Projection £'000	Projected Variance to Budget £'000
Planning Fees	(628)	(280)	(335)	293
Pre-Planning and History Fees	(40)	(13)	(17)	23
Industrial Units Rents	(221)	(185)	(185)	36
Craft Centre Complex Rents	(34)	(44)	(44)	(10)
Garden Waste Income	(1,029)	(1,028)	(1,029)	-
Trade Refuse Income	(643)	(627)	(627)	16
Recycling Credits - Glass	(237)	(91)	(115)	122

Income	Annual Budget £'000	Ledger Income to 31/12/24 £'000	Latest Projection £'000	Projected Variance to Budget £'000
Sale of Glass	(45)	(91)	(100)	(55)
Sale of Wheeled Bins	(25)	(38)	(38)	(13)
Special Collections Income	(58)	(59)	(59)	(1)
Parking Income (Pay and Display)	(466)	(340)	(442)	24
Off-Street PCN Income	(24)	(0)	(24)	-
Cemeteries	(235)	(169)	(235)	-
Beeston Parks	(50)	(41)	(43)	7
Stapleford Parks	(17)	(14)	(13)	4
Eastwood Parks	(15)	(14)	(15)	-
Miscellaneous Legal Charges	(15)	(33)	(33)	(18)
Land Charges Income	(40)	(37)	(41)	(1)
Licensing Income	(133)	(114)	(133)	-
Interest on Investments	(530)	(0)	(650)	(120)
Beeston Square Rent	(836)	(664)	(836)	-
General Properties Rents	(54)	(29)	(43)	11
Total	(5,375)	(3,911)	(5,057)	318

The current projection is for net **reduced** income of £318k.

Notes

The status relates to income billed rather than wholly collected income. Most of the current annual projections above are pro-rata based upon activity to 31 December 2024 and/or re-profiled projections based upon 2023/24 outturn.

- i) Income from Planning Fees is projected to be significantly lower in 2024/25 and similar to 2023/24. There was a number of large schemes that took place in 2022/23 that resulted in an over-achievement of income in that year.
- ii) The final outturn for industrial unit rents will be adjusted as tenants are billed in advance e.g. any accruals, receipts in advance and provision for bad debts. There are presently three units vacant which are all expected to be occupied at the end of this financial year. Rent abatements for the six units at High Hazel Court have been agreed by GMT until the roof repairs can be resolved.
- iii) The increase in Garden Waste income from earlier years is due to an uplift in subscriptions and remain robust. Trade refuse income risks being lower than budgeted due to losing a number of customers. Glass income has risen due to

an increase in the price per tonne of glass from January 2024 (from £29 per tonne to £85 per tonne) but the price could be reducing again to £35 per tonne so forecasts may need to be reviewed. Recycling credits income for glass is lower and set to fall so will need to be revisited. Income from wheeled bins and special collections remains steady.

- iv) Average monthly income from Car Parking charges has increased since January 2024 following the cessation of the one-hour free parking. Income at Q3 is £340k so may fall short of the target budget of £450k. The number of exemption permits issued has not changed. Income may also be received through the purchase of resident's permits. There has been additional income of £19k received from Network Rail for using the car park during construction works.
- v) Penalty Charge Notice (PCN) income from off-street car parking is received from Nottinghamshire County Council at the end of each financial year.
- vi) Cemeteries income is based on current levels.
- vii) Due to weather conditions, the forecast for parks income is based on combination of last year's outturn and income received to date.
- viii) Legal Services are allowed to charge when instructed on certain matters with the level of income being dependent on the number of instructions received.
- ix) As migration of the local Land Charges service, the expected income for 2024/25 should be achieved.
- x) Licencing income is anticipated to be broadly in line with budgets.
- xi) Investment income is expected to be above budget estimates due to positive cash flows, higher interest rates and in receiving capital grant monies upfront. Actual interest from long-term investments is generally transferred out of the interest holding account at the end of the financial year. The overall benefit will be shared with HRA to be calculated at year-end.
- xii) Beeston Square Rent is made up of both Phase 1 and Phase 2 rents. The outturn for 2024/25 includes receipts in advance. The rent projection for Phase 1 for the year is £499k, which takes into account five vacant units including Wilko. The Phase 2 rents are anticipated at £393k. There is also an estimated £50k reduction for the bad debt provision.
- xiii) General property rents are splitting out of properties into their own separate cost centres for clarity. Some of the tenants are charged on an annual basis and bills will be sent at a later date.

4. Capital Programme

Capital expenditure as at 31 December 2024 is summarised as follows:

	Approved Budget 2024/25 £'000	Actual Spend to 31/12/24 £'000	Proportion of Budget Spent
General Fund (GF)	8,614	2,501	29%
GF – Stapleford Towns Fund	14,755	1,634	11%
GF – Kimberley Means Business	7,314	1,829	25%
GF – UK Shared Prosperity Fund	997	-	0%
Housing Revenue Account (HRA)	11,578	5,889	51%
Housing Delivery Plan (HRA)	20,967	9,409	45%
TOTAL	64,225	21,262	33%
Add: Reserve List	4,136		
Total Capital Programme	68,361		

The table includes all capital schemes brought forward from 2023/24, approved by Cabinet on 23 July 2024, in addition to any other budget changes made up to 31 December 2024 (including the capital budget variations agreed by Cabinet on 5 November 2024). No account has been taken of any invoices received but not yet paid or work that has taken place but where no invoices have yet been received.

The Reserve List includes schemes totalling £4.136m for which the approval to proceed will be granted once a source of funding has been identified.

The most significant schemes with regards to spend to 31 December 2024 are as follows:

Scheme	Approved Budget 2024/25 £'000	Actual Spend to 31/12/24 £'000	Comments
GENERAL FUND			
Disabled Facilities Grants	1,545	673	Ongoing with further grants committed.
Replacement Vehicles and Plant	954	-	Orders raised for vehicles in replacement programme.

Scheme	Approved Budget 2024/25 £'000	Actual Spend to 31/12/24 £'000	Comments
Pride in Parks	290	217	Schemes at Bramcote Hills Park and Hall Park near completion. Colliers Wood scheme underway and will complete in January. King George Park and Eastcote Avenue on target for February 2025.
Chilwell Quarry Stabilisation Works	1,000	276	Works in progress.
Stapleford Cemetery Extension	150	-	In progress.
Refurbishment of Brinsley Headstocks	220	13	Project currently on track for delivery in October 2025.
Crematorium - Cremator Replacement/Associated Works	900	238	In progress. Costs being shared with Erewash BC.
New Bramcote Leisure Centre – RIBA Stage 4	800	421	In progress.
Bramcote Leisure Centre Building Conditions Repair	207	-	Works in progress.
Durban House Refurbishment	150	150	Project completed
Beeston Square Phase 2 (including Unit 4 Fitting Out Works at £150k)	502	-	Fitting out works to commence. Some outstanding snagging items and other works required in respect of waste disposal.
ICT Replacement and Development Programme	152	12	In progress.
ICT Technical Infrastructure Architecture	441	132	All projects started and will be completed by February 2025.
ICT E-facilities Initiatives	125	83	Systems upgraded to provide additional functionality, and new financial systems and contracts are under negotiation that will provide features such as e-billing to residents.
NWOW – Main Reception	129	121	Nearing completion.
STAPLEFORD TOWNS FUND (STF)			
STF – Community Pavilion	5,891	929	In progress. Planning conditions caused early delays. Demolition completed and construction started. Completion in late 2025.

Scheme	Approved Budget 2024/25 £'000	Actual Spend to 31/12/24 £'000	Comments
STF – Town Centre Traffic Management	514	274	Delivery dependent on partners' responsiveness. Some issues with timescales and budgets resolved. Derby Road car park contract signed with works starting October 2024.
STF – Cycle Network and Infrastructure	3,138	22	Some issues have prevented progress. New routes should be finalised this quarter for build next financial year.
STF – Town Centre Enterprise Management	1,933	204	Land adoption issues led to a building redesign which caused delays to planning application submission. Estimated costings are close to the budget.
STF – Skills and Education Facility Improvements	2,953	192	Project now completed with handover being finalised. Accounts awaited.
KIMBERLEY MEANS BUSINESS (KMB)			
Kimberley Means Business	7,314	See below	In progress with budget allocated across project strands. Spending the budget in time remains a risk.
KMB – Bennerley Viaduct Project		877	Significant spend will go out when viaduct is completed. A further £1.2m outgoing will start with the Visitor Centre.
KMB – Cycle Routes		6	Progress remains difficult although a designed scheme has been produced.
KMB – Industrial Units		110	Two projects both scheduled for completion March 2026
KMB – New Sports Facility		169	On course and progressing well. Full budget to be defrayed by Summer 2025.
KMB – Business Grants		219	Project nearing completion. Round 3 of grants completed plus £45k from a Cadent Relief grant to the Town Council.
KMB - Kimberley Laser Light Show		219	All purchases of illuminations and associated special effects now completed.

Scheme	Approved Budget 2024/25 £'000	Actual Spend to 31/12/24 £'000	Comments
KMB – Kimberley Hub		229	Contractor selected for demolition. QS work undertaken for new Hub build on site of Parish Rooms. Slightly behind schedule but should catch-up.
UKSPF			
UK Shared Prosperity Fund – Capital Schemes	997	-	Schemes in progress. Most of the grant funded projects are complete with the three capital projects being outstanding.
HOUSING REVENUE ACCOUNT (HRA)			
Heating Replacement and Energy Efficiency Works	2,337	753	In progress.
Housing Modernisation Programme	2,030	1,505	Work is underway; no concerns.
Social Housing Decarbonisation	1,900	810	In progress with no concerns.
Retrofit Works - Scalby Close, Eastwood	581	7	As much work as possible to be completed by March to spend grant funding. Any unspent funding has to be handed back.
Electrical Periodic Improvement Works	480	207	In progress
Aids and Adaptations – Disabled Persons	436	512	Overspend, although report to Cabinet to approve budget increase by utilising underspend from heating budget.
External Decoration, Pre-Paint Repairs, Soffit/Fascia Renewal	602	287	Progressing well
Fire Safety Assessment and Remedial Works	547	217	Currently seeking fire remedial contractor via Procure Plus
Window and Door Replacement	519	274	In progress – budget virement to mitigate budget risk to be approved by Cabinet
External Works – Paths, Paving and Hard Standings	210	152	Being utilised by compliance department for urgent needs
Structural Remedial Repairs	266	182	On target. Budget may be re-profiled to exclude damp
Major Relets	240	65	In progress

Scheme	Approved Budget 2024/25 £'000	Actual Spend to 31/12/24 £'000	Comments
Asbestos Surveys and Remedial Works	302	138	In progress. Currently managing supplier to fast-track surveys.
Speech Call Units and Lifeline services	120	-	Project progressing well, on target to complete by March.
HOUSING DELIVERY PLAN			
Acquisition of Properties	2,455	1,679	In progress. Further opportunities expected to progress to completion
Property Acquisition – Church Hill, Kimberley	773	601	Acquisition completed. Remaining budget for any refurbishment costs if needed.
Property Acquisition – Hall Drive Chilwell	3,241	267	In progress
Property Acquisition – Truman Street, Kimberley	701	635	Acquisition completed. Remaining budget for any refurbishment costs if needed.
Property Acquisition – Nottingham Road, Eastwood	1,704	329	In progress
New Build Housing Feasibility Costs	300	113	In progress
New Build – Farm Cottage	1,403	716	Scheme underway
New Build – Chilwell and Watnall Garage Sites (incl Inham Nook)	3,449	2,598	Scheme underway
New Build – Felton Close, Selside Court and Gayrigg Court	2,200	-	Scheme underway
New Build – Chilton Drive and Spring Close	700	-	Scheme has planning permission. Homes England funding requested.
New Build – Land at Crematorium	1,073	-	Negotiations ongoing over sale of land and subsequent land purchase and building agreement for 51 new homes.
New Build – Field Farm	2,475	2,440	Contract finalised, scheme in progress, first completions in July 2024.

* includes all approved changes up to 31 December 2024 and the capital budgets brought forward from 2023/24 (approved by Cabinet on 23 July 2024). Subsequent budget changes will be reflected in the Quarter 4 report.

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Performance Management – Liberty Leisure Limited

1. Background - Corporate Plan

The Broxtowe Borough Council Corporate Plan for 2024-2028 was approved by Council on 10 July 2024. It has been developed setting out the Council's priorities to achieve its vision to make "A greener, safer, healthier Broxtowe where everyone prospers." Over the next few years, the Council will focus on the priorities of Housing, Business Growth, Community Safety, Health and Environment.

The Council's Local Authority Trading Company, Liberty Leisure Limited, is guided by the Service Agreement and its company strategies. These documents align the work of Liberty Leisure Limited with other local, regional and national plans to ensure the company's work contributes to wider objectives. These include the Council's Corporate Plan that prioritises local community needs and resources are directed toward the things they think are most important. These needs are aligned to ensure the ambitions set out in the Council's Corporate Plan are realistic and achievable.

2. Business Plans

The Liberty Leisure Limited Business Plan is reviewed annually. The Business Plan 2024-2027 was approved by the Liberty Leisure Limited Board in January 2024. The Liberty Leisure Limited Business Plan 2024-2027 was noted at Full Council on 6 March 2024.

The Liberty Leisure Limited Business Plan links to the Council's corporate priority of Health that was approved by Council on 6 March 2024. The Council's priority for Health is to 'Healthy and supported Communities'. Its objectives are to:

- Promote active and healthy lifestyles in every area of Broxtowe (He1)
- Develop plans to renew our leisure facilities in Broxtowe (He2)
- Support people to live well with dementia and support those who are lonely or have mental health issues Broxtowe (He3)

The Liberty Leisure Limited Business Plan details the projects and activities undertaken in support of the Corporate Plan 2024-2028 for each the Council's Health priority areas.






3. Performance Management

This report provides a summary of the progress made to date on key tasks and priorities for improvement in 2024/25 (as extracted from the Pentana performance management system). It also provides the latest data relating to Key Performance Indicators (KPIs).






The Council and Liberty Leisure Limited monitor performance using the Pentana Risk performance management system. Members have been provided with access to the system via a generic user name and password, enabling them to interrogate the system on a 'view only' basis. Members will be aware of the red, amber and green traffic light symbols that are utilised to provide an indication of performance at a particular point in time.

The key to the symbols used in the performance reports is as follows:




Action Status Key






Icon	Status	Description
	Completed	Action/task has been completed
	In Progress	Action/task is in progress and is currently expected to meet the due date
	Warning	Action/task is approaching its due date (and/or one or more milestones is approaching or has passed its due date)
	Overdue	Action/task has passed its due date
	Cancelled	Action/task has been cancelled or postponed

Performance Indicator Key



Icon	Performance Indicator Status
	Alert
	Warning
	Satisfactory
	Unknown
	Data Only


Liberty Leisure Limited- Performance Indicators 2024/25






Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Q3 Target	Notes
Data Only 	LLData_G05 Management Fee from the Council to Liberty Leisure Limited	Annually	£ 700,000	£ 519,000	£123,000	-	The company manage its finances through a monthly cash flow review. The management fee is requested when the company's balance falls below £250k.
Green 	LLLocal_G02 TOTAL Attendance - Liberty Leisure Limited (ALL)	Monthly	948,068 (incl. KLC)	927,716 (incl. KLC)	570,833 (Q1-Q3)	525,000 (Q3)	Achieving target for attendance across Swim, fitness and exercise referral Actual Total Attendance 2023/24 = 927,716 which included Kimberley Leisure Centre (KLC) Target dropped by 200,000 attendances, due to the loss of Kimberley Gym & Swim Estimated Greasley Sport Community Centre figures for September:- 27,464 attendances up from quarter target. Significant increase in both outdoor and sports hall activities. Q1 2024/25 = 189,164 Q2 2024/25 = 178,653 Q1 to Q3 total = 570,281 (129,719 off annual target)
Green 	LLLocal_G04 Operating Expenditure - Liberty Leisure Limited (Including central charges)	Monthly	-£3,886K	-£3,907K	- £ 1,981K	- £ 2,159K	The company is managing its expenditures through the implementation of further efficiency measures. With a view of general increasing costs including the annual pay award. Particular savings on staffing due to restructure. The latest budget revision forecasts a £147K improvement on the original budget for 2024/25. Particular savings on staffing due to removal of Managing Director Post. Quarter 3 Value includes commitments. Quarter 1 - £614K Quarter 2 - £686K




Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Q3 Value	2024/25 Q3 Target	Notes
Green 	LLLocal_G05 TOTAL Income (excluding Management Fee) - Liberty Leisure Limited	Monthly	£3,071K	£3,356K	£ 1,957K	£ 1,844K	Includes expenditure for redundancy in April 2024. Income is slowly increasing month on month through growing memberships and exercise referral sales, whilst the company navigates the loss of Kimberley Leisure Centre. Forecasted increase of £83K income by the end of year. Quarter 3 Value includes commitments. Quarter 1 - £639K Quarter 2 - £ 691K
Red 	LLLocal_G06 DD Total Number of Annual Direct Debits collected	Monthly	81,571	83,767	46,727	49,455	Slightly below target for number of collected Direct Debits, however, due to increased yield per member, we have achieved revised income target. Targets will be reviewed for the next financial year. Targeted marketing in place to help increase sales.
Green 	LLLocal_G07 Subsidy per Visit - all service areas	Annually	£ 0.74 (incl KLC)	£ 0.56 (incl KLC)	-	£ 0.99	Management fee received by Liberty Leisure Limited divided by attendances. Subsidy includes Kimberley Leisure Centre up to 2023/24.
Green 	LLLocal_G12 Total number of members (Fitness and Swim School)	Monthly	7,727	6,166	5,495	5,650	Targets are taken from the annual sales forecasting. The target for 2024/25 has lowered due to the effect of Kimberley Gym and Swim stopping at the end of March 2024. Quarter 1 Achieved 5,624 Quarter 2 achieved 5,610 101 memberships down from end of year target.
Green 	LLLocal_G13 Percentage of Direct Debits collected	Quarterly	96.79%	96.42%	98%	98.40%	Number of direct debits successfully collected has increased from the previous year and is on track to achieve the 2024/25 target. This may be explained by the increase in exercise referral and swim school memberships.



Liberty Leisure Limited – Actions 2024/25

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	LL2326_G01a Grow fitness memberships	To continue to recover income lost during the lockdowns by increasing direct debit collections from fitness and gym school membership	85%(Q1) 69% (Q2) 73% (Q3)	Mar-2026	Transferred a number of Kimberley Gym & Swim members across to Bramcote Leisure Centre. Membership levels across Bramcote and Chilwell are on target. Currently 143 members below end of year target at the end of Quarter 3. Targets are on track across both sites, planned targeted marketing to help increase memberships. A review of year 2 and 3 programme has been undertaken. Additional milestones for the last year added. The progress reports is calculated for the full year's programme and was previously reported at a higher value.
Progress  Page 143	LL2326_G01b Grow Swim School memberships	Complete a review with the aim of increasing the total number of people learning to swim and to improve the efficiencies in delivering the Swim School programme	88%(Q1) 37% (Q2) 72% (Q3)	Mar-2026	Transferred a number of Kimberley Gym & Swim members across to Bramcote Leisure Centre. Membership levels at Bramcote are on target. Currently 42 members above target at the end of quarter 3 2024/25 for end of year. This is an ongoing project to ensure we increase and maintain membership levels. A review of year 2 and 3 programme has been undertaken. Additional milestones for the last year added. The progress reports is calculated for the full year's programme and was previously reported at a higher value.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	LL2225_G01 Support Broxtowe Borough Council in the development of the Leisure Facilities Strategy	Liberty Leisure Limited provide operational expertise to the council to ensure that any new facilities have an achievable business plan, that design and layout will meet customer expectation and enable efficiencies to be achieved	10%	Ongoing	<p>The company have provided facility mix and financial related data to the council's leisure consultant with regard to a new build leisure centre at the Bramcote site. Work on the Leisure Facilities Strategy is ongoing.</p> <p>Below is a summary for each site: Kimberley Leisure Centre – this is no longer operated by LLL, with the centre closing for business on 01/04/2024. The Company is now delivering Exercise Referral from the Greasley Sports and Community Centre, in partnership with that site. Bramcote Leisure Centre – this is performing well considering the age of the facility, however, due to the facility being circa 60 years old, it does suffer from ongoing maintenance issues. New Bramcote Leisure Centre – this is currently moving forward well with a pre-planning submission currently taking place. The project continues to aim for a RIBA stage 4 completion by April 2025. Chilwell – As Members will be aware, this is a joint use facility, with the Academy being identified for a proposed new school building. Currently there are no further details available, however, the Academy continue to work well with LLL and have indicated that they are keen to continue this partnership in the future.</p>

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	LL2225_G01 Support Broxtowe Borough Council in the development of the Leisure Facilities Strategy	Liberty Leisure Limited provide operational expertise to the council to ensure that any new facilities have an achievable business plan, that design and layout will meet customer expectation and enable efficiencies to be achieved	See above	See above	Hickings Lane –The Council is progressing with the build on site. LLL are involved from an operators' perspective and attend regular meetings, in order it can help shape the offer of activities hirers. Currently the project is progressing with the procurement for key areas e.g. café and early years. When current new builds are completed (New Bramcote and Hickings Lane) it is hoped further discussions regarding the options in the north of the borough, can be explored.
In Progress 	LL2427_G02 Investigate the possibility of adopting the 'Agency Agreement' model for the operating leisure services	Review the possibility of minimising the operators VAT liability	0%	Mar-2027	Decision to extend and review in the next financial year.
In Progress 	LL2427_G03 Review the support services and charges provided by Broxtowe Borough Council	Rationalise the support services provided to the company by BBC so that there are improved financial and operational efficiencies	47%	Mar-2027	Ongoing reviews with Heads of Service to review charges for 2024/25 and to review process moving forwards.
In Progress 	LL2427_G04 Alternative leisure provision in the north of the Borough	New leisure provision in the north of the Borough	66%	Mar-2027	Partnership with Greasley Sports and Community Centre has been set up, with weekly classes held on site by the Get Active team. Cabinet approved a Bursary Scheme in September 2024. The scheme includes £4k for Boccia and Nordic Walking, which is being coordinated by our Active Lifestyles Manager. A SMS (text message) campaign to promote more referrals in Greasley has been completed in the North of the Borough.
In Progress 	LL2427_G05 Develop a business case to support Liberty Leisure Limited operating the new Hickings Lane Pavilion	Liberty Leisure Limited to operate a financially sustainable facility at Hickings Lane from 2025/26	82%	Oct-2025	Ongoing discussion with procurement to find a provider for café and early years' provision. The LLL Board has approved in principle that LLL will operate the facility providing assurances are given by the Council. Next steps are the procurement of gym equipment and appointing staff.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	LL2427_G06 Expand Exercise Referral opportunities	Increase the number of people on the exercise referral programme	75%	Mar-2026	Exercise Referral memberships are exceeding target. Ongoing partnership with the Primary Care Network who are actively sending SMS messages to promote LLL services. The PCN has supported LLL to get more people into Greasley Sport and Community Centre. The PCN decided all partners are going to contribute to a co-produced map across the Borough to help with referral opportunities.
In Progress  Page 146	LL2427_G07 Grow swimming incomes	Increase the operational income from Liberty Leisure Ltd Swim School, NCC School Swimming and the public swimming programme at Bramcote Leisure Centre	62%	Mar-2025	<ul style="list-style-type: none"> • Changed public swimming timetable based on feedback from customers to increase attendance. • Improved the customer experience by implementing online timetables for swimming as well as online joining for foundation, parent and child and parent and baby classes. • Currently looking at introducing Stage 1 and Stage 2 classes to online joining. • Promotion of swimming lessons and gym memberships at Play Days in summer 2024.
In Progress 	LL2427_G08 Implement price changes	Increase the overall operational income to mitigate against expenditure increases and a reduction in the management fee received from Broxtowe Borough Council	82%	Mar-2027	Price changes implemented for 2024/25. Currently reviewing price changes for 2025/26, to be agreed by LLL Board.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	LL2427_G09 Implement updated digital sales and bookings processes	Improve the ease of bookings to support the increase sales and attendances at the Liberty Leisure operated sites	91%	Mar-2025	<ul style="list-style-type: none"> Completed a customer survey to identify pain points for customer experience. Removed waiting lists Implemented a Chat Bot (BOB AI) to encourage online joining and respond to queries, also reducing admin time. Added online timetables to the website that pull through via an Application Programming Interface (API) Amended the website for swimming lessons and online joining which has streamlined the customer journey and ability to join swim lessons online. 74 online swim school joiners by end of quarter 2. Reviewing the APP for marketing automation and improved customer journey.
Completed 	LL2427_G10 Rationalise and renew the existing gym equipment estate across Liberty Leisure Limited operated facilities	<p>Relocate and refresh the gym equipment between the two existing leisure sites and create a new gym at the Hickings Lane site.</p> <p>Support the continued growth of the fitness membership to support the delivery of annual financial efficiencies</p>	100%	Aug-2025	<p>The implementation of this action has been delayed currently, as the timing of the new equipment needs to coincide with the facility developments. Whilst a provisional estimate of £521k has been included on the Reserve List of the Council's Capital Programme 2024/25 for this action, the final estimate will change due to circumstances relating to price inflation and supply.</p> <p>The equipment upgrades will need to be delivered alongside the Hickings Lane Pavilion and LLL are currently reviewing the costs and timeline required to give the maximum value for money. Equipment delivered in August 2025 will require consultation, procurement and lead times.</p>

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Report of the Portfolio Holder for Resources and Personnel Policy

Quarterly Complaint Report

1. Purpose of Report

To provide Members with a summary of complaints made against the Council.

2. Recommendation

Cabinet is asked to NOTE the report.

3. Detail

This report outlines the performance of the Council in dealing with complaints, including: at stage one those managed by the service areas, at Stage 2, those managed by the Complaints and Compliments Officer and at Stage 3 passed to the Local Government Ombudsman (LGO) or Housing Ombudsman (HO).

- **Appendix 1** provides a summary of the Council's internal complaints statistics.
- **Appendix 2** provides a summary of the complaints investigated by the Council formally under Stage 2 of the Council's formal complaint procedure.
- **Appendix 3** provides a summary of the complaints determined by the Ombudsman.

Overall, of the 123 Stage 1 complaints received, 22 were investigated under the Stage 2 complaints procedure and three were investigated by the LGO or HO. Under the Stage 2 complaints procedure, 11 complaints were not upheld, 11 complaints were upheld. Further details can be found in **Appendix 2**. Of the three complaints investigated by the Ombudsman, two were upheld and one was not upheld. Further details can be found in **Appendix 3**.

4. Key Decision

Not applicable.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

The cost of compensation is charged either directly to the service or recognised in a central corporate budget. There are no additional financial implications associated with this report. Any significant additional budgets required, above virement limits, would require approval by Cabinet.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

It is important to note that the Council's approach to handling complaints is within the parameters of the following key pieces of legislation: Part III of the Local Government Act 1974 and Chapter 6 of the Localism Act 2011 (for Housing Services complaints) and Section 40 of the Social Housing (Regulation) Act 2023 (that introduced the Complaint Handling Code).

8. Human Resources Implications

The comments from the Human Resources Manager were as follows:

Not applicable.

9. Union Comments

The Union comments were as follows:

Not applicable.

10. Climate Change Implications

Not applicable.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

Summary of Complaints and Compliments - Quarter 3
1 October 2024 – 31 December 2024

Complaints received

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Number of Stage One complaints	123	88	4	31	0	0
No. of complaints concluded under Stage Two	22	20	2	0	0	0
No. of complaints determined by the Ombudsman	3	3	0	0	0	0

The Council has registered a total of 123 stage one complaints in the third quarter. 22 complaints have been concluded under stage two of the complaint procedure and 3 complaints has been determined by the Ombudsman. A further breakdown of departmental complaints by section are shown below.

Breakdown of complaints and compliments by department and section

Chief Executive's department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Communities	0	0	0	0
Development Control	12	1	1	0
Housing and Income	6	2	0	31
Housing Repairs	47	9	2	5
Housing Operations	19	8	0	26
Housing Strategy	4	0	0	3
Total	88	20	3	65

Deputy Chief Executive's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Customer Services	1	1	0	0
Revenues	3	1	0	0
Total	4	2	0	0

Executive Director's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Communication	0	0	0	0
Bereavement Services	13	0	0	4
Environment	3	0	0	0
Waste and Recycling	15	0	0	5
Total	31	0	0	9

Monitoring Officer's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Elections	0	0	0	1
Legal	0	0	0	2
Democratic Services	0	0	0	0
Total	0	0	0	3

Liberty Leisure Ltd

Service Area	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Bramcote Leisure Centre	0	0	0	0
Chilwell Leisure Centre	0	0	0	0
Total	0	0	0	0

The Business Director of Liberty Leisure Ltd has confirmed that no formal complaints have been received and that only service requests and minor service issues have been identified that did not require escalation to a complaint.

STAGE 1 - FORMAL COMPLAINTS TO THE SERVICE DEPARTMENT**Time taken to acknowledge receipt of Stage One Complaints:**

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Time taken to acknowledge complaints – 1 to 5 days	123	88	4	31	0	0
Time taken to acknowledge complaints - more than 5 days	0	0	0	0	0	0

Time taken to respond to Stage One Complaints:

The following tables highlight the service areas that failed to respond to complaints within the target time in the first quarter, and the number of complaints where the target date was extended.

	Total	Chief Executives	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Less than 10 working days	117	82	4	31	0	0
Over 10 working days	6	6	0	0	0	0

It should be noted that there has been a reduction in complaints being concluded outside of 10 working days. 95% of Housing Repair complaints were dealt with within the 10 working day deadline in the second quarter.

Six complaints fell outside of the 10 working day due to Officer leave over the holiday period.

The Complaints Team continues to monitor the performance of the Housing Repair complaints to ensure that they continue to be dealt with in line with the Complaints Policy.

The Housing Repairs Team has been reminded by the Complaints Team of the need to contact complainants where the initial deadlines cannot be met. Furthermore, the Housing Repairs Team has been provided a reminder to respond to the complainant with the full response or to agree an extension with the Complaints Team when the 10 working day deadline cannot be met. Where issues have been identified, such as Housing Repairs, the Complaints Team works with the Head of Service to implement improvements in areas that are required. This is further reviewed by the Housing Improvement Board (HIB). The role of the HIB is to ensure that the Housing stock and practises are fit for purpose. The Complaints Team reports to the HIB on its findings regarding complaints and the learning outcomes that have been and require implementation.

Directorate / Section	Chief Executive	
	Number responded to outside of 10 working days	Number of complaints where an extension was sought
Housing Repairs	6	6
TOTAL	6	6

Stage 2 - Formal Complaints

22 formal complaints have been responded to in the first quarter; all of which were acknowledged within the 5 working day timescale, and 96% were responded to within the 20 working day timescale. The complainant was notified that the initial 20 working day deadline could not be met. An extension was required to a stage 2 complaint due to the extensive information relating an individual's health issues. Eleven of the complaints were upheld and eleven were not upheld.

Reasons for the delays include:

- Further information being required from the complainant.
- Further information being required from the department complained about.
- Complexity of the complaint including in-depth research required.
- Resource issues.

Time taken to respond to stage two complaints:

	Total	Chief Executives	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Less than 20 working days	21	19	2	0	0	0
Over 20 working days	1	1	0	0	0	0

1. Complaint against Housing Operations

Response – 20 working days

Complaint upheld**Complaint**

The complainant contacted the Council and complained that there had been a lack of action to investigate an issue of noise nuisance.

Council's response

The Housing Tenancy Team has assessed the complaint regarding Anti-Social Behaviour. However, by not responding to the complainant's correspondence in a timely manner and not acknowledging the complainant's complaint of Anti-Social Behaviour correctly, the Council recognises that this had caused additional confusion and distress.

An apology was provided for this and for any additional distress or confusion caused.

The Housing Tenancy Team had determined that issues that had been raised were not considered Anti-Social Behaviour and the noise monitoring confirmed that this is everyday living noise.

The complainant was offered and accepted £250 compensation for the issues highlighted above.

Head of Service Comments

The Council recognises the inconvenience caused by not correctly corresponding with the complainant. Officers were reminded of their responsibility to correctly communicate with individuals.

Complaint Team Recommendations/actions

- The Housing Tenancy Team has been reminded of their responsibility to return correspondence in a timely manner.
- The Housing Tenancy Team has been reminded of their responsibility to appropriately acknowledge and manage complaints of Anti-Social Behaviour when they are received.
- The Housing Tenancy Team has been instructed to provide you with correspondence by 1 November 2024 to discuss any further concerns you have.
- A reminder has been provided to the Council's Customer Services Team to ensure that they correctly direct telephone calls regarding tenant noise nuisance to the Housing Tenancy Team.

2. Complaint against Housing Operations

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the correct advice had not been provided regarding the storage of mobility scooters.

Council's response

It was concluded that the Housing Tenancy Team had failed to respond to the complainant's specific enquires regarding mobility scooters in a timely manner. Furthermore, during the complainant's initial correspondence with the Housing Tenancy Team, they should have been issued with the Council's Mobility Scooters Guidance for Tenants to assist with any enquiries or permissions they were seeking. The Council recognises that this was not done.

A copy of this guidance had been included with the stage 2 letter. The guidance document provides further details on how to apply for the use and storage of a mobility scooter within Council properties.

Head of Service Comments

The Council recognises the inconvenience caused by not correctly corresponding with the complainant. Officers were reminded of their responsibility to correctly communicate with individuals.

Complaint Team Recommendations/actions

- The Housing Tenancy Team has been reminded of their responsibility to return correspondence in a timely manner.
- The Housing Tenancy Team has been reminded of their responsibility to refer individuals to the Mobility Scooters Guidance for Tenants document.

3. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that an issue of decorating an area affected by damp and mould was not undertaken correctly.

Council's response

It was concluded that the complainant had not received an appropriate level of service as the Housing Repairs Team incorrectly informed them that maintenance of the works to the paint in their bathroom was their responsibility.

While the work to repaint the bathroom following the plaster repairs was carried out by the Council's contractor, this was not undertaken correctly as a mist coat was not applied. By not applying a mist coat, this has caused the paint applied to bubble and peel.

Furthermore, the Housing Repairs Team had incorrectly informed the complainant that the painting was their responsibility to rectify despite being undertaken on behalf of the Council.

An apology was offered and works were undertaken to correctly paint the bathroom.

The complainant was offered and accepted £500 compensation for the issues highlighted above.

Head of Service Comments

The Council recognises the inconvenience caused by not correctly undertaking the works in the first instance. The Housing Repairs Team were reminded of their responsibility to correct assess and book works undertaken by contractors.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to correctly identify repairs in the first instance. This includes inspecting any records of previous repairs undertaken by the Council or on behalf of the Council.
- The Council's contractors have been reminded of their responsibility to undertake works correctly in the first instance.
- The Housing Repairs Team has been instructed to attend your property to remedy the painting works.

4. Complaint against Housing Repairs

Response – 30 working days. An extension was required to a stage 2 complaint due to the extensive information relating an individual's health issues.

Complaint upheld

Complaint

The complainant contacted the Council and complained that an issue of damp and mould was not correctly prioritised despite their disability. Furthermore, the offer of a decant property while the damp works were undertaken was not appropriate for their needs.

Council's response

It was concluded that the complainant had not received an appropriate level of service as the Housing Repairs Team had delayed several repairs to the damp and mould at the property.

While inspections and works were undertaken, there were delays in works being booked and subsequently completed. Furthermore, despite six separate reports of damp and mould at the property from 2021, the Housing Repairs Team failed to identify that the damp proof course had failed until 2024.

The Council recognised that having to report damp and mould on several occasions is not acceptable service delivery. A stock condition survey was being undertaken to review all Council properties for damp and mould, and this programme has been expedited. Any issues of damp and mould are then reported to the Housing Repairs Team and works are booked in to be completed in a timely manner.

Furthermore, the Council's Change Delivery Manager was reviewing the Housing Repairs Team's damp and mould processes to ensure that these are fit for purpose and align with the anticipated "Awaab's Law".

The Housing Repairs Team had correctly followed the decant process to enable the major works to be undertaken at the property, and booked a disabled access room and agreed to pay for any expenses towards the complainant's food cost during the decant. However, the complainant remained unhappy with the quality of the accommodation provided. This resulted in the complainant booking an alternative hotel while the works were undertaken.

The Council considered this aspect of the complaint, particularly the complainant's vulnerabilities and the length of time the Council took to identify the correct repairs to their property, and agreed to reimburse them for reasonable expenses toward the complainant's food, travel costs and the alternative stay at the Travelodge they had booked.

An apology was offered and the complainant was offered, and accepted, £4,776.98 compensation for the issues highlighted above.

Head of Service Comments

The Council recognises the inconvenience caused by not correctly identifying the extent of the works in the first instance. Reminders and additional systems have been introduced to mitigate this issue.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of the responsibility to correctly and promptly identify and diagnose repairs in the first instance. This includes inspecting any records of previous repairs undertaken by the Council or on behalf of the Council.
- The Housing Repairs Team has been reminded of the responsibility to undertake works correctly and promptly in the first instance.
- The Housing Repairs Team has been reminded of the responsibility to prioritise repairs where an individual has vulnerabilities that are directly affected by the necessary works.
- The Housing Repairs Team has been instructed to include any vulnerabilities in complaint responses that have a direct effect on an individual's complaint during the stage 1 complaint process.
- The Housing Repairs Team has been instructed to continue and expedite stock condition surveys at all Council properties to determine if damp and mould is present.
- The Change Delivery Manager has been instructed to conduct a review the Council's Damp and Mould policies to ensure that they are fit for purpose and align with the anticipated "Awaab's Law".
- The Housing Repairs Team has been reminded of their responsibility to follow the repair timeframes as stated in the Housing Repairs Policy and the Damp and Mould Policy.

5. Complaint against Housing Operations

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to investigate an issue of noise nuisance.

Council's response

It was concluded that the complainant had not received an appropriate level of service as the Tenancy Services Team had not provided communication in a timely manner or proactively investigated the concerns of Anti-Social Behaviour (ASB).

While the Council had correctly assessed the ASB issues based on the evidence that had provided, the Tenancy Services Team did not proactively investigate the concerns which resulted in the complainant having to contact the Council on multiple occasion and visit the Council Offices.

An apology was offered and the complainant was offered, and accepted, £500 compensation for the issues highlighted above.

Head of Service Comments

The Council recognises the inconvenience caused by not correctly corresponding with the complainant. Officers were reminded of their responsibility to correctly communicate with individuals.

Complaint Team Recommendations/actions

- The Housing Services Team has been reminded of the responsibility to proactively investigate ASB complaints.
- The Housing Services Team has been reminded of the responsibility to provide correspondence to individuals in a timely manner.

6. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to investigate an issue of property subsidence.

Council's response

It was concluded that the complainant had received an appropriate level of service as the Housing Repairs Teams had correctly attended the property and reviewed the issues of subsidence in a timely manner.

The Council had routinely inspected the property when the issues had been raised with the potential subsidence. A survey was undertaken by a chartered surveyor and it was noted that the subsidence was minimal. As a result, the Council undertook further investigative works through a soil sample and an arboriculture assessment.

Further assessments were carried out by the Housing Repairs Team using Tell Tales and no further subsidence was reported.

Head of Service Comments

The Housing Repairs Team had correctly investigated the issue of subsidence in a timely manner.

7. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to investigate a leak at their property.

Council's response

It was concluded that the complainant had received an appropriate level of service as the Housing Repairs Team repaired their boiler leak in a timely manner when it was reported.

While the leak had been initially reported, the appointment to review the leak was cancelled by the complainant. This was reorganised and repaired correctly in the follow up appointment.

Head of Service Comments

The Housing Repairs Team had correctly investigated the issue of the boiler leak in a timely manner.

8. Complaint against Housing Income

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that they had been requested to remove their personal items from the communal area of an independent living scheme.

Council's response

It was concluded that the complainant had received an appropriate level of service as the Council had undertaken the correct action to request removal of personal items from the communal areas to ensure that residents are safe in the event of an emergency.

Following receipt of the Fire Safety Matters Notice following an inspection by the Nottinghamshire and City of Nottingham Fire and Rescue Service, the Council is obligated to undertake the actions contained within this Notice to ensure that residents are safe.

The Council had correctly informed residents of the need to remove personal items from the communal areas in order to comply with the Fire Safety Matters Notice.

Head of Service Comments

The Housing Repairs Team had correctly requested that the complainant remove their personal items from the communal areas to ensure that all the residents are safe in the event of an emergency.

9. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to stop their gutters becoming blocked.

Council's response

It was concluded that the complainant had received an appropriate level of service as the Housing Repairs Team had attended the property in a timely manner to clear the gutters when these have been reported.

The Housing Repairs Team had undertaken works to mitigate the leaves entering the guttering by maintaining the tree and by altering the gutter height to allow the water to flow freely.

Head of Service Comments

The Housing Repairs Team had correctly investigated the issue of the blocked gutters in a timely manner.

10. Complaint against Housing Operations

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to activate their Homeseach account.

Council's response

It was concluded that the complainant had not received an appropriate level of service as the Housing Operations Team incorrectly did not activate their Homeseach account when they had registered this.

While the complainant had submitted a Homeseach application, due to an administrative error, the Housing Operations Team did not activate the account which meant they were unable to bid on properties for several months.

Furthermore, it was identified that the complainant was not contacted by the Housing Operations Team despite a specific instruction to do so as part of the stage 1 complaint response.

An apology was offered and the complainant was offered but did not accept £150 compensation for the issues highlighted above.

Head of Service Comments

The Council recognises the inconvenience caused by not activating the account correctly. Upon being alerted to this, the account was correctly activated.

Complaint Team Recommendations/actions

- The Housing Operations Team has been reminded of their responsibility to return correspondence in a timely manner.
- The Housing Operations Team has been reminded of their responsibility to undertake actions identified during the complaint process.
- Managers has been reminded of the importance of ensuring that employees undertake actions identified during the complaint process, and that they should be monitoring this.
- The Housing Operations Team has been reminded to correctly process housing allocations in the first instance.

11. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to investigate an issue of noise nuisance.

Council's response

It was concluded that the complainant had received an appropriate level of service as Environmental Health and Housing Tenancy had correctly investigated their complaints of noise nuisance.

The Council had correctly installed noise monitoring equipment at the property, and the complainant's neighbour's property, in order to investigate the alleged issues.

The Council had installed noise monitoring equipment over a period of two years and no evidence of noise nuisance has been recorded during this time.

Head of Service Comments

The Housing Operations Team had correctly investigated the issue of noise nuisance in a timely manner.

12. Complaint against Planning

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to investigate an issue of boundary encroachment and there had been a lack of communication from the Planning Team.

Council's response

It was concluded that the complainant had not received an appropriate level of service due to a delay in correspondence being issued from the Planning Team.

An apology was offered to the complainant.

The Planning Team had determined that the boundary encroachment was a civil matter and that action cannot be taken by the Council. It was recommended that the complainant seek independent legal advice which can be obtained from the Citizens Advice Bureau or from a solicitor that specialises in land dispute cases.

Head of Service Comments

The Council recognises the inconvenience caused by not correctly corresponding with the complainant. Officers were reminded of their responsibility to correctly communicate with individuals.

Complaint Team Recommendations/actions

- The Planning Team had been reminded of its responsibility to return correspondence in a timely manner.

13. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to investigate an issue their ceiling collapsing due to a leak.

Council's response

It was concluded that the complainant had received an appropriate level of service as the Housing Repairs Team repaired the roof leak in a timely manner when it was reported.

The Housing Repairs Team was only able to attend to repairs when they are reported. On this occasion, as previous reports of a leak had not been reported before to the Housing Repairs Team, they were unable to attend before the ceiling collapsed.

The Housing Repairs Team undertook the correct action in attending the complainant's property the following day to repair the leak and making their living room safe. The repair could not be undertaken on the same day as this would have required works to the roof during the evening. Due to health and safety, the Housing Repairs Team was unable to perform this work on the same day.

Head of Service Comments

The Housing Repairs Team are only able to attend to repairs when they are reported. As no leak had been reported until the point of the ceiling collapse, the Housing Repairs Team was unable to attend promptly.

14. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to investigate an issue of cracking plaster.

Council's response

It was concluded that the complainant had received an appropriate level of service as the Housing Repairs Team had attended their property in a timely manner to review the cracks in their wall.

The Housing Repairs Team had undertaken two separate investigations and had found that the plaster was sound with no signs of de-bonding. The Council's records indicate that there were no signs of damage to the wall to suggest that this was moving.

Head of Service Comments

The Housing Repairs Team promptly investigated the issues of the cracked plaster and no further works were identified.

15. Complaint against Revenues

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that their Council Tax account had been incorrectly closed which resulted in several missed payments.

Council's response

It was concluded that the complainant had not received an appropriate level of service as the Council Tax Team incorrectly closed their Council Tax account based on the incorrect information provided by the Customer Services Team.

Due the Customer Services Team providing the incorrect address to the Council Tax Team the account was incorrectly closed and a final bill was issued.

Upon being alerted to this error the Council Tax account was re-opened and a new bill was issued. However, this meant that the complainant was unaware that several payments had been missed due to the accounts incorrect closure. These payments totalled £314.

An apology and £314 compensation was offered and accepted.

Head of Service Comments

The Council recognised the inconvenience caused by acting upon the account being incorrectly closed. The compensation amount reflected the payments missed by the complainant and returned them to the position before the account was closed.

16. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to investigate an issue of damaged flooring and that they had been treated in a discriminatory way due to their sexuality.

Council's response

It was concluded that the complainant had received an appropriate level of service as the Housing Repairs Team visited the property promptly when it was reported and that further works were required by Council's contractor.

Upon receiving the report that the flooring required additional works, the Housing Repairs Team visited the property on the same day and confirmed that a decant was required in order for the works to be completed.

There was no evidence to suggest that the complainant was treated in a discriminatory way.

Head of Service Comments

The Housing Repairs Team promptly investigated the issues with the complainant's flooring. The Council takes its responsibilities toward discrimination seriously and

employees were required to complete training to ensure that individuals were treated fairly and with respect.

17. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to investigate an issue of noise nuisance.

Council's response

It was concluded that the complainant had received an appropriate level of service as the Housing Services Team had correctly investigated the complaints of noise nuisance.

The Council had correctly installed noise monitoring equipment at the complainant's property and no evidence of noise nuisance had been recorded during this time. Furthermore, no evidence of noise nuisance was captured while the complainant was using the noise monitoring app.

Head of Service Comments

The Housing Operations Team had correctly investigated the issue of noise nuisance in a timely manner.

18. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that their neighbour had recently had their kitchen and bathroom upgraded but they did not.

Council's response

It was concluded that the complainant had received an appropriate level of service as the Housing Repairs Team had attended their property and determined that the kitchen and bathroom were in a serviceable and good condition. The Housing Repairs Team had confirmed that these do not require replacement at this time.

Head of Service Comments

The Housing Repairs Team had correctly assessed that the kitchen and bathroom did not require replacement and informed the complainant of this.

19. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council to complain about a number of issues, including anti-social behaviour from a neighbour, the behaviour of a Housing Officer, that their mental health was suffering because of the Council's lack of action, and that the accommodation they have been offered was inappropriate and had no heating.

Council's response

The complainant received an appropriate level of service as the Housing Services Team had correctly assessed their complaints of anti-social behaviour.

There was no evidence to support the accusations the complainant made against the neighbour. A visit from the Housing Officer resulted in the complainant's arrest and there was no independent evidence to corroborate the allegations made against the Housing Officer.

Further to this, there was no evidence that the repairs to the heating had not been actioned. The Housing Repairs Team attended the property the day after a report of the heating not working and this was repaired on the same day.

Head of Service Comments

The Housing Operations Team correctly investigated the concerns raised by the complainant. No evidence was gathered to support their allegations and their own actions caused the Council to take action against them.

20. Complaint against Customer Services

Response – 20 working days

Complaint upheld

Complaint

A caller made a number of accusations against the Council, including that the Customer Services Team were rude to them during a telephone call, that the Council had stolen their number and breached their GDPR, that the Business Support Team had blocked their number when they were enquiring about jobs and that there should be a financial resolution with regards to the stealing of their telephone number and creating a profile on them.

Council's response

It was established that the complainant had not received an appropriate level of service as the Customer Services Team did not correctly handle a telephone call in which they told the complainant to “get a life.” It was noted this was after numerous telephone calls in which the caller had repeatedly sworn at and provoked the employee.

Although it was recognised that the Customer Services Team response was not appropriate, there was no evidence to suggest that the employee had shouted or sworn.

Further to this, there was no evidence to suggest that the Council stole or otherwise misappropriated the caller’s telephone number, created a profile or blocked their telephone number. A telephone number was retrieved from the Council’s systems, following the calls in order to assist the caller with their complaint.

An apology for the response provided by the Customer Services Officer was issued.

Head of Service Comments

The Customer Services Team were reminded of their responsibility to behave in a professional manner despite the conduct of individuals.

21. Complaint against Housing Operations

Response – 20 working days

Complaint upheld

Complaint

A tenant reported a communal door key as lost in July 2024 and ordered a new key which never arrived. A second key was ordered in October 2024, but it was incorrect. Another key was ordered and did not arrive. Being unable to access the property caused significant disruption to the tenant and their neighbours, who had to continually let them in.

Council’s response

It was concluded that the tenant did not received an appropriate level of service as the Tenancy Services Team did not promptly obtain the key to the communal door in a timely manner.

Reports regarding the key were made on 12 July 2024 and again on 8 October 2024. Due to a delay in the supplier providing the key and the Tenancy Services Team not proactively chasing the manufacture, the tenant was left without a key to the communal area for over a month.

An apology and an offer of £250 compensation was made in acknowledgement of the distress and hardship caused by the poor communication and the delays in obtaining the communal door key by the Tenancy Services Team.

Head of Service Comments

The Council recognises the inconvenience of not proactively chasing the completion of the key order and not communicating correctly with the complainant. Reminders have been issued to the Housing Operations Team of the importance of this.

Complaint Team Recommendations/actions

- The Tenancy Services Team have been reminded of their responsibility to ensure that external suppliers promptly undertake actions requested.
- The Tenancy Services Team have been reminded of their responsibility to provide correspondence to individuals to ensure that delays are communicated correctly.
- The Tenancy Services Team have been reminded of their responsibility to keep accurate records.

22. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council to report that a lamp post was not working. The repair took more than eight weeks to expedite and there was a lack of response from the Repairs Team.

Council's response

It was concluded that the tenant did not receive an appropriate level of service as the Housing Repairs Team unreasonably delayed the repairing of the lamp post.

While the Housing Repairs Team correctly received the reports of the lamp post requiring repairing, delays occurred due to several of the appointments being missed by the Housing Repairs Team and the subsequent electrical contractor.

The Housing Repairs Team did not inform the tenant of these delays, nor did they inform them of rearranged appointments.

An apology for this was issued along with compensation of £250.

Head of Service Comments

The Council recognises the inconvenience caused by not correctly undertaking the works in the first instance. The Housing Repairs Team were reminded of their responsibility to correct assess and book works undertaken by contractors.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to ensure that external contractors promptly undertake actions requested.
- The Housing Repairs Team has been reminded of their responsibility to return correspondence in a timely manner.

- The Housing Repairs Team has been reminded of their responsibility to undertake actions identified during the complaint process.
- Managers have been reminded of the importance of ensuring that employees undertake actions identified during the complaint process, and that they should be monitoring this.
- The Housing Repairs Team has been reminded to provide correspondence to individuals where delays in works arise.

STAGE 3 – Complaints to The Local Government Ombudsman/Housing Ombudsman

Stage 3 - Ombudsman Complaint

1. Complaint against Housing Repairs (complaint concluded in 2023/24)

Complaint Upheld.

Complaint

The concern raised was that the Council had not adequately dealt an issue of damp and mould.

Ombudsman's conclusion

The Housing Ombudsman (HO) concluded that the resident experienced damp and mould in the property for a significant period (since November 2019) and spent considerable time and trouble pursuing a resolution. Within the Council's responses, the HO acknowledged that the Council had not disputed that the Council failed to identify and resolve the damp within the property over several years, and that the Council had not communicated effectively, meaning that the resident needed to continue to report the damp. It was recognised that the Council also acknowledged that it had not scheduled or logged the required works correctly which exacerbated the issues and led to further delay and distress.

The HO acknowledged that the Council had taken steps to put things right for the resident by acknowledging the delay and disruption caused, and offering a total of £4,380 compensation within its complaint responses. This offer is significant and is within a range the Ombudsman considers proportionate in instances of severe maladministration where there has been a serious impact on a resident and the redress required to put things right is considerable.

The HO order the Council to pay an additional £250 in recognition of the distress caused to the complainant.

2. Complaint against Planning (complaint concluded in Q1)

Complaint not Upheld.

Complaint

The concern raised was that the Council had not adequately dealt with a planning application. The complainant also raised concerns that information was removed from the Council's website and the Council prepared misleading and incorrect reports.

Ombudsman's conclusion

The Local Government and Social Care Ombudsman (LGO) noted that the complainant had raised many concerns about how the Council had dealt with a planning application for a development in the area where they live. The Council refused planning permission for the development. However, the developer used their right to appeal to the Planning Inspector. The complainant had complained about incorrect information included within the planning report and raised concerns about misleading information being provided to the Planning Inspector.

However, the acceptability of the development would now be determined by the Planning Inspector. The LGO cannot investigate decisions made by the Inspector. It was noted that the complainant also had the opportunity to comment on the appeal and raise their concerns about the application.

The LGO cannot investigate decisions made by the Planning Inspector and there was no evidence of fault by the Council.

3. Complaint against Housing Repairs (complaint concluded in 2023/24)

Complaint Upheld.

Complaint

The concern raised was that the Council had not adequately dealt with an issue of a leak at the complainant's property.

Ombudsman's conclusion

The Housing Ombudsman (HO) concluded that the first leak of February 2021 was attended within the landlord's emergency timescale of 3 working days, which was reasonable, and the hole in the kitchen ceiling was repaired within 20 working days, which was also reasonable.

However, there remained outstanding remedial work to the kitchen ceiling between February 2021 and June 2023. This was an unreasonable period of approximately 18 months beyond the Council's Repair Policy timescale of 20 working days for routine repairs.

The HO recognised that the Council had not disputed its repairing responsibilities in this case. The Council acknowledged delays in its repair services and explained that this was due to the works not being passed on to its operatives after being logged by the resident and inspectors. The Council apologised and acknowledged that it had not provided a reasonable repair service.

The HO ordered the Council to pay £900 in recognition of the distress caused to the complainant.

Report of the Portfolio Holder for Resources and Personnel Policy.

New Housing Complaints Officer

1. Purpose of Report

To seek approval for a new Housing Complaints Officer.

2. Recommendation

Cabinet is asked to RESOLVE that a new Housing Complaints Officer, at Grade 6 be approved, with the estimated cost of £39,700 per annum (including oncosts) to be funded from Housing Revenue Account working balances.

3. Detail

In recent years the Housing Ombudsman and the Regulator for Social Housing have been encouraging tenants and leaseholders to provide feedback and hold their landlords to account by raising complaints.

The report to the Governance, Audit and Standards Committee in November 2024 showed that the Housing service received 71 Stage 1 complaints between 1 July and 30 September 2024 (Q2) of which 15 of these complaints were escalated to Stage 2.

Complaints are currently responded to by the Housing Operations Manager, the Income and Housing Manager, the Housing Services and Strategy Manager or the Repairs Customer Services Manager, depending on the nature of the complaint. Of the 71 complaints received in the quarter, 26 were responded to by the Housing Operations Manager and 24 were responded to by the Repairs Customer Services Manager.

The Housing Service has been working to improve the quality of the investigations into complaints and the detail provided in the responses with an aim to reduce the complaints that are escalated to Stage 2 and onto the Housing Ombudsman. The work also ensures that the root cause of the complaint is correctly identified and appropriate action can be taken to learn from the complaint. To ensure consistency and quality in responses, all Stage 1 responses are checked by the Assistant Director - Housing before being sent. The level of complaints and the amount of work required to produce a good response is having an impact on the ability of managers to complete other essential tasks.

Complaint handling is the Council's lowest satisfaction score in the Tenant Satisfaction Measures, with only 25% being satisfied with complaint handling in

2023/24. There was only a slight increase to 28% in 2024/25. Many landlords also score low in this area. It is therefore a particular focus for the Regulator of Social Housing when they are reviewing the Tenant Satisfaction Scores and completing inspections.

The new role of Housing Complaints Officer would complete the following tasks:

- Acknowledge all Stage 1 complaints, contacting the complainant by telephone to discuss their complaint further when required
- Write responses to all Stage 1 complaints, by reviewing information held on the housing management system and speaking to those involved
- Ensure that there is consistency in the responses sent, and that feedback is used to improve complaint responses
- Liaise with the Complaints and Compliments Officer to discuss cases where compensation may be appropriate, and seek the relevant approval for compensation
- Produce and monitor a log of all actions agreed as part of a Stage 1 complaint
- Produce quarterly reports to highlight the learning from complaints
- Work with Corporate Communications to highlight the positive work that is being undertaken and how the Housing service is learning from complaints
- Support the Complaints and Compliments Officer to obtain all information required for complaints that are escalated to Stage 2 and/or the Housing Ombudsman

4. Key Decision

This report is not a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

5. Updates from Scrutiny

Not applicable

6. Financial Implications

The comments from the Head of Finance Services were as follows:

The estimated salary of the new Housing Complaints Officer at the proposed Grade 6 is up to £30,200 (2025/26 budgets) with the total additional cost to the Housing Revenue Account (HRA) being estimated at £39,700 per annum.

The Budget and Associated Strategies report to Cabinet on 4 February 2025 showed that the HRA finances are under pressure with working balances forecasted to fall to £1.3m by 31 March 2026.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

Whilst there are no direct legal implications that arise from this report, it is important that the recruitment process is carried out in accordance with the Council's Recruitment and Selection policy

8. Human Resources Implications

The comments from the Human Resources Manager were as follows:

9. Union Comments

The Union comments were as follows:

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

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Report of the Portfolio Holders for Economic Development and Asset Management, and Resources and Personnel Policy

Development of Pipeline Projects in Eastwood

1. Purpose of Report

To confirm the Council's approach to exploring a new funding opportunity for proposals to transform the health and well-being of Eastwood and approve a budget to work up the early stages of this proposal.

2. Recommendation

Cabinet is asked to RESOLVE to approve the requirement for of funds up to £15,000 to develop a revised proposition, supported by a business case, for a Health and Wellbeing Centre in Eastwood, capable of successful submission to appropriate funding institutions.

3. Detail

During 2021/22, the Council prepared a submission for the Levelling Up Fund for Eastwood which was ultimately unsuccessful. Positive feedback was however received on the proposition. The centre piece of this bid was the D.H. Lawrence Library, Health and Life Chances Centre, incorporating a new wellbeing hub in the heart of the town centre. The project included a GP surgery, pharmacy, diagnostic and treatment rooms, women's health centre, library learning facilities, providing a showcase for one of the best collection of Lawrence's literature in the World, and a swimming pool with therapeutic benefits. The multi-purpose building will serve to improve health outcomes and generate much needed footfall in the town centre.

It was expected that the project would be re-submitted for a future round of Levelling Up, but these funds were allocated centrally rather than competitively. The project is considered an excellent scheme by many agencies and partners and, as the appetite for the CEDARS project demonstrated, the health needs of the local community and the prosperity of Eastwood have worsened rather than improved. The case for funding something of this nature to address the long term life chances of the people of the area remains strong.

Appendix 1 contains an artist impression of how the Centre could look, based on the previous 2022 designs, looking across from Nottingham Road. **Appendix 2** is a plan showing the area of land that was originally proposed in the bid as shaded purple. This land was in the combined public ownerships of Eastwood Town Council, Nottinghamshire County Council and Broxtowe Borough Council. One of the cost drivers of the original proposal was how much land the site was, meaning the construction would have needed to be at least two storeys and involved complex mechanical and engineering designs for the plant. A large

proportion of the neighbouring land, (yellow and brown) was allocated to an extra care centre which the County Council had pursued. In recent months, the County Council has been considering different options for this plot of land and there may be a willingness to put this into a re-casted proposition. This could allow the site to be built on an amended footprint and on one level to save several million pounds in costs. It is an early stage drawing but shows a different approach remains possible. Since the LUF bid was submitted, the Economic Development team have been exploring opportunities for carbon reduction and innovative heating technologies, which could further reduce the running costs, and health partners have also been examining different funding models that could generate an income capable of supporting borrowing or investment.

One early source of potential funding for a revitalised project is the National Wealth Fund (NWF). This is a policy bank set up by the Government in October 2024. It seeks to partner with the private sector and local authorities to finance infrastructure (and other) projects. It has a mission of stimulating – or ‘crowding in’ – private sector investment into priority areas. The NWF will try to correct market failures as per other traditional for public sector interventions but do so in a manner which will shape new markets for emerging technologies. Investments must meet exacting criteria of tackling climate change and driving growth; generating a positive financial return; and mobilising private finance. By the end of this parliament, it will have been capitalised by the Government with a total of £27.8bn: £22bn of existing capital from UKIB and rolling into it the Green Infrastructure bank. The NWF is wholly owned by the Treasury but it operates at arm’s length and has an independent board. To date it has funded – in providing finance to the public sector for example – £92m financing to improve coastal flood defence barriers in North Wales and loan guarantees to Lloyds and Barclays to fund retrofit to social housing. Typically, its loan interest rates are at or around 1.5%, which is up to 3% lower than the Council’s traditional funding via loans and annuities with the Public Works Loan Board.

Other potential sources of funding remain including the possibility of the project becoming a pipeline project under investment programmes developed by the East Midlands County Combined Authority. The emerging Local Growth Plan being developed by this body specifically recognises the needs of communities such as Eastwood and providing a fitting home for the DH Lawrence literature collection at Eastwood Library has a role in strengthening the visitor economy.

The Eastwood LUF bid has a wealth of detailed information on the costs and benefits of a Health and Wellbeing Centre which could be used to develop the business case and pitch-book. The Council has completed an expression of interest to the NWF but it is clear that the LUF materials will need updating if a successful application is to proceed. Officers recommend taking on some further specialist support to do this with a view to a formal submission to the Fund in the first quarter 1 of 2025/26. If the funding is allocated it can be used to create a more formal functional plan for the centre, develop new architect’s drawings and refresh the high level costs and thereon revise the business case

to show a strong cost benefit relationship, the trigger for investment being secured. The work in question has been market tested and a revised business case and drawings can be accommodated within a sum of £15,000.

4. Key Decision

This report is not a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

There is currently no budget provision for the cost of developing a business case for a Health and Wellbeing Centre in Eastwood. If Members were to approve the proposal, the estimated one-off cost of £15,000 would be funded directly from General Fund Reserve balances in 2025/26.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

There are no direct legal implications arising from this report.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

Not applicable.

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

Appendix 1

Imagined view of Hub from Nottingham Road, based on 2022 design



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Revised Area for the DH Lawrence Centre for Health & Well-being

A3 Landscape



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Key
Districts

0 0.05 0.10 km
Description
No description provided

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Report of the Cabinet Portfolio Holder for Asset Management and Economic Development

Year Four UK Shared Prosperity Fund Programme for Broxtowe

1. Purpose of Report

The report will inform Members of the details of an award of a further round of UK Shared Prosperity Fund (UKSPF) by the East Midlands Combined County Authority. It will identify the broad approach being taken towards planning to deploy this funding during the 2025/26 Financial Year and seek approval for the onward governance and implementation process.

2. Recommendation

Cabinet is asked to RESOLVE:

- 1. That the broad parameters document supplied in Appendix 2 of this report be approved and confirm that the existing UKSPF Panel will convene to agree the final Year 4 Plan, reporting to the first appropriate Cabinet meeting in Q1 of the new municipal year.**
- 2. That the revenue budget and capital programme for 2025/26 are duly updated to include the UKPSF programme relating to the confirmed allocation of grant funding.**
- 3. To take steps to extend the contract with Rushcliffe Borough Council for the co-ordinator of the UKSPF programme to ensure this resource remains available in year 4 of the programme.**

3. Detail

The Government has always maintained that, from 2025/26 onwards, UKSPF would be devolved to the Mayoral Combined Authorities, such as the East Midlands Combined County Authority, (EMCCA). They have also determined that any underspends from the three previous years would need to be returned to Central Government. It was further announced that only £900 million would be available nationally, a reduction of circa 60%.

EMCCA have now had their regional allocation confirmed and agreed a policy at their Board on 10 February 2025. EMCCA see 2025/26 as a transitional year. The Economic Development and Regeneration team have been working to prepare for these changes. Whilst UKSPF will not be an entirely new programme it will have subtle differences and the outcomes and outputs are centred around economic growth and the other missions of government including for the first time - health. A plan for EMCCA priorities are set out in **Appendix 1**.

Regionally the Combined Authority will replace the overall management and administration role that the Borough previously enjoyed with MHCLG and will

receive a one-year UKSPF allocation of £25.17m in 2025/26. EMCCA have added in the £4.5m capital uplift they receive from government together with an extra £2.0m from the Regional Investment Fund during 2025/26 only. There will be some activities in business support, inward investment and tourism promotion that will be invested in centrally which means that the fund for distribution to local government remains at about £25 million. Broxtowe's allocation in 2025/26 is £1,056,720, of which £462,975 is capital funding and £593,745 is revenue funding.

EMCCA's legal department are preparing a memorandum of understanding and grant funding agreement, but one thing local authorities will continue to be able to do is to deploy 4% of the fund towards administration costs. As a result, it would be prudent to extend the agreement with Rushcliffe Borough Council to retain the 50% Programme Officer until at least May 2026.

The details are emerging as included within **Appendix 1** concerning the areas where EMCCA desire to see the funding utilised. Not all authorities have utilised UKSPF in the same way that Broxtowe has so the shift in emphasis to economic development will not be radical, as the Council's work so far has been broadly congruent with EMCCA's emerging priorities. The key decisions are:

- How to prioritise around this lower resource;
- Whether to allocate funding to doing new strands of activities which are tapered towards change and promoting new ways of doing things versus aligning provision with emerging regional programmes and measures, (so that Broxtowe's businesses and communities will be able to rely on continuity post 2026/27);
- Understanding and using existing contracts to ensure delivery continues seamlessly;
- Ensuring that work streams that have been very successful in the past three years are built upon;

It will not be possible for Cabinet to endorse a final year four delivery plan until all the documents are in place but **Appendix 2** looks to confirm the broad themes that should appear in a year four delivery plan and Cabinet are asked to comment upon them.

In order to ensure that the plan is endorsed before the end of this financial year it is proposed the UKSPF Panel meets on 24 March 2025 to finalise as far as possible officer proposals for Year Four.

4. Key Decision

This report is a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 by virtue of the fact that it covers the entire Borough and expenditure over £250,000.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

There is currently no budgetary provision within the revenue and capital budgets for UKSPF schemes in 2025/26. The Council has been awaiting confirmation of the level of grant awarded, which was not available at the time of preparing the budgets.

It is now known that the Council will receive an overall UKSPF funding allocation of £1.057m in revenue, capital and capacity in 2025/26. This includes a 4% maximum allocation for administrative purposes (around £42,250).

The General Fund revenue budget for 2025/26 will be updated to include the revenue and capacity funding element of the UKSPF programme at £593,750 (including the £42,250 allocation for administrative purposes). The Capital Programme for 2025/26 will be increased by £462,950 for the UKSPF capital schemes. The planned spend on the UKSPF programme is fully grant funded so the net impact on the Council's budget is nil.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

The Localism Act 2011 under section 1 gives the Council the "power to do anything that individuals generally may do", and may do it "for, or otherwise than for, the benefit of the authority, its area or persons resident or present in its area". These powers give the Council the power to extend the contract with Rushcliffe Borough Council. All grant funding will continue to be subject to grant funding agreements to ensure both compliance with UKSPF grant requirements and that any risks are identified and mitigated and that all legal compliance required by the Recipient is made explicit.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

Not applicable.

12. Equality Impact Assessment

Not applicable.






13. Background Papers

Nil.

Appendix 1

EMCCA Funding Priorities for UKSPF

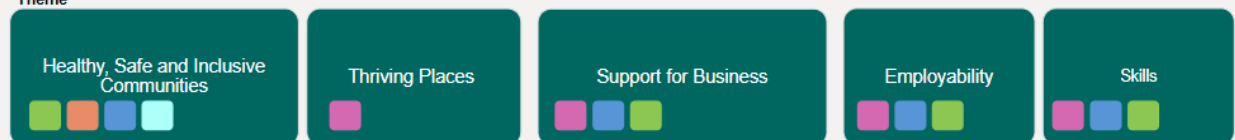
UKSPF investment priorities and the government's Missions

Missions Key			
	Kickstart Economic Growth		Break Down Barriers to Opportunity
	Make Britain a Clean Energy Superpower		Build an NHS fit for the future
	Take Back Our Streets		

Priority



Theme



Sub-theme



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Appendix 2**Broad Themes for Year Four**

1. Continuing to work and fund cost of living crisis activities and partner organisations that have been successful in delivering benefits;
2. Support for small town centre improvement and animation schemes – including shop local incentives such as parking loyalty;
3. Developing further tourism and visitor assets and infrastructure;
4. A Community Grants Fund – with stronger themes;
5. Continued support for health and wellbeing VCS organisations;
6. A High Street Shop Front and Business Improvement Grant;
7. Sector specific Inward Investment Business Support Offer;
8. Continued work to develop Eastwood CEDARS and Broxtowe Local Enterprise Agency;
9. Funding the most successful and Broxtowe specific skills and training support
10. Work streams that support the Economic Development and Regeneration Strategy.

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Report of the Portfolio Holder for Housing

Review of the Disabled Facilities Grants and Additional Grants Policy

1. Purpose of Report

To seek approval for the review in respect of updated Disabled Facilities and Additional Grants Policy. This is in accordance with the Council's Corporate Priority of Housing to provide a good quality home for everyone by responding to need and to facilitate adaptations for disabled people in the private sector.

2. Recommendation

Cabinet is asked to RESOLVE that the updated Disabled Facilities and Additional Grants Policy be approved.

3. Detail

The Council, in its role as a local housing authority, is under a statutory duty by virtue of the provisions of the Housing Grants Construction and Regeneration Act 1996 (the Act) to provide Disabled Facilities Grants (DFGs) for private sector residential adaptations where the appropriate legislative conditions are met. The purpose of a Disabled Facilities Grant includes making sure the dwelling is safe for the disabled occupant and to overcome obstacles which prevent access to its facilities and amenities.

Although the provision of mandatory DFGs is covered by the Act and the Council must comply with the legislation, the policy (which was developed in collaboration with the other Nottinghamshire authorities) sets out how these matters will be dealt with regard to matters not covered by the legislation and in respect of other priorities and discretionary grants administered by officers within the Private Sector Housing Team.

The grants are funded by an allocation from Central Government through the Better Care Fund. The Policy includes the priority given to mandatory grants and that discretionary grants will only be awarded where the funding is available.

The policy has been updated to reflect legislative and operational changes, to improve the clarity between the mandatory and discretionary grants and increase the discretionary limit. The Policy does not deal with adaptations in Council property which is subject to a separate policy.

A copy of the proposed amended policy is attached at **Appendix 1**. A table summarising the key Policy updates is attached at **Appendix 2**.

4. Key Decision

This report is a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 as the policy applies to all wards in the Borough and the total DFG budget is above £250,000.

5. Updates from Scrutiny

There are no updates from the Policy Overview Working Group as the Policy is an existing and established Policy.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

The cost of Disabled Facilities Grants is recognised in the Council's approved Capital Programme with the scheme being fully funded by an allocation from central government through the Better Care Fund (BCF).

A key consideration is the increase of the discretionary top up to the mandatory grant from £20,000 to £30,000 to allow greater flexibility in cases and reflect the increase in costs of works. Other matters are the inclusion of Warm Homes on Prescription (WHOP), which has historically been approved separately, and the introduction of the Armed Forces revised means test. All of these changes will be funded by the BCF allocation with the caveat in the Policy that any grant is subject to the necessary funding being available.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

The relevant legislation is outlined in the report and policy. The Council must comply with the legislation in order to avoid any challenges that may arise. By having an approved policy in place also helps avoiding such challenges.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable

10. Climate Change Implications

Not applicable.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

As this is a variation to an existing established policy no equality impact assessment has been included.

13. Background Papers

Nil.

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Policy: Disabled Facility and Additional Grants

Author: Suzanne Hickey

Division: Environmental Health/Private Sector Housing

Date: 2 August 2021 Reviewed August 2023

Review Date: January 2025

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1.0 Purpose

This document describes how Broxtowe Borough Council (the Council) will provide both mandatory and discretionary Disabled Facilities Grants (DFG's) and additional discretionary grants for private sector residential adaptations.

This document contains information on eligibility for grant assistance, conditions relating to applications, approval and payment of grants and other relevant conditions and requirements. It is to be read in conjunction with the relevant sections of the Housing Grants Construction and Regeneration Act 1996 (The Act). This Policy has been produced in collaboration with the District Councils within Nottinghamshire and Nottinghamshire County Council.

2.0 Scope

The scope of this Policy includes mandatory and discretionary disabled facilities grants and additional discretionary grants. This Policy excludes adaptations to our own housing stock, which is dealt with by a separate Policy.

3.0 MANDATORY DISABLED FACILITIES GRANTS

- 3.1 The Council, in its role as a local housing authority, is under a statutory duty by virtue of the provisions of the Act to provide Disabled Facilities Grants (DFGs) for private sector residential adaptations where the appropriate legislative conditions are met.
- 3.2 The purpose of a mandatory DFG is set out in the Housing Grants Construction and Regeneration Act 1996 and subsequently supplemented by The Disabled Facilities Grants (Maximum Amounts and Additional Purposes) (England) Order 2008 and The Housing Renewal Grants (Services and Charges) Order 1996, and is broadly summarised as follows:
- Facilitating Access – works to remove or help overcome any obstacles which prevent a disabled occupant move freely into and around a dwelling, access to the garden and enjoying the use of the dwelling (including facilitating access to the principal family room) and the facilities and amenities (including facilitating care of dependant residents - such access as is required to allow for a disabled occupant to provide care for a person who is normally resident whether or not they are related to the disabled person and this may include adaptations to a part of the dwelling to which the disabled person would not normally need access, but which is used by the person to whom they are providing care and therefore it is reasonable for such works to be carried out.),
 - Facilitating access to a room usable for sleeping – works to provide a room usable for sleeping where adaptation of an existing room in a dwelling (upstairs or downstairs) or the access to that room is unsuitable. Where the disabled person shares a bedroom with a

spouse or partner a grant may be given to provide a room of sufficient size so that normal sleeping arrangements can be maintained.

- Facilitating access to a bathroom – This may include provision of, or access to, a WC, washing, bathing and/or showering facilities and includes the use of such facilities,
- Facilitating preparation and cooking of food. This may include rearranging or enlarging a kitchen to improve the manoeuvrability for a wheelchair or mobility aid and to provide specially modified or designed storage units, worktop area etc. Where most of the cooking and preparation of meals is done by another household member, it would not normally be appropriate to carry out full adaptations to the kitchen. However, it might be appropriate to carry out certain adaptations that enable the disabled person to perform minor functions in the kitchen, such as preparing light meals or hot drinks,
- To make a dwelling safe for a disabled applicant and other persons residing with them. This may include the provision of lighting where safety is an issue or for adaptations designed to minimise the risk of danger where the disabled person also has behavioural challenges.
- Facilitating the use by a disabled occupant of a source of power, light or heat. This may include providing or improving a heating system. A grant will not be given to adapt or install heating in rooms which are not normally used by the disabled person. The installation of central heating will only be considered where the well-being and mobility of the disabled person would otherwise be adversely affected.
- Facilitating Access through common parts. This may include works to facilitate access to a dwelling through common parts of a building.

The Council will have regard to the Act and associated guidance in determining the eligibility of any works for DFGs.

- 3.3 In order to approve DFGs, officers will work with the Occupational Therapy (OT) Service at Nottinghamshire County Council in accordance with the requirements of the Act which requires consultation with the relevant social care authority on the adaptation needs of disabled people seeking help through DFG's.
- 3.4 The OT service will make referrals to the Council recommending work to be carried out which is necessary and appropriate in line with the above, to meet the needs of their client. Any referral made by an independent OT will be considered in the same way and the Council will refer all relevant documentation to the Social Care Authority for comment in compliance with its statutory duty to consult. The Council themselves must decide what action to take on the basis of that advice and therefore the type, if any, for which the grant is approved and will consider if it is reasonable and practicable to carry out the relevant works having regard to the age and condition of the property.
- 3.5 Although the provision of mandatory DFGs is covered by the Act and the Council must comply with the legislation, this document sets out the Policy that will be applied by the Council in the provision of grants with regard to matters not covered by the legislation.

3.6 Applicant and eligibility criteria, including property owner or occupation and consent certificates are detailed in the application information.

3.7 Repayment Conditions are detailed in section 7.

Amount of Mandatory DFG

3.8 The maximum amount of a mandatory disabled facilities grant that the Council can pay in respect of any single grant application is set by Order and is currently £30,000. This amount is reduced by any contribution statutorily assessed through a 'Test of Resources' as payable by the grant applicant.

4.0 DISCRETIONARY GRANTS

4.1 In addition to providing mandatory DFGs, the Council has the power to offer discretionary financial assistance by virtue of the Regulatory Reform (Housing Assistance) (England & Wales) Order 2002. This section sets out the Policy that will be applied by the Council in the provision of discretionary grants. Using these powers, the Authority has agreed to offer discretionary grants for private sector residential adaptations in certain specific circumstances. This section relates solely to discretionary grant assistance provided by the Council toward disabled adaptations where eligibility for a mandatory grant has been identified or approved **OR** alternative schemes (such as Dementia Grants, Hospital Discharge, Warm Homes on Prescription etc.) to meet the identified needs of the applicant and which meet the Better Care Funding objectives of reducing the reliance on health and social care by improving the conditions in the home.

Discretionary DFG Top-up (Linked to the Mandatory DFG)

4.2 The Council may provide an additional maximum amount of £30,000 as a discretionary top-up where circumstances are such that the cost of work exceeds £30,000 (either as a result of unforeseen works or the extent of the original work inclusive of a contingency sum, that is recommended to the Council). **This type of assistance will only be offered as a top up for schemes that fall within the mandatory grant headings as previously described.** Any discretionary top-up may however be repayable on any subsequent disposal of the subject property and will be recorded as a charge against the property.

4.3 Any discretionary assistance awarded under this part of the scheme will be given without prejudice and will have no regard to any agreed Nottinghamshire County Council funding or the ability of the applicant to self-fund the identified additional costs. Such discretionary assistance will only be considered having regard to the amount of resources the Authority has at that time. If it does not have sufficient resources available to deal with other referrals that have been passed to the Authority by the Occupational Therapy Service at the time, the Authority reserves the right not to approve any discretionary top-up grant. The

Council will however consider the likely demand for discretionary assistance and where practicable build this into its financial planning and bidding process.

- 4.4 In some cases of hardship and exceptional and compelling circumstances for higher cost adaptations, we may provide a discretionary top-up to the grant beyond the discretionary £30,000 limit. The requests are assessed on a case by case basis and require approval by cabinet as greater than the normal Policy limits. The occupational therapist can endorse and initiate this additional funding request where they are satisfied that the proposed scheme of works is necessary and appropriate to meet the assessed person's needs. This will be subject to funding being available.

Minor Repairs Works (Linked to the Mandatory DFG)

- 4.5 Where a mandatory DFG is to be given in respect of adaptations to a dwelling, the Council may provide funding to undertake minor works at the same time in the same dwelling where it is considered these will have a positive impact on the health and well-being of the disabled person. These works will include the following:
- Works to eliminate Category 1 hazards (Housing Health and Safety Rating System) which could impact on the disabled person.
 - Replacement of single glazed windows, or obsolete double glazed windows, in living rooms, bedrooms, and bathrooms regularly used by the disabled person.
 - Replacement, repair, or upgrade of defective fixed heating systems that will directly impact on the disabled person.
 - Replacement repair, or upgrade of electrical system that will directly impact on the disabled person.
- 4.6 Grant for minor repairs work will not be available in respect of properties where the applicant is a tenant.
- 4.7 The amount of grant given for this purpose will be limited to a maximum of £10,000
- 4.8 The works for which grant is to be made available will be specified by the Housing Grants Officer.
- 4.9 No grant will be made available for works already completed.
- 4.10 The whole of any grant given under this discretion will be recorded as a property charge and will mirror those repayment conditions attached to mandatory DFG's. If the subject property is disposed of within 10 years of the certified date the Authority may require repayment of all or a proportion of the grant following consideration of the reasons behind the disposal. The Authority will apply the same criteria as for mandatory grants in determining if and how much of the grant will be repayable. All grant conditions will cease on expiry of the 10-year period from the certified date.

5.0 OTHER DISCRETIONARY GRANTS

Dementia Adaptations

- 5.1 These grants are available to someone who has been diagnosed with dementia and is still living in their own home. This can be as an owner occupier or tenant.
- 5.2 The scheme will provide a grant of up to £2,500 for minor adaptations designed to help the individual, and their carers, cope with the challenges of living with the condition. A letter from the GP or specialist confirming that dementia has been diagnosed will be required.
- 5.3 The grant can cover adaptations within the home such as:
- Replacing floor coverings that cause confusion or safety issues
 - Replacing tiling or bathroom fittings (such as toilet seats and rails) to improve visual perception
 - Changing cupboards to clear fronted doors, to enable recognition of where items are in the kitchen
 - Changing lighting schemes to improve visibility around the home
 - Installing noise reduction measures
 - Ensuring gardens and paths are level and free from hazards.
- 5.4 The specification for works will be provided by any one of the GP, specialist dementia care worker, occupational therapist, or other suitably qualified practitioner.
- 5.6 The Dementia Adaptation Grants will not cover items that could be funded through a Disabled Facilities Grant or through Nottinghamshire Social Care, but can be used in addition to them.
- 5.7 The Dementia Adaptation Grants will not be subject to the Test of Resources and the grants will not be repayable.

Hospital Discharge Grant

- 5.8 This grant is for people in hospital awaiting discharge back to their homes and provides up to £10,000 to applicants to carry out urgent adaptations and /or other works to their home which are needed to facilitate their discharge from hospital.
- 5.9 Works can include works to the property itself, including work to heating systems. Grant can also be given to undertake clearance of the property where hoarded goods are preventing hospital discharge.
- 5.10 Applicants must be:
- an owner occupier or a tenant in a privately rented property
 - in receipt of a means tested benefit*

- in hospital at the time of referral and awaiting discharge

5.11 The application must be accompanied by a referral from a hospital Occupational Therapist advising of the urgent adaptations that are required to the home to enable discharge.

5.12 The property to be adapted must normally be occupied on a permanent basis by the applicant and their family.

5.13 Works will be ordered to and undertaken by a contractor selected by the Council. Payment of the grant will be made when the works have been completed and evidence of this provided to the Council.

*Currently: Guaranteed pension credit

Housing benefit

Universal Credit

Income based job seekers allowance

Income based employment and support allowance

Working tax credit and/or child tax credit where annual income for the purposes of the tax credit assessment was below £15,276

Council Tax support (excluding single person discount)

5.14 Hospital Discharge Grants are not subject to the Test of Resources and will not be repayable.

5.15 Hospital Discharge grants will not be given in respect of any matters which would be eligible under the Handy Person Adaptation Service (HPAS) or other grant funding.

Warm Homes on Prescription (WHOP)

5.16 These grants are available to residents where they or members of their household have a specified medical condition exacerbated by cold, and they meet the criteria and are in receipt of a qualifying benefit or household income below a specified level.

5.17 A single grant of a maximum of £6,000 will be awarded to eligible applicants in order to undertake improvements to the dwelling to eliminate problems associated with cold or damp.

Examples of such works include, but are not limited to the following:

- Boiler repairs / replacement (NB. This is not an emergency service)
- Provision / replacement of radiators
- New heating controls
- Draught-proofing
- Insulation works

5.18 Currently this scheme is delivered in conjunction with other partner organisations who undertake visits to assess the energy efficiency of the home and whether the resident can afford to keep the house at a healthy temperature. A range of actions are then taken to achieve affordable warmth on

behalf of the householder, including commissioning heating and insulation works, income maximisation (benefits checks and fuel switching) and accessibility to other grant funding measures all of which will allow the resident to remain independent in their own homes.

- 5.19 WHOP Grants are subject to the applicants meeting the specific criteria but are not repayable.

Dual residency for a disabled child

- 5.20 Mandatory DFG's can only be provided to the 'sole or main residence' of the disabled applicant and in circumstances covered by this section it is assumed that one party would apply for any mandatory grant on the basis that the child occupies the subject property as their sole or main residence. The main residence will be determined by consideration of the applicant's particular circumstances including which party receives child benefit and the details of any court order or mediation agreement.
- 5.21 The Authority will consider the details of any court order or mediation agreement and specifically the allocation of time spent with each parent in determining eligibility for assistance. No specific percentage split is proposed by this Policy as each case will be reviewed on its own merits. Factors to be considered include the specific details of any order, likely time to be spent at each property, whether the child will stay overnight at the subject property and for what period etc.
- 5.22 Where dual residency occurs, the Authority may consider the award of a discretionary grant for the other property, if they fall within the headings applied to mandatory schemes and are determined to be necessary, appropriate, reasonable and practicable and having regard to the resources the Authority has available at the time.
- 5.23 Any assistance provided under this heading will be determined and assessed using the mandatory DFG criteria and will be up to a maximum award of £30,000 and will not be subject to any form of means testing as per mandatory DFG applications for children/young persons. The grant will be recorded as a Land Registry charge against the property.
- 5.24 The whole of any grant given under this discretion will be recorded as a property charge and will mirror those repayment conditions attached to mandatory DFG's. If the subject property is disposed of within 10 years of the certified date the Authority may require repayment of all or a proportion of the grant following consideration of the reasons behind the disposal. The Authority will apply the same criteria as for mandatory grants in determining if and how much of the grant will be repayable. All grant conditions will cease on expiry of the 10-year period from the certified date.
- 5.25 Any discretionary award will only be considered having regard to the amount of resources the Authority has at the time. If the Authority does not have sufficient resources left to deal with other mandatory referrals that have been passed to them by the Occupational Therapy Service at the time, the Council reserves

the right not to approve any discretionary assistance. The Council will however consider the likely demand for discretionary assistance and where practicable build this into its financial planning and bidding process

Relocation Grant

- 5.26 A relocation grant may be available to an applicant who owns or privately rents their property if adaptations to their current home through DFG are determined not to be reasonable or practical and they are considering relocation to a property they intend to purchase or rent.
- 5.27 Applicants must be 18 or over on the date of application is made and, in the case of a disabled child, the parent(s) or legal guardian would make the application. Any application must be supported by a recommendation from the Nottinghamshire County Council's OT service or relevant Health or Social Services Care partner in the event of hospital discharge.
- 5.28 The Authority and the OT must be satisfied that the proposed property already meets the needs of the disabled person without further adaptation or are satisfied that it can adapted at a reasonable cost.
- 5.29 Applicants must be relocating within the Authority's boundary. Consideration may be given to a move within Nottinghamshire, but this would require the approval of the relevant district/borough council, whether or not adaptations are required and the scale of any adaptations before a relocation grant can be considered.
- 5.30 A grant of up to £5,000 may be made available towards specific relocation expenses, which includes estate agent fees, legal costs, removal costs and up to a 75% contribution toward cooker and/or fridge if built-in appliances are being left behind and none are, or have been fitted in the new property.
- 5.31 Applications must be submitted prior to the relocation as grants cannot be paid retrospectively. Assistance will not be given toward the purchase price of the new property.
- 5.32 The Authority will require quotations from independent contractors in compliance with the Authority's adopted procurement rules, that realistically reflect the cost of the works/service provided. In some circumstances, one estimate may be accepted if the Authority is satisfied that the cost is reasonable.
- 5.33 All applicants will be required to complete the move within 12 months from the date of approval of their application. Any payments made will be made either directly to the service/work provider or to the grant applicant. Valid invoices or receipt must be provided prior to payment.
- 5.34 If on sale of the applicant's existing property, a net equity of more than £20,000 is released, the Relocation Grant will only fund the physical removal costs. (Net equity refers to any equity released when the purchase price of the new property is less that the existing property's selling price).

- 5.35 If the move is aborted through the fault of the applicant then costs will not be paid, and any costs already paid will be reclaimed from the applicant. If the reason for the move failing is through no fault of the applicant, then the Authority will not recover the costs.
- 5.36 The new property must be the disabled person's main residence and no applicant will be awarded a Relocation Grant on more than one occasion.
- 5.37 The Relocation Grant scheme will be subject to the same Test of Resources as the mandatory Disabled Facilities Grant scheme unless the relocation is for a disabled child in which case no test will be applied.
- 5.38 The whole of any grant given under this discretion will be recorded as a property charge and will mirror those repayment conditions attached to mandatory DFG's. If the subject property is disposed of within 10 years of the certified date the Authority may require repayment of all or a proportion of the grant following consideration of the reasons behind the disposal. The Authority will apply the same criteria as for mandatory grants in determining if and how much of the grant will be repayable. All grant conditions will cease on expiry of the 10-year period from the certified date.

Armed Forces Personnel, Veterans and Immediate Family

- 5.39 As a signatory to the Armed Forces Covenant, Broxtowe Borough Council is committed to supporting both serving and veteran armed forces personnel in any way possible and this includes ensuring those personnel and their families who require adaptations receive appropriate assistance. The limited financial disregard for armed forces pensions and compensation schemes adversely influence contributions required for mandatory DFG. This discretionary grant recognises these barriers and provides solutions to prioritise and be more inclusive to armed forces personnel in the spirit of the covenant. This grant will provide an alternative to a DFG and will not be offered in combination with a mandatory scheme. It does not however restrict or prohibit any individuals right to apply for a mandatory grant.
- 5.40 Eligibility for a grant will be limited to serving and veteran personnel and their co-habiting families who do not live within a recognised Ministry of Defence accommodation or (MOD) base. This is on the basis that the MOD retains responsibility for adapting accommodation of those personnel who reside on base. Applicants for this grant will need to provide suitable evidence of their armed forces or veteran status.
- 5.41 Any application for this discretionary grant will be restricted to those categories of eligible works defined for mandatory grants as detailed in Section 3.2 of this Policy. The scheme will not offer enhanced works so assessment by OT staff will mirror the current DFG process.
- 5.42 The grant will have an amended Test of Resources to remove some of the recognised limitations of the standard DFG Test and provide an enhanced offer to eligible applicants. The means test will disregard in full the following pensions and compensations schemes:

- Armed Forces Pension Scheme,
- Armed Forces Compensation Scheme – Guaranteed Income Payments,
- War Widow pensions.

All other earned and pension income plus eligible capital will be assessed as per the standard test of resources. Any grant offer will be calculated as per a standard DFG – i.e. eligible costs less client contribution using the revised Test of Resources. Competitive quotations for the eligible costs will be required as for other DFGs.

- 5.43 The maximum grant offer will mirror that of the mandatory DFG in force at the time (see Section 3.6) and grant recovery conditions will also mirror those associated with a mandatory DFG. See Section 7

General points in respect of Discretionary Grants

- 5.44 The decision on any application for discretionary grants shall be made by the Head of Environmental Health, Licensing and Private Sector Housing.
- 5.45 Any discretionary DFG will only be considered having regard to the amount of resources the Council has available at the time. If the Council does not have sufficient resources to deal with other referrals that have been received from the Occupational Therapy Service at the time, the Council reserves the right not to approve any discretionary grant. In addition, financial priority will be given to mandatory DFGs referred by the OT Service.

6.0 GENERAL REQUIREMENTS AND GRANT CONDITIONS

The following general requirements and conditions will apply to both mandatory DFGs and discretionary grants.

Cost of Work

- 6.1 The Council uses public money to fund the provision of both mandatory and discretionary grants and as such it must take into account value for money.
- 6.2 When officers schedule the work to be carried out, they will ensure it meets the needs of the applicant but at the same time they will only prepare a basic specification. If grant applicants want to have a higher specification that costs more, they will have to pay the difference themselves.
- 6.3 The applicant will be required to obtain at least two quotes* for the cost of work in accordance with the Authority's adopted procurement rules for the cost of the work. 3 quotes must be obtained for extensions and larger or complex cases. *The provision of stair lifts and other equipment that falls within scope of the Nottinghamshire Procurement Framework, will be exempt from the requirement to obtain 2 quotes, unless specified by the Housing Grants Officer. The grant will usually be approved on the basis of the lowest quote unless there are extenuating circumstances. Where the applicant wants to use a contractor providing a higher quote than the one that is deemed acceptable by the

Council, the applicant will have to pay the difference direct to the contractor. The Council will notify the contractor that the client will have to make a contribution and advise them of its value.

- 6.4 Quotes must be costed on the basis of the individual items in the schedule, provided. An overall price will not be accepted.
- 6.5 If the Council considers that the cost of any individual item or work within a schedule is unreasonably high, even if the overall quote was the lowest, it may reduce the cost allowed to what it considers reasonable for that particular item.
- 6.6 If a grant applicant has a preferred scheme of works that meets their assessed need to the same degree as the scheme proposed by the OT, for example the provision of a ground floor extension in lieu of a vertical through-floor lift installation, the Council will part fund the preferred scheme to the same degree as the grant eligible works. Any extra costs associated with the applicant's preferred scheme, including unforeseen works, architect's fees etc., must be met by the grant applicant. Evidence that the applicant has sufficient funds in place for the extra work must be made available prior to works starting. Nottinghamshire County Council's Occupational Therapy Service will be consulted to ensure that the applicant's preferred scheme meets their assessed need in full. Grant will not be fully paid until the whole scheme has been satisfactorily completed.

Means Tested Contributions

- 6.7 Applicants for DFGs will be required to complete a statutory test of resources form (means test) to determine whether any contribution is to be paid towards the cost of works. At present this does not apply in the case of an application in respect of a disabled child. In the majority of cases a Preliminary Test of Resources will be undertaken prior to the provision of an OT referral to provide the prospective applicant with an early indication of their likely contribution. Such preliminary tests will not be applied in urgent cases or where the OT is aware that the client is in receipt of a passport benefit. The evidenced receipt of a passport benefit (a number of means tested mainstream benefits) will automatically be assessed as having a NIL contribution toward any grant award and will receive full grant.
- 6.8 Where the statutory test of resources determines that the applicant has a contribution to make towards a grant, that contribution will be paid to Broxtowe Borough Council prior to the works commencing. The money will be retained by the Council and paid direct to the builder on satisfactory completion of scheduled works.
- 6.9 In circumstances where an applicant has a degenerative condition and where it is likely additional adaptations may be required over time it should be noted that there is no restriction on further grant applications at a later date. Any contribution paid by an applicant towards an initial application will be deducted from any future assessed contribution if the second application is made within the prescribed period (10 years for owner occupiers and 5 years for tenants).

Grant Approval

- 6.10 The Council is required to approve or refuse the grant within six months of the application being made. An application is deemed to be made when the following documentation is submitted:
- A completed application form
 - The appropriate certification together with proof of ownership or tenancy
 - The appropriate evidence of financial resources in order that the Council can undertake the Test of Resources
 - The appropriate number of quotes
 - Confirmation from the County Council Occupational Therapy Service that the works which are the subject of the application are necessary and appropriate to meet the needs of the disabled occupant
 - Any necessary planning permission/Building Regulation Approval
- 6.11 Officers from the Council's Private Sector Housing Team will work with prospective grant applicants to ensure the appropriate documentation is in place to make a valid application.
- 6.12 The Authority will not usually approve an application for grant where the relevant work has already begun. Any grant offer may be reduced to reflect the works undertaken prior to approval.
- 6.13 The Authority will not approve an application for a DFG if the relevant works have been completed.

7.0 PAYMENT OF GRANT

Completion of work

- 7.1 The legislation requires the Council to pay the grant on condition that the work has been carried out to its satisfaction. It also states that the Council is able to pay the contractor direct where it has advised the grant applicant prior to the grant being approved that this would be the method of payment.
- 7.2 The Council's officers will inspect the works once completed and if in their professional opinion the work has been carried out satisfactorily, the Council will pay the value of the grant. The Council will always pay the contractor direct, other than in exceptional circumstances. Any other payments that the grant applicant is responsible for must be made by the applicant. If the Council is not satisfied with the standard of work it will retain the grant money until such time as any works issues have been resolved at which point they will pay the contractor.
- 7.3 The payment will be processed in consultation with the grant applicant.

- 7.4 If there is a dispute between the grant applicant and the contractor, but the Council is satisfied that the work has been completed to an adequate standard, the Council may arrange review by another officer with relevant experience or, may appoint an independent suitably qualified surveyor to assess the standard of such works.
- 7.5 Where a request is received for a grant to be paid in instalments, any contribution which the applicant is required to make based on the Test of Resources must be paid to the contractor before any element of the grant funding is released.

Changes in circumstances

- 7.6 In some cases there is a change in circumstances after the grant has been approved that affects the payment of grant. These circumstances (which are prescribed in the legislation) are;
- where the works cease to be necessary or appropriate to meet the needs of the disabled occupant;
 - the disabled occupant ceases to occupy the dwelling; or
 - the disabled occupant dies.
- 7.7 In such circumstances, the legislation states that the Council can take such action as appears to be appropriate and may decide:
- that no grant shall be paid or as the case may be, no further instalments shall be paid;
 - that the works or some of them should be completed and the grant or an appropriate proportion of it paid; or
 - that the application should be re-determined in the light of the new circumstances.
- 7.8 The Council has the right under the legislation to demand any instalment that has already been paid to be repaid to the Council forthwith together with interest from the date on which it was paid until repayment.
- 7.9 Where the applicant has a contribution to pay, the Council will seek to recover any instalments already paid up to the value of the contribution. If the amount of contribution does not cover the instalments that have been made, the Council will consider each case on its own merits in deciding whether to recover any further payments.
- 7.10 Where the applicant has no contribution to pay (i.e. the grant is for 100% of the costs of works) the Council will consider each case on its own merits in deciding whether to recover any instalments.
- 7.11 Decisions in respect of the Council's action relating to a change of circumstances shall be made by the Head of Environmental Health, Licensing and Private Sector Housing.

Cases in which grant may be recalculated, withheld or repaid

- 7.12 The Council is entitled to refuse to pay a grant or any further instalment of a grant which remains to be repaid or make a reduction in the amount of grant in the following situations detailed in the legislation:
- The Council ascertains that the amount of grant was approved on the basis of inaccurate or incomplete information and exceeds that which the grant applicant was entitled,
 - The Council ascertain that without their knowledge the eligible works were started before the application was approved,
 - The works are not completed within 12 months,
 - The cost of works is less than the estimated expense upon which the grant was calculated,
 - The work has been carried out by a contractor who was not one of the contractors who originally quoted for the work.
- 7.13 Where any of the above circumstances arise, the Council can demand repayment by the applicant in whole or part, of the grant or any instalment of the grant paid together with interest from the date of payment until repayment. In cases where the applicant has a contribution to pay, the Council will seek to recover any instalments up to the value of the contribution. If the amount of contribution does not cover the instalments that have been made, the Council will consider each case on its own merits in deciding whether to recover any further payments.

Repayment in case of compensation

- 7.14 It is a condition of the grant that the applicant takes reasonable steps to pursue any relevant claim and to repay the grant so far as appropriate out of the proceeds of such a claim. A claim is:
- (i) an insurance claim or legal claim against another person in respect of damages to the premises to which the grant relates, or
 - (ii) a legal claim for damages in which the cost of the works to premises to which the grant relates is a part of the claim, and a claim is a relevant claim to the extent that the works to make good the damage or the cost of which is claimed are works to which the grant relates.
- 7.15 In the event of a breach of this condition the applicant shall on demand pay to the Authority the amount of grant so far as relating to any such works together with compound interest from such date as may be determined, calculated at such reasonable rates as the Authority may determine.
- 7.16 The Authority may determine not to make such a demand or to demand a lesser amount. The assumption is that the amount will be demanded in full however on representations from the applicant, the Authority will consider each case on its own merits.

General Provisions

- 7.17 Where work has commenced but grant entitlement has ceased and where the Council has decided that the works or some of them should be completed and the grant, or an appropriate proportion of it, repaid, the Council will arrange to make good the work so that the property is safe, secure and water-tight.
- 7.18 This may not include carrying out such work as finishing internal surfaces and plumbing any new facilities (unless these are the only facilities in the property) for example. Any work over and above making the property safe, secure and water-tight may have to be paid for by the applicant or some other appropriate person.
- 7.19 Decisions in respect of the Council's action in respect of grant being deferred, re-calculated, withheld, or re-paid shall be made by the Head of Environmental Health, Licensing and Private Sector Housing.

Deferring of Grant Payments

- 7.20 The Council has the discretion to defer any payment of an approved grant for a period of up to 12 months from the date of grant approval. Any such decision must be set out in within the grant approval notice.

8.0 INSTALLATION OF EQUIPMENT AND MAINTENANCE

- 8.1 Equipment which can be installed and removed fairly easily with little or no structural modification will not be funded by either a mandatory or discretionary DFG. The cost of supplying such equipment will fall to Nottinghamshire County Council.
- 8.2 Typically the type of equipment that will be covered by a mandatory DFG includes the following (although this is not an exhaustive list):
- Stair lifts
 - Ceiling track hoists (excluding slings)
 - Through floor lifts
 - Rise and fall showering tables that are electrically powered
 - Rise and fall baths that are electrically powered
 - Wash and dry toilets
- 8.3 Where the provision of equipment is funded by a mandatory DFG it is usually the responsibility of the applicant to take out the necessary insurances and maintenance agreements to ensure the equipment is properly maintained. However, the Council will include within the grant the cost of a supplier's standard maintenance agreement to give cover for up to five years. This will exclude hoists where cover is arranged by Nottinghamshire County Council.
- 8.4 If a grant application is made for new equipment, it will not be approved if it can be shown that the equipment can be repaired at a cheaper cost than renewal. In such cases the costs of the repairs will fall to the householder.

9.0 CHOICE OF CONTRACTORS AND AGENTS

Contractual Relationships

- 9.1 Following the referral from the Occupational Therapy Service at Nottinghamshire County Council, officers from Broxtowe Borough Council will schedule the works that are required. The scheduled works will form the basis upon which contractors quote. As referred to above, the grant applicant will need to obtain appropriate quotations, however officers may source such quotes on behalf of the applicant if requested.
- 9.2 Whilst work is being undertaken, the Housing Grants Officer may visit the property to ensure that the work is being undertaken satisfactorily and when the work is completed, the officer will carry out a final inspection to ensure it has been completed satisfactorily.
- 9.3 However, except in respect of Hospital Discharge Grants, the Council is in no way responsible for the work of the contractor and there are no contractual obligations between the contractor and the Council. The purpose of the final inspection is simply to protect the public purse. All contractual relationships with respect to the carrying out of the work are between the grant applicant and the contractor.
- 9.4 If there is a dispute between the grant applicant and the contractor, the Council will not be able to get involved unless by some act or default where the Council has caused the issue which has led to the dispute.
- 9.5 Within the parameters of the legislation, the choice of contractor and any agent is that of the grant applicant. The Council will provide a list of contractors and agents who carry out this type of work. However, although contractors will be removed from the list if the Council becomes aware of unacceptable standards or practices, inclusion on the list does not constitute any recommendation by the Council or offer any form of guarantee.

10.0 REPAYMENT OF GRANT

- 10.1 In the case of mandatory grants, if the applicant (the recipient) has a qualifying owner's interest in the premises on which the relevant works are carried out, the Council will register a local land charge against their property, where the grant payment exceeds £5,000.

The Council will demand the repayment by the recipient of such part of the grant that exceeds £5,000 (but may not demand an amount in excess of £10,000) if—

- (a) the recipient disposes (whether by sale, assignment, transfer or otherwise) of the premises in respect of which the grant was given within 10 years of the certified date (the date the Council has certified the works have been carried out to its satisfaction); and

- (b) the Council, having considered—
 - (i) the extent to which the recipient of the grant would suffer financial hardship were they be required to repay all or any of the grant;
 - (ii) whether the disposal of the premises is to enable the recipient of the grant to take up employment, or to change the location of his employment;
 - (iii) whether the disposal is made for reasons connected with the physical or mental health or well-being of the recipient of the grant or of a disabled occupant of the premises; and
 - (iv) whether the disposal is made to enable the recipient of the grant to live with, or near, any person who is disabled or infirm and in need of care, which the recipient of the grant is intending to provide, or who is intending to provide care of which the recipient of the grant is in need by reason of disability or infirmity,

is satisfied that it is reasonable in all the circumstances to require the repayment.

If a grant recipient is of the opinion that any of the exemptions may be appropriate, they will be required to submit written representations to the Council setting out their case in full. The decision on whether to waive the grant recovery will be made by the Head of Environmental Health, Licensing and Private Sector Housing in consultation with the Head of Finance.

If no exemption is deemed appropriate the eligible element of the grant that can be reclaimed following a disposal of the property will be recovered in full.

Where an applicant is dissatisfied with a decision to demand repayment, they can access the Council's formal complaints procedure.

- 10.2 In the case of Top-up Grants, Dual-residency Grants, and Relocation Grants, the whole of any grant given under this discretion will be recorded as a property charge and will mirror those repayment conditions attached to mandatory DFG's. If the subject property is disposed of within 10 years of the certified date the Authority may require repayment of all or a proportion of the grant following consideration of the reasons behind the disposal. The Authority will apply the same criteria as for mandatory grants in determining if and how much of the grant will be repayable. All grant conditions will cease on expiry of the 10-year period from the certified date.

11.0 COMPLAINTS

- 11.1 Where an applicant is dissatisfied with the service they have received (including where a grant has been refused), they should contact the Head of Environmental Health, Licensing and Private Sector Housing in the first instance. If the matter is not resolved to the applicant's satisfaction they can access the Council's formal complaints procedure.

12.0 Risk

Risk	Mitigation
Risk of Policy being unlawfully drafted	Legal section checks the Policy before approval
Risk of unreasonable decision-making	Clear criteria spelt out in Policy

13.0 Responsibilities

The Head of Environmental Health, Licensing and Private Sector Housing has delegated authority to make minor Policy amendments which do not affect the broad thrust of Policy direction. Other changes must be approved by Cabinet.

The Head of Environmental Health, Licensing and Private Sector Housing will be responsible for ensuring records of applications and decisions are kept in accordance with the Council's document retention scheme

14.0 Related Policies, Standards and Guidelines

Enforcement Policy

15.0 Review

This document will be reviewed every five-years as a minimum or wherever there may be a change of influencing circumstances.

16.0 Document Information

Information Type	Document Information
Title	Disabled Facilities Grants Policy
Keywords	Disabled Facilities Grants, Grants
Format	Accessible
Author	Suzanne Hickey
Owner	Suzanne Hickey
Classification	OFFICIAL
Date Created	03.08.2021
Last Review Date	31.01.2025
Next Review Date	31.03.2028
Date to Dispose	

Document History

Date	Summary of Changes	Version
01.4.2017	Document Created	
01.9.2020	Document amended in respect of repayments	
30.7.2021	Review and additions	
24/01/2025	Review, update, addition of WHOP, Armed Forces Section and increase of discretionary top up linked to mandatory to £30,000.	

Coverage

Name/Group:

All Staff in environmental health section

End of Document

Appendix 2

Policy Section	Suggested Change	Reason for Change
Title and subheadings	Addition of 'and other grants'	To accurately reflect that the policy also covers additional grants either linked to the mandatory DFG or standalone.
3.2	Addition of the wording 'and subsequently been added to by The Disabled Facilities Grants (Maximum Amounts and Additional Purposes) (England) Order 2008,' Additional information provided on categories of work which may be eligible for a grant	Updated reference To provide clarity
3.3	Expanded information on duty to consult with Authority responsible for social care	Not previously explicit
3.4	Addition of wording 'Any referral made by an independent OT will be considered in the same way and the Council will refer all relevant documentation to the Social Care Authority for comment in compliance with its statutory duty to consult.'	No reference to independent Occupational Therapist referrals.
Various Sections	Changes in numbering through document. Update	To take into account additions, reorganisation of sections and general tidying

Policy Section	Suggested Change	Reason for Change
3.6	<p>Removed next sentence from section 3.6 and created new section 4.0 Discretionary Top-up.</p> <p>And renumbering to 4.2. However, the Council may provide an additional maximum amount of £30,000 as a discretionary top-up where circumstances are such that the cost of work exceeds £30,000 (either as a result of unforeseen works or the extent of the original work that is recommended to the Council).</p> <p>Added: This type of assistance will only be offered as a top up for schemes that fall within the mandatory grant headings as previously described.</p>	<p>To highlight different grants more clearly.</p> <p>Increase discretionary top-up from £20,000 to £30,000 to allow greater flexibility in cases and reflect the increase in costs of works.</p> <p>To provide clarity</p>
3.7	<p>Renumbered to 4.1. Addition of sentence at the end. Using these powers, the Authority has agreed to offer discretionary grants for private sector residential adaptations in certain specific circumstances. This section relates solely to discretionary grant assistance provided by the Council toward disabled adaptations where eligibility for a mandatory grant has been identified or approved or alternative schemes (such as Dementia Grants, Hospital Discharge, Warm Homes on Prescription etc. to meet the identified needs of the applicant and which meet the Better Care Funding objectives of reducing the reliance on health and social care by improving the conditions in the home.</p>	<p>To update the range of additional discretionary grants offered (include Warm Homes on Prescription). To clarify that some discretionary grants are only offered in conjunction with mandatory DFGs using the same criteria and some grants are stand alone.</p>

Policy Section	Suggested Change	Reason for Change
Discretionary Top up to Mandatory Grant	Addition 4.4. In some cases of hardship and exceptional and compelling circumstances or higher cost adaptations, we may provide a discretionary top-up to the DFG beyond the discretionary £30,000 limit. The requests are assessed on a case by case basis and require approval by cabinet as outside the policy. The occupational therapist can endorse and initiate this additional funding request where they are satisfied that the proposed scheme of works is necessary and appropriate to meet the assessed person's needs. This will be subject to funding being available.	To clarify how requests outside the Policy limits will be dealt with.
5.17 to 5.20	Addition of section on Warms Home on Prescription (WHOP)	When introduced covered by a separate Policy and team so now incorporated into main Policy with other discretionary grants dealt with by Private Sector Housing
5.23	Additional sentence. Where dual residency occurs, the Authority may consider the award of a discretionary grant for the other property, if they fall within the headings applied to mandatory schemes and are determined to be necessary, appropriate, reasonable and practicable and having regard to the resources the Authority has available at the time .	To clarify application of a discretionary grant in the case of dual residency of a child
5.40 to 5.44	Addition of section on Armed Forces Personnel	To update the policy to include Armed Forces Personnel and provide an amended test of resources to disregard armed forces pensions.

Policy Section	Suggested Change	Reason for Change
6.3	Remove depending on cost Clarify that only 1 quote is required if a procurement framework is in place and 3 quotes required for larger projects/extensions or complex cases	to in accordance with the Authority's adopted procurement rules for the cost of the work. Addition of a sentence The provision of stair lifts and other equipment that falls within scope of the requirement to obtain 2 quotes.
7.2	Addition of The Council will always pay the contractor direct, other than in exceptional circumstances.	Wording updated to reflect the information in the grant approval document

Report of the Portfolio Holder for Economic Development and Asset Management

UK High Street Rental Auctions – Early Adopters Programme

1. Purpose of Report

To gain formal endorsement for and explain the Council's role in the MHCLG High Street Rental Auctions (HSRA) Early Adopters Programme for Stapleford Town Centre.

2. Recommendation

Cabinet is asked to NOTE the intended outcome and implications of the Borough Council's participation in the Early Adopters Programme and request an update report once the work is underway and RESOLVE that Broxtowe Borough Council formally approve participation in the above Early Adopters Programme to support the work of the Stapleford Town Deal Board.

3. Detail

The legislative framework for High Street Retail Auctions is set out in Part 10 of the Levelling-Up and Regeneration Act 2023, supplemented by the Local Authorities (Rental Auctions) and Town and Country Planning (General Permitted Development Amended Regulations 2024. This came into force on 2 December 2024. The proposed implementation of the legislation was delayed as a result of the General Election. Prior to these delays the Stapleford Town Deal Executive Board voted to request that the Council be requested to use these new powers to tackle a number of properties which for unknown reasons had declined offers of a Town Deal grant support. All these properties have stood empty, some have deteriorated markedly, and they generally detract from the work undertaken in the rest of the town.

HSRAs are a new permissive power for Local Authorities to require landlords to rent out persistently vacant commercial properties to new tenants such as local businesses or community groups. Local Authorities will be able to take action to fill long term vacant properties by auctioning lease rights of up to five years. The process has some new resources and has been designed to have several intercept points where landlords of such premises and Councils can work together to find common ground rather than being a rigorous enforcement regime for non-compliance. As it is still an unproven process, MHCLG have invited a number of authorities to be pathfinders. The Communities and Inclusive Growth Policy and Strategy Division have made it clear that there is not one right or wrong way to achieve the outcomes and there is some scope for trialling and experimenting how each stage can work given local circumstances. Four pilot authorities have been working with the unit in the run up to December but a call to widen the cohort was made. Broxtowe has registered and is now

one of the twelve Councils on the HSRA 'Early Adopter' Programme with Bassetlaw, Barnsley, Camden, Darlington, Hillingdon, Lichfield, Mansfield, Medway, North Northamptonshire, North Somerset and Westminster.

In total the HSRA process takes 22 to 24 weeks as shown in the attached **Appendix 1**. It involves a notice period and an auction period. Prior to these subsequent stages there is a need to announce and consult with the community concerned via a 28-day minimum engagement period. This must be evidence led. The need for this HSRA initiative has been established with the Stapleford Town Deal Executive Board as far back as 8 December 2023. We have discussed the implementation of the HSRA initiative at Stapleford Town Deal Delivery Boards and at the last meeting, 19 February 2025, it was proposed we proceed with the announcement of the start of the process. As the Council approaches what might be the last full year of the Town Deal, it was thought there was a need to move as quickly as possible as regards to Stapleford. The trial area is limited to the area of Stapleford used to attract the Town Centre Recovery Grants. A requirement for the process is to prove that the occupation of the premises would be beneficial to the local economy, society or environment can be unequivocally demonstrated. Any properties which satisfy the 'vacancy condition' (unoccupied continuously for 12 months or for at least 366 days non-continuously within a 24-month period) will be under consideration. **Appendix 2** is a draft flyer for the announcement to the public that the HSRA initiative is about to take place.

Some Government funding, detailed here <https://www.gov.uk/government/publications/high-street-rental-auctions-grants-for-local-authorities/high-street-rental-auctions-fund-prospectus>, is available at between £3,000 and £8,000 via an application process for the development of a vacancy register to support the implementation of the scheme (conditions apply). There is a £1.5 million refurbishment fund which will be awarded on a rolling programme through to January 2026 to help bring premises up to a condition where they can be rented. The rules have stipulated expenditure at £40,000 to £79,000 per property based on the size and the average is expected to be approximately £50,000 per property. A 'new burdens payment' will compensate Local Authorities for costs incurred in the implementation of the new powers. This payment will offset the marketing, auction and legal costs incurred as a result of implementing the regulations up to the value of £5,223 per auction. If the initial notice is served and the local authority does not progress the case to the marketing stage, then the Council is only entitled to draw down £1,791. It is expected that some Stapleford Town Deal funding might also be required as these values are yet to be tested. Although Stapleford and the Town Deal provides an optimum opportunity to see if HSRA can make a difference, the whole of the Borough has been registered. If resources allow, the initiative could be expanded to other towns or discrete areas of the Borough.

4. Key Decision

This report is not a key decision.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

There are no additional budget implications to consider at this stage. It is anticipated that a New Burdens compensation payment would compensate the Council for costs incurred in the implementation of the new powers.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

At this stage approval is being sought to sign up to the Early Adopter Programme and the Council's timescales for progressing this throughout 2025 is detailed in the body of the report. There will be no legal penalties if at a later date the Council choose not to progress the HRSA. However, this is an opportunity for the Council to progress the use of these new powers to provide a benefit to Stapleford Town Centre. The relevant legislation has been referred to in the body of the report.

8. Human Resources Implications

The comments from the Human Resources Manager were as follows:

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

Not applicable.

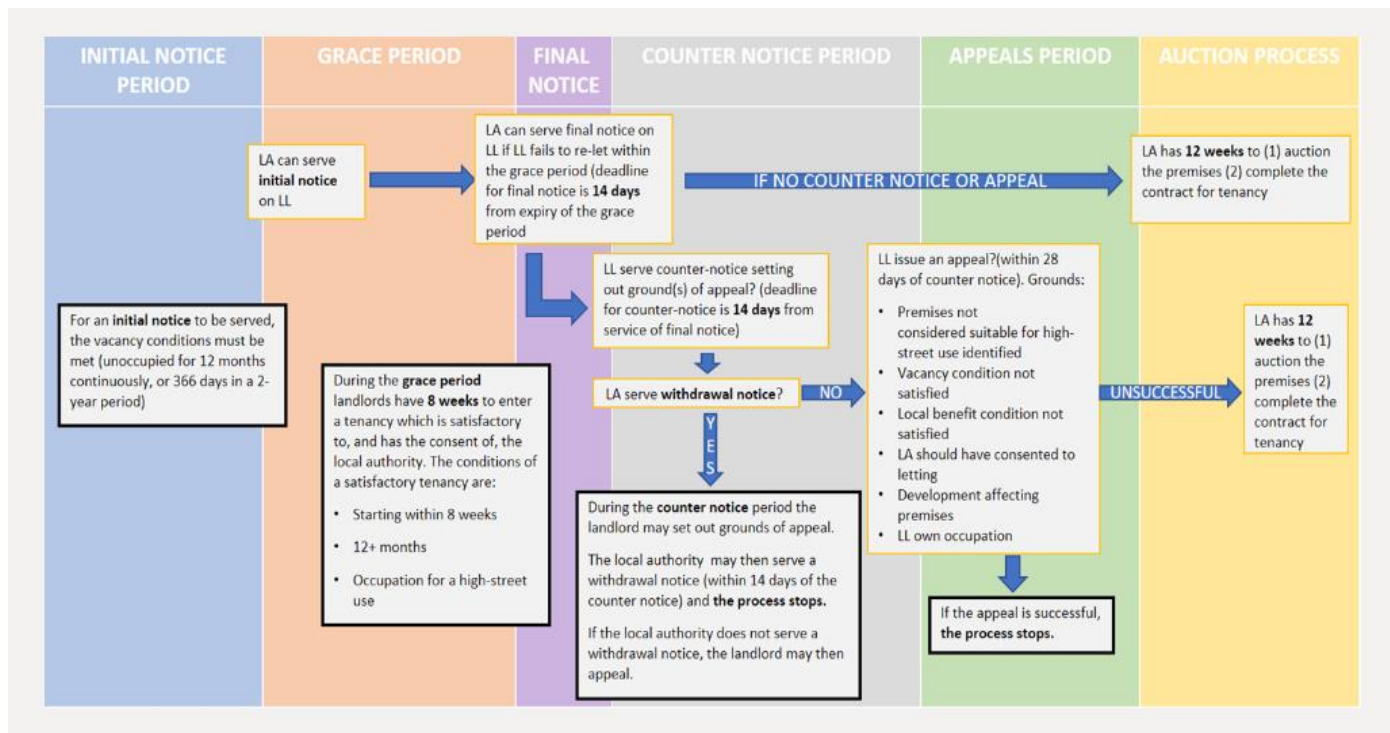
13. Background Papers

Nil.

Appendix 1

The High Street Rental Auction Process

Please see the below image to summarise the process.



Please see the below for more detail on the process

Initial Letting Notice

This is required to be served by the Local Authority if both of the following conditions are met; the premises has been unoccupied for: (i) the whole of the immediately preceding year; or (ii) 366 days in the immediately preceding two years *and* that the local authority is satisfied that the occupation of the premises for a suitable high street use would be beneficial to the local economy, environment or society.

Grace Period

Once the Initial Letting Notice has been served, an eight-week Grace Period begins. During this period, landlords are required to do up their utmost to enter a tenancy which is satisfactory to, and has the consent of, the local authority. The conditions of a satisfactory tenancy are that it starts within the eight-week Grace Period notice, the length of the tenancy is at least 12 months and that occupation is for a high-street use.

Final notice

Local Authorities can serve Final Notice on the landlord if the landlord fails to re-let within the grace period (the deadline for issuing a Final Notice is 14 days from expiry

of the Grace Period). Under a Final Letting Notice, the landlord cannot grant a lease/license without the consent of the local authority.

If, after 14 days of the Final Notice being served, there is no Counter Notice served by the landlord, the local authority can start the auction process.

Counter Notice Period

During the Counter Notice Period, the landlord can then serve a Counter Notice setting out ground(s) of appeal (the deadline for submitting a Counter Notice is 14 days from service of the Final Notice).

The Local Authority may then serve a Withdrawal Notice (within 14 days of the submission of the Counter Notice) and **the process stops**.

If the Local Authority does not serve a Withdrawal Notice, the landlord may then appeal.

Appeals period

The landlord may issue an Appeal (within 28 days of a Counter Notice submission). Grounds for appeal include:

- Premises not considered suitable for high-street use identified
- Vacancy condition not satisfied
- Local benefit condition not satisfied
- Local Authority should have consented to letting
- Development affecting premises
- Landlord intends for their own occupation

If the Appeal is successful, **the process stops**.

Auction process

If the Appeal is unsuccessful, or if there is no Counter Notice or Appeal in the first place: the local authority then has 12 weeks to (1) auction the premises (2) complete the contract for a tenancy.

The Local Authority's power to contract arises when 42 days has elapsed since the delivery of a Final Letting Notice, a Rental Auction has been carried out and the premises has not been let.

The premises must be used mainly for the high street use designated prior to the Rental Auction, the term must be at least one year but no more than five, the letting will be outside security of tenure, the letting must satisfy certain criteria from the Act and that rent payable will be determined through the Rental Auction process.

Landlords would be obliged from their own costs, to bring the premises up to a minimum standard ensuring that the premises are safe, secure and stable.

Regarding marketing, the Local Authority would need to list all potential High Street Rental Auction properties on their website and is responsible for putting together the auction packs.

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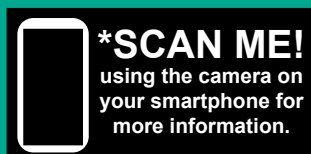


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Stapleford High Street Rental Auction (HSRA) Initiative

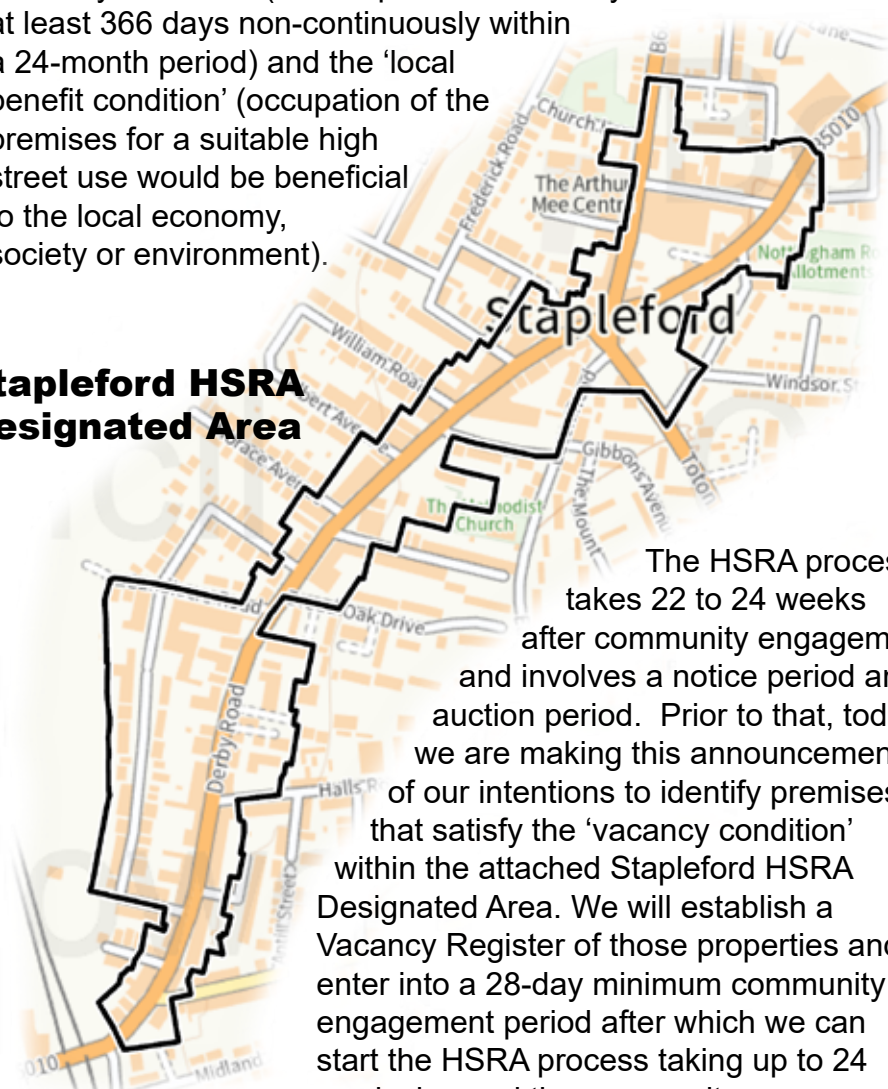
HSRAs are a new permissive power for local authorities to require landlords to rent out persistently vacant commercial properties to new tenants such as local businesses or community groups. Local authorities will be able to take action to fill long term vacant properties by auctioning lease rights of up to 5 years.

Broxtowe Borough Council have registered with the Government as one of twelve councils in England now on the HSRA 'Early Adopter' programme.



When we select the premises for HSRA, it must satisfy the 'vacancy condition' (unoccupied continuously for 12 months or for at least 366 days non-continuously within a 24-month period) and the 'local benefit condition' (occupation of the premises for a suitable high street use would be beneficial to the local economy, society or environment).

Stapleford HSRA Designated Area



The HSRA process takes 22 to 24 weeks after community engagement and involves a notice period and auction period. Prior to that, today we are making this announcement of our intentions to identify premises that satisfy the 'vacancy condition' within the attached Stapleford HSRA Designated Area. We will establish a Vacancy Register of those properties and enter into a 28-day minimum community engagement period after which we can start the HSRA process taking up to 24 weeks beyond the community engagement period.

Report of the Portfolio Holder for Economic Development and Asset Management

Greater Nottingham Strategic Plan Regulation 19 and Local Development Scheme

1. Purpose of Report

To seek approval to undertake a further Regulation 19 consultation on the draft Greater Nottingham Strategic Plan due to changes which have taken place since the previous consultation and to make updates to the Local Development Scheme to reflect the new timetable for producing the Strategic Plan. The Strategic Plan is in accordance with all of the Council's corporate priorities, particularly providing a good quality home for everyone. Detail is contained within the report as to the reasons for this item being exempt from the call-in process.

2. Recommendation

Cabinet is asked to RESOLVE that:

- 1. The previous Regulation 19 Publication Draft of the Greater Nottingham Strategic Plan (published for consultation on 4 November 2024) be withdrawn;**
- 2. The Publication Draft Greater Nottingham Strategic Plan (March 2025), Sustainability Appraisal and supporting documents be approved in so far as it relates to Broxtowe Borough, to allow a period of public representations;**
- 3. Authority be delegated to the Assistant Director of Planning and Economic Development, in conjunction with the Leader and Deputy Leader of the Council, to make any minor editing changes such as typographical, formatting or changes to imagery necessary to the Publication Draft Greater Nottingham Strategic Plan and any supporting evidence documents prior to consultation; and**
- 4. The updated Local Development Scheme (March 2025) be adopted.**

3. Detail

Broxtowe Borough Council has been preparing the Greater Nottingham Strategic Plan in partnership with Gedling Borough, Nottingham City and Rushcliffe Borough Councils. A consultation was undertaken on the draft Greater Nottingham Strategic Plan from 4 November to 16 December 2024. The intention was to submit the Strategic Plan for examination following this period of consultation.

On 12 December 2024, the Government published the updated National Planning Policy Framework. This has implications for the Strategic Plan as it

made changes to the transitional arrangements which set out how local plans should implement the changes made to national planning policy, particularly in respect of meeting higher housing targets.

For reasons set out below, further consultation on the Strategic Plan must begin on 12 March 2025 in order to comply with the National Planning Policy Framework transitional arrangements. Failure to undertake the consultation on this date would result in having to start plan production again and significantly increase the housing targets, resulting in considerable delay and expense to the three authorities (Broxtowe, Nottingham City and Rushcliffe). A call-in period would therefore prevent the consultation being undertaken within the required timeframe. The Chair of the Overview and Scrutiny Committee, in accordance with the Constitution, has given permission for the item to be excluded from call-in based on the reasons stated. A notice was published on 15 January 2025.

Changes to Housing Targets

In order to proceed with the existing Strategic Plan and to prevent having to restart the plan preparation process, authorities are required to have housing targets within 80% of the updated 'standard method' (the calculation the Government use to calculate housing need) and be at Regulation 19 stage by 12 March 2025.

The previous Publication Draft of the Strategic Plan consultation did not meet the 80% requirement. There is therefore a need for the housing target for Broxtowe to be increased from 8,250 to 8,950 and a further consultation undertaken.

	2024 Reg. 19 Housing Target	New Standard Method	2025 Reg. 19 Housing Target (80% of Standard Method)	Estimated Housing Supply
Broxtowe	8,250	11,175	8,950	9,861
Nottingham City	26,690	22,451	26,690	26,686
Rushcliffe	11,360	14,946	11,960	14,144
Total	46,300	48,572	47,600	50,691

It should be noted that the updated target is still significantly below the housing target the Council would have to use if meeting the full standard method which would be 11,175 homes. Broxtowe and Rushcliffe have followed the same approach to calculate their housing target. Nottingham City has a housing target figure based on their supply to fit their growth ambitions.

The change for Broxtowe is the equivalent of an extra 39 dwellings per year.

	2024 Reg 19 Housing Target	New Standard Method	2025 Reg 19 Housing Target (80% of Standard Method)
Annual Target for Broxtowe	458	621	497

Gedling Withdrawal

Following the publication of the updated National Planning Policy Framework, Gedling Borough Council has announced that they are withdrawing from the Greater Nottingham Strategic Plan and are going to proceed to produce a Gedling Local Development Plan.

Their justification for doing this is that Gedling consider that they need to allocate a range of new sites to meet their housing need in full due to having insufficient supply and that the best way to do this is through their own plan. They are concerned that they would not have a five-year housing land supply and consider that their approach will deliver more housing, more quickly in accordance with their pro-growth agenda.

However, Broxtowe, Nottingham City and Rushcliffe consider that it is vital to get an adopted plan in place promptly to prevent speculative development and to ensure planned development is supported by the necessary infrastructure. It is also noted that a significant amount of time and resource has been committed to get the Strategic Plan to this stage and that there are significant benefits of partnership working.

The Strategic Plan has therefore been updated to reflect the updated housing target and to remove a number of Gedling specific references and policies from the plan. It is proposed that a new consultation on the Regulation 19 Publication Draft will be undertaken from 12 March 2025 for a period of six weeks.

Next Steps

Approval is sought to withdraw the previous Regulation 19 Publication Draft published for consultation in November 2024. However, respondents will have the opportunity to select an option for their previous comments to be 'carried forward' rather than have to submit a full response again.

The Councils have produced a detailed evidence base to support the preparation of the Strategic Plan. The main documents forming the evidence base are set out below in **Appendix 1**. All documentation associated with the consultation will be available at www.gnplan.org.uk/evidence-base. **Appendix 2** contains the

Publication Version of the Greater Nottingham Strategic Plan (March 2025) and is circulated separately with the agenda.

To reflect the changes made to the housing targets and the withdrawal of Gedling from the Strategic Plan, a select number of documents have been updated. This includes the Housing Background Paper, the Employment Background Paper and the Sustainability Appraisal (SA). The SA includes an additional options appraisal to consider different approaches to the housing targets. The majority of evidence base documents do not need to be updated.

Following the consultation, the Councils will consider the responses and will then proceed to submitting the Strategic Plan for examination (subject to obtaining necessary approvals).

The Strategic Plan remains unchanged other than the changes referred to above. The large majority of Broxtowe's housing target is to be provided within or adjoining the main built up area. Three housing allocations are included within the Strategic Plan:

- Boots (existing allocation being carried forward);
- Field Farm (existing allocation being carried forward); and
- Toton and Chetwynd Barracks (2,700 homes in the Plan period).

Boots and Field Farm are existing allocations and are being 'carried forward' in the Strategic Plan to ensure there are policies in place should any revised planning applications be submitted. Toton and Chetwynd Barracks are existing allocations in the Part 2 Local Plan. The allocations have been combined to form a single allocation to reflect the need to ensure a coordinated approach to infrastructure delivery and to reflect the single Supplementary Planning Document which covers the site. An additional parcel of land to the north of the tram line is proposed to be removed from the Green Belt and added to the allocation to facilitate the delivery of key transport infrastructure. The Strategic Plan sets out "exceptional circumstances" required to justify this further Green belt release.

The Publication Draft Plan proposes to allocate sites at the former Bennerley Coal Disposal Point on 61 hectares of land and on part of the former Ratcliffe on Soar Power Station Site on 36.4 hectares (Rushcliffe Borough). These sites benefit from rail connections and are partly brownfield. The Bennerley allocation includes the requirement to deliver a country park as part of the development and sets out exceptional circumstances required to justify Green Belt release. The two strategic allocations for large scale distribution and logistics will lead to a significant uplift in terms of the Plan Area's contribution to meeting regional needs for this specialist distribution and logistics sector.

There are a range of policies covering topics such as climate change, town centres, blue and green infrastructure and heritage.

The Sustainability Appraisal is a legal requirement of plan preparation. The Greater Nottingham Strategic Plan Sustainability Appraisal Report, September 2024 has been prepared to fulfil the requirements of the Planning and Compulsory Purchase Act (2004), and the requirements of the EU Strategic Environmental Assessment Directive transposed in the UK by the Environmental Assessment of Plans and Programmes Regulations 2004. The Sustainability Appraisal Report forms part of the Publication Draft consultation and can be viewed at www.gnplan.org.uk/evidence-base.

The Council also has a requirement to set out how it will effectively engage with communities during plan preparation in the Statement of Community Involvement. When assessing the plan's legal compliance, the examining inspector will consider whether it has been consulted on in line with the Statement of Community Involvement's objectives. The consultation statements are also viewable on the evidence base.

To reflect the updated timescales, the Local Development Scheme has been updated. The Government also requires all local authorities to submit an updated Local Development Scheme. Therefore, approval is sought to adopt the updated Local Development Scheme which is included in Appendix 3.

Stage	Date
Pre-submission Regulation 19 Draft	March 2025
Submission of plan (Regulation 22)	September 2025
Examination in Public/ Hearings	October 2025
Receipt of Inspector's Report	August 2026
Estimated Adoption	September 2026

Alternative Options

An alternative option would be to prepare a Broxtowe specific Local Plan. However, this would increase the period of having an out of date plan and policies which would make the Council vulnerable to speculative planning applications as applications would be determined in accordance with the National Planning Policy Framework and its default presumption in favour of sustainable development. It would also mean that Broxtowe would have to meet a significantly higher housing target and undertake significant work on evidence documents, without the benefit of joint working and sharing costs.

A further alternative is to pause progress on the Greater Nottingham Strategic Plan and for a Spatial Development Strategy (SDS) to be prepared by the Combined Authority. However, neither what would be included within this nor the timescales for producing it is currently clear. Furthermore, an SDS could not allocate sites.

4. Key Decision

This report is a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 as it will be significant in terms of its effects on communities living or working in an area comprising two or more Wards or electoral divisions in the Council's area.

5. Updates from Scrutiny

Not applicable. Previous stages of the plan preparation have been subject to scrutiny and consultation.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

The adoption of planning strategies and delivery of the outcomes will always have the potential to impact on the Council's operations and its medium-term financial strategy.

There are no additional financial implications for the Council at this stage of the process with any costs being contained within existing budgets. Any significant budget implications that might be required as the review progresses, over and above virement limits, would require approval by Cabinet.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

It is a statutory requirement, as set out in the Planning and Compulsory Purchase Act 2004 (as amended, including by the Levelling-up and Regeneration Act 2023), for the Council to have a local plan. Under the Town and Country Planning (Local Planning) (England) Regulations 2012 local plans must also be reviewed at least once every five years from their adoption date to ensure that policies remain relevant and effectively address the needs of the local community.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

The Greater Nottingham Strategic Plan includes a specific policy relating to climate change (Policy 1) which seeks to set carbon standards for new development and identifies the key role that land use planning has in relation to Councils meeting their local carbon targets. The policy also includes measures to mitigate the impact of climate change, for adaptation to meet the challenges of climate change and to build resilience to cope with the impacts of climate change.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

An Equality Impact Assessment has been undertaken as part of the preparation of the Strategic Plan and forms part of the evidence base

<https://www.gnplan.org.uk/media/cdmcsvm3/equality-impact-assessment-september-2024.pdf> .

13. Background Papers

Nil.

Appendix 1

Viewable at www.gnplan.org.uk/evidence-base**Background Papers**

Document Title	Author	Publication Date
Employment Background Paper	Greater Nottingham Authorities	March 2025
Green Belt Background Paper	Greater Nottingham Authorities	September 2024
Housing Background Paper	Greater Nottingham Authorities	March 2025
Transport Modelling Background Paper	Greater Nottingham Authorities	September 2024
Biodiversity Net Gain Background Paper	Greater Nottingham Authorities	September 2024
Strategic Distribution and Logistics Background Paper	Greater Nottingham Authorities	September 2023

Evidence Documents

Document Title	Author	Publication Date
Carbon Policy Support: Evidence Base	Bioregional	April 2024
Carbon Policy Support: Offsetting	Bioregional	April 2024
Equality Impact Assessment	Greater Nottingham Authorities	September 2024
Greater Nottingham & Ashfield: First Homes Update	Iceni Projects	August 2022
Greater Nottingham & Ashfield: Gypsy and Traveller Accommodation Assessment	RRR Consultancy Ltd	March 2021
Greater Nottingham & Ashfield: Housing Needs Assessment	Iceni Projects	October 2020
Greater Nottingham and Ashfield: Housing Needs Update	Iceni Projects	March 2024

Document Title	Author	Publication Date
Greater Nottingham Blue and Green Infrastructure Strategy	Greater Nottingham Authorities	January 2022
Greater Nottingham Centres Study	Nexus Planning	June 2024
Greater Nottingham Growth Options Study	AECOM	July 2020
Greater Nottingham Growth Options Study: Additional Landscape Assessments	Brindle & Green	November 2022
Green Belt Review and Methodology	Greater Nottingham Authorities	September 2024
Habitats Regulations Assessment	Lepus Consulting	July 2024
Health Impact Assessment	Greater Nottingham Authorities	September 2024
Heritage Assets Assessment	Greater Nottingham Authorities	July 2024
Infrastructure Delivery Plan	Greater Nottingham Authorities	September 2024
Joint Methodology Report for Strategic Housing Land Availability Assessments	Greater Nottingham Authorities	November 2023
Key Settlements Review	Greater Nottingham Authorities	September 2024
Nottingham Core HMA and Nottingham Outer HMA Employment Land Needs Study	Lichfields	May 2021
Nottingham Core Housing Market Area Boundary Study	Opinion Research Services	August 2018
Nottinghamshire Core & Outer HMA Logistics Study	Iceni Projects	August 2022

Document Title	Author	Publication Date
Policies Map Amendments Document	Greater Nottingham Authorities	September 2024
Review of the Councils' Strategic Housing Land Availability Assessments (SHLAAs)	ARUP	July 2019
Site Selection Report and Appendices	Greater Nottingham Authorities	September 2024
Statement of Consultations	Greater Nottingham Authorities	September 2024
Strategic Flood Risk Assessment Review	Greater Nottingham Authorities	April 2024
Strategic Transport Modelling	Systra / Arup	Commenced, final report anticipated early 2025
Sustainability Appraisal Non-Technical Summary	Greater Nottingham Authorities	September 2024 and March 2025
Sustainability Appraisal and Appendices	Greater Nottingham Authorities	September 2024 and March 2025
Viability Study (Plan-wide)	Porter PE	September 2024
Water Cycle Study	Greater Nottingham Authorities	April 2024



Broxtowe
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Local Development Scheme

With effect from 12 March 2025



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1. What is a Local Development Scheme?

A Local Development Scheme (LDS) is required under [section 15 of the Planning and Compulsory Purchase Act 2004](#) (as amended).

It is a public statement which specifies:

- Which development plan documents will be prepared;
- What subject matter they will cover;
- What geographical area they will relate to;
- Whether any of them will be prepared jointly with other authorities; and
- The timetables for their preparation and revision.

The previous LDS was adopted in March 2024. This LDS wholly replaces the previous version.

Whilst every effort is made to identify realistic key dates over the course of the LDS timeline, these dates may be subject to change should circumstances dictate. It should be noted that many of the key milestones are subject to external influence, for instance that of the Planning Inspectorate, and therefore scheduled adoptions will be partly dependent on work and decisions carried out beyond the control of the Borough Council.

2. Development Plan Documents

The Council adopted the [Aligned Core Strategy \(ACS\)](#) in September 2014.

The ACS is currently being reviewed and will result in the production of the Greater Nottingham Strategic Plan.

Greater Nottingham Strategic Plan

Subject matter: A document forming part 1 of the Local Plan which sets out the spatial vision and objectives, and strategic policies which will form the planning framework for the area. Policies include those relating to climate change, housing and employment provision, the Green Belt, the role of town and local centres, design, the historic environment and infrastructure.

Geographical area: Broxtowe, Nottingham City and Rushcliffe.

Prepared jointly: The Strategic Plan is being prepared jointly with Nottingham City and Rushcliffe Councils. However, decisions relating to the plan are made separately by each Council.

Timetable:

Stage	Date
Pre-submission Regulation 19 Draft	March 2025
Submission of plan (Regulation 22)	September 2025
Examination in Public/ Hearings	October 2025
Receipt of Inspector's Report	August 2026
Estimated Adoption	September 2026

Arrangements for production:

Topic	Details
Organisational Lead	Head of Planning and Economic Development
Political Management	Cabinet and Full Council
Internal Resources	Planning policy team, with technical, legal and administrative support as required.
External Resources	Use of consultants for gathering evidence base information.
Community and Stakeholder Involvement	Informal and formal consultation as set out in the Statement of Community Involvement.
Monitoring and Review Mechanisms	Authority Monitoring Report (AMR) with formal review undertaken if necessary.

Broxtowe Part 2 Local Plan

The Council adopted the [Part 2 Local Plan](#) in October 2019.

Subject matter: The allocation of sites for housing, employment, retail and other purposes. Also development management policies on a range of topics including the environment, housing, employment, transport, shopping, town centres, recreation and community facilities.

Geographical area: The whole of Broxtowe.

Prepared jointly: No.

Timescales for review: Due to changes to planning legislation, there will be a new system for producing Local Plans.

Following adoption of the Greater Nottingham Strategic Plan, any new plan will need to be produced under a new system.

Details regarding a timescale for production of a new plan, and the extent of the plan, will be provided once further clarification has been provided by the Government and subject to decisions related to local government reorganisation.

Neighbourhood Plans

The Localism Act 2011 makes provisions for Neighbourhood Plans to be prepared. Neighbourhood Plans are community-led and must be initiated through a Parish/Town Council or creation of a Neighbourhood Forum. They must ultimately be adopted by the Borough Council as part of the development plan, provided that they reflect the strategic policies within the Borough Council's Local Plan.

Adopted Neighbourhood Plans:

Neighbourhood Plan	Adoption Date
Awsorth Neighbourhood Plan	21 July 2021
Nuthall Neighbourhood Plan	20 December 2018
Cossall Neighbourhood Plan	12 March 2024
Chetwynd: The Toton and Chilwell Neighbourhood Plan	15 May 2024

Neighbourhood Plans being prepared:

A number of Neighbourhood Plans are being prepared and are at various stages of production:

- Bramcote Neighbourhood Plan
- Brinsley Neighbourhood Plan
- Eastwood Neighbourhood Plan
- Greasley Neighbourhood Plan
- Kimberley Neighbourhood Plan
- Stapleford Neighbourhood Plan

Supplementary Planning Documents (SPDs)

In addition to the planning policy documents referred to above, the Council has prepared Supplementary Planning Documents which supplement and link to policies in the Aligned Core Strategy and the Part 2 Local Plan.

Adopted SPDs

SPD	Adoption Date
Toton and Chetwynd Barracks Strategic Masterplan	7 February 2023
Houses in Multiple Occupation (HMOs)	19 July 2022

The [Beeston Town Centre Plan](#) was adopted in June 2008 but there have been significant changes within the Town Centre since adoption including the completion of the tram route and completion of the Beeston Square development.

The Council has prepared a [Reduction in Carbon in New Development SPD](#). This has been subject to public consultation with anticipated adoption in June 2025.

The Council also intends to prepare further SPDs or guidance documents as follows:

- Biodiversity Net Gain
- Residential development
- Borough-wide Design Code

3. Community Involvement

The Council's latest [Statement of Community Involvement \(SCI\)](#) was adopted in October 2022. This sets out the processes of community involvement that the Council will use in the production of policy documents and the consideration of planning applications.

4. Local Development Scheme Monitoring and Review

[An Authority Monitoring Report \(AMR\)](#) is prepared each year to assess progress in implementing the LDS, and subsequently to determine whether aims and objectives are being achieved through the policies and proposals of the planning policy documents. In the event that there have been unavoidable slippages in the LDS timetable, and 'milestones' have not been achieved, the AMR will explain what the reasons are for the delay. It will also set out any amendments to the LDS and the timetable for implementation to reflect the delay.

The AMR also includes annual technical monitoring information to provide the context for assessing the success of the policies and proposals in the planning policy documents.

5. Further information

If you would like further information on any of the issues referred to in this LDS, please contact the planning policy team by:

Email: policy@broxtowe.gov.uk

Telephone: 0115 917 7777

Post: Planning Policy, Broxtowe Borough Council, Foster Avenue, Beeston, Nottingham NG9 1AB.

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Broxtowe Borough Council,
Foster Avenue,
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Email: policy@broxtowe.gov.uk

Report of the Portfolio Holders for Resources and Personnel Policy and for Economic Development and Asset Management.

Asbestos Policy

1. Purpose of Report

Cabinet is asked to consider the Asbestos Policy and approve accordingly. This is in accordance with all of the Council's corporate priorities.

2. Recommendation

The Policy Overview Working Group RECOMMENDS that Cabinet considers Asbestos Policy and approves accordingly.

3. Detail

The Asbestos Policy, included in the **Appendix**, has been updated to reflect the regulatory requirement and reflect the internal processes. The revised Policy aligns with all key legislation and supporting regulations.

Key stakeholders in Housing and Asset and Development have been consulted on the improvements to the original policy and are in support of the revisions.

4. Key Decision

This report is not a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

5. Updates from Scrutiny

The Health and Safety Committee reviewed the policy on the 15 January and the Policy has been updated to reflect the comments made by the Health and Safety Committee.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

There are no additional financial implications for the Council to consider at this stage with business-as-usual activities continuing to be met from within existing resources. Any significant budget implications in the future, over and above virement limits, would require approval by Cabinet.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

The legal implications are set out at Section 7.0 of the Policy, failure to comply with the relevant legislative requirements could result in serious legal consequences for the Council.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

As this is a new policy an equality impact assessment is required.

13. Background Papers

Nil.



Asbestos Policy 2025

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Summary

This Policy outlines Broxtowe Borough Council's approach to the management of asbestos within our properties to ensure the safety of tenants, commercial lease holders, our employees and make sure that all statutory obligations are met and to protect people from harm.

Broxtowe Borough Council (BBC) acknowledges and accepts its responsibilities under the Health and Safety at Work etc. Act 1974, and the Control of Asbestos Regulations (CAR) 2012 to identify and safely manage Asbestos Containing Materials (ACMs) on its premises. Approved Codes of Practice and guidance information published by the Health and Safety Executive shall be taken as the adopted standard. Relevant primary guidance is listed under section 7 of this Policy.

Policy Statement

Broxtowe Borough Council (BBC) recognises and accepts the duty of care placed upon it under the Health and Safety at Work etc. Act 1974 and associated Regulations, as well as their moral responsibility to maintain, manage, and operate the buildings under their control, with all reasonable and practicable measures to prevent the risk of exposure to Asbestos Containing Materials (ACMs) by employees, contractors, visitors, tenants, and members of the public as a result of their operations.

BBC understands and is committed to its 'duty to manage' asbestos within all its premises, as required under Regulation 4 of Control of Asbestos Regulations 2012. Under Regulation 4 BBC is obligated to identify and record the location and condition of all asbestos containing materials (ACMs) and manage and monitor the related risks.

BBC will make every reasonable effort to identify, manage and monitor all ACMs within their properties ultimately preventing or reducing exposure to asbestos, as far as is reasonably practicable, to all persons visiting, working, or living within its properties.

These principles will apply to all properties owned or leased by BBC.

These principles will apply to all employees who may be exposed to asbestos through their work activities.

Signed on behalf of Broxtowe Borough Council

Ruth Hyde
Chief Executive Officer

Date:

1.0 Review

This Policy will be reviewed every three years or sooner when there has been an update to legislation, regulation, approved codes of practice or operational changes within BBC. The next planned update will be in November 2027.

2.0 Policy Aims

This Policy aims to outline the main principles of asbestos management providing a framework of procedures to comply with the Control of Asbestos Regulations (CAR) 2012. Ensuring that existing ACMs in BBC properties are managed safely throughout their useful life, and when necessary are encapsulated or suitably removed and disposed of.

- provide clear lines of responsibility within BBC for the management of asbestos.
- specify individual responsibilities in the management of asbestos.
- provide a commitment to communication with tenants and all persons who may be at risk of exposure to asbestos.
- make clear BBC's approach to surveying properties.
- set out the framework for managing asbestos.

3.0 Scope

This Policy outlines BBC's approach to the management of asbestos within its properties to ensure the safety of tenants, commercial lease holders, our employees, and contractors to make sure that all statutory obligations are met.

The Policy covers all council Housing Revenue Account (HRA) assets, including dwellings, common parts of blocks of flats and independent living schemes, garages, and other assets where we have a repair and maintenance responsibility.

BBC will make every reasonable effort to identify, manage and monitor all ACMs within its property portfolio, including but not limited to operational buildings e.g. offices, leisure facilities, green spaces, transport depot and workshops and its property portfolio and which includes:

Social Housing Properties

- Houses
- Blocks of Flats
- Maisonettes
- Bungalows
- Independent living schemes
- Community rooms
- Garages

Corporate Properties

- Office buildings
- Leisure centres
- Museums (where owned by Broxtowe Borough Council)
- Pavilions (where owned by Broxtowe Borough Council)
- Stores/Depots

Commercial Properties

- Retail Units
- Cinema Complex
- Business Outlets

In addition to the above, BBC has a duty to safely remove asbestos found in the community as a result of fly tipping. To ensure the safety of members of the public, Environment Services will arrange for the safe collection and disposal of any ACMs found in a public space.

BBC will investigate concerns relating to asbestos where they have a relevant enforcement responsibility and will take appropriate action should damaged ACMs be identified in these cases. This may include enforcement action under the Housing Act 2004, The Environmental Protection Act 1990, or the Health and Safety at Work etc. Act 1974.

Any reference in this Policy to 'we', 'our' or 'us' refers to Broxtowe Borough Council (BBC).

Any reference in this Policy to 'tenant', 'customer' or 'resident' refers to a Broxtowe Borough Council Local Authority Housing secure tenant, leaseholder, or shared owner.

This Policy is designed to work alongside our wider set of health, safety, and compliance policies, processes, and safe systems of work (SSOW).

4.0 Purpose

This Asbestos Policy is designed to provide a clear acknowledgement of the responsibilities that BBC has in relation to the management of ACMs and its approach to the management of ACMs within the properties it has responsibility for to ensure that: -

- It meets its statutory and legislative obligations under health and safety legislation, specifically The Control of Asbestos at Work Regulations 2012.
- Effectively manage all Asbestos Containing Materials (ACMs) across the property portfolio and to reduce the asbestos related risks to as low a level as is reasonably practicable, this includes disseminating appropriate information to anyone who may disturb asbestos containing materials within a BBC property, either deliberately or accidentally.

- Establish clear guidelines to be adopted whenever asbestos is encountered in premises owned by or occupied by BBC or in public and green spaces that are maintained by BBC.
- Asbestos will not be removed where, following detailed assessment, it is proved to be in a non-hazardous condition and will not be damaged or otherwise exposed, nor will it affect future maintenance plans or activities.
- Compile and maintain information on ACMs including an asbestos register for all BBC properties owned, managed, or maintained by BBC that specifies the location, type, and condition of the ACMs within each of its properties.
- Implement an effective and positive asbestos management strategy, based on risk assessment, to ensure that all ACMs will be:
 - maintained in an encapsulated and safe condition; or isolated; or removed in accordance with on-going maintenance works.
 - appoint suitably qualified employees to oversee the management of ACMs.
 - consult the appropriate register prior to any building maintenance, refurbishment, construction, demolition, or other works likely to disturb asbestos within its premises.
 - The General Management Team (GMT) will ensure there are sufficient resources that can be used effectively to manage ACMs, in a planned and strategic manner.
 - freely provide information, instruction, supervision, and training to all those who need it on ACMs.
 - promote awareness of asbestos and BBC's Asbestos Management Plan (AMP).
 - maintain the momentum in the development of expertise and best practice.
 - regularly review the Asbestos Management Register and make amendments where necessary.

5.0 Terms and Definitions

Asbestos is a fibrous mineral which is mechanically strong and highly resistant to heat and chemical attack. Because of its fibrous nature, it can be woven into fabrics and used as reinforcement for cement and plastics. In the past, its versatility made asbestos a popular building material. It was used in a multitude of different ways including flooring, roofing, and thermal insulation because of its properties of fire, acid, and electrical resistance.

ACM	Asbestos Containing Material
ACOP	Approved Code of Practice
AMP	Asbestos Management Plan
ARCA	Asbestos Removal Contractors Association
BBC	Broxtowe Borough Council
BOHS	British Occupational Hygiene Society
CAR	Control of Asbestos Regulations (2012)
Contractor	This generally refers to Principal Contractors, Sub-Contractors and single contractors working on Council properties
GMT	Council's General Management Team
HSE	Health and Safety Executive
LARC	Licensed Asbestos Removal Contractor
PEL	Permissible Exposure Limit
RA	Risk Assessment (relative risk including task/material/frequency)
RAMS	Risk Assessment and Method Statement
RSPH	Royal Society for Public Health UKATA United Kingdom Asbestos Training Association
SSOW	Safe System of Work
TWA	Time Weighted Average
UKAS	United Kingdom Accreditation Service

6.0 Health Effects

The presence of an ACM in itself does not constitute a danger. However, there is a potential risk to health if such material is disturbed and damaged. An isolated accidental exposure to asbestos fibres for a short duration is extremely unlikely to result in the development of asbestos related diseases. However, regular exposure – even at relatively low levels – can present a risk.

Individuals considered to be most at risk from asbestos are those involved in building renovation and maintenance work, such as plasterers, plumbers, gas fitters, carpenters, and electricians. Inadvertent exposure and consequent risk can occur in other groups of people e.g. installers of burglar alarms, smoke detectors, fire alarm systems etc... it is important, therefore, to have in place a management system which minimises the potential for exposure to asbestos.

The Permissible Exposure Limit (PEL) for asbestos is 0.1 fibre per cubic centimetre of air as an eight-hour time-weighted average (TWA), with an excursion limit (EL) of 1.0 asbestos fibres per cubic centimetre over a 30-minute period. BBC will ensure that no one is exposed above these limits.

Anyone disturbing ACMs must report it immediately to their line manager and contact their General Practitioner. Disturbing ACMs is a Dangerous Occurrence under RIDDOR. All Dangerous Occurrences must be reported to the Health and Safety Executive (HSE) under schedule 2(10) of RIDDOR within the statutory reporting period of 10 working days from the date of the exposure.

7.0 Legislation and Regulation

The primary legislation is the Health and Safety at Work etc. Act 1974 which imposes a general duty of care on BBC.

Under the Housing Health and Safety Rating System (HHSRS), Housing Act 2004 Part 1 BBC will inspect each property to check if there are one or more of the 29 hazards and decide on remedial work to be done to reduce risks as low as reasonably practicable. All BBC properties should be free of Category 1 Hazards. Category 1 Hazards relate to serious and immediate risk to a person's health and safety, which include ACMs.

Private sector rented tenants can report concerns to be investigated.

In commercial premises, BBC will investigate concerns relating to asbestos where they have a relevant enforcement responsibility and will take appropriate action should damaged asbestos be identified in these cases. In the case of notification of asbestos work in such premises, an assessment will be made in respect of any further action required.

The specific regulations to comply with the management of Asbestos in the UK are:

The Control of Asbestos Regulations 2012 (CAR 2012) which make specific the duty to manage asbestos. It relates to nondomestic premises, workplaces and common parts of flats and other communal areas. Regulation 7 of the Health and Safety Executive's Approved Code of Practice L143 stipulates that all ACMs are removed as far as is reasonably practicable prior to any major refurbishment or demolition work.

Other legislation and regulations which are applicable to this Policy include but may not be limited to:

The Asbestos (Licensing) Regulation 1983 which prohibits work with asbestos, insulation or coating of greater than 2 hours' duration without a licence issued by the Health and Safety Executive (HSE).

The Management of Health and Safety at Work Regulations 1992 which require employers to assess the risks to the health and safety of employees and others at work.

The Construction (Design and Management) Regulations 2015 which generally place greater responsibility on the client. BBC will appoint a Principal Designer (where appropriate) and a principal contractor following an assessment of competency and resources and must ensure adequate plans and welfare are in place before construction begins. It is a legal requirement to remove asbestos containing materials (ACMs) prior to any refurbishment or demolition work.

The Hazardous Waste (England and Wales) Regulations 2005 and the Hazardous Waste Regulations (England and Wales) (Amendment) Regulations 2016 aim to ensure that hazardous wastes are properly managed from their production to their final destination.

The Workplace (Health, Safety and Welfare) Regulations 1992 require employers to maintain workplace buildings so as to protect occupants and workers.

Control of Substances Hazardous to Health Regulations 2002 and the Control of Substances Hazardous to Health (Amendment) Regulations 2004 require employers to prevent or control worker exposure to harmful substances using effective risk management and good control practices for hazardous substances.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations requires that exposure to asbestos is reported when a work activity causes the accidental release or escape of asbestos fibres into the air in a quantity sufficient to cause damage to the health of any person.

The Housing Act 2004 Introduced the Housing Health and Safety Rating System (HHSRS) a risk-based approach to assessing housing conditions. Asbestos is considered a hazard under this system due to its potential to cause serious health issues.

Landlord and Tenant Act 1985 Landlords must ensure the property, including its structure, is safe and habitable.

Homes (Fitness for Human Habitation) Act 2018 requires rental properties to be fit for habitation, including being free from serious hazards like asbestos.

Environmental Protection Act 1990 Where damaged asbestos is identified on private land, BBC will investigate and will take appropriate action in accordance with levels of risk and the Council's enforcement Policy. Employees and Contractors must ensure that ACM waste is removed and transported safely and disposed of at licensed premises. Asbestos waste is classified as hazardous waste under this Act. A duty of care applies to all persons involved in generating, transporting, and disposing of asbestos waste.

The Environmental Permitting (England & Wales) Regulations 2016 streamline the legislative system for industrial and waste installations into a single permitting structure for those activities which have the potential to cause harm to human health or the environment.

The Personal Protective Equipment at Work Regulations 1992 PPE must be worn when working with asbestos containing materials in order to protect the wearer from exposure to harmful asbestos fibres.

This Policy is based on the aforementioned Legislation and Regulation and the approved codes of practice and guidance published by the Health and Safety Executive (HSE). Including: -

L143	Managing and working with asbestos
L25	Personal protective equipment at work
HSG 264	Asbestos: The survey guide
HSG 227	A comprehensive guide to Managing Asbestos in Premises
HSG 210	Asbestos essentials for building, maintenance & allied trades on non-licensed asbestos work
HSG247	Asbestos: The licensed contractors' guide
HSG248	Asbestos: The analysts' guide for sampling, analysis & clearance procedures
HSG53	Respiratory protective equipment at work: A practical guide

These approved codes of practice and guidance must be used in conjunction with this Policy and must be complied with in their entirety.

8.0 Level of Risk

BBC is committed to ensuring that all asbestos and asbestos containing Materials present within all buildings owned, managed, or maintained by BBC are properly managed and controlled so that they will not present a risk to employees, tenants, contractors, or members of the public.

Any **employee, administrator, contractor, or sub-contractor to BBC found** to be deliberately contravening this Policy will be subject to disciplinary action and, where appropriate, legal action by the HSE and or the HHSRS Enforcement Team.

9.0 Responsibilities and Duty Holders

As a Duty Holder, BBC has responsibility as outlined in Regulation 4 of the Control of Asbestos at Work Regulations 2012. Under Regulation 4, BBC is obliged to identify and record the location and condition of all ACMs and manage and monitor the related risks.

9.1 The Chief Executive Officer (CEO) of BBC as the duty holder has ultimate responsibility for ensuring compliance with this Policy.

The Duty Holder will ensure that:

- Adequate resources are allocated to allow effective management of ACMs within the Council properties, housing stock, the private rented sector, and commercial organisations where BBC have enforcement powers.
- Reasonable steps are taken to identify ACMs within council owned/leased properties likely to contain asbestos and check their condition.
- A written record of the location of ACMs is maintained and made available to any party liable to disturb it.
- Materials are presumed to contain asbestos unless there is strong evidence to suggest they do not.
- Control measures are implemented to manage and monitor ACMs to prevent asbestos fibre release.
- Only competent persons undertake work on asbestos.
- All work on ACMs is planned, monitored, and communicated to interested parties.

- Suitable and sufficient emergency arrangements are in place to deal with unplanned release of asbestos fibres.

In order for the CEO to discharge these duties, it will be necessary for the CEO to delegate the day-to-day accountability to others.

The CEO will ensure that Directors and Heads of Service are provided with all necessary resources to ensure that they are able, within their own Directorates / Service Areas, to comply with their duties to meet the objectives of this document and their specific responsibilities. Having ensured that all necessary resources have been provided, the CEO will ensure that the Directors and Heads of Service comply with their duty to ensure the safe management of asbestos within their Directorate and will hold them accountable to do so.

The following roles have been appointed by the Duty Holder as 'Responsible Persons' to assist in the day-to-day management of ACMs.

9.2 Directors will ensure the implementation of this Policy and all supporting procedures, SSOW and processes across the Directorate they manage.

9.3 Heads of Service will make all employees, contractors and other third parties aware of all known locations and condition of ACMs and ensure that information, instruction, supervision, and training is provided to all employees within their control. In addition, but not limited to the aforementioned requirements the nominated HoS roles have the following responsibility within their area of control.

9.4 Head of Asset Management and Development, Head of Housing and Head of Planning and Economic Development

- Ensure that a suitable and sufficient assessment is undertaken to determine whether ACMs are present or not.
- Where ACMs are confirmed or presumed to be present in the premises a determination of the risk from that ACM is made and recorded.
- A written Asbestos Management Plan (AMP) identifying those parts of the property believed to contain ACMs is prepared and maintained.
- The control measures which are to be taken for managing the risk of exposure are detailed in the AMP.
- The AMP must include adequate measures for monitoring the condition of any ACMs or any substance containing or suspected of containing asbestos.
- Ensuring that all locations within our premises that contain asbestos are suitably marked, their condition monitored and recorded by way of annual inspection and all relevant information is made available to contractors and sub-contractors.

- Ensuring any ACMs or any such substance containing or suspected of containing asbestos is properly maintained by way of encapsulation or where it is damaged it is safely removed.
- Ensuring that information about the location and condition of any ACMs or any such material containing or suspected of containing asbestos is provided to every person liable to disturb it and made available to the emergency services.
- The AMP is reviewed and revised at regular intervals and without delay if there is reason to suspect that the AMP is no longer valid, or there has been a significant change in the premises to which the plan relates.
- The measures specified in the plan are implemented, recorded, and reviewed.
- Any exposure to ACMs must be reported as a Dangerous Occurrence to the Head of Health, Safety, Compliance and Emergency Planning.
- Ensure that any works are undertaken in accordance with an approved safe system of work.
- Ensure the planning of work includes a check of the existing asbestos survey information.
- Ensure all consultants and contractors undertaking work with ACM are competent to do so.
- Ensure that asbestos safety is not compromised.
- Co-ordinate project information with relevant contractors in sufficient time to enable appropriate asbestos surveys to be undertaken, if required, at the planning stage
- Ensure that all contractors falling under their supervision have received suitable information, instruction, and training to allow the works to be done safely.
- Ensure that no work which could result in the release of asbestos fibres is allowed to proceed until appropriate asbestos information is in place.
- Ensure that all asbestos surveys, encapsulation, removal, and the results of air monitoring are stored on Capita.
- Advise Duty Holders and Responsible persons as soon as possible of any issues that may arise with regards to asbestos management.
- Ensure that all work relating to asbestos is monitored and completed as appropriate. i.e. asbestos clearance, air monitoring, four stage clearance certificate, reoccupation letter.
- Maintain and update the Asbestos Register.

9.5 Contractors

All contractors will be appointed by the Head of Asset Management and Development in accordance with the wider procurement rules pertaining to BBC. Any and all Project work that arises from UKSPF managed by the Head of Planning and Economic Development that impacts on CDM regulations will be notified to the Head of Asset Management and Development and the Head of Health, Safety, Compliance and Emergency Planning so that the Asbestos risk can be appropriately managed.

The contractor that is appointed must be able to demonstrate their competency with regards to working with ACMs. This includes ACM encapsulation, removal, testing, surveying, and air clearance.

When working with BBC on all projects contractors must.

- Plan, manage and monitor their own work.
- Demonstrate the competency of their workers with relevant certification.
- Train their employees to the required standards.
- Be competent and have the relevant UKAS accreditation.
 - ISO 17020 Asbestos Surveying
 - (RSPH) Level 3 Award
 - BOHS P402 Certification (Building Surveys and Bulk Sampling for Asbestos)
 - BOHS P405 Certification (Management of Asbestos in Buildings)
 - UKATA
- Comply with the requirements of CDM Regulations
- Appoint competent sub-contractors.
- Use only licensed waste transfer/removal specialists registered on the Environment Agency (EA) public register.

Where works are notifiable under the CDM the Head of Asset Management and Development, Head of Housing and the Head of Planning and Economic Development must ensure that competent contractors are appointed and that they are aware of their duties and where appropriate the HSE notified. All contractors engaging in notifiable work must be listed in the 'Asbestos Licence Holders Register' with UKATA.

9.6 Head of Environmental Health, Licensing & Private Sector Housing will support this Policy and identify employees who require training in asbestos awareness and the investigation and procedures to take if they identify it in poor condition in premises we are visiting or in private properties and the associated enforcement options. If identification is required, this will be undertaken by a relevant UKAS accredited contractor.

9.7 The Head of Health, Safety, Compliance and Emergency Planning will support this Policy and provide assurance to GMT and the Council Members of the effectiveness of its arrangements and will monitor the implementation of and compliance with this Policy, along with asbestos survey performance indicators, and any significant issues arising.

9.8 The Housing Compliance Manager, Modernisations Manager and Capital Works Manager will work with operational teams to maintain robust procedures to deliver these Policy requirements.

10.0 Information, Instruction, Supervision and Training

BBC employees and contractors engaged in the use, maintenance, or management of owned, managed or maintained premises, or employees who may come into contact with ACMs as part of their work duties must be able to recognise ACMs and know what to do should they come across ACMs to protect themselves and others. BBC insist that as a minimum these individuals must have attended an Asbestos Awareness Course so that they can work safely and competently without the risk to themselves or others.

There are three main levels of information, instruction, and training. These relate to:

- Asbestos awareness
- Non-licensable work with asbestos including Non-Notifiable Licensed Work (NNLW)
- Licensable work with asbestos.

BBC will identify what level of training will be appropriate for each role within the Council through the use of a Training Needs Analysis and determine what topics should be covered to ensure that employees have the right level of competence to avoid putting themselves or others at risk. Repairs operatives, caretakers and any other employees who may potentially be exposed to asbestos when undertaking their normal duties will also be evaluated periodically and sufficient training implemented to suit any additional training deemed necessary.

BBC will ensure that all training satisfies the requirements of Regulation 10 of the Control of Asbestos Regulations 2012 and the supporting Approved Code of Practice L143 'Managing and working with asbestos'.

BBC require that any employee or contractor who plans to carry out work that will disturb asbestos require a higher level of information, instruction, and training, in addition to asbestos awareness. This should take account of whether the work is non-licensed; notifiable non-licensed work (NNLW); or licensed work and should be job specific.

Examples of Notifiable non-licensed work (NNLW) is:

- drilling holes in asbestos materials (including for sampling and analysis purposes)
- laying cables in areas containing undamaged asbestos materials
- removing asbestos-containing floor tiles
- cleaning or repairing asbestos cement sheet roofing or cladding.

Before such work is undertaken BBC require that all employees and contractors engaged in the activity are furnished with the risk assessment for the work, the method statement outlining the plan of work and where applicable the details and results of any air monitoring.

For Licensable work with Asbestos, BBC will instruct and appoint a licensed contractor who is accredited through UKATA and will ensure that details of the

notification of work has been made to the enforcing authority, the HSE by way of an F10 Notification.

11.0 Management of Asbestos

Asbestos in situ poses little risk and should only be treated or removed if its condition deteriorates or remedial / renovation works are required. The key to successful management of asbestos is to identify locations and forms of asbestos, monitor its condition and take the appropriate remedial action as and when required.

No new ACMs will be used in Council owned premises, this has been a legal requirement since 2000.

Where existing installations include ACMs, which is sound in good condition, not yet subject to abrasion or deterioration the materials will be left undisturbed, and its condition monitored and assessed annually.

Existing installations containing ACMs that are damaged, deteriorating, or inadequately sealed will either be removed and replaced by suitable material not containing ACMs, or encapsulated, whichever is the most practical and positive way to prevent the release of ACM fibres.

ACMs likely to be disturbed by maintenance or other works will be labelled clearly.

BBC owned properties will initially be surveyed for Asbestos by external consultants.

The completed surveys will form the basis of an effective AMP, the objectives of which are as follows:

- To maintain a register of the nature, position and extent of ACM based materials within all premises and update it as and when necessary.
- To effectively control the risk associated with ACMs in premises where building users, contractors, members of the public and employees are liable to be exposed.
- To use the AMP and Asbestos register to actively advise customers, contractors, and employees of the location of ACMs in premises, to enable them to take the necessary precautions to ensure their safety. A list of examples follows; however, this list is not exhaustive.
 - Building users, customers, employees etc.
 - Contractors working in or adjacent to the building (through the works order system or by Asbestos awareness clauses in contract documentation).
 - Maintenance personnel required to prevent deterioration of existing Asbestos On-site.
 - New employees.
 - Customers, existing and new.
 - The Health and Safety Executive.
 - The Planning Supervisor where CDM is involved.

Surveys will be conducted on both void and occupied properties. All information collected will be shared via the online portal One Housing System to maximise effectiveness.

Where Council employees are directly involved in ACM inspections a system for health surveillance will be put into place. Similarly, procedures for monitoring the health of any person who has been exposed to asbestos fibres above the action levels detailed in the CAR 2012 will be established.

Health Surveillance Records must be kept for a period of 40 years after the last entry. These records must be kept secure and accessible by the Human Resources Manager and comply with the wider data retention Policy.

11.1 Types of Asbestos

Asbestos is a naturally occurring mineral and products containing asbestos have been used for many years in a whole range of applications and locations including industrial, commercial, and domestic premises. It has typically been used for thermal and sound insulation, fire protection or as a component of structural finishes, such as in walls and ceilings. The three types of asbestos most commonly used are:

- Amosite (Brown)
- Crocidolite (Blue)
- Chrysotile (White)

In many cases the presence of asbestos is not known until it is exposed through wear, through structural damage or during development work. Whilst the use of all forms of asbestos has been banned in the UK since 1999, a great deal of asbestos is still in situ from previous installations dating back to the 1870s. Therefore, any premises built before 2000 may have ACMs present.

11.2 Third Party Competency

Where asbestos in one or more premises is to be managed by third parties under a lease agreement, demonstration of competency must be sought by BBC prior to making this agreement.

Third party competency may be demonstrated in the any of the following ways:

- The leaseholder can supply training documentation in line with their level of control over premises maintenance.
- Where the leaseholder does not hold the requisite level of qualification, confirmation that a competent UKAS accredited specialist will be engaged to undertake a survey and provide technical advice to the duty holder.
- Where the leaseholder does not hold the requisite level of qualification, arrangements are made for the leaseholder to make use of BBC's approved contracted asbestos specialist and costs recharged to the leaseholder as appropriate.

11.3 Asbestos Management Plan

BBC are committed to the development and implementation of an Asbestos Management Plan (AMP) within the next three years for our housing stock and operational premises that will:

Develop and maintain an electronic register of the location and condition of all ACMs found in the properties owned and directly managed by us identified in the 2024/25 survey reports.	Year 1
Following receipt and evaluation of all information within the 2024/25 survey reports, ACM management will be prioritised, and relevant actions shall be initiated and completed within the recommended timescales and priority rating.	Year 1 - 2
Comply with all relevant asbestos legislation to assist us with our duty to manage in accordance with Regulation 4 of the Control of Asbestos Regulations 2012 (CAR 2012). This will be assisted by compliance with regulations, 5, 6 & 10.	Year 1 - 3
Presume that materials contain asbestos unless strong evidence is available to suggest that they do not.	Year 1,2,3
Undertake a programme of asbestos management surveys and re-inspect positive findings in non-domestic premises, including common parts in domestic blocks, on a regular basis.	Year 2 - 3
Manage known ACMs in line with the findings of surveys and assessment of the likelihood of anyone being exposed to asbestos fibres.	Year 3

Grade	Type	Priority	Inspection Period
A	Notifiable/friable materials and materials that have been scored for both the material and priority assessments at 12 or higher	medium to high risk	Re-inspect annually (or sooner)
B	Non-notifiable/low friable materials that have been identified and are scored for both the material and priority assessments at 11 or less	low/very low risks	Re-inspect 2 yearly (or sooner)
C	Presumed materials that are inaccessible (in compliance with regulation 6).	undertake a risk assessment to identify the risks of exposure to asbestos.	Desktop review 3 yearly (or sooner).
D	Premises with no ACMs identified or presumed.	No risk	no further action required.

We operate a risk-based approach to the management of known ACMs. The two elements that inform the risk are:

- Condition of the ACM, e.g. damaged vs. undamaged
- Location of the ACM, e.g. likelihood of disturbance

11.4 Asbestos Surveys

The surveying and regular review of non-domestic properties, including common parts of domestic properties. Examples of common parts include foyers, corridors, lifts and lift shafts, staircases, plant rooms, common roof voids/roofing, service risers, gardens, yards.

An asbestos management survey is designed to identify any ACMs that may be present in a building that is in normal use. BBC will ensure that this is completed so that as the owner / duty holder BBC can safely manage any asbestos present and prevent exposure to building occupiers and maintenance employees.

There are 3 main types of survey:

11.4.1. Management Surveys

These are undertaken to determine if asbestos is present within a building and, subsequently, allows the duty holder, BBC to manage the asbestos in compliance with Regulation 4 of the Control of Asbestos Regulations, (Duty to Manage).

11.4.2. Refurbishment and Demolition Surveys

These surveys are undertaken prior to any proposed Refurbishment or Demolition work. They are more intrusive than Management Surveys and are designed to detect asbestos within the building that might possibly be disturbed as a result of the proposed Refurbishment or Demolition Works.

11.4.3. Re-inspection Surveys

Re Inspection or Condition Surveys are undertaken on a regular basis to known Asbestos containing materials within a building to check and report upon their condition. This ensures that if the materials have deteriorated and present a greater hazard remedial action can be taken to mitigate the change in circumstances.

Surveys are undertaken, on behalf of BBC must follow the Health and Safety Executive Guidance HSG264 the Surveying Guide, by fully trained and experienced surveyors holding a Royal Society for Public Health (RSPH) Level 3 Award in Asbestos Surveying or a British Occupational Hygiene Society qualification BOHS P402 as a minimum authorised by a company holding ISO 17020 Asbestos Surveying Accreditation.

Asset Management and Capital Work Streams, including Economic Development and Regeneration will ensure that the appropriate Asbestos survey is undertaken for the task at hand and that a refurbishment and demolition survey is undertaken prior to the commencement of all intrusive building/development works to identify the location and condition of any material that might contain asbestos.

A management survey may be undertaken for terms of management only when no planned works are known and must not be used for the purposes of planned refurbishment/intrusive works.

For a management survey (and refurbishment and demolition surveys where the work is not imminent), the following additional information will be provided:

- Accessibility of the ACM
- Amount of damage or deterioration
- Surface treatment (if any)
- The material assessment score or category
- Any actions required from the material/priority assessments.

When ACMs are identified during a survey, a site-specific risk assessment of the individual material will be completed and included in the survey report. The survey results will include a summary table with the following information:

- Location of the ACMs
- Extent of the ACMs
- Product type
- Level of identification of the ACM
- Asbestos type in the ACM

Findings from assessments will be recorded in the Asbestos register and where necessary, control and management actions will be taken to manage, remove or treat ACMs to eliminate or minimise risk of exposure to airborne asbestos fibres.

It is our Policy that all works with identified ACMs must be undertaken by an appointed licenced asbestos removal contractor.

11.5 Asbestos Register

The Asbestos Register will be regularly updated from information gathered from the surveys. Information will be stored on a computer database and all entries will be accompanied by a suitable location plan.

Information contained in the Asbestos Register will be available to Council employees, which in turn will ensure that all necessary information is brought to the attention of all contractors prior to the commencement of any building related works. Where remedial measures are necessary for dealing with Asbestos material, the consultant or contractor employed by the Council must comply with all the relevant current legislation. Such remedial measures will be recorded, and the Asbestos register updated accordingly.

11.6 Monitoring and Continuous Improvement

All ACMs left in situ in BBC premises will be re-inspected by appointed third party contractors commissioned to complete Asbestos Surveyors on a priority basis on behalf of BBC following previous grading unless otherwise determined by risk assessment and detailed in the Asbestos Register.

Information collated during these inspections will be used to update the Asbestos Register, and appropriate action taken regarding any recommendations made. The identified ACMs will form part of future inspection.

The AMP will be monitored and reviewed during auditing and testing activity.

Health and safety auditing arrangements are in place, which include compliance with this Policy and associated procedures. Audits and reviews provide data reflecting the effectiveness of this Policy and identify opportunities to achieve continual improvement in the management of asbestos across BBCs housing portfolio and within its operational and commercial buildings.

11.7 Record Keeping

BBC will keep a record of the information, instruction, and training given to all employees and we expect that our contractors and sub-contractors will share details of training for their employees who are engaged in work on our premises where they may encounter ACMs.

The risk associated with asbestos will be recorded and assessed through the risk register.

11.7.1 ACM Treatment based on condition and location

1.	Undamaged and unlikely to be damaged	leave ACM in place and monitor
2.	Good condition and not readily accessible	seal ACM
3.	Slightly damaged and not readily accessible	repair and seal ACM.
4.	Any other condition or location	remove by appropriately licensed and approved ACM contractor

Review and update the asbestos management plan at least annually or when required to ensure it is accurate and current.

11.8 Incidents

11.8.1 Discovery of ACMs

If suspected ACM is discovered the work activity should STOP immediately. The area should be evacuated and sealed off to prevent entry.

The person managing the works shall be notified immediately and must report All asbestos incidents and near misses to the Health, Safety, Compliance and Emergency Planning Team and the Head of Asset Management and Development, with either team updating the other on notification.

Upon notification of the discovery of suspected ACM, the retained Specialist Asbestos Contractor shall be advised so that samples can be taken. If the material is confirmed as containing Asbestos, an assessment by the Specialist Asbestos Contractor shall be undertaken to determine whether any of the works will result in people being exposed to Asbestos. If the assessment indicates no exposure is likely, the works may continue.

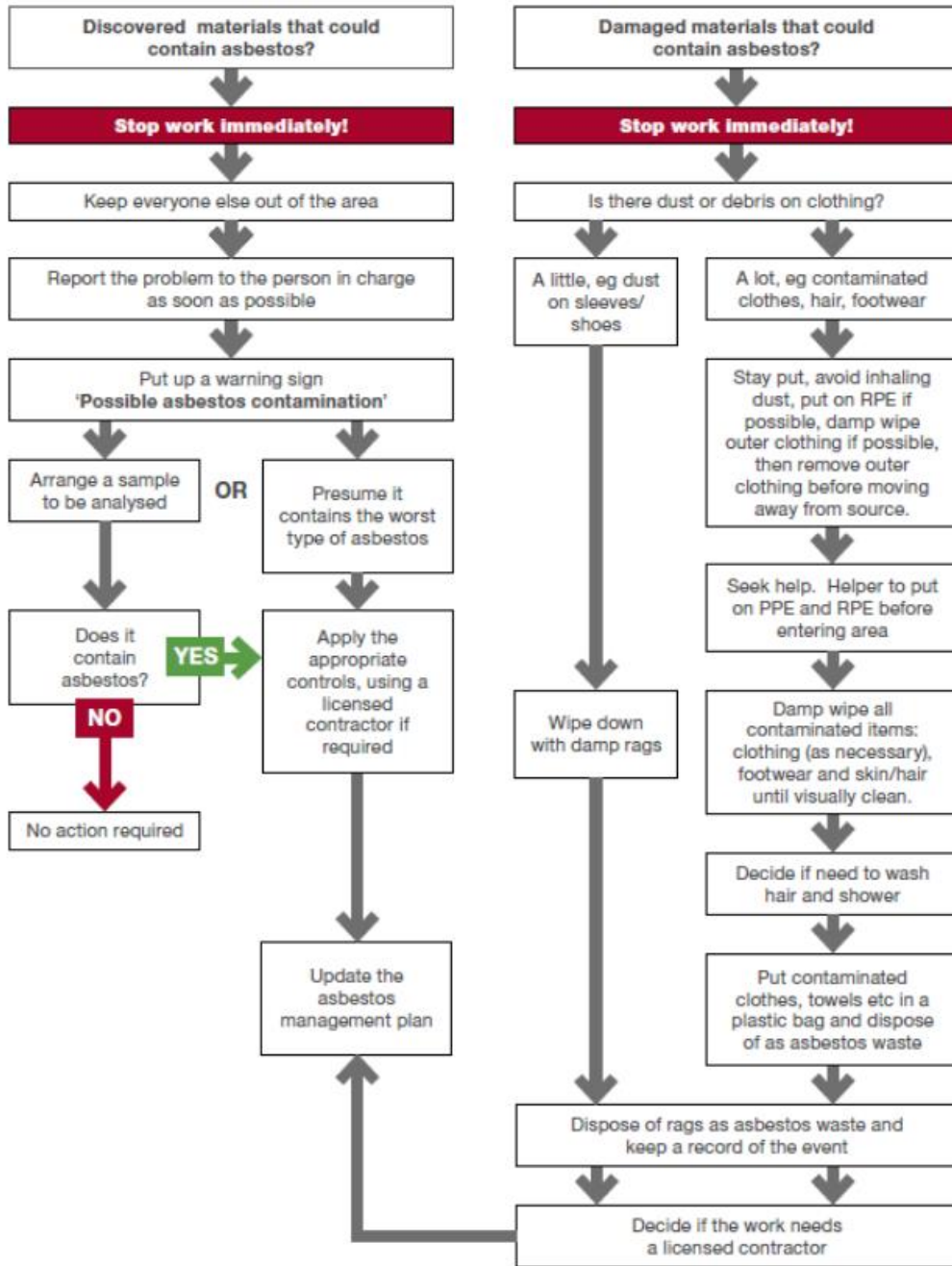
The Asbestos register should be updated. If the assessment indicates that exposure is likely, the Specialist Asbestos Contractor shall make recommendations as to the appropriate action required.

11.8.2 Inadvertent disturbance of material

In the event of any employee or contractor inadvertently damaging a product thought to be an ACM, the process shown in the flow chart must be followed.

In the event of any enforcement officer, or grounds maintenance employee inadvertently being exposed to a damaged product thought to be an ACM, the process in the flow chart should be followed.

Flow chart



11.9 Voids

BBC will carry out a full management survey of each property when it becomes void.

A refurbishment / demolition survey will be undertaken if appropriate where extensive void works are identified such as replacing a kitchen or bathroom. The results will be uploaded to the asbestos register held on One Housing System.

The housing officer will generate an "Asbestos in your Home" report for the new incoming tenant that will be provided at sign up alongside an Asbestos advice leaflet. The report will describe the locations of ACMs in the property and give advice on DIY in the home.

11.10 Repairs

When carrying out repairs and maintenance work our employees and contractors can prevent inadvertent exposure by carrying out the following:

- Review the asbestos register before commencing work.
- Proceed with caution, even when no ACM is recorded
- Arrange an asbestos management survey that complies with the current legislation/guidance when ACM is suspected
- Or treat as ACM and remove when appropriate / economic to do so, e.g. Artex, floor tiles. Apply the agreed control measures that are in place when carrying out any work that will disturb ACM.
- Report any damage or deterioration of ACM to the relevant contractor for remedial action.
- The Housing Team will only undertake the removal of licensed ACMs in un-occupied premises or in controlled conditions with the consent of the Head of Housing and Head of Asset Management and Development

11.11 Planned Projects and Capital Works

When undertaking any planned maintenance, we will ensure:

- A refurbishment / demolition survey is undertaken
- relevant information is included in the Health and Safety tender documentation
- If the works are “licensable” the contractor will submit a 14-day notification to HSE detailing their plan of work and the dates that the work will be undertaken.
- The contractor will provide risk assessments and method statements for approval by the Head of Asset Management and Development, and the Head of Planning and Economic Development and the appointed ‘Project manager.’
- The appointed contractor will assess the works and submit an ASB5 notification to the HSE 14 days before commencing the works; In addition, they must submit a Plan of works in accordance with HSG 247 for agreement with the Head of Asset Management and Development and the Head of Planning and Economic Development.
- On completion of the works the contractor will submit all relevant documents to the ‘Project manager’, Including the four-stage air clearance certificate, the waste Consignment notice and re-occupation certificate. This information must be stored on One Housing System.

Note: All air monitoring is to be undertaken by a UKAS accredited surveyor. Separate companies will be employed to undertake asbestos removal and air testing.

11.12 Disposal of Asbestos

All forms of Asbestos waste containing more than 0.1% Asbestos is classified as special waste and can only be disposed of at sites licensed to receive it.

The transfer of Asbestos waste materials is to be only undertaken by appropriately licenced carriers with disposal at a licensed waste site. Appropriate waste transfer notes shall be completed, and copies maintained by BBC using One Housing System or other relevant data management system.

12.0 Accessing Information

BBC will ensure that all current ACM information available for our directly managed housing stock is added to the digital Asbestos Register called Alpha Tracker.

This includes, but is not limited to the following information:

- Asbestos Policy
- Air monitoring results
- Waste consignment notes
- Asbestos Management Surveys
- Asbestos Refurbishment and Demolition Surveys
- Bulk Sampling
- Remedial & Removal Works documents
- Re-inspections

The asbestos register will hold information relating to all ACMs – identified and presumed.

The Asbestos Register will be made accessible to relevant employees.

The relevant responsible person(s) or appointed responsible person must be satisfied that the information in the asbestos register is known and understood by employees, contractors and sub-contractors doing the work on our premises and that any ACMs will not be disturbed during planned works.

Relevant information from the asbestos register will be provided to contractors and sub-contractors prior to any works starting on site to ensure that appropriate precautions are taken, and any asbestos risks are appropriately controlled.

Labels warning of the presence of asbestos containing materials will be affixed in communal areas, plant rooms and similar in accordance with asbestos labelling guidance. Such labels will be checked and maintained or replaced at suitable intervals.

Notification will be by the incident reporting form and send via email to Health.Safety@broxtowe.gov.uk. An investigation will commence as soon as practicable following notification.

If the incident involves significant disturbance of ACMs, the entire affected area must be cordoned off and entry prohibited until controlled air testing confirms the area/premises to be safe to reoccupy.

Where a release of asbestos fibres is sufficient to cause damage to the health of any person, the Health, Safety, Compliance and Emergency Planning Team and the Asset Management Team will review the incident and where required, report the incident to the Enforcing Authority (HSE) in accordance Dangerous Occurrences under RIDDOR.

The safety of our tenants, employees, contractors, sub-contractors, and members of the public is of the utmost importance. This Policy has been written to protect all

concerned considering all protected characteristics. We will ensure that relevant information is communicated in an accessible and understandable way with the aim of keeping tenants and those working for us or on our behalf safe. This Policy has direct and positive equality and diversity impacts.

13.0 Communications and Consultation

A controlled version of this Policy is published on our website – accessible to the public.

It is also published on our intranet along with relevant procedures, accessible to our employees.

The Health, Safety, Compliance and Emergency Planning Team, alongside the Asset Management and Development Team and Housing Team will liaise with all relevant teams and ensure this Policy and any procedures which implement it is clearly communicated.

New tenants will be given asbestos safety advice at sign-up and provided with an Asbestos Safety Report that gives advice and basic precautions. This leaflet will be available on the website along with further asbestos safety information.

BBC may also provide asbestos safety advice in various ways, including reminders on our website and specific advice following a property survey, or an alteration request.

In the formation of this Policy we consulted with employees, through our Health and Safety Committee, our General Management Team (GMT) and our Senior Management Team (SMT).

Subsequent reviews will be checked for change and accuracy prior to being reapproved and will include: -

- the effectiveness of the asbestos Policy
- training provided to employees and information provided to tenants and contractors.
- records of all asbestos incidents and review any learning.
- changes to legislation, best practice, guidance, or recommendations from reviews

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Equality Impact Assessment

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

Public bodies are required in it to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited under the Act
- advance equality of opportunity between people who share a protected characteristic and people who do not share it, and
- foster good relations between people who share a protected characteristic and people who do not share it.

The public sector Equality Duty came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation.

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

The Council has also decided to treat people who have care experience as if they had a protected characteristic under the law.

Having due regard means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of

equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to advance equality of opportunity involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low.

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore take account of disabled people's impairments when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they considered the aims of the Equality Duty. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is

slight. The Equality Duty requires public bodies to think about people’s different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Executive Director	Title of the Lead Officer responsible for EIA	Tuesday Hanley
Name of the policy or function to be assessed:		Asbestos Policy	
Title of the Officer undertaking the assessment:		Head of Health, Safety, Compliance and Emergency Planning	
Is this a new or an existing policy or function?		New Policy	
<p style="text-align: center;">1. What are the aims and objectives of the policy or function?</p> <p>To appoint licenced contractors to ensure the requirements of the Health and Safety Executive are followed under the ‘Duty to Manage’ Asbestos containing materials (ACMs) and specifically Reg 4 Duty to manage asbestos in non-domestic premises and Reg 5 Identification of the presence of Asbestos under The Control of Asbestos Regulations 2012 in the removal and disposal of asbestos containing material that is identified during planned Capital works programmes.</p> <p>Also, to provide an emergency response in the event of asbestos containing material being discovered or disturbed while carrying out ad-hoc property maintenance and repair works.</p> <p>The provide clarity and consistency on our approach to managing asbestos in our premises for all departments and to make accountability very clear.</p>			
<p style="text-align: center;">2. What outcomes do you want to achieve from the policy or function?</p> <p>First and foremost a safe working environment for our employees, contractors who do work on our behalf to create a secure and safe home for our tenants.</p>			
<p style="text-align: center;">3. Who is intended to benefit from the policy or function?</p> <p>All our Employees, but particularly our trade operatives. Our Tenants residing in our housing stock and contractors who work on our behalf. It will ensure safe and secure homes for Broxtowe Borough Council tenants and their visitors and ensure the safe disposal of hazardous material.</p>			
<p style="text-align: center;">4. Who are the main stakeholders in relation to the policy or function?</p> <p>Asset Management & Development – Capital works streams and Estates function Housing – Repairs and Voids Tenant Services Economic Development and Regeneration – Refurbishments</p>			

Directorate:	Executive Director	Title of the Lead Officer responsible for EIA	Tuesday Hanley
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands? None as this is about the condition of the housing stock and the presence of ACMs.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands? N/A</p>			

<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact? That all stakeholders want and need a defined approach and clear guidance on what standards we will work to.</p>
<p>8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways? No In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:</p>
<p><input type="checkbox"/> Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified? No. Every tenant and visitor to the property will benefit.</p>
<p><input type="checkbox"/> Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified? No – this affects the physical dwelling and not the individual who lives there. Inspection, monitoring and remedial work decisions will be based solely on the condition of any ACM found in a property.</p>
<p><input type="checkbox"/> Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function? No. All residents will be given the same options when we engage in work to encapsulate or remove ACMs.</p>
<p><input type="checkbox"/> Could the policy or function promote or contribute to equality and good relations between different groups? If so, how? Yes, it will give tenants assurance that their health will not be unduly compromised by the presence of ACMs in good condition in their dwellings.</p>
<p><input type="checkbox"/> What further evidence is needed to understand the impact on equality? The works are undertaken on Broxtowe Borough Council owned properties and will not affect individual groups of the population. The priority for works is based on the discovery and the condition of asbestos containing material in the property rather than the individual characteristics of the occupants.</p>

9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?

Age:	<p>The work will have a positive effect on all of the identified equality groups as both the tenants and visitors to the property will benefit from the encapsulation or safe removal and disposal of asbestos containing material.</p>
Disability:	
Gender:	
Gender Reassignment:	
Marriage and Civil Partnership:	
Pregnancy and Maternity:	
Race:	
Religion and Belief:	
Sexual Orientation:	
Care Experience:	

Executive Director:

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.

Signature:

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Equality Impact Assessment

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

Public bodies are required in it to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited under the Act
- advance equality of opportunity between people who share a protected characteristic and people who do not share it, and
- foster good relations between people who share a protected characteristic and people who do not share it.

The public sector Equality Duty came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation.

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

The Council has also decided to treat people who have care experience as if they had a protected characteristic under the law.

Having due regard means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of

equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to advance equality of opportunity involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low.

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore take account of disabled people's impairments when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they considered the aims of the Equality Duty. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is

slight. The Equality Duty requires public bodies to think about people’s different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Executive Director	Title of the Lead Officer responsible for EIA	Tuesday Hanley
Name of the policy or function to be assessed:		Asbestos Policy	
Title of the Officer undertaking the assessment:		Head of Health, Safety, Compliance and Emergency Planning	
Is this a new or an existing policy or function?		New Policy	
<p style="text-align: center;">1. What are the aims and objectives of the policy or function?</p> <p>To appoint licenced contractors to ensure the requirements of the Health and Safety Executive are followed under the ‘Duty to Manage’ Asbestos containing materials (ACMs) and specifically Reg 4 Duty to manage asbestos in non-domestic premises and Reg 5 Identification of the presence of Asbestos under The Control of Asbestos Regulations 2012 in the removal and disposal of asbestos containing material that is identified during planned Capital works programmes.</p> <p>Also, to provide an emergency response in the event of asbestos containing material being discovered or disturbed while carrying out ad-hoc property maintenance and repair works.</p> <p>The provide clarity and consistency on our approach to managing asbestos in our premises for all departments and to make accountability very clear.</p>			
<p style="text-align: center;">2. What outcomes do you want to achieve from the policy or function?</p> <p>First and foremost a safe working environment for our employees, contractors who do work on our behalf to create a secure and safe home for our tenants.</p>			
<p style="text-align: center;">3. Who is intended to benefit from the policy or function?</p> <p>All our Employees, but particularly our trade operatives. Our Tenants residing in our housing stock and contractors who work on our behalf. It will ensure safe and secure homes for Broxtowe Borough Council tenants and their visitors and ensure the safe disposal of hazardous material.</p>			
<p style="text-align: center;">4. Who are the main stakeholders in relation to the policy or function?</p> <p>Asset Management & Development – Capital works streams and Estates function Housing – Repairs and Voids Tenant Services Economic Development and Regeneration – Refurbishments</p>			

Directorate:	Executive Director	Title of the Lead Officer responsible for EIA	Tuesday Hanley
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands? None as this is about the condition of the housing stock and the presence of ACMs.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands? N/A</p>			

<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact? That all stakeholders want and need a defined approach and clear guidance on what standards we will work to.</p>
<p>8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways? No In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:</p>
<p><input type="checkbox"/> Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified? No. Every tenant and visitor to the property will benefit.</p>
<p><input type="checkbox"/> Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified? No – this affects the physical dwelling and not the individual who lives there. Inspection, monitoring and remedial work decisions will be based solely on the condition of any ACM found in a property.</p>
<p><input type="checkbox"/> Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function? No. All residents will be given the same options when we engage in work to encapsulate or remove ACMs.</p>
<p><input type="checkbox"/> Could the policy or function promote or contribute to equality and good relations between different groups? If so, how? Yes, it will give tenants assurance that their health will not be unduly compromised by the presence of ACMs in good condition in their dwellings.</p>
<p><input type="checkbox"/> What further evidence is needed to understand the impact on equality? The works are undertaken on Broxtowe Borough Council owned properties and will not affect individual groups of the population. The priority for works is based on the discovery and the condition of asbestos containing material in the property rather than the individual characteristics of the occupants.</p>

9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?

Age:	<p>The work will have a positive effect on all of the identified equality groups as both the tenants and visitors to the property will benefit from the encapsulation or safe removal and disposal of asbestos containing material.</p>
Disability:	
Gender:	
Gender Reassignment:	
Marriage and Civil Partnership:	
Pregnancy and Maternity:	
Race:	
Religion and Belief:	
Sexual Orientation:	
Care Experience:	

Executive Director:

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.

Signature:

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Report of the Portfolio Holders for Resources and Personnel Policy and Economic Development and Asset Management

Fire Safety Policy

1. Purpose of Report

Cabinet is asked to consider the Fire Safety Policy and approve accordingly.

2. Recommendation

The Policy Overview Working Group RECOMMENDS to Cabinet that the Fire Safety Policy be approved.

3. Detail

The Fire Safety Policy has been updated to reflect the latest regulatory requirements and ensure that the internal processes comply with them. The revised policy aligns with all key legislation and supporting regulations.

Key stakeholders in Housing and Asset and Development have been consulted on the improvements to the original policy and are in support of the revisions.

The Health and Safety Committee met on 15 January 2025 to review and comment on the Fire Safety Policy. The comments have been reflected in this document.

4. Key Decision

This report is not a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

5. Updates from Scrutiny

This report has been through pre-scrutiny or Policy Overview Working Group.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

There are no additional financial implications for the Council to consider at this stage with business-as-usual activities continuing to be met from within existing resources. Any significant budget implications in the future, over and above virement limits, would require approval by Cabinet.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

The legal implications are set out at Section 5.0 of the Policy, failure to comply with the relevant legislative requirements could result in serious legal consequences for the Council.

8. Human Resources Implications

Not applicable.

9. Union Comments

The Union comments were as follows:

Not applicable

10. Climate Change Implications

Any Climate Change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

As this is a change to policy an equality impact assessment is included in the **Appendix** to this report.

13. Background Papers

Nil.



Fire Safety Policy 2025

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Summary

This Fire Safety Policy outlines Broxtowe Borough Council's commitment to preventing fire risks, ensuring safety, and meeting its responsibilities as a local authority, landlord, and social housing provider to reduce the risk of fire and mitigate its effects. This policy demonstrates Broxtowe Borough Council's proactive approach to fire safety, balancing its obligations as a public authority and a landlord to protect lives and property.

Policy Statement

Broxtowe Borough Council (BBC) recognises and accepts the duty of care placed upon it by legislation, as well as its moral responsibility to maintain, manage, and operate the buildings under its control, with all reasonable and practicable measures to prevent the outbreak of Fire. BBC is committed to protecting the health, safety and welfare of all employees and others including tenants, visitors, contractors, and the public who may be affected by BBC's activities.

BBC recognises the importance of Fire Safety and understands the catastrophic impacts that can occur: -

Fire kills – In 2022/23 (England and Wales) Fire and Rescue Services attended over 178,737 fires. 66,753 of these were serious fires that caused harm to people and property. 7,649 were Workplace Fires and 707 were High-Rise Flats and Maisonettes. These fires also killed 321 people and injured over 6098.

Fire costs – The costs of a serious fire can be high and afterwards many organisations and businesses do not recover. In 2022/23, the cost because of fire, including property damage, human casualties and lost business, was estimated at well over £7.1 billion.

Legal duty to manage fire safety effectively - These duties are outlined specifically in the The Regulatory Reform (Fire Safety) Order 2005 (RRFSO). Failure to comply with these duties may lead to enforcement action being taken by the local Fire Authority and in serious cases this may also lead to fines and imprisonment.

BBC will comply with all relevant fire safety legislation, regulations and best practise including the RRFSO and implement robust measures to protect lives and property. Through regular fire risk assessments, employee training, tenant education and the provision of fire safety equipment, BBC will maintain safe environments. This Policy reflects BBC's dedication to safeguarding the communities it serves and fostering a culture of fire and explosion prevention.

Signed on behalf of Broxtowe Borough Council

Ruth Hyde

Chief Executive Officer

Date:

1.0 Review

This Policy will be reviewed every 3 years or sooner when there has been an update to legislation, regulation, approved codes of practice or operational changes and incidents within BBC. The next planned update will be in December 2027

2.0 Policy Aims

This policy aims to outline the main principles of Fire Safety management providing a framework of procedures to comply with the Regulatory Reform (Fire Safety) Order 2005 (RRFSO), The Building Safety Act 2022 and meeting the requirements of the Housing Act 2004 to address fire and explosion hazards identified through the Housing Health and Safety Rating System (HHSRS). By implementing this comprehensive fire safety policy BBC is demonstrating its commitment to creating safe living environments and reducing the likelihood and impact of fire incidents.

- Provide clear lines of responsibility within BBC for the management of fire safety.
- Specify individual responsibilities in the management of fire safety.
- Provide a commitment to communication with customers regarding fire safety.
- Make clear BBC's approach to surveying properties and undertaking Fire Risk Assessments.
- Provide appropriate information and instruction to employees, tenants, leaseholders, and others with regards to safe evacuation.
- Effective arrangements are in place to respond to and deal with the aftermath of a fire.
- To minimize the risk of fire and its impact.
- To safeguard all persons on BBC premises from death or injury in the event of a fire or explosion.
- To provide clear guidance on roles and responsibilities.
- To comply with all fire safety legal obligations.
- To ensure all BBC owned and managed properties are safe for tenants, employees, contractors, and visitors.

3.0 Scope

The policy covers all council Housing Revenue Account (HRA) assets, including dwellings, common parts of blocks of flats and independent living schemes, garages, and other assets where we have a repair and maintenance responsibility. BBC will through its responsible officers make every reasonable effort to identify, manage and monitor fire safety risks within its operational buildings e.g. offices, leisure facilities, green spaces, transport depot and workshops and its property portfolio and which includes:

Social Housing Properties

- Houses
- Blocks of Flats
- Maisonettes
- Bungalows
- Elderly person housing units (Independent living schemes)
- Community rooms
- Garages
- Temporary accommodation

Corporate Properties

- Office buildings
- Leisure centres
- Museums (where owned by Broxtowe Borough Council)
- Pavilions (where owned by Broxtowe Borough Council)
- Stores/Depots

Commercial Properties

- Retail Units
- Cinema Complex
- Business Outlets

Any reference in this policy to 'we', 'our' or 'us' refers to Broxtowe Borough Council (BBC).

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to Broxtowe Borough Council Local Authority Housing secure tenant, leaseholder, or shared owner and those living under license in our temporary accommodation units.

This policy is designed to work alongside our wider set of health, safety, and compliance policies, procedures, and processes. This policy applies to all BBC owned and managed properties, workplaces, employees, commercial tenants, contractors, tenants, leaseholders, and visitors. It covers:

- Commercial Properties
- Corporate buildings and offices.
- Social housing stock, including general needs housing, independent living schemes, and temporary accommodation.

- Communal areas of residential blocks.

All premises owned or occupied by BBC are subjected to a fire risk assessment. BBC acting through its responsible officer set out in paragraph 9 below will appoint a competent contractor to manage the process of conducting Fire Risk Assessments. Where any issues or significant risks are identified by the fire risk assessment, action will be taken to implement appropriate control measures to reduce the risk of fire to the lowest practicable level.

All fire risk assessments will be reviewed at a predetermined date based on the residual fire rating for the property or sooner following any significant changes.

Property Risk Rating	Frequency
Substantial	→ Annual Review (1 year)
Moderate	→ Biennial Review (2 year)
Tolerable	→ Triennial Review (3 year)
Trivial	→

Fire Safety Risk Profile

Risk Level:1	Housing	→ Independent Living Schemes; Temporary Accommodation
	Bramcote Crematorium	→ Incinerators
	Kimberley Depot	→ Fuel Storage, Garage Workshops
Risk Level:2	Housing	→ Independent Living Flats [Blocks]
Risk Level:3	Housing	→ General Needs Flats [Blocks]
Risk Level:4	L Leisure Limited	→ Chilwell Olympia Bramcote Leisure DH Lawrence Museum
Risk Level:5	Housing Public Buildings	→ General Needs Single Dwellings Offices
Risk Level:6	Other	→ Parks and Open Spaces

4.0 Purpose

This Fire Policy is designed to provide clear acknowledgement of the responsibilities that BBC has in relation to the management of fire safety and outline the measures and procedures that will ensure the safety of tenants, leaseholders, employees, contractors, visitors and the general public by reducing the risk of fire, mitigating the effects of fire and ensuring compliance with relevant fire safety laws and regulations within the properties for which, BBC has responsibility, by

- Adhering to the fire safety legislation.
- Minimise the risk of fire and explosion.
- Protect the physical structures of the property to ensure continued housing availability and reduced costs associated with fire damage.
- Outline the responsibilities of BBC, tenants, employees, contractors, visitors, and members of the public.
- Ensure fire safety is managed proactively.

- Establish a framework for conducting regular fire risk assessments of properties to identify potential hazards and implement controls.
- Ensure there are clear evacuation plans and procedures for all properties.
- Educate tenants about their responsibilities, such as maintaining clear escape routes and avoiding actions that increase fire risk.
- Train staff in fire safety practices and emergency response procedures
- Identify vulnerable residents and carry out a personal emergency evacuation plan (PEEP)
- Ensure all maintenance, materials and modifications to properties adhere to fire-resistant safety standards especially those pertaining to external wall systems and other critical components.

5.0 Legal Framework

BBC will comply with all relevant fire safety legislation, including but not limited to:

- The Regulatory Reform (Fire Safety) Order 2005 (RRFSO).
- The Housing Act 2004.
- The Fire Safety Act 2021.
- The Building Safety Act 2022.
- The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.
- The Social Housing (Regulation) Act 2023.
- The Fire Precautions (Workplace) Regulations 1997 as amended 1999.
- The Local Government and Housing Act 1989.
- The Landlord and Tenant Act 1985.
- The Occupiers Liability Act 1957 and 1984.
- The Health and Safety at Work Act 1974.
- The Electricity at Work Regulations 1989.
- Approved Document B (Building Regulations).

Although the RRFSO does not apply to individual domestic dwellings, BBC (as a provider of social housing) accepts its duty as a landlord and recognises that most fires (and any associated fatalities) occur in domestic dwellings. Because of this BBC will ensure a fully holistic approach when undertaking fire risk assessments of multi-occupancy housing schemes (i.e. Independent Living) and any multi-occupancy blocks of flats (e.g. Independent Living, General Needs and Lease Holders).

The fire risk assessments carried out in these circumstances will also pay attention to those who are vulnerable (e.g. elderly, disabled, young persons and anyone with individual needs, disabilities, and limited mobility) and will aim to ensure that the fire precautions in place are 'suitable and sufficient' given all reasonably foreseeable circumstances.

The RRFSO and the Management of Health and Safety at Work Regulations 1999 (as amended) require that the focus of fire safety provision is to 'protect and save' lives. This legislation requires BBC (through the nominated 'Responsible Person(s)') to carry out 'suitable and sufficient' fire risk assessments of premises, sites, and activities to protect employees, visitors and others.

Fire safety legislation as it relates to BBC is enforced by Nottinghamshire Fire and Rescue Service (NFRS). Health and Safety legislation, which may relate to fire

safety, is enforced by the Health and Safety Executive, with the exception for higher risk buildings which are dealt with by the Building Safety Regulator.

Responsibility for complying with the RRFSO rests with the 'Responsible Person'. Within BBC, the duties of the 'Responsible Person' are currently discharged by several employees at both a Strategic and Operational level as indicated in section 9 below. The overall duty holder is the Chief Executive who is supported by the Head of Housing and Head of Asset Management and Development.

Further details of those posts and wider responsibilities are addressed in the Fire Safety Management Plan that supports the implementation of this policy.

6.0 Terms and Definitions

These terms ensure clarity and consistency in understanding and implementing fire safety measures.

AFP	Active Fire Protection
AFSS	Automatic Fire Suppression System
CDM	Construction Design and Management
PFP	Passive Fire Protection
FRA	Fire Risk Assessment
FRAEW	Fire Risk Appraisal of External Walls
HHSRS	Housing Health and Safety Rating System
OLA	Occupiers Liability Act
PEEP	Personal Emergency Evacuation Plan
RP	Responsible Person
RRFSO	Regulatory Reform Fire Safety Order
HRA	Housing Revenue Account

Competent Person	An individual with sufficient training, experience, knowledge, qualifications to implement fire safety measures and conduct tasks like fire risk assessments or alarm maintenance.
Responsible Person	The individual or organisation legally accountable for fire safety in a building, as defined by the RRFSO. This can be the landlord, property manager or employer.
Relevant Persons	Defined under the RRFSO as anyone lawfully on the premises or in the immediate vicinity who might be affected by fire
Fire Risk Assessment	A systematic evaluation of a building to identify fire hazards, assess risks to occupants and determine necessary control measures to reduce or eliminate risks.
Fire Compartmentation	The use of fire-resistant materials and construction methods to divide a building into sections, slowing the spread of fire and smoke.
Fire Resistance	The ability of a material or structure to withstand fire

	or heat for a specified period, measured in minutes.
Cladding	External material applied to buildings, which can influence fire safety based on its combustibility and performance during a fire.
Compartment Fire	A fire contained within a single enclosed space, such as a room or flat due to effective compartmentation.
Fire Detection and Alarm Systems	Equipment designed to detect fire and alert occupants, such as smoke detectors, heat detectors and alarm sounders.
Active Fire Protection	Systems that actively respond to fire, such as sprinklers, fire alarms and extinguishers.
Passive Fire Protection	Measures that prevent or slow the spread of fire without requiring activation, such as fire doors, fire resistant walls and fire stopping materials.
Fire Door (FD30 FD60)	A specially designed door that prevents the spread of fire and smoke for a minimum specified period of time, usually 30 – 60 minutes.
Fire Safety Management Plan	A document outlining how fire safety is managed in a building, including roles and responsibilities.
Evacuation Plan	A documented and practised procedure outlining how occupants should leave the building in the event of a fire.
Simultaneous Evacuation	A fire strategy where all occupants evacuate the building at the same time upon hearing the fire alarm.
Stay Put Policy	A fire strategy where occupants in flats, apartments, independent living schemes remain in their units unless the fire directly affects them, or they are instructed to leave.
Fire Hazard	Any situation, process or material that could potentially ignite and sustain a fire.
Means of Escape	Safe routes provided in a building for occupants to exit during a fire, including corridors, stairways, and emergency exits.
Escape Lighting (Emergency Lighting)	Lighting provides to illuminate escape routes and exits during a power failure.
Personal Emergency Evacuation Plan (PEEP)	A tailored evacuation plan designed to assist an individual with disabilities or limited mobility in safely exiting a building during a fire
Evacuation Chair	A device used to assist individuals with limited mobility during an emergency evacuation.
Fire Assembly Point	A pre-designated safe area where building occupants can gather after evacuating during a fire emergency.
Fire Drill	A practised exercise to simulate fire conditions, testing the evacuation procedures and preparedness.
Fire Extinguisher Ratings	A classification system indicating the types of fires an extinguisher can combat
Fire Safety Culture	The attitudes, behaviours and practices of individuals and organisations in prioritising and maintaining fire safety.

Fire Safety Logbook	A document used to record fire safety related activities, such as equipment inspections, fire drills, fire alarm servicing, inspection, and tests.
Fireman's Box (Red Box or Premises Information Box)	Provides essential details about the building layout, utility shut off points, fire safety systems, and hazards (dangerous substances, structural weaknesses) to aid firefighting operations. A critical resource for firefighters during emergencies.

7.0 Key Compliance considerations

Fire doors must be tested according to either BS 476-22 1987 Fire Tests on Building Materials and Structures – Methods for determination of fire resistance of non-loadbearing elements of construction or BS EN 1634-1:2014 +A1:2018 Fire Resistance and Smoke Control Tests for Door and Shutter Assemblies, Openable Windows, and Elements of Building Hardware - Fire Resistance Tests for Doors and Shutters assemblies to ensure that they meet resistance standards. This rating is determined by the time the doors can withstand fire under test conditions, including resistance to flames, heat, and smoke. The doors must also have appropriate seals (intumescent and smoke seals) with certified hardware (door closures, latches, and hinges) all of which must be compatible with the fire door.

Where Cladding is used in the construction, refurbishment, and restoration of buildings the material used must achieve Class A2-s1, d0 or Class A1 under European Reaction to Fire Standards EN 13501-1. Class A1 materials are non-combustible and have the highest level of fire resistance. These materials do not contribute to the fire in any stage, including during development. Class 2 materials are limited combustibility products. They contain small amounts of combustible materials but are designed to minimise their contribution to fire spread.

When fire risk assessments are carried out, they must be undertaken by a competent fire risk assessor as outlined by the British Standard Institute (BSI) who have introduced BS 8674: Built Environment- Framework for Competence of Individual Fire Risk Assessors – Code of Practice. This standard outlines the competence criteria for individuals conducting general fire risk assessments in occupied buildings constructed with conventional materials and systems to safeguard building occupants.

8.0 Level of Risk

BBC is committed to ensuring that all fire risks within all buildings owned, managed, or maintained by the Council are properly managed and controlled so that they will not present a risk to employees, tenants, contractors, or members of the public.

Any **employee, administrator, contractor, or sub-contractor to BBC found** to be deliberately contravening this policy will be subject to disciplinary action and, where appropriate, legal action by the HSE and or the HHSRS Enforcement Team.

9.0 Responsibilities and Duty Holders

The Chief Executive has ultimate responsibility for ensuring compliance with this Policy and for providing the necessary resources.

The Chief Executive is the responsible person and will ensure that the Deputy CEO, Executives Directors and Director and Heads of Service comply with their individual duties and responsibilities to implement the requirements of this Policy within their Departments / Service Areas and will hold them accountable for achieving this.

Heads of Service will be responsible to Chief Officer for applying this Policy and monitoring its effectiveness. Within their area of responsibility, they will ensure standards of fire prevention are enforced by managers and supervisors, their teams complete the mandatory fire safety training and do not interfere with any life safety systems or equipment.

Managers and supervisors will be responsible to the Head of Service for applying this Policy and monitoring its effectiveness. Within their responsibility they will ensure standards of fire prevention are enforced by employees.

All Employees must co-operate with BBC (as their employer) by complying with all instructions given to them with regards to fire safety. Failure to comply with such instructions may lead to disciplinary action being taken. Employees must also report any observed shortcomings in fire safety precautions to their manager/supervisor immediately.

Head of Health, Safety, Compliance and Emergency Planning

The Head of Health, Safety, Compliance and Emergency Planning will act as the 'competent person' for Broxtowe Borough Council on all matters relating to Fire Safety and will provide assurance to GMT that this policy and the supporting procedures are being implemented effectively.

Head of Asset Management and Development

Fire risk assessments will be organised and coordinated by the Head of Asset Management and Development through our appointed competent contractor whose services will have been procured through a nationally recognised framework or Joint Contracts Tribunal (JCT) Joint Fire Code, which is more aligned to renovation works, demolition, refurbishment, repair work, alterations, and civil engineering works.

Fire safety deficiencies needing to be rectified will be entered into an action plan. A report will be produced from the action plan for the responsible person for the building to implement and progress to resolve all actions will be monitored and reviewed by the Health and Safety Sub Committee.

An annual report relating to fire risks at Broxtowe Borough Council premises will be submitted to the Health and Safety Committee by the Head of Health, Safety, Compliance and Emergency Planning.

Persons Responsible for Commissioning Works

BBC acknowledges the critical roles of teams involved in the commissioning of works in ensuring fire safety compliance. The following teams – Modernisations, Economic Development and Regeneration Team, and Capital Works Team play a key role in delivering projects that are subject to the Construction (Design and Management) Regulations 2015 (CDM). These Teams are responsible for but not limited to: -

- Ensuring that fire safety is a core consideration during the design, planning execution and completion of all projects, including public spaces and community buildings.
- Ensuring that fire safety provisions are designed, installed, and commissioned in line with BS 9999 and BS 7974.
- Consulting with BBC's competent person to review fire safety measures during project planning and implementation stages.
- Adhering to the legal standards for fire and the Building Regulations 2010 (as amended), particularly in relation to fire safety provisions.
- Engage and collaborate with internal teams in Asset Management and Development, Health, Safety, Compliance and Emergency Planning and any third-party contractor engaged in the provision of Fire Risk Assessments or the creation of fire strategy documents.
- Maintain oversight of contractors to ensure that fire safety responsibilities are discharged correctly.

CDM-Specific Responsibilities

Under CDM all teams involved in commissioning works must: -

- Ensure that the appointed designers and contractors are competent and understand fire safety obligations.
- Provide pre-construction information pack that includes fire safety requirement for the project.
- Ensure risks are assessed and mitigated during the design stage.
- Ensure that the contractors provide fire safety documentation, such as fire strategies, evacuation plans and Operation and Maintenance (O&M) manuals

Broxtowe Borough Council as an Employer

- Ensure fire risk assessments are conducted and regularly reviewed for all BBC owned and managed workplaces in line with the property risk profile
- Maintain appropriate fire detection and alarm systems.
- Provide fire safety training for all staff.
- Ensure that there are enough trained fire wardens and chief fire wardens.

Borough Council as a Landlord

BBC has additional duties as a landlord and social housing provider:

- **Fire Risk Assessment & Management:** Conduct and regularly review fire risk assessments for all residential properties with communal areas, ensuring compliance with the Fire Safety Act 2021. Fire risk assessments will be conducted using an appropriate methodology in accordance with local/national guidance and incorporate an action plan of measures to improve or maintain the current level of fire safety.
- **Protect Lives and Property:** Minimise the risk of fire to tenants, leaseholders, employees, and visitors in residential and communal areas.
- **Define Responsibilities:** To outline the roles and responsibilities of the landlord (BBC), tenants, and employees regarding fire safety.
- **Building Design and Maintenance:** Ensure fire doors, smoke alarms, emergency lighting, fire extinguishers and other fire safety measures are regularly inspected and maintained. Ensure that building materials meet fire safety standards.
- **Communication with Tenants:** Provide tenants with information on fire safety, including evacuation procedures and safe use of appliances.
- **Tenant Engagement:** Actively engage with tenants to identify and mitigate potential fire risks and identify vulnerable residents (those with disabilities or limited mobility) who will benefit from a personal emergency evacuation plan (PEEP).
- **Accountability and Reporting:** Establish a process for reporting and investigating fire incidents.
- **Emergency Preparedness:** Provide fire safety equipment such as alarms, extinguishers, and emergency lighting. Developing and communicating clear fire evacuation plans. Ensure employees and tenants are trained in what to do in case of fire.
- **Continuous Improvement:** Regularly reviewing and updating fire safety policy, procedures and fire safety management plan and ensuring that the competent person stays informed about changes in fire safety legislation and best practice. The fire risk assessment will be reviewed at a period specified by the initial fire risk assessment or sooner where significant change or modification has occurred to the premises or a significant change to its occupancy or use.

10.0 Tenants and Leaseholder Responsibilities

Tenants and Leaseholders also have responsibilities for fire safety, including:

- Ensuring their property is free from hazards that could increase fire risks (e.g., hoarding, overloading electrical outlets, obstructing emergency exits and stairwells).
- Testing smoke alarms within their individual flats monthly and reporting any faults to the BBC.
- Complying with tenancy agreements regarding fire safety, such as not tampering with fire safety equipment.

Liberty Leisure Responsibilities

Liberty Leisure Limited is a TECKAL Company, owned outright by Broxtowe Borough Council.

Liberty Leisure Limited operates from the following sites.

- Bramcote Leisure Centre
- Chilwell Olympia Leisure Centre

Because of the above TECKAL arrangements the appointed Managing Director of Liberty Leisure Limited will.

- Act as statutory 'Responsible Person' as defined in the Regulatory Reform (Fire Safety) Order 2005 and will through L Leisure Limited's management structure, take all reasonable steps to protect employees and others persons likely to be affected by the risks of fire.
- Create a local policy for Fire Safety Management across all of L Leisure Limited's undertakings (as identified above).
- Ensure that the local policy is effectively implemented and that adequate resources are made available to achieve this.
- Ensure that all L Leisure Managers and Supervisors are familiar with the policy and effectively implement it within their area(s) of responsibility.
- Appoint Managers to take day-to-day responsibility and accountability for controlling any identified risks from fire.
- Ensuring that all Managers, their deputies, and any relevant employees who have essential roles in fire safety management have received 'suitable and sufficient' training in order to discharge their duties and responsibilities effectively.
- Report any failings or non-compliances immediately to the competent person at BBC
- In the case of Chilwell Olympia work closely with the building owners and their nominated responsible and competent persons.

11.0 Fire Risk Management

Risk Assessments

- Conduct risk assessments for all BBC properties on a risk based periodic timescale or sooner if significant changes occur.
- Ensure assessments are carried out by qualified professionals BS 8674.
- Comply with PAS 79-2:2020 Fire Risk Assessment for Housing Premises.
- Comply with PAS 79-1:2020 Fire Risk Assessment for Non-Housing Premises (commercial buildings, industrial premises and other non-residential buildings)
- Comply with PAS 9980:2022 Fire Risk Appraisal of External Walls (FRAEW) intended for use on existing residential buildings of any height, but particularly focuses on multi-storey buildings.

Testing, Inspections and Maintenance

- Regularly inspect communal areas to ensure fire safety compliance.
- Maintain accurate records of all inspections, servicing, and repairs.
- Routine testing, inspection and periodic preventative maintenance of all fire detection / alarm / warning systems will be carried out, including testing / inspection of emergency lighting (where installed), fire precautions (including fire doors and shutters) and any fire extinguishing appliances, e.g. blankets, fire extinguishers, misting systems etc. Details of any such testing must be recorded in the on-site fire logbook located in the Red Box and inputted to the asset management system (Open Housing).

Emergency Procedures

- Develop and communicate clear evacuation plans for all BBC properties.
- Ensure all communal areas have adequate signage and emergency lighting.

Training and Awareness

- Provide fire safety training for BBC employees, contractors, and housing officers.
- Deliver fire safety awareness campaigns for tenants.

Monitoring and Review

- The policy will be reviewed triennially or following legislative changes.
- Fire safety performance will be monitored through audits, tenant feedback, and incident analysis.
- The Health and Safety Sub – Committee will monitor the progress of externally commissioned FRA's and the corresponding actions.

Accountability and Reporting

- BBC Housing, Asset Management and Development, Health and Safety, and Building Safety, Estate Services and Neighbourhood teams are responsible for implementing this policy.
- Building Safety, Estate Services and Neighbourhood teams play a key role in reporting fire safety issues when visiting the buildings, BBC manage, as they carry out inspections of our buildings on a regular basis. Our Estate Services contractors share this responsibility too, and they are expected to make sure communal areas are kept clear by removing and disposing of items on their visits.

- The General Management Team (GMT) and Senior Management Team (SMT) will ensure sufficient resources are allocated to meet fire safety obligations.
- All have a duty to report acts of vandalism or discharge of extinguishers.
- The Housing Improvement Board (HIB) and the Health and Safety Sub Committee will monitor progress against actions that have arisen from the Fire Risk Assessments to ensure timely completion and progress is being made.

Contractors

- Comply with any local fire safety arrangements and procedures that are in place.
- Ensure that all personnel for whom they are responsible are adequately trained and instructed in fire safety procedures.
- Not block or obstruct fire escape routes and thoroughfares.
- Only work in accordance with their written / verbal work instruction.
- Obtain a 'permit to work' when hot works are required and maintain a continuous fire watch during the hot works process and for at least 60min after completion.

12.0 Accessing Information

BBC will ensure that all current Fire information is available for our directly managed housing stock.

This includes:

Fire Policy
Fire Evacuation Arrangements
Fire Risk Assessments

The relevant responsible person(s) or appointed responsible person must be satisfied that the information in relation to residual fire risk is known and understood by employees, contractors and sub-contractors doing the work on our sites.

Relevant information from the fire risk assessments will be provided to contractors and sub-contractors prior to any works starting on site to ensure that appropriate precautions are taken.

13.0 Monitoring and Continuous Improvement

All fire risk assessment actions will be reviewed and monitored by the Health and Safety Sub Committee on a fortnightly basis until such time as all the remedial actions are completed.

The Health, Safety, Compliance and Emergency Planning Team will monitor the implementation of and compliance with this policy, along with fire action performance indicators, and any significant issues arising.

Health and safety auditing arrangements are in place, which include compliance with this policy and associated procedures. Audits and reviews provide data reflecting the effectiveness of this policy and identify opportunities to achieve continual improvement in the management of fire risk and fire risk assessments across our housing portfolio and within its operational buildings.

The residual property risk associated with our stock will be recorded and monitored through the use of software systems Capita and RiskHub.

13.1 Record Keeping

BBC will keep a record of the information, instruction, and training given to all employees and we expect that our contractors and sub-contractors will share details of training for their employees who are engaged in work on our premises. Fire evacuations, alarm tests and all service and maintenance history for each property will be retained for a period of 7 years. Open Housing will be the primary system for recording all data in relation to installations and fire safety equipment.

13.2 Incidents

All fire related incidents and near misses must be reported to the Health, Safety, Compliance and Emergency Planning Team, Housing, and the Head of Asset Management, with either team updating the other on notification.

Notification will be by the incident reporting form and send via email to Health.Safety@broxtowe.gov.uk. An investigation will commence as soon as practicable following notification.

If the incident involves multiple properties, the entire affected area must be cordoned off and entry prohibited until Fire and Rescue services deem the property structurally safe to be entered. Residents who are displaced because of the fire will be provided with temporary accommodation, when they are unable to stay with friends or family. The Capital Work/Modernisations team will organise for urgent works to take place to restore the property(s).

13.3 Repairs

When carrying out repairs and maintenance work to restore a property after fire and water damage Asset and Development will organise and manage Structural repairs, Electrical and Plumbing work, and interior repairs and decoration.

13.4 Planned Projects and Capital Works

When undertaking any planned maintenance, we will ensure:

- That where hot works are required the necessary permits will be completed and monitoring arrangements will be implemented.

- Our Insurers will be notified of any planned hot works.
- Only competent contractors will be engaged in hot works.

14.0 Equality, Diversity, and Inclusion

The safety of our residents, employees, contractors, sub-contractors, and members of the public is of the utmost importance. This policy has been written to protect all concerned considering all protected characteristics. We will ensure that relevant information is communicated in an accessible and understandable way with the aim of keeping residents and those working for us or on our behalf safe. This Policy has direct and positive equality and diversity impacts.

15.0 Communications and Consultation

A controlled version of this policy is published on our website – accessible to the public. It is also published on our intranet along with relevant procedures, accessible to our employees.

The Health, Safety, Compliance and Emergency Planning Team, alongside the Asset Management Team and Housing Team will liaise with all relevant teams and ensure this policy and any procedures which implement it is clearly communicated.

New tenants will be given fire safety information at sign-up and provided with a Fire Safety Leaflet that gives advice and basic precautions. This leaflet will be available on the website along with further fire safety information.

BBC may also provide fires safety advice in various ways, including reminders on our website and specific advice following a property survey, or an alteration request.

In the formation of this policy we consulted with staff, through our Health and Safety Committee, our General Management Team (GMT) and our Senior Management Team (SMT).

Subsequent reviews will be checked for change and accuracy prior to being reapproved and will include: -

- the effectiveness of the fire safety policy
- training provided to employees and information provided to residents and contractors.
- records of all fire incidents and review any learning.
- changes to legislation, best practice, guidance, or recommendations from reviews

Appendix 2

Policy Section	Suggested Change	Reason for Change
Contents Page	Summary Policy Statement Review Policy Aims Scope Purpose	To be added to give greater clarity and context to the policy
Guidance Section	Statutory requirements replace guidance.	Guidance is included in the supporting procedures documents.
Background	Key points to be included in the Policy Statement	Key points to be early on in the policy not buried in the main content
Key Compliance Considerations	This is a new section.	Define the monitoring criteria to support the audit process
Fire Risk Assessments	Add a data table for the periodic review	Align to the property risk rating assigned by the Surveyor at the time of the Fire Risk Assessment was undertaken to the periodic review to be more specific.

Policy Section	Suggested Change	Reason for Change																				
Legal Framework	Add in the new legislation that impacts on Fire Safety including: <ul style="list-style-type: none"> • The Housing Act 2004. • The Fire Safety Act 2021. • The Building Safety Act 2022. • The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022. • The Social Housing (Regulation) Act 2023. • The Fire Precautions (Workplace) Regulations 1997 as amended 1999. • The Local Government and Housing Act 1989. • The Landlord and Tenant Act 1985. • The Occupiers Liability Act 1957 and 1984. • The Health and Safety at Work Act 1974. • The Electricity at Work Regulations 1989. • Approved Document B (Building Regulations). 	Legislative requirements being met and explicitly stated.																				
Terms and Definitions	<table border="0"> <tr> <td>AFP</td> <td>Active Fire Protection</td> </tr> <tr> <td>AFSS</td> <td>Automatic Fire Suppression System</td> </tr> <tr> <td>CDM</td> <td>Construction Design and Management</td> </tr> <tr> <td>PFP</td> <td>Passive Fire Protection</td> </tr> <tr> <td>FRA</td> <td>Fire Risk Assessment</td> </tr> <tr> <td>FRAEW</td> <td>Fire Risk Appraisal of External Walls</td> </tr> <tr> <td>HHSRS</td> <td>Housing Health and Safety Rating System</td> </tr> <tr> <td>OLA</td> <td>Occupiers Liability Act</td> </tr> <tr> <td>PEEP</td> <td>Personal Emergency Evacuation Plan</td> </tr> <tr> <td>RP</td> <td>Responsible Person</td> </tr> </table>	AFP	Active Fire Protection	AFSS	Automatic Fire Suppression System	CDM	Construction Design and Management	PFP	Passive Fire Protection	FRA	Fire Risk Assessment	FRAEW	Fire Risk Appraisal of External Walls	HHSRS	Housing Health and Safety Rating System	OLA	Occupiers Liability Act	PEEP	Personal Emergency Evacuation Plan	RP	Responsible Person	Provide clarity on use of acronyms
AFP	Active Fire Protection																					
AFSS	Automatic Fire Suppression System																					
CDM	Construction Design and Management																					
PFP	Passive Fire Protection																					
FRA	Fire Risk Assessment																					
FRAEW	Fire Risk Appraisal of External Walls																					
HHSRS	Housing Health and Safety Rating System																					
OLA	Occupiers Liability Act																					
PEEP	Personal Emergency Evacuation Plan																					
RP	Responsible Person																					

Policy Section	Suggested Change	Reason for Change
	RRFSO Regulatory Reform Fire Safety HRA Order Housing Revenue Account	

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Equality Impact Assessment

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

Public bodies are required in it to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited under the Act
- advance equality of opportunity between people who share a protected characteristic and people who do not share it, and
- foster good relations between people who share a protected characteristic and people who do not share it.

The public sector Equality Duty came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation.

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

The Council has also decided to treat people who have care experience as if they had a protected characteristic under the law.

Having due regard means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of

equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to advance equality of opportunity involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low.

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore take account of disabled people's impairments when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they considered the aims of the Equality Duty. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is

slight. The Equality Duty requires public bodies to think about people’s different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Executive Directorate	Title of the Lead Officer responsible for EIA	Head of Health, Safety, Compliance and Emergency Planning
Name of the policy or function to be assessed:		Fire Safety Policy	
Title of the Officer undertaking the assessment:		Head of Health, Safety, Compliance and Emergency Planning	
Is this a new or an existing policy or function?		Existing Policy	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The aim of this policy is, to provide a robust fire safety framework which will be implemented to secure the safety and wellbeing of everyone within our community, protect our assets and ensure the safety of persons engaged to fight any potential fire in any of our properties.</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>Protect life. Protect assets.</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>All tenants and their visitors. Our employees who work on our properties, 3rd party contractors and those employed by the Fire Service.</p>			
<p>3. Who are the main stakeholders in relation to the policy or function?</p> <p>Housing - Independent Living and General Needs Housing – Repairs All Tenants and their visitors Asset Management & Development – Capital Works and Estates</p>			
<p>4. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>Housing hold a register of those tenants with a vulnerability and this data is reviewed annually.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>Fire Evacuation Drills are carried out in our independent living schemes. We also have a stay put policy in these schemes. Pre-sign up, prospective tenants that would be classed as vulnerable will be identified and additional support services will be accessed. The Neighbourhood Officers will provide additional support by means of extra calls or visits to any tenants that are identified as vulnerable. Alerts are placed on the Open Housing system.</p>			

Directorate:	Executive Directorate	Title of the Lead Officer responsible for EIA	Head of Health, Safety, Compliance and Emergency Planning
<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact? There is a clearly defined process for identifying and supporting vulnerabilities within this policy and the association with the tenancy policy owned by the Housing Department.</p>			
<p><input type="checkbox"/> Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified? Yes. All reasonable adjustments will be made for those with vulnerabilities that impact a person's ability to evacuate from a dwelling and is supported by a PEEP.</p>			
<p><input type="checkbox"/> Is the policy or function likely to be equally accessed by all equality groups or communities? Yes. If no, can this be justified? N/A</p>			
<p><input type="checkbox"/> Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function? No</p>			
<p><input type="checkbox"/> Could the policy or function promote or contribute to equality and good relations between different groups? If so, how? Individual tenants with known vulnerabilities that would impact on being evacuated will be considered for a place on an independent living scheme, be prioritised for a ground floor flat and have a vulnerable person's marker against the property address.</p>			
<p><input type="checkbox"/> What further evidence is needed to understand the impact on equality? The Policy and guidance defines the responsibilities of departments, officers, and committees. Offers clear information of each person(s) responsibility, irrespective of any protected characteristics</p>			
<p>9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?</p>			
Age:	<p>The Policy and associated guidance specifically takes into account disability. The Policy and guidance requires that all known vulnerable individuals within BBC shall have Personal Emergency Evacuation Plans (PEEPs) drawn up, at the commencement of their tenancy, where there may be a requirement for assisted evacuation.</p>		
Disability:			
Gender:			
Gender Reassignment:			
Marriage and Civil Partnership:			
Pregnancy and Maternity:			
Race:			
Religion and Belief:			
Sexual Orientation:			
Care Experience:			

Executive Director:

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.

Signature:

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Report of the Portfolio Holder for Economic Development and Asset Management

Infrastructure Funding Statement 2023/24

1. Purpose of Report

Cabinet is asked to note the Infrastructure Funding Statement 2023/24.

2. Recommendation

Cabinet is asked to NOTE the report.

3. Detail

This report provides information on the monetary (and non-monetary) contributions sought and received from developers for the provision of infrastructure to support development in Broxtowe, and the subsequent use of those contributions by Broxtowe Borough Council. The report covers the financial year from 1 April 2023 to 31 March 2024.

4. Key Decision

This report is not a key decision.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

The annual Infrastructure Funding Statement provides information on the contributions sought and received from developers and the subsequent use of these contributions by the Council. Section 106 contributions are monitored by the Planning department, in conjunction with the Finance Services team. The financial details relating to Section 106 contributions covering the financial year 2023/24 are included in the **Appendix** to this report.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

There are no new legal implications in this report. Legal agreements are used to secure developer contributions which must be spent in accordance with the

terms of the agreement. This Infrastructure Funding Statement is required to be produced in accordance with the Community Infrastructure Levy Regulations 2010 (as amended).

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.



Broxtowe
Borough
COUNCIL

Appendix

BROXTOWE BOROUGH COUNCIL

INFRASTRUCTURE FUNDING STATEMENT

2023-2024

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1.0 Introduction

- 1.1 This report provides information on the monetary (and non-monetary) contributions sought and received from developers for the provision of infrastructure to support development in Broxtowe, and the subsequent use of those contributions by Broxtowe Borough Council. The report covers the financial year 1 April 2023 - 31 March 2024.
- 1.2 Broxtowe does not have a Community Infrastructure Levy and therefore seeks developer contributions through Section 106 agreements (also known as “planning obligations”). As part of the planning process Section 278 agreements are also entered into with developers and Nottinghamshire County Council to secure highway improvements. However, these are not included within this Infrastructure Funding Statement (IFS).

Planning Obligations

- 1.3 Section 106 of the Town and Country Planning Act 1990 enables a local planning authority to enter into a negotiated agreement – a planning obligation – to mitigate the impact of a specific development, to make it acceptable in planning terms. The planning obligation might, for example, require the provision or contribution to a new or improved road, school, health facility or local green infrastructure. Local Planning Authorities can also seek planning obligations to secure a proportion of affordable housing from residential developments. In some instances, Section 106 planning obligations may require payments to be made to parish councils.

2.0 Section 106 (planning obligations) report

2.1 The Council's policy in respect of developer contributions are set out in Policy 19 of the Broxtowe Aligned Core Strategy (2014) and Policy 32 of the Broxtowe Part 2 Local Plan (2019).

2.2 Policy 19 of the Broxtowe Aligned Core Strategy (2014) states:

- 1. All development will be expected to:**
 - a) meet the reasonable cost of new infrastructure required as a consequence of the proposal;**
 - b) where appropriate, contribute to the delivery of necessary infrastructure to enable the cumulative impacts of developments to be managed, including identified transport infrastructure requirements; and**
 - c) provide for the future maintenance of facilities provided as a result of the development.**
- 2. The Council intend to introduce Community Infrastructure Levies to secure infrastructure that has been identified as necessary to support new development and to achieve Core Strategies objectives.**
- 3. Prior to the implementation of a Community Infrastructure Levy, planning obligations will be sought to secure all new infrastructure necessary to support new development.**

2.3 Policy 32 of the Broxtowe Part 2 Local Plan (2019) states:

- 1. Financial contributions may be sought from developments of 10 or more dwellings or 1,000 square metres or more gross floor space for provision, improvement or maintenance, where relevant, of;**
 - a) Affordable housing;**
 - b) Health;**
 - c) Community facilities;**
 - d) Green Infrastructure Assets;**
 - e) Biodiversity;**
 - f) Education;**
 - g) Highways, including sustainable transport measures;**
 - h) Cycling, footpaths and public transport;**
 - i) The historic environment, heritage assets and/or their setting; and**
 - j) Flood mitigation measures, including SuDS.**
- 2. On-site provision of new playing pitches may be required for developments of 50 dwellings or more.**

- 2.4 In some instances certain developments may be unviable and in such cases it may be possible for S106 contributions to be negotiated. In such instances a Viability Assessment will be required to demonstrate why the scheme is unviable, and it will be usual practice for the Council to have this assessment independently reviewed at the cost of the applicant.
- 2.5 Nottinghamshire County Council are the Highways Authority and Education Authority for Broxtowe Borough Council. The County Council is therefore responsible for identifying required contributions in respect of primary and secondary education, and highways improvements, including improvements to the bus network. It is usual practice for S106 contributions requested by the County Council to be paid directly to the County Council by the developer.

3.0 S106 Headline Figures

3.1 Table showing monetary contributions:

Monetary Contributions

Total money to be provided¹ through planning obligations agreed in 2023/24.	£2,109,369.46 (see table 3.1.2)
Total money received through planning obligations (whenever agreed) in 2023/24.	£533,767.53 (see table 3.2)
Total money, received through planning obligations (whenever agreed), spent² in 2023/24.	£199,239.50 (see table 3.3.1)
Total money, received through planning obligations (whenever agreed), retained³ at the end of 2023/24 (excluding “commuted sums” for longer term maintenance).	£159,582.96 (see section 3.4)
Total money, received through planning obligations (whenever agreed), retained at the end of 2023/24 as “commuted sums” for longer term maintenance.	£636,195.13

3.1.1 Total money received at the end of 2023/24 as “commuted sums” for longer term maintenance relates to 5 sites as detailed within table 3.2.

3.1.2 Table showing break down of monies agreed 2023/24:

¹ If sums to be provided are yet to be confirmed, please provide an estimate (as set out in regulations)

² “spent” includes sums transferred to an external organisation to spend but does not include sums held internally, whether allocated or otherwise to a specific infrastructure project or type. Total money spent includes sums spent on monitoring the delivery of s106 obligations (please provide an estimate if total sum not known, in line with regulations)

³ ‘Retained’ refers to S106 sums remaining unspent including sums both ‘allocated’ and ‘unallocated’.

Contribution	Site	Amount
ITPS	Inham Nook Hotel, Land to North Of Chilwell Community Centre, Garages To North Of Hotel And Part Of Gardens To The Rear Of 15, 17A, 17B, 17C And 17D Great Hoggett Drive Inham Road Chilwell - 22/00355/REG3	£2,600.00
	Land south 50 Pinfold Road, Newthorpe - 22/00767/FUL	£10,100.00
	Land at Chewton Street/End of Braemar Avenue, Eastwood - 20/00826/FUL	£183,950.00
	Kelham Way, Eastwood, NG16 3NT - 22/00100/FUL	£9,425.00
Affordable Housing	Not applicable.	N/A
Open Space	Land south 50 Pinfold Road, Newthorpe - 22/00767/FUL	£18,950.00
	Land at Chewton Street/End of Braemar Avenue, Eastwood - 20/00826/FUL	£360,511.20
	Kelham Way, Eastwood, NG16 3NT - 22/00100/FUL	£13,609.76
Education	Inham Nook Hotel, Land to North of Chilwell Community Centre, Garages To North Of Hotel And Part Of Gardens To The Rear Of 15, 17A, 17B, 17C And 17D Great Hoggett Drive Inham Road Chilwell - 22/00355/REG3	£48,502.00

	Land south 50 Pinfold Road, Newthorpe - 22/00767/FUL	£18,950.00
	Land at Chewton Street/End of Braemar Avenue, Eastwood - 20/00826/FUL	£1,271,752.00
	Former Site Of Lynncroft Primary School, Walker Street, Eastwood – 20/00845/OUT	£32,512.50
Health	Land at Chewton Street/End of Braemar Avenue, Eastwood - 20/00826/FUL	£130,050.00
Other – Library contribution	Land at Chewton Street/End of Braemar Avenue, Eastwood - 20/00826/FUL	£8,457.00

3.1.3 Table showing Non-Monetary Contributions:

		Sites
Total number of affordable housing units to be provided through planning obligations agreed in 2023/24	24	Land at Chewton Street/End of Braemar Avenue, Eastwood - 20/00826/FUL
Total number of affordable housing units which were provided through planning obligations (whenever agreed) in 2023/24	77 (total)	
	46	Beeston Maltings, Dovecote Lane, Beeston - 19/00668/FUL
	25	Land to the rear of Brinsley Recreational Ground, Church Lane,

		Sites
		Brinsley - 20/00641/FUL
	6	Field Farm, Ilkeston Road, Stapleford - 21/00810/ROC
Total number of school places for pupils to be provided through planning obligations agreed in 2023/24	42 secondary school places	Land at Chewton Street/End of Braemar Avenue, Eastwood - 20/00826/FUL
	7 post-16 place	Land at Chewton Street/End of Braemar Avenue, Eastwood - 20/00826/FUL
	1 specialist school place	Land at Chewton Street/End of Braemar Avenue, Eastwood - 20/00826/FUL

(also add summary details outside of the above table on any other non-monetary contributions⁴ to be provided through Section 106 planning obligations which were agreed in 2023/24)

3.2 Total monies received in 2023/24 came from 6 sites:

Contribution	Site	Amount
ITPS	Field Farm, Ilkeston Road, Stapleford – 20/00116/FUL	£22,082.96
Affordable Housing	Land Between Ellis Grove and Wilmot Lane, Ellis Grove, Beeston – 21/00575/FUL	£67,144.02

⁴ This includes any land or infrastructure to be provided

Contribution	Site	Amount
	Field Farm, Ilkeston Road, Stapleford – 20/00116/FUL	£115,634.43
Open Space	Bailey Grove Road, Eastwood - 17/00706/OUT	£29,429.92
	Frearson Farm Court, Chewton Street, Eastwood - 19/00699/FUL	£18,385.50
	Beeston Maltings, Dovecote Lane, Beeston - 19/00668/FUL	£41,108.45
	Field Farm, Ilkeston Road, Stapleford - 20/00116/FUL	£138,413.97
	Land Between Ellis Grove and Wilmot Lane Ellis Grove Beeston - 21/00575/FUL	£43,935.37
Health	Beeston Maltings, Dovecote Lane, Beeston - 19/00668/FUL	£41,108.45
	Land between Ellis Grove and Wilmot Lane, Beeston - 21/00184/FUL	£16,524.46

3.3 Section 106 infrastructure expenditure⁵ in 2023/24

3.3.1 Planning obligations spent on specific infrastructure projects in 2023/24:

⁵ Reporting authorities should report sums transferred to external organisations in this Section (as such sums are regarded as “spent” in the regulations) and can add details of the infrastructure provided in regard to such transfers of money, where the sums have subsequently been spent.

Infrastructure Project/Type	Planning Obligation receipts spent
Sent to NCC - bus stop infrastructure enhancements and an enhanced bus service relating to Field Farm, Ilkeston Road, Stapleford (20/00116/FUL)	£149,334.00
Open Space improvements to Long Lane Recreation Ground, Attenborough (17/00778/OUT)	£30,016.50
Open Space improvements to Coronation Park, Eastwood (20/00541/FUL)	£4,293.00
Open Space improvements to Dovecote Lane, Broadgate and Leyton Crescent parks, Beeston (20/00745/FUL)	£9,996.00
Open Space improvements to Hetley Pearson Recreation Ground, Beeston (19/00668/FUL)	£5,600.00

3.3.2 The Council is required to report on the total amount of money, received through planning obligations (whenever agreed and money received), spent in 2023/24 on repaying money borrowed, including any interest. The Council reports that it does not use any money from planning obligations received to repay borrowing costs.

3.3.3 The Council is required to report on the total amount of money, received through planning obligations (whenever agreed and money received), spent in 2023/24 on monitoring in relation to the delivery of planning obligations. The Council reports that it does not use any money from planning obligations received to cover monitoring costs.

3.3.4 The Community Infrastructure Levy (Amendment)(England)(No.2) Regulations 2019 allows Local Authorities to charge a monitoring fee through Section 106 planning obligations, to cover the cost of the monitoring and reporting on delivery of that Section 106 obligation as described above. Monitoring fees can be used to monitor and report on any type of planning obligation, for the lifetime of that obligation. However, monitoring fees should not be sought retrospectively for historic agreements.

- 3.3.5 The Council's monitoring fees currently use a fixed 5% of financial contributions capped at £5,000. Monitoring fees can be reviewed, however in all cases, monitoring fees must be proportionate and reasonable and reflect the actual cost of monitoring. This will be reviewed in due course.

3.4 Section 106 receipts retained (allocated⁶ and unallocated)

3.4.1 The total amount of money, received through planning obligations prior to 2023/24, *which had not been allocated* (to an infrastructure project or item) by the end of 2023/24:

£79,582.96

3.4.2 The total amount of money, received under any planning obligation in any year, *which had been allocated* (to an infrastructure project or type) for spending by the end of 2023/24 but which had not been spent:

£80,000

3.4.3 Infrastructure projects or items to which receipts from planning obligations, whenever collected including 2023/24, have been allocated (but not spent) and the amount allocated to each item:

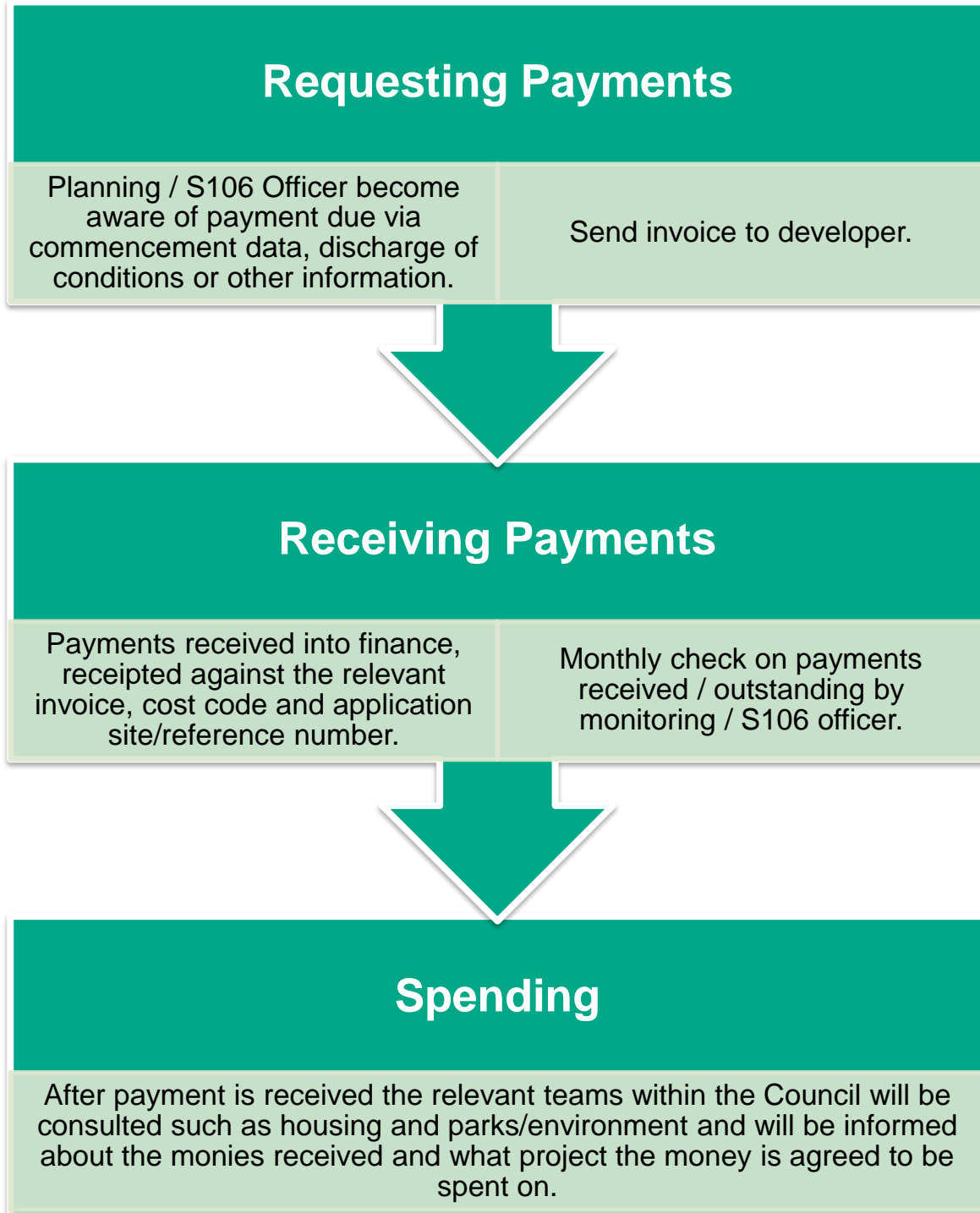
Allocated receipts from Planning Obligations

Infrastructure Project/Type	Planning Obligation receipts allocated
Coventry Lane (Bramcote) Access Improvements	£80,000

⁶ 'Allocated' means Section 106 sums retained by the reporting authority which have, or knowingly will be, passed to an internal team to fund a specific infrastructure project or infrastructure type. 'Allocated' also includes sums which will knowingly be passed to an external organisation but which are yet to be passed.

3.5 Section 106 Monitoring Process

FLOW CHART



ANNEX A: The Regulatory Requirements for Infrastructure Funding Statements

The Community Infrastructure Levy (Amendment) (England) (No.2) Regulations 2019

Regulation 121A states:

(1) Subject to paragraph (2), no later than 31st December in each calendar year a contribution receiving authority must publish a document (“the annual infrastructure funding statement”) which comprises the following—

(a) a statement of the infrastructure projects or types of infrastructure which the charging authority intends will be, or may be, wholly or partly funded by CIL (other than CIL to which regulation 59E or 59F applies) (“the infrastructure list”);

(b) a report about CIL, in relation to the previous financial year (“the reported year”), which includes the matters specified in paragraph 1 of Schedule 2 (“CIL report”);

(c) a report about planning obligations, in relation to the reported year, which includes the matters specified in paragraph 3 of Schedule 2 and may include the matters specified in paragraph 4 of that Schedule (“Section 106 report”).

(2) The first annual infrastructure funding statement must be published by 31 December 2020.

(3) A contribution receiving authority must publish each annual infrastructure funding statement on its website.

ANNEX B: List of Schedule 2 requirements for the Infrastructure Funding Statement

Section 106 planning obligations

Reporting requirement (Schedule 2, Paragraph 3 and (optional) 4)	Ref. in template
3 (a). the total amount of money to be provided under any planning obligations which were entered into during the reported year;	3.1
3 (b). the total amount of money under any planning obligations which was received during the reported year;	3.1
3 (c). the total amount of money under any planning obligations which was received before the reported year which has not been allocated by the authority;	3.4.1
3 (d). summary details of any non-monetary contributions to be provided under planning obligations which were entered into during the reported year, including details of— (i) in relation to affordable housing, the total number of units which will be provided; (ii) in relation to educational facilities, the number of school places for pupils which will be provided, and the category of school at which they will be provided;	3.1.3 3.1.3
3 (e). the total amount of money (received under any planning obligations) which was allocated but not spent during the reported year for funding infrastructure;	3.4.2
3 (f). the total amount of money (received under any planning obligations) which was spent by the authority (including transferring it to another person to spend);	3.1
3 (g). in relation to monies (received under planning obligations) which were allocated by the authority but not spent during the reported year, summary details of the items of infrastructure on which the money has been allocated, and the amount of allocated to each item;	3.4.3

Reporting requirement (Schedule 2, Paragraph 3 and (optional) 4)	Ref. in template
<p>3 (h). in relation to monies (received under planning obligations) which were spent by the authority during the reported year (including transferring it to another person to spend), summary details of—</p> <p>(i) the items of infrastructure on which monies (received under planning obligations) were spent, and the amount spent on each item;</p> <p>(ii) the amount of monies (received under planning obligations) spent on repaying money borrowed, including any interest, with details of the items of infrastructure which that money was used to provide (wholly or in part);</p> <p>(iii) the amount of monies (received under planning obligations) spent in respect of monitoring (including reporting under regulation 121A) in relation to the delivery of planning obligations.</p>	<p>3.3.1</p> <p>3.3.2</p> <p>3.3.5</p>
<p>3 (i). the total monies (received under any planning obligations) during any year which were retained at the end of the reported year, and where any of the retained monies have been allocated for the purposes of longer term maintenance (“commuted sums”), also identify separately the total amount of commuted sums held.</p>	<p>3.1</p>

Report of the Portfolio Holder for Environment and Climate Change

Litter Strategy

1. Purpose of Report

To seek approval for the revised Litter Strategy. This is in accordance with the Council's Corporate Priority of Environment – 'Protect the environment for the future'.

2. Recommendation

The Policy Working Group reviewed the strategy on 6 February 2025 and RECOMMENDS that Cabinet RESOLVE that the Litter Strategy be approved and adopted.

3. Detail

More than two million pieces of litter are dropped in the UK every day. The cost to taxpayers for street cleaning is over £1 billion a year (Source: Keep Britain Tidy).

Local Authorities have a duty and a responsibility to manage municipal waste arising within their areas. Municipal waste in this context is an umbrella term used to describe waste collected by, or on behalf of, the Council. This includes waste and recycling arising from households (household waste) but also includes other waste streams such as fly tipped waste, waste from litter bins and street sweepings. The disposal of litter is the responsibility of Nottinghamshire County Council.

Litter is a longstanding environmental challenge both nationally and for the Council. Litter damages important habitats, changes the visual landscape and takes significant resource to clear up. For these reasons, the Council is committed to reducing litter and produced a Litter strategy, which was first adopted in 2017.

The Strategy outlined an approach to reducing litter through three strategic elements. These being:

- Bin infrastructure: Having bins located in appropriate strategic locations in the Borough.
- Education: Suitable educational and promotional campaigns.
- Enforcement: Officers authorised to issue Fixed Penalty Notices for littering.

The initial Strategy ran until 2023, and over time it has become evident that the principles guiding the strategy have matured. Consequently, there is a need to review, refresh and re-write certain elements of the document.

Additionally, since the declaration of the climate emergency in 2019, various waste work streams have been included in the Climate Change and Green Futures Programme, emphasising the importance of encouraging sustainable behaviour and responsible waste management. These developments underscore the necessity for a revised strategy that aligns with current priorities and effectively addresses the ongoing challenges of litter reduction.

The revisions to the Litter Strategy have been extensive, making the creation of a change table difficult due to the numerous modifications. Key updates include:

- Rewriting of document sections to improve clarity.
- References to third-party enforcement.
- The creation of programme themes and the addition of a 'Partnerships' strategic element.
- New sections that address Governance and partnership working, alongside key updates to the service profile and key performance indicators.
- A comprehensive review of the action plan, which has been re-written to ensure a more cohesive, comprehensive, and effective approach to litter management.

An update on the Litter Strategy Actions 2017-2023 is provided in **Appendix 1**. The proposed Litter Strategy 2025-2030 is attached in **Appendix 2** and an updated copy of an Equality Impact Assessment is attached in **Appendix 3**.

4. Key Decision

This report is a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 as it effects two or more Wards or electoral divisions in the Council's area.

5. Updates from Scrutiny

The Policy Overview Working Group (POWG) reviewed the Litter Strategy on 6 February 2025 and requested several key adaptations and inclusions. This included:

- The creation of additional targets in the action plan.
- The inclusion of specific annual national/local littering campaigns.
- The inclusion of universities regarding partnership working.

- Clarification of the timeline for the pilot third party environmental enforcement contractor.
- Address littering concerns around recycling sites and inappropriate disposal of dog fouling.
- Address the disposal of vapes and other batteries in litter bins.

Following the meeting, these recommendations and requests have been incorporated into the Litter Strategy.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

There are no additional financial implications to consider with activity being contained within existing capital and revenue budgets. Any significant budget implications in the future, over and above virement limits, would require approval by Cabinet.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

The legal and policy powers stem from various pieces of legislation, as set out in paragraphs 6 of the Litter Strategy. The Council's approach to enforcing these laws is to focus on 'prevention rather than reactive clean up efforts'. Such an approach helps to avoid the risk of legal challenge where a party might claim the Council had acted in an ill-considered or disproportionate manner.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable

10. Climate Change Implications

Climate Change does have an impact on the Litter Strategy as severe weather can lead to greater litter accumulation in certain areas of the Borough, including waterways. Improper waste management can lead to an increase in carbon emissions. Therefore, the Litter Strategy must align with the Council's Climate Change and Green Futures Strategy, which promotes sustainable waste practices and increased awareness to mitigate the environmental impact of litter.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

As there are substantial changes to the previous Litter Strategy an EIA is provided in **Appendix 3**.

13. Background Papers

Nil.

Appendix 1

Update on the strategic actions from the 2017-2023 Litter Strategy.

Action No	Task	Affect	Officer/s Responsible	Update
1	Reinforce corporate values for Street Cleansing teams with reference to encouraging employees to go the extra mile and taking ownership of their area.	Ensure resources are deployed effectively. Improved resident satisfaction. Improved cleanliness levels.	Refuse and Cleansing Manager	In response to reinforcing corporate values, the initiative 'See it, Do it, See it, Say it' has been implemented. Additionally, reporting is encouraged and showcased in the Depot Spotlight newsletter, highlighting team members positive contributions.
2	Providing educational material regarding litter which is easy to understand.	Promote behaviour change and participation in community clean teams.	Waste and Recycling Manager Waste and Recycling Engagement Officer Communications, Cultural and Civic Services Manager	The current 'Clean and Green' pack is being revised and refreshed to include additional educational material for schools. This update aims to make the litter related information engaging and more accessible to younger audiences.
3	Continue to provide presentations and educational talks.	Promote behaviour change and participation in community clean teams.	Waste and Recycling Manager Waste and Recycling Engagement Officer	The Waste and Recycling Officer continues to deliver presentations and educational talks on waste and recycling that incorporate a litter element. The Officer actively reaches out to schools and local community

Action No	Task	Affect	Officer/s Responsible	Update
				groups to engage audiences and promote awareness. In 2023/24 the following events were undertaken: <ul style="list-style-type: none"> • 41 Clean and Green litter picks. • 8 of these litter picks included an engagement talk. • 431 residents engaged with litter picking and talks activity.
4	Explore the use of different medias in order to educate and increase the engagement with residents.	Promote behaviour change and participation in community clean teams.	Waste and Recycling Manager Waste and Recycling Engagement Officer Communications, Cultural and Civic Services Manager	The team use a variety of different methodologies with regards to engagement. This includes email me, social media, the Council’s website, as well as face-to-face interactions at festivals, play days, and presentations to local community groups and schools. Targeted videos on appropriate litter management will also be produced in 2025/26.
5	Keep a watching brief on latest technological	Improvement efficiency within the Street Cleansing Operations.	Transport and Stores Manager	The Council has utilised funds from the Chewing Gum Task Force to acquire the

Action No	Task	Affect	Officer/s Responsible	Update
	developments for plant and equipment.			latest equipment for addressing chewing gum staining and provide relevant training to employees in its use and maintenance. The team continues to monitor new technological innovations that may further enhance litter management and cleanliness efforts.
6	Educational campaign surrounding litter including linking to National campaigns.	Promote behaviour change and participation in community clean teams.	Neighbourhood Wardens Waste and Recycling Manager Waste and Recycling Engagement Officer Communications, Cultural and Civic Services Manager	<p>The team actively supports the Great British Spring Clean each year, organising a series of linked activities over a couple of weeks. The team also aim to align these efforts with other national campaigns.</p> <p>The team also deliver free Bulky waste days across the Borough. The aim of these events is to instil a sense of community pride by keeping their local environment clean. As part of these days, a community litter pick is organised. In 2024/25 seven free bulky house waste days</p>

Action No	Task	Affect	Officer/s Responsible	Update
				were organised, engaging with over 200 people.
7	Increase the opportunity for people to recycle in the street.	Increase the opportunity for recycling. Increase recycling rate. Affect behavioural change.	Refuse and Cleansing Manager	Despite the installation of recycling bins on the street with clear signage, contamination remains a significant issue. This challenge is acknowledged, and the team are looking at other methodologies to improve public on-street recycling. In 2023, the Environment team launched a thrift stall at both Green Festivals. This enabled residents to donate unwanted goods and then offer these free of charge to others that may want these items. This aligns with the waste hierarchy in terms of waste reduction.
8	Provide binrastructure at strategic locations to facilitate good behaviour with regards littering.	Promote behaviour change and responsible environmental behaviour.	Refuse and Cleansing Manager	All requests for litter bins are carefully reviewed and addressed. Teams are also encouraged to identify new locations, particularly in areas identified as litter hotspots.

Action No	Task	Affect	Officer/s Responsible	Update
				All red dog waste bins have bin replaced with mixed general waste black litter bins. This initiative is part of a broader programme to upgrade the Council's older bin infrastructure.
9	Visible community presence of the Neighbourhood Warden service.	Promote behaviour change and responsible environmental behaviour. Appropriate enforcement where deemed necessary.	Neighbourhood Wardens	The Neighbourhood Wardens conduct regular patrols and try to focus on litter hotspots. With the third-party contactor set to begin in March, the enforcement profile will be significantly enhanced.
10	Develop partnership working and stakeholder engagement.	Promote behaviour change and participation in community clean teams and community pride.	Waste and Recycling Engagement Officer	The Waste and Recycling Engagement Officer has actively developed partnership working and stakeholder engagement. Collaborations with the Neighbourhood Wardens and businesses responsible for contributing to litter have been established. For example, litter picking equipment has been provided to some fast-food outlets to help them to undertake litter picking near their

Action No	Task	Affect	Officer/s Responsible	Update
				establishments. This area of partnership working will continue to evolve with the new strategy.



Broxtowe
Borough
COUNCIL

Litter Strategy

2025-2030

DRAFT

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1 Vision Statement

To create a cleaner, greener community by fostering a culture of responsibility and stewardship, where every stakeholder actively takes part in litter reduction to protect the environment for future generations.

2 Why do we need a litter strategy?

More than two million pieces of litter are dropped in the UK every day. The cost to taxpayers for street cleaning is over £1 billion a year (Source: Keep Britain Tidy).

'Litter is most commonly assumed to include materials, often associated with smoking, eating and drinking, that are improperly discarded and left by members of the public; or are spilt during business operations as well as waste management operations (Source: DEFRA Code of practice on litter and refuse 2019).'

Litter is a longstanding environmental challenge both nationally and for the Council. Litter damages important habitats, changes the visual landscape and takes significant resource to clear up. For these reasons, the Council is committed to reducing litter.

As outlined in the Corporate Plan the Council's aim is to '**Protect the environment for the future**'. This will be achieved by:

- **Reduce carbon emissions and improve air quality.**
- **Continue to invest in our parks and open spaces.**
- **Reduce the amount of waste disposed of in the black-lidded bin and increase recycling and composting.**

In 2017, the Council adopted its first Litter Strategy, which outlined an approach to reducing litter through three strategic elements. These being:

- Bin infrastructure: Having bins located in strategic locations in the Borough.
- Education: Suitable educational and promotional campaigns.
- Enforcement: Officers authorised to issue Fixed Penalty Notices for littering.

The initial strategy ran until 2023, and over time it has become evident that the principles guiding the strategy have matured. Consequently, there is a need to review, refresh and rewrite certain elements of the document. Through the review process, the strategic elements have now expanded to four, to include an emphasis on partnership working.

Additionally, since the declaration of the climate emergency in 2019, various waste work streams have been included in the Climate Change and Green Futures programme, emphasising the importance of encouraging sustainable behaviour and responsible waste management. These developments underscore the necessity for a revised Litter Strategy that aligns with current priorities and effectively addresses the ongoing challenges of litter reduction.

3 Scope of the Strategy

Local Authorities have a duty and a responsibility to manage municipal waste arising within their areas. The relevant legislation and its effects are described in section 4. Municipal waste in this context is an umbrella term used to describe waste collected by, or on behalf of,

Broxtowe Borough Council. This includes waste and recycling arising from households (household waste) but also includes other waste streams such as fly tipped waste, waste from litter and dog bins and street sweepings. The management of litter collected from the adopted highway and the Council’s Parks and Open Spaces are the primary focus of the Litter Strategy.

The Council’s Waste Strategy outlines the strategic framework for delivering waste and recycling services, primarily focusing on kerbside collections. The Litter Strategy will serve as a complementary document to this overarching framework (Figure 1), providing strategic direction on how the Council manages litter and addresses littering behaviour. The document is intended to be dynamic, with updates made as necessary to reflect changes in legislation or working practices.

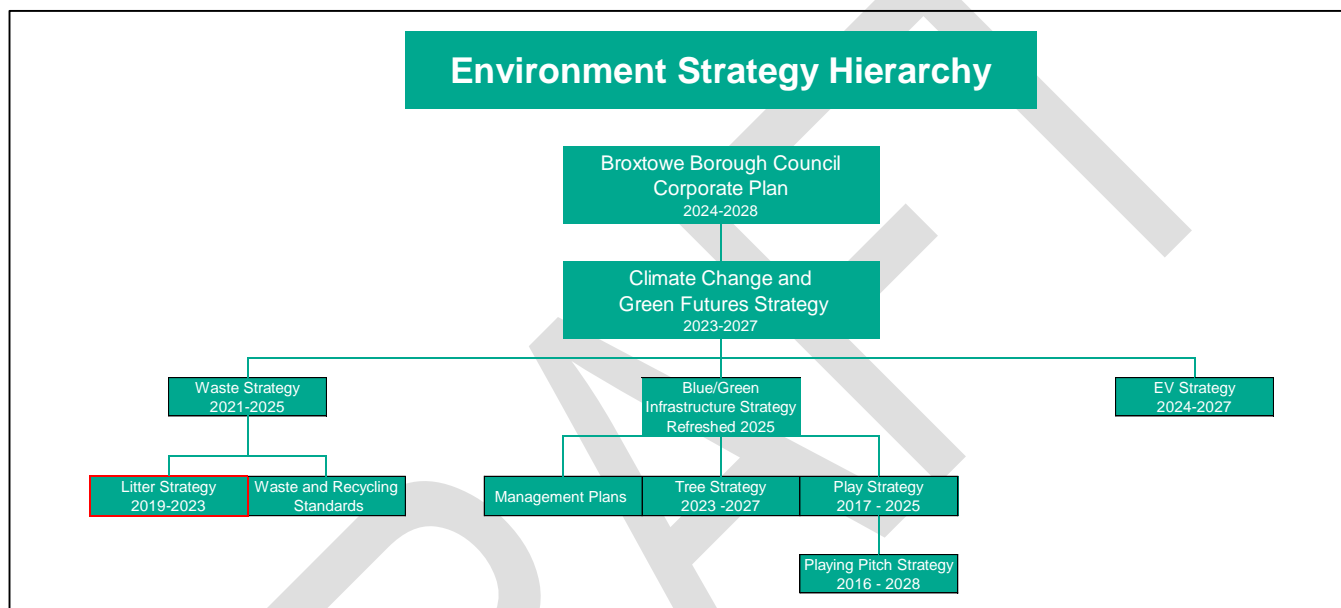


Figure 1: Environment Strategy hierarchy.

4 Responsibility

Table 1 outlines the varying responsibilities for managing litter based on land ownership. Understanding these distinctions is crucial as it clarifies the roles and obligations of each stakeholder. This will help to ensure that litter management efforts are co-ordinated effectively and that clear accountability is established for maintaining cleanliness across the Borough.

Litter found on:	Managed by:
Adopted, Council Owned or Public Land	Broxtowe Borough Council
Private Land	Landowners/Private Contractors

Table 1: Area and responsibility for dealing with litter.

5 Clean and Green - The need for partnership working.

Litter and waste are not issues that the Council can tackle alone. Whilst this plan outlines the work of the Council there is also a requirement for other stakeholders to collaborate with the Council to help ensure that the Council’s long-term vision becomes a reality.

Started in 2018, the ‘Clean and Green’ initiative has promoted and helped to facilitate community events aimed at improving the environment including litter picks. Volunteers are enthusiastic about preventing litter and the Council will work with stakeholders to increase the opportunities available to support the Council’s vision of reducing litter.

The Council will equip volunteers with the training, skills and the equipment needed, not only to take part in litter picks but also to act as front-line litter prevention ambassadors, sharing the Council’s ambitions with the wider public.

The Council will take this approach and ensure that there are the educational resources available to give detailed and hands on understanding of the impact of litter and the need to reduce waste as part of the Council’s response to the climate emergency. This will help to promote local pride and help in keeping the Borough clean.

There is also a need to partner with specific businesses, especially fast-food outlets that contribute to litter hotspots in the community. Collaborating with these establishments is essential, as they significantly impact litter generation, which undermines the cleanliness and attractiveness of the Borough.



Figure 1 – Keep Britain Tidy litter picking event.

6 Legislative and Policy Drivers

The key pieces of legislation that direct the Council’s functions with regards litter have been summarised in table 2:

Legislation	Function
Environmental Protection Act 1990	<p>This act does not set out targets but is the main piece of legislation for identifying roles and responsibilities with regards to managing household, commercial and industrial waste.</p> <p>This piece of legislation outlines that: Districts councils are classed as Principal Litter Authorities and have a legal responsibility and duty to keep relevant land free from litter. A person is guilty of an offence for dropping litter and can be issued with a Fixed Penalty Notice.</p>
Anti-social Behaviour, Crime and Policing Act 2014	<p>Permits an authorised person to issue a Community Protection Warning and/or Community Protection Notice if satisfied on reasonable grounds that: The conduct of the individual or body is having a detrimental effect, of a persistent or continuing nature, on the quality of life of</p>

Legislation	Function
	those in the locality, and the conduct is unreasonable. Community Protection Warning and/or Community Protection Notice can be issued on landowners where land is not kept free from litter and waste.
Litter Strategy for England 2017	In 2017, the Government published its National Litter Strategy. The strategy compliments the Governments 25 Year Environment Plan and outlines broad measures which are needed in support of behaviour change and reducing litter.
Environment Act 2021	Introduces measures for enhanced waste enforcement, the Deposit Return Scheme and Extended Producer Responsibility.

Table 2: Legislative drivers

Climate Change

The Council is committed to addressing environmental issues and in July 2019, declared a climate emergency. The creation and adoption of the Climate Change and Green Futures Strategy (2023-2027) encompasses 10 programme themes aimed at reducing the Council's and Borough's carbon emissions and minimising its environmental impact.

A component of this strategy is addressing litter, as effectively managing waste is essential for protecting the environment. To combat littering, the Council must focus on prevention rather than reactive clean-up efforts. This strategy outlines the Council's approach to breaking the cycle of littering through proactive measures.

Litter is linked to waste reduction and by extension the collective response to the climate emergency. A significant proportion of litter collected could be recycled or reused rather than being simply discarded. The motivation to recycle has been reinforced by the Environment Act 2021, which includes the anticipated implementation of the Deposit Return Scheme in 2026, along with Extended Producer Responsibility in 2025/26.

These measures will provide residents with incentives for returning items such as plastic bottles, cans, and glass, encouraging responsible disposal. The legislation is expected to promote behaviour change, contribute to a circular economy for waste items and reduce the amount of litter discarded, thereby positively impacting climate change.

7 Strategic Aim and Objectives

Aim:

To enhance the Borough's cleanliness and environmental sustainability by effectively managing littering through improved bin infrastructure, robust enforcement measures and active community engagement.

Objectives:

- By 2026, ensure that there is an annual audit in place for the litter bins which will inform the litter bin maintenance programme.
- To repair or replace any damaged or missing litter bins within one month.

- Increase participation in the Clean and Green Community events by 10% by 2027 and then by a further 10% by 2030.
- Undertake regular patrols by the Neighbourhood Wardens/third party enforcement company that will lead to a 25% reduction in litter complaints by 2030.
- Ensure that residents are aware of the penalties and enforcement action that maybe taken for littering.
- Form partnerships with at least five local businesses and organisations by 2030 to support joint littering campaigns.
- Improve satisfaction levels achieved in the Budget Consultation Survey in relation to Street Cleanliness.

8 Governance

The Council currently operates under a Cabinet system with a Lead Portfolio Holder for each priority area within the Council. The Portfolio Holder for Environment and Climate Change leads on Environment Services, including litter.

Within the Council, the Litter Strategy is managed and delivered (in the main) by the Waste and Recycling Team.

Reports on progress are shared with General Management Team monthly, via Environment Service's KPI reporting tool.

9 Service profile.

In 2025 the profile of the Borough of Broxtowe is:

- **Population: 110,900 (Census 2021)**
- **Parks and Open Spaces: 62**
- **Area covered: 31 square miles.**
- **Total Litter Bins: 1,341**

Street Cleansing Operations

The Council provides a street cleansing service covering adopted highways within the Borough and the Council's Parks and Open Spaces. The service profile is as follows:

- 2 channel street sweepers
- 2 pavement sweepers (Image 2)
- 5 Street Cleansing Teams consisting of 2 employees per team.
- 3 Town Centre Attendants



Image 2: Sweeping Teams in Kimberley.

The teams are area based with dedicated teams in Beeston, Eastwood, Kimberley, and Stapleford (this includes the surrounding areas to the main town centres). There is also a dedicated Parks Cleansing Team that solely concentrates on the Council's Parks and Open

Spaces. The Borough is split into North and South for sweeping operations with each Sweeping Team being allocated an area.

The purpose of area allocation is that this ensures employees become familiar with the area enabling resource to be deployed where it is most needed.

In addition, there are three Town Centre Attendants that are based in Beeston, Eastwood, and Stapleford. The role is dual-purpose with duties being split between litter picking, keeping the town centres clean, and cleaning of public conveniences. As Kimberley generally has a lower footfall and a significant proportion of the town centre area is privately owned there is no Town Centre Attendant allocated, although the Council does maintain and clean the public conveniences.

Each town centre is cleansed at least once a day, 6 days a week.

Litter Bin Infrastructure

In the Borough there are currently 1,341 litter bins strategically placed to address the community's needs. This number typically increases every year, reflecting the growing demand for positive waste management solutions as indicated by service requests from residents and assessments conducted by the Street Cleansing Teams.

Bins are strategically located in areas where there is the potential for high litter generation. This proactive approach not only enhances cleanliness but also supports the Borough's commitment to the environment.

Strategic locations include:

- Bus Stops and transport hubs.
- School routes.
- Near to educational establishments.
- Near to nighttime economy venues.
- Town Centres.
- Parks and Open Spaces.

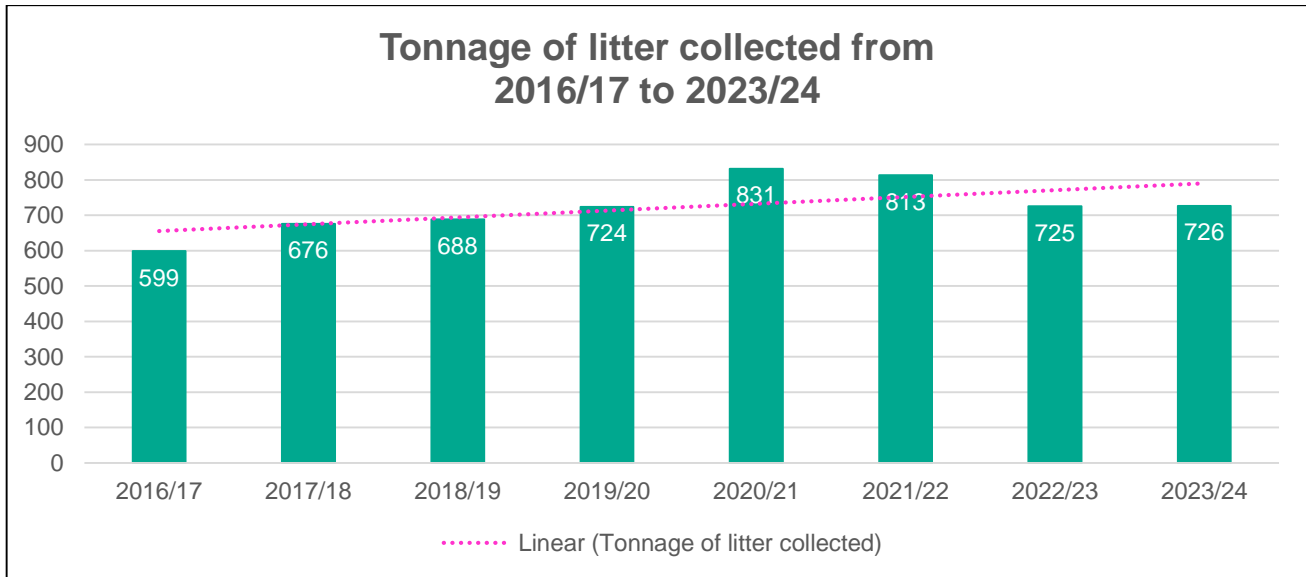
Currently there is no uniformity with regards the style of bin throughout the Borough. This is particularly evident within the town centres where different bins have been installed as part of town centre redevelopments. Examples of the types of bins currently in use are shown in **Appendix 1**. However, this inconsistency is being addressed; over the past few years there has been a concerted effort to standardise bin types. By ordering the same design, the Council aims to establish a cohesive aesthetic that enhances civic pride and promotes environmental consistency. A uniform appearance not only improves the visual appeal of public spaces but also reinforces community values regarding cleanliness and sustainability.



Image 3: Litter bin in Stapleford

Tonnages

The amount of litter collected by the Street Cleansing Teams is shown in graph 1. The litter is collected either directly from emptying litterbins or from litter picking in the Borough.

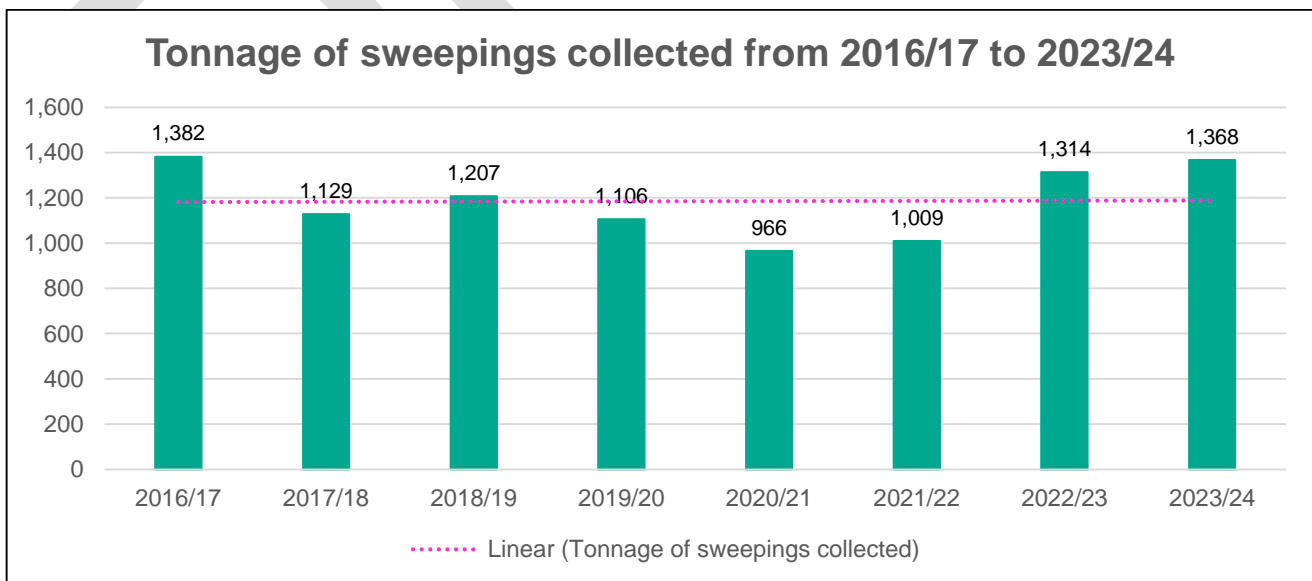


Graph 1: Tonnage of litter collected.

It is clear there has been a gradual increase in the amount of litter collected. Whilst this may be perceived as a negative, this may mean that people are being more responsible and using the litter bins provided.

The litter collected through these operations is transported to the Eastcroft Energy from Waste incinerator in Nottingham, where it is processed. The heat recovered from this process is used to provide heating for local homes and public buildings.

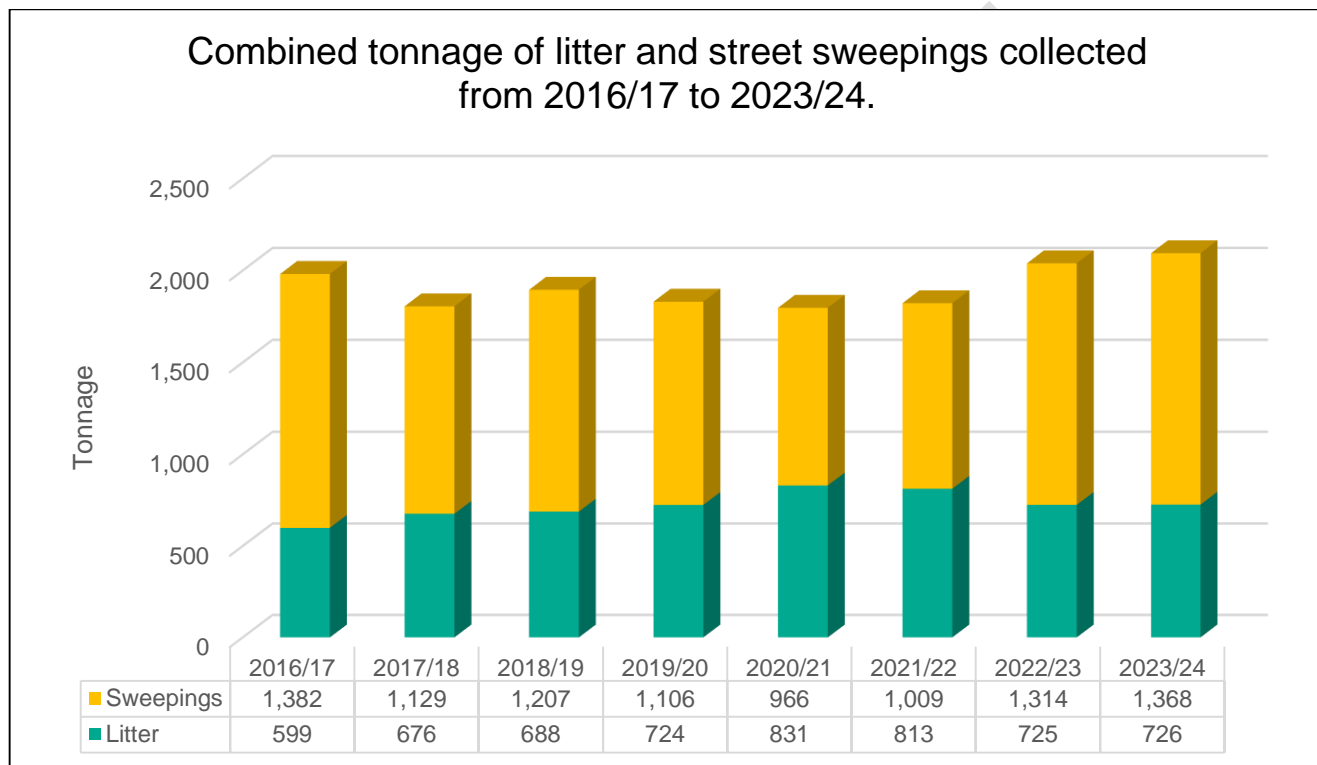
As well as waste from litter picking and emptying litter bins, the Council also has four sweepers, which keep the pavements and road channels free from litter and detritus. The amount of litter and detritus collected by the Sweeping Teams is shown in graph 2.



Graph 2: Collected street sweepings.

As highlighted in graph 2, the amount of litter and detritus collected has been increasing since 2021/22. This increase is due to having a full Sweeper Team, something which was not in place in 2020/21. Also, during that time many residents were working from home. This increased the number of cars parked on the road, restricting access to the pavements and highway channels.

Graph 3 details the combined tonnage of litter and street sweepings over the last eight years. Since 2016/17, the combined collected tonnage increased by 5.7%. This trend potentially underscores the ongoing challenges faced in keeping the public spaces clean and highlights the need for continued efforts in litter management and community engagement.

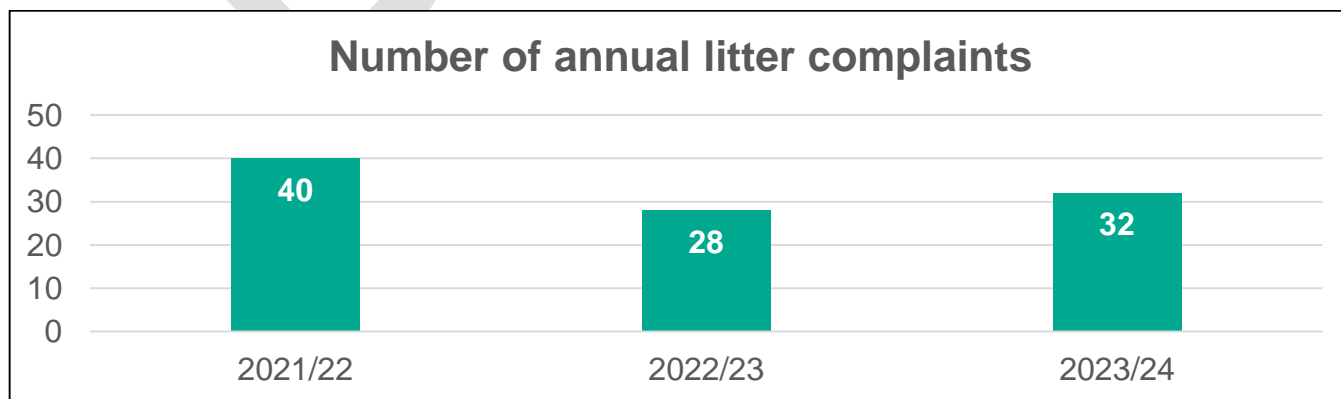


Graph 3: Combined tonnage of litter and street sweepings collected from 2016/17 to 2023/24.

The material collected by the sweepers has any non-biodegradable elements removed with the remaining biodegradable element being recycled and used as landfill cover.

Litter complaints.

Graph 4 highlights the number of annual litter complaints received from residents.



Graph 4: Number of litter complaints.

10 Cleanliness survey

There is no longer a need to nationally report the level of cleanliness within the Borough. However, keeping the Borough free from litter is a priority for both the Council and residents. In recognition of this, quarterly cleanliness surveys of the different land types are undertaken throughout the year and the cleanliness levels within the Borough are reported as a Key Performance Indicator within the Environmental Service's Business Plan.

The cleanliness levels are graded following the Governments Code of Practice for Refuse.

The scope for the grades is explained below:

- Grade A - no litter.
- Grade B - predominantly free of litter apart from small amounts.
- Grade C - widespread distribution of litter with minor accumulations.
- Grade D - heavily littered with significant accumulations.

Grade B is considered an acceptable level. The higher the number of areas surveyed that meet the acceptable grade, the higher the percentage scored. Table 3 shows the scores for the cleanliness of the Borough over recent years.

Year	Percentage of transects achieving grade B for litter	Percentage of achieving grade B for detritus (sweepers)
2021/22	96%	95%
2022/23	96%	95%
2023/24	96%	87%

Table 3: Cleanliness levels

Analysis of the results in the above table show that over the last five years 95% to 96% of streets have achieved the required cleanliness levels. Although this essentially translates into the Borough being a clean place for residents to live and work, the Council recognises further work is necessary to improve.

Key Performance Indicators

Key Performance Indicator	Baseline measure for the year 2023/24
Number of litter complaints received	32
Number of Fixed Penalty Notices issued for Litter	2
Litter tonnages by Street Cleansing Teams	726 tonnes
Litter and detritus tonnages collected from the sweepers	1,368 tonnes
Number of litter campaigns delivered	2
Number of presentations on litter and environmental issues undertaken	8
Number of stakeholder groups or individuals making contact to take part in community litter picks	65
Number of residents engaged with litter picking and talks activity.	431
Number of litter/dog bins in the Borough	1,341

Table 4: Key Indicators for measuring success of actions within the litter action plan.

11 Financial implications

Each year there is an annual budget allocated for the procurement of litter bins. This budget is critical for ensuring that resources are available for maintaining and enhancing the current bin infrastructure. This budget is increased in line with inflation.

Currently, the Fixed Penalty Charge (FPN) for littering is set at £500, with a reduced fee of £100 if paid within 14 days of being issued in accordance with national legislation. As part of the Council initiative to tackle littering a third-party contractor has been appointed to assist with environmental enforcement. It is anticipated that the introduction of the third-party contractor will lead to an increase in the number of FPNs issued. A percentage of the revenue from these penalties will be reinvested by the Council into further litter reduction initiatives and the maintenance of the litter bin infrastructure.

12 Taking a strategic approach to reducing litter

To effectively reduce litter, it is imperative to adopt a strategic approach that governs the direction of travel for the Council’s resources. This section outlines the primary actions for consideration and highlights the synergy between various strategic points. The Litter Strategy will be built on four key programme themes, as detailed in table 5, Infrastructure, Engagement, Partnerships, and Enforcement. Each theme is intrinsically linked, contributing to the overall delivery of the service.

Theme	Description
1 Bin infrastructure	Ensure that litter bins are strategically placed in accessible locations, are maintained, and are adequately serviced. This will encourage community participation in keeping the environment clean.
2 Engagement	Increase stakeholder participation in Community Clean and Green Team events. By promoting awareness and education the Council can encourage active participation in litter reduction initiatives.
3 Partnerships	Build effective partnerships to enhance the impact of initiatives. Collaborative solutions can lead to resource sharing and increased numbers of volunteers. This will help to foster a cleaner and sustainable community.
4 Enforcement	Ensure there are robust enforcement mechanisms in place to uphold regulations. This includes the implementation of Fixed Penalty Notices (FPNs) and helps to address feedback from residents in the Budget Consultation Survey.

Table 5: Litter Strategy themes

The foundation of this strategy is the bin infrastructure and resources, ensuring that the appropriate bin facilities are in place and that shared spaces are designed and maintained to discourage littering. The next step in this hierarchy involves education, awareness and partnership working, which emphasises the importance of effective communication, working together with residents and businesses.

Finally, enforcement serves as a necessary measure against offenders, which includes the issuing of FPNs. Together each of these themes create a comprehensive framework, that addresses littering from multiple angles, promoting a cleaner, more sustainable environment.

Diagram 1 shows how the four programme themes are all intrinsically linked and influence behaviour and the reduction in litter and waste.

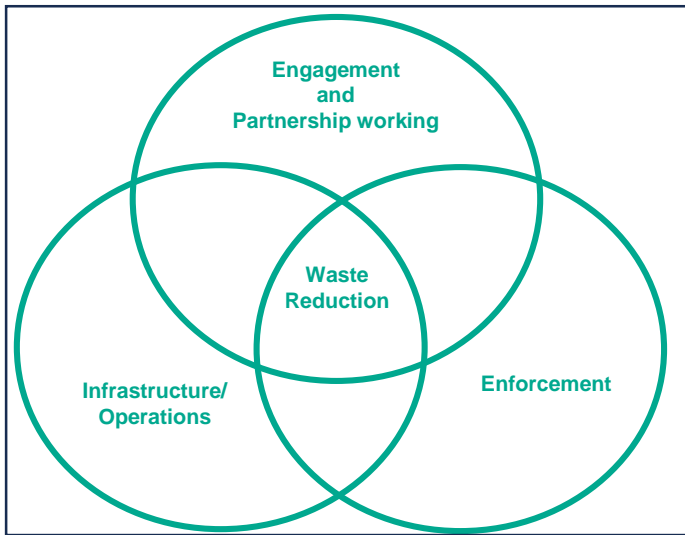


Diagram 1: Synergies for litter reduction

Theme 1 - Bin infrastructure/Operations

Providing people with opportunities to put their litter in a bin is a fundamental part of the strategic approach to tackling litter. When a litter bin is being installed the strategic elements shown in table 6 are considered as part of the process.

Strategic Element	Item for considerations
Size of bin	How often is the bin likely to be full and require emptying? Is space restricted in which to place the bin?
Accessibility	Can the bin be used by all? Is the bin located on a flat surface? Is there any infrastructure that may hamper the bins usage?
Location	Is the bin on a high foot fall route, nighttime economy route, transport hub? Can the crews access the bins easily and avoid excessive manual handling when emptying? Is the bin clearly visible to users? Resident consultation to ensure no objection to the location. Is the bin likely to be subject to vandalism?
Advertising	Would the location be suitable for advertising and potentially bring in an income or allow positives messages to publicised?
Continuity	Does the bin match the current bins in the area?

Table 6: Strategic considerations for bin installations

Recycling on the go.

In recognition of the importance of recycling waste and fostering sustainable habits outside of the home, the Council acknowledges the challenges faced by its existing recycling bin infrastructure. Despite the installation of recycling bins in a variety of public areas, the bins experienced contamination. Resulting in the collected materials being deemed unrecyclable.

To address these concerns, there will be an establishment of a designated trial area that will include new recycling bins and a supporting communications plan. This pilot will focus on enhancing public awareness and engagement and will work collaboratively with the Communications Team to develop targeted campaigns (including the use of video).

Themes 2 and 3 - Engagement and Partnership working

The Clean and Green programme was launched in 2018 as a community initiative and has since seen a significant increase in resident engagement. Promoting positive messages to facilitate behavioural change is crucial to the strategy. Increasing engagement with stakeholders, including local businesses and universities is recognised as an integral part of driving this change. Since its inception, over 1,500 individuals and community groups have participated, fostering partnerships within the local area. The Council has previously collaborated with various businesses, including multinational companies, to address litter and, it will continue to explore these opportunities moving forward.



Image 4 - The Great British Spring Clean

Any communications campaign which is embarked upon will apply the principles of the Government's Behavioural Insight Team's EAST framework to help achieve successful delivery and promote behaviour change. The principles of the Government's EAST framework are shown in table 7.

Easy	Make the communication easy to understand or easy to action
Attractive	Make the communication attract attention and attractive for residents to engage in
Social	Make the desired outcome of the communication the social norm
Timely	Make the communications timely and relevant to what's happening

Table 7: EAST Principles.

National and Local Campaigns

The Council is committed to supporting both national and local campaigns aimed at tackling litter and promoting sustainable stewardship of the local environment. The Council supports each year, Tidy Britain's, Great British Spring Clean, the nation's largest mass action environmental campaign focused on taking direct action against litter.

In addition to this, the Council hosts its Bulky Waste Action days, which is complemented with support from Street Cleansing and the Neighbourhood Wardens. These teams not only assist in keeping the streets clean, but they also engage with residents to promote litter prevention and responsible waste disposal practices.

The Environment Team also encourages Members and residents to organise their own litter picking activities. The Environment Team can support these by providing the necessary equipment and helping with the completion of risk assessments.

The Council will continue to identify and support any additional litter campaigns as they arise, wherever resources permit.

Bring recycling sites and litter management

The Council recognises the ongoing challenges associated with bring recycling sites and the litter that can accumulate around these areas. Despite clear signage asking residents to take their waste home when recycling bins are full, it has been observed that many individuals

continue to leave their waste beside the bins, both when they are full and even when they are not. This behaviour not only contributes to littering but also poses a health and safety risk.

To address these issues, the Street Cleansing Teams conduct regular checks of the recycling sites to ensure that they are maintained properly. However, the Environment Team will enhance collaboration with the Communications Team to encourage residents to report problematic sites. This proactive approach will allow the Environment Team to respond swiftly to any complaints.

In cases where recycling bin hotspots have been identified the following actions maybe taken:

- **Additional bin installation:** Where feasible, the Council will explore the option of adding more recycling bins to high demand areas to reduce overflow and encourage appropriate waste disposal.
- **Increased monitoring:** Implement additional monitoring of hotspot areas to address issues before they escalate.
- **Community engagement:** The Council will work on initiatives to engage and communicate with residents about responsible recycling practices and the importance of keeping areas clean.
- **Bin removal:** If bins are consistently misused, the Council may consider removing the recycling bins from a site to prevent further littering.

By taking these measures the Council aims to improve the usability of its recycling sites whilst minimising litter.

Vapes/Batteries in litter bins

Sadly, the Council has seen an increase in refuse freighter fires, which have been linked to improper disposal of vapes and laptop batteries. During litter picking activities undertaken by the teams, a significant number of disposable vapes have been found discarded as litter, and many of these have also been found in litter bins. This poses a serious risk, as these items can ignite and lead to fires.

In response to this issue, the Communications Team have initiated a targeted campaign to educate residents about the importance of disposing of vapes and batteries responsibly. By providing clear guidance and accessible disposal options, the Council hopes to mitigate the risks associated with these materials.

Dog fouling and responsible disposal



Whilst dog fouling is primarily addressed within the Council's 'Dog Policy', it is important to recognise the littering issues that arise when dog owners fail to dispose of collected dog waste responsibly. It has been observed that some residents collect dog waste in bags but then improperly discard these bags by hanging them in trees or bushes, or simply leaving them on the ground. This behaviour not only contributes to littering but detracts from the overall cleanliness and aesthetic of the Borough's public spaces.

Image 5: Dog waste in a bag.

To address this concern the Councils Neighbourhood Wardens (and the third-party environmental enforcement contractor when they commence) are actively engaged in monitoring and enforcing responsible disposal practices. However, a more comprehensive approach is required, and the following actions will be implemented:

- **Educational campaigns:** The Neighbourhood Wardens will work with the Communications Team to raise awareness about the importance of proper disposal and the environmental impact of leaving dog waste in bags in inappropriate locations.
- **Increased signage:** Install clear signage in public areas to remind dog owners to dispose of waste in litter bins and the consequences of failing to do so.
- **Enhanced bin availability:** Assess the placement and accessibility of litter bins in popular dog walking areas.
- **Community Engagement:** Encourage residents to report instances of improper disposal which will allow the Neighbourhood Wardens to take swift action to address the problem.

Partnership working - Chewing gum task force and Keep Britain Tidy

In 2022, the Environment Team successfully secured a £15,000 grant for a chewing gum removal project. The funding allowed the team to purchase equipment for the removal of gum staining, which was utilised across all four town centres. Additionally, signage provided by Keep Britain Tidy was installed on litter bins throughout these areas to encourage responsible behaviour amongst residents and visitors.

Follow up assessments have shown a notable reduction in gum staining demonstrating the positive impact of the project. The Council will continue to seek a collaborative approach and look for partnerships with other stakeholders.

Theme 4 – Enforcement

The Council recognises the importance of achieving and maintaining consistency in its approach to enforcement. For many areas of its enforcement activity, government guidance already exists in the form of Codes of Practice, Planning Policy Guidance, and Government Circulars.

When considering what action should be taken, the Council will look to:

- Be proportionate to the nature of the offence and the harm caused.
- Change the behaviour of the offender.
- Eliminate any financial gain or benefit from non-compliance.
- Address the harm caused by regulatory non-compliance, where appropriate.
- Deter future non-compliance.
- Be responsive and consider what is right for the offender and regulatory issue.

The Council's position is that the first step in enforcement is to promote good practice, ensure policy compliance and prevent contravention of the law by raising awareness. However, where it is deemed appropriate, Fixed Penalty Notices (FPN's) can be issued for littering and prosecution cases can be taken forward by the Council.

Once the third-party enforcement contractor has begun work within the Borough, the Council will implement a monitoring system. This will not only track service KPI's but will help to

support integrated collaboration between the Council and the third-party service provider to ensure a robust operation.

Third Party Enforcement

Responsibility for environmental enforcement is assigned to the Neighbourhood Wardens Service, which sits within Environment Services. An array of duties is undertaken by the Council to maintain the cleanliness of the local environment, with an objective of driving down litter and reducing fly-tipping. The Council recognises this requires a combination of education and enforcement of environmental legislation.

In September 2024, Cabinet agreed to engage a private enforcement contractor as a one-year pilot. This also included an option to extend for a further year (to be agreed by Cabinet). This was due in part to on-going recruitment challenges within the Neighbourhood Warden Team. The contractor will undertake enforcement activities on behalf of the Council, providing a positive solution aimed at enhancing the existing services offered by the Neighbourhood Wardens. The contractor will also help to address the feedback received through the Budget Consultation Survey, where residents asked for more work to be carried out in relation to littering, fly tipping and general street cleanliness.

This collaboration is expected to strengthen enforcement efforts across the Borough. It is anticipated that the new third-party contractor will commence operations in March 2025.

13 Monitoring and Review

To be able to determine the success of strategic actions it is important to be able to measure and evaluate performance. A series of key indicators as shown in **Section 10, table 4** will be used as the baseline to measure the success of the strategic actions.

The Litter Strategy will be reviewed when there are any changes to processes or to legislation.

14 Risks and Challenges

The risks and challenges of the Litter Strategy are highlighted in table 9.

Action Number	Risk or Threat to Key Task	Action taken/required to mitigate /minimise the risk or threat
2,3	Funding constraints	Explore funding sources, including grants, and sponsorships.
1,2,9	Resource constraints	Conduct an assessment on staffing needs and allocate accordingly. Utilise volunteers to deal with litter hotspots.
3,4,5,6,7,8,9,13	Lack of public engagement	Implement a targeted awareness campaign and enhance community events to educate residents on the importance of litter reduction and encourage participation.
10,11,12	Enforcement difficulties	Increase collaboration with third party stakeholders and promote positive

Action Number	Risk or Threat to Key Task	Action taken/required to mitigate /minimise the risk or threat
		reinforcement strategies to encourage compliance.
1,2,3	Environmental factors	Develop flexible litter collection schedules that account for seasonal variations.
7,8,9,10	Lack of interagency collaboration	Establish regular meetings with stakeholders to facilitate collaboration.

Table 9: Risks and Challenges to the Litter Strategy

15 Action Plan

Ref	Action	Target Date	Responsible Officer
Theme 1: Bin Infrastructure/Operational considerations			
1	Conduct a comprehensive audit of the current bin infrastructure across the Borough, ensuring that these are mapped.	March 2026	Refuse and Street Cleansing Manager Waste and Recycling Manager
2	Ensure that where necessary, bin facilities are upgraded.	On-going	Refuse and Street Cleansing Manager Waste and Recycling Manager
3	To repair or replace any damaged or missing litter bins within one month of being reported.	On-going	Refuse and Street Cleansing Manager Waste and Recycling Manager
4	Enhance bin visibility and signage. This will also include responsible dog fouling disposal and appropriate disposal at bring recycling sites.	March 2026	Refuse and Street Cleansing Manager Waste and Recycling Manager
5	Undertake a sweeper review to ensure efficiency by: <ul style="list-style-type: none"> • Creating a RAG status for each of the sweeper routes, to help inform sweeper frequency. • Review the sweeper hotspot cleansing regime for areas that are susceptible to flooding. • Undertake an annual drain survey in the areas that experienced flooding during Storm Babet and Henk. 	March 2027	Waste and Recycling Manager
6	To undertake a litter bin recycling trial in one area in the Borough.	March 2026	Refuse and Street Cleansing Manager Waste and Recycling Manager

Ref	Action	Target Date	Responsible Officer
7	Increase monitoring of recycling sites to promptly address littering issues and enhance signage to encourage responsible waste disposal.	March 2026	Refuse and Street Cleansing Manager Waste and Recycling Engagement Officer
Theme 2: Engagement			
8	Enhance the current Clean and Green promotional material.	March 2026	Waste and Recycling Engagement Officer
9	Create a litter awareness challenge. Encourage residents to report litter hot spots and share information on community litter picks. This will also include responsible dog fouling disposal and appropriate disposal at bring recycling sites.	On-going	Waste and Recycling Engagement Officer
10	Increase participation in Clean and Green Community events by 10% by 2027 and then by a further 10% by 2030	March 2027/March 2030	Waste and Recycling Engagement Officer
11	Increase the number of talks and presentations to local schools and community groups. (Target: 10 a year)	On-going	Waste and Recycling Engagement Officer
12	Improve satisfaction levels achieved in the Budget Consultation Survey by 2% in relation to Street Cleanliness.	On-going	Waste and Recycling Manager
13	Launch a campaign to promote responsible disposal of vapes and batteries.	March 2026	Waste and Recycling Engagement Officer
14	Participate in National litter campaigns, such as the 'Great British Spring Clean' and identify additional initiatives to enhance local engagement and awareness.	March 2026	Waste and Recycling Manager Waste and Recycling Engagement Officer
Theme 3: Partnerships			
15	Strengthen partnerships with local schools. Collaborate with schools to implement educational programmes on litter, including the development of an appropriate lesson plan.	On-going	Waste and Recycling Engagement Officer
16	Form partnerships with at least five local businesses and other organisations (including universities) by 2030 to support joint littering campaigns.	On-going	Environmental Co-ordinators Waste and Recycling Manager

Ref	Action	Target Date	Responsible Officer
Theme 3: Partnerships			
17	Reinforce Corporate values among the Street Cleansing to encourage going the extra mile and taking ownership of their area. Embedding the See it / Do it – See it / Report it.	On-going	Refuse and Street Cleansing Manager Waste and Recycling Manager
Theme 4: Enforcement			
18	Undertake joint enforcement training for both the Neighbourhood Wardens and the third-party contractor.	June 2025	Assistant Director of Environment
19	Establish regular patrols in litter hotspot areas, which will lead to a 25% reduction in litter complaints by 2030.	March 2030	Assistant Director of Environment
20	Launch an awareness campaign on penalties for littering.	June 2025	Waste and Recycling Engagement Officer.
21	Create an enhanced data management system to monitor the effectiveness of the Litter Strategy.	December 2025	Assistant Director of Environment Environmental Co-ordinators

Table 10: Litter Strategy action plan

16 References

DEFRA – Code of practice on litter and refuse (2019)

<https://www.legislation.gov.uk/ukpga/1990/43/contents> Environmental Protection Act 1990

<https://www.gov.uk/government/publications/litter-strategy-for-england> Litter Strategy for England 2017 (Referenced 28 December 2024)

<https://www.gov.uk/government/publications/litter-strategy-for-england> Anti-social Behaviour, Crime and Policing Act 2014

<https://www.keepbritaintidy.org/faqs/advice/litter-and-law> Litter and the Law – Keep Britain Tidy Referenced 28 December 2024.

17 Document review and Control.

The document will be reviewed in 2030, or if there are any changes to service delivery or legislation.

Document Information

Title	Litter Strategy 2025-2030
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File Location	Y:\2.1Environment\KIMBERLEY\StrategyReviews\Litter Strategy
Description	Litter Strategy

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Last Review Date	February 2025
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Document History

Date	Summary of Changes	Version
January 2025	Full review and refresh.	2
February 2025	Amendments made following POWG. Changes include target setting, recycling bin trial, dog fouling, Vape/battery disposal, partnership working and supporting national campaigns.	3

Document Approval

Date	Name	Version
February 2025	Policy Overview Working Group	2
March 2025	Cabinet	3

Distribution

Name / Group	Title

18 Appendix 1 – Litter bin types in the Borough








Bin Type	Bin Type
	
	
	
	

Table 10: Litter bin types

Equality Impact Assessment

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

Public bodies are required in it to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited under the Act
- advance equality of opportunity between people who share a protected characteristic and people who do not share it, and
- foster good relations between people who share a protected characteristic and people who do not share it.

The public sector Equality Duty came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation.

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

The Council has also decided to treat people who have care experience as if they had a protected characteristic under the law.

Having due regard means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of

equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to advance equality of opportunity involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low.

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore take account of disabled people's impairments when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they considered the aims of the Equality Duty. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is

slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Executive Director	Title of the Lead Officer responsible for EIA	Head of Environment
Name of the policy or function to be assessed:		Litter Strategy	
Title of the Officer undertaking the assessment:		Head of Environment	
Is this a new or an existing policy or function?		This is an existing Strategy	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The aim of the Strategy is to outline the direction of travel in how the Council will manage its strategic approach to dealing with litter.</p> <p>Aim: To enhance the Borough's cleanliness and environmental sustainability by effectively managing littering through improved bin infrastructure, robust enforcement measures and active community engagement.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • By 2026, ensure that there is an annual audit in place for the litter bins which will dictate the litter bin maintenance programme. • To repair or replace any damaged or missing litter bins within one month. • Increase participation in the Clean and Green Community events by 10% by 2027 and then by a further 10% by 2030. • Undertake regular patrols by the Neighbourhood Wardens/third party enforcement company that will lead to a 25% reduction in litter complaints by 2030. • Ensure that residents are aware of the penalties and enforcement action that maybe taken for littering. • Form partnerships with five local businesses and organisations by 2030 to support joint littering campaigns. 			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>Litter is a longstanding environmental challenge both nationally and for the Council. Litter damages important habitats, changes the visual landscape and takes significant resource to clear up. For these reasons, the Council is committed to reducing litter.</p>			

3. Who is intended to benefit from the policy or function?

Everyone who lives or works in the Borough of Broxtowe.

4. Who are the main stakeholders in relation to the policy or function?

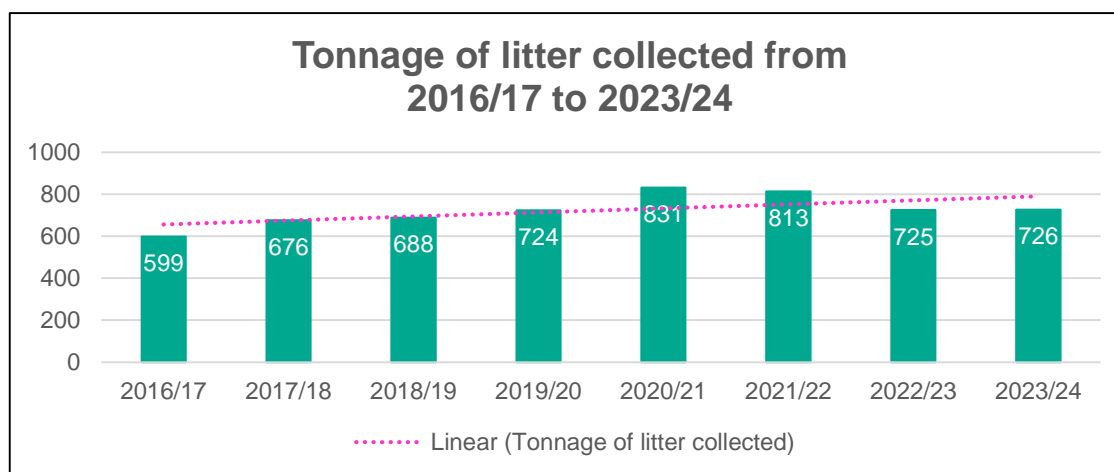
- Members
- General Management Team (GMT)
- Employees in the Council
- Residents
- Businesses
- Community groups/Clean and Green Teams

5. What baseline quantitative data do you have about the policy or function relating to the different equality strands

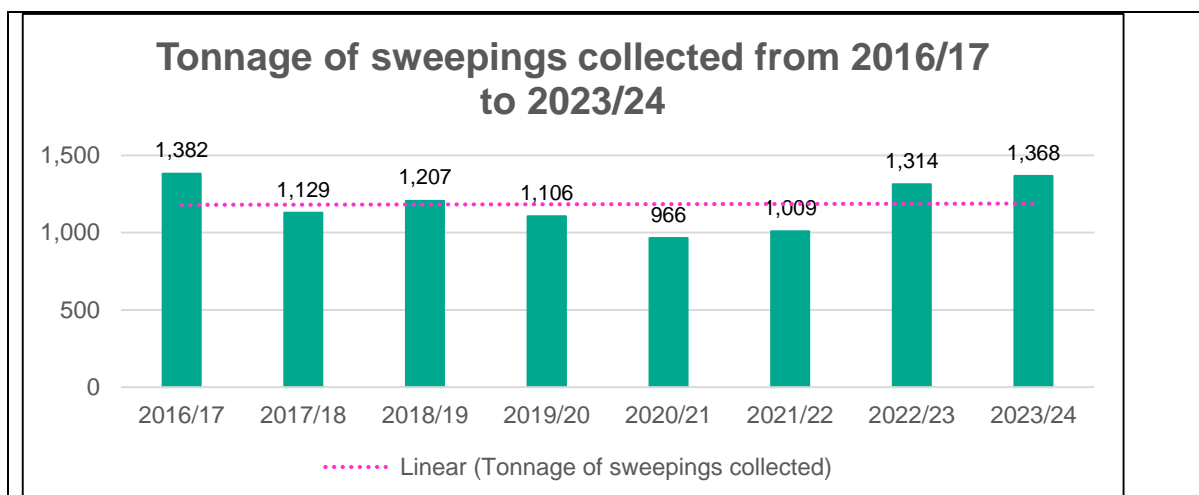
	Percentage of transects achieving grade B for litter	Percentage of achieving grade B for detritus (sweepers)
2021/22	96%	95%
2022/23	96%	95%
2023/24	96%	87%

Table 2: Results from the litter and detritus cleanliness survey's

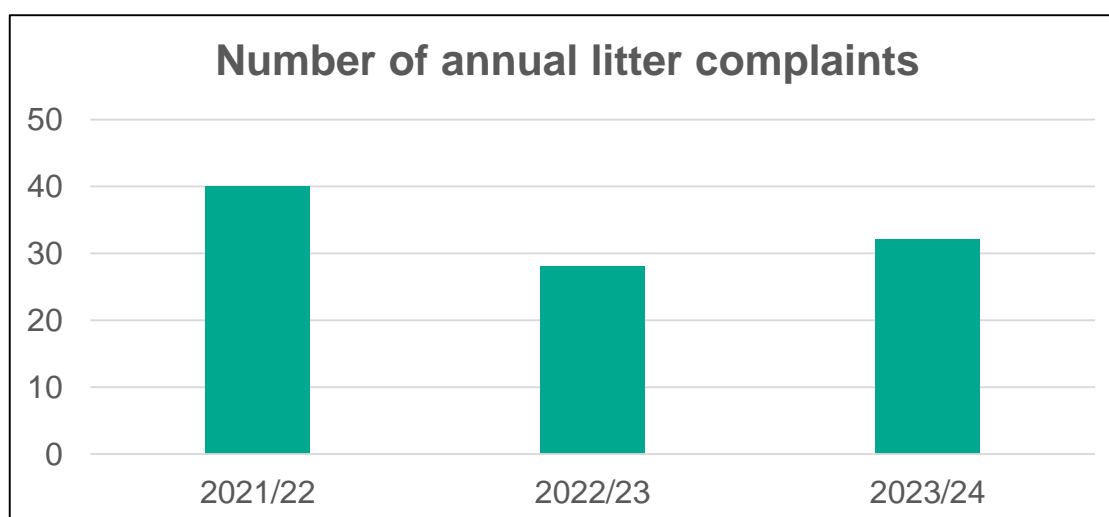
Tonnage of litter collected.



Graph 1: Tonnage of litter collected.



Graph 2: Tonnage of sweepings collected.



Graph 3: Number of annual litter complaints received.

6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?

None relating to equality strands. However, the Council does have the following records:

- Complaints regarding litter issues from residents and Members.
- Feedback from the budget survey.
- Feedback on the service when attending local events.

7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?

There has not been any direct public consultation regarding this decision; however, a wider budget setting consultation undertaken in November 2024 covered the issues of street cleanliness.

8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways? In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:

Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified?

No

Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?

Yes

Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?

No

Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?

N/A

What further evidence is needed to understand the impact on equality?

The results of the budget consultation undertaken in November 2024 may provide additional evidence.

9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?

Age: With regards littering, the Council Enforcement Policy outlines that Fixed Penalty Notices will not be issued to anyone classed as a minor.

Disability: With regards to littering and enforcement consideration should be given to those with certain disabilities would be exonerate them from committing a littering offence. Consideration should also be given to the placement and style of litter bin to ensure bins are easily accessible.

Gender: No impacts identified.

Gender Reassignment: No impacts identified.

Marriage and Civil Partnership: No impacts identified.

Pregnancy and Maternity: No impacts identified.

Race: No impacts identified.

Religion and Belief: No impacts identified.

Sexual Orientation: No impacts identified.

Care Experience: No impacts identified.

Executive Director:

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.

Signature: Executive Director

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Report of the Portfolio Holder for Environment and Climate Change

Tree Strategy Review

1. Purpose of Report

To seek approval for the reviewed and updated Tree Strategy - Management Strategy for trees in Council ownership 2023-2027 in line with the Council Corporate Priority to protect the environment for the future.

2. Recommendation

Cabinet is asked to RESOLVE that the updated Tree Strategy – Management Strategy for trees in Council ownership 2023-2027 be approved.

3. Detail

In November 2023, the Council adopted its first Tree Strategy (in its current form), establishing a comprehensive framework for the Management of trees under its ownership. This strategy outlined how the Council would maintain a healthy, safe stock of trees and enhance tree coverage across the Borough (as far as is reasonably practicable).

Moving forward, it is necessary to review and adjust the strategy, along with its supporting action plan. There have been two changes to the Tree Strategy; the first is the inclusion of a section addressing tree surveys across the Borough. This addition aims to manage risks associated with falling trees/branches in public spaces by taking a zoning approach. To support this initiative, a revenue development bid has been submitted, which will enable the team to implement a five-year programme to assess trees across parks, open spaces, and social housing areas.

The second change is the provision of an updated action plan for 2025/26. A progress update on the actions for 2024/25 can be found in **Appendix 1**. A copy of the revised Strategy and actions for 2025/26 can be found in **Appendix 2** and its supporting change table can be found in **Appendix 3**.

Action plan progress

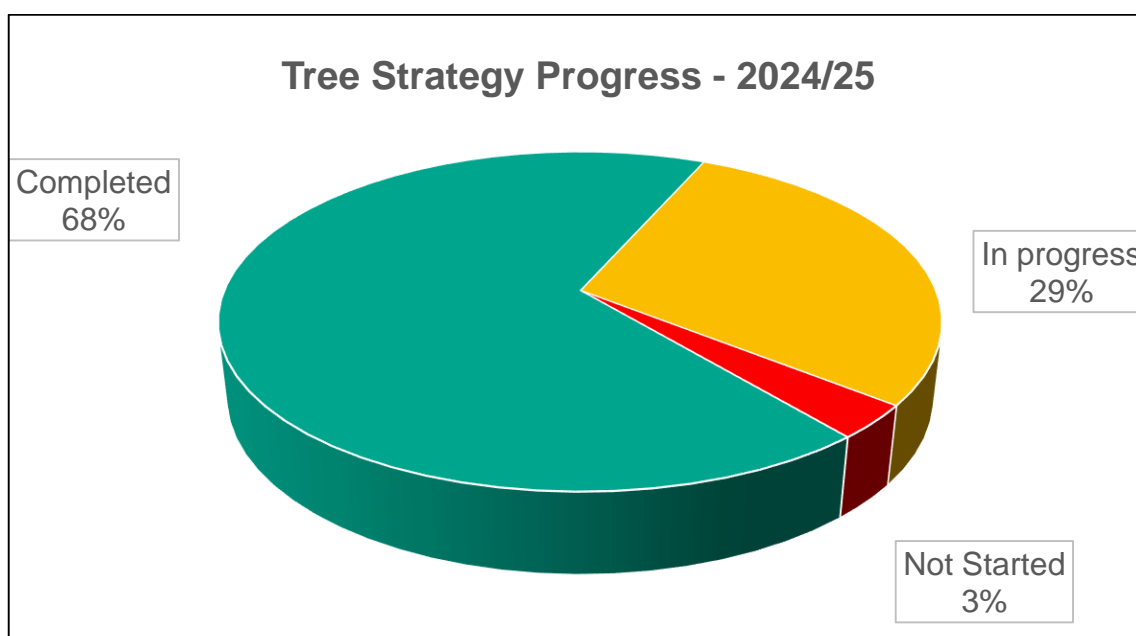
The Environment Service has made significant progress, completing 68% of the 31 actions outlined in the action plan for 2024/25 (Table 1 and Graph 1), which encompasses eight key themes:

- Monitoring
- Management

- Planting
- Biodiversity
- Adaptation
- Mitigation
- Communication
- Health and Wellbeing

Action plan progress	Number of actions
Completed	21
In progress	9
Not Started	1

Table 1: Action Plan progress for the Tree Strategy 2024/25



Graph 1: Action Plan progress for the Tree Strategy 2024/25

The programme themes established in the initial Tree Strategy will remain to ensure continuity. Any actions that have not yet been started or that are in progress but yet to be completed will be rolled over into the action plan for 2025/26.

4. Key Decision

This report is a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, because it effects communities living or working in an area comprising two or more Wards or electoral divisions in the Council’s area.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

There are no additional financial implications for the Council with costs being contained within existing budgets. Any significant budget implications in the future, over and above virement limits, would require approval by Cabinet.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

The Council has a legal duty to manage and maintain all trees on Council-owned land, in parks and open spaces. The Tree Strategy sets out standards for the management of the tree resource under the stewardship of the Council which comply with nationally recognised codes of practice and will mitigate the risk (e.g. of insurance claims) as well as helping to protect trees and woodlands as a valuable natural asset to Broxtowe.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

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Appendix 1

Programme Theme	Targets for 2024/25	Update	Complete/In progress/Not started
Monitoring and data management	Create a monthly monitoring report that will capture the following: - Number of trees planted. - Number of trees receiving maintenance. - Number of trees removed. - Number of TPO's issued. - Number of TPO maintenance works.	Environment KPI report has been created, which includes tree data. This is being used to monitor tree works across the Borough. Trees planted for 2024/25 - 1,721. 150 grown and planted by Canopy 2050. Additional 1,000 trees scheduled for planting in February 2025. Total trees planted for 2024/25 – 2,871.	Completed.
	Using GIS mapping, estimate the total number of trees under Council ownership.	Currently individual tree canopies can be identified but not those in a copse or a woodland.	In progress.
	Establish a carbon sequestration value for Council owned natural assets.	A basic model is available (sequestration value for Council owned assets, estimated to sequester 1,400 tonnes of carbon). This methodology requires further work.	Completed.
	Calculate the amenity value for Council trees.	A tool kit has been identified. Fields in Trust are looking at the amenity values for two of our sites.	Not started.
Tree Management and Maintenance	Ensure that all maintenance works takes place within the relevant pre-agreed timescales.	Watering of tree stock planted in the winter 2023/24, was watered on a weekly rolling programme through the summer of 2024.	Completed.

Appendix 1

Programme Theme	Targets for 2024/25	Update	Complete/In progress/Not started
	Deal with all dangerous trees within 24 hours after receiving the report.	There are contractors that can be called to deal with emergency trees. Their priority is to make the tree safe. They will then return to site to remove the wood.	Complete/on-going.
	Routine tree assessments will be carried out within four weeks.	All requests for routine tree assessments carried out within four weeks. If the Tree Officer is unavailable a contractor will be utilised.	Complete/on-going.
Planting and establishment of new trees	Plant 3,000 trees, 10% of which will be drought tolerant.	2,871 trees planted. 300+ were drought tolerant species, including Lime, Hawthorn and Birch. The 10% target was achieved.	In progress
	Provide 800 trees for the free tree scheme, utilising the Green Rewards Platform as a method for qualification. Consider other sustainable plant options for residents who do not have enough room in their garden for a tree.	Due to the popularity and higher cost of fruit trees, the team needed to adjust the target, giving away 300 free fruit trees and 200 Raspberry or Loganberry plants (for residents that didn't have room in their garden for a tree). This latter option proved very popular and the team plan to enhance the offering next year whilst maintaining a focus on fruit trees.	Complete/on-going.
	Identify 1 area and install a pocket orchard.	One completed to date: <ul style="list-style-type: none"> Banks Road open space (Toton Fields LNR) Three planned in February 2025: <ul style="list-style-type: none"> Pasture Road Recreation Ground, Stapleford Brinsley Headstocks Bramcote Ridge 	Complete.

Appendix 1

Programme Theme	Targets for 2024/25	Update	Complete/In progress/Not started
	Identify and create one new woodland.	Small copse planted at Jubilee Park, Eastwood.	Complete.
	Establish an appropriate aftercare programme for new trees (especially during periods of extreme heat and drought).	Ongoing watering programme in place for 3 years to support new trees establishment. This is funded through the Urban Tree Challenge Fund (UTCF).	Complete.
	Explore external funding opportunities to help support the tree planting programmes.	Successful bid to UTCF for £38,000. This has been used for 60 heavy standard trees and their upkeep for three years. These have been planted across the Borough.	Complete.
	Look for opportunities to increase Council owned tree canopy cover across the Borough.	A full audit of sites for future opportunities to be undertaken during 2025.	In progress.
	All trees to receive three years' aftercare after planting.	This in place and ongoing.	Complete.
	Increase tree canopy cover by 1% per annum.	Currently estimated at 26% for the Borough. The Council will continue to enhance the methodology used to help improve the accuracy of the report.	In progress
Enhance Biodiversity	Plant Black Poplars and re-wild the Erewash flood plain at Toton.	Discussions with Notts Wildlife Trust underway with a bid to the "Thriving in a Wilder Trent project" submitted. https://www.nottinghamshirewildlife.org/news/project-boost-wildlife-trent-valley-gains-pace	In progress.

Appendix 1

Programme Theme	Targets for 2024/25	Update	Complete/In progress/Not started
	Evaluate the effectiveness the mulching around the base of new trees. Undertake a trial for benchmarking.	Mulching trial undertaken on an orchard at Cator Lane, Chilwell. Weed suppression was limited and required further intervention from the team but tree establishment was 100% (the mulch helped the ground to retain water). A more detailed trial is now being undertaken at Banks Road, Toton. An update will be provided in 2025/26.	Complete.
	Work with stakeholders to identify trees with the best biodiversity potential (including veteran trees) and look at ways to incorporate these into yearly planting plans.	This links in with the amenity value of veteran trees. This action will be picked up as part of the tree survey programme currently being developed and rolled out from April 2025.	In progress.
	If safe to do so, don't clear away felled or fallen trees.	Deadwood left at Bramcote Hills Park and Hall Park, Eastwood.	Complete.
Climate Change Adaptation and Mitigation	Identify opportunities to increase urban tree canopy to reduce urban heat islands.	Successful bid to UTCF specifically aimed at increasing urban tree cover.	Complete.
	Identify opportunities to diversify woodlands so that they are more resilient to natural hazards such as wildfires and storms.	Thinning works undertaken in young woodlands including Hall Park, Eastwood, Bramcote Hills Park and Colliers Wood. Once this work has been completed, under planting will follow in 2025/26. This will help to improve the biodiversity of these areas. Firebreak reinstated at Bramcote Ridge.	Complete.

Appendix 1

Programme Theme	Targets for 2024/25	Update	Complete/In progress/Not started
Communication and Stakeholder Engagement	Work with the Communications Team to ensure that sustainable management principles and maintenance regimes are clearly communicated to all key stakeholders.	Planting events at; Leyton Crescent, Beeston, Jubilee Park, Eastwood and Bramcote Hills Park all successfully publicised. Email me – Parks and Green Spaces bulletin circulated monthly.	Complete.
	Engage with community groups to identify three woodland enhancement planting projects.	Projects include: <ul style="list-style-type: none"> • Canopy 2050 - Bramcote Hills Park • Leyton Wilding Group - Leyton Crescent • Beeston Lawrence View junior school - Jubilee Park, Eastwood. 	Complete.
	Undertake regular toolbox talk training sessions on tree maintenance with the Grounds Maintenance team.	Regular toolbox talks undertaken on a range of management topics throughout the year.	Complete.
Pests and disease management in trees	Maintain awareness of emerging tree pests and diseases and adapt management practices accordingly.	All officers fully conversant with Oak Processionary Moth (OPM) including ID and reporting requirements. This has also been covered in toolbox talks.	Complete.
	Undertake proactive inspections on trees for pests and diseases.	All officers fully conversant with Oak Processionary Moth (OPM) including ID and reporting requirements. This has also been covered in toolbox talks. Tree officer/Grounds Maintenance teams also remain vigilant for other tree issues.	Complete.
	Ensure and obtain relevant documentation that all trees purchased for the Council are	Native Trees specified for all natural plantings. Biosecurity certificates available from current suppliers.	Complete.

Appendix 1

Programme Theme	Targets for 2024/25	Update	Complete/In progress/Not started
	UK native species, grown in the UK.		
Health and Wellbeing	To increase the number of residents taking part in the 'switch off' action on the Green Rewards platform by 5%.	April 2023/24 – 869 residents April 2024/25 – 590 (as of February 2025) Whilst the goal for this year wasn't met, it encouraging to see that 590 residents have engaged in this activity so far. Efforts will continue to boost involvement in 25/26.	In progress.
	Produce a Green Social prescribing model in relation to health and wellbeing for the Borough.	Work in this area continues, which includes the production of a 'Green Book' aimed at supporting health and wellbeing in the Borough.	In progress.
	Utilise wood from routine maintenance work, to support activities such as basket making and supporting structures for gardens and allotments.	This has not been completed with off-site users, but the Friends Group at Colliers Wood have constructed on site habitat piles from felled timber.	In progress.

Tree Strategy

Management Strategy for Trees in Council Ownership 2023-2027

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1 Vision Statement

To take proactive measures in managing trees, aiming to enhance and safeguard the environment, establish green spaces and effectively mitigate against the impacts of climate change.

2 Why do we need a Tree Strategy?

Trees have an immense value and need to be protected and correctly managed for a number of reasons:

- They have a vital role to play in mitigating climate change by absorbing carbon dioxide and releasing oxygen.
- They act as natural air filters, improving air quality and reducing pollution.
- They provide habitat for wildlife, supporting biodiversity and preserving ecosystems.
- They contribute to the overall health and well-being of communities by enhancing aesthetics, providing shade, and reducing urban heat island effects.
- A Tree Strategy ensures that existing trees are appropriately managed, promotes tree planting initiatives, and ensures that trees are integrated within the planning process.

As the public’s perception and awareness of the importance of trees develops, it is imperative that the Council has robust mechanisms in place for the management of existing tree stock and considers ways in which to increase canopy cover across the Borough in the future.

3 Scope of the Strategy

This strategy is designed to be a framework for the management of trees owned and managed by Broxtowe Borough Council, detailing the guiding principles by which arboricultural decisions are influenced.

The Council are responsible for trees on land such as the parks and open spaces. Trees growing from pavements or public highway verges are usually the responsibility of Nottinghamshire County Council Highways department.

The level of tree canopy cover across the Borough is detailed in the appendix.

The Tree Strategy will be reviewed annually, in line with the Climate Change and Green Futures Strategy to ensure that it is relevant, and meets all legislative requirements.

4 Policy Context

The Council’s requirement for a Tree Strategy is underpinned by policy at a National, Regional and Local level and is detailed in Table 1.

National	Regional	Local
25 Year Environment Plan England Tree Action Plan 2021–24	Greater Nottingham Strategic Plan Nature for climate fund	Part 1 of the Local Plan (the Aligned Core Strategy) Part 2 of the Local Plan Corporate Plan

National	Regional	Local
Part VIII of the Town and Country Planning Act 1990 as amended and in the Town and Country Planning (Tree Preservation) (England) Regulations 2012 Section 192 of the Planning Act 2008 Climate Change Act 2008 Environment Act 2021		Business Plans Climate Change and Green Futures Strategy

Table 1: National, Regional and Local Policies

5 Objectives

The Tree Strategy provides the Council with a framework to manage its own tree assets with the aim to achieve the following objectives:

1. To provide a framework for tree management, which will enhance their value and improve:

Landscape Enhancement

Trees form an important component of the landscape. They provide form, colour, texture and movement, changing with the seasons. Trees can be important local landmarks giving a sense of continuity and place. They can help provide privacy, frame the appearance of buildings and screen eyesores.

Biodiversity

Trees, particularly indigenous species, can provide valuable support to a range of wildlife. Trees can provide food, shelter, nesting and roosting sites, particularly for invertebrates, birds and bats.

Physical Environmental Benefits

In urban areas, trees help to modify the climate by providing shade from the sun, reducing wind speeds and reducing the extremes of temperature. They are important in reducing air pollutants and helping to absorb noise.

Climate Change Mitigation and Adaptation

Tree planting serves as a powerful tool for mitigating the impacts of climate change, particularly in relation carbon sequestration and mitigating flooding.

Trees are key in capturing and storing (sequestering) Carbon Dioxide, the most prevalent Greenhouse Gas. On average, a tree absorbs anywhere between 10 and 40kg of CO₂ per year (Source: Ecotree How much CO₂ does a tree absorb? (2023)).

Trees also play a crucial role in regulating water cycles and mitigating flood risks acting as natural flood barriers. They help prevent soil erosion, slow down and absorb floodwaters, protecting vulnerable areas from severe inundation and their canopies intercept rainfall, reducing the intensity of precipitation hitting the ground and minimising the chances of flash floods.

Health and Wellbeing

“Trees boost our physical and mental health in so many ways... Research has shown that chemicals called phytoncides, released by plants and trees, strengthen our immune, hormonal, circulatory and nervous systems when we breathe them in. Trees also improve our quality of life - offering relief from the symptoms of anxiety and depression”. (Source: Woodland Trust. Why we need Trees (2023)).

2. To engage and educate residents, green space users, employees and contractors on the sustainable management principles and maintenance regimes for the Borough’s tree stock. This will be achieved using a variety of platforms and methodologies including; social media, Green Festivals, direct email, Green Rewards, leaflets and posters.
3. Provide appropriate communications to all stakeholders regarding the implementation of any tree work.
4. Replenish and increase the Borough’s tree stock; fostering environmental resilience and sustainability.
5. Undertake effective woodland maintenance by removing selected trees, in order for the woodland to mature and to support a diverse range of habitats and ecosystems.
6. Fulfil the Council’s legal obligations as a tree owner by addressing safety and maintenance issues effectively.
7. Utilise external funding to support tree planting programmes within the Borough.
8. Maintain an accurate database of tree assets and appropriate maintenance / survey arrangements.
9. Calculate the sequestration value of the Council’s tree assets to inform the Climate Change and Green Futures Strategy.

6 Key Highlights

- In 2024/25, the Council planted over 2,871 trees, that’s nearly 135,000 planted since 2008 (one tree for every resident in the Borough).
- 26% of the Borough has tree canopy cover. (Appendix 1)
- The Council manages 94 hectares of mixed woodland.
- The Council spends £150k each year on planting, protecting and managing trees.

- 168 Tree Preservation Orders (TPO's) across the Borough.

7 Stakeholders

Identifying key stakeholders is crucial in helping to provide strategic direction and in the delivery of actions captured in the Tree Strategy. It ensures that the right people are involved in the planning and implementation process and that their needs and interests are taken into account. Key Stakeholders for the Tree Strategy are identified in figure 1.



Figure 1: Key Stakeholders

Adapted from: DEFRA, Forestry Commission and the Tree Council - TREES AND WOODLAND STRATEGY TOOLKIT (2022)

8 Governance

The Council currently operates under a Cabinet system with a Lead Portfolio Holder for each priority area within the Council. Represented on the Cabinet is a Portfolio Holder for Environment and Climate Change.

Within the Council, the Tree Strategy for the Council's own trees is managed and delivered (in the main) by the Parks and Open Spaces Team.

Reports on progress will take place via the Climate Change and Green Futures Board, which meet on a quarterly basis. This group provides updates on progress to the General Management Team.

9 Stakeholder engagement

Keeping stakeholders informed with regards to any potential tree works ensures that there is an awareness of the reasons, requirements and timeframes for these to be carried out.

Tree Management and Maintenance

The tables below specify how the maintenance work requests are prioritised by the Council. The tables also detail expected timescales for undertaking the work.

Once a tree has been assessed and the appropriate level of work determined, an instruction is passed to the Council's tree team or nominated contractor to complete the work within the relevant timescale.

The Council will employ arboricultural techniques to maintain the oldest and most prominent trees located within the Borough.

The Council will address any tree enquiry in the following way:

1. REQUEST - Contact made from member of public, agency or other stakeholder.
2. ASSESS - Tree officer will visit site to assess any work that may be required. An update is provided to enquirer as to outcome of the inspection.
3. INSTRUCT - If any works are identified, then an instruction is sent to tree team/contractor with appropriate timescale of completion.
4. COMMUNICATE – Ensure all relevant stakeholders have been informed of when the works are due to take place.
5. WORK - After the works have been completed then a follow up visit or scheduled re-inspection is undertaken.

Once the Tree Officer has been on site to assess the tree/s, they will prioritise the works required using the categories highlighted in Table 2.

Category	Description	Timescale to undertake action
1	Tree poses serious threat - hazardous tree/fallen tree etc.	Immediate (within 24 hours)
2	Tree causing or likely to cause physical damage – to property etc.	Within one month. This excludes trees that may be subject to an insurance claim, where it needs to be proved beyond reasonable doubt that the tree is responsible for the damage.
3	Work to allay a potential future threat – dying/diseased tree etc.	
4	Work to manage a legal nuisance e.g. blocked access.	
5	Routine maintenance	In line with good arboricultural practice. Target time within 5 months of

Category	Description	Timescale to undertake action
		receiving initial request.

Table 2: Tree work prioritisation categories and expected timeframes

What is routine maintenance?

Routine tree maintenance is the process of inspecting, pruning and maintaining trees to keep them healthy and safe. The following includes details of issues where consideration would be made for pruning/maintenance:

- Fallen or snapped branches.
- Low branches (below head height or affecting access).
- Trees touching properties.
- Trees obscuring lights on paths within parks or Council owned land.
- Low sprouting growth from the trunk or base of the tree (known as epicormic growth).

Timescale for undertaking routine maintenance work

The process for assessing work and the relevant timescales are detailed in Table 3. This is intended to provide guidance on the standards that the public can expect. However, timescales may need to be adjusted due to weather conditions, budget constraints and existing workloads. Trees that pose a serious threat or are causing physical damage will be dealt with in line with the timescales indicated in Table 1.

The Tree Officer will advise complainants on any appropriate works and corresponding timescale.

Operation	Timescale
Enquiry received and assessment made by Tree Officer. Some requests may not require a visit by the Tree Officer and will be added direct to the work list.	Up to 4 weeks
Works scheduled and issued to tree team or contractor. Where possible works will be grouped into geographical batches and allocated in packages rather than as one-off jobs.	Up to 8 weeks
Tree contractor/Broxtowe Borough Council Tree Team complete works	Up to 10 weeks
Total	22 weeks (5 months)

Table 3: Timescale for undertaking routine maintenance work

Situations where work on a tree maybe delayed

Most tree works will take place alongside a visual ecological inspection to ensure that the tree is clear of wildlife. However, there may be occasions where works needs to be stopped or delayed due to nesting birds or roosting bats.

Instances where tree works may not be undertaken

The Council receives many requests that it is not legally required to address. These requests are classified as non-legal nuisance. Work to resolve the following issues is not undertaken unless it forms part of routine maintenance:

- Effects on TV reception (either satellite or terrestrial television)
- Effects on solar panels
- Obstruction of views
- Minor or seasonal 'nuisances' such as:
 - Honeydew (dripping sap)
 - Bird droppings
 - Leaf, fruit or flowers fall

Whilst the Council acknowledges that these issues can be frustrating, these challenges are outweighed by the substantial environmental benefit that trees provide.

Removal of Council Owned Trees

The Council will never undertake unnecessary works to trees, because to do so would require the allocation of scarce resources.

The Council will not remove trees unless it is for one of the following reasons:

- Trees that are considered dead, dying or dangerous. A professional assessment and detailed inspection will be carried out on a trees condition to ascertain if the tree is either:
 - **Dead** – a tree that has no growth present within the crown.
 - **Dying** - a tree that is in the process of irreversible decline.
 - **Dangerous** – biological and/or mechanical defects are noted, and the likelihood of failure is deemed high.
- Removal of trees to benefit adjacent trees, for example trees in groups on parks/open spaces that are being suppressed by adjacent trees.
- Trees that are proven (beyond reasonable doubt) to be the sole cause of subsidence to property.
- Occasionally, exceptional circumstances may arise that are not covered by the previous points. In such circumstances either the Head of environment, nominated deputy or the Head of Housing (Housing owned land) will assess the tree and a decision will be made as to whether works on the tree are required or if it needs to be felled.

Trees will not be removed for the following reasons:

- To increase light penetration to properties.
- To improve a view.

- To alleviate any of the situations listed in the non-legal nuisance category.

10 Tree Survey's

Each year between 5 and 6 people in the UK are killed when trees or branches fall on them. Around 3 people are killed each year by trees in public spaces. (HSE: Management of the risk from falling trees or branches).

The Council is directly responsible for thousands of trees across the Borough, including those growing in its Parks and Open Spaces, Woodlands, Nature Reserves and Housing land.

The Council has a duty under the Health and Safety at Work Act 1974 (HSWA) to ensure that residents, visitors, contractors, and employees are not exposed to risk to their health and safety.

In addition to duties under the HSWA there are several reasons why the Council needs to manage its own tree stock. This includes:

- Reduce the risk of property damage from subsidence.
- Maintain stocks to preserve their amenity, conservation, and environmental value.
- Prevent personal injury through trips and falls on footways disturbed by tree roots.

(Source: HSE: Management of the risk from falling trees or branches).

The Council has an appointed Tree Officer responsible for inspecting and reporting on tree safety across the Borough. A structured five-year programme has been developed for 2025/26, which will be supported by contractors to manage the extensive workload. Additional resources will be required to conduct these inspections, particularly when the trees are in full leaf, as this facilitates the identification of any potential issues.

The risk management strategy for trees will be implemented on a zoned basis. The zoned basis for tree management involves categorising the Borough into specific zones to effectively manage and mitigate tree-related risks. Each zone will be assessed on factors such as tree density, species diversity, proximity to public spaces, and historical data on tree health and incidents.

11 Tree Preservation Orders (TPO's)

“A Tree Preservation Order is an order made by a local planning authority in England to protect specific trees, groups of trees or woodlands in the interests of amenity.” (Tree Preservation Orders and trees in conservation areas. Gov.UK 2014) TPOs are issued by Local Authorities and can be applied to individual or groups of trees. The purpose of a TPO is to protect trees that are of, special value, old, rare or have historical / cultural significance.

TPO trees are usually mature, of good form and, most importantly, can be clearly seen from a public area.

It should be noted that residents must not undertake work to Council owned trees, trees which may be in a conservation area or that may have a TPO order on them without the express permission of the Council.

Further information on TPO's, including a register of all TPO's in the Borough can be found on the Council's website: <https://www.broxtowe.gov.uk/for-you/parks-and-nature-conservation/trees-and-hedges/tree-preservation-orders/>

12 Tree Planting

The Environment Act 2021 has set out the key components of mandatory biodiversity net gain (BNG) for planning permissions granted in England. Sites must deliver at least 10% BNG and tree planting will play a valuable role in facilitating and enhancing this initiative. Detail and actions on BNG are captured in the Council's Climate Change and Green Futures strategy.

To align with the Council's commitment to climate change and becoming carbon neutral by the end of 2027, there is the constant need to replenish and expand the Borough's tree stock.

Broxtowe Borough Council invests in new tree planting each year on public spaces, and also in its woodlands and hedgerows.

Broxtowe Borough Council, as part of its drive to address climate change and be responsible for its tree stock has planted nearly 135,000 since 2008, that's more than one for every resident in the Borough.

The Council's tree planting schedule is undertaken during the winter months (between November and the end of February). This takes into account the most arboriculturally appropriate time for planting trees during dormancy. However, trees may be planted outside this time and if such instances occur, trees are given suitable aftercare.

In line with standard horticultural practice, newly planted trees will be watered for the first three years to ensure that they stay healthy and have the best possible chance of establishing.

In order to suppress weeds and retain moisture the Royal Horticultural Society (RHS) recommends mulching around the base of new trees. The Council will evaluate the effectiveness of undertaking this practice moving forward. Consideration though will need to be given to cost and resources.

Wherever possible, trees that are felled by the Council shall be replaced with an appropriate species in the next planting season, except in cases where it is deemed unsuitable to plant a replacement in the same place. In such situations, wherever possible, an alternative position shall be sought within the Borough.

The planting of new trees shall only be undertaken in situations where it is assessed that the Council has the **RIGHT TREE for the RIGHT PLACE**. This means before a tree is planted, the area selected for planting will be assessed. This is to ensure that a complimentary tree species is selected and the planting of the tree shall not have a negative effect upon:

- The public's safe, free movement within the public highway.
- Utility supplies and equipment, or any other similar services.
- The integrity, use and enjoyment of private property.
- Existing biodiversity.

Tree planting will entail the selection of any suitable species to maximise its long term retention. It may also be unsuitable to replant with a like-for-like species. This is where the former tree has died of a particular disease or has been removed due to growing in a dangerous position or be found to be causing damage.

Since January 2023, all tree stock for the Council is sourced from British nurseries and is UK grown. This is to remove the risk of importing invasive species such as Oak Processionary Moth (OPM), or the fungus causing Ash dieback.

In local nature reserves and woodlands, only native species will be planted and will be of UK provenance.

13 Action Plan

Ref	Action	Target for 2025/26	Responsible Officer	Cost
1	Monitoring and data management	<p>Continue to monitor tree maintenance and planting activities and report within the Environment KPI report.</p> <p>Using GIS mapping, estimate the total number of trees under Council ownership.</p> <p>Using the provisional Council ownership baseline, undertake an annual review to identify changes.</p> <p>Keep a watching brief on carbon sequestration methodologies.</p> <p>Calculate the amenity value for significant Council trees.</p>	Parks and Green Spaces Manager	£
2	Tree Management and Maintenance	<p>Ensure that all maintenance works take place within the relevant agreed timescales.</p> <p>Deal with all dangerous trees within 24 hours after receiving the report.</p> <p>Routine tree assessments will be carried out within four weeks.</p> <p>Enhance tree safety and health across the Borough through a structured, zoned management approach. Ensure that the</p>	Parks and Green Spaces Manager	£££

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Ref	Action	Target for 2025/26	Responsible Officer	Cost
		Tree Survey/Zone programme commences in the summer of 2025.		
3	Planting and establishment of new trees	<p>Plant 3,000 trees, 10% of which will be drought tolerant.</p> <p>Provide 500 free trees or fruit plants utilising the Green Rewards Platform as a method for qualification.</p> <p>Identify one area and install a pocket orchard.</p> <p>Identify and create one new woodland or create a management regime for one new or established woodland.</p> <p>Explore external funding opportunities to help support tree planting programmes.</p> <p>Look for opportunities to increase Council owned tree canopy cover across the Borough, with the aim of increasing cover by 1% each year.</p> <p>To establish a methodology by which to calculate tree canopy cover.</p>	Parks and Green Spaces Manager/Climate Change Manager	£££
4	Enhance Biodiversity	<p>Plant Black Poplars and re-wild the Erewash flood plain at Toton.</p> <p>Evaluate the effectiveness mulching has around the base of new trees. Undertake further trials for benchmarking.</p>	Assistant Director of Environment/ Parks and Green Spaces Manager	£££

Ref	Action	Target for 2025/26	Responsible Officer	Cost
		<p>Work with stakeholders to identify trees with the best biodiversity potential (including veteran trees) and look at ways to incorporate these into yearly planting plans.</p> <p>If safe to do so, don't clear away felled or fallen trees.</p>		
5	Climate Change Adaptation and Mitigation	<p>Identify opportunities to increase urban tree canopy to reduce urban heat islands.</p> <p>Identify opportunities to diversify woodlands so that they are more resilient to natural hazards such as wildfires and storms.</p>	Assistant Director of Planning and Economic Development/Parks and Green Spaces Manager.	£
Page 403	Communication and Stakeholder Engagement	<p>Work with the Communications Team to ensure that sustainable management principles and maintenance regimes are clearly communicated to all key stakeholders.</p> <p>Engage with community groups to identify three woodland enhancement planting project.</p> <p>Undertake regular tool box talk training sessions on tree maintenance with the Grounds Maintenance team.</p>	Assistant Director of Environment/ Parks and Green Spaces Manager/ Communications, Cultural and Civic Services Manager	£
7	Pests and disease management in trees	Maintain awareness of emerging tree pests and diseases and adapt management practices accordingly.	Assistant Director of Environment/ Parks and Green Spaces Manager	££

Ref	Action	Target for 2025/26	Responsible Officer	Cost
		<p>Undertake proactive inspections on trees for pests and diseases.</p> <p>Ensure and obtain relevant documentation that all trees purchased for the Council are UK native species, grown in the UK.</p>		
8	Health and Wellbeing	<p>To increase the number of residents taking part in the 'switch off' action on the Green Rewards platform by 5%.</p> <p>Produce a Green Social prescribing model in relation to health and wellbeing for the Borough.</p> <p>Utilise wood from routine maintenance work, to support activities such as basket making and supporting structures for gardens and allotments.</p>	Chief Communities Officer/ Communications, Cultural/Civic Services Manager/Parks and Green Spaces Manager	£

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£ - Low	££ - Medium	£££ - High
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14 References

DEFRA, Forestry Commission and the Tree Council - TREES AND WOODLAND STRATEGY TOOLKIT (2022)

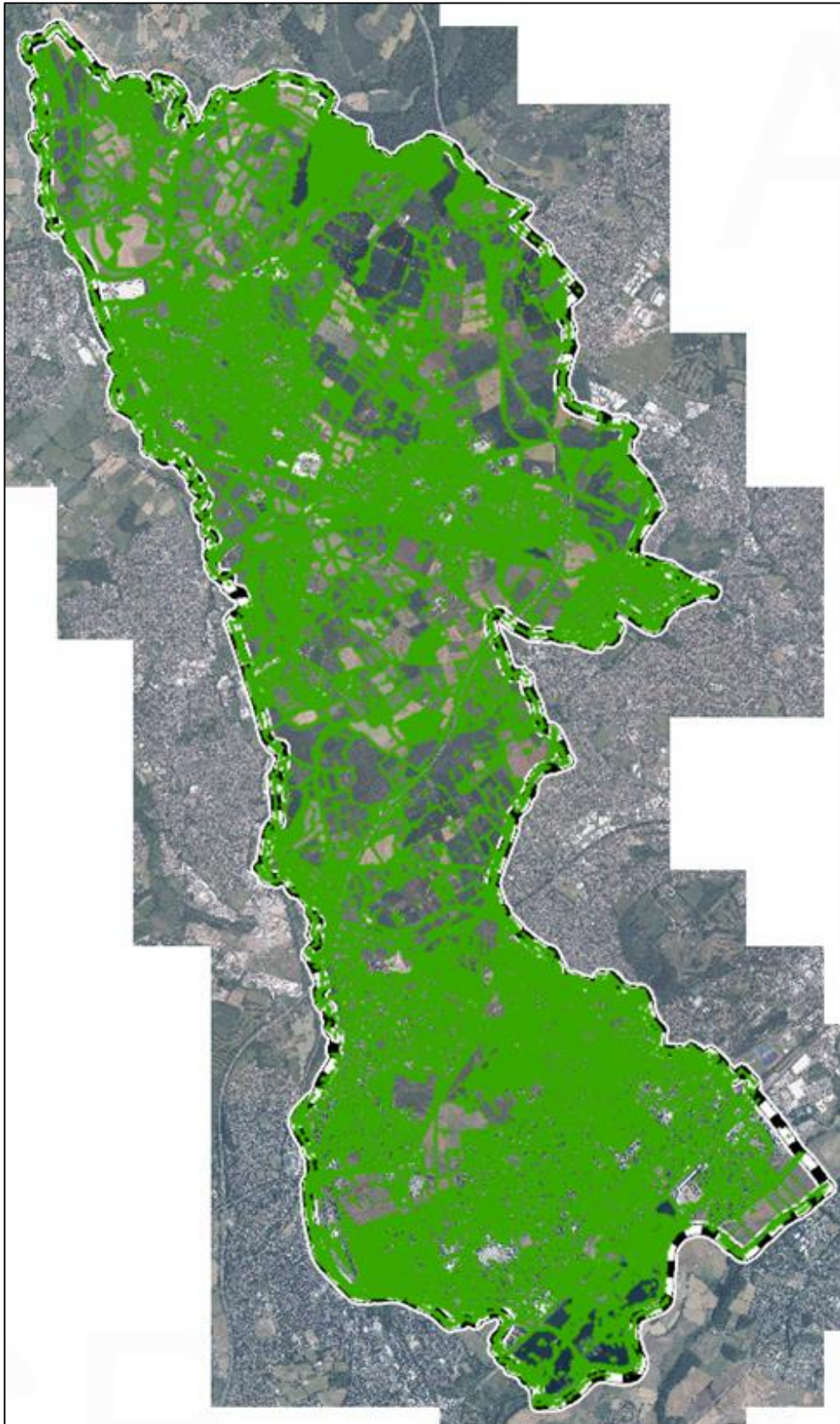
Ecotree: How much CO₂ does a tree absorb? <https://ecotree.green/en/how-much-co2-does-a-tree-absorb#answer> referenced 11 September 2023.

Gov.UK Tree Preservation Orders and trees in conservation areas. <https://www.gov.uk/guidance/tree-preservation-orders-and-trees-in-conservation-areas> referenced 15 September 2023

Health and Safety Executive (HSE) – Management of the risk from falling trees or branches. https://www.hse.gov.uk/foi/internalops/sims/ag_food/010705.htm Referenced 2 February 2025

Woodland Trust: Why we need trees. <https://www.woodlandtrust.org.uk/trees-woods-and-wildlife/british-trees/benefits/> referenced 11 September 2023.

15 Appendix – Tree Canopy cover across the Borough



***Tree Canopy Cover: 26%**

This has been calculated using Ordnance Survey's MasterMap. The Borough's canopy cover is estimated to be 21.4 square kilometers. The total area of the Borough is calculated at 81.08 square kilometers.

The map's small scale does not accurately reflect the 26% tree canopy cover.

Appendix 3

Policy Section	Suggested Change	Reason for Change
<p>6: Key Highlights (Page 4)</p> <p>In 2022/23, the Council planted over 4,000 trees, that's over 132,000 planted since 2008 (one tree for every resident in the Borough).</p>	<p>In 2024/25, the Council planted over 2,871 trees, that's nearly 135,000 planted since 2008 (one tree for every resident in the Borough).</p>	<p>Updated statistics on tree planting.</p>
<p>7: Stakeholders</p>	<p>Graphic has been updated and has changed Parks and Open Spaces team to Parks and Green Spaces team.</p>	<p>Accurately reflects team name.</p>
<p>*NEW* Section 10 – Tree Survey</p>	<p>Inclusion of a Tree Survey Section.</p>	<p>The inclusion of a tree survey section will help to address the need for risk mitigation concerning falling branches and trees. Previously this aspect was not covered. By implementing regular tree surveys, we can systemically assess the condition of the Councils tree stock, identify hazards, and take proactive steps to reduce risks to public safety.</p>

Policy Section	Suggested Change	Reason for Change
<p>12: Tree Planting</p> <p>Sites will have to deliver at least 10% BNG from January 2024. Tree planting will play a valuable role in facilitating and enhancing this initiative.</p>	<p>Sites must deliver at least 10% BNG and tree planting will play a valuable role in facilitating and enhancing this initiative.</p>	<p>Change of tense.</p>
<p>12: Tree Planting</p> <p>Broxtowe Borough Council, as part of its drive to address climate change and be responsible for its tree stock has planted over 132,000 since 2008, that's more than one for every resident in the Borough.</p>	<p>Broxtowe Borough Council, as part of its drive to address climate change and be responsible for its tree stock has planted nearly 135,000 since 2008, that's more than one for every resident in the Borough.</p>	<p>Updated tree planting figure.</p>
	<p>Suggested Change</p>	<p>Reason for Change</p>

Policy Section		
13; Action Plan	Update of targets for 2025/26. Change of job titles: Parks and Open Spaces Manager to Parks and Green Spaces Manager. Head of Environment to Assistant Director of Environment. Head of Planning and Economic Development to Assistant Director of Planning and Economic Development.	To change target date from 2024/25 to 2025/26.
14: References	Addition of: Health and Safety Executive (HSE) – Management of the risk from falling trees or branches. https://www.hse.gov.uk/foi/internalops/sims/ag_food/010705.htm Referenced 2 February 2025.	To support Section 10 – Tree Survey

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Report of the Portfolio Holder for Environment and Climate Change

Waiver of Contract Procedure Rules

1. Purpose of Report

To inform Members that due to time constraints, a Financial Procedure Rules (Contracts) waiver is being sought under Chapter 4 Part 2: Financial Regulations (Contracts). In accordance with the Corporate Plan objectives for Environment and Climate Change. The Chair of Overview and Scrutiny has agreed that the call-in procedure shall not apply to this decision. This is because any delay in implementation caused by the call-in procedure would seriously prejudice the Council's opportunity to comply with the Regulations as detailed in the report.

2. Recommendation

Cabinet is asked to RESOLVE that:

- 1. The waiver under the Council's Financial Procedure Rules (Contracts), as detailed in the report, be approved.**
- 2. The use of the Chief Executive's urgency powers be approved, in order for the work to commence prior to the cooling period ending.**

3. Detail

Construction works are required to Bramcote Crematorium prior to installation of two new Cremators. The construction work schedule is dictated by the cremator delivery which has been affected by delays. It is anticipated that works are required to start on or around 1 March 2025 with a completion date of approximately July 2025. The detail of this report is included in the **Appendix**.

4. Key Decision

This will be a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, as it may be significant in terms of its effects on communities living or working in an area comprising two or more Wards or electoral divisions in the Council's area and may cost more than £250,000. In accordance with Regulation 10 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that it was impracticable to give 28 days' notice of the taking of the following decision, which is a Key Decision to be taken by the Executive at its meeting on 11 March 2025 permission has been obtained from the Chair of the Overview and Scrutiny Committee to consider this report as an urgent item and the statutory notice has been published.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Head of Finance Services were as follows:

The budget for these works is provided for within the Bramcote Bereavement Services Joint Committee. The cost is to be financed jointly and equally by Broxtowe and Erewash Borough Councils.

The cost of these works will be under the Works threshold for both Public Contract Regulations 2015 and the Procurement Act 2023 so neither apply in this case. The waiver is requested under the Broxtowe Borough Council Financial Procedure Rules (Contracts) which requires for a competitive tendering process for Medium Value contracts.

7. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

Paragraph 48 of Chapter 4 Part 2: Financial Regulations (Contracts) state:

Waivers may be considered in, but not limited to, the following circumstances are relevant here:

48.5.4. where, after advertising in accordance with these rules, it has not been possible to obtain competitive prices for works, supplies or services;

48.5.6. if works, supplies or services are urgently needed for the immediate protection of life or property or to maintain the immediate functioning of a public service that the Council is responsible for, on the basis of an unforeseeable emergency.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

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Appendix

Detail

Construction works are required to Bramcote Crematorium prior to installation of two new cremators. The scope of works is shown below:

- Supply and Installation of new structural steelwork
- Supply and Installation of new fire rated glazing
- Alterations of existing or installation of new walls/wall linings as specified (including acoustic or FR upgrades)
- General fire stopping works where alterations are commenced
- Alterations of existing or installations of new doors (including internal and external doors of both fire rated and non-fire rated performance).
- New wall, floor and ceiling finishes as specified (including any final fix finishes required)
- Alterations of existing services or installation of Mechanical and Electrical proposals as specified
- Any fixtures, furnishings and equipment as specified
- Any cleaning or maintenance of existing structures as specified
- Management of health and safety (CDM duties as Principal Contractor)
- Compliance with statutory authorities and required sign offs
- Preparation of handover documentation

The supplier for the cremator supply/installation was procured via an open tender in May 2024 (ref: DN712895). The delivery lead time for the cremators has been subject to delays due to unforeseen circumstances and this has impacted the construction requirement as works can only be completed after decommissioning of one of the existing cremators and this is contingent on delivery of the replacement.

Key Dates

The construction work schedule is dictated by the cremator delivery which has been affected by delays. It is anticipated that works are required to start on or around 1 March 2025 with a completion in or around July 2025.

Procurement

Procurement support was originally requested in October 2024 with a start date on site of January 2025. An open procedure was ruled out early on due to the time available. Officers looked at various frameworks and selected the Crown Commercial Services RM6088-Construction Works and Associated Services, Lot 1.1.1 Building Works & Minor Associated Civil Engineering Works and Services–North England due to the absence of fees and the ability to direct award via rate card pricing.

An expressions of interest was conducted amongst the framework providers and, of the three suppliers who expressed an interest in the project, one supplier was

excluded due to a poor financial assessment and one supplier was excluded due to lack of relevant experience. Rate cards were assessed, and a preferred supplier was identified. The project team initiated a dialogue with the preferred supplier to agree a final price for the work, but these talks broke down in early February 2025 without an agreement being reached.

Reasons for Waiver

Due to time constraints, a Financial Regulations waiver is being sought under Chapter 4 Part 2: Financial Regulations (Contracts)...:

48.5.4. where, after advertising in accordance with these rules, it has not been possible to obtain competitive prices for works, supplies or services;

48.5.6. if works, supplies or services are urgently needed for the immediate protection of life or property or to maintain the immediate functioning of a public service that the Council is responsible for, on the basis of an unforeseeable emergency.

The exemption is requested in relation to

7. COMPETITION REQUIREMENTS - 7.1. The nature of the procurement process to be undertaken will depend on the estimated total contract value of the contract.

Estimated total value of the contract-Goods, Services and Works of Medium Value (£100,001 to UK Works Threshold of £5,336,937 including VAT) requires a competitive tending process.

Proposal:

Direct award to Miller Knight (MK)

This company has been selected because:

- MK is based locally.
- It has a very good reputation for quality.
- MK will employ local M&E sub-contractors, F Lamb Ltd and MJ Robinson Ltd
- The project Consultant PQS has worked with MK previously and recommends the supplier
- MK has agreed to undertake 'open-book' pricing (as opposed to CCS framework Contractor from Liverpool)
- MK is available to commence almost immediately. It should be noted that the cremator manufacturer (Facultatieve Ltd [FT]) will be installing the second cremator on 5 April 2025 (which is a critical path item) and that without necessary preceding builder's works (programmed to start on the 15 March 2025), the installation cannot go ahead. This will have the following impact:

- 1) Delay to project (at shortest estimate by two months): FT's installation Engineers are booked six months in advance and have a full diary; if this installation slot is missed, the project will be considerably delayed until FT can re-book the install,
- 2) FT would have to store the cremator on its premises which, contractually, would be paid for by the Crematorium,
- 3) Operating one cremator for long periods without a backup would stress it and increase the likelihood of failure; this would result in coffins being sent to other crematoria at financial and reputational cost to the crematorium,
- 4) There would be no abatement system (system that cleans cremator emissions) until the second cremator is installed contravening environmental standards and the crematorium's permit to operate,
- 5) Crematorium employees are working long hours during the works (cremations start at 06:00hrs and complete at 22:00hrs): these long hours would have to continue until the second cremator is installed and operational.

The cost of the work is [a verbal update will be provided to Cabinet].

The waiver will be for a fixed price based on the actual works required and is only required for the duration of the construction works at the Crematorium. Any subsequent work will be procured in accordance with Financial Procedure Rules (Contracts).

The quote provided by Miller Knight will be reviewed by a qualified Quantity Surveyor.

The cost of these works is under the Works threshold for both Public Contract regulations 2015 and the Procurement Act 2023 so neither apply in this case. The waiver is requested on the basis of the Broxtowe Borough Council's Financial Procedure Rules requirement for a competitive tendering process for Medium Value contracts.

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Report of the Leader of the Council

Cabinet Work Programme

1. Purpose of Report

Cabinet is asked to approve its Work Programme, including potential key decisions that will help to achieve the Council’s key priorities and associated objectives.

2. Recommendation

Cabinet is asked to RESOLVE that the Work Programme, including key decisions, be approved.

3. Detail

The Work Programme for future meetings is set out below. Key decisions and exempt items are marked with *.

3 June 2025	<ul style="list-style-type: none"> • Decarbonisation Plans for Public Buildings • Irrecoverable Arrears *Exempt • Vulnerable Persons Policy (From POWG) • Prevent Strategy • Fuel Poverty Strategy (From POWG) • Reduction of Carbon in New Development Supplementary Planning Document (SPD) • Climate Change and Green Futures Review
1 July 2025	<ul style="list-style-type: none"> • Complaints Report Q1 • Grants to Voluntary and Community organisations • Blue/Green Infrastructure (From POWG) Draft • Alterations and Improvements Policy (From POWG) • Garage Policy (From POWG) • Commercial Strategy (From POWG) • Grievance Policy Ref from LJCC • Disciplinary Policy Ref from LJCC • The Anti Bullying and Harassment Policy (LJCC) • Sexual Harassment Policy (LJCC) • HMO Strategy • Asset Management Strategy • House Building Delivery Plan • Climate Change Update Carbon Management Plans

4. Key Decisions

This is not key decision.

5. Financial Implications

There are no additional financial implications.

6. Legal Implications

The terms of reference are set out in the Council's constitution. It is good practice to include a work programme to help the Council manage the portfolios.

7. Human Resources Implications

There are HR implications purely from the point of view of clarifying roles and responsibilities of Council Officers and responsibilities of partner agencies.

8. Union Comments

There were no comments received

9. Climate Change Implications

There were no comments received.

10. Data Protection Compliance Implications

This report does not contain OFFICIAL(SENSITIVE) information. There are no Data Protection issues in relation to this report.

11. Equality Impact Assessment

There are no Equality Impact Assessment issues.

12. Background Papers

Nil

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