



Monday, 23 June 2025

Dear Sir/Madam

A meeting of the Cabinet will be held on Tuesday, 1 July 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

R D MacRae
J W McGrath
H E Skinner
V C Smith
E Williamson

A G E N D A

1. Apologies

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

2. Declarations of Interest

(Pages 5 - 12)

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 13 - 20)

Cabinet is asked to confirm as a correct record the minutes of the meeting held on 3 June 2025.

4. Local Government Reorganisation (Pages 21 - 38)

To report the latest position on Local Government Reorganisation in accordance with the requirement of Government to submit a final business case for local government reorganisation in Nottinghamshire.

5. Scrutiny Reviews (Pages 39 - 42)

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

6. Resources and Personnel Policy

6.1 Statement of Accounts Update and Outturn Position 2024/25 (Pages 43 - 64)

To report on the revenue and capital outturn position for 2024/25, provide an update on progress with the preparation of the draft annual Statement of Accounts for 2024/25 and approve the revenue and capital carry forward requests to the 2025/26 financial year. This is in accordance with all of the Council's objectives and key priorities.

6.2 Treasury Management and Prudential Indicators Annual Report for the Year Ended 31 March 2025 (Pages 65 - 84)

To inform Members of the treasury management activity and the actual prudential indicators for 2024/25. This is in accordance with all of the Council's objectives and key priorities.

6.3 Performance Management Review of Business Plans - Outturn Report 2024/25 (Pages 85 - 156)

To present the Business Plan Performance Report for 2024/25 detailing progress against outcome targets linked to the Corporate Plan priorities and objectives.

6.4 Complaint Report 2024/25 (Pages 157 - 228)

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

- 6.5 Recruitment and Selection Policy (Pages 229 - 260)
- To make amendments to the Council's Recruitment and Selection Policy. This is in accordance with our aim to invest in our towns and people.
- 6.6 Grant Aid Requests from Parish/Town Councils (Pages 261 - 266)
- To consider a request for grant assistance in accordance with the protocol for the consideration of grant aid to parish and town councils.
7. Economic Development and Asset Management
- 7.1 Reduction of Carbon in New Development Supplementary Planning Document (Pages 267 - 364)
- To seek approval to adopt the Reduction in Carbon in New Development Supplementary Planning Document (SPD). The SPD seeks to contribute to the Council's Environment Objective of reducing carbon emissions and improving air quality.
8. Housing
- 8.1 Tenant Satisfaction Measures (Pages 365 - 420)
- To provide the results of the most recent Tenant Satisfaction Measures report, and a associated action plan.
- 8.2 Amendments to the Recharges Policy (Pages 421 - 452)
- Amendments have been made to the recharges policy following a review of the recharges processes and procedures in accordance with the Council's Corporate Priority of Housing – a good quality home for everyone.
- 8.3 Garage Management Policy (Pages 453 - 478)
- To seek Cabinet's comments on an updated Garage Management Policy.

9. Environment and Climate Change

9.1 Climate Change and Green Futures Review (Pages 479 - 594)

To seek approval for the reviewed and updated Climate Change and Green Futures Strategy and supporting Carbon Management Action Plan 2023-2027.

9.2 Blue/Green Infrastructure Strategy Public Consultation (Pages 595 - 744)

To seek approval to conduct a public consultation on the revised Blue/Green Infrastructure Strategy in accordance with the Council's Corporate Plan Environment Objective: 'Protect the environment for the future'.

10. Cabinet Work Programme (Pages 745 - 746)

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

The Committee 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 item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Schedule 12A of the Act.

12. Green Rewards Review and Resident Survey (Pages 747 - 772)

Report of the Monitoring Officer

DECLARATIONS OF INTEREST

1. Purpose of Report

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda. The following information is extracted from the Code of Conduct, in addition to advice from the Monitoring Officer which will assist Members to consider any declarations of interest.

Part 2 – Member Code of Conduct

General Obligations:

10. Interest

10.1 You will register and disclose your interests in accordance with the provisions set out in Appendix A.

Section 29 of the Localism Act 2011 requires the Monitoring Officer to establish and maintain a register of interests of Members of the Council. The register is publically available and protects you by demonstrating openness and willingness to be held accountable. You are personally responsible for deciding whether or not you should disclose an interest in a meeting which allows the public, Council employees and fellow Councillors know which of your interests gives rise to a conflict of interest. If in doubt you should always seek advice from your Monitoring Officer.

You should note that failure to register or disclose a disclosable pecuniary interest as defined in Appendix A of the Code of Conduct, is a criminal offence under the Localism Act 2011.

Advice from the Monitoring Officer:

On reading the agenda it is advised that you:

1. Consider whether you have any form of interest to declare as set out in the Code of Conduct.
2. Consider whether you have a declaration of any bias or predetermination to make as set out at the end of this document
3. Update Democratic Services and the Monitoring Officer and or Deputy Monitoring Officers of any declarations you have to make ahead of the meeting and take advice as required.
4. Use the Member Interest flowchart to consider whether you have an interest to declare and what action to take.
5. Update the Chair at the meeting of any interest declarations as follows:

‘I have an interest in Item xx of the agenda’

'The nature of my interest is therefore the type of interest is
DPI/ORI/NRI/BIAS/PREDETERMINATION
'The action I will take is...'

This will help Officer record a more accurate record of the interest being declared and the actions taken. You will also be able to consider whether it is necessary to send a substitute Members in your place and to provide Democratic Services with notice of your substitute Members name.

Note: If at the meeting you recognise one of the speakers and only then become aware of an interest you should declare your interest and take any necessary action

6. Update your Member Interest Register of any registerable interests within 28days of becoming aware of the Interest.

Ask yourself do you have any of the following interest to declare?

1. DISCLOSABLE PECUNIARY INTERESTS (DPIs)

A "Disclosable Pecuniary Interest" is any interest described as such in the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012 and includes an interest of yourself, or of your Spouse/Partner (if you are aware of your Partner's interest) that falls within the following categories: Employment, Trade, Profession, Sponsorship, Contracts, Land, Licences, Tenancies and Securities.

2. OTHER REGISTERABLE INTERESTS (ORIs)

An "Other Registerable Interest" is a personal interest in any business of your authority which relates to or is likely to affect:

- a) any body of which you are in general control or management and to which you are nominated or appointed by your authority; or
- b) any body
 - (i) exercising functions of a public nature
 - (ii) anybody directed to charitable purposes or
 - (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) of which you are a Member or in a position of general control or management.

3. NON-REGISTRABLE INTERESTS (NRIs)

"Non-Registrable Interests" are those that you are not required to register but need to be disclosed when a matter arises at a meeting which directly relates to your financial interest or wellbeing or a financial interest or wellbeing of a relative or close associate that is not a DPI.

A matter "directly relates" to one of your interests where the matter is directly about that interest. For example, the matter being discussed is an application about a particular property in which you or somebody associated with you has a financial interest.

A matter “affects” your interest where the matter is not directly about that interest but would still have clear implications for the interest. For example, the matter concerns a neighbouring property.

Declarations and Participation in Meetings

1. DISCLOSABLE PECUNIARY INTERESTS (DPIs)

- 1.1 Where a matter arises at a meeting which **directly relates** to one of your Disclosable Pecuniary Interests which include both the interests of yourself and your partner then:

Action to be taken

- **you must disclose the nature of the interest** at the commencement of that consideration, or when the interest becomes apparent, whether or not such interest is registered in the Council’s register of interests of Member and Co-opted Members or for which you have made a pending notification. If it is a sensitive interest you do not have to disclose the nature of the interest, just that you have an interest
- **you must not participate in any discussion** of that particular business at the meeting, or if you become aware of a disclosable pecuniary interest during the meeting you must not participate further in any discussion of the business, including by speaking as a member of the public
- **you must not participate in any vote** or further vote taken on the matter at the meeting and
- **you must withdraw from the room** at this point to make clear to the public that you are not influencing the meeting in anyway and to protect you from the criminal sanctions that apply should you take part, unless you have been granted a Dispensation.

2. OTHER REGISTERABLE INTERESTS (ORIs)

- 2.1 Where a matter arises at a meeting which **directly relates** to the financial interest or wellbeing of one of your Other Registerable Interests i.e. relating to a body you may be involved in:

- **you must disclose** the interest at the commencement of that consideration, or when the interest becomes apparent, whether or not such interest is registered in the Council’s register of interests of Member and Co-opted Members or for which you have made a pending notification. If it is a sensitive interest you do not have to disclose the nature of the interest, just that you have an interest
- **you must not take part in any discussion or vote** on the matter, but may speak on the matter only if members of the public are also allowed to speak at the meeting
- **you must withdraw from the room** unless you have been granted a Dispensation.

3. NON-REGISTRABLE INTERESTS (NRIs)

3.1 Where a matter arises at a meeting, which is not registrable but may become relevant when a particular item arises i.e. interests which relate to you and /or other people you are connected with (e.g. friends, relative or close associates) then:

- **you must** disclose the interest; if it is a sensitive interest you do not have to disclose the nature of the interest, just that you have an interest
 - **you must not take part in any discussion or vote**, but may speak on the matter only if members of the public are also allowed to speak at the meeting; and
 - **you must withdraw** from the room unless you have been granted a Dispensation.
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Dispensation and Sensitive Interests

A “Dispensation” is agreement that you may continue to participate in the decision-making process notwithstanding your interest as detailed at section 12 of the Code of the Conduct and the Appendix.

A “Sensitive Interest” is as an interest which, if disclosed, could lead to the Member, or a person connected with the Member, being subject to violence or intimidation. In any case where this Code of Conduct requires to you to disclose an interest (subject to the agreement of the Monitoring Officer in accordance with paragraph 2.4 of this Appendix regarding registration of interests), you do not have to disclose the nature of the interest, if it is a Sensitive Interest in such circumstances you just have to disclose that you have a Sensitive Interest under S32(2) of the Localism Act 2011. You must update the Monitoring Officer when the interest is no longer sensitive, so that the interest can be recorded, made available for inspection and published.

BIAS and PREDETERMINATION

The following are not explicitly covered in the code of conduct but are important legal concepts to ensure that decisions are taken solely in the public interest and not to further any private interests.

The risk in both cases is that the decision maker does not approach the decision with an objective, open mind.

This makes the local authority’s decision challengeable (and may also be a breach of the Code of Conduct by the Councillor).

Please seek advice from the Monitoring Officer or Deputy Monitoring Officers, if you need assistance ahead of the meeting.

BIAS

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias. If you have been involved in an issue in such a manner or to such an extent that the public are likely to perceive you to be biased in your judgement of the public interest:

- a) you should not take part in the decision-making process
- b) you should state that your position in this matter prohibits you from taking part
- c) you should leave the room.

PREDETERMINATION

Where a decision maker has completely made up his/her mind before the decision is taken or that the public are likely to perceive you to be predetermined due to comments or statements you have made:

- a) you should not take part in the decision-making process
- b) you should state that your position in this matter prohibits you from taking part
- c) you should leave the room.

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Registerable Interests

These are interests that you are required to register in accordance with the Code of Conduct. They are interests that you would know about in advance of an item coming up (e.g. land you own) and you should have included them when filling in your register of interests.

What type of Registerable Interest do you have in this matter?

Disclosable Pecuniary Interests

These are any interests that are described as DPIs under the Code of Conduct and include both the interests of yourself and of your partner.

Other Registerable Interests

These are personal interests that relate to certain types of bodies that you may be involved in as set out in the Code of Conduct.

Does the matter directly relate to one of your Disclosable Pecuniary Interests?

No

Does the matter directly relate to the financial interest or wellbeing of one of your Other Registerable Interests?

No

Does the matter affect a financial interest or the wellbeing of yourself or of a friend, relative or close associate?

No

Is the financial interest or wellbeing affected to a greater extent than the financial interests or wellbeing of the majority of inhabitants?

No

Would a reasonable member of the public knowing all the facts believe that it would affect your view of the wider public interest?

No

You must:

- Disclose the interest;
- Not speak on the matter;
- Not participate in any discussion or vote; and
- Not remain in the room unless you have a Dispensation

You must:

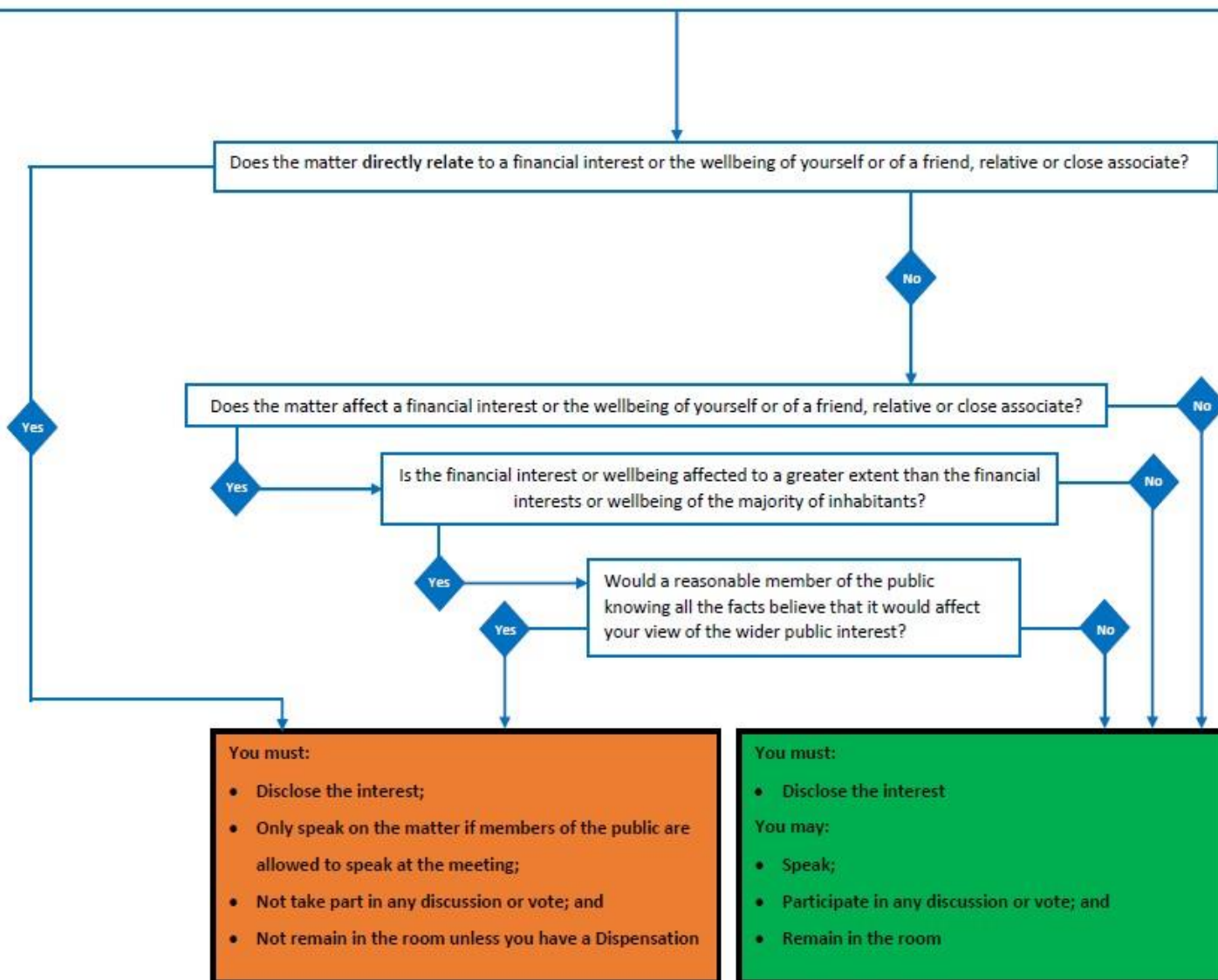
- Disclose the interest;
- Only speak on the matter if members of the public are allowed to speak at the meeting;
- Not take part in any discussion or vote; and
- Not remain in the room unless you have a Dispensation

You must:

- Disclose the interest
- You may:
- Speak;
 - Participate in any discussion or vote; and
 - Remain in the room

Non-Registerable Interests

These are interests that you are not required to register but may become relevant when a particular item arises. These are usually interests that relate to other people you are connected with (e.g. friends, relatives or close associates) but can include your own interests where you would not have been expected to register them.



CABINET

TUESDAY, 3 JUNE 2025

Present: Councillor M Radulovic MBE, Chair

Councillors: G Marshall (Vice-Chair)
G Bunn
C Carr
R D MacRae
J W McGrath
H E Skinner
V C Smith
E Williamson

1 APOLOGIES

An apology for absence was received from Councillor T A Cullen.

2 DECLARATIONS OF INTEREST

Councillor M Radulovic MBE declared that he was pre-determined in items 7.1 and 7.2, minute numbers 7.1 and 7.2 refer.

Councillor J W McGrath declared a non-registerable interest in items 7.1 and 7.2 as he owns a number of cemetery plots, minute numbers 7.1 and 7.2 refer.

Councillor H E Skinner declared an other-registerable interest in item 8.2 due to her involvement with Beeston and District Civic Society, minute number 8.2 refers.

Councillors R D MacRae and J W McGrath declared other-registerable interests in item 13.2 as they are members of the Stapleford Town Board, minute number 13.2 refers.

3 APPOINTMENTS TO CABINET

Members considered appointments to Cabinet.

RESOLVED that Councillors R D MacRae and E Williamson be appointed as Cabinet members, and Councillor C Carr replace Councillor G Bunn as the Deputy Portfolio Holder for Economic Development and Asset Management.

4 MINUTES

The minutes of the meeting held on 11 March 2025 were confirmed and signed as a correct record.

5 UK SHARED PROSPERITY ADVISORY FUND PANEL MINUTES

Members noted the minutes of the UKSPF Advisory Panel meeting held on 4 April 2025.

6 SCRUTINY REVIEWS

Members noted matters proposed for and undergoing scrutiny. It was requested that the Overview and Scrutiny Committee conduct a review into the democratic arrangements for the East Midlands Combined Counties Authority following its Board Meeting on 16 June 2025.

7 ENVIRONMENT AND CLIMATE CHANGE

7.1 CEMETERY MEMORIAL SAFETY TESTING

Members noted the progress achieved in relation to the memorial safety inspection programme and considered a report which detailed options relating to failed memorials and the potential for any financial impact in accordance with the legislative requirements to carry out memorial safety inspections. It was stated that this was an emotive and sensitive issue, but the Council could not be in a situation that resulted in tragic consequences caused by unsafe memorials.

Members considered the options in respect of making memorials permanently safe. It was considered that option 2 contained within the report would allow for a pragmatic approach. Attempts would be made to contact grave owners in the first instance and the Council would continue to discharge its legal duties in respect of safety. After every opportunity had been undertaken to contact the grave owner to no avail, the Council would then make the memorial safe. It was stated that should there be particular but unforeseen financial circumstances, there would be discretion available to provide financial assistance.

Members considered the options in respect of potential repair and maintenance of historical memorials within the five open cemeteries. It was proposed by Councillor G Marshall and seconded by Councillor H E Skinner that option 1, to repair historical memorials in Beeston Cemetery along the driveway, with other cemeteries incurring additional costs, be the Cabinet's favoured option. It was further proposed by Councillor E Williamson and seconded by Councillor R D MacRae that option 2, to tidy the graves and neaten the grave space, be the Cabinet's favoured option. On being put to the vote, option 1 was approved.

RESOLVED that:

- 1. Option 2 contained within the report regarding making memorials permanently safe, with discretion over financial matters being delegated to the Executive Director, in consultation with the Leader, the Deputy Leader, the Portfolio Holder for Environment and Climate Change and the Leader of the Opposition, be approved, with any additional costs being funded from General Fund Reserves in 2025/26.**

- 2. Option 1 contained within the report in respect of the potential repair and maintenance of historical memorials within the five open cemeteries, be approved.**

Options considered and rejected

Making Memorials Safe

Option 1

Repair grave memorials at a cost of approximately £77,000.

Potential Repair and Maintenance

Option 2

To tidy the graves and neaten the grave space.

Option 3

The graves remain in their natural state.

Reason

A burial authority was legislatively required to carry out regular inspections on existing memorials, installed prior to 2005, at least once every five-years. Where this inspection programme identifies unsafe memorials, the burial authority had a responsibility to ensure memorials were not a danger to visitors and employees in the cemetery.

(Having declared that he was predetermined Councillor M Radulovic MBE left the meeting before discussion or voting thereon. Councillor G Marshall took the Chair for the item. Having declared that a non-registerable interest Councillor J W McGrath left the meeting before discussion or voting thereon.)

7.2 CLEARING CEMETERIES OF PERSONAL MEMORIALS

Cabinet considered a report which outlined a requirement to clear unauthorised personal memorials, which had accumulated over the years within all the Council's cemeteries, in accordance with the Council's Cemetery Rules and Regulations.

It was proposed by Councillor G Marshall and seconded by Councillor H E Skinner that the item be deferred for further discussion. On being put to the meeting the proposal was carried. It was stated that it was important for consultation to take place with all interested parties and all relevant stakeholders.

RESOLVED that the item be deferred for consideration at a future meeting.

Reason

The deferral would allow for further consideration and consultation on the item.

(Having declared that he was predetermined Councillor M Radulovic MBE left the meeting before discussion or voting thereon. Councillor G Marshall took the Chair for the item. Having declared that a non-registerable interest Councillor J W McGrath left the meeting before discussion or voting thereon.)

8 RESOURCES AND PERSONNEL POLICY

8.1 GRANT AID REQUESTS FROM PARISH/TOWN COUNCILS

Cabinet considered the request for grant assistance within the protocol for the consideration of grant aid to Parish and Town Councils. Kimberley Town Council had requested a grant of £1,919 to support the return of the Kimberley Food Festival in July this year and to cover the cost of the traffic management and road closure requirements of this event to create a safe and entertaining event for visitors and residents in Kimberley.

RESOLVED that the grant aid request to Kimberley Town Council of up to £1,919 be approved.

Reason

As part of the Protocol, Grant Aid would only be given in support of specific projects or services and not as a general grant towards the services provided by a Parish/Town Council. There was no budgetary provision for Capital grants to Parish Councils. The grant aid request was in line with the current Corporate Plan aims for supporting people to live well and provide a safe place for everyone.

8.2 GRANTS TO VOLUNTARY AND COMMUNITY ORGANISATIONS, CHARITABLE BODIES AND INDIVIDUALS INVOLVED IN SPORTS, THE ARTS AND DISABILITY MATTERS 2025/26

Cabinet considered requests for grant aid in accordance with the provisions of the Council's Grant Aid Policy. It was stated that the request from the New Stapleford Community Association was to cover the cost of rental for Council owned premises and, as such, was a non-cash grant awarded via an internal transfer in the Council's financial systems.

RESOLVED that the grants be made as follows:

	£
Eastwood Volunteer Bureau and Food Bank	£6,000
New Stapleford Community Association	£4,000
Empowerment for Heya CIC	£3,000
Beeston and District Civic Society	£2,955
Rylands Shedz	£610

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 will ensure the Council's compliance with its legal duties.

(Having declared an other-registerable interest in the item Councillor H E Skinner left the meeting before discussion or voting thereon.)

8.3 CAPITAL PROGRAMME 2025/26 – CAPITAL BUDGET VARIATIONS

Members approved a series of budget revisions to the Capital Programme for 2025/26, in accordance with all the Council's priorities.

RESOLVED that the capital budget variations for 2025/26 as set out be approved.

Reason

Several capital schemes require amendments to the budgets to more accurately reflect expectations in the current financial year.

8.4 MANAGING ABUSIVE, PERSISTENT AND/OR VEXATIOUS CUSTOMERS POLICY

Members considered the Managing Abusive, Persistent and/or Vexatious Customers Policy, in accordance with all the Council's Corporate Priorities. It was stated that there was an emphasis on delivering service improvements through the complaints process. Furthermore, the Policy would provide protection for employees and Members while undertaking their duties.

RESOLVED that the Managing Abusive, Persistent and/or Vexatious Customers Policy be approved.

Reason

The adoption of such a policy provides a transparent and consistent basis for decision making. This in turn should reduce the risks of decisions being overturned by the Local Government Ombudsman.

9 ECONOMIC DEVELOPMENT AND ASSET MANAGEMENT

9.1 UPDATE ON THE DECARBONISATION OF THE COUNCIL'S COMMERCIAL ASSET PORTFOLIO

Members noted the progress made in several key decarbonisation projects that were underway within the Council's commercial asset portfolio. This was in accordance with the Corporate Plan objective for the Environment.

10 HOUSING

10.1 PEOPLE FOCUSED HOUSING SERVICES POLICY

Members considered the new People Focused Housing Service Policy. That included housing applicants, lifeline customers, tenants and leaseholders. This was in accordance with the Council's Corporate Priority of Housing - Regulate housing effectively and respond to housing needs.

RESOLVED that the People Focused Housing Services Policy be approved.

Reason

This report was in accordance with the Council's Corporate Priority of Housing Regulate housing effectively and respond to housing needs. The Regulatory Code Tenancy Standard states that Landlords should take into account the needs of those households who are "vulnerable by reason of age, disability, or illness and households with children, including through the provision of tenancies which provide a reasonable degree of stability". The Housing Act 1996 (as amended by the Homelessness Act 2002) lists a number of categories under which "customer or residents" could be classed as vulnerable (this is not an exhaustive list).

11 COMMUNITY SAFETY

11.1 DOMESTIC HOMICIDE REVIEW FUNDING

Members considered the request of additional funding to deliver Domestic Homicide Reviews. The Domestic Violence, Crime and Victims Act (2004) places a duty on Community Safety Partnerships to carry out a Domestic Homicide Review when a person who is aged 16 or over was killed by a relative, household member or an intimate partner (or former partner) or commits suicide following reports of domestic abuse. The South Notts Community Safety Partnership was the responsible body for carrying out Domestic Homicide Reviews in Broxtowe, Gedling and Rushcliffe Borough Councils.

There were currently three reviews being undertaken with a fourth one expected following a current murder investigation. The funds were currently reported to be in deficit of £4,285.

RESOLVED that additional funding of £5,000 to deliver current Domestic Homicide Reviews be approved and funded from Revenue Contingencies in 2025/26.

Reason

The additional funding was required for the South Notts Community Safety Partnership to comply with the statutory duty to carry out Domestic Homicide Reviews. The report was in accordance with the corporate value of providing a safe place for everyone.

11.2 PREVENT STRATEGY

Cabinet considered the approach and response to the Prevent Duty as a Specified Authority. On 1 July 2015, the Counter Terrorism and Security Act (CTSA) 2015 became statutory. Section 26 placed a statutory Prevent duty on specified authorities in the exercise of their functions, to have 'due regards to the need to prevent people from being drawn into terrorism'. Specified authorities include Schools, Colleges, Universities, Local Authorities, Health, the Police and Prisons. Broxtowe's Prevent Strategy was informed by National and local priorities and supported CONTEST (the National Counter Terrorism Strategy) and the Counter Terrorism Action Plan.

RESOLVED that the Prevent Strategy be approved.

Reason

Section 26 of the Counter-Terrorism and Security Act 2015 (CTSA 2015) places a duty on Local Authorities, schools, colleges, universities, health bodies, prisons and probation and police to have due regard to the need to prevent people from being drawn into terrorism, by embedding the Prevent Duty as a part of their wider existing day-to-day safeguarding duties. The Strategy was in accordance with the Council's Corporate Priority of Community Safety- a safe place for everyone.

11.3 FUEL POVERTY STRATEGY

Fuel poverty affected around one in seven households in the Borough. The Climate Change and Green Futures Strategy included a commitment to produce a Fuel Poverty Strategy that set out targets and actions for tackling fuel poverty over the next five years. It provided a governance structure to monitor the progress of these activities and continue to identify new opportunities and actions to reduce fuel poverty.

RESOLVED that the Fuel Poverty Strategy be approved.

Reason

In accordance with the Council's priority of a good quality home for everyone.

12 CABINET WORK PROGRAMME

Cabinet RESOLVED that its Work Programme, including potential key decisions that will help to achieve the Council's key priorities and associated objectives be approved. With the addition of a standing item on the agenda to provide an update on Local Government Reorganisation.

RESOLVED that the Cabinet Work Programme, as amended, be approved.

13 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.

13.1 ASSET MANAGEMENT AND REPAIR SCHEDULING SOLUTION

RESOLVED that:

- 1. The procurement of an Asset Management and Repairs solution which will enable Housing and Asset Management to improve service delivery to housing tenants, be approved.**
- 2. The additional one-off implementation fee budget to procure these modules, be approved.**

13.2 DEVELOPMENT OF THREE PADEL COURTS AT THE HICKINGS LANE COMMUNITY PAVILION

RESOLVED that:

1. **The Stapleford Town Deal Board's proposal to fund the development of three padel courts and a cycle route in Hickings Lane Park under permitted development be approved.**
2. **The consultation plan and proposed mitigation measures as illustrated in Appendix 2 be approved.**

(Having declared an other-registerable interest in the item Councillors R D MacRae and J W Mcgrath left the meeting before discussion or voting thereon.)

13.3 EXTENDING AND AMENDING THE ECONOMIC DEVELOPMENT & REGENERATION SERVICE CONTRACTS IN LINE WITH BUSINESS NEEDS

RESOLVED that:

1. **The minor amendments to the structure of the Economic Development team and the extended dates for the relevant employees shown in Column 4 of Appendix 1 of the report be approved.**
2. **The creation of a second UKSPF Project Delivery & Support Manager using £65,000 from external funding already received by Broxtowe from funding partners, be approved.**
3. **A six-month honorarium (part-time, 3 days per week), in order that post holder T430 could manage the initial start-up of phase of the CEDARS project, be approved.**
4. **To note any subsequent measures which may be needed to ensure UKSPF can be successfully delivered following the recruitment outcome.**

Report of the Leader of the Council

Local Government Reorganisation

1. Purpose of Report

To report the latest position on Local Government Reorganisation in accordance with the requirement of Government to submit a final business case for local government reorganisation in Nottinghamshire.

2. Recommendation

The Cabinet is asked NOTE the position on Local Government Reorganisation and RESOLVE to create a sub group of all group leaders to discuss and develop any proposals relating to public engagement should that become necessary in between ordinary scheduled Cabinet meetings.

3. Detail

Councils in Nottinghamshire have received feedback from the Government in the first week in June following the submission of the Council's interim plan. The feedback did not give a definitive steer on which of the three options put forward should be pursued or not pursued. The letter is attached as **Appendix 1**.

The feedback stated that

- The option comprising leaving the City on its existing boundaries and having one unitary council for the remaining authorities should fully justify its rationale, as it falls below the population threshold set out in the Government's criteria.
- The importance of all authorities in an area using the same data on the basis of which to develop and appraise options. In this respect joint working is crucial.
- The importance of the Government's criteria as the main method of weighing alternative models and the importance of evidence-based decision making.
- The Government leaves open the door to additional or alternative models being explored and whilst it has a preference for agreement within an area, individual authorities can put forward one proposal that may be different from one which a majority of other local authorities agree.
- Finally, consultation with all relevant stakeholders is expected before submission of the final proposal in November.

Currently further work is being conducted to validate the financial information on the basis of which the current three options were constructed. Section 151

officers have considered this and are content that the interim plan financial assumptions are reasonable.

Further work has also been commissioned from subject specialist officers on themes of

- Housing
- Economic development and regeneration
- Community safety
- Community engagement
- Homelessness
- Critical services including adult social care, children's services and special educational needs.

This work has then been integrated with the work Price Waterhouse Coopers did to assess and weigh the three options contained in the interim plan.

Preliminary results of this analysis show that the difference between option 1(b) and 1(e) is marginal, but option 1(b) may be judged to be slightly preferable to 1(e) because of factors including

- 1(e) requires a mix of delivery models to service rural and urban communities which is more complex and costly than 1(b)
- 1(b) provides the best opportunity for two viable future authorities
- 1(e) produces some high levels of inequality because of the very different demographic and socioeconomic features which are combined
- There are better chances for successful public sector reform under 1(b)

The work which is referred to above has not yet been considered and discussed by local authority Leaders, so the work cannot yet be shared to be included in this report.

A further complexity is that Rushcliffe Borough Council and the City Council is actively pursuing alternative models than the three which were included in the interim plan.

Concern is mounting that it appears difficult to generate consensus around a single model upon which all can agree, which leaves very little time for reports to be produced which can feed into a full Council meeting in July, and a very difficult contracted period of intense work required to generate a full business plan and complete public engagement by November.

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 and is a decision made or to be made in connection with the discharge of an Executive function which is likely to:

5. Financial Implications

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

N/A

6. Legal Implications

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

N/A

7. Human Resources Implications

Employees have been briefed on the feedback from the Government.

8. Equality Impact Assessment

Whilst the issue of equality is mentioned in this report no formal impact assessment can yet be completed.

9. Background Papers

Nil.

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Ministry of Housing,
Communities &
Local Government

3 June 2025

LOCAL GOVERNMENT REORGANISATION

INTERIM PLAN FEEDBACK: NOTTINGHAMSHIRE AND NOTTINGHAM

To the Chief Executives of:

Ashfield District Council

Bassetlaw District Council

Broxtowe Borough Council

Gedling Borough Council

Mansfield District Council

Newark and Sherwood District Council

Nottinghamshire County Council

Rushcliffe Borough Council

Nottingham City Council

Overview

Thank you for submitting your interim plan. The amount of work from all councils is clear to see across the range of options being considered. For the final proposals, each council can submit a single proposal for which there must be a clear single option and geography and, as set out in the guidance, we expect this to be for the area as a whole; that is, the whole of the area to which the 5 February invitation was issued, not partial coverage.

Our aim for the feedback on interim plans is to support areas to develop final proposals. This stage is not a decision-making point, and our feedback does not seek to approve or reject any option being considered.

The feedback provided relates to the following:

- The Nottingham and Nottinghamshire Interim Plan for Local Government Reorganisation
- The letter submitted by Nottingham City Council and proposed option
- The Rushcliffe Borough Council letter and proposed options
- The letter submitted by Broxtowe Borough Council
- The letter submitted by Bassetlaw District Council, Gedling Borough Council and Mansfield District Council

We have provided feedback on behalf of central government. It takes the form of:

1. A summary of the main feedback points,
2. Our response to the specific barriers and challenges raised in your plans,
3. An annex with more detailed feedback against each of the interim plan asks.

We reference the guidance criteria included in the invitation letter throughout, a copy can be found at [LETTER: NOTTINGHAMSHIRE AND NOTTINGHAM – GOV.UK](#). Our central message is to build on your initial work and ensure that the final proposal(s) address the criteria and are supported by data and evidence. We recommend that final proposal(s) should use the same assumptions and data sets or be clear where and why there is a difference.

We welcome the work that has been undertaken to develop local government reorganisation plans for Nottinghamshire and Nottingham. This feedback does not seek to approve or discount any option or proposal, but provide some feedback designed to assist in the development of final proposals. We will assess final proposals against the guidance criteria provided in the invitation letter and have tailored this feedback to identify where additional information may be helpful in enabling that assessment. Please note that this feedback is not exhaustive and should not preclude the inclusion of additional materials or evidence in the final proposal(s). In addition, your named area lead in MHCLG, Katrina Crookdake, will be able to provide support and help address any further questions or queries.

Summary of the Feedback:

We have summarised the key elements of the feedback below, with further detail provided in the Annex.

1. In some of the options you are considering populations that would be below or above 500,000. As set out in the Statutory Invitation guidance and in the English Devolution White Paper, we outlined a population size of 500,000 or more. This is a guiding principle, not a hard target – we understand that there should be flexibility, especially given our ambition to build out devolution and take account of housing growth, alongside local government reorganisation. **All proposals, whether they are at the guided level, above it, or below it, should set out the rationale for the proposed approach clearly.**
2. The criteria ask that consideration should be given to the impacts for crucial services such as social care, children's services, SEND and homelessness, and for wider public services including public safety (see criterion 3). **For any options where you are considering disaggregation, further detail will be helpful on how the different options might impact on these services and how risks can be mitigated.**

3. We welcome steps taken to come together to prepare proposals as per criterion 4:
 - a. **Effective collaboration between all councils across the invitation area will be crucial; we would encourage you to continue to build strong relationships and agree ways of working, including around effective data sharing. This will support the development of a robust shared evidence base to underpin final proposals.**
 - b. **It would be helpful if final proposal(s) use the same assumptions and data sets.**
 - c. **It would be helpful if final proposal(s) set out how the data and evidence supports all the outcomes you have included, and how well they meet the assessment criteria in the invitation letter.**
 - d. **You may wish to develop the options appraisal to help demonstrate why your proposed approach in the round best meets the assessment criteria in the invitation letter compared to any alternatives.**
4. We welcome the consideration of the implications and potential benefits of unitarisation for the East Midlands Combined County Authority (EMCCA). Further information would be helpful on the implications of the proposed local government reorganisation options for the governance arrangements in EMCCA. It would also be helpful to outline how each option would interact with EMCCA and best benefit the local community.

Response to specific barriers and challenges raised

Please see below our response to the specific barriers and challenges that were raised in your interim plans.

1. Public feedback and consultation requirements

You asked about the approach to consultation and the weighting given to public feedback in the assessment of the final proposal(s).

Once a proposal has been submitted it will be for the Government to decide on taking a proposal forward and to consult as required by statute. The Secretary of State may not implement a proposal unless she has consulted with other councils affected by it and any other appropriate person. We are happy to engage further on these consultation requirements and the likely process for areas undergoing reorganisation in due course.

Decisions on the most appropriate option for each area will be judgements in the round, having regard to the guidance and the available evidence. As set out in the answer to question three, the criteria are not weighted.

It is for you to decide how best to engage locally in a meaningful and constructive way with residents, voluntary sector, local community groups, Neighbourhood Boards, parish councils, public sector providers, such as health, police and fire, and local

businesses to inform your proposals. We note the interim plans helpfully set out a range of engagement with stakeholders.

2. Additional costs for developing proposals and capacity funding

You have requested confirmation on the capacity funding that will be provided from government to meet the costs of developing proposals.

£7.6 million will be made available in the form of local government reorganisation proposal development contributions, to be split across the 21 areas. Further information will be provided on this funding shortly.

3. Consideration of local criteria and clarity of feedback

You asked whether government will consider locally applied criteria or use a weighting for the criteria against which final proposals are assessed. The criteria are not weighted. Our aim for this feedback is to support areas to develop final proposals that address the criteria and are supported by data and evidence. Decisions on the most appropriate option for each area will be judgements in the round, having regard to the guidance and the available evidence.

You also noted the importance of timely feedback and decision making to support local government reorganisation work to move at pace. Katrina Crookdake has been appointed as your MHCLG point person and will be ready to engage with the whole area, to support this work to continue at pace.

4. Support for local partners to introduce new or alternative options

You note that your interim plan contains indicative proposals and that additional options may be put forward. For the November submission, each council can submit a single proposal for which there must be a clear single option and geography. These options are not limited to those you have outlined in your interim plan. We will not provide written feedback on additional options. As set out above, Katrina Crookdake, as your MHCLG point person, will be happy to support you as you work towards the submission of your final proposal(s).

5. Engagement with officials during proposal development

We note the request to have direct engagement and ongoing dialogue with officials to support the development of proposals. Government is committed to supporting all invited councils equally while they develop proposal(s). As set out above, Katrina Crookdake will be your named area lead and is ready to engage with the whole area on issues you wish to discuss further ahead of the deadline for final plans on 28 November 2025.

6. Boundary changes

You have requested information on the implications of a boundary review for reorganisation in Nottinghamshire and Nottingham. As the invitation letter sets out boundary changes are possible, but “existing district areas should be considered the

building blocks for proposals, but where there is a strong justification more complex boundary changes will be considered.”

The final proposal must specify the area for any new unitary council(s). If a boundary change is part of your final proposal, then you should be clear on the boundary proposed, which could be identified by a parish or ward boundary, or if creating new boundaries by attaching a map.

Proposals should be developed having regard to the statutory guidance which sets out the criteria against which proposals will be assessed (including that listed above).

If a decision is taken to implement a proposal, boundary change can be achieved alongside structural change. Alternatively, you could make a proposal for unitary local government using existing district building blocks and consider requesting a Principal Area Boundary Review (PABR) later. Such reviews have been used for minor amendments to a boundary where both councils have requested a review – such as the recent Sheffield/Barnsley boundary adjustment for a new housing estate. PABRs are the responsibility of the Local Government Boundary Commission for England who will consider such requests case-by-case.

7. Treatment of debt

We note your request for dialogue with Government with respect to the levels of indebtedness among councils and on the treatment of debt. We expect proposals to set out how they will meet criterion 2 under the statutory invitation, and, as per criterion 2f, proposal(s) should reflect the extent to which debt can be managed locally, including as part of efficiencies possible through reorganisation. We will consider the financial analysis and evidence provided in final proposals.

8. Impact of the Spending Review on proposals

You asked about the impact of the Spending Review on proposals for local government reorganisation.

Government recently consulted on funding reforms and confirmed that some transitional protections will be in place to support areas to their new allocations. Further details on funding reform proposals and transition measures will be consulted on after the Spending Review in June.

We will not be able to provide further clarification on future allocations in the meantime but are open to discussing assumptions further if we can assist in financial planning.

9. Implications for Charter Towns and impact on ceremonial roles

You asked about the implications for Charter Towns within the proposed new unitary arrangements and the impact on ceremonial roles. This is important to the Government, as we know it is to local communities.

Where local government re-organisation might affect ceremonial privileges, we will work with local leaders to ensure that areas retain their ceremonial rights and privileges.

There is no intention that the priorities set out in the English Devolution White Paper will impact on the ceremonial counties or the important roles that Lord Lieutenants and High Sheriffs play as the Monarch's representatives in those counties, and ceremonial counties will be retained. The Government recognises and values the work they do in relation to civic, business, social and community life in the ceremonial counties, and will ensure that the ceremonial rights and privileges of an area will be maintained after any reorganisation of local government.

10. Guidance on Town and Parish Councils

You asked whether further guidance could be issued on town and parish councils.

The English Devolution White Paper was clear that we know people value the role of governance at the community scale.

All levels of local government have a part to play in bringing improved structures to their area through reorganisation. We will therefore want to see stronger community arrangements when reorganisation happens in the way councils engage at a neighbourhood or area level.

We recognise the value that parish councils offer to their local communities and continue to support the work they do; but this is not a replacement for local authorities hardwiring local community engagement into their own structures, preferably through neighbourhood Area Committees. Parish councils are independent institutions and are not a substitute for meaningful community engagement and neighbourhood working by a local authority. Areas considering new parish councils should think carefully about the distinct role they will play and how they might be funded, to avoid putting further pressure on local authority finances and/or new burdens on the taxpayer.

In final proposal(s), we would welcome further information on neighbourhood-based governance, the impact on parish councils, and the role of neighbourhood Area Committees.

11. Engagement on wider policy reform

You noted the importance of joined up communication with other government departments as well as MHCLG in respect of wider policy reform. As set out above, Katrina Crookdake will be your point person in MHCLG and will be able to support your engagement with other government departments.

12. Risk assessment of local government reorganisation on sustainability of care services

You note that some of your services are on improvement journeys and ask what support will be available during the reorganisation process to support the resilience of these services. In the final proposal(s) we would welcome further detail on your

concerns, including details of the particular risks in these instances and potential mitigations you may consider to manage this issue. Particular consideration of these issues would be welcome where you are considering disaggregation and amalgamation of services which are on improvement journeys. As set out above, Katrina Crookdake, as your point person will be happy to further discuss any particular concerns and connect you where helpful with relevant sector support

13. Regulatory impact

You asked that any upcoming regulatory inspections take account of the local government reorganisation process.

We recognise the additional demands on councils during reorganisation. Inspectorates are independent of central government and set their own timelines and frameworks. Inspectorates and regulators (such as Ofsted and the CQC) are a vital part of accountability, and support improvement for the benefit of local people. However, we will seek to work with them to ensure that they are well-informed of local government reorganisation and devolution processes and they can, at their discretion, factor them into their independent plans, for example, by tailoring or scheduling inspections and assessments to support local government reorganisation

14. Public consultation or referendum on final proposals

We note the request in the letter from Rushcliffe Borough Council for a public consultation exercise or referendum on the final proposals. As stated above, it is for you to decide how best to engage locally in a meaningful and constructive way with stakeholders, including residents.

Once a proposal has been submitted it will be for the Government to decide on taking a proposal forward and to consult as required by statute. The Secretary of State may not implement a proposal unless she has consulted with other councils affected by it and any other appropriate person. We are happy to engage further on these consultation requirements and the likely process for areas undergoing reorganisation in due course.

15. Request to pause reorganisation process

We note the concerns outlined in the letter from Broxtowe Borough Council on any unitary authority that includes the areas of Broxtowe and Nottingham City. We also note your request to pause the reorganisation process in the invitation area until Nottingham City Council is financially stable. We welcome the positive progress that has been made in Nottingham City Council's improvement to date, as outlined in the Commissioners' second report published on 8 May. Ministers are clear that the full range of reforms at the Council must now be embedded, alongside working collaboratively to develop proposals for local government reorganisation.

ANNEX: Detailed feedback on criteria for interim plan

Ask – Interim Plan Criteria	Feedback
<p>Identify the likely options for the size and boundaries of new councils that will offer the best structures for delivery of high-quality and sustainable public services across the area, along with indicative efficiency saving opportunities.</p> <p>Relevant criteria:</p> <p>1 c) Proposals should be supported by robust evidence and analysis and include an explanation of the outcomes it is expected to achieve, including evidence of estimated costs/benefits and local engagement</p> <p>&</p> <p>2 a-f) - Unitary local government must be the right size to achieve efficiencies, improve capacity and withstand financial shocks</p> <p>&</p> <p>3 a-c) Unitary structures must prioritise the delivery of high quality and sustainable public services to citizens</p>	<p>We welcome the initial thinking on the options for local government reorganisation in Nottinghamshire and Nottingham and the engagement that has been started with stakeholders. We note the local context and challenges outlined in the proposals and the potential benefits that have been identified for the options put forward.</p> <p>We also welcome the input that has been sought from Commissioners appointed to Nottingham City Council and would encourage you to continue to engage with them as proposals are developed further.</p> <p>We welcome the analysis that has been developed to date in the joint proposal. Your plans set out your intention to develop this further, and this additional detail and evidence, on the outcomes that are expected to be achieved of any preferred model would be welcomed.</p> <p>You may wish to consider developing the options appraisal against the criteria set out in the letter to provide a rationale for the preferred model against alternatives.</p> <p>Where there are proposed boundary changes, the proposal should provide strong public services and financial sustainability related justification for the change.</p> <p>Proposals should be for a sensible geography which will help to increase housing supply and meet local needs, including future housing growth plans. All proposals should set out the rationale for the proposed approach.</p> <p>Given the financial pressures you identify it would be helpful to understand how efficiency savings have been considered alongside a sense of place and local identity.</p> <p>We recognise that the options outlined in the interim plans are subject to further development. In final proposal(s) it would be helpful to include a high-level financial assessment which covers transition costs</p>

	<p>and overall forecast operating costs of the new unitary councils.</p> <p>We will assess final proposal(s) against the criteria in the invitation letter. Referencing criteria 1 and 2, you may wish to consider the following bullets:</p> <ul style="list-style-type: none"> • high level breakdowns for where any efficiency savings will be made, with clarity of assumptions on how estimates have been reached and the data sources used, including differences in assumptions between proposal(s) • information on the counterfactual against which efficiency savings are estimated, with values provided for current levels of spending • a clear statement of what assumptions have been made and if the impacts of inflation are taken into account • a summary covering sources of uncertainty or risks with modelling, as well as predicted magnitude and impact of any unquantifiable costs or benefits • where possible quantified impacts on service provision, as well as wider impacts <p>We recognise that for the joint plan submitted, initial modelling, including financial modelling has been conducted and note the financial pressures outlined in the joint interim plan. The bullets below indicate where information would be helpful across all options. As per criteria 1 and 2, it would be helpful to see:</p> <ul style="list-style-type: none"> • data and evidence to set out how your final proposal(s) would enable financially viable councils across the whole area, including identifying which option best delivers value for money for council taxpayers • further detail on potential finances of new unitaries, for example, funding, operational budgets, potential budget surpluses/shortfalls, total borrowing (General Fund), and debt servicing costs (interest and MRP); and what options may be available for rationalisation of potentially surplus operational⁴¹ assets • clarity on the underlying assumptions underpinning any modelling e.g. assumptions of future funding, demographic growth and pressures, interest costs, Council Tax, savings earmarked in existing councils' MTFS
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	<ul style="list-style-type: none"> • financial sustainability both through the period to the creation of new unitary councils as well as afterwards • As criterion 2e states and recognising that Nottingham City Council has received exceptional financial support, proposals must additionally demonstrate how reorganisation may contribute to putting local government in the area on a more sustainable footing, and any assumptions around what arrangements may be necessary to make new structures viable <p>The joint plan has indicated a high level of debt amongst some authorities. As per criterion 2f, proposals should set out how debt can be managed locally, including as part of efficiencies possible through reorganisation. This could include appraisal of total borrowing and debt servicing costs within new structures (and assessment of affordability against funding/operational costs), and the potential for rationalisation of surplus operational assets.</p> <p>For options that have implications for Nottingham City, we would welcome your analysis of any impacts for the operation of the tram PFI contract & street lighting PFI.</p> <p>For proposals that would involve disaggregation of services, we would welcome further details on how services can be maintained where there is fragmentation such as social care, children's services, SEND, homelessness, and for wider public services including public safety. With reference to criteria 3c you may therefore wish to consider:</p> <ul style="list-style-type: none"> • how each option would deliver high-quality and sustainable public services or efficiency saving opportunities • what would the different options mean for local services provision, for example: <ul style="list-style-type: none"> • do different options have a different impact on SEND services and distribution of funding and sufficiency planning to ensure children can access appropriate support, and how will services be maintained? • what is the impact on adults and children's care services? Is there a differential impact on the number of care users and infrastructure to support them among the different options? How will quality of service
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	<p>be maintained or where necessary improved in each option?</p> <ul style="list-style-type: none"> • what partnership options have you considered for joint working across the new unitaries for the delivery of social care services? • do different options have variable impacts as you transition to the new unitaries, and how will risks to safeguarding be managed? • do different options have variable impacts on schools, support and funding allocation, and sufficiency of places, and how will impacts on schools be managed? • what are the implications for public health, including consideration of socio-demographic challenges and health inequalities within any new boundaries and their implications for current and future health service needs? What are the implications for how residents access services and service delivery for populations most at risk? <p>We note the initial thinking on opportunities for public service reform set out in the interim plan and the steps taken to explore these with strategic partners as part of your engagement on local government reorganisation. We would encourage you to provide further details on how your proposal(s) would maximise these opportunities, so that we can explore how best to support your efforts.</p>
<p>Include indicative costs and arrangements in relation to any options including planning for future service transformation opportunities.</p> <p>Relevant criteria: 2d) Proposals should set out how an area will seek to manage transition costs, including planning for future service transformation opportunities from existing budgets, including from the flexible use of capital</p>	<p>We welcome initial thinking on opportunities for service transformation and back-office efficiencies and note the history of local authorities working together in the area. We also welcome the commitment to multi-agency working and a focus on prevention and early intervention across the joint plan submitted.</p> <p>As per criterion 2, the final proposal(s) should set out how an area will seek to manage transition costs, including planning for future service transformation opportunities from existing budgets, including from the flexible use of capital receipts that can support authorities in taking forward transformation and invest-to-save projects.</p> <ul style="list-style-type: none"> • within this it would be helpful to provide more detailed analysis on expected transition and/or disaggregation costs and potential efficiencies of

<p>receipts that can support authorities in taking forward transformation and invest-to-save projects.</p>	<p>proposals. This could include clarity on methodology, assumptions, data used, what year these may apply and why these are appropriate.</p> <ul style="list-style-type: none"> • detail on the potential service transformation opportunities and invest-to-save projects from unitarisation across a range of services -e.g. consolidation of waste collection and disposal services, and whether different options provide different opportunities for back-office efficiency savings • where it has not been possible to monetise or quantify impacts, you may wish to provide an estimated magnitude and likelihood of impact. • summarise any sources of risks, uncertainty and key dependencies related to the modelling and analysis • detail on the estimated financial sustainability of proposed reorganisation and how debt could be managed locally <p>We note the financial pressures that councils are facing. It would be helpful if detail on the councils' financial positions and further modelling is set out in the final proposal(s).</p>
<p>Include early views as to the councillor numbers that will ensure both effective democratic representation for all parts of the area, and also effective governance and decision-making arrangements which will balance the unique needs of your cities, towns, rural and coastal areas, in line with the Local Government Boundary Commission for England guidance.</p> <p>Relevant criteria: 6) New unitary structures should enable stronger community engagement and deliver genuine opportunity for neighbourhood empowerment.</p>	<p>We note the initial thinking on councillor numbers and that detailed analysis will be undertaken during the next phase of the work, and ahead of the deadline for final submissions in November. We will share these initial assumptions with the Local Government Boundary Commission for England (LGBCE). There are no set limits on the number of councillors although the LGBCE guidance indicates that a compelling case would be needed for a council size of more than 100 members.</p> <p>New unitary structures should enable stronger community engagement and deliver genuine opportunity for neighbourhood empowerment.</p> <p>We note the planned work on local engagement models that will take place after the interim plan submission. Additional details on how the community will be engaged specifically how the governance, participation and local voice will be addressed to strengthen local engagement, and democratic decision-making would be helpful.</p> <p>In final proposal(s) we would welcome detail on your plans for neighbourhood-based governance, the</p>

	impact on parish councils, and the role of formal neighbourhood partnerships and Area Committees.
<p>Include early views on how new structures will support devolution ambitions.</p> <p>Relevant Criteria: 5) New unitary structures must support devolution arrangements.</p>	<p>We note the benefits and opportunities that local government reorganisation provides in relation to the EMCCA, as outlined in your interim plan. For example, the plan highlights planning, health and integrated care as areas in which local government reorganisation would have a benefit to the delivery of EMCCA's priorities.</p> <p>Further information would be helpful on the implications of the proposed local government reorganisation options for the governance arrangements in EMCCA. It would also be helpful to outline how each option would interact with EMCCA and best benefit the local community. We would also recommend consulting with the Mayor of EMCCA and note that you indicate that formal engagement with the mayor will take place in the next phase.</p>
<p>Include a summary of local engagement that has been undertaken and any views expressed, along with your further plans for wide local engagement to help shape your developing proposals.</p> <p>Relevant criteria: 6a&b) new unitary structures should enable stronger community engagement and deliver genuine opportunity for neighbourhood empowerment</p>	<p>We welcome the commitment to undertaking engagement activities over the spring and summer to ensure that proposals to be submitted to Government in November meet local need and are informed by local views, including your intent to hold a public consultation on this topic.</p> <p>It is for you to decide how best to engage locally in a meaningful and constructive way with residents, the voluntary sector, Neighbourhood Boards, local community groups and councils, public sector providers such as health, police and fire, and local businesses to inform your proposal.</p> <p>For proposals that involve disaggregation of services, you may wish to engage in particular with those residents who may be affected. It would be helpful to see detail that demonstrates how local ideas and views have been incorporated into the final proposal(s).</p>
<p>Set out indicative costs of preparing proposals and standing up an implementation team as well as any arrangements proposed to coordinate potential capacity funding across the area.</p>	<p>We note your initial thinking on your approach to preparing proposals. We recognise that work is ongoing to consider the costs of this work and of standing up an implementation team.</p> <p>£7.6 million will be made available in the form of local government reorganisation proposal development contributions, to be split across the 21 areas. Further information will be provided on this funding shortly.</p>

<p>Relevant criteria: Linked to 2d) Proposals should set out how an area will seek to manage transition costs, including planning for future service transformation opportunities from existing budgets, including from the flexible use of capital receipts that can support authorities in taking forward transformation and invest-to-save projects.</p>	<p>We would welcome further detail in your final proposal(s) over the level of cost and the extent to which the costs are for delivery of the unitary structures or for transformation activity that delivers additional benefits.</p>
<p>Set out any voluntary arrangements that have been agreed to keep all councils involved in discussions as this work moves forward and to help balance the decisions needed now to maintain service delivery and ensure value for money for council taxpayers, with those key decisions that will affect the future success of any new councils in the area.</p> <p>Relevant criteria: 4 a-c) Proposals should show how councils in the area have sought to work together in coming to a view that meets local needs and is informed by local views.</p>	<p>We welcome the steps taken to facilitate joint working across the area (see criterion 4). Continuing effective collaboration between all councils, will be crucial; areas will need to build strong relationships and agree ways of working, including around effective data sharing.</p> <p>This will enable you to develop a robust shared evidence base to underpin your final proposal(s) (see criteria 1c). We recommend that your final proposal(s) should use the same assumptions and data sets or be clear where and why there is a difference.</p> <p>We would expect the final proposal(s) to have regard to the implications for the whole invitation area and mayoral strategic authority area.</p>

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 the Council's priorities.

2. Recommendation

Cabinet is asked to NOTE the report.

3. Detail

The Overview and Scrutiny Committee is due to meet following the publication of this agenda on 26 June 2025 and will receive an update on the GamCare responses from the Licensing Manager.

The Committee will consider recommending to Council the Annual report that reflected the work the Overview and Scrutiny Committee had undertaken over the past year.

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 consider 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 Assistant Director 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:

Whilst there are no legal implications arising from the report, under Section 9F of the Local Government Act 2000, Overview and Scrutiny Committee has the power to make reports or recommendations to Cabinet on matters which affect the Council's area or the inhabitant of its area.

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.	Markets in the Borough	Overview and Scrutiny Committee	Invest in our towns and our people	September 2025

	Topic	Topic suggested by	Link to corporate priorities/values	Proposed Date to Overview and Scrutiny Committee
2.	D.H. Lawrence Museum	Overview and Scrutiny Committee	Invest in our towns and our people.	September 2025
3.	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 Portfolio Holder for Resources and Personnel Policy

Statement of Accounts Update and Outturn Position 2024/25

1. Purpose of Report

To report on the revenue and capital outturn position for 2024/25, provide an update on progress with the preparation of the draft annual Statement of Accounts for 2024/25 and approve the revenue and capital carry forward requests into the 2025/26 financial year. This is in accordance with all of the Council's objectives and key priorities.

2. Recommendation

Cabinet is asked to RESOLVE that the:

- 1. Accounts summary for the financial year ended 31 March 2025, subject to audit, be approved.**
- 2. Revenue budget carry forward requests outlined in the report be approved and included as supplementary revenue estimates in the 2025/26 budget.**
- 3. Capital budget carry forward requests outlined in the report be approved and included as supplementary capital estimates in the 2025/26 budget.**

3. Detail

The Council's draft Statement of Accounts for 2024/25 have been finalised, subject to audit. The accounts show an underspending on the General Fund of £1.402m and an underspending on the Housing Revenue Account (HRA) of £534k when compared to the revised estimates. A summary of the General Fund revenue accounts is provided in **Appendix 1**, with a summary of the HRA accounts provided in **Appendix 2** and a summary on the capital position at **Appendix 3**.

In accordance with the latest Accounts and Audit Regulations, the draft Statement of Accounts for 2024/25 will be approved by the Deputy Chief Executive and Section 151 Officer and published on the Council's [website](#) in advance of the 30 June statutory deadline. The accounts will then be subject to inspection by Forvis Mazars, the Council's external auditors.

Dependent upon the availability of the external auditors and the successful resolution of any issues identified, it is envisaged that the final audited Statement of Accounts 2024/25 should be presented for approval to the Governance, Audit and Standards Committee on 17 November 2025.

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 resulting in the Council incurring revenue or capital expenditure or savings of £250,000 or more and 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.

6. Financial Implications

The comments from the Assistant Director Finance Services were as follows:

Further details are included in the above narrative and appendices.

The underspend on the General Fund when compared to the revised estimates, after financing and transfers to and from earmarked reserves, has resulted in a net withdrawal from General Fund balances of £489k. The General Fund Reserve balance as at 31 March 2025 is £5.590m.

The underspend on the HRA when compared to the revised estimates has reduced the anticipated deficit on the HRA Working Balance which amounted to £2.218m as at 31 March 2025.

7. Legal Implications

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

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

8. Human Resources Implications

There were no comments from the Human Resources Manager.

9. Union Comments

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

13. Background Papers

Nil.

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Appendix 1

Revenue Account Outturn Summary 2024/25 – General Fund

1.1 General Fund Revenue Account Summary Position

The following table shows the summary position for the General Fund revenue account and the movement in reserves.

General Fund	Revised Estimate 2024/25 £	Actual 2024/25 £	Variation £
<u>Net Expenditure:</u> <i>(Note 1)</i>			
Housing (General Fund)	506,870	142,621	(364,238)
Environment	6,589,500	5,844,734	(744,766)
Business Growth	2,174,380	2,138,363	(36,017)
Community Safety	2,494,100	2,342,092	(152,008)
Health	1,604,500	1,548,853	(227,654)
Resources	735,440	858,040	122,600
Total General Fund	14,104,790	12,702,707	(1,402,083)
<u>Financed by:</u>			
Revenue Support Grant	(128,529)	(128,529)	-
Services Grant	(20,230)	(20,230)	-
Funding Guarantee Grant	(471,034)	(471,034)	-
New Homes Bonus	(255,132)	(255,132)	-
Council Tax	(6,601,729)	(6,601,729)	-
Share of previous Council Tax Collection Fund (surplus)/deficit	(5,892)	(5,892)	-
NNDR (Business Rates) <i>(Note 2)</i>	(3,793,060)	(3,805,278)	(12,218)
Share of previous NNDR Collection Fund deficit <i>(Note 3)</i>	1,194,079	1,194,039	(40)
NNDR Section 31 Grant <i>(Note 4)</i>	(3,068,266)	(2,838,876)	229,390
NNDR Growth Levy/Safety Net to/(from) Business Rates Pool	1,310,974	1,214,747	(96,227)
NNDR Growth Returned from Notts Business Rates Pool	(800,000)	(741,972)	58,028
Total Funding	(12,638,819)	(12,484,185)	154,634

General Fund	Revised Estimate 2024/25 £	Actual 2024/25 £	Variation £
Transfer to/(from) Earmarked Reserves	270,584	270,284	(300)
Net Deficit / (Surplus)	1,736,555	488,806	(1,247,749)
General Fund Reserves B/F	(6,078,790)	(6,078,790)	-
Net Deficit / (Surplus)	1,736,555	488,806	(1,247,749)
General Fund Reserves C/F	(4,342,235)	(5,589,984)	(1,247,749)

The net withdrawal from the General Fund Reserve balance is £488,806.

Note 1 – Net expenditure is presented based on corporate priority. The budget split over priorities may differ from those previously presented, with the main reason being that the outturn figures now include technical accounting adjustments for capital charges. These include revenue expenditure funded from capital under statute (REFCUS) which is a capital spend for which there is no asset acquired by the Council (e.g. capital grants and renovation grants) and impairment where the value of an asset has been reduced. These adjustments are technical in nature and reversed out again within 'Resources' so do not impact on the 'bottom line' and the General Fund Reserve.

Note 2 – Outturn for Business Rates is largely based upon the estimated income for the year that is calculated as part of NNDR1 return in advance of the financial year (2024/25 NNDR income was estimated in January 2024). The benefit of any additional growth in Business Rates during the year will not begin to flow into the General Fund until the following year as part of the Collection Fund surplus/deficit accounting arrangements.

Note 3 – Due to the inherent nature of Collection Fund accounting, the Collection Fund deficit of £1.194m shown above reflects the actual deficit achieved in 2023/24. Although Collection Fund outturn is not reported here, the Broxtowe element of the Collection Fund balance for 2024/25 is a £246k deficit (as anticipated but increased slightly due to the impact of rating appeals). This deficit will be recovered from the General Fund in 2025/26 and, as such, an amount has been transferred to the Collection Fund Equalisation Reserve in 2024/25 to mitigate the impact of this potential budget deficit.

Note 4 – The majority of income from Business Rates is generated from the rates payable by local businesses. For specific reliefs and discounts schemes that are applied, the government provides compensation through Section 31 grants (S31). These grants, in accordance with the regulations are paid into the General Fund as opposed to the Collection Fund. As such, the estimation of rates payable and the application of S31 grants does create a timing issue for the General Fund. Any variations are typically balanced out over time through the distribution of Collection Fund surplus/deficits in the following year.

1.2 Movement in Other Reserves

The table below shows the movement in other earmarked reserves.

Other Revenue Reserves	Balances Brought Forward 01-Apr-24 £	Transfer to/(from) General Fund £	Balances Carried Forward 31-Mar-25 £
Elections	(52,215)	(30,000)	(82,215)
Homelessness Grant Initiatives	(305,066)	18,465	(286,600)
Stapleford Towns Fund	(1,082,257)	-	(1,082,257)
Planning Reserve	(31,071)	(150,000)	(181,071)
Noise Monitoring Equipment	(15,000)	5,600	(9,400)
Leisure Development Reserve	-	(123,000)	(123,000)
Charity Accounts	(12,558)	767	(11,790)
Collection Fund Equalisation	(1,279,422)	1,004,039	(275,383)
Unapplied Revenue Grants	-	(996,156)	(996,156)
TOTAL	(2,777,589)	(270,285)	(3,047,872)

Description of Reserves

Elections Reserve – A contribution made each year avoids the need to find large funding in the year that the Borough Council elections take place. The reserve also contained monies set aside that will contribute towards costs associated with running individual registration, including the annual canvass and maintaining the electoral register.

Homelessness Grants Initiatives Reserve – This earmarked reserve represents funding received from the Government in respect of various Homelessness grants and New Burdens funding. The reserve is to fund specific initiatives to prevent and manage homelessness within the Borough.

Stapleford Town Fund – This reserve was initially created from a General Fund allocation towards drawing up of a bid for funding from the Government's Town Funds initiative. The purpose of this is to regenerate Stapleford town centre, boost businesses and improve infrastructure.

Planning Reserve – This reserve was created from grants received from the government that will contribute towards the costs associated with setting up and maintaining the custom/self-build properties and brownfield sites registers. This reserve also now includes previously agreed and unspent budget provisions for the Core Strategy Review and Neighbourhood Plans.

Noise Monitoring Equipment Reserve – A contribution from an earlier unspent budget which will fund the required spend to replace or upgrade the equipment every two or three years.

Leisure Development Reserve – A contribution from the unused balance of the management fee paid to Liberty Leisure Limited, the Council's wholly owned leisure services company, which has been earmarked for future leisure development activities.

Charities Account – Balances held by the Council on behalf of Bramcote Consolidated Charities.

Collection Fund Equalisation Reserve – Earlier Government funding was provided to local authorities to help offset the reduction in Council Tax and Business Rates received during the pandemic. A proportion of this funding was set aside to offset any Collection Fund deficits in future years. A further contribution has been made to this reserve in 2024/25 to mitigate against the risk of an anticipated Collection Fund deficit in future years.

Unapplied Revenue Grants – A new reserve to receive the various revenue grants for which the associated spending has not yet taken place. This grant funding will be duly released to match expenditure in future financial years.

1.3 Reasons for Variations – General Fund

The overall General Fund underspend is £1.402m. After financing and the transfer of monies to be set aside in earmarked reserves the withdrawal from General Fund Reserve balance is £489k as against a budgeted reduction of £1.737m. The main variations from the revised estimates are as follows, noting that underspends/ additional income figures are shown in brackets:

Variation £'000		Comments
1.	(82)	Total revenue budget carry forward requests which are detailed in section 1.4 below.
2.	(949)	Employee Related Expenses – Overall, there was a significant net underspend in employee salaries and associated costs against the budget. This included meeting a challenging vacancy target of £600k applied across the General Fund establishment. Spending under this category included the cost of the pay award, pension strains, agency and interim staff used to cover vacancies, apprenticeship levy, courses and training fees and the cost of recruitment. The cost of staffing the elections in the year (EMCCA and General Parliamentary) were funded by the respective bodies.

Variation £'000		Comments
3.	(284)	There was a net underspending on premises related expenses, which was largely due to lower than anticipated spend on general repairs and maintenance (£151k) across all sites. There was an overspend of £24k on gas and electricity due to energy prices, although this was more than offset by lower than anticipated water charges (£32k) and Business Rates (£28k) paid on Council premises, including vacant units. Variances on other premises costs contributed to the net underspend position.
4.	(122)	An underspend on all transport related expenses budgets was mainly achieved due to lower than anticipated fuel prices (which were relatively stable) and vehicle fleet maintenance costs and insurances. Transport costs in any given year can be unpredictable with some earlier years showing an overspend.
5.	(520)	Total net budget variance on supplies and services and third-party payments (non-recharges) across a range of services. The main underspends included ICT supplies, telephones, local area energy plan (funded by EMCCA) and others supplies, whilst audit fees and planning appeal fees were overspent. This variation included a significant budget saving of £96k on the cost of insurances across all General Fund services, following a successful tender exercise.
6.	108	The net cost of Housing Benefits was higher than originally budgeted, which was largely offset by an increase in the Benefits Subsidy received from central government.
7.	375	General Fund element of the additional borrowing interest costs required in year to finance the Council's capital programme. The budget overspend was also impacted by borrowing rates being higher than anticipated. The overall cost of borrowing is shared proportionally with the HRA through the Item 8 calculation.
8.	168	A decrease in the volume of planning applications received in the year resulted in planning fees and pre-planning fees income being below the budgeted target. This activity is directly impacted by the economy and local building market conditions. There is also volatility with income from planning fees being skewed towards the larger development schemes.

Variation £'000		Comments
9.	132	There was a shortfall of revenue income generated from car parking compared to the budget. This related to the reduced fee income being received over the Christmas period, as part of a 'free parking' initiative, and the concessions offered in Kimberley during gas main replacement works. This shortfall was partially offset by additional income received from Network Rail for using car park during construction works. The outturn also includes a provision of £98k linked to the full recognition of VAT on car parking income receipts over recent years.
10.	(311)	General Fund element of additional investment income (over budget) being generated in year as a result of positive cash flow management and movements in interest rates during the year. This benefit is shared with the HRA through the Item 8 calculation.
11.	(875)	A net additional amount of central government grants, other grants, local authority contributions and miscellaneous income received during the year was higher than originally anticipated. These included contributions in respect of homelessness, planning policy, cyber risk, community safety and crime reduction amongst others. These contributions were either used to support in year spending on specified activities expenditure or moved into earmarked reserves for application in future years.
12.	932	An overall net reduction in corporate recharges compared to the original budgets. This includes recharges to the HRA (£128k lower due to underspend in central support services including finance, HR, legal and ICT); capital salaries recharges to the capital programme (£426k mainly lower due to recharges from Capital Works and Estates) and central support recharges to the General Fund (£378k similarly lower due to budget underspends in central support services).
13.	26	Other net variations across the various General Fund budgets that have provided a net revenue overspend/(saving).
	(1,402)	TOTAL

1.4 General Fund Revenue Items to be Carried Forward

The total amount of revenue items proposed to be carried forward for the General Fund is £82,300 as follows:

Budget C/F £		Comments
1.	12,800	Environmental Services – Decarbonisation – Roll forward the balance of the budget to be applied to the final phase of work being completed by the University of Nottingham which is expected in the summer 2025.
2.	50,000	Environmental Services – Consultancy – Cabinet agreed a budget to complete a high-level roadmap to net zero including costs associated with reaching each target scenario. This work is still required, although the original consultant is no longer able to complete this work within the budget. Alternative suppliers have been contacted but the work remain outstanding. As such, it is requested the balance of budget be carried forward into 2025/26.
3.	3,500	Environmental Services – Training – With several new starters expected in early 2025/26, the underspend from the 2024/25 budget will be rolled forward to ease the added pressure on the training budget.
4.	6,000	Community Health Bursary – Following delays to project start dates, request for the balance of budget underspend to be carried forward for schemes completing in 2025/26.
5.	10,000	Civic Matters – Balance of budget underspend to carry forward, including Twinning budget that has been earmarked towards the cost of the planned C-City Project Conference in 2026.
	£82,300	TOTAL

Appendix 2

Housing Revenue Account Summary 2024/25

2.1 Housing Revenue Account (HRA) Summary Position

The table below shows the summary position for the HRA:

HRA	Revised Estimate 2024/25 £	Actual 2024/25 £	Variation £
Expenditure	21,485,140	21,712,666	227,526
Income	(20,284,400)	(21,045,767)	(761,367)
Deficit / (Surplus)	1,200,740	666,899	(533,841)
HRA Working Balance B/F	(2,885,161)	(2,885,161)	-
Deficit / (Surplus)	1,200,740	666,899	(533,841)
HRA Working Balance C/F	(1,684,421)	(2,218,262)	(533,841)

2.2 Reasons for Variations – HRA

The underspend of £534k on the HRA budget is due to the following factors:

Type	Variation £'000	Comments
Employee Related Expenses	(609)	Significant underspend on salaries due to vacancies across the whole Housing service, particularly within the Strategy and Performance and the Housing Repairs teams. These savings have been partially offset by an increase on sub-contractor costs required to meet the resources shortfall in providing services.
Premises Related Expenses	590	The net overspend on premises was mainly due to: <ul style="list-style-type: none"> A £170k net budget overspend on the costs associated with housing disrepair claim repairs, with an additional provision of £300k being earmarked to meet the potential cost of repairs and compensation for outstanding housing disrepair cases An overspend of £180k on Independent Living utilities costs (including energy bills), with a further £80k overspend on repairs and maintenance and a £30k overspend on Legionella testing at these Independent Living schemes.

Type	Variation £'000	Comments
		These overspends were partially offset by several underspends most notably a £103k savings on works to Independent Living scheme communal areas and a £30k underspend on maintenance of the schemes' laundry facilities.
Transport Related Expenses	(13)	A net underspend on fleet vehicle and mileage costs primarily due to relatively stable fuel prices and lower than expected vehicle repairs and maintenance costs.
Supplies and Services	374	This net overspend was mainly due to an overspend of £580k on sub-contractors due to vacancies in the Housing Repairs team and an overspend on repairs materials of £48k. These overspends were partially offset by several underspends across supplies and services including an underspend of £33k in waste disposal costs for Housing Repairs.
Central Support Services	(543)	Variations on the central support recharges to the HRA (from Finance, Legal, HR, ICT etc.) were lower than initially expected. This is due to underspends in those service areas which reduced the net value of recharges required. There was also an underspend of £84k on internal grounds maintenance recharges to the HRA.
Capital Financing Costs	402	This variance is primarily due to the depreciation charge to the HRA being higher than initially expected. This was because of a delay in receiving the HRA dwelling valuations in 2023/24, meaning that the original depreciation budget for 2024/25 had to be estimated.
Income	(702)	Housing rents income was £527k higher than the original forecast. Several assumptions are made when setting the rents budget, such as estimating revenues lost due to void properties and the impact of Right to Buy sales. Given that total housing rents income is now over £18m, even a small percentage change to one element can lead to a large variation in income. The HRA also received £155k more than budgeted from interest on investments due to good cash flow management and interest on the rents received. Various smaller variances in other income streams amounted to an additional £20k overbudget.
Misc.	(33)	Other net budget variations across various budgets that resulted in a net additional underspend.

Type	Variation £'000	Comments
TOTAL	(534)	

2.2 Revenue Items to be Carried Forward – HRA

The total amount of revenue items proposed to be carried forward for the Housing Revenue Account is £106,950

	Budget C/F £	Comments
1.	100,000	Independent Living Service – Unused budget from 2024/25 will be rolled forward to support the work required as part of the digital switch over of support systems required in schemes.
2.	5,750	The remaining budget for stock condition surveys will be rolled forward to support the continuation of the project in 2025/26.
3.	1,200	The supply of the tent for the gala event was delayed and the nominal budget for this will be rolled forward into 2025/26.
	106,950	TOTAL

Appendix 3

Capital Programme Outturn Summary 2024/25

The summary table below shows overall capital expenditure in 2024/25 totalling £31.5m (£17.9m in 2023/24) which equates to a 48% spend against the budget. The net underspend was mainly due to slippage on housing delivery and economic development/regeneration schemes, much of which was outside the Council's control. Details of the individual capital schemes are provided further below with a list of the requested capital budget carry forwards also included.

Capital Expenditure Summary	Budget 2024/25 £	Actual 2024/25 £	Spend %
Housing Revenue Account (HRA)	32,903,050	20,176,717	61%
Housing – General Fund	1,644,500	977,804	59%
Business Growth	23,347,100	6,456,511	28%
Community Safety	33,100	33,564	176%
Environment and Climate Change	4,172,250	2,220,896	53%
Leisure and Health	1,039,050	739,725	71%
Resources	1,696,250	813,467	50%
TOTAL	64,835,300	31,418,684	48%

The financing of the capital programme is shown below.

Capital Financing Summary	Budget 2024/25 £	Actual 2024/25 £	Variance £
Capital Expenditure	64,835,285	31,418,684	(33,416,601)
Financed by:			
Major Repairs Reserve – HRA	4,453,400	5,309,635	856,235
Direct Revenue Financing – GF	82,000	82,000	0
Usable Capital Receipts – GF	800,000	669,087	(130,913)
Better Care Fund	1,644,500	977,804	(666,696)
Borrowing	26,213,100	13,062,355	(13,074,595)
Section 106 Receipts	1,049,950	594,096	(455,854)
Usable Capital Receipts – HRA	2,240,000	2,691,945	451,945
MHCLG Grants	22,881,000	6,152,550	(16,728,450)
Other Bodies	5,471,350	1,879,212	(3,578,138)
Total Capital Financing	64,835,300	31,418,684	(33,416,601)

The majority of General Fund capital receipts remaining as at 31 March 2025 are earmarked towards part-funding capital schemes in later years. This is in line with the assumptions made when the budget for 2024/25 was approved. All HRA capital receipts accumulated up to 31 March 2025 will be utilised to part-fund the Housing new build and property acquisition programme in line with the government guidance on the use of capital receipts.

The main reason for variations to the financing are due to the overall underspend on the Capital Programme. The requested capital budgets to be carried forward, totalling £31.0m, are set out further below.

Capital Programme 2024/25 – Outturn

Scheme	Revised Budget £	Actual Spend £	%
Housing			
Disabled Facilities Grants	1,544,500	954,331	62%
Warm Homes on Prescription (WHOP)	100,000	23,473	23%
Heating Replacements/Energy Efficiency Works	2,086,700	1,244,159	60%
Housing Modernisation Programme	2,030,300	1,882,838	93%
Social Housing Decarbonisation Fund	1,900,000	1,466,978	77%
Retrofit Works - Scalby Close, Eastwood	580,700	513,511	88%
Electrical Periodic Improvement Works	479,600	434,345	91%
Aids and Adaptations - Disabled Persons Works	685,500	744,863	109%
Pre-Paint Repairs, Soffit and Fascia Renewal	602,300	421,054	70%
Fire Safety Assessment and Remedial Work	546,800	313,775	57%
Window and Door Replacement	518,600	391,215	75%
External Works - Paths/Pavings/Hard Standings	210,000	210,864	100%
Structural Remedial Repairs (including damp)	266,100	369,028	139%
Major Relets	239,500	115,222	48%
Asbestos Surveys and Remedial Works	302,100	178,855	59%
Planned Maintenance Module (Capital)	50,000	-	-
Special Call Units and Lifeline Services	120,000	-	-
Capital Salaries	759,750	Allocated*	100%
* Actuals allocated across above schemes			
HRA Capital Contingency	100,000	-	-

Scheme	Revised Budget £	Actual Spend £	%
Housing Delivery Programme			
Acquisition of Properties	2,454,900	2,448,871	100%
Property Acquisition - Church Street, Stapleford	96,100	9,375	10%
Property Acquisition - Derby Road, Bramcote	130,700	53,251	41%
Property Acquisition - Church Hill, Kimberley	773,200	618,759	80%
Property Acquisition - Newmanleys Rd, E'wood	62,100	-	-
Property Acquisition - Hall Drive, Beeston	3,240,700	271,525	8%
Property Acquisition - Truman Street, Kimberley	700,900	656,851	94%
Property Acquisition - Nottingham Rd, Eastwood	1,704,400	458,950	27%
Property Acquisition - Cross Street, Eastwood	458,500	316,000	69%
New Build - Housing Feasibility Costs	300,000	113,667	38%
New Build - Oakfield Road	14,300	6,431	45%
New Build - Farm Cottage (Fishpond Cottage)	1,403,100	951,080	68%
New Build - Inham Nook Development	3,448,500	1,521,532	44%
New Build - Chilwell Garages Sites	2,200,000	1,693,570	77%
New Build - Watnall Garage Sites	700,000	14,549	2%
New Build - Land at Bramcote Crematorium	1,072,700	-	-
New Build - Field Farm	2,475,000	2,463,656	100%
Housing Delivery Plan Officer Posts	190,000	291,945	154%
Business Growth			
Stapleford Towns Fund (STF)			
STF - Community Pavilion	5,890,900	1,725,307	29%
STF - Traffic Management	514,300	470,193	91%
STF - Cycle Network/ Infrastructure	3,137,600	34,703	1%
STF - Enterprise Management	4,096,100	316,002	8%
STF - Skills/Education Facilities	789,800	192,456	24%
STF - Recovery Fund	48,200	20,793	43%
STF - Programme Management RDEL	278,100	110,500	40%
UK Shared Prosperity Fund (UKSPF)	997,000	696,248	70%
Kimberley Means Business (LUF)	7,314,100	2,727,772	37%

Scheme	Revised Budget £	Actual Spend £	%
Durban House Refurbishment	150,000	162,537	108%
Car Parks - Replacement Pay and Display	36,000	-	-
Car Parks - Resurfacing Works	30,000	-	-
High Hazels Court Industrial Units Roofing	40,000	-	-
Beeston Square – Surface Refurbishment	25,000	-	-
Community Safety			
Surveillance Camera Upgrade/Wireless Network	33,100	33,564	101%
Environment and Climate Change			
Fleet Vehicles and Plant Replacement	954,400	605,373	63%
Implementation of Food Waste Collection	50,000	19,150	38%
Electric Vehicle Charging Points	20,250	-	-
Kimberley Depot - Vehicle Wash Refurbishment	32,400	-	-
Kimberley Depot - Reposition Security Barriers	25,000	-	-
Kimberley Depot - LED Lighting	4,000	-	-
Kimberley Depot - Garage Cladding Replacem't	25,000	-	-
Coronation Park Path Improvements	49,300	47,072	95%
S106 Improvements - Coronation Park	19,000	20,085	106%
S106 Improvements - Beeston Parks	103,400	29,228	28%
S106 Improvements - Hetley Pearson Rec Gnd	35,500	37,471	106%
S106 Improvements - Access at Coventry Lane	80,000	-	-
S106 Improvements - Collier Wood, Newthorpe	15,750	15,295	97%
S106 Improvements - Hall Park, Eastwood	29,400	29,390	100%
S106 Improvements - Jubilee Park, Eastwood	37,000	-	-
Improvements - Beauvale Park	10,200	-	-
Improvements - Hickings Lane Rec Ground	19,200	14,991	78%
Pride in Parks (including Infrastructure)	290,450	276,598	95%
Security on Parks	27,500	26,308	96%
Hall Park Pavilion Replacement Heating System	22,000	21,741	99%
Refurbishment of Brinsley Headstocks	220,000	27,715	13%

Scheme	Revised Budget £	Actual Spend £	%
Chilwell Quarry – Rock Face Stabilisation Works	1,006,500	716,144	72%
Kimberly Cemetery Extension	46,000	45,000	98%
Stapleford Cemetery Extension	150,000	-	-
Bramcote Crematorium Replacement Cremator	900,000	289,335	32%
Leisure and Health			
New Bramcote Leisure Centre - RIBA Stage 4	800,000	669,087	84%
BLC - Building Conditions Repair	206,900	70,638	34%
AED Units and Bleed Control Units	32,150	-	-
Resources			
ICT Replacement and Development	151,500	77,838	51%
ICT Technical Infrastructure Architecture	441,000	365,050	83%
ICT eFacilities (Digital and Design)	125,000	84,566	68%
VoIP Telephony	50,000	-	-
Income Management System	72,100	55,303	77%
Financial Management System	90,150	13,232	15%
Property Management Services System	49,500	50,182	101%
NWOW – Main Reception Works	143,400	144,232	101%
Beeston Square - Phase 2 Final	351,600	-	-
Beeston Square - Phase 2 Unit 4 Fitting Out	150,000	-	-
Beeston Square - Former Argos Block	30,000	-	-
Toton Park and Ride – Tramlink Contribution	10,100	10,062	100%
Capital Grant to Voluntary Organisations	13,000	13,000	100%
General Fund Capital Contingency	18,900	-	-
TOTAL	64,835,300	31,418,684	48%

Proposed Capital Budgets to be Carried Forward into 2025/26

Scheme	Amount £
Housing	
Disabled Facilities Grants	590,150
Warm Homes on Prescription	76,500
Heating Replacement and Energy Efficiency Works	112,000
Housing Modernisation Programme	120,000
Social Housing Decarbonisation	433,000
Retrofit Works at Scalby Close, Eastwood	67,000
Electrical Periodic Improvement Works	45,000
Pre-Paint Repairs, Soffit Fascia Renewal and Redecoration	120,000
Fire Safety Assessment and Remedial Work	230,000
Window and Door Replacement	125,000
Major Relets	120,000
Asbestos Surveys and Remedial Works	120,000
Planned Maintenance Module	50,000
Speech Call Units and Life Services	120,000
Property Acquisition - Church Street, Stapleford	10,000
Property Acquisition - Derby Road, Bramcote	10,000
Property Acquisition - Church Hill, Kimberley	10,000
Property Acquisition - Newmanleys Road, Eastwood	10,000
Property Acquisition - Hall Drive, Beeston	2,970,000
Property Acquisition - Truman Street, Kimberley	40,000
Property Acquisition - Nottingham Road, Eastwood	1,245,000
Property Acquisition - Cross Street, Eastwood	142,500
New Build - Housing Feasibility Costs	100,000
New Build - Farm Cottage, Bramcote	452,000
New Build - Inham Nook Development	1,927,000
New Build - Chilwell Garage Sites-Felton, Selside, Gayrigg	506,000
New Build - Watnall Garage Sites-Chilton Drive, Spring Close	685,000
New Build - Land at Bramcote Crematorium	1,072,700
New Build - Field Farm	11,300

Scheme	Amount £
Business Growth	
Stapleford Towns Fund - Community Pavilion	4,165,600
Stapleford Towns Fund - Traffic Management	44,100
Stapleford Towns Fund - Cycle Network/Infrastructure	3,102,900
Stapleford Towns Fund - Enterprise Management	3,780,100
Stapleford Towns Fund - Skills/Education Facilities	597,350
Stapleford Towns Fund - Recovery Fund	27,400
Stapleford Towns Fund - Programme Management RDEL	167,600
Kimberley Means Business (Levelling-Up Fund)	4,586,300
UK Shared Prosperity Fund (Capital Only)	300,750
Car Parks - Replacement Pay and Display Machines	36,000
Car Parks - Resurfacing Works	30,000
High Hazels Court Industrial Units Re-roofing	40,000
Environment and Climate Change	
Fleet Vehicles and Plant Replacement Programme	349,000
Implementation of Food Waste Collection	30,850
Kimberley Depot - Vehicle Wash Refurbishment	32,400
Kimberley Depot - Security Barriers Repositioning	25,000
Kimberley Depot - LED Lighting	4,000
Kimberley Depot - Garage Cladding Replacement	25,000
S106 Improvements - Beeston Parks	74,200
S106 Improvements - Access at Coventry Lane, Bramcote	80,000
S106 Improvements - Jubilee Park, Eastwood	37,000
Improvements - Beauvale Park, Greasley	10,200
Improvements - Hickings Lane Recreation Ground, Stapleford	4,200
Pride in Parks	6,000
Refurbishment of Brinsley Headstocks	192,300
Chilwell Quarry - Rock Face Stabilisation Works	290,000
Extension of Kimberley Cemetery	1,000
Extension of Stapleford Cemetery	150,000
Bramcote Crematorium - Cremator Replacement	610,000

Scheme	Amount £
Leisure and Health	
New Bramcote Leisure Centre - RIBA Stage 4	130,900
Bramcote Leisure Centre Building Conditions Repair	136,300
AED Units and Bleed Control Units	10,000
Resources	
ICT Replacement and Development Programme	73,500
ICT Technical Infrastructure Architecture	65,000
ICT eFacilities (Digital and Design)	20,000
Income Management System	15,000
Financial Management System	76,900
Beeston Square Phase 2 Unit 4 - Fitting Out Works	150,000
Beeston Square Former Argos Block	10,000
Total Capital Budget Carry Forward	31,007,000

Whilst the total of these carry forwards is significantly higher than in earlier years, it should be noted that most of the budget carry forward (around £26m) relates to schemes that were anticipated to be multi-year projects, such as the Stapleford Town Fund and Kimberley Means Business regeneration schemes, and the Housing Delivery Programme.

Report of the Portfolio Holder for Resources and Personnel Policy

Treasury Management and Prudential Indicators Annual Report for the Financial Year Ended 31 March 2025

1. Purpose of Report

To inform Members of the treasury management activity and the actual prudential indicators for 2024/25. This is in accordance with all of the Council's objectives and key priorities.

2. Recommendation

Cabinet is asked to NOTE the Treasury Management and Prudential Indicators Annual Report for the year ended 31 March 2025.

3. Detail

This report meets the requirements of the CIPFA Code of Practice on Treasury Management and the CIPFA Prudential Code for Capital Finance in Local Authorities. The Council is required to comply with both Codes through regulations issued under the Local Government Act 2003.

During 2024/25, the minimum reporting requirements were that an annual Treasury Management Strategy be approved in advance of the year, with a semi-annual report and an annual report being produced following the year describing the activity compared to the Strategy. This report fulfils this requirement.

The CIPFA Code of Practice on Treasury Management requires the Deputy Chief Executive to operate the Treasury Management function in accordance with the Treasury Management Strategy approved by Cabinet on 6 February 2024 and Council on 6 March 2024. Details of all borrowing and investment transactions for 2024/25 together with the balances at 31 March 2025 and treasury management limits on activity are also provided in **Appendix 1**. All treasury management activities undertaken during the year complied fully with the CIPFA Code of Practice on Treasury Management and the approved Treasury Management Strategy.

Under the CIPFA Prudential Code for Capital Finance in Local Authorities, the Council is required to prepare a number of prudential indicators against which treasury management performance should be measured. Performance against the prudential indicators is given in **Appendix 2**.

The CIPFA Prudential Code for Capital Financing in Local Authorities was revised in December 2021 and introduced a requirement for the production of a Capital Strategy. This is considered alongside the Treasury Management Strategy Statement and the Investments Strategy by this Committee as part of the Budget Proposals and Associated Strategies report each year before being presented to full Council for approval in March.

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 Assistant Director Finance Services were as follows:

This report meets the requirements of the CIPFA Code of Practice on Treasury Management and the CIPFA Prudential Code for Capital Finance in Local Authorities. All treasury management activities undertaken during the year complied fully with the CIPFA Code of Practice on Treasury Management and the approved Treasury Management Strategy. Further comments are incorporated in the narrative in the executive summary and appendices.

7. Legal Implications

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

Treasury Management activities have to conform to the Local Government Act 2003, the Local Authorities (Capital; Finance and Accounting) (England) Regulations 2003 (SI 2003/3146), which specifies that the Council is required to have regard to the CIPFA Prudential Code and the CIPFA Treasury Management Code of Practice and also the Local Authorities (Capital Finance and Accounting) (England) (Amendment) Regulations 2008 (SI 2008/414), which clarifies the requirements of the Minimum Revenue Provision guidance. This report demonstrates compliance with the legislative framework.

8. Human Resources Implications

There were no comments from the Human Resources Manager.

9. Union Comments

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

13. Background Papers

Nil.

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Appendix 1

Treasury Management Activity 2024/25

1. Borrowinga) Debt Outstanding and Transactions during the Year

The amount of loan debt outstanding on 31 March 2025, together with comparative figures for the previous year, is summarised in the table below:

	Amount Outstanding at 31-Mar-24 £'000	Amount Outstanding at 31-Mar-25 £'000
Short Term Loans	8,523	12,344
Long Term Loans:		
Public Works Loan Board (PWLB)	84,064	94,957
Local Authorities	-	-
Barclays Bank	3,000	3,000
TOTAL	95,587	110,301

This level of borrowing should be considered in the context of the assets held by the Council. The latest valuation used for the Balance Sheet on 31 March 2025 will show that the Council held fixed assets with a total value of around £320m, including both the General Fund and Housing Revenue Account (HRA) assets. **The market valuation of Council dwellings is estimated at £650m.** This compares favourably with the current debt portfolio.

The Local Government Act 2003 requires local authorities to comply with the CIPFA Prudential Code for Capital Finance in Local Authorities when carrying out its capital budgeting and treasury management activities. The objectives of the Prudential Code are to ensure that local authority **capital investment plans are affordable, prudent and sustainable**. Fundamental to this is the calculation of a number of prudential indicators, which provide the basis for the management and monitoring of capital expenditure, borrowing and investments. These indicators are considered further below at Appendix 2.

b) Short Term Loans

There was no new short-term borrowing taken during 2024/25. Most of the short-term loans outstanding on 31 March 2025 were previously long-term PWLB loans, totalling £8.9m, which are now due to mature within the next 12 months. Short term loans outstanding also include PWLB EIP loans ('Equal Instalments of Principal') instalments due for repayment in 2025/26, totalling £3.0m, plus nominal PWLB Annuity loans due for repayment totalling £18k. Short term loans also included £379k invested with the Council by the Bramcote Bereavement Services Joint Committee (2023/24 in £357k).

c) Long Term Loans

All the Council's long-term loans are currently borrowed from the PWLB, except for a £3.0m loan with Barclays Bank that is due to mature on 4 February 2073. Much of the balance of long-term loans from the PWLB comprises the remaining balance of the £66.4m borrowed on 28 March 2012 as part of the council housing finance reforms.

New long-term loans taken from the PWLB in 2024/25 to support capital investment comprised of:

- £3.0m borrowed on 20 September 2024 for ten years at 4.15%
- £3.0m borrowed on 18 December 2024 for eleven years at 4.47%
- £3.0m borrowed on 23 January 2025 for seven years at 4.74%
- £2.0m borrowed on 23 January 2025 for six years at 4.71%
- £2.0m borrowed on 24 January 2025 for seven years at 4.68%
- £2.0m borrowed on 29 January 2025 for eight years at 4.64%
- £1.0m borrowed on 31 January 2025 for five years at 4.59%
- £2.0m borrowed on 3 February 2025 for five years at 4.58%
- £2.0m borrowed on 7 February 2025 for five years at 4.52%
- £1.0m borrowed on 10 February 2025 for six years at 4.47%
- £1.0m borrowed on 20 February 2025 for three years at 4.46%
- £1.0m borrowed on 4 March 2025 for three years at 4.44%

PWLB loans maturing in the year included £650k dating from 2000 at 5.25% which was repaid on 1 March 2025 and £7.5m dating from 2012 at 2.82% which was repaid on 28 March 2025.

There is a movement of £8.9m in maturity loans and £3.0m for EIP loans in the long term PWLB loans to reflect the re-classification to short term loans from 31 March 2025 with these due to be paid within the next 12 months.

d) Borrowing Strategy

Overall, debt was kept under review to match the level of borrowing with the financing requirement for assets, based on analysis of the Council's balance sheet with the aim of maintaining the Council's borrowing at the most efficient level in line with the prudential framework for capital finance.

The approved budget for 2024/25 indicated that further prudential borrowing of up to £26.2m would be required to help finance the revised 2024/25 capital programme. A total of £14.7m of additional external borrowing was actioned with the potential need for additional funds to be re-profiled in line with a revised capital programme in the medium term.

e) Debt Profile

The Council's debt had an average of 7.62 years to maturity on 31 March 2025, compared to 8.12 years on 31 March 2024. The average interest rate payable in the year was 3.50% (2023/24 in 3.39%).

The one-off preferential rates offered by the PWLB for the £66.4m additional loans taken out in March 2012 continue to have a substantial impact upon both the average interest rate payable and the outstanding debt profile.

f) Debt Restructuring

The Deputy Chief Executive and Section 151 Officer, in association with the Council's treasury management advisors, Arlingclose, carefully scrutinise the loan portfolio to identify potential opportunities to achieve a reduction in risks and/or savings in interest costs by prematurely repaying loans and refinancing them on similar or different terms.

No suitable debt restructuring opportunities were identified in 2024/25 as the cost associated with premiums payable on the premature repayment of loans could not be offset by lower refinancing rates.

2. Investmentsa) Investment Policy

The Council's investment policy is governed by guidance from MHCLG, which was implemented in the Investment Strategy approved by Cabinet on 6 February 2024 and Council on 6 March 2024. This gives priority to security and liquidity and the aim is to achieve a yield commensurate with these principles. The investment activity during 2024/25 conformed to the approved strategy with security of capital being the Council's main investment objective.

Counterparty credit quality was assessed and monitored with reference to credit ratings and other available information. The minimum long-term counterparty credit rating determined for the investment strategy was the Long-Term 'A-' rating (or equivalent) from the Fitch, Moody's and Standard and Poor credit rating agencies.

In keeping with MHCLG guidance, the Council sought to maintain a sufficient level of liquidity through the use of money market funds (MMF) and overnight deposit and call accounts. The Council had no liquidity difficulties in 2024/25.

b) Interest Received

Total interest receivable for the year amounted to £990k (2023/24 in £1.122m), which included interest from the following long-term investments:

- Interest of £93k from a £2.0m investment with the CCLA Local Authorities Property Fund (LAPF) (£90k in 2023/24)
- Interest of £66k from a £2.0m investment with the CCLA Cautious Multi Asset Fund (£66k in 2023/24)
- Interest of £90k from a £2.0m investment in the Ninety-One Diversified Income Fund (£83k in 2023/24).
- Interest of £88k from a £2.0m investment in the Royal London Enhanced Cash Plus Fund (£80k in 2023/24)

The average interest rate received on investments in 2024/25 was 4.62% (2023/24 4.73%). The UK Bank Rate decreased several times during 2024/25, ranging from 5.0% in August 2024 to 4.5% in February 2025 (compared to starting 2023/24 at 4.25% and increasing to 5.25% by March 2024). This decrease was reflected in short-term money market rates with a corresponding impact on investment income. The rates of return on investments also continues to reflect the priorities of security and liquidity before yield.

c) Investments Placed

A summary of all investments placed in 2024/25 is set out below.

	Average Credit score	Balance at 01-Apr-24 £000s	Investment Made £000s	Investment Repaid £000s	Balance at 31-Mar-25 £000s	Movement £000s
UK Banks and Building Societies	A+	-	-	-	-	-
Local Authorities	A+	-	-	-	-	-
Money Market Funds						
Aberdeen	AAA	2,000	36,470	(35,200)	3,270	1,270
Legal & General (LGIM)	AAA	2,000	23,000	(20,000)	5,000	3,000
Federated	AAA	1,820	57,370	(59,190)	-	(1,820)
Public Sector Deposit Fund	AAA	-	11,080	(9,080)	2,000	2,000
DMADF	AAA	-	20,280	(20,280)	-	-
Other Funds						
Royal London Enhanced Cash Plus Fund	AA	2,000	-	-	2,000	-
Ninety-One Diversified Income Fund	AA	2,000	-	-	2,000	-
CCLA Diversified Income Fund	AA	2,000	-	-	2,000	-
CCLA Property Fund	AA	2,000	-	-	2,000	-
Total		13,820	148,200	(143,750)	18,270	4,450

Investments with counterparties such as the Money Market Funds are set up as individual accounts where funds can be placed short-term (often overnight) and monies withdrawn as and when required. This increases the volume and value of investments made with these institutions during the year.

Money Market Fund credit ratings are indicative only due to the disparate investment strategies utilised by the funds.

The Council also considers the environmental, social and governance (ESG) aspects in its investing and banking. Counterparties which are highly rated for ESG are prioritised for investing, subject to the primary objectives of security and liquidity being achieved. There has been no significant impact on yields in 2024/25 when compared to other investment options.

d) Credit Risk Score Analysis

The security of capital remains a key investment objective. The Council aims to achieve a score of ‘7’ or lower (equivalent to a minimum credit rating threshold of ‘A-’ for investment counterparties) to reflect its overriding priority of maintaining the security of any sums invested.

Counterparty credit quality has been maintained in accordance with the approved Treasury Management Strategy. The Council has complied with this indicator by achieving an average credit rating of ‘A+’ for its investment portfolio in 2024/25. No investments were made with institutions where the credit rating exceeded a score of 7. All deposits were made with institutions achieving an average score of 5 or better.

The table below shows how credit risk scores relate to long-term credit ratings:

Rating	AAA	AA+	AA	AA-	A+	A	A-	BBB+	BBB	BBB-
Score	1	2	3	4	5	6	7	8	9	10

e) Liquidity

The Council has adopted a voluntary measure of its exposure to liquidity risk by monitoring the amount of cash available to meet unexpected payments within a rolling three-month period, without additional borrowing. The target is over £10.0m. The Council has complied with this indicator by maintaining an average of £21.7m in cash available in 2024/25.

f) Interest Rate Exposures

This indicator is set to control the Council’s exposure to interest rate risk. The Bank of England ‘Bank Rate’ dropped by 75 basis points from 5.25% on 1 April 2024 to 4.50% by 31 March 2025.

The upper limits on the one-year revenue impact of a 1% rise or fall in interest rates for 2024/25 is £1.0m. The impact of a change in interest rates is calculated on the assumption that maturing loans and investment will be replaced at new market rates.

Although Bank Rate fell during the financial year, average PWLB rates actually increased. For example, the Council replaced a maturing PWLB loan of £7.5m at 2.82% (part of the Housing finance reform loans) in March 2025 with various other loans which averaged 4.51%. The uplift in interest payments will provide an additional budget pressure of around £127k per annum.

Despite the increases in rates, the target limits for 2024/25 were achieved and compliance has been maintained.

For context, the changes in interest rates during the year were:

	31-Mar-24	31-Mar-25
Bank Rate	5.25%	4.50%
1-year PWLB certainty rate, maturity loans	5.36%	4.82%
5-year PWLB certainty rate, maturity loans	4.68%	4.97%
10-year PWLB certainty rate, maturity loans	4.74%	5.42%
20-year PWLB certainty rate, maturity loans	5.18%	5.91%
50-year PWLB certainty rate, maturity loans	5.01%	5.67%

3. Treasury Management Limits on Activity

There are four treasury management indicators that were previously prudential indicators. The indicators are:

- Upper limits on fixed rate exposure to identify a maximum limit for fixed interest rates based upon the debt position net of investments.
- Upper limits on variable rate exposure, which similarly covers a maximum limit on variable interest rates.
- Maturity structures of fixed rate borrowing, with limits set to reduce the Council's exposure to large fixed-rate sums falling due for refinancing and are required for upper and lower limits.
- Total principal funds invested for periods longer than one year to reduce the risk of long-term investments needing to be realised before their natural maturity dates due to cash flow requirements, which could result in the investment being realised when market conditions are unfavourable.

The purpose of these indicators is to contain the activity of the treasury function within certain limits, thereby reducing the risk of an adverse movement in interest rates impacting negatively on the Council's overall financial position.

	2024/25 Planned Upper		2024/25 Actual 31-Mar-25	
Limits on fixed interest rates	100%		89%	
Limits on variable interest rates	40%		11%	
Maturity Profile of Borrowings	Lower	Upper	Lower	Upper
Under 12 months	0%	50%	0%	11%
12 months to 2 years	0%	50%	0%	10%
2 years to 5 years	0%	50%	0%	32%
5 years to 10 years	0%	75%	0%	40%
10 years to 20 years	0%	100%	0%	0%
20 years to 30 years	0%	100%	0%	5%
30 years to 40 years	0%	100%	0%	0%
40 years to 50 years	0%	100%	0%	3%
50 years and above	0%	100%	0%	0%

The CIPFA Prudential Code for Capital Finance in Local Authorities requires indicators to be set for the maturity structure of fixed borrowing only. The above limits applied equally to total borrowing (fixed and variable borrowing).

As suggested in the CIPFA Code of Practice on Treasury Management, all investments (whether fixed or variable rate) with a period of less than twelve months to maturity are regarded as variable rather than fixed rate investments as they are potentially subject to movements in interest rates when they mature. Likewise, any fixed rate borrowing that is due to mature within twelve months is regarded as being at a variable rate as the rate to be paid on any replacement loan could differ from the rate currently being paid.

With regard to the total principal funds invested, the Investment Strategy 2024/25 proposed that investments would only be made with those institutions on the counterparty list that were viewed as presenting the least risk.

At 31 March 2025 the Council's investments with a duration more than one-year totalled £8.0m. This consisted of £2.0m invested in the Royal London Enhanced Cash Plus Fund; £2.0m invested in the CCLA Local Authorities Property Fund (LAPF); £2.0m invested in the CCLA Cautious Multi Asset Fund (BWCF); and £2.0m invested in the Ninety-One Diversified Income Fund.

4. Regulatory Framework, Risk and Performance

The Council has complied with relevant statutory and regulatory requirements which require the Council to identify and, where possible, quantify the levels of risk associated with its treasury management activities. In particular, the adoption of both the CIPFA Code of Practice on Treasury Management and the CIPFA Prudential Code for Capital Finance in Local Authorities means that capital expenditure is prudent, affordable and sustainable and that treasury management practices demonstrate a low-risk approach.

5. Money Market Brokers

The Treasury Management Strategy Statement, approved by Cabinet on 6 February 2024 and by Council on 6 March 2024, included details of the external money market brokers to be used for Treasury Management.

- Tradition (UK) Limited, Beaufort House, 15 St Botolph Street, London
- Sterling International Brokers, 1 Churchill Place, Canary Wharf, London.
- Martins Brokers (UK) Ltd, 1 Churchill Place, Canary Wharf, London
- King and Shaxson Limited, 6th Floor, 120 Cannon Street, London.
- Imperial Treasury Services, 25 St Andrew Street, Hertford.

Whilst the treasury management advisors, Arlinglose, provide support to the internal treasury function, market rules and the CIPFA Treasury Management Code confirms that the final decision on treasury management matters rests with the Council. The service provided by the Council's treasury management advisors is subject to regular review.

Appendix 2

Prudential Indicators 2024/25

1. Introduction

The Local Government Act 2003 requires local authorities to comply with the CIPFA Prudential Code for Capital Finance in Local Authorities when carrying out their capital budgeting and treasury management activities. Fundamental to this is the calculation of a number of prudential indicators, which provide the basis for the management and monitoring of capital expenditure, borrowing and investments. The indicators are based on the Council's planned and actual capital spending.

2. Capital Expenditure and Financing

The Council undertakes capital expenditure on assets which have a long term value. These activities may either be:

- Financed immediately through the application of capital or revenue resources (capital receipts, capital grants, revenue contributions etc.) which has no resulting impact upon the Council's borrowing need; or
- If insufficient financing is available or a decision is taken not to apply resources, the capital expenditure will give rise to a borrowing need.

Actual capital expenditure forms one of the required prudential indicators. The table below shows the actual capital expenditure and how this was financed.

	2023/24 Actual £000s	2024/25 Actual £000s
General Fund	5,063	11,242
HRA	12,814	20,176
Total Capital Expenditure	17,877	31,418
Financed by:		
Capital Receipts	2,405	3,361
Capital Grants	3,725	9,010
Other	4,836	5,985
Unfinanced Capital Expenditure	6,911	13,062

Further details of capital expenditure are included in the Statement of Accounts Update and Outturn Position 2024/25 report elsewhere on this agenda.

3. The Council's Overall Borrowing Need

The Council's underlying need to borrow is called the Capital Financing Requirement (CFR). This figure is a gauge of the Council's debt position and represents net capital expenditure in 2024/25 and prior years that has not yet been paid for by revenue or other resources.

Part of the Council's treasury management activity seeks to address this borrowing need, either through borrowing from external bodies or utilising temporary cash resources within the Council.

Whilst additional borrowing can be undertaken or existing loans repaid at any time within the confines of the treasury management strategy, the Council is required by statute to make an annual revenue charge to reduce the CFR. This charge is effectively a repayment of the General Fund borrowing need and is known as the minimum revenue provision (MRP).

The total CFR can also be reduced by the application of additional capital resources, such as unapplied capital receipts, and/or charging more than the MRP statutory revenue charge each year through a voluntary revenue provision (VRP).

The Council's 2024/25 MRP Policy, as required by Central Government guidance, was approved by Cabinet on 6 February 2024. For expenditure incurred before 1 April 2008, the General Fund MRP was based upon 4% of the CFR at that date utilising a reducing balance approach. For all unsupported borrowing incurred since 1 April 2008, the MRP was based upon the estimated life of the assets that the borrowing was intended to finance using an annuity based, as opposed to equal instalment, approach to more accurately reflect the time value of money.

Whilst there is no statutory requirement to charge MRP to the HRA, a local authority can charge VRP to the HRA should it wish to do so. No VRP was to be charged to the HRA in 2024/25.

The Council's CFR for 2024/25 represents a key prudential indicator and is shown below.

Capital Financing Requirement (CFR)	General Fund £'000	HRA £'000	Total £'000
Opening Balance as at 1 April 2024	29,965	89,152	119,117
Add: Unfinanced Capital Expenditure 2024/25	3,174	9,888	13,062
Less: MRP/VRP in 2024/25	(1,343)	-	(1,343)
Closing Balance as at 31 March 2025	31,796	99,040	130,836

4. Treasury Position as at 31 March 2025

Whilst the Council's gauge of its underlying need to borrow is the CFR, the Deputy Chief Executive and Section 151 Officer can manage the Council's actual borrowing position by either:

- Borrowing to the CFR; or
- Choosing to utilise some temporary internal cash flow funds in lieu of borrowing (under borrowing); or
- Borrowing for future increases in CFR (borrowing in advance of need)

The figures in this report are based upon the principal amounts borrowed and invested and so may differ from those in the final accounts by items such as accrued interest.

The Deputy Chief Executive and Section 151 Officer managed the debt position in 2024/25 by occasionally choosing to utilise some temporary internal cash flow funds in lieu of additional borrowing.

The borrowing position at 31 March 2025 compared with the previous year was:

Actual Borrowing Position	Principal 31-Mar-24 £000s	Av. Rate	Principal 31-Mar-25 £000s	Av. Rate
Fixed Interest Rate Debt	95,231	3.10%	109,922	3.65%
Variable Interest Rate Debt	-	-	-	-
Total Debt	95,231	3.10%	109,922	3.65%
<u>Capital Financing Requirement</u>				
CFR – General Fund	29,965		31,796	
CFR – HRA	89,152		99,040	
Total Capital Financing Requirement	119,117		130,836	
Over/(Under) Borrowing	(23,886)		(20,914)	

5. Prudential Indicators and Compliance Issues

Some of the prudential indicators provide either an overview or specific limits on treasury management activity. These are as follows:

i) Gross Borrowing and the Capital Financing Requirement (CFR)

In order to ensure that over the medium-term gross borrowing will only be for a capital purpose, the Council needs to ensure that its gross borrowing does not, except in the short term, exceed the total of the CFR in the preceding year plus the estimates of any additional increases to the CFR for the current and the following two financial years.

This allows some flexibility for limited early borrowing for future years but ensures that borrowing is not undertaken for revenue purposes. The table below highlights the Council's gross borrowing position against the CFR.

	31-Mar-24 Actual £'000	31-Mar-25 Actual £'000
Gross Borrowing		
- PWLB and Market	95,231	109,922
- Bramcote Crematorium	357	379
Gross Borrowing Position	95,588	110,301
Capital Financing Requirement (CFR)		
CFR – General Fund	29,965	31,796
CFR – HRA	89,152	99,040
Total CFR	119,117	130,836

The Deputy Chief Executive and Section 151 Officer reports that gross borrowing was below the CFR at 31 March 2025, as it was at 31 March 2024.

There was a net increase of £14.7m in PWLB loans in 2024/25. This was due to three maturity loans being repaid totalling of £8.2m and annuity repayments of £16k. These were offset by twelve new PWLB loans totalling £23.0m taken between September 2024 and March 2025 to refinance maturing debt, to provide additional prudential capital borrowing and to replace internal borrowing. There was no change in the level of money market and local authority loans during 2024/25.

The additional borrowing undertaken in 2024/25 was intended to bring greater alignment between the overall borrowing level and the Council's underlying need to borrow as measured by the CFR, replacing some previous internal borrowing. The increase in borrowing from Bramcote Bereavements Services Joint Committee in 2024/25 reflects the increase in available surplus when compared with previous years.

The CFR increase shown here is analysed in section 3 above. As stated above, gross borrowing at 31 March 2025 was below the CFR and it is anticipated that gross borrowing will continue to be below the CFR over the current and following two financial years. Any borrowing decisions will take account of the effect upon the total CFR.

ii) Liability Benchmark

This indicator compares the Council's actual existing borrowing against a liability benchmark that has been calculated to show the lowest risk level of borrowing. The liability benchmark is an important tool to help establish whether the Council is likely to be a long-term borrower or a long-term investor in the future, and so shape its strategic focus and decision making.

It represents an estimate of the cumulative amount of external borrowing the Council must hold to fund its current capital and revenue plans while keeping treasury investments at the minimum level of £10.0m required to manage day-to-day cash flow.

	31-Mar-24 Actual £'000	31-Mar-25 Actual £'000	31-Mar-26 Forecast £'000	31-Mar-27 Forecast £'000
CFR – General Fund	29,965	31,796	31,854	31,796
CFR – HRA	89,152	99,040	106,858	114,094
Balance Sheet Resources	(25,344)	(27,274)	(27,000)	(27,000)
Net Loans Requirement	93,773	103,562	111,712	118,890
Add: Liquidity Allowance	10,000	10,000	10,000	10,000
Liability Benchmark	103,773	113,562	121,712	128,890
Existing Borrowing	95,588	110,301	118,177	125,355

Following on from the medium-term forecast above, the long-term liability benchmark below assumes capital expenditure funded by prudential borrowing of £7.5m per annum; minimum revenue provision (MRP) on new capital expenditure based upon varying assets lives dependant on asset type; and income, expenditure and reserves all increasing by inflation of 2.5% per annum.

	31-Mar-28 Forecast £'000	31-Mar-29 Forecast £'000	31-Mar-30 Forecast £'000	31-Mar-31 Forecast £'000
CFR – General Fund	32,296	32,796	33,296	33,796
CFR – HRA	121,094	128,094	135,094	142,094
Balance Sheet Resources	(27,000)	(27,000)	(27,000)	(27,000)
Net Loans Requirement	126,390	133,890	141,390	148,890
Add: Liquidity Allowance	10,000	10,000	10,000	10,000
Liability Benchmark	136,390	143,890	151,390	158,890
Existing Borrowing	132,855	140,355	147,855	155,355

iii) Authorised Limit and Operational Boundary for External Debt

The authorised limit is a statutory limit determined under section 3(1) of the Local Government Act 2003 and represents the limit beyond which borrowing is prohibited. It reflects the level of borrowing which could be afforded in the short term to maximise treasury management opportunities and cover temporary cash flow shortfalls but is unlikely to be sustainable over the longer term.

The table below demonstrates that during 2024/25 the Council has maintained gross borrowing within its authorised limit.

The operational boundary is based on the probable external debt during the year. The operational boundary is not a limit and actual borrowing can vary around the levels shown for short times. The operational boundary should act as an indicator to ensure the authorised limit is not breached and is a key management tool for in year monitoring of treasury management activities by the Deputy Chief Executive and Section 151 Officer.

Actual external debt is gross borrowing plus other long-term liabilities. As mentioned previously, gross borrowing includes sums invested with the Council by the Bramcote Bereavement Services Joint Committee. Other long-term liabilities are liabilities outstanding (other than borrowing) in relation to the financing of capital expenditure. They relate to, for example, private finance initiative (PFI) credits or finance leases. The Council did not have such long-term liabilities at any stage during 2024/25.

	Operational Boundary 31-Mar-25 £000	Authorised Limit 31-Mar-25 £000	Actual External Debt 31-Mar-25 £000
Borrowing	107,620	134,500	110,301
Other Long-Term Liabilities	-	-	-
Total	107,620	134,500	110,301

The Deputy Chief Executive and Section 151 Officer reports that there were no breaches of the authorised limit during 2024/25. The maximum level of borrowing during 2024/25 was £117.4m for one-day (27 March 2025).

iv) Total Principal Sums Invested for More than One Year

This limit is intended to contain exposure to the possibility of any loss that may arise as a result of the Council having to seek early repayment of any investments made. If an investment has to be re-paid before its natural maturity date due to cash flow requirements, then, if market conditions are unfavourable, there could be an adverse impact upon the Council.

The Council's policy for 2024/25 as set out in the annual investment strategy was to retain the flexibility to invest a proportion of its available balances for a period in excess of one year should credit conditions continue to show signs of stabilisation or improvement. An estimated amount of £8.0m was identified in the strategy as being available for longer term investment. Details of sums invested over more than one-year are identified in section 4 of Appendix 1.

v) Ratio of Financing Costs to Net Revenue Stream

This indicator shown below compares net financing costs (borrowing costs less investment income) to net revenue income from business rates, council tax and rent income. The purpose of the indicator is to show how the proportion of net income used to pay for financing costs is changing over time.

	2023/24 Actual	2024/25 Actual
General Fund	4.7%	9.8%
HRA	13.8%	15.4%

The increase in the level of funding being used to finance debt reflects an increase in borrowing to finance the capital programme, a reduction in investment income when compared to 2023/24, and a reduction in some elements of funding received from central government.

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Report of the Portfolio Holder for Resources and Personnel Policy

Performance Management Review of Business Plans - Outturn Report 2024/25

1. Purpose of Report

To present the Business Plan Performance Report for 2024/25 detailing progress against outcome targets linked to the Corporate Plan priorities and objectives.

2. Recommendation

Cabinet is asked to NOTE the Business Plan Performance Outturn Report for 2024/25.

3. Detail

The Corporate Plan 2024-2029 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
- Community Safety

In addition, the support service areas of Resources, Revenues, Benefits and Customer Services and ICT and Business Transformation are considered. The Business Plans for this period were approved by the Overview and Scrutiny Committee and then Cabinet in January and February 2024.

These outturn reports are intended to provide Members with an overview of progress towards Corporate Plan priorities from the perspective of the Council's Business Plans. It provides a summary of the progress made to date on key tasks and priorities for improvement in 2024/25, Critical Success Indicators (CSI) and Key Performance Indicators (KPI). The first report, at **Appendix 1**, relates to the Council, with the second, at **Appendix 2**, to Liberty Leisure Limited.

4. Key Decision

There are no key decisions to consider.

5. Updates from Scrutiny

There are no updates from Scrutiny.

6. Financial Implications

The comments from the Assistant Director 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, as the suggested proposals are in accordance with relevant legislation, Council policy and procedures. The recommendation is within the Council's statutory and fiduciary powers.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

There are no climate change implications 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 no change to policy an equality impact assessment is not required.

13. Background Papers

Nil.

APPENDIX 1

PERFORMANCE MANAGEMENT - BROXTOWE BOROUGH COUNCIL**1. Background - Corporate Plan**

The Corporate Plan for 2024-2029 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, Cabinet and Committees receive a report 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. 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 username 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	The action/task has been completed
	In Progress	The action/task is in progress and is currently expected to meet the due date
	Warning	The action/task is approaching its due date (and/or one or more milestones is approaching or has passed its due date)
	Overdue	The action/task has passed its due date
	Cancelled	This 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 4 2025/26 (Q4).

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


	Completed 	In Progress 	Warning 	Overdue 	Cancelled 
Housing	2	8	-	-	-
Business Growth	2	6	-	-	-
Environment	7	4	-	-	-
Leisure and Health	-	4	-	-	-
Community Safety	9	11	-	-	-
TOTAL*	20	33	-	-	-

* The table above includes all key tasks and actions within the Business Plan to provide information on the work undertaken during the year.

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

The summary below shows the Q4 2024/25 outturn performance data and targets for the Critical Success Indicators and Key Performance Indicators in the Business Plans. The table includes the Performance Indicators that are monitored annually.

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

	Satisfactory 	Warning 	Alert 	Data Only 
Housing	12 (4)	0 (0)	8 (2)	0 (0)
Business Growth	4 (2)	2 (2)	2 (0)	1 (0)
Environment	8 (3)	4 (1)	4 (1)	4 (0)
Leisure and Health	2 (1)	1 (0)	3 (2)	3 (1)
Community Safety	3 (0)	1 (1)	2 (0)	10 (6)
TOTAL	29 (10)	8 (4)	19 (5)	18 (7)




Progress for the Priority Areas Summary of Performance Indicators at Q4 that are reported throughout the year.




The below table provides a breakdown of the above summary table showing the contribution of the Performance Indicators towards the Council's objectives in 2024/25 that are monitored and reported each quarter.

	Satisfactory 	Warning 	Alert 	Data Only 
Housing	5 (2)	0 (0)	6 (1)	0 (0)
Business Growth	4 (2)	2 (2)	1 (-)	1 (0)
Environment *	5 (0)	4 (1)	3 (1)	3 (0)
Leisure and Health	1 (0)	1 (0)	1 (-)	3 (1)
Community Safety	3 (0)	0 (0)	2 (-)	7 (4)
TOTAL	18 (4)	7 (3)	14 (2)	14 (5)



* Includes performance indicators for income that is reported quarterly and the annually reported Play Score that is available in the autumn annually.






Housing - Critical Success Indicators 2024/25



Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Green 	BV66a Rent Collection: Rent collected as a proportion of the rent owed	Monthly	100.86%	100.20%	99.46%	99%	Achieved an arrears figure of £181,972 at year end, which is an increase when compared to £153,377 in March 2024. Normally, the rent year has 52-weeks and due to the four rent-free weeks, the team collect 48 weeks' rent during the year. In 2024/25, there were 53 Monday's which meant that there were 49 weeks' rent to collect. The average weekly debit varies but averaged around £405,000 each week. The team collected over £375,000 in additional income from the additional weeks' rent charged. This was a challenge due to the DWP only paying for 52 weeks (48 for Broxtowe). The Universal Credit Housing Element claimants did not receive any additional support for the additional weeks' rent and have had to self-fund from their personal Universal Credit allowance.
Green 	HSLocal_39 New Council houses built or acquired	Annually	6	25	44	23	During 2024/25, 44 properties were acquired into the Housing stock. This consisted of 11 buy backs/acquisitions; 26 new builds (including four Shared Ownership Properties); and 7 existing homes acquired by the Development Team, including four with sitting tenants
Green 	HSLocal_42 Homelessness cases successfully intervened or prevented rather than relieved/a main duty being accepted	Monthly	71.3%	82.7%	78.4%	70%	In 2024/25 the Housing Options team successfully intervened or prevented 470 instances in which households had a threat of homelessness. This included 92 preventions and 378 interventions. Data includes if there is a threat within the next 56 days or if there is likely to be a threat without intervention.


Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Red 	HSTOP10_02 Gas Safety	Monthly	99.41%	99.85%	99.76%	100%	<p>During 2024/25, 99.76% of gas services were completed (4,113 out of 4,123). Seven were completed out of compliance in Q1 prior to a review of the process being carried out.</p> <p>HouseMark benchmarking for (Local Authorities and ALMOs with less than 10,000 properties nationally):</p> <ul style="list-style-type: none"> • Upper quartile = 100% • Median = 99.84% • Lower quartile = 99.54%
Red  Page 92	HSTOP10_01 Overall Satisfaction	Annually	70.7%	65.6%	71.0%	89%	<p>The overall satisfaction figure was captured during the Tenant Satisfaction Measures survey conducted by Acuity. There has been a 5% increase in satisfaction since 2023/24, which is very positive. 71% of respondents said they were satisfied, which equates to seven out of ten tenants. Of those satisfied, 82% of tenants were in Independent Living and were in 67% in General Needs. This is a trend that is seen nationally, as older people are generally more satisfied than younger tenants. The highest satisfaction was from tenants in Nuthall (87%) and the lowest was Chilwell (63%).</p> <p>As for benchmarking, overall satisfaction in Local Authorities with less than 10,000 properties nationally in 2023/24 was:</p> <ul style="list-style-type: none"> • Upper Quartile - 77.6% • Regulator Median - 70.7% • Lower Quartile - 63.5% <p>Broxtowe = 71%</p>
Green 	NI 154 Net additional homes provided	Annually	332	512	446	430	The large increase in 2023/24 is due to some large student and care home developments completing in 2023/24

Housing - Key Tasks and Areas for Improvement 2024/25




Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	HS2124_02 Implement Asset Management Strategy 2025 to 2028 (Asset Management and Development)	Plan to fully utilise assets held within the Housing Revenue Account	70%	Dec-2024	Second draft of the Asset Management Strategy 2025-2030 is to be consulted on. A report was presented to Policy Overview Group in June 2025. An overview document was produced as an update for Cabinet in June 2025.
In Progress  Page 93	HS1922_02 Refresh and Implement the 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. Development work is continuing at the following sites:</p> <p>15 dwellings at the Inham Nook site, Chilwell due to complete June 2025.</p> <p>Five homes at Farm Cottage, Bramcote due to complete June 2025.</p> <p>Planning consent has been granted for four dwellings on Chiltern Drive / Spring Close, Watnall work is due to start June 2025.</p> <p>18 units are being modernised ready for entering the Council housing stock at Retlaw Court and Hall Drive are due to complete end of May 2025.</p> <p>In January 2025, Cabinet approval was given for the construction of 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. Housing needs have been identified, and a design team will be tendered for and appointed to commence initial design development for the sites.</p>




Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	HS2225_05 Implement new processes and procedures for recharges	To increase income to the HRA	100%	Mar-2025	New Schedule of Rates implemented in November 2024 allowing for accurate costings of all repair jobs. New recharges processes and procedures are now being implemented, and the new policy is going through the Cabinet process for consideration.
In Progress 	HS2225_07 Implement South Nottinghamshire Homelessness and Rough Sleeper Strategy Action Plan	To prevent homelessness and rough sleeping To offer support to those who experience homelessness	60%	Mar-2027	An ongoing action as per the Housing Business Plan. Strong relationships with partners and service providers are delivering effective support to Rough Sleepers and this work will continue.
Completed 	HSG2427_01 Implement Housing Strategy 2024-2025	To achieve actions to help support the corporate plan priorities, for all housing services including our landlord services	100%	Mar-2027	All actions required to be undertaken in 2024/25 were completed.
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	Housing Improvement Board meetings continue with an improvement plan underpinning the discussions.
In Progress 	CP2326_01b Energy Efficiency Schemes (Housing Stock) (Asset Management and Development)	To ensure that service is value for money and benefits from improved technology	50%	Due date in line with Council's net zero Target of 2027	The plan to achieve a Standard Assessment Procedure (SAP) EPC of C, at least, for all HRA properties, or apply for the necessary exceptions continues, Social Housing Domestic Fund Wave 3 funding will support this, 577 new EPCs are required to reach a position where we will fully understand our position to 2030.




Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
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 To ensure adequate resource is available to deliver private sector housing functions, in particular for damp and mould enforcement	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 Disabled Facilities Grant Officer. An additional Private Sector Housing 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.
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 Rights legislation is also likely to address one of the key benefits of an additional licensing scheme – identifying such properties that may require intervention.






Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	COMS2427_03 Produce a Policy on HIMO licensing	To provide a framework to support the existing procedures for HIMO Licensing	75%	Mar-2026	A report was presented to the Policy Overview Working Group in March 2025. The review of HIMO licences and processes to support development of a Policy on HIMO licensing to ensure it is relevant has been deferred. 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 Achieved	2024/25 Target	Notes
Yellow 	HSLocal_29 Electrical compliancy	Monthly	80.0%	89.1%	95.5%	100%	The team are actively working with third party contractors and the Council's Legal Services team to tackle the most challenging properties. Internal processes are being reviewed and updated; so anticipating being in a much-improved position in the coming months. Housemark benchmarking Local Authorities and ALMOs with less than 10,000 properties nationally): <ul style="list-style-type: none">• Upper Quartile – 99.44%• Median – 98.35%• Lower Quartile – 95.08%
Green 	HSLocal_33 Legionella compliancy	Monthly	100%	100%	100%	100%	With a robust system, monthly and annual targets achieved.
Green 	HSLocal_43 Lift Checks compliancy	-	73.2%	93.4%	100%	100%	New Performance Indicator for 2024/25. All 15 lifts in the Independent Living Schemes are fully compliant

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Green 	HSLocal_44 Asbestos compliancy <i>(Communal areas surveyed to ensure compliancy in line with the current Tenant Satisfaction Measures)</i>	-	-	14.5%	100%	100%	New Performance Indicator 2024/25 <ul style="list-style-type: none"> Communal area re-inspections have commenced with a contractor. Dwelling inspection regime current is seeing 1,200 properties having been accessed and surveyed. A further 400 dwellings have been issued to the Contractor to complete surveys within them. As a result of surveys 18 instances of Asbestos Insulating Board have been identified, both within dwellings and communal areas. These are being removed.
Green 	HSLocal_45 Blocks and Schemes with Fire Safety compliancy	-	80.0%	70.2%	100%	100%	New Performance Indicator 2024/25 Eleven outstanding blocks have now been completed in terms of Fire Risk Assessment (RFRA) documentation. The Independent Living Scheme programme is due to commence, upon the completion of the process at Regency Court. The process will provide an understanding works required to individual dwellings in order to comply with the requirements of a 'Stay Put' Policy. A meeting with the FRA Surveyor is scheduled to access a number of void flats and agree the approach. Fire Door Inspection Procurement is now complete; a final financial evaluation is taking place ahead of recommendations being provided for sign off.
Green 	HSLocal_BM05 Reactive appointments made and kept	Quarterly	96.2%	97.7%	8.6%	98.0%	During 2024/25, 11,329 appointments were kept out of 11,613 made. The reasons for the 284 not being kept are: <ul style="list-style-type: none"> Sickness – 106 Rearranged due to having to attend an emergency – 163 Weather - 15

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Red 	HSLocal_40 Numbers of homeless households housed outside of the Borough in temporary accommodation, over 7 days	Monthly	118	26	51	0	51 households being housed outside of the Borough in temporary accommodation for more than 7 days. For all cases, there was no other suitable temporary accommodation available at the time of placing. As soon as space becomes available in our own Temporary Accommodation or in refuge, we work towards moving people out of B&Bs as soon as possible.
Green 	HSLocal_03a Void Rent Loss	Quarterly	-	£239k	£245k	£350k	The cumulative total of rent loss since April 2024 is £244,519. There has been a total of 19,363 void days since April 2024 - a reduction of 2,500 days on the 2023 figure.
Red  Page 98	HSTOP10_03b Average Relet Time - General Needs	Quarterly	88	63	51	20	In 2024/25, 161 General Needs properties were relet. The average time taken from the point of the previous tenancy ending to the point of a new tenancy commencing took on average 51 days. A new Choice Based Lettings system was implemented in 2024/25 (Homechoice). Despite improvements in processes and collaborative working between the Lettings and Repairs teams, there was a lack of resources available. The Lettings Manager post was vacant for last six months of the year, which had a major impact on the number of properties that could be let and the average relet time. A new voids tracker system was implemented which allowed closer monitoring of each stage of the voids process. The use of this tracker will improve the average relet time and allow the teams to highlight areas of improvement within the lettings process.



Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Red 	HSTOP10_03a Average Relet Time - Independent Living	Quarterly	170	45	72	40	In 2024/25, 106 Independent Living properties were let. On average, it took 72 days for the properties to be relet. There has been an increase in hard-to-let properties being let. Several hard-to-let properties remain, and planned measures to market Independent Living include holding four Independent Living Open Days at schemes in the Borough. A new Choice Based Lettings system was implemented in 2024/25 (Homechoice). Despite improvements in processes and collaborative working between the Lettings and Repairs teams, there was a lack of resources available. The Lettings Manager post was vacant for last six months of the year, which had a major impact on the number of properties that could be let and the average relet time. A new voids tracker system was implemented which allowed closer monitoring of each stage of the voids process. The use of this tracker will improve the average relet time and allow the teams to highlight areas of improvement within the lettings process.
Red 	HSLocal_11 Identify six Private Sector dwellings each quarter to implement a plan to return into occupation	Quarterly	26	34	18	24 (revised)	A resource reduction in Private Sector Housing team, whilst recruitment is underway, has resulted in an increase in other types of service requests needing to be undertaken. This resulted in less time being allocated to empty homes work.
Green 	DSDData_20 Number of Residential Planning Commitments	Annually	1,717	831	1,082	950	
Red 	NI 155 Number of affordable homes delivered (gross)	Annually	71	79	64	79	
Green 	NI 159 Supply of ready to develop housing sites	Annually	100%	100%	100%	100%	


Business Growth – Critical Success Indicators 2024/25


Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Amber 	TCLocal_01a Percentage of town centre units occupied: Beeston	Quarterly	93.0%	91.0%	93.2% (May 2025)	95%	No significant changes to the town centre since last report. A few persistent long-term vacancies remaining on the high street. Construction underway on Villa Street which will reduce vacancy rates shortly but will also reduce the number of commercial units in town centre.
Green 	TCLocal_01b Percentage of town centre units occupied: Kimberley	Quarterly	91.0%	92.0%	92.0% (May 2025)	90% (revised)	No notable changes since last check. Position currently remains ahead of target for three consecutive reports. Construction underway on 39a Main Street (Resurrection Group premises) of what appears to be flats. Construction commenced on another long-term vacant unit (44 Main Street).
Amber 	TCLocal_01c Percentage of town centre units occupied: Eastwood	Quarterly	89.0%	85.0%	87.3% (May 2025)	90% (revised)	Long-term vacant units have remained the same. No particular changes since last check.
Green 	TCLocal_01d Percentage of town centre units occupied: Stapleford	Quarterly	92.0%	89.0%	89.9% (May 2025)	90% (revised)	A few vacant units that will be moved into soon have reduced occupancy rate slightly. A few persistent vacant units still in place. High Street Rental Auctions (HRSA) Policy may assist.



* The British Retail Consortium reported that the national occupancy rate at the end of March 2025 was 85%. This shows that the Town Centres across the Borough are performing above the national level.




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 Strategic Plan through its examination process receiving a report recommending adoption from the appointed Planning Inspector	50%	Dec-2026	A further Regulation 19 consultation was undertaken in 2025 due to Gedling Borough Council withdrawing from the Strategic Plan. The remaining Councils are aiming to submit the Strategic Plan for examination in September 2025, with an adoption in late 2026. Due date has been updated accordingly.
Completed  Page 101	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 to the SEP and LIS. Including specific plans for Stapleford, Eastwood and Kimberley. A new framework for economic development within the Borough aligned to the sub regional plans for growth and Levelling Up Including specific plans for Stapleford, Eastwood and Kimberley.	100%	Jun-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 Deal	Develop and deliver the 6 projects identified for Stapleford Town Deal	57%	Mar-2026 (March 2027 for projects in contract but incomplete)	<p>Broxtowe Borough Council is the accountable body for £21.1m which must be defrayed by 2025/26. Work continues on the Stapleford Towns Fund projects. The grant funding scheme was completed by December 2023, and it has been proposed for the remaining allocation is to be used to tackle the errant properties on the High Street.</p> <p>The Library Learning Facility work on phase 2 of the works for the building façade is now complete.</p> <p>The Pencil Works (aka Enterprise Hub) is now fully designed. A contract has been agreed with GEDA to construct which should commence June 2025.</p> <p>The Community Pavilion and Young Peoples Centre (including the 11-a-side 3G pitch) is well advanced in construction and should be complete end of August. Work on the new cricket ground will commence Summer 2025.</p> <p>The Highway Improvements and Town Scape has seen a new Cycle Path on Derby Road open and work on designs for Walter Parker VC square commence.</p> <p>Feasibility works are under review for the cycle network and Ilkeston Road track improvement are progressing.</p>

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BG2225_02 Deliver Kimberley Levelling Up Fund	Develop and deliver the three projects identified for the Kimberley Town Deal	49%	Mar-2026 (March 2027 for projects in contract but incomplete)	<p>The Council is the accountable body for £16.5million which must be defrayed by the new 2026, deadline but projects are subject to possible extensions by the Government.</p> <p>Work on the Bennerley Ramp has paused due to a possible landslip. Investigations are underway with hope of completion by autumn 2025. The construction of the Bennerley Visitor Centre continues to timescale despite delays on the ramp.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Planning is in process for the development of industrial units in the Bennerley area with a Development Agreement almost in place. Work should commence in July 2025.</p> <p>A purchase has been agreed for a further site at Giltway, and drainage works commenced. Planning to be submitted shortly.</p> <p>...continued</p>





Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BG2225_02 Deliver Kimberley Levelling Up Fund (Continued)	Develop and deliver the three projects identified for the Kimberley Town Deal	49%	Mar-2026 (March 2027 for projects in contract but incomplete)	<p>Tendering for the development of the new Parish Hub is due to begin imminently with planning approved. Funding has also been allocated to Kimberley Miners Welfare Football Club for the construction of a new pavilion as well as to Kimberley Institute Cricket Club for the provision of architects' drawings for a new pavilion for submission to the English Cricket Board, new netting, and car parking.</p> <p>To date around £4.4million of the funding has been spent with a further £2million committed. The cost of the Parish Hub will be in the region of £3million and the Industrial Units £5million, this funding is expected to be committed shortly.</p>
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 were continued until December 2024 but were on hold until the new car park re-opened in spring 2025. Beeston Market continues to run well and some enquiries from new traders are coming through. 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 D.H. Lawrence Birthplace Museum augmented reality app and audio trail.</p> <p>The 'Beeston's Local Food and Produce Market' is being re-launched with new imagery and social media plan, due to launch in summer 2025.</p> <p>Parking scheme launched in town centres to help drive footfall.</p> <p>Market's Business Plan is currently in development.</p>


Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	BG2326_06 Deliver the UK Shared Prosperity Fund Programme (UKSPF) (2022-2025 Programme)	Deliver all strands of the UKSPF programme	100%	Jul-2025	The fund across all themes, grants and projects was 100% complete. This was achieved despite absence within the team. This ends the unique MHCLG programme. The final report has been submitted to Government.
In Progress 	BG2326_06a Deliver the UK Shared Prosperity Fund Programme (UKSPF) (2025-2026 Programme)	Deliver all strands of the UKSPF programme	12%	Mar-2026	Efforts to retain funding for a fourth year were successful with an award of £1.056million, Funding is via East Midlands Combined County Authority (EMCCA), with some of the funding directly from EMCCA. Due to a various factors there has been delay in getting all projects underway. Phase 2 of the CEDARS in Eastwood and the Community Grants Fund have been launched. There is a further contractual pressure from EMCCA to ensure all funding is retained in Broxtowe in 2025/26. Measures are being put in place to address this.
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 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 Parish/Town Councils and Neighbourhood Forums.

Business Growth – Key Performance Indicators 2024/25




Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Red 	BV204 Appeals allowed against authority decision to refuse planning permission (Delegated or Committee Decisions with Officer Recommendations)	Annually	56%	36%	71%	10%	2022/23 - 15 of 27 appeals allowed 2023/24 - 9 of 25 appeals allowed 2024/25 - 12 of 17 appeals allowed
Data Only 	DSDData_18 Appeals allowed against refusals % (Committee Overturns)	Annually	80%	86%	100%	10%	In 2024/25, out of the 17 appeals, four were applications refused by Planning Committee, all of which were contrary to officer recommendations. Out of the 4 applications 4 were allowed.
Red 	NI 157a Processing of planning applications: Major applications determined within 13 weeks	Monthly	80.77%	90.65%	81.78%	92%	Q1 100%; Q2 57%*; Q3 100%; Q4 70% *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.
Green 	NI 157b Processing of planning applications: Minor applications determined within 8 weeks	Monthly	92.47%	91.03%	91.65%	94%	Q1 87%; Q2 92%; Q3 92%; Q4 96%
Green 	NI 157c Processing of planning applications: Other applications determined within 8 weeks.	Monthly	96.93%	98.39%	96.81%	98%	Q1 99%; Q2 96%; Q3 98%; Q4 94%




Environment Critical Success Indicators 2024/25





Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Green 	CCGF_001 Annual Reduction in Broxtowe Borough Council own operation emissions (tCO ₂ e)	Annually	-1%	-1%	-30%	-11%	Transition to HVO in April 2024 has contributed to a positive reduction in carbon emissions.
Green 	CCGF_002 Cut carbon emissions by 50% by 2026/27 based on a 2018/19 baseline (tCO ₂ e)	Annually	2,378 tCO ₂ e	2,343 tCO ₂ e	1,620 tCO ₂ e	1,908 tCO ₂ e	Baseline in 2018/19 = 3,704 tCO ₂ e. Since 2018/19 there has been a 57% reduction in the Council's own operation carbon emissions.
Green 	CCGF_003 Green Rewards: Tonnes of carbon emissions avoided through Green Rewards (tCO ₂ e)	Annually	125.0 tCO ₂ e (revised)	202.2 tCO ₂ e	206 tCO ₂ e	200 tCO ₂ e	Target achieved.
Red 	NI 192 Percentage of household waste sent for reuse, recycling and composting <i>(includes all waste and recycling material collected from households in the borough. It excludes material collected from the household waste and recycling sites)</i>	Quarterly	37.55%	35.93%	35.54%	43%	Total recycling and composting tonnage compared to the previous year has decreased by 1%. The main contributing factors include: <ul style="list-style-type: none"> • Green-lidded recycling bin tonnage decreased 1.7% • Kerbside Glass decreased by 1% compared to the previous year • Garden waste decreased by 0.9% • Overall total residual waste increased by 1%. The decline in recycling rates remains a national concern. The introduction of Simpler Recycling in March 2026 and Food Waste in 2027 are measures expected to reverse this trend and enhance material recovery.


Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Amber 	PSData_09 Parks achieving Broxtowe Parks Standard	Annually	98%	96%	96%	98%	A significant percentage of the Council's parks are achieving the Broxtowe Parks Standard, reflecting the investment in park management. The Play Strategy will be reviewed in 2025, followed by a supporting Pride in Parks delivery programme to enhance park quality, accessibility and inclusivity.

Environment – Key Tasks and Areas for Improvement 2024/25




Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	COMS2223_05.2 Produce DEFRA Annual Air Quality Report 2024	Council has a fit for purpose Air Quality Status Report	100%	Jun-2024	DEFRA Approved the 2024 Air Quality report in September 2024.
Completed 	ENV1518_04 Implement Key Actions in Green Infrastructure Strategy	Develop, improve and promote Green and Blue infrastructure in the Borough incorporating strategic actions in Green futures programme	100%	Mar-2025	The first draft of the Blue/Green Infrastructure Strategy has been successfully developed. Pending Cabinet approval, it will undergo public consultation in July/August 2025, with the final document scheduled for Cabinet adoption in November 2025.
Completed 	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.	100%	Mar-2024	In 2024/25, 381 events (an increase compared to 65 in the previous year) were undertaken across the Borough, with over 3,000 residents engaged. The Environment team have recently recruited the role of the Waste and Recycling Engagement Officer, to be in post by 30 June 2025.







Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	ENV2023_03 Identify areas of new Green Space for public use	Increase the total area of publicly accessible green space in Broxtowe	100%	Mar-2024	A new area of open space is due to be adopted in late summer at the former Hassocks allotments site in Beeston. It will have a play area and an area of Sustainable Drainage, which will be used to improve biodiversity at the site. The former Biffa Landfill site in Bramcote is still in the process of being adopted. It is hoped that this will be finalised in late summer 2025.
Completed  Page 109	ENV1821_03 Improve Play Areas and Parks & Open Spaces	Ensure sites are Health & Safety and DDA Compliant	100%	Mar-2024	As part of the ongoing Pride in Parks programme, the following works have been undertaken in 2024/25: <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. There have also been improvements to surfacing and infrastructure at Hetley Pearson, Beeston; Colliers Wood, Newthorpe; and Leyton Crescent Recreation Ground, Beeston.
Completed 	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.	100%	Mar-2025	The Environment Act was mandated in November 2021. An interim high-level strategy was produced as a holding document.







Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	ENV2124_01 Implement the actions identified within the Council's Waste Strategy 2021-2025	Increase in the Council's recycling rate, reduced amount of residual waste and improved awareness of waste minimisation.	90%	Dec-2025	The Environment Act was mandated in November 2021. An interim high-level strategy was produced as a holding document.
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, Carbon Management Action Plan.
Completed 	ENV2124_03 Wildflower sowing and meadow management	New wildflower areas created, and grass managed as wildflower meadows	100%	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. A review of the annual areas of planting is currently being undertaken, with a view to a move to a more sustainable perennial planting.
In Progress 	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.	50%	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.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	TR2124_01 Implement the strategic actions of the Transport and Fuel Strand of the Climate Change and Green Futures programme	Reduce the Council's emissions from the fleet and make a positive contribution to the Council's target of being net carbon neutral by 2027	75%	Mar-2027	Nine electric vehicles now form part of Broxtowe's fleet. In April 2024, the fleet transitioned to using HVO, this has significantly reduced the amount of diesel used within the fleet and subsequently reduce the Councils overall CO ₂ emissions. Whilst electrification remains costly, this transition marks a positive step toward sustainable fleet management.





Environment – Key Performance Indicators 2024/25

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Page 111 Data Only 	WMDData_13 Percentage of Bins and Bags Missed (New)	Quarterly	-	0.27%	0.24%	Tracking Indicator	New performance indicator 2024/25. 1.2% reduction on the previous year. Nearly 6 million bins collected over four waste streams. The percentage of missed bins has reduced to 0.24% compared to 0.27% the previous year.
Red 	BV82a(ii) Tonnes of Household Waste Recycled <i>(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	7,343	7,348	8,020	Despite a decline in kerbside collection material, household waste recycled remains consistent with the previous year. Notably, bring recycling site collections have increased by 7%.
Red 	BV82b(ii) Tonnes of household waste composted	Quarterly	6,934	7,053	6,892	8,080	Weather conditions have impacted the collected organic waste collections this year. (Both Garden and Street Sweepings). Following a warm spring last year, the wet summer contributed to an overall decrease of 2%.




Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Green 	BV84a Household waste collected per head, in kilos <i>(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	349.52	347.00	Household waste collected per head has remained stable, with a slight decrease that, unfortunately is attributed to the reduced volume of recycling collected. Efforts continue to improve waste and recycling management.
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	498.87	471.58	There has been a 1% increase in the amount of residual waste collected compared to the previous year. This is a trend that is repeated nationally.
Green 	NI 195a Cleanliness of the streets and open spaces within the Borough (levels of litter)	3 per year	96%	96%	99%	97%	Hot spot areas for litter are now issued to the cleansing teams and there has been a marked improvement across each survey's results.
Amber 	NI 195b Levels of detritus on the public highway	3 per year	95%	87%	95%	96%	Hot spot areas have now been identified and increased cleansing has been taking place. Further work with the sweeper teams continues.
Data Only 	SSData_01 Reduce the number of fly tipping incidents	Quarterly	546	700	1,028	665	Fly tipping incidents have increased by 47% Borough-wide, mainly involving small quantities. The rise has been steady over the recent years due in part to improved reporting and reporting of all smaller single black bag fly tipping. The commencement of WISE in April 2025 aims to reduce fly tipping through improved monitoring and enforcement.
Green 	SSData_10 Number of Clean and Green environmental engagement events undertaken	Quarterly	58	65	381	60	Target exceeded. All individual litter picks are now being recorded. Over 3,000 people were engaged during these events and litter picks.


Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Data Only 	TRData_01 Electric vehicles	Annually	8	9	9	10	All new vehicle procurement will be in line with the strategic actions from the Climate Change and Green Futures programme.
Data Only 	WMData_03b Number of garden waste subscriptions	Quarterly	22,068	22,803	22,477	22,100	The number of subscribers decreased by 1.4% (326) compared to the previous year.
Green 	WMData_03c Income generated by Garden Waste Subscriptions	Annually	£873k	£925k	£1,028k	£1,029k	Over £1m was generated from garden waste subscriptions for the first time. Target was narrowly missed due to a decrease of 1.4% in garden waste subscribers.
Amber 	WMData_06a Income generated through Trade Waste	Annually	£704k	£670k	£624k	£633k	Close to target. Income has reduced from the previous year. This is due to a 10% loss in businesses using the trade waste service. The trade waste service review and supporting marketing strategy will be produced late summer 2025.
Green 	WMData_08 External income generated through Environmental Services	Annually	£204k	£209k	£244k	£190k	Target exceeded. This income relates to the external income generated by the functions of the services with the Environment Services.
Amber 	WMData_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	462	451.07	The increase in households has impacted waste generation in the black-lidded bin, with weights rising by 1% compared to the previous year.

Health – Critical Success Indicators 2024/25






Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Red 	ComS_092 Personal wellbeing score for the Borough (out of 10)	Annually	7.3	Not yet available	Not yet available	7.9	Data collected by Office for National Statistics. Earlier 2021/22 data showed that there has been a sharp decline in wellbeing across the country as a result of the pandemic.
Green 	ComS_090 Air Quality – number of NO2 diffusion tube samples with annual mean reading at or below 40 micrograms m-3	Annually	100%	100%	100%	100%	Achieved.
Data Only 	ComS_091 Dementia Friends trained	Quarterly	33 (not including online)	33 (not including online)	57 (not including online)	45	Dementia Friends trained online are not counted within this figure as data from the Alzheimer's online training package is not available.
Red 	LLLocal_G09 Percentage of Inactive Adults in Broxtowe	Annually	22.6	23.7	Not yet available	20	25.3% at November 2020 24.7% at November 2021 22.6% at November 2022

Health – Key Tasks and Areas for Improvement 2024/25







Status	Code and Action	Action Description	Progress	Due Date	Comments
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 Armed Forces; Children and Young People; Dementia; Health; Mental Health; Older People; Child Poverty; Tobacco Control; Access to Food; and Learning Disabilities.	47% (Q4) 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.
In Progress 	CCCS2326_E01 Develop and deliver the Culture and Events Strategy 2023-26	Increase the number of local people accessing a cultural service	60%	Mar-2026	Events Programme for 2025/26 agreed at Cabinet earlier this year. Further UKSPF funding secured to deliver a wider cultural offer to enhance the programme.
In Progress 	CCCS2326_H01 Deliver Museum Strategy and Forward Plan	Increase the number of local people accessing the Museum	60%	Mar-2026	This year's annual Deep Clean attracted the highest number of volunteers to help which fed into the creation of videos for residents to see what happens behind the scenes, along with trial of a small tour of behind-the-scenes access. This was popular and would repeat this again in 2026. It was the recorded highest number of engaged volunteers at the Museum in 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%	Mar-2026	<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>

Health – Key Performance Indicators 2024/25



Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Data Only 	ComS_041 Food Complaints/Service Requests	Quarterly	182	146	194	150	
Data Only 	ComS_042 Infectious Disease notifications investigated	Quarterly	32	43	36	30	
Amber 	ComS_050 Food Complaints - % responded to within timescales	Quarterly	97%	100%	98%	100%	A few delayed responses due to lack of contact information available on the notification requiring contact by letter.
Red 	ComS_051 Infectious Disease notifications responded to within timescales	Quarterly	100%	93%	94%	100%	All relevant notifications were assessed and investigated as appropriate. there have been issues with the online access to notifications from UKHSA.
Green 	ComS_055 Air Quality: Inspection of authorised / permitted processes	Quarterly	100%	100%	100%	100%	Carried out in accordance with a risk rated inspection programme and statutory guidance.










Community Safety – Critical Success Indicators 2024/25










Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Data Only 	ComS_012 Number of ASB cases received by Environmental Health	Quarterly	438	412	433	400	Q1 114; Q2 137; Q3 79; Q4 103
Data Only 	ComS_013 No of ASB cases received by Housing (gen Housing)	Quarterly	92	134	130	100	Q1 24; Q2 37; Q3 35; Q4 34
Data Only 	ComS_014 Number of ASB cases received by Community Services	Quarterly	60	103	114	60	Q1 28; Q2 32; Q3 28; Q4 26
Data Only 	ComS_011 Reduction in reported ASB cases in Broxtowe (Nottinghamshire Police Strategic Analytical Unit)	When available	2,139	1,975	1,898	1,900	Reduction due in some part to the successful delivery of Transform Trainings, POTASSIUM Project in Beeston bringing 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	37.02%	24.22%	27.15%	22%	Q1 32%; Q2 37%; Q3 13%; Q4 27% The increase in figure may be due to the number of referrals to MARAC increasing so they are only able to accept the highest risk cases which will be the repeats
Data Only 	ComS_025 Domestic Crime reported in the Borough	Annually	Domestic Crime - High - Medium - Standard	89 473 383	70 534 372	Baseline will be 2025/26 for target setting	Domestic crime recorded now includes domestic related Stalking, Harassment, Criminal Damage, Arson, Theft, Robbery, and Sexual Offences so it should be noted that this data is already reported within those crime types. Data is available annually (Jan – Jan) and includes Domestic High, Medium and Standard incidents which are not comparable with previous years.

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Amber 	ComS_033 Residents Surveyed who feel safe outside in the local area after dark (%)	Annually	57.7%	62.2%	Annual data not yet available Very Safe 60% (Q1) 58% (Q2) Fairly Safe 62% (Q1) 61% (Q2)	80%	Nottinghamshire Police and Crime Commissioner Resident's Survey – this is for the county area anxiety within the population is increasing which will have an impact on the result. In Q1 and Q2 2024/25 Countywide there has been a small decrease in perceptions of safety after dark since 2023 however feelings of safety remain broadly in line with levels recorded in 2021 and 2022. Survey question changed to 4 options very safe/fairly safe/ and two others responses Very safe 60% Fairly safe 62% Response A 58% Response B 61%









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	45% (Q4) 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 are completed.

Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	COMS2427_04 Deliver the Safe4ALL Action Plan for Chilwell and Stapleford 2023 – 2024	Reduction in Crime, ASB, Drug dealing, all and improvements in feeling safe and community confidence	100%	Apr-2025	CCTV installed and commissioning completed
Completed 	COMS2427_05 Deliver the Safe4ALL Action Plan for Beeston 2023 – 2025	Reduction in Crime, ASB, Drug dealing, all and improvements in feeling safe and community confidence	100%	Apr-2025	CCTV and help points installed and commissioning completed
Completed 	COMS2425_06 Produce and implement Food Service Plan	Council has a fit for purpose Food Service Plan which informs activity in this area	100%	Jun-2024	The Food Action Plan was presented to Cabinet on 23 July 2024 and approved.
Completed 	COMS2324_02 Review Sanctuary policy and Procedure	Deliver Sanctuary Scheme within resources and aligning with countywide recommendations where possible	100%	Mar-2024	
Completed 	COMS2324_03 Review Serious Violence and Violence Against Women and Girls Strategy 2022-2024	Review Strategy aligning with Countywide Strategy and in consultation with Domestic Abuse Organisations	100%	Apr-2024	The updated Serious Violence and Violence Against Women and Girl strategy was approved by Cabinet in March 2024.
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	30%	Mar-2028	White Ribbon Accreditation has been renewed. A new action plan is being delivered in line with targets from White Ribbon UK. Some actions will run until 2028 and will not be completed until that point.
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	There has been a 100% increase in Sanctuary referrals in 2024/25
Completed 	COMS2427_07 Review and update Sanctuary reporting procedures and documentation to align with Nottinghamshire	Deliver an efficient and effective service for residents	100%	Dec-2024	
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	






Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	COMS2324_05 Review Vulnerable Persons Policy 2023 – 2026	Support vulnerable residents in the Borough	100%	Mar-2027	The review of the Vulnerable Persons policy was undertaken in 2023. The next review is due in 2025/26.
In Progress 	COMS2427_08 Deliver Serious Violence Duty	Ensure compliance with the duty	33%	2024-2027	Broxtowe is currently compliant with the duty
In Progress 	COMS2427_09 Deliver PREVENT Duty	Ensure compliance with the duty	33%	2024-2027	Broxtowe is currently compliant with the duty
In Progress 	COMS2427_10 Review and update the Adult Safeguarding Policy	Deliver an efficient and effective service for residents	90%	Mar-2026	This work has been completed and is on the Cabinet forward plan for June 2025.
In Progress 	COMS2427_11 Review and update the Child Safeguarding Policy	Deliver an efficient and effective service for residents	90%	Mar-2026	This work has been completed and is on the Cabinet forward plan for June 2025.
In Progress 	COMS2427_12 Review and update the Hate Crime Policy	Deliver an efficient and effective service for residents	0%	Mar-2027	This work will commence in 2026
In Progress 	COMS2427_13 Review and update the Hate Crime Strategy	Deliver an efficient and effective service for residents	0%	Mar-2027	This work will commence in 2026
In Progress 	COMS2427_14 Review and update the Serious Organised Crime Strategy	Deliver an efficient and effective service for residents	0%	Mar-2027	This work will commence in 2026
In Progress 	COMS2526_01 Consult, Review and renew Public Space Protection Orders (PSPOs)	PSPOs renewed where appropriate and removed where not	0%	Apr-2026	The review, consultation and renewal of the Public Space Protection Orders will commence in 2025.


Community Safety – Key Performance Indicators 2024/25





Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Red 	ComS_012d(i) ASB cases Environmental Health closed in 3 months	Monthly	74.66%	78.64%	66.74%	82%	433 cases received. 289 cases closed in <3 months in 2024/25.
Red 	ComS_013d(i) ASB cases Housing closed in 3 months	Monthly	71.74%	69.40%	65.38%	85%	130 cases received. 85 cases closed in <3 months in 2024/25.
Green 	Coms_014d(i) ASB Cases Community Services closed in 3 months	Monthly	68.33%	102.91%	88.64%	70%	114 cases received. 99 cases closed in <3 months in 2024/25.
Green 	Coms_048 Food Inspections: High Risk	Quarterly	100%	100%	100%	100%	Team has completed any outstanding work during Q4 to achieve 100% of high-risk inspections.
Green 	Coms_049 Food Inspections: Low Risk	Quarterly	100%	100%	100%	100%	Low risk programmed inspections completed in accordance with programme. During Q4 the team also conducted any overdue inspections from previous quarters.
Data Only 	ComS_012 Number of ASB cases received by Environmental Health	Monthly	438	412	433	400	Q1 = 114; Q2 = 137; Q3 = 79; Q4 = 103
Data Only 	ComS_013 No of ASB cases received by Housing (gen Housing)	Monthly	92	134	130	100	Q1 = 24; Q2 = 37; Q3 = 35; Q4 = 34
Data Only 	ComS_014 Number of ASB cases received by Community Services	Monthly	60	103	114	60	Q1 = 28; Q2 = 32; Q3 = 28; Q4 = 26




Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Data Only 	ComS_032 Residents Surveyed who feel safe outside in the local area during the day (%)	Annually	89.00%	PCC Data no longer collected	-	100%	This performance indicator has been replaced with ComS_101 – see below
Data Only 	ComS_101 Residents feeling people from different backgrounds get on well (New)	Annually	62%	62%	Q1 and Q2 = 45% Q3 and Q4 not yet published	90%	Annual survey of the Police and Crime Commissioner for Nottinghamshire not to district level. Only quarter 1 and quarter 2 for 2024/25 published to date. Quarter 1 and quarter 2 2024/25 data in line with the same periods in previous years





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



	Completed 	In Progress 	Warning 	Overdue 	Cancelled 
Finance Services	3	4	-	-	-
Administrative Services	2	-	-	-	-
Legal Services	-	1	-	-	-
Democratic Services	2	1	-	-	-
Asset Management and Development	-	4	-	-	-
Health and Safety	1	1	-	-	-
Human Resources	4	6	-	-	-
Payroll and Job Evaluation	-	-	-	-	-
Communications, Cultural and Civic Services	-	1	-	-	-
ICT and Business Transformation	4	1	-	-	-
Revenues, Benefits and Customer Services	3	3	-	-	-
TOTAL	19	22	-	-	-


Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	FP2023_07 Produce draft statement of accounts in accordance with statutory deadlines (Finance)	Final draft accounts to be produced for external auditors to scrutinise by end of May 2024	100%	Jul-2024	Draft accounts completed and published in advance of the current statutory deadline ready for audit scrutiny. The 2023/24 accounts were completed by 31 May 2024.




Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	FP2023_02 Review the Icon Income Distribution System (Finance) System*	ICON ownership needs to be established. Technical Issues require resolving.	100%	Jul-2025	System administration allocated to Finance Services and training provided. New contract from September 2024, awarded via framework, with new Income Management System installed and operational in March 2025.
In Progress 	FP2427_01 Review and update the Housing Revenue Account (HRA) 30-Year Business Plan and to develop a medium-term financial strategy (MTFS) for the HRA (New) (Finance Services)	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.	20%	Sep-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.
In Progress 	FP2326_02 Review and enhance the Council's contract management framework across the Council (Finance Services)	Review of the corporate contract management framework to include performance management arrangements and reporting.	80%	Jun-2025	Updated Contract Procedure Rules now adopted following approved at full Council on 12 July 2023. A review of the Contract Management Framework was completed in May 2024. Participation in a Contract Management Working Group with other Nottinghamshire authorities, attended by the Chief Audit and Control Officer and other relevant Contract Managers as required.
Completed 	FP2326_03 Review and update the Council's Risk Management Strategy (Finance Services)	Present an updated Risk Management Strategy to Governance, Audit and Standards Committee for approval and adoption.	100%	Sep-2024	The Risk Management Strategy was reviewed by the Strategic Risk Management Group and GMT and approved by the Governance, Audit and Standards Committee in July 2024.







Status	Code and Action	Action Description	Progress	Due Date	Comments
In 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 in the provision of leisure in Broxtowe	50%	Mar-2027	Work on specific priorities has been completed: <ul style="list-style-type: none"> • Review payment schedules • Agree the company reserve policy • Explore corporation tax liabilities • Repairs and renewals governance agreed at meetings with Asset Management The overall management agreement still requires a review. This will be actioned once various potential leisure facility developments have been completed.
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	60%	Dec-2026	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. 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. Equipment delivered in 2025 will require consultation, procurement and lead times.
In Progress 	LL2225_G01 Support Broxtowe Borough Council in the development of the Leisure Facilities Strategy	LLL 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	50%	Ongoing	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. It has also supported with the development of a business case for the Hickings Lane Pavilion operation.







Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	LA1821_02 Progressing the completion of First Registration of Council owned land (Legal Services)	Achieve 100% registration of unregistered Council land	96%	Dec-2025	All applications / deed packets have been submitted to H M Land Registry. All remaining outstanding tasks have been completed. Responses are being received steadily from H M Land Registry.
Completed 	DEM1518_01 Community Governance Review (Phase 2) (Administrative Services)	Community Governance Review - Revision of all Parish boundaries so that existing anomalies are removed wherever possible.	100%	Mar-2024	Phase 1 for the South of the Borough was concluded in November 2021. 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, Governance Audit and Standards Committee recommended the Community Governance Review was completed with no changes made and this decision this was ratified by Full Council in December 2024. The Committee also recommended a new Community Governance Review to commence after May 2025 with the timetable yet to be agreed.
Completed 	DEM1518_02 Transfer of Land Charges function to Land Registry (Administrative Services)	Transfer of Land Charges function to Land Registry	100%	Apr-2024	The service transferred to His Majesty's Land Registry on 25 April 2024.
In Progress 	DEM2427_01 Roll Out Phase 3 of the Committee Management System (Democratic Services)	Introduce paper light Committee meetings by using e-Agendas	10%	May-2027	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.



Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	DEM2427_02 Implementation of a new Complaint Policy (Democratic Services)	A new Complaint Policy is adopted by April 2024, to achieve compliance with the requirements set by the Joint Complaint Handling Code from the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman (HO).	100%	Apr-2024	The new Complaint Policy was approved by Cabinet on 12 March 2024. Specific training has been provided to managers and Heads of Service who deal with and response to complaints. A New Broxtowe Learning Zone course has been implemented for all staff to complete annual on the importance of good complaint handling.
Completed 	DEM2427_03 Complaint Handling Annual Self-Assessment Form (Democratic Services)	The Complaint Handling Annual Self-Assessment form be completed and published by April 2024 as recommended by the Joint Complaint Code. From April 2025 to update the annual self-assessment as required by the Joint Complaint Code.	100%	Apr-2024	An Annual Self-Assessment Form for complaints requires completing annually as part of the Housing Ombudsman Complaint Handling Code. This Self-Assessment was completed and published by the Council on 12 March 2024 and came into effect on 1 April 2024. From April 2025 to update the annual self-assessment as required by the Joint Complaint Code.





Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	CP2023_01 Implement the replacement asset management plan for 2022 to 2025 (Asset Management and Development)	Seek to restore income from commercial assets post COVID and maximise efficiency for non-commercial assets	90%	Mar-2025	<p>Commercial asset income continues to improve, and the completion of the recent rent review has further helped this.</p> <p>577 outstanding EPCs remain outstanding for the HRA portfolio, largely because of access issues. Work to address this continues with support from Housing Services colleagues.</p> <p>£1.8m of Social Housing Decarbonisation Fund (SDHF) funding has been awarded through the Wave 3 stream, the appointment of a delivery partner, to install the necessary measures to 400 Housing Revenue Account (HRA) properties is underway, via Nottinghamshire County Council.</p> <p>Full review of energy performance of commercial assets is scheduled for June pending an appropriate proposal from the necessary consultant.</p> <p>Heritage Lottery and Museum Estate and Development Fund (MEND) funding bids are being prepared by the Commercial Manager, to support the DH Lawrence Museum in respect of additional energy efficiency measures.</p> <p>The second draft of the Asset Management Strategy 2025-2030 is to be consulted on. A report was presented to Policy Overview Group in June 2025. An overview document was produced as an update for Cabinet in June 2025.</p>




Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	CP2124_01 Introduce effective management and ICT systems in the Estates Team (Asset Management and Development)	Readily available information on a day-to-day basis to enable efficient estate management	90%	Mar-2026 (implement in 2025/26)	Civica Property Management system has now been procured, and an implementation project team has been convened. First integration session (full day) has been conducted, in line with an agreed timetable which should have the software fully live in six months at the latest. Progress on the installation will be reported in action CP2124_1a from quarter 1 2025/26.
In Progress 	CP2225_01 Maximise commercial revenue from Beeston Square (Asset Management and Development)	Ensure the development income exceeds borrowing costs and provides a revenue income stream for the Council	85%	Apr-2025	Beeston Square is now fully tenanted, pending the agreement of legal documentation. The attraction of a dentist and foot clinic has gone some way to meet the commitments to bring more health orientated businesses to the town, the addition of a play group and bar / restaurant business will further support the local economy.
In Progress 	CP2326_01a Energy Efficiency Schemes (Asset Management and Development)	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 was submitted to cabinet in December 2024. The report did not contain the amount of detail required to give clear conclusions in terms of these sites. Foster Avenue will be re-assessed as a priority, with more of a 'pay to save' angle, in addition to the environmental considerations.




Status	Code and Action	Action Description	Progress	Due Date	Comments
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.	60%	Jun-2025	A compliance / assurance framework is being developed. The legal register has been completed, and a risk profile has been completed. A work plan is currently being developed that incorporates the statutory compliance tasks. Both these documents are reviewed and updated in April and October.
In Progress 	HR2225_06 Review, streamline and simplify the application and recruitment process (HR)	Increase numbers of applications for jobs at Broxtowe	80%	Sep-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.
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.
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 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%	Sep-2024	External Legal advice is currently being considered and awaiting Committee cycle.

Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	HR2326_06 Update the Single Status Conditions of Service (HR)	Review and ensure Green Book / Red Book terms are reviewed for all employees	100%	Mar-2025	Policies are updated in line with changing legislation and conditions of service as and when enacted. Good practice and legislative updates all implemented into new policies including Compassionate Leave; Foster Care; Leave Scheme; Menopause Policy; Neonatal Care; and 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	0%	Nov-2024	To be reviewed November 2023 LJCC cycle.
Progress 	HR2427_01.2 Family Friendly Policies (HR)	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 (HR)	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. Awaiting further government guidance May 2025 on mechanics of Neonatal Pay and Leave
Completed 	HR2427_01.4 Carers in Employment (HR)	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 (HR)	Achieve Gold Award Status	20%	Dec-2025	HR meeting with regional representative was scheduled for January 2025 but has been rearranged. Awaiting further contact from Armed Forces re: application windows for 2025/26.





Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	CCCS2326_01 Deliver the Communication and Engagement Strategy 2023-26 (Communications, Culture and Civic Services)	Increase reach of Council's communications to encourage behaviour change and improve the Council's reputation	70%	Mar-2026	Further work has been completed to develop our stakeholder map working with services across the Council to condense different stakeholder contact points into one and further relationships within our communities have strengthened due to projects such as UKSPF giving us named contacts to engage with. An internal engagement group has been set up to co-ordinate what is happening across the Council to have a joined-up approach that is consistent and easy for residents and community groups to understand.
Completed 	IT2326_01 Digital Strategy Implementation: Implementation of the technology and processes required to provide digital services for our customers who choose this 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 	100%	Mar-2025	Implementation of Licensing forms programmed into the BBSI for this year. Requirements gathering for Licensing forms Investigate mobile technology solution for Environmental Health


Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	IT2326_02 ICT Security Compliance: PCI-DSS and 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%	Sep-2025	<p>ICT Service are actively engaged with the Cabinet Office in relation to the renewal of the Council PSN compliance.</p> <p>Penetration tests are booked annually with a third party and PCI scans are undertaken by ICT Services along with remediation of any issues identified.</p> <p>The Council is PCI-DSS compliant – the expiry date is 28 Feb 2025.</p> <p>Renewal of Cyber Essentials Accreditation in progress.</p> <p>Code of Connection compliant – Expires September 2025.</p>
Progress 	IT2326_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	80%	Feb-2025	The tender process for the SAN has been completed. Winning bidder awarded via Framework. Project commenced on 4 November 2024. Delays with hardware delivery. Due to be complete by end June 2025.
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)	Review NWOW implementation at Kimberley Depot	100%	Mar-2025	All Users 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.







Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	RBCS1620_01 Manage the introduction of Universal Credit (UC) (Benefits)	Transfer of working age HB claims will be administered by the DWP	95%	Mar-2026	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 timeline of when this will be.
Completed 	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	100%	Feb-2025	Work completed on the new reception area in April 2025.
In Progress 	RBCS2023_01 Business Rates Review (Revenues)	<p>To review the relevant Rateable Value of Businesses.</p> <p>Working with Newark and Sherwood Analyse Local to review the Rateable Values.</p> <p>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.</p> <p>Analyse Local will also provide software that will allow greater analysis of the Business Rates data at a cost of £2k per annum</p>	90%	Sep-2026	A new contract has been created to extend the working arrangements for a further 2 years to September 2026.








Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	RBCS2023_03 Reduce Telephone Abandonment (Customer Services)	Reduce the number of calls that are abandoned in the Contact Centre and in the Back Office. Identify aspects of unavoidable contact and develop strategies to reduce the number of calls received. Working with all relevant departments to ensure telephones are answered in a timely manner	100%	Mar-2025	The Customer Services team have made progress in respect of the approach to reducing the abandonment rate. However, they have recently been impacted by resourcing issues that are currently being addressed. The Team will continue to work in line with the Customer Services Strategy.
Completed 	RBCS2124_01 Evaluate and implement Civica OpenChannel (Revenues)	To implement the OpenChannel module provided by Civica giving end to end online functionality for Customers in Council Tax and Benefits	100%	Dec-2025	As part of the contract renewal with Civica OpenRevenues, the Council will have enhanced self-service and integrated technology to support residents. This will be implemented on a phased approach.
Progress 	RBCS2225_02 Email Connect (Customer Services)	To implement the Information@work email connect module, providing automatic referencing of emails received.	30%	Mar-2026	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. Due Date extended from March 2025 in line with systems change.









Support Services – Performance Indicators 2024/25








	Satisfactory 	Warning 	Alert 	Data Only 
Finance Services	2 (0)	1 (0)	2 (1)	0 (0)
Administrative Services	2 (0)	0 (0)	0 (0)	0 (0)
Legal Services	5 (0)	0 (0)	0 (0)	0 (0)
Democratic Services	2 (0)	0 (0)	0 (0)	2 (0)
Asset Management and Development	3 (0)	1 (0)	1 (0)	0 (0)
Health & Safety	0 (0)	0 (0)	0 (0)	0 (0)
Human Resources	2 (0)	0 (0)	1 (0)	0 (0)
Payroll and Job Evaluation	0 (0)	1 (1)	3 (2)	0 (0)
Communications, Cultural and Civic Services	8 (0)	0 (0)	0 (0)	0 (0)
ICT and Business Transformation	3 (2)	0 (0)	1 (0)	0 (0)
Revenues, Benefits and Customer Services	6 (3)	1 (0)	0 (0)	2 (1)
TOTAL	33 (5)	4 (1)	8 (3)	4 (1)








Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Red 	CSI BVPI 8 Invoices paid within 30 Days %	Annually	98%	97%	85%	99%	Officer shortages within the Business Support team, where invoices are processed, has impacted on performance. This has since stabilised. The method of calculating this figure has also been revised to provide more accurate data.








Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Green 	FPLocal_02 Sundry debtors collected in years as a proportion of the annual debit (Finance)	Monthly	85%	86%	92%	87%	Total of 4,335 sundry debtor invoices raised in 2024/25 with 219 invoices still being outstanding on 31 March 2025 (95% of accounts recovered in year).
Amber 	FPLocal_03 Internal Audit: Percentage of planned audits completed in the year (Finance)	Annually	68%	71%	72%	90%	Annual indicator. Progress with the Internal Audit Plan is monitored and regularly scrutinised by the Governance, Audit and Standards Committee. Completion to 31 March 2025 was negatively impacted by the lag of overdue audits from 2023/24 impacting on completion in Q1 2024/25. A period of sickness within the team was also experienced in Q4. As at the date of this report completion is approaching 100% with satisfactory progress being made on the Plan for 2025/26.
Page 138 	FPLocal_09 Percentage of invoices paid within 20 days (Finance)	Monthly	96.2%	94.4%	73%	98%	Officer shortages within the Business Support team, where invoices are processed, has impacted on performance. Officers are reminded to enter and authorise payment of invoices promptly. The expanded use of Intelligent Scanning is enhancing the efficiency of the payment process and will increase the speed with which creditors are paid.
Green 	FPLocal_11 Procurement compliant contracts as identified in the Contracts Register (Finance)	Quarterly	98%	96%	97%	95%	Compliance by spend value is 97%. This is calculated using contract dates on the contract register. All Assistant Directors and Heads of Service are contacted to confirm details on Contract Register with regular contact to discuss budgets and future requirements for procurement input and support.
Green 	LSLocal_001 Full registration of unregistered deed packets with Land Registry (Legal Services)	Quarterly	198	198	192	192	The Land Registry's target to register all government owned land is December 2025. Legal Services have registered all outstanding applications. Target achieved.
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.







Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
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.
Green 	ES_S1.2 Number of Electors after the canvas (Electoral Services)	Annually	84,554	84,635	85,752	85,500	The annual canvass is carried out to ensure that the register is as accurate as it can be.
Data Only 	GSLocal_002 Percentage of Members attending training opportunities as a percentage of the whole (Democratic Services)	Annually	68%	100%	78%	100%	Members attend training to support them with their attendance meetings to ensure they have the knowledge to make informed decisions.
Green 	GSLocal_006 Publish Cabinet decisions within 3 working days of the meeting (Democratic Services)	Quarterly	100%	100%	100%	100%	
Data Only 	GSLocal_007 Call-Ins following Cabinet decisions responded to in full within legislative timescale (Democratic Services)	Quarterly	n/a	100%	n/a	100%	No Call-ins were made in during 2024/25. Two Call-ins were made in during 2023/24 and were resolved within legislative timescales.
Green 	LALocal_04 Stage 1 complaints acknowledged within the specified time (Democratic Services)	Quarterly	*100%	*100%	*100%	*100%	The new complaints system provides Officers with the necessary tools to ensure complaints are handled effectively and a high level of performance is being achieved. <i>*Acknowledgements to be made in five working days from May 2021 in accordance with legislation.</i>

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Green 	CPLocal_01 Industrial units vacant for more than 3 months (Asset Management and Development)	Quarterly	6%	4.7%	2.3%	5%	One Unit – the unit is advertised, and viewings have taken place. Total industrial units – 43
Green 	CPLocal_02 Tenants of industrial units with rent arrears (Asset Management and Development)	Quarterly	7.1%	2.3%	2.3%	5%	One Tenant (there is a tenant whose account shows as in arrears however credit notes and re-invoices have been recently issued). Total industrial units – 43
Red 	CPLocal_05 Beeston Square Shops vacant for more than 3 months (Asset Management and Development)	Quarterly	22%	20%	15%	0%	Phase 2 - One unit (unit 4) remains vacant since construction completion April 2021. Two units within the former Argos block remain vacant, however one of those is within the legal process. Total units – 20
Green 	CPLocal_08a Occupancy of Business Hub Units - Beeston (Asset Management and Development)	Quarterly	90%	58%	100%	85%	All Business hub units are let. The number of available business units has been reduced as 1 of the hubs has been turned into an AirBnB. Total units – 12
Amber 	CPLocal_08b Occupancy of Business Hub Units - Stapleford (Asset Management and Development)	Quarterly	100%	89%	78%	85%	Two rooms currently vacant. Interest in the rooms still at a good level. Terms have been offered for one of the units. Total units – 9
Red 	CSI BV12 Working Days Lost Due to Sickness Absence per FTE (Rolling Annual Figure) (Payroll and Job Evaluation)	Quarterly	9.59	8.86	8.85	7.50	Whilst the overall sickness between 2023/24 and 2024/25 is close, the short term and long-term sickness split has changed. This is shown further down the table.
Red 	BV16a Percentage of Employees with a Disability (Human Resources)	Quarterly	7.74%	7.99%	8.33 %	9%	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%	10.74%	10%	Target Achieved

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Red 	HRLocal_06 Annual employee turnover (Payroll and Job Evaluation)	Quarterly	11.37%	15.53%	14.94%	13%	Turnover decreased by 0.59% when compared with the previous financial year.
Green 	HRLocal_07 Employees qualified to NVQ Level 2 and above (Human Resources)	Quarterly	87%	88%	87%	89%	Learning and Development team continues to offer a range of learning opportunities; however, interest remained low during 2024/25. There has been an increase interest for upcoming courses and upskilling, following the announcement about Local Government Reorganisation.
Amber 	CSI HRLocal_17 Working Days lost (per FTE) for short term absence (Payroll and Job Evaluation)	Quarterly	3.88	3.25	2.93	2.50	Short term sickness has improved by almost a day per employee when compared to the previous two years.
Red 	CSI HRLocal_18 Working Days lost (per FTE) due to longer term absence (Payroll and Job Evaluation)	Quarterly	5.71	5.61	5.92	5.00	Long term sickness has risen by 0.31 days per employee when compared to the previous financial year of 2023/24.
Green 	CCCSLocal_01 Online Transactions (Communications, Cultural and Civic Services)	Annually	390,751	469,277	*488,106	460,000	Online transactions include use of e-forms, payments by phone, Automated Phone payments (for Waste Services and Gym bookings) and third-party applications. * Data from April 2024 to January 2025 due to a technical issue.
Green 	CCCSLocal_02 Social Media Reach (Average Monthly figure) (Communications, Cultural and Civic Services)	Annually	1,040,754	1,208,300	1,320,025	1,300,000	All types of electronic interactions with the Council
Green 	CCCSLocal_03 Email Me Subscribers (Communications, Cultural and Civic Services)	Annually	27,712	30,073	31,154	31,000	

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
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%	80%	
Green 	CCCSLocal_05 Employees who feel informed (Communications, Cultural and Civic Services)	Annually	62%	67%	70%	70%	
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% (25% disagreed/strongly disagreed)	75% (25% disagreed or strongly disagreed)	From 2022/23 the options were broadened to very satisfied, satisfied, neutral, dissatisfied and very dissatisfied. Therefore 75% were very satisfied, satisfied or neutral and 25% 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%	68%	In the LGA Resident Satisfaction data from October 2024, 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%	71%	78%	78%	In the LGA Resident Satisfaction data from October 2024, the average is 74%.
Green 	CSI ITLocal_01 System Availability (ICT)	Quarterly	99.20%	99.77%	99.7%	99.5%	
Green 	ITLocal_02 Service Desk Satisfaction (ICT)	Quarterly	Not available	Not available	100%	98.0%	Service desk reinstated in Q3 2023/24.

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Red 	ITLocal_04 BBSi Programme Completion (ICT)	Quarterly	83.2%	81.0%	80%	100%	Employee resource issues prevented completion to target. Recruitment for vacancy is ongoing to resolve resourcing issue and ensure future programme completion is achieved.
Green 	CSI ITLocal_05 Virus Protection / Cyber Security (ICT)	Quarterly	100%	100%	100%	100%	
Green 	GSLocal_001 Subject Access Requests responded to within one month (ICT/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 Freedom of Information requests dealt with within 20 working days (ICT and Corporate Services)	Quarterly	96.8%	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%	97.65%	98.5%	In year Council Tax collection rates continue to improve post pandemic. It is expected that recovery on the outstanding balances will continue to future years and an overall 99% collection will be achieved.
Green 	CSI BV10 % of Non-domestic Rates Collected in the year (Revenues)	Quarterly	98.77%	97.64%	99.19%	98.5%	In year collection rate has exceeded the target. However, this above target figure is based on collection of a significant Business Rates in the current financial year which related to the previous year. This had the impact of last year's being lower but between the two years would have resulted in a consistent collection rate.
Green 	BV78a Average time (days) to process new Benefit claims (Benefits)	Quarterly	7.9	7.2	7.5	9.0	The Benefits team have provided an excellent service, and this would be upper quartile performance.

Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Green 	BV78b Average time (days) to process Benefit change of circumstances	Quarterly	4.6	4.4	3.6	4.0	The Benefits team is providing an excellent service with this performance still achieving upper quartile recognition.
Green 	BV79b(ii) Housing Benefit Overpayments (HBO) recovered as a percentage of the total amount of HBO outstanding (Benefits)	Quarterly	26.40%	23.61%	28.11%	25%	Performance exceeds target.
Amber 	CSData_02 Calls Answered in the Contact Centre (Customer Services)	Annually	73,170	58,175	56,654	60,000	Number of calls made to the Contact Centre has reduced by 20,000, including the switchboard, which is attributed to the improved performance of the team in answering calls the first time a customer contacts the Council. The overall abandonment rate for 2024/25 was 8.4%
Data Only 	CSData_11 Switchboard Calls Answered (Customer Services)	Annually	45,754	45,229	39,010	48,500	Number of calls being made to the Contact Centre has reduced by 20,000, including the switchboard, which is attributed to the improved performance of the team in answering calls the first time a customer contacts the Council. The overall switchboard abandonment rate for 2024/25 was 4.3%
Data Only 	CSI CSLocal_14 Number of online payments transactions to the Council (Customer Services)	Annually	59,179	76,869	*56,478	71,000	*The total in 2024/25 is excluding February and March 2025 as there is a technical issue to be resolved. It is expected that once these are added in to the totals then the amounts will be above target as Garden Waste subscriptions will be included.
Green 	CSI FRLocal_15 DHP contribution compared to DWP grant (Benefits)	Annually	118%	143%	103%	100%	The Council was provided an additional amount of funding through Nottinghamshire County Council's Household Support Fund which allowed an increase in expenditure above the 100% DWP contribution.

PERFORMANCE MANAGEMENT – LIBERTY LEISURE LIMITED**1. Background - Corporate Plan**

A 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 ensures that 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 2024/25 was approved by the Liberty Leisure Limited Board in January 2024. The Liberty Leisure Limited Business Plan 2024/25 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 4 March 2020. The Council's priority for Health is to 'Support people to live well'. Its objectives are to:

- Promote active and healthy lifestyles in every area of Broxtowe (He1)
- Come up with 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 2020-2024 for 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 Risk' 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 Achieved	2024/25 Target	Notes
Data Only 	LLData_G05 Management Fee from the Council to Liberty Leisure Limited	Annually	£700k	£519k	£246k	£519k	The company manage its finances through a monthly cash flow review. The management fee is requested when the company's balance falls below £412K. A total of £123k was unclaimed for 2024/25.
Green 	LLLocal_G02 TOTAL Attendance - Liberty Leisure Limited (ALL)	Monthly	948,068	927,716	800,736	700,000 (revised)	Achieved target for attendance across Swim, fitness and exercise referral.
Green 	LLLocal_G04 Operating Expenditure - Liberty Leisure Limited (Including central charges)	Monthly	-£3,886k	-£3,907k	-£2,811k	-£2,922k(revised)	Expenditure was lower than original budget. Particular savings on insurance, utilities and a Business Rates (NNDR) refund.
Green 	LLLocal_G05 TOTAL Income (excluding Management Fee) - Liberty Leisure Limited	Monthly	£3,071k	£3,356k	£2,592k	£2,458k(revised)	Achieved revised income budget with increased gym membership sign ups, swim lesson income and pitch hire.
Red 	LLLocal_G06 DD Total Number of Annual Direct Debits collected	Monthly	81,571	83,767	62,234	65,950 (revised)	Below target for number of collected Direct Debits, however, due to increased yield per member, we have achieved revised income target.
Green 	LLLocal_G07 Subsidy per Visit - all service areas	Annually	£0.74	£0.56	£0.31	£0.53	Management fee paid to Liberty Leisure Limited divided by attendances.




Status	Code / Indicator	Frequency	2022/23 Achieved	2023/24 Achieved	2024/25 Achieved	2024/25 Target	Notes
Amber 	LLLocal_G12 Total number of members (Fitness and Swim School)	Monthly	7,727	6,166	5,513	5,650 (revised)	Target not achieved due to the effect of Kimberley Gym and Swim stopping at 31 March 2024. To combat this, LLL is developing its customer journey and retention programme Although total number of members was down for the end of Q4, membership income was slightly higher with Q4 Direct Debit income totalling £129k compared to Q3 totalling £127k.
Green 	LLLocal_G13 Percentage of Direct Debits collected	Annually	96.8%	96.4%	98.0%	98.4%	Number of direct debits successfully collected has fallen from the previous year and the year target. This may be explained by the increase in the cost of living pressuring household budgets. LLL are working to introduce member contracts to help with improving collection rates and retaining customers for longer.
Amber 	LLLocal_G15 Liberty Leisure Limited – Reserve balance	Annually	£487k	£442k	£412k	£442k	Reduction of £30k due to redundancy paid out from reserves.




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) 93% (Q4)	Mar-2026	<p>Transferred a number of Kimberley Gym & Swim members across to Bramcote Leisure Centre. Membership levels across Bramcote and Chilwell are on target.</p> <p>Continued with planned marketing activities to encourage new people to join at one of the leisure centre sites. Staff also attended several outreach events in 2024 and planning for 2025.</p> <p>Growing the recently started corporate health checks to encourage more take up of corporate memberships.</p> <p>Continuing to deliver member workshops to improve member retention by adding value to the membership</p> <p>Reviewed the fitness class programme across both sites in March 2025 to ensure the increase attendance and occupancy of classes within the timetable.</p> <p>Be fair policy introduced as well as App reminders for class bookings to help reduce non-attenders.</p>


Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	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) 76% (Q4)	Mar-2026	Transferred a number of Kimberley Gym & Swim members across to Bramcote Leisure Centre. Membership levels at Bramcote are on target. Continuing to recruit and support volunteers to enable them to become swim teacher to increase the number of available swim teachers to deliver the programme. Currently have 16 volunteers, LLL have part funded 4 people for a Level 1 swim course. Reviewed the cancellation process of Swim School leavers to try and improve retention, as well as discussing options for small group swim sessions, such as shorter sessions with less people to increase class take up. Also reviewed the public swimming programme to make use of the more popular sessions and improve attendances.
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%	Mar-2027	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. Below is a summary for each site: <u>Bramcote Leisure Centre</u> – 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. Progress with the new Bramcote Leisure Centre is moving forward well with a planning currently taking place. ...continued

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 (Continued)	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%	Mar-2027	<p><u>Chilwell</u> – This is a joint use facility, with the school being identified for a proposed new school building. Currently there are no further details available, however, the school continue to work well with LLL and have indicated that they are keen to continue this partnership in the future.</p> <p><u>Greasley Sports and Community Centre</u> – since Kimberley Gym & Swim is no longer operated by LLL the Company is now delivering Exercise Referral from the Greasley site. The process is working well and we are working with the local GP surgeries to increase referrals.</p> <p><u>Hickings Lane</u> – The Council is progressing with the build on site. LLL are involved from an operators' perspective and attend regular meetings, to help shape the offer of activities available. Currently the project is progressing with the procurement for key areas e.g. café and early years.</p> <p>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.</p>
Complete 	LL2326_G04 With external support review a range of potential operating efficiencies	To identify achievable operating efficiencies to be implemented	100%	Mar-2024	A number of efficiencies were implemented which enabled the company to achieve agreed efficiencies. A final review took place in quarter 1 2024/25. It was agreed at the LLL Board in July that further efficiencies would become part of Business as usual.



Status	Code and Action	Action Description	Progress	Due Date	Comments
Complete 	LL2427_G01 Complete a staffing review to best fit the reduced leisure operation delivered by the Company	Have a staffing structure that is suitable for the company's changed operating circumstances, providing improved financial efficiency and greater operating flexibility	100%	Jun-2024	<p>The reduction in services delivered by the company necessitates the need to reduce the central costs of managing the company. The annual saving is £64k by restructuring the senior management team that will mitigate the changes without Kimberley Gym and Swim and the reduction in the Management Fee to be received for 2024/25.</p> <p>The management team now operate with three senior managers with the Managing Director role being removed.</p> <p>Roles and responsibilities have changed and were reported. The Board of Directors were updated to reflect the changes and to ensure good governance.</p>
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-2026	Decision to extend and review in the financial year 2025/26.
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	71%	Mar-2027	Ongoing reviews with Heads of Service to review charges for 2024/25 and to review process moving forwards.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	LL2427_G04 Alternative leisure provision in the north of the Borough	New leisure provision in the north of the Borough	97%	Mar-2027	<p>Partnership with Greasley Sports and Community Centre (GSCC) has been set up, with weekly classes held on site by the Get Active team.</p> <p>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.</p> <p>A SMS (text message) campaign, in partnership with local GP surgeries, has been completed in the North of the Borough, to promote more referrals.</p> <p>Two memberships now available, one for customers to access Greasley on its own and no LLL site, and one slightly more expensive membership to access GSCC and LLL sites for swimming access.</p>
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%	Mar-2028	<p>Currently out for tender to find a provider for café and early years' provision.</p> <p>The LLL Board has approved that LLL will operate the facility given the assurances around support from the Council.</p> <p>Next steps are the procurement of gym equipment and appointing staff.</p>
In Progress 	LL2427_G06 Expand Exercise Referral opportunities	Increase the number of people on the exercise referral programme	75%	Mar-2026	<p>Exercise Referral memberships are exceeding target.</p> <p>Growing Exercise Referral through direct marketing being undertaken by General Practices. Active Lifestyles Team have created double sided business cards to market wise moves and exercise referral with QR codes for people to scan and be directed to the referral form. This means health professionals can give out the business cards as a form of targeted self-referral and reduce admin time.</p>

Status	Code and Action	Action Description	Progress	Due Date	Comments
Complete 	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	100%	Mar-2025	<p>Changed public swimming timetable based on feedback from customers to increase attendance.</p> <p>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.</p> <p>Currently looking at introducing Stage 1 and Stage 2 classes to online joining.</p> <p>Promotion of swimming lessons and gym memberships at Play Days in summer 2024.</p> <p>A new plan to increase income from swimming was implemented from 1 April 2025. Progress will be reported for action LL2528_G01.</p>
Complete 	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	100%	Mar-2027	Price changes implemented for 2024/25. Currently reviewing price changes for 2025/26, to be agreed by LLL Board.
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%	Dec-2026	<p>The implementation of this action has been delayed currently, as the timing of the new equipment needs to coincide with the facility developments.</p> <p>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>New action LL2427_G10a to include new gym equipment at Hicking's Lane and across the estate to be created.</p>

Status	Code and Action	Action Description	Progress	Due Date	Comments
Complete 	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	100%	Mar-2026	<p>Completed a customer survey to identify pain points for customer experience. Removed waiting lists</p> <p>Implemented a Chat Bot (BOB AI) to encourage online joining and respond to queries, also reducing admin time.</p> <p>Added online timetables to the website that pull through via an Application Programming Interface (API)</p> <p>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.</p> <p>Reviewed and improved the digital journey to increase the number of members accessing health improvement programmes.</p> <p>Improved App developments such as marketing automation to improve campaigns and direct marketing to members.</p> <p>Introduced Les Mills at home for all live fitness memberships for free.</p>

Liberty Leisure Limited – Actions – For Broxtowe Borough Council

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BBC2022a Review the existing Management Agreement between Broxtowe Borough Council and Liberty Leisure Limited	To have an updated agreement that accurately details the roles and responsibilities of Broxtowe Borough Council and Liberty Leisure Limited in the provision of leisure in Broxtowe	20%	Sep-2024	Work on specific priorities has been completed: <ul style="list-style-type: none"> • Review payment schedules • Agree a reserve policy • Explore corporation tax liabilities • Repairs and renewals governance agreed at meetings with Head of Asset Management every six months. The overall management agreement still requires review with this to be completed once different potential leisure facility developments have been completed.
Progress 	BBC2022c Replacement Gym Equipment	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	53%	Mar-2025	The implementation has been delayed until 2024/25. A range of options have been explored to provide the most efficient way to implement a change of gym equipment to account for the development at Hickings Lane and future changes within the existing leisure facility stock. Capital submission submitted 27 October 2023 - decision awaited.

Report of the Portfolio Holder - Resources and Personnel Policy

Complaint Report 2024/25

1. Purpose of Report

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

2. Recommendation

The Committee 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 two, managed by the Complaints and Compliments Officer and at stage three 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 two of the Council's formal complaint procedure.
- **Appendix 3** provides a summary of the complaints determined by the Ombudsman.

Of the 429 stage one complaints received overall, 81 were investigated under the stage 2 complaints procedure and seven were investigated by the LGO. Under the stage 2 complaints procedure, 39 complaints (48%) were not upheld, 41 complaints (50%) were upheld and one was withdrawn (2%). Further details can be found in **Appendix 2**. The Ombudsman investigated seven complaints made against the Council. Three complaints were recorded as not upheld, resulting in no further action being required by the Council, four complaints were upheld. Further details can be found in **Appendix 3**.

4. Key Decision

This 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 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:

Whilst there are no direct legal implications arising from this report, 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).

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.

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.

Complaints received

The table below shows the figures for the overall complaints received in 2024/25 and the previous 2023/24 figures are shown in brackets for comparison.

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Number of Stage 1 complaints	429 (407)	326	28	73	2	0
No. of complaints investigated under Stage 2	81 (73)	74	3	4	0	0
No. of complaints determined by the Ombudsman	7 (9)	5	1	0	1	0

The Council has registered a total of 429 stage 1 complaints in the year 1 April 2024 to 31 March 2025, compared to 407 in the year 2023/24. The number of complaints concluded under stage 2 of the complaints procedure is 81, compared to 73 in 2023/24, and seven complaints, compared to nine in 2023/24 have been determined by the Local Government Ombudsman and the Housing Ombudsman Service.

The Housing Ombudsman created a new Complaint Handling Code that required all social landlords to adopt from 1 April 2024. The Council adopted this Code on 1 April 2024 and all employees have been train on the purpose of the Code and effective complaint handling.

The Complaints Team continues to monitor the Council's complaint handling and regular meetings with Assistant Directors and Heads of Service are undertaken. Where issues have been identified, such as Housing Repairs, the Complaints Team works with the Assistant Director 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.

Time taken to acknowledge receipt of stage one complaints (5 working day target)

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Number of complaints acknowledged within 5 working days	429	326	28	73	2	0
Number of complaints acknowledged over 5 working days	0	0	0	0	0	0

429 stage 1 complaints (100%) were acknowledged within the 5-day deadline.

The Council has seen an improvement in the time taken to acknowledge complaints, through continued use of electronic facilities in order to keep complainants updated as to the progress of their complaint.

Time taken to respond to stage 1 Complaints (10 working day target)

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Less than 10 working days	407	304	28	73	2	0
Over 10 working days	22	22	0	0	0	0

407 stage 1 complaints (95%) were responded to in 10 working days. 22 (5%) took longer than 10 working days to provide a response. In these cases, the Assistant Directors and the Heads of Service/Assistant Directors are asked to write to complainants to advise that a response will take longer and to provide the complainant with an estimated timescale for completion.

Reasons for delays could include:

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

There has been a significant rise in damp and mould complaints being received which coincides with increased media coverage. The Housing Repairs Team reports that this increase in complaints has had a significant impact on the service being able to respond to complaints within the 10 working days.

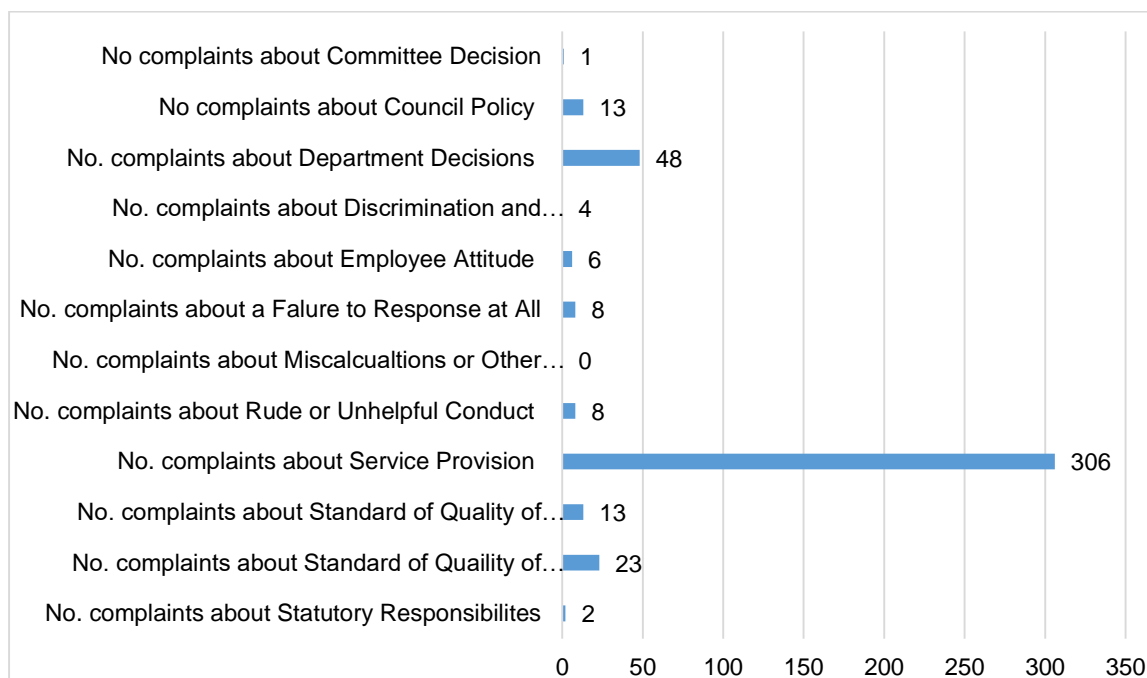
The Housing Repairs Team has been reminded by the Complaints Team of the need to contact complainants where the initial deadlines cannot be met. Furthermore, the Housing Repairs Team is provided a reminder to respond to the complainant with the full response or an extension by the Complaints Team when the 10 working day deadline is triggered.

It should be noted that the current responsiveness for stage 1 complaints within the Housing Repairs Team has improved for 2024/25 with the additional resources within the Housing Team and monitoring undertaking by the Complaints Team.

The Complaints Team pro-actively monitor the Housing Repairs Team stage 1 complaint responsiveness in order to these deadlines to be met.

Furthermore, all extensions are now approved by the relevant Heads of Service/Assistant Directors and reported to GMT bi-weekly.

What the complaints were about

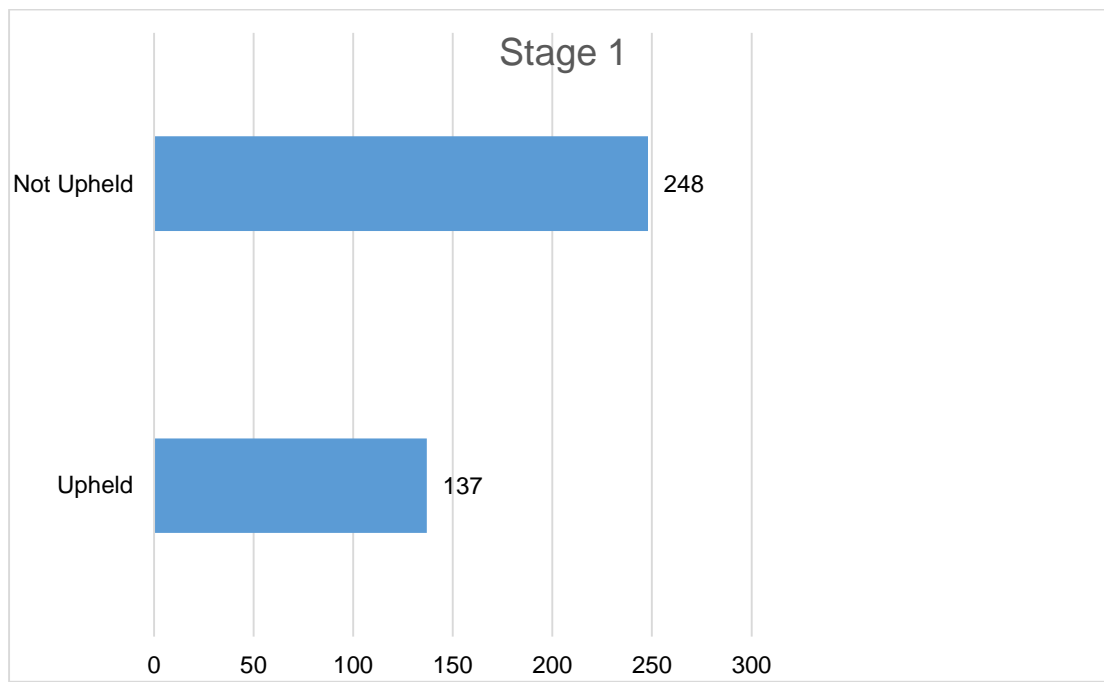


Complaints upheld

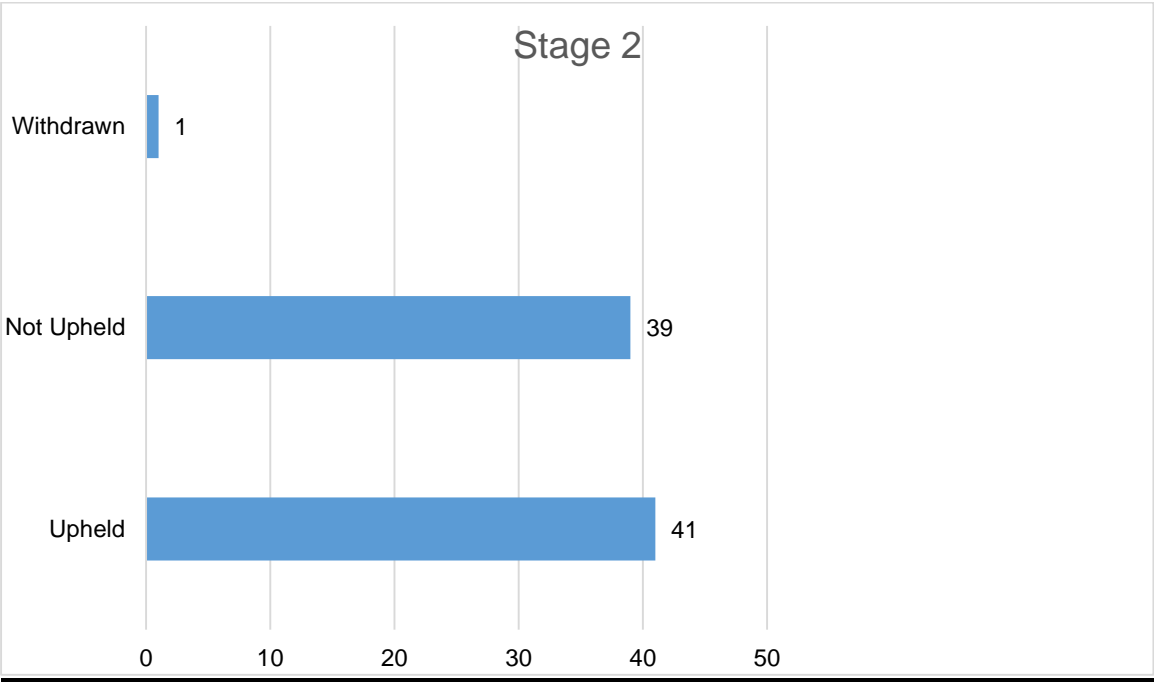
Of the 429 complaints received at stage 1, 248 were not upheld and 181 were upheld.

Stage 2 complaints saw 41 complaints being not upheld, 39 upheld and 1 withdrawn during the course of the investigation.

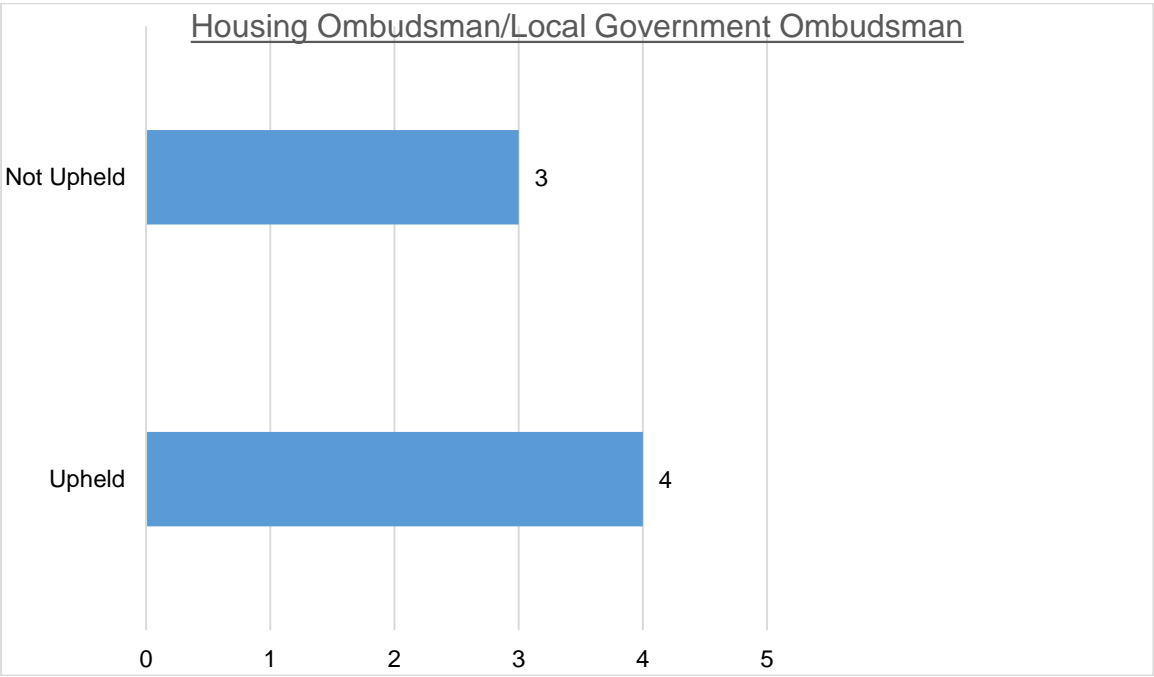
The Local Government Ombudsman and Housing Ombudsman determined that three complaint were not upheld and four upheld.

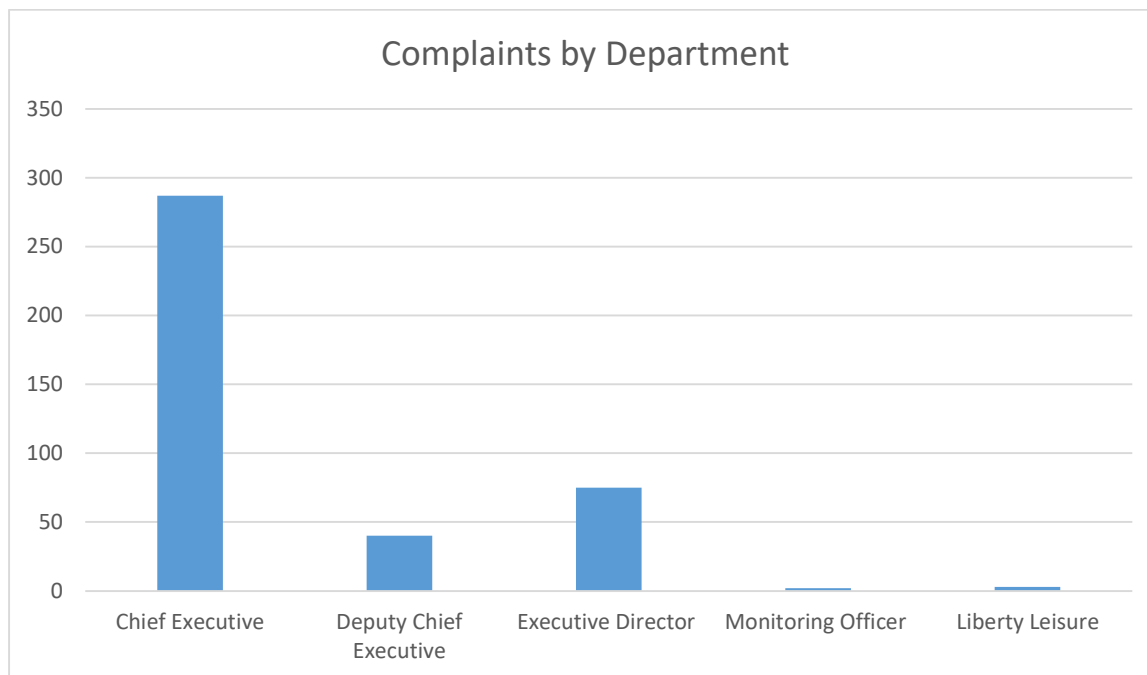
Stage 1

Stage 2



Housing Ombudsman/Local Government Ombudsman



Complaints by Department**Number of stage 2 complaints**

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure
Number of Stage 2 complaints	81 (73)	74	3	4	0	0

Time taken to acknowledge to stage 2 complaints (5 working day target)

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure
Acknowledged within 5 working days	81	74	3	4	0	0

Time taken to respond to stage 2 complaints (20 working day target)

	Total
Responded in 20 working days	78
Responded in more than 20 working days	3

78 complaints were investigated and responded to under stage 2 of the formal complaint procedure. 100% were acknowledged within five working days and 78 (96%) were responded to within the 20 working day timescale. All the complainants who received their responses after 20 working days were informed that there would be a delay and the reason for the delay.

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.

(This list is not exhaustive)

As with stage one extensions being approved by the relevant Heads of Service/Assistant Directors, stage two extensions are now approved by the Head of Democratic Services and reported to GMT bi-weekly.

Equalities Monitoring

Of the 429 stage 1 complaints recorded, 302 were completed with some the monitoring data partially supplied.

Gender

Male – 175
Female – 254

Age groups

<17 – 1	45–59 – 87
18–24 – 25	60–64 – 36
25–29 – 34	65+ – 75
30–44 – 102	Not stated – 144

Ethnic Groups

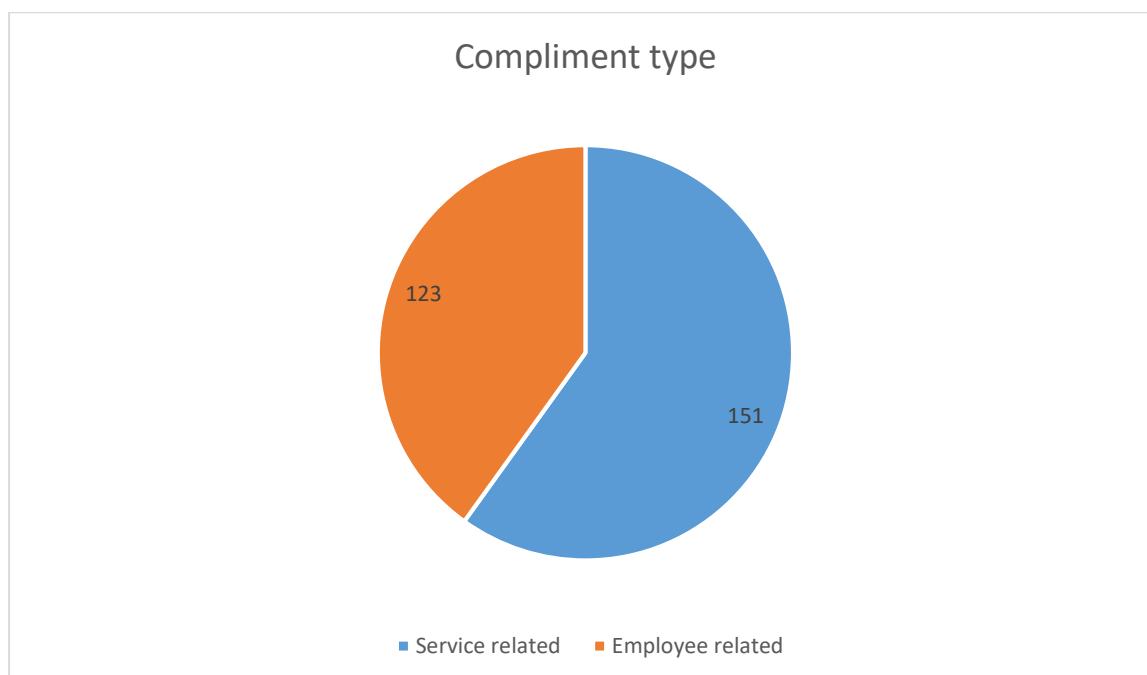
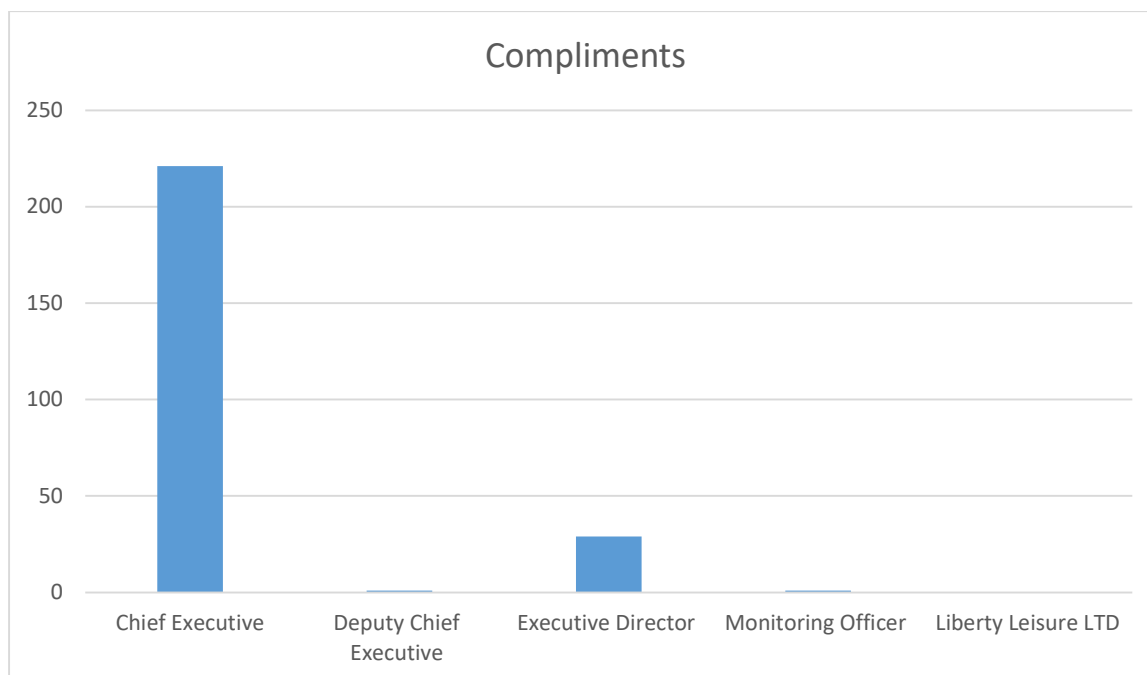
African - 3
British – 342
Caribbean - 1
Chinese - 0
Gypsy or Irish Traveller - 0
Indian – 3
Irish – 4
Other - 3
Not stated – 67
Pakistani - 6

Long term health problem that limits daily activity?

Yes – 136
No – 203
Not stated - 90

Compliments

There have been a total of 252 compliments registered in the period, 101 of which were in relation to specific employees and 151 were related to the service received.



Compliments are valuable, welcomed, and important in enabling the Council to understand that the services provided meet customers' satisfaction, provide positive feedback to employees, influence the organisational and service development and inform the Council's quality assurance.

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	1	1	0	0
Development Control	34	12	2	0
Environmental Health	2	0	0	1
Housing and Income	24	3	0	81
Housing Operations	97	26	1	91
Housing Repairs	140	28	2	38
Housing Strategy	28	4	0	10
Total	326	74	5	221

Deputy Chief Executive's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Capital Works	13	0	0	1
Customer Services	1	1	0	0
Revenues	14	2	1	0
Total	28	3	1	1

Executive Director's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Administration	3	0	0	0
Bereavement	1	2	0	5
Waste and Recycling	54	2	0	13
Environment	13	0	0	11
Data Protection	2	0	0	0
Total	73	4	0	29

Monitoring Officer's Department

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

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

Financial Settlements

	Total	Chief Execs	Deputy Chief Execs	Executive Director	Monitoring Officer	Liberty Leisure
Stage 1	3	£3,100	0	0	0	0
Stage 2	20	£22,756	£314	0	0	0
Ombudsman	5	£4,400	0	0	0	0
TOTAL	28	£30,256	£314	0	0	0

Stage 2 – Formal Complaints

The complaints provided below have been summarised in order to prevent identification of individuals.

Planning**1. Complaint against Planning**

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that their planning application was inappropriately refused permission.

Council's response

It was concluded that an appropriate level of service was received as the Planning Team had considered the application in line with the relevant policies.

The Planning Team has responded to the complainant's enquiries in a timely manner and had provided them with the necessary information in how to progress the application.

As concerns were raised by the Highways Authority, the Planning Team were unable to support the application until the concerns were addressed. The Planning Team had provided the complainant with these concerns and the details required to address these.

Head of Service Comments

The correct action was undertaken in line with legislation to ensure that the planning application met the standards set by the Council.

2. Complaint against Planning

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team had approved an application that was not appropriate for the area or the covenant of the area.

Council's response

It was concluded that an appropriate level of service was received as the Planning Team had considered the developments in line with the Council's Planning Policies and national legislation.

Covenants are a civil matter and are not the responsibility of the Council to enforce.

Assistant Director Comments

The correct action was undertaken in line with legislation to ensure that the planning application met the standards set by the Council. The Council is not responsible for covenants and these are not a material planning considerations.

3. Complaint against Planning (this complaint relates to the one but was submitted by another neighbour in the area of the development)

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team had approved an application that was not appropriate for the area or the covenant of the area.

Council's response

It was concluded that an appropriate level of service was received as the Planning Team had considered the developments in line with the Council's Planning Policies and national legislation.

Covenants are a civil matter and are not the responsibility of the Council to enforce.

Assistant Director Comments

The correct action was undertaken in line with legislation to ensure that the planning application met the standards set by the Council. The Council are not responsible for covenants and these are not a material planning considerations.

4. 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.

Assistant Director 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.

5. Complaint against Planning

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Department did not make reasonable adjustment to assist them when requesting information.

Council's response

The Council had provided the complainant with detailed explanations, as requested, as part of the complainant's neuro divergence. The correspondence was polite and factual and adjustments were made when the complainant notified the Council of their neuro divergence.

Assistant Director Comments

The Planning Department had correctly supported the complainant during their correspondence.

6. Complaint against Planning

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that they had not been notified of an amendment to a planning application.

Council's response

It was concluded that the Planning Team had correctly notified the neighbouring properties of the development and its subsequent amended plans with the correct time frames.

The Officers had determined that the amended planning application did not require a full resubmitted application as the amendment was not a large departure from the original application.

Statutory timeframes for the consultation for the original application had been provided correctly. Furthermore, when receiving the amended application, the Planning Team provided an additional consultation for the neighbouring properties. The Council is only required to consult on the first occasion. Amended plans do not have a statutory requirement for the Council to re-consult. However, the Council undertook this process.

As no objections were received during either consultation periods, the Council deemed the application to be acceptable.

Assistant Director Comments

The Planning Department had correctly assessed the planning application.

7. Complaint against Planning

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Teams online notification system was not working correctly, the site notices for a planning application were not correctly advertised and incorrect information was being used in the Planning Committee reports for HMOs.

Council's response

It was found that the Council had acted appropriately when displaying the site notice and notifying the statutory consultees adjacent to the site.

Furthermore, the Planning Team had correctly applied the Houses in Multiple Occupation Supplementary Planning Document to the Planning Committee report. The Planning Committee report had included the percentage of Houses in Multiple Occupation as required.

The Council recognises that the website was not clear in the functionality of the notification system, in that it does not clearly explain that a notification would only be sent when an application had changed status and not when a document has been uploaded.

The Planning Team were currently exploring the option to update the wording with the supplier in order to make this clear.

Assistant Director Comments

The Planning Department had correctly displayed the site notice in line with statutory guidance and were correctly using the HMO information as stipulated by the Multiple Occupation Supplementary Planning Document.

8. Complaint against Planning

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to undertaken enforcement measure against a neighbouring property.

Council's response

The Council had actively investigated the issues that had been raised and had provided the complainant with the correct advice.

As the development, for which complainant had raised the enforcement issue against does not have enforceable conditions attached to it, the Council was unable to take action.

Furthermore, the Environmental Health Team have been in regular contact with the complainant regarding the noise issues and had provided the correct advice by requesting that diary sheets are filled in and returned in order to monitor the noise. As the complainant did not provide the diary sheets, the Environmental Health Team were unable to take any further action.

Assistant Director Comments

The Council correctly investigated the reported breach of planning conditions.

9. Complaint against Planning

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to undertake enforcement measures against a neighbouring property.

Council's response

The Council had actively investigated the issues raised and had provided the correct advice. The Council had determined that no further action was required as the development would likely have been approved if the correct application had been submitted. Furthermore, it was determined that the structure did not affect the complainant's amenity and the complainant's local Councillors did not wish to pursue this matter following consultation.

The Council had taken the correct action while investigating this issue.

Assistant Director Comments

The Council correctly investigated the reported breach of planning conditions.

10. Complaint against Planning

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had altered a planning method statement resulting in the change of delivery times permitted at a development site.

Council's response

There was no information to suggest that the Council had altered the planning method statement. The revised statement had been provided by the applicant with the revised wording. The Planning Team had considered this application and statement and had concluded with their professional judgement that the statement is acceptable. The wording was created or changed by the Council.

Assistant Director Comments

The Planning Team appropriately considered the revised statement. These statements are not altered by the Planning Team but are considered when they are submitted by an applicant.

11. Complaint against Planning

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team had failed to achieve full compliance with regards to conditions 7, 8 and 12 prior to the sale and occupation of the dwellings.

Council's response

The responsibility for the discharge of the planning conditions rests with the developer. It is the responsibility of the Council to undertake action to ensure compliance with these conditions. On this occasion, the Council are currently undertaking works to ensure the developers comply with these conditions through its Planning Enforcement Team.

The exact nature of the works could not be confirmed to the complainant as there is a potential for this information to be used as part of a legal case.

Assistant Director Comments

The Planning Enforcement Team had correctly started the investigation into the failure to achieve compliance into the conditions when this was reported. This issue requires thorough investigation and the details cannot be confirmed due their legal nature.

12. Complaint against Planning

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team had failed to make reasonable adjustments toward their neuro divergence and deliberately delayed issuing responses toward their enquiries.

Council's response

The Council had provided detailed explanations, as requested, as part of the complainant's neuro divergence. The correspondence had been polite and factual and adjustments were made when notification was provided to the Council regarding the neuro divergence.

There was no information to suggest that the Council have purposefully delayed any of the correspondence being sent. All correspondence was issued within one to two days.

Assistant Director Comments

The Planning Team had correctly made adjustments to support the complainant's neuro divergence upon being alerted to this. All correspondence was issued in a timely manner.

Housing Repairs**1. Complaint against Housing Repairs**

Response – 30 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Council had left them with a gas leak.

Council's response

It was concluded that an appropriate level of service was not received as the Council's telephone systems did not allow the complainant to report the occurrence of a gas leak at the property in a timely manner.

While they were able to report the gas leak through their Independent Living Coordinator, the initial contact with the Council failed due to the Out of Hours Service not connecting the telephone call and the Housing Repairs phone lines being busy.

The Council recognised that this caused distress and uncertainty during a stressful period of the gas leak.

While a gas leak occurred at the property, and the boiler was subsequently isolated by Cadent, the two following checks undertaken by the Housing Repairs Team did not find any faults with the boiler or that a leak had occurred from it.

Due to the conflicting information from Cadent and the Housing Repairs Team, the Council were unable to verify the exact source of the gas leak. However, subsequent checks have confirmed that there was no longer a gas leak at the property.

The Council offered the complainant £250 for the failure to connect to the Out of Hours service. **This was not accepted.**

Assistant Director Comments

The Council recognises the inconvenience caused by not being able to connect to the Out-of-Hour's service. Several inspections were undertaken to the boiler following the report of the leak, but no evidence could be found that the boiler was leaking or faulty.

2. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that their garage was in a state of disrepair and had not been repaired despite being reported.

Council's response

It was concluded that an appropriate level of service was not received as the Council did not take a proactive approach towards offering an alternative garage and the communication from the Housing Repairs Team regarding the repairs had been substandard.

The Council's records indicate that the garage was left in a state of good repair when the tenancy began, upon reporting issues of water ingress, the Housing Repairs Team attended the garage in timely manner to inspect and repair the issues that were reported.

However, while the Housing Repairs Team attended the garage in a timely manner, there was a failure to identify that the walls and mortar required repair in the first visit, which resulted in delays in the correct repairs being undertaken.

Furthermore, while the complainant had been offered a temporary garage, the Home Ownership Team should have identified sooner that a temporary transfer of the garage was necessary due to the water ingress and the difficulties encountered in undertaking the

full repair of the garage due to the private homeowner's shed backing up to the wall that required repairing.

A fund of £120.18 was issued to the complainant for their garage rent while the garage was unusable, and an additional £180 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not correctly identifying the repairs in the first instance and not identifying the need to undertake a temporary transfer of the garage sooner.

3. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not attend a scheduled appointment.

Council's response

It was concluded that an appropriate level of service was not received as the Housing Repairs Team did not attend the property for a scheduled appointment. Furthermore, the Housing Repairs Team did not correctly notify the complainant that they were unable to attend this repair.

Assistant Director Comments

The Council recognises the inconvenience caused by not correctly attending the appointment in the first instance. The repair was rescheduled and undertaken correctly following this notification.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded to provide correspondence to individuals where delays in works arise.
- The Housing Repairs Team has been reminded to attend appointments when these have been scheduled.

4. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that there had been a delay to repair an issue of damp and mould at their property.

Council's response

It was concluded that an appropriate level of service was not received as there were delays in the Housing Repairs Team undertaking repairs to the property's soffits and fascias.

While it was identified by the Council's contractor, Baggaley and Jenkins, that it would be beneficial to repair the soffits and fascias, this was not correctly booked by the Housing Repairs Team.

A further delay occurred in repairing the soffits and fascias when an asbestos survey was delayed.

The complainant was offered £500 compensation and an apology. However, **this was not accepted.**

Assistant Director Comments

The Council recognises the inconvenience caused by delaying the repairs to the soffits and fascias.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to ensure that works identified by external contractors are promptly undertaken.
- 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.

5. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team had not repaired an issue of cracked plaster at their property.

Council's response

It was concluded that an appropriate level of service was received as the Council records indicate that the plastering in the rear bedroom was sound and had not de-bonded.

As the plaster had not de-bonded, no work was required to repair the plaster. Furthermore, as the Right to Buy process had been started, the Council is no longer responsible for routine repairs at the property.

Assistant Director Comments

The Housing Repairs Team attended the property promptly and identified that the plaster did not require any work as it was sound. Individuals that start the Right to Buy process become responsible for the repairs of the property and the complainant was correctly informed of this.

6. Complaint against Housing Repairs

Response – 20 working days

Complaint upheldComplaint

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.

Assistant Director 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.

7. 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 your 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.

Assistant Director 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.

8. 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 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 review the issues of subsidence in a timely manner.

The Council had routinely inspected the property when the issues had been raised with its 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.

Assistant Director Comments

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

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 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 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.

Assistant Director Comments

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

10. 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.

Assistant Director Comments

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

11. 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.

Assistant Director Comments

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

12. 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.

Assistant Director 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.

13. 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.

Assistant Director Comments

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

14. 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.

Assistant Director 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.

15. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to repair a roof leak at a block flats.

Council's response

It was noted that there had been unreasonable delays in the Capital Works and Housing Repairs Teams undertaking and completing the necessary works and keeping the complainant updated on their completion.

These delays occurred due to the Council not progressing the works or monitoring their completion to ensure that they were undertaken in a timely manner. Furthermore, works that were identified as part of the complaint were not undertaken.

During the stage 2 complaint process, the Council had since procured a contractor to repair the flat roof. As part of the complaint, the Council had agreed to prioritise the complainant's block and repair this first as it is the most affected by the leaking flat roof.

The Council would continue to monitor the progress of the repair by undertaking weekly site visits to the block.

The Council would further ensure that the complainant was communicated to in a timely manner should there be any developments or updates. The Head of Housing and the Modernisation Manager had agreed to be the complainant's points of contact for these updates.

Furthermore, the complainant was offered and accepted £2,000 compensation.

Assistant Director Comments

The Council recognises the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs and Capital Works Team had been reminded of their responsibility in booking and completing works in a timely manner.

Complaint Team Recommendations/actions

- The responsibility to appropriately communicate with tenants/complainants.
- To accurately log necessary works in a reasonable period and to prioritise repairs where necessary.
- To monitor all works to ensure that they completed in a reasonable timeframe whether being completed by the Council or referred to our Contractors.
- To keep the tenant/complainant updated of any issue that would delay the completion of the works.
- To action and monitor complaints, within agreed timeframes until they are satisfactorily concluded.

16. Complaint against Housing Repairs

Response – 30 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to repair a garden that had been reallocated to them.

Council's response

It was found that delays had occurred due to the Council delaying the inputting of the works on to the Housing Repairs system and incorrectly passing the works to an incorrect contractor to complete repairs.

This was further exacerbated by the Housing Repairs Team not following up on the completion of these repairs despite them being registered as part of the complainant's stage 1 complaint. The Housing Repairs Team acknowledged that the repairs were not entered on the system for an extended period of time or monitored to ensure their completion. Furthermore, the full requirements of the inspection that took place at the complainant's property were not correctly undertaken. This resulted in a further delay in the Housing Repairs Team undertaking the necessary works.

A full inspection of the complainant's property was subsequently undertaken to identify the full extent of the work needed to be complete the issues raised.

The complainant was offered and accepted £1,750 compensation.

Assistant Director Comments

The Council recognises the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs had been reminded of their responsibility in booking and completing works in a timely manner.

Complaint Team Recommendations/actions

- The responsibility to appropriately communicate with tenants/complainants.
- To accurately log necessary works in a reasonable period and to prioritise repairs where necessary.
- To monitor all works to ensure that they completed in a reasonable timeframe whether being completed by the Council or referred to our Contractors.
- To keep the tenant/complainant updated of any issue that would delay the completion of the works.
- To action and monitor complaints, within agreed timeframes until they are satisfactorily concluded.
- Increase checks, by an appropriate manager, on actions identified as part of the complaints process to ensure that these are completed in a timely manner.
- The Housing Department have undertaken a self-assessment against the Housing Ombudsman's Record Keeping Guidance. The Council has implement actions to ensure that records are regularly monitored and updated.

17. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the damp proofing previously undertaken by the Council had been ineffective.

Council's response

The Council had undertaken inspections to the complainant's property in a timely manner to review the effectiveness of the damp proof works. However, there was a delay in completing the works to the door may have potentially exacerbated the damp issue.

Despite the recommendation provided by the Council's contractor, Baggaley and Jenkins, to ensure that the front door is water tight, the Council had failed to undertake this work. While the Housing Repairs Team attempted to remedy the issue but access could not be made to the property, there were no records to suggest that this was followed up or a return visit was arranged.

This has caused a 9-month delay in the door being repaired.

The complainant was offered and accepted £1,974 compensation.

Assistant Director Comments

The Council recognises the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs had been reminded of their responsibility in booking and completing works in a timely manner.

Complaint Team Recommendations/actions

- The responsibility to effectively communicate with tenants/complainants, especially where delays are anticipated or have occurred.
- To accurately log necessary works in a reasonable period and to prioritise repairs where necessary.
- To monitor all works to ensure that they completed in a reasonable timeframe whether being completed by the Council or referred to our Contractors.
- To keep the tenant/complainant updated of any issue that would delay the completion of the works.

18. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team had failed to repair a leak at a neighbouring property which had caused damage to their property.

Council's response

It was found that there had been delays in the Council inspecting, and procuring, the necessary works from a contractor to repair the leak at the neighbour's property and also repairing the damage caused at complainant's property.

These delays occurred due to the Council not attending an inspection despite it being correctly scheduled. This resulted in the Council delaying the works necessary to repair the leak at the neighbouring property and repairing the damage caused by the leak.

Furthermore, the Housing Repairs Team delayed procuring a contractor to repair the bathroom leak at the neighbour's property. Part of the planned works were also to repair the damage caused to complainant's property by the leak, and as a consequence these were also delayed.

This delay occurred due the Housing Repairs Team not approving the quote for the works in a timely manner. This further delayed the repairs to the properties.

The complainant was offered and accepted £1,000 compensation.

Assistant Director Comments

The Council recognises the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs had been reminded of their responsibility in booking and completing works in a timely manner.

Complaint Team Recommendations/actions

- The responsibility to effectively communicate with complainants, especially where delays are anticipated or have occurred.
- To accurately log necessary works in a reasonable period and to prioritise repairs where necessary.
- To monitor all works to ensure that they are completed in a reasonable timeframe, whether being completed by the Council, or referred to Contractors.
- Additional training has been provided to the Housing Department regarding record keeping, complaint handling and monitoring the outcome of complaints. The Housing Repairs Team are required to actively monitor any repairs scheduled as part of complaints to ensure their completion following this training
- The Housing Department has undertaken a self-assessment against the Housing Ombudsman's Record Keeping Guidance. The Council has implemented actions to ensure that records are regularly monitored and updated.
- The Housing Repairs Team has since updated its process for logging repairs. This includes, giving Housing Repairs Inspectors allocated times for logging works to ensure that these are done promptly.

19. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheldComplaint

The complainant contacted the Council and complained that the Housing Repairs Team had not repaired a roof tile at a neighbouring property which was causing their property to become damp.

Council's response

It was found that the Council has actively investigated the roof and the damp at the complainant's property.

The Council had attended the property on multiple occasions to inspect the damp and mould.

It had been identified that the damp and mould at the property was not being caused by the missing roof tile and this may be linked to the guttering. It was noted during a visit to the property that the complainant's guttering had vegetation within it and this might be the source of the damp and mould. As a private home owner, the clearance of the guttering would be their responsibility.

Assistant Director Comments

The Housing Repairs Team had correctly investigated and notified the complainant of the necessary works to rectify the damp at their property. As a private homeowner, it remains their responsibility to maintain their property.

20. Complaint against Housing Repairs

Response – 20 working days

Complaint upheldComplaint

The complainant contacted the Council and complained that there had been a lack of action to remove damp and mould from their property.

Council's response

There had been unreasonable delays in the Housing Repairs Team logging and completing the necessary works and keeping the complainant updated.

These delays occurred due to the Council not attending an inspection/or recording the result of the inspection. Due to the Council records being incomplete, this resulted in the Council delaying the works necessary to remove the damp and mould.

Furthermore, the Housing Repairs Team delayed procuring a contractor to repair the bathroom leak that may have been contributing the damp and mould at the property. Part of these works were to apply anti-fungal mould wash that were also delayed.

This delay occurred due the Housing Repairs Team not approving the quote for the works in a timely manner. This further delayed the repairs to the property.

This resulted in a 6-month delay in the Council initially undertaking the repairs to the bath and mould treatment.

The complainant was offered £2,000 compensation. This was broken down in to:

- £500 for the delays and inconvenience caused by the repairs not being booked in a timely manner in the first instance.
- £500 compensation for the distress and/or hardship caused by the poor communication provided by the Housing Repairs Team and for the delays that occurred in repairs being booked.
- £1,000 toward the items that have been damaged by the damp and mould.

Assistant Director Comments

The Council recognises the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs Team has been reminded of their responsibility in booking works in a timely manner.

21. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that there had been a lack of action to repair a storage heater at their property and to make secure a roof that was letting pests in. This took place during the complainant's pregnancy.

Council's response

There had been unreasonable delays in the Housing Repairs Team logging and completing the necessary works and keeping the complainant updated.

These delays have occurred due to the Council not correctly logging and undertaking the repairs. This was further exacerbated by the Housing Repairs Team not following up on the completion of these repairs following their logging and cancelling them incorrectly.

Furthermore, when the repair was initially undertaken, the Housing Repairs Team did not have the correct part which further delayed the repair to the heater.

While the heater in the hallway had failed, the heating for the rest of the property was functioning correctly.

The Council recognises that the complainant had experienced an issue with pests at the property due to the coving not being sealed correctly. The Council attended to this issue when reported but it is recognised that this has caused further distress.

The complainant was offered £1,180 compensation. This was broken down in to:

- £500 for the inconvenience, delays, distress and/or hardship caused by Council delaying the repair of the heater in the winter months and during your pregnancy.
- £500 compensation is for the inconvenience, distress and/or hardship caused by the poor communication provided by the Housing Repairs Team.
- £180 for a pest control service.

Assistant Director Comments

The Council recognises the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs Team has been reminded of their responsibility in booking works in a timely manner.

Complaint Team Recommendations/actions

- To monitor all works to ensure that they completed in a reasonable timeframe whether being completed by the Council or referred to our Contractors.
- To keep the tenant/complainant updated of any issue that would delay the completion of the works.

- Additional training has been provided to the Housing Department in March 2024 regarding record keeping, complaint handling and monitoring the outcome of complaints. The Housing Repairs are required to actively monitor any repairs scheduled as part of complaints to ensure their completion following this training.
- The Housing Department have undertaken a self-assessment against the Housing Ombudsman's Record Keeping Guidance. The Council has implemented actions to ensure that records are regularly monitored and updated.
- The Housing Repairs Team have changed the process for how jobs are abandoned on the logging system to ensure that repairs are being abandoned correctly and not in error. This involves checking the repairs to ensure that the appropriate action has been undertaken before it is closed.

22. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that there had been delays in the Council repairing the floor at their property. Due to the extensive works, temporary accommodation was offered to the complainant. The temporary accommodation offered to the complainant was poor due to other guest staying at the location.

Council's response

The Housing Repairs Team undertook the appropriate action to repair the flooring and sourcing an alternative accommodation while the repairs took place.

In recognition of the complainant's items being removed from the lounge to the bedroom to facilitate the repair, the Council sourced the complainant alternative accommodation.

The Council expressed sympathy that the complainant did not feel comfortable at the temporary accommodation. However, there was no information to suggest that the Council acted inappropriately when sourcing this accommodation.

Furthermore, the Council undertook the repairs to the floor in a timely manner with works commencing on 2 April 2024 and being fully completed on 4 April 2024.

Assistant Director Comments

The Council had taken the appropriate action by inspecting and advising the complainant in a timely manner.

23. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that there had been difficulties in contacting the out of hours' service and operatives did not wear overshoes when entering their property.

Council's response

There was an issue with the complainant contacting the out of hours' service in the first instance and the out of hours' operative who initially attended the property did not have overshoes. As the operative did not have overshoes, the complainant did not let them into the house and this caused an initial delay in the boiler being repaired.

The Council attended the repairs to the boiler when they were reported and the correct action was undertaken in undertaking surveys to determine the fault. Each repair was completed over bank holiday periods without the need for the complainant to wait until normal office hours to receive the service. However, a delay occurred when the out of hours' operative did not check the condensate pipe in the first instance. This was identified in follow up visit and was repaired.

A technical issue arose which meant that the calls were not being correctly transferred to the out of hours' service. The Council are continuing to monitor this to ensure that the systems are working as intended.

The complainant was offered £250 compensation. This was broken down in to:

- £250 for the inconvenience, delays, distress and/or hardship caused by Council delaying the repair in the first instance due to the fault in the telephone service and for the operative not having overshoes.

Assistant Director Comments

The Council recognises the inconvenience caused the technical difficulty in reporting the repair in the first instance and for the operative not having overshoes.

Complaint Team Recommendations/actions

- Ensure the Housing Repairs Team and out of hours' operatives are reviewing the condensate pipes in the first instance to ensure this is not the cause of the fault when attending to boiler repairs.
- Monitor the out of hours' service phone lines to ensure these are working correctly. This is being monitored by the Council's Tenant Panel and by the Housing Repairs Team.
- Remind the out of hours' operatives to always carry overshoes with them and not to be taking shoes off during repairs.
- Remind the out of hours' service to correctly manage the expectations of individuals.

24. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that there were delays in repairing the guttering at their aunt's property despite being reported on several occasions.

Council's response

There had been unreasonable delays in the Housing Repairs Team identifying the necessary repairs in the guttering at the complainant's aunt's property.

While the Housing Repairs Team had attended the aunt's property in a timely manner and undertook works to remove blockages from the guttering, there was a failure to identify that the guttering required repairing to fix the leak on a permanent basis.

This resulted in the Council not permanently repairing the gutter for 2 years and caused an issue with damp and mould at the property.

The complainant and their aunt were offered £250 and £1965 compensation. This was broken down in to:

- £250 compensation is for the inconvenience, distress and/or hardship caused by the poor communication provided by the Housing Repairs Team and for the complainant having to repeatedly register the repair to the guttering on behalf of their aunt.
- £1,695 for the replacement of the decorating and carpet that have become damaged by the leak.
- £250 compensation for the inconvenience, delays, distress and/or hardship caused by Council not identifying the leak and permanent repair to the guttering in the first instance.

Assistant Director Comments

The Council recognises the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs Team has been reminded of their responsibility in booking works in a timely manner.

Complaint Team Recommendations/actions

- Ensure that all repairs are fully investigated to ensure they are fully completed in the first instance.
- Ensure that tenants and their representatives are provided updates and communication in a timely manner and as requested.
- Specific training relating to complaint remedies and compensation has been provided to all complaint handlers at the Council on 31 January 2024 and 7 February 2024.

25. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that there were delays in repairing a back door at their property.

Council's response

There had been unreasonable delays in the Council repairing the back door of the property and not providing communication to ensure that the complainant was informed of the repairs progress.

These delays occurred due to a contractor not returning to the property following the initial visit and not providing an update to the issue in acquiring the necessary parts to complete the works.

The Council failed to monitor the progress of the repair and only picked this up following the registration of the stage 1 complaint.

The complainant was offered £250 compensation. This was broken down in to:

- £150 compensation is for the inconvenience, distress and/or hardship caused by the delays in the repair being undertaken and in recognition of the added inconvenience of not having access to the back door.
- £100 is for the inconvenience, delays, distress and/or hardship caused by Council not effectively communicating with you regarding the repairs and their progress.

Assistant Director Comments

The Council recognises the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs Team has been reminded of their responsibility in booking works in a timely manner.

Complaint Team Recommendations/actions

- Ensure that all repairs are fully monitored through to completion.
- Ensure that tenants and their representatives are provided updates and communication in a timely manner, especially where delays are expected to occur.

26. Complaint against Housing Repairs

Response – 30 working days

Complaint upheld**Complaint**

The complainant contacted the Council and complained that there were delays in the Council removing damp and mould at their property and not correctly replacing skirting board.

Council's response

As the Council's records do not indicate that the full replacement of skirting board had been completed and that it had been report that the original skirting board had been used again, the complaint was upheld. The Housing Repairs Team attended the property to undertaken the full replacement of the skirting boards as per the original works quoted.

There was no information to suggest that the Council has acted inappropriately when dealing with the mould in the upstairs areas of the property. The Council had attended the property in a timely manner and determined that mould washes and repairing the bathroom walls are appropriate. In this instance, the Council had determined that while the moisture in the bathroom is caused by atmospheric condensation and it would be beneficial to replace the plasterboard with a thermal plasterboard to help reduce the moisture. The quote to undertake this work had been approved and the Council were due to make the necessary arrangements to complete the repairs.

Assistant Director Comments

The Council recognises the inconvenience caused by not undertaking the full repair as originally quoted. The Housing Repairs Team attended the property to ensure that this was done correctly.

Complaint Team Recommendations/actions

- An instruction has been issued to monitor all works to ensure that they are completed in a reasonable timeframe whether being completed by the Council or referred to our Contractors.
- An instruction has been issued to record completion of works and ensure that they are completed as exactly as required.

27. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld**Complaint**

The complainant contacted the Council and complained that the Housing Repairs Team had not repaired an issue with a hot water cylinder which resulted in the property only having 10 minutes of hot water at a time.

Council's response

The Housing Repairs Team had attended the property on each occasion the complainant had reported that they were unable to access hot water after 9/10 minutes of use. The Council had been unable to locate any faults with the hot water cylinder. The hot water cylinder only provides hot water for 9/10 minutes before it is required to re-charge the element that provides hot water.

The Housing Repairs Team had confirmed that this is working correctly.

While the Council was unable to locate any information to suggest that the hot water cylinder is not working correctly, the Council recognises that its record keeping and communication were not to a satisfactory standard.

The complainant and their aunt was offered £250 compensation. This was broken down in to:

- £250 compensation is for the inconvenience, distress and/or hardship caused by the lack of record keeping, the failure to return a telephone call and that advice/explanation surrounding the use of the hot water cylinder not being clear.

Assistant Director Comments

While the correct action had taken place regarding the inspection of the hot water cylinder, the record keeping and communication surrounding the work and operation of the water cylinder could have been better as to not increase the complainant's distress.

Complaint Team Recommendations/actions

- An instruction has been issued that all records are to be correctly recorded and updated so repairs can be investigated fully and promptly.
- An instruction has been issued that all communication and telephone calls are to be undertaken promptly to avoid confusion or distress.
- An instruction has been issued that advice provided regarding the use of the hot water cylinder is clear and consistent.
-

28. Complaint against Housing Repairs

Response – 20 working days

Complaint upheldComplaint

The complainant contacted the Council and complained that the Housing Repairs Team had not undertaken the appropriate repairs to their property before the commencement of their tenancy.

Council's response

There had been unreasonable delays in the Housing Repairs Team undertaking and completing the necessary works and keeping the complainant updated.

These delays had occurred due to the Council not progressing the works or monitoring their completion to ensure that they were undertaken in a timely manner. Furthermore, works that should have been identified and undertaken were only raised when a complaint was made to the Council.

This was further exacerbated by the Housing Repairs Team not following up on the completion of these repairs despite them being registered as part of the complaint made to the Council. While the Housing Repairs Team had acknowledged and logged the repairs, these were not monitored to ensure their completion.

While the works would not have stopped the complainant moving into the property, the Council recognises that due to the extent of works, further consideration should have been given as whether the property was ready to let.

The complainant and their aunt was offered £1,500 compensation. This was broken down in to:

- £1,000 for the inconvenience, delays, distress and/or hardship caused in the works being undertaken despite being investigated as an official complaint.
- £500 compensation is for the inconvenience, distress and/or hardship caused by the poor communication provided by the Housing Repairs Team.

Assistant Director Comments

The Council recognises the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs Team has been reminded of their responsibility in booking works in a timely manner.

Complaint Team Recommendations/actions

- The responsibility to appropriately communicate with tenants/complainants.
- To accurately log necessary works in a reasonable period and to prioritise repairs where necessary.
- To monitor all works to ensure that they completed in a reasonable timeframe whether being completed by the Council or referred to our Contractors.
- To keep the tenant/complainant updated of any issue that would delay the completion of the works.
- To action and monitor complaints, within agreed timeframes until they are satisfactorily concluded.
- The Housing letting team have been advised to thoroughly check before releasing a property that it is in a condition to be let or if works are required that this is properly communicated and works are addressed in a timely manner.
- Additional training has been provided to the Housing Department in March 2024 regarding record keeping, complaint handling and monitoring the outcome of complaints. The Housing Repairs are required to actively monitor any repairs scheduled as part of complaints to ensure their completion following this training.
- The Housing Department have undertaken a self-assessment against the Housing Ombudsman's Record Keeping Guidance. The Council has implement actions to ensure that records are regularly monitored and updated.

Housing Operations**1. Complaint against Housing Operations**

Response – 20 working days

Complaint upheld**Complaint**

The complainant contacted the Council and complained that the Housing Operations Team had not correctly dealt with an issue of drains being blocked by another tenant.

Council's response

It was concluded that an appropriate level of service was not received as the Tenancy Services Team had not proactively monitored the issues of food waste being disposed of via a drain.

The Council recognises that by not actively monitoring the issue, this had resulted in the complainant having to report the blocked drains on three separate occasions.

While the drains had been cleared on the same day that they had been reported as being blocked, by not monitoring the issue this had reoccurred.

It was requested that the Tenancy Services Team write to all residents to remind them that food waste should not be put in the drain.

Furthermore, it was requested that regular site visits are undertaken to the flats to monitor the situation. Additionally, the Tenancy Services Team would visit each of the residents at the block to remind them that food waste should not be disposed of via the drain.

Assistant Director Comments

The Council recognises the inconvenience caused by not correctly monitoring the issue of the drains proactively which allowed it to re-occur.

Complaint Team Recommendations/actions

- The Tenancy Services Team has been reminded of their responsibility to proactively investigate issues when they are raised.
- It was requested that the Tenancy Services Team write to all residents to remind them that food waste should not be put in the drain.

2. Complaint against Housing Operations

Response – 20 working days

Complaint upheld**Complaint**

The complainant contacted the Council and complained that they had been left with a standing charge on the electricity meter when they moved into their new property.

Council's response

It was concluded that an appropriate level of service was not received, as the property the complainant had recently moved in to already had a standing charge of £31 on the electricity meter.

The complainant was refunded the £31 and an apology was offered.

Assistant Director Comments

The Council recognises the inconvenience caused by not clearing the standing charge on the electricity meter in the first instance.

3. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team had inappropriately provided personal details to a safeguarding board.

Council's response

It was concluded that an appropriate level of service was received as the Council is required to attend multi-agency meetings when invited regarding safeguarding issues.

The Housing Operations Team had appropriately attended these meetings when invited and shared information as appropriate.

Assistant Director Comments

The Council is required to share information regarding safeguarding when requested. This action was undertaken appropriately.

4. Complaint against Housing Operations

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that there had been a delay in the Housing Operations Team repairing a fence.

Council's response

It was concluded that an appropriate level of service was not received as there had been extended delays in the Housing Department undertaking repairs to the fence.

While reports of the need to repair fence had been received, through various Teams and the complaint process, there has been approximately a 12-month delay in completing the repairs.

The Housing Department correctly identified the fence as needing repair but could not undertake the repair until the garden of the Tenant had been cleared. Delays occurred in the fence being repaired when the Tenancy Services Team incorrectly identified the tenant whose garden required clearing.

A further delay occurred when the Housing Repairs Team identified that the boundary was not the responsibility of the Council and cancelled the repair.

The full repair was correctly undertaken a part of the stage 2 complaint process.

£500 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience of not repairing the fence correctly in the first instance.

Complaint Team Recommendations/actions

- 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 and Tenancy Services Team have been reminded to provide correspondence to individuals where delays in works arise.
- The Housing Department has been reminded of their responsibility to monitor complaint action that involve multiple Teams.

5. Complaint against Housing Operations

Response – 20 working days

Outcome upheld

Complaint

The complainant contacted the Council and complained that their homelessness application was not appropriately handled.

Council's response

While the Housing Options Team had communicated with the complainant promptly, the content of the communication had lacked empathy toward the complainant's current situation. The complainant was unable to provide identification to assist with their application. However, the Housing Option Team did not provide advice as to the alternative options for identification were not provided to them during their initial contact.

The complainant was offered and accepted £150 compensation for the issues highlighted above

Assistant Director 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 Options Team has been reminded of their responsibility to provide all the necessary information regarding homelessness applications, specifically identification, in the first instance.
- The Housing Options Team has been reminded of their responsibility to provide communication in an empathic way.

6. 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.

Assistant Director 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.

7. 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.

Assistant Director 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.

8. 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.

Assistant Director 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.

9. 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 Homesearch 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 Homesearch account when they had registered this.

While the complainant had submitted a Homesearch 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.

Assistant Director 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.

10. 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.

Assistant Director Comments

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

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 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.

Assistant Director 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.

12. 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.

Assistant Director Comments

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

13. 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.

Assistant Director 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.

14. 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.

Assistant Director 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.

15. Complaint against Housing Operations

Response – 20 working days

Complaint not upheldComplaint

The complainant contacted the Council and complained that there had been a lack of action to provide them housing within the borough as part for their homelessness application.

Council's response

It was concluded that as the complainant had not been living within the Borough for a minimum period of 6 months, the Council were unable to evidence a local connection. As the complainant did not have a local connection to the area, the Council were unable to consider their request for homelessness duty.

Furthermore, the Council were unable to progress the application as the necessary information was not received to demonstrate the complainant's local connection.

As the complainant had been living in the Nottingham City area for the past three years, their location connection was with Nottingham City. The complainant had been informed of this.

Assistant Director Comments

The Council is required to follow process defined by the Allocations Policy. This ensures fair treatment of all tenants.

16. Complaint against Housing Operations

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Allocations Team did not correctly register the death of their brother or issued a Notice to Quit correctly.

Council's response

It was found that the Housing Department had requested to that complainant contact a different Housing Team to inform them of their brother's passing. The Housing Department should not have requested this action from the complainant and should have been more proactive in registering the passing of the complainant's brother and requesting that the appropriate departments contact the complainant directly should they require any further information.

As this was not undertaken, this resulted in the complainant having to contact a different Housing Team to register the bereavement.

Furthermore, the Council did not provide the correct advice regarding the complainant's brothers passing by requesting that they notify individual Housing Departments of the bereavement.

Furthermore, it was found that the Housing Allocations Team did not issue the Notice to Quit correctly for the complainant's deceased brother which resulted in their rent account accruing arrears.

The complainant was offered and accepted £250 compensation.

Assistant Director Comments

The Council recognises the distress caused by requesting the complainant to contact the Council multiple different times to register their brother's death. The Housing Team have been reminded of their responsibility to register bereavements efficiently and sympathetically.

Complaint Team Recommendations/actions

- Refer or advise bereaved individuals to the "Tell us Once" offered by the Government to register deaths.

- Provide a more proactive approach to registering bereavements. Where all details cannot be taken in the first instance, arrange for telephone calls to be made from the appropriate departments to minimise the bereaved having to make this contact.
- Issue Notice to Quits in a timely manner when a death is reported.

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 provide them housing within the borough.

Council's response

The Housing Allocations Team had correctly assessed the complainant's current housing band in accordance with the information that they had supplied and in line with the Council's Allocations Policy.

The complainant had not provided the necessary information for the Council to consider their requests for a higher banding and to demonstrate that they were eligible to enter the Independent Living scheme.

Assistant Director Comments

The Council is required to follow process defined by the Allocations Policy. This ensures fair treatment of all tenants.

18. 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 provide them housing within the borough as part for their homelessness application.

Council's response

The Council were unable to progress the complainant's application as the necessary information was not received to allow further consideration toward their application.

Assistant Director Comments

The Council is required to follow process defined by the Allocations Policy. This ensures fair treatment of all tenants.

19. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld**Complaint**

The complainant contacted the Council and complained that the Housing Operations Team had not provided adequate car parking provision at a block of flats or are enforcing the car park.

Council's response

The Council was not obligated to provide car parking at this site and the car parking currently provided was not enforceable.

To assist with this situation, the Council would erect additional signage indicating that the car park was for residents only as a deterrent for non-residents parking on the site. Furthermore, the Council would install new bays and a disabled parking bay to assist with the provision currently offered.

Assistant Director Comments

The Council correctly manages the parking provision provided at the site.

20. Complaint against Housing Operations

Response – 20 working days

Complaint upheld**Complaint**

The complainant contacted the Council and complained that the Housing Operations Team had allowed them to bid on a property that they were not eligible for.

Council's response

It was found that the Council had allowed the complainant to bid on a property that they were not eligible for due to an administrative error.

While the Council had correctly advertised the property with the correct requirements, the administrative error allowed the complainant to bid on the property on multiple occasions.

The Council recognised that this has caused the complainant frustration and that their expectations were not correctly managed. The Housing Allocations Team have since rectified this issue and the complainant is now only shown properties on the Homechoice system that they are eligible for.

Head of Service Comments

The Council recognises the inconvenience caused by the administrative error. This has been identified and rectified.

21. Complaint against Housing Operations

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team did not correctly support them during a period of potential homelessness.

Council's response

It was found that the Housing Options Team did not respond to the complainant's correspondence in a timely manner.

While the Housing Options Team had correctly assessed the complainant's banding and Homelessness application, by not responding to their correspondence in a timely manner, the Council recognised that this had caused confusion and distress.

Furthermore, the Housing Options Team did not contact the complainant despite a specific action to do so as detailed in their stage 1 complaint response. The Housing Options Team had since contacted the complainant as part of the stage 2 complaint.

The Housing Options Team would continue to assist the complainant during their homelessness application and the prevention duty will be acted upon while that duty exists.

The Council encouraged the complainant to continue to bid on properties, inside and outside of their preferred area, and to explore the options provided by private rented and other social housing providers.

The complainant was subsequently housed with a social housing provider.

Assistant Director Comments

The Council recognises the inconvenience caused not responding to the complainant's correspondence and that this caused distress that during their period of potential homelessness.

Complaint Team Recommendations/actions

- The Housing Options Team have been reminded of their responsibility to return correspondence in a timely manner.
- The Housing Options Team have 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.

Complaint Team Recommendations/actions

- The responsibility to effectively communicate with tenants/complainants, especially where delays are anticipated or have occurred.

- To accurately log necessary works in a reasonable period and to prioritise repairs where necessary.
- To monitor all works to ensure that they completed in a reasonable timeframe whether being completed by the Council or referred to our Contractors.
- To keep the tenant/complainant updated of any issue that would delay the completion of the works.
- Additional training has been provided to the Housing Department in March 2024 regarding record keeping, complaint handling and monitoring the outcome of complaints. The Housing Repairs are required to actively monitor any repairs scheduled as part of complaints to ensure their completion following this training.
- The Housing Department have undertaken a self-assessment against the Housing Ombudsman's Record Keeping Guidance. The Council has implement actions to ensure that records are regularly monitored and updated.
- The Housing Repairs Team have since updated their process for logging repairs. This includes, giving Housing Repairs Inspectors allocated times for logging works to ensure that these are done promptly.

22. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that their neighbour had stolen part of their garden and the Council were not assisting in rectifying the issue.

Council's response

The Council had informed the complainant of which garden was allocated to their property in 2020. The entirety of the rear garden had been sold to the leaseholder in 2003 under the Right to Buy scheme. Therefore, this garden no longer belongs to the Council.

While the complainant had been granted access to the rear garden by the owner, this access has been removed..

The Council is unable to grant access to this garden as it no longer belongs to the Council and is owned legally by their neighbour.

The complainant had been informed of this and that the Council cannot return part of the rear garden.

Assistant Director Comments

The Council had undertaken the correct action by providing the complainant the details of which garden belonged to them.

23. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that there were delays in the Council offering the complainant a property and not progressing the adaptation of the property offered.

Council's response

The Council processed the application on the housing register correctly and banded the complainant accordingly at band 1, high priority. However, the type of property required as recommended by their Occupational Therapist and within their chosen location were limited in number and currently were unavailable due to being occupied.

The Council is obligated to act upon the information provided by Occupational Therapists and therefore the Council were unable to offer alternative properties outside of that recommendation.

Furthermore, the Council correctly processed the application for adaptations. The delay occurred due to the requested information not being supplied by the complainant in a timely manner. The Council made regular contact with the complainant to provide updates and request the outstanding information.

Assistant Director Comments

The Council is required to follow process defined by the Allocations Policy. This ensures fair treatment of all tenants.

24. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team cause them distress when requesting that they vacate temporary accommodation provided during their homeless application. The Housing Operations had not considered their mental health when undertaking this action.

Council's response

The Council had assisted the complainant through the homelessness process by arranging temporary accommodation earlier than normal to assist with their mental health and the issues they were experiencing with their private rented accommodation.

The Council further supported the complainant through the period of them not vacating the temporary accommodation when requested. The Housing Options Team visited and met with the complainant on multiple occasions to explain the process and consequences of not leaving the property. Furthermore, the Council had worked with and signposted the complainant to support networks, such as Citizens Advice, to assist with their homelessness case.

Assistant Director Comments

The Council is required to follow process defined by the Allocations Policy. This ensures fair treatment of all tenants.

25. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had not adequately dealt with an issue of dog fouling and unsupervised dogs in a communal area.

Council's response

The Council had actively investigated the concerns raised regarding the dog fouling and unsupervised dogs in the communal area.

The Council are required to work with the complainant's neighbour to ensure that the situation is resolved. The Council would not look to tenancy enforcement in the first instance but would look to assist and educate the complainant's neighbour regarding the concerns that have been raised.

The Council continue to do this through the Housing and Dog Warden Teams and improvements are currently being made.

Head of Service Comments

The Housing Operations Team are required to thoroughly investigate concerns regarding ASB to ensure any actions are appropriate and proportionate.

26. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had not adequately dealt with an issue of cars being sold at a property and lack of action to cut an overgrown hedge.

Council's response

The Council had actively investigated the concerns raised regarding the sale of cars and the overgrown hedge.

On this occasion, the evidence submitted to support the concerns was not sufficient for the Council to demonstrate a breach of tenancy. The Council has promptly informed the complainant of this.

Action was undertaken to ensure that the overgrown hedge was cut in a timely manner.

Assistant Director Comments

The Housing Operations Team are required to thoroughly investigate concerns regarding ASB to ensure any actions are appropriate and proportionate.

Housing Strategy

1. Complaint against Housing Strategy

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that their Right to Buy application was not subject to a greater discount.

Council's response

It was concluded that an appropriate level of service was received as the Council had correctly followed guidance provided by the Government regarding the Right to Buy scheme.

The Council is not responsible for the discount provided in the Right to Buy scheme.

Assistant Director Comments

The appropriate discounts were applied in line with the Government's Right to Buy scheme.

2. Complaint against Housing Strategy

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that they had been requested to remove their CCTV cameras from their property.

Council's response

The Council is obligated to investigate complaints of Anti-Social Behaviour by tenants and leaseholders when they are received. In this case, as complaints about the complainant's conduct and the installation of CCTV had been received from the local residents and Nottinghamshire Police, the Council was obligated to investigate these issues.

The Council, having noted the breaches of the complainant's Leasehold Agreement by installing CCTV cameras without permission, were obligated to contact the complainant to ensure that the appropriate action was undertaken to remove these.

Assistant Director Comments

The Council correctly investigated the issues raised by local residents and were obligated to request that the complainant remove the CCTV as this was a breach of their Leasehold Agreement.

3. Complaint against Housing Strategy

Response – 20 working days

Complaint upheldComplaint

The complainant contacted the Council and complained that the Housing Strategy Team had delayed in the acquisition of their property which caused them to lose money on their house sale. Furthermore, the Council Tax were inappropriately chasing the complainant for unpaid Council Tax.

Council's response

It was found that the Council incorrectly managed the complainant's expectations regarding the purchase of their property.

While the Home Ownership Team followed the correct process to undertake the potential purchase of your property, they had incorrectly informed the complainant that the Council were to purchase the property.

The Council recognised that Home Ownership Team may have influenced any decisions made regarding the sale of the property privately.

The Council Tax Team had acted appropriately when contacting the complainant or instructing solicitors to pursue the debt relating to their outstanding Council Tax.

Assistant Director Comments

The Council recognises the inconvenience caused by agreeing to purchase the property prematurely. The Housing Strategy Team did not have the authority to undertake this and they have been reminded of their responsibilities and to correctly manage expectations.

Complaint Team Recommendations/actions

- The Home Ownership Team will review and amend any correspondence sent to potential vendors regarding the timescales of the acquisition process to highlight the likely timeframes the process takes.
- The Home Ownership Team have been reminded of their responsibility to manage an individual's expectations correctly.
- The Home Ownership Team have been reminded that they should not give their opinion on a likely outcome, as this can cause confusion and upset.

4. Complaint against Housing Strategy

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Strategy and Repairs Team had agreed to undertake works to their garage but failed to action them.

Council's response

It was found that the Council has not correctly managed the complainant's expectations by not clarifying that only minor works would be undertaken to maintain the garage and that no major works would be completed before the results of a stock condition survey had been received.

While the stock condition survey was being undertaken, the Council was unable to undertake any major works to the garages as this may result in their demolition. The Council was required to effectively use resources and undertaking works to the garages that would be demolished would not be appropriate.

In this instance, the complainant's garage requires major works but is still in a usable condition. Therefore, the major works identified would not be undertaken.

Assistant Director Comments

The Housing Strategy Team have been reminded of their responsibilities and to correctly manage expectations.

Housing Income

1. 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.

Assistant Director 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 event of an emergency.

2. Complaint against Housing Income

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Income Team had not investigated an issue of noise nuisance correctly.

Council's response

The Council had actively investigated the complainant's complaints of Anti-Social Behaviour when they had raised them.

On the occasions that the complainant had raised the complaints of Anti-Social Behaviour, the Independent Living Team had determined that the noise they were experiencing did not count as a nuisance and the case were subsequently closed.

Assistant Director Comments

The Council correctly investigated the issue of noise nuisance. As no evidence had been provided to substantiate the complaint, the case was correctly closed.

3. Complaint against Housing Income

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Income mistakenly sent a text message intended for them to their neighbour.

Council's response

The Housing Income Team incorrectly sent a text message that was intended for the complainant to their neighbour. The text message requested that the complainant contact the Housing Income Team and did not disclose any further information.

While the text message did not disclose any personal details to the neighbour the Council recognises that this has caused distress.

Assistant Director Comments

It is recognised that the text message was incorrectly sent. A reminder of the importance of data protection was provided to the Housing Income Team.

Communities**1. Complaint against Communities**

Response – 20 working days

Complaint not upheld**Complaint**

The complainant contacted the Council and complained that the Senior Communities Officer had spoken disrespectfully to their daughter when issuing a Community Protection Warning by using the phrase “how would you feel”.

Council’s response

There was no information to suggest that the Senior Communities Officer acted inappropriately or unprofessionally during a visit to issue a Community Protection Warning.

Furthermore, Nottinghamshire Police, who also attended the visit had confirmed that they did not witness any inappropriate behaviour by the Senior Communities Officer nor that the phrase “how would you feel” was used.

Assistant Director Comments

The Senior Communities Officer acted professionally and appropriately during the visit to issue the Community Protection Warning.

Customer Services**1. 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.

Assistant Director Comments

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

Revenues

1. Complaint against Revenues

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that they were being asked to pay toward an outstanding Council Tax bill.

Council’s response

It was concluded that an appropriate level of service was received as the Council Tax Team has correctly obtained a Liability Order from the Magistrates Court on three separate occasions regarding the outstanding Council Tax payments.

Assistant Director Comments

The correct action was undertaken in line with legislation to ensure that the outstanding Council Tax payments were received.

2. 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.

An apology and £314 compensation was offered and accepted.

Assistant Director 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.

Waste and Recycling**1. Complaint against Waste and Recycling**

Response – N/A

Withdrawn

Complaint

The complainant contacted the Council and complained that their bin was repeatedly missed.

Council's response

The Complaint was withdrawn during the course of the investigation.

Assistant Director Comments

N/A.

2. Complaint against Waste and Recycling

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Refuse Team had repeatedly missed their bin collection.

Council's response

It was concluded that an appropriate level of service was not received as there has been a failure to collect the bins on the designated days and return them to the correct position.

However, it was noted that the bins are not always placed on the curtilage of the property. The bins were put in several different places on the front of the property waiting for collection. Whilst the bins had been collected from these positions for a period of time, this may be contributing to the missed collections, as the bins are not correctly in a position all the time to indicate that they required collection. This meant a member of the Refuse Team must enter the property to retrieve the bin.

Further monitoring of the bin collection would take place for a month to ensure that the bins are being collected correctly.

Assistant Director Comments

The Council recognises that making an arrangement to collect the bins from the inside of the property was not appropriate. Further action is being undertaken to ensure the bins are correctly placed without the need for the Refuse Team to enter the property.

Bereavement**1. Complaint against Bereavement Services**

Response – 20 working days

Complaint not upheldComplaint

The complainant contacted the Council and complained that they had been asked to remove items from a family member's grave plot.

Council's response

The Bramcote Bereavement Team had appropriately requested that the grave be returned to its original state as per the terms of the Notice of Internment and the Cemetery Rules and Regulations.

The Bramcote Bereavement Team had requested that the grave be returned to its original state in order for maintenance of the site to be completed correctly and to ensure that the cemetery is a safe environment for other visitors. This decision was informed by the guidance provided by the Institute of Cemetery and Crematorium Management.

The Notice of Internment, which was signed by the grave owner, states that Kerbing/Edging/Planting is not permitted on any grave.

Assistant Director Comments

The Council sympathised that being asked to remove the items was distressing. However, as the agreement had been signed to not install additional items around the grave the appropriate action was taken in requesting that they be removed.

2. Complaint against Bereavement Services

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Bereavement Team advised that a dog could attend an ash scattering services. However, when attending the dog was refused access to the gardens where the ashes were scattered.

Council's response

The Council had correctly informed the complainant that dogs are not permitted into the area where ashes are scattered. This in line with the policy and procedures of the Crematorium. Furthermore, there was no information to suggest that prior notification was provided to the Crematorium Team that a dog was attending.

The complainant's correspondence and booking of the ash scattering service was undertaken through a funeral director. No direct correspondence had occurred between the complaint and the Bereavement Team.

As part of the complaint, the Council has reminded all funeral directors that use the Council's Services that dogs are not permitted to attend ash scattering services.

Assistant Director Comments

The Council is required to follow process defined by the Crematorium's policies and procedure. This ensures fair treatment of all users.

Appendix 3

Stage 3 - Ombudsman Complaint**1. Complaint against Revenues (this was investigated by the LGO directly without following the Council's Complaint Policy)****Complaint Upheld.**Complaint

The concern raised was that the Council had adequately dealt with the complainant's vulnerabilities when dealing with their Council Tax account.

Ombudsman's conclusion

The Housing Ombudsman determined that the Council had not adequately considered the complainant's vulnerabilities when issuing Council Tax reminders and summons. The complainant had notified the Council Tax of the need for assistance and information was provided to the complainant of what support could be offered. However, the LGO determined that the information was not sufficient to assist the complainant with their vulnerabilities to manage their Council Tax account.

The LGO ordered the Council to issue £250 compensation. The Complainant has yet to accept this offer despite several reminders being issued by the Council and the LGO.

2. Complaint against Housing Operations (complaint concluded in 2023/24)**Complaint Upheld.**Complaint

The concern raised was that the Council had adequately dealt with the complainant's homelessness application.

Ombudsman's conclusion

The LGO determined that the Council had not adequately considered the complainant's homelessness application. The LGO determined that the Council failed to use its discretion when assessing the complainant's homelessness. Furthermore, the LGO stated that the Council had failed to evidence its decision making and its communication with the complainant about her housing banding.

The LGO ordered the Council to issue £3,000 compensation and this was undertaken.

As part of the complaint, the Council had provided case law to the LGO to support its position. However, the LGO did not believe this to be relevant.

3. Complaint against Planning (complaint concluded in 2023/24)**Complaint not Upheld.**Complaint

The concern raised was that the Council had adequately dealt with the complainant's complaint regarding a Planning Enforcement issue.

Ombudsman's conclusion

The LGO determined that they would not investigate the complaint about how the Council dealt with breaches of planning control. This is because they were unlikely to find fault with the Council's handling of the issue.

4. Complaint against Legal Services (this was investigated by the LGO directly without following the Council's Complaint Policy)**Complaint not Upheld.**Complaint

The concern raised was that the Council had adequately dealt with the complainant's complaint regarding a member standards issue.

Ombudsman's conclusion

The LGO determined that they would not investigate the complaint about how the Council dealt with its member standards issue. This is because they were unlikely to find fault with the Council's handling of the issue.

The LGO does not provide an appeal against the Monitoring Officer's decisions.

Stage 3 - Ombudsman Complaint**5. 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.

6. 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.

7. 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 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 Personnel and Resources

Recruitment and Selection Policy

1. Purpose of Report

To make amendments to the Council's Recruitment and Selection Policy. This is in accordance with the Council's aim to invest in our towns and people.

2. Recommendation

Cabinet is asked to RESOLVE that the Recruitment and Selection Policy is be amended to include paragraphs outlining initiatives to target particular groups who may experience barriers during recruitment processes , explanation of the process for the recruitment of Assistant Directors and above and clarification regarding starting salary for roles.

3. Detail

The Council has been working closely with HMP Ranby, exploring initiatives on the employability of ex-offenders and reintegrating them into society and the workplace. The Council understands its role within the County as a large employer and its duty to work with other agencies and Government departments to play a part in proactively engaging with ex-offenders who may have appropriate skills that could be utilised across the workforce.

The Recruitment and Selection Policy is to be amended to include a paragraph outlining that the Council reserves the right to explore employment initiatives to target particular groups who may experience barriers during recruitment processes – this may include Care Leavers, Veterans, Disabled people and ex-offenders. Initiatives may include:

- Providing work experience or training in advance of recruitment to a position
- Ring fencing certain jobs for particular types of candidates
- Proactively recruiting or identifying talent from underrepresented groups especially in “hard to fill” positions.

In addition, a paragraph has been added in 16.2 relating to the appointment of Assistant Directors and above, using a Member Appointment Panel. This is to clarify the existing process. For appointments of Chief Officers, the Council's Constitution will be followed.

A paragraph has been added at 15.1 relating to the starting salary on which successful candidates will be appointed.

Risk Assessments where appropriate would be required, along with compliance with the Equality Act 2010. The Policy is within **Appendix 1** and The Equality Impact Assessment is **Appendix 2** with a Change Table in **Appendix 3**

4. Financial Implications

The comments from the Assistant Director Finance Services were as follows:

There are no additional costs to consider relating to this policy update. Any significant budget implications in the future, over and above virement limits, would require approval by Cabinet.

5. Legal Implications

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

Shortlisting and selection decisions will be made through a fair evaluation of the candidate's skills, knowledge, and behaviours and experience required for the role.

As an employer committed to equality, diversity and inclusion, the Council will ensure fair treatment and equality of opportunity in all our employment practices. The Council's commitment to diversity and inclusion within our workforce is grounded in, but not limited to, our responsibilities under the Equality Act (2010) which requires the Council to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The protected characteristics are: age, disability, sex, race, gender reassignment, sexual orientation, religion or belief, marriage or civil partnership, pregnancy and maternity.

It is crucial that the Council's recruitment process is legally compliant to protect against the risk of litigation and reputational damage.

6. Updates from Scrutiny

This report was taken to Local Joint Consultative Committee on 18 June 2025 where the following recommendation was made to Cabinet:

RECOMMENDED to Cabinet that the Recruitment and Selection Policy be amended to include paragraphs outlining initiatives to target particular groups who may experience barriers during recruitment processes and the recruitment of Assistant Directors and above with the specific wording of the addition to be

delegated to the Chair and Vice Chair of Local Joint Consultative Committee and the Human Resources Manager.

7. Human Resources Implications

The comments of the Human Resources Manager form the report.

8. Union Comments

The Union comments were as follows:

UNISON supports the proposed amendment to the Policy.

9. Climate Change Implications

The climate change implications 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

As this is a change to policy a new policy an equality impact assessment is included in **Appendix 2** to this report.

12. Background Papers

Nil.

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RECRUITMENT POLICY

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1.0 Introduction

Recruitment is a vital issue for Broxtowe Borough Council. The appointment of any employee involves the commitment of considerable levels of expense and time. A successful appointment is an investment in the present and the future of the Council, whereas a poor one will result in wasted time, money and human resources whilst also reducing levels of effectiveness for the department.

No supervisor manager will be allowed to undertake any part of the recruitment or selection process unless they have undertaken the relevant e-learning course.

The purpose of this guide is to:

- Set out clear guidelines on good practice.
- Enable the equal and fair treatment of all job applicants for Council vacancies.
- Ensure that all appointments are on merit alone in accordance with the Local Government and Housing Act 1989.

HR has expertise in all aspects of recruitment and selection and can provide further guidance to Managers.

2.0 Selection Aims

The aim of selection is to predict how likely a person is to succeed in a particular job. This prediction will be more successful if it is based on a systematic approach that is fair, unbiased and objective, rather than on a hunch or a 'gut feeling'.

It also enables the candidate to find out more about the job, the department and the Council and helps to promote a positive image of Broxtowe Borough Council. It is therefore essential that recruiters follow a methodical approach as advocated in this guide. The consequences of poor selection decisions are:

- poor job performance, giving rise to:
 - stress on service users
 - stress on the employee
 - stress on other colleagues
- higher labour turnover, giving rise to:
 - increased costs
 - reduced service output
 - increased workload on remaining employees
- leaves the Council open to challenge i.e. legislative, discriminatory, etc

3.0 Overview of the Recruitment Process

<u>Vacancy</u>		
↓	<u>Responsibility</u>	<u>Timescale/Date</u>
Immediate notification of resignation to HR by completion of leavers form	Manager	
Leaver's questionnaire to be completed	Employee/Manager	As soon as possible
Review post and consider all available options	Manager/Head of Service	Within one week of receipt of notice
Review job description and person Specification	Manager	Within one week of decision to fill post
If changes to the above, refer to JE for re-evaluation	Manager	As soon as possible
If post needs re-evaluating arrange panel	JE Team	As soon as possible
Submit request to GMT	Manager	In accordance with schedule on Intranet
Advertise post	Business Support	In accordance with schedule on Intranet
Manage responses	Business Support	Immediately on receipt of applications until closing date.
Shortlist	Manager/Interview Panel	Within 15 working days of closing date
Invite candidates to interview	Business Support	Within 20 working days of closing date
Conduct interviews and assessments	Manager/Panel	In accordance with letter to candidates
Decision making	Manager/Panel	Immediate or within three working days
Convey decision, advise internal unsuccessful candidates	Manager/Chair of Panel	Within five working days of decision
Interview notes/outcome to be sent to Business Support	Manager/Chair of Panel	Immediately after candidate's acceptance
Appointment letter sent	Business Support	Within 5 working days of decision
References, medical clearance, DBS (if appropriate) sent for	Business Support	Within 5 working days of decision
Confirmation of start date	Manager/Business Support	On receipt of all the above
Induction	Learning & Development, Business Support, Manager	Within first week of commencement or ASAP thereafter
Undertake relevant e-learning training	Employee	Within specified timescales
Monitor employee progress	Manager	On-going and in accordance with probationary period

4.0 Leaver's Questionnaire

It is essential that the Council understands the reasons why people leave the organisation, so employees can complete a Leavers' Questionnaire.

The Leavers' Questionnaire should be forwarded immediately on completion to HR who will monitor the information to identify whether there are any issues that need addressing. Copies of the Leavers' Questionnaire are available on the intranet.

In addition, an employee may request an Exit Interview with HR to discuss their reasons for leaving.

5.0 Promoting Equality and Diversity

The Council is 'actively building a culture of diversity and equality' across the organisation, and it is committed to the development of positive policies to promote equal opportunities and diversity in employments.

During the recruitment process, legislation prohibiting discrimination must be complied with to avoid legal claims. Additionally, taking equal opportunities seriously should also help to ensure that good candidates are not rejected because of prejudice.

Those involved in the process of recruitment, selection and appointment must be aware of relevant legislation and Codes of Practice and must ensure that these are not contravened.

The Equality Act 2010 covers the following protected characteristics

- age
- being or becoming a transsexual person
- being married or in a civil partnership
- being pregnant or having a child
- disability
- race including colour, nationality, ethnic or national origin
- religion, belief or lack of religion/belief
- sex
- sexual orientation.

The Council also has its own Equal Opportunities Policy and Equality Statement.

6.0 Right to Work

It is a criminal offence to employ a person who is not entitled to live or work in the United Kingdom.

Employees are required to prove their eligibility to work in accordance with Government Legislation in order to prevent liability for a civil penalty.

The law on preventing illegal working is set out in sections 15 to 25 of the Immigration, Asylum and Nationality Act 2006 (the 2006 Act), section 24B of the Immigration Act 1971, and Schedule 6 of the Immigration Act 2016. The 2006 Act replaced section 8 of the Asylum and Immigration Act 1996 (the 1996 Act) in respect of employment commencing on or after 29 February 2008. Under section 15 of the 2006 Act, an employer may be liable for a civil penalty if they employ someone who does not have the right to undertake the work in question if that person commenced employment on or after 29 February 2008.

Applicants with conditional offers are required to prove their right to work in the UK, and this may be withdrawn if the Council are not able to establish eligibility.

Existing employees' right to work will be checked in accordance with legislation, and their employment shall be at risk should the right to work not be established or expires.

7.0 Monitoring

The Council monitors the characteristics of those who apply for jobs as part of our internal monitoring processes. It enables the current levels of recruitment and our equality indicators to be determined, along with other comparative data such as the number of applicants compared with previous years. This can then identify trends, prompt appropriate action and help set realistic targets to monitor our performance going forward.

Candidates are informed of the reasons for the collection of the data and completed monitoring forms are treated as confidential. Data is reported annually in the Workforce Profile.

8.0 Pre-Selection Preparation

8.1 Job Analysis

The recruitment process commences as soon as a vacancy occurs. However, before any action is instigated, Managers should take the opportunity to examine the vacant post and to consider whether the vacancy should be filled, frozen or converted to an Apprentice post.

8.2 Job Descriptions and Person Specifications

Once consideration has been given as to whether the position should be filled either at all or in a permanent, temporary, full/part time or job share basis, it is then essential to have a clear idea about what the job requires and the attributes of the person (or persons) who will best meet these requirements.

Job descriptions detail information about the job purpose, its position within the authority, and the key duties, work tasks or outputs and responsibilities to be undertaken. Job descriptions should be thoroughly reviewed and not just be re-issued or marginal changes made when a vacancy has arisen.

Job descriptions should be written in clear, straightforward and gender free language and should avoid gender stereotyping of jobs. They will be sent to all applicants.

The next stage is to identify the critical attributes required in the candidate if he/she is to be capable of carrying out those duties and responsibilities to a satisfactory standard. This is achieved by the completion of a person specification. The criteria contained in a person specification should be relevant to the requirements of the job and must be clearly justifiable in terms of the ability to perform the duties of that job.

Job Description and Person Specification templates are available on the intranet.

9.0 Advertising

Normally all permanent vacancies are advertised externally and internally. Where however, it is considered appropriate, a position may be advertised for internal applicants only.

Where a job is to be advertised for internal applicants only, the unions must be consulted by the Manager or HR prior to the advert being placed, and one of the following conditions must apply:

- The restructuring of a Directorate;
- The redeployment of employees (i.e. ill health, redundancy);
- Another employee (temporary or permanent) has effectively covered the post for a considerable period of time and the necessary trade union consideration has been given to the circumstances;
- The appointment can be filled directly and the unions have been contacted and are in agreement.

Occasionally it may be decided to 'ring-fence' posts for a specific reason. These may include:

- Internal promotion opportunities when the specific skills and experience are available within a department
- In the situation where an employee is facing the possibility of redundancy or redeployment
- When the post is ring-fenced to a specific group of employees in order to make savings by deleting the successful candidate's post

GMT must be consulted in relation to ring-fencing requests.

Temporary vacancies which may occur due to sickness, maternity or other approved leave will be considered internally whenever developmental opportunities are identified for existing employees. However, it may be necessary to recruit externally in order to gain specific skills or expertise in a particular field.

All vacancies must be submitted by Managers to GMT who will assess the business needs before agreeing to advertise. If there are any changes to job descriptions and person specifications these must be discussed with the Job Evaluation team prior to submission.

Interview dates should wherever possible, be included in either the advert or the supporting information sheets sent to candidates.

Advertisements should be clear concise, legal and relevant and should reflect fairly the requirements of the job and be consistent with the job description and person specification. Previous adverts can be obtained as examples from Business Support and should follow the corporate approach in style.

All adverts are posted online. Should a department require specific advertisement requirements such as professional journals or local/national newspapers, then this must be funded within their own budget.

Business Support also produce a vacancy bulletin called 'Job Opportunities' fortnightly which carries all vacancies that have been advertised during that period. HR are able to provide expertise regarding the content of the advertisements and can provide advice should further guidance be required.

10.0 Administration of Applications

Each applicant should receive the same details and information about the vacant post, including the application form, the job description, the person specification and any further particulars that may have been prepared.

Where advertisements have stated that further information may be obtained from a named individual this contact should be strictly limited to providing factual information about the job. This process must not be used as an informal sorting process, which may either encourage or deter potential applicants.

10.1 Application Form

Application forms must be used for all posts; CVs are not accepted (unless agreed by GMT). On occasion, and where agreed at vacancy control, internal expressions of interest may be used in lieu of a full application.

Application forms submitted will be checked by Business Support to ensure that reasonable adjustments are facilitated for any disabled candidates.

10.2 Relatives of Employees or Elected Members

Every candidate will be required to disclose on the application form whether they are related to any member or employee of the Council. Deliberate omission to make such a disclosure will disqualify the candidate, and if the omission is discovered after appointment they will be liable to dismissal. Every member and senior officer of the Council will similarly disclose to the Council any relationship known to them to exist between themselves and a candidate for an appointment of which they are aware.

10.3 Canvassing of Elected Members

Canvassing Members of the Council, directly or indirectly, in connection with any appointment will disqualify the candidate. A Member of the Council will not solicit for any person's appointment to the Council, or recommend any person for such appointment or for promotion; but this will not preclude a Member from giving a written reference of the candidate's ability, experience or character.

10.4 Recruitment Charter

The Council is committed to providing high quality services and it has produced a number of customer charters. The Recruitment Charter confirms to all applicants what they can expect from the Council including timescales and deadlines for the processing of applications. The Charter is available online or from HR.

10.5 Shortlisting

The shortlisting exercise must be carried out as soon as possible after the closing date and in accordance with the Recruitment Charter (within 15 working days of the closing date). The selector/s must maintain a consistent approach to all applicants. It is preferable to have more than one shortlisting officer although this may not be possible in every situation. Shortlisting Officers must have undertaken the Council's Recruitment and Selection Training and be familiar with this Policy.

Use of a shortlisting matrix simplifies the shortlisting task and must be used to ensure that each application is considered objectively. A shortlisting matrix will be sent out by Business Support to the shortlisting officer(s). The headings on the matrix should be taken from the essential criteria on the person specification, then proper consideration should be given to each candidate against these criteria.

The selectors should not impose an arbitrary limit on the shortlist but should have regard as to whether or not candidates meet the essential criteria for the post. When a large number of candidates meet the essential criteria, the information provided by the applicant should be scrutinised further to reduce the interview field to a manageable number. This can be achieved through attaching a weighting factor to the criteria – the higher the weighting the more relevant the criteria for the job. Similarly, candidates should not be shortlisted for interview to 'make up the numbers'. They should only be invited if they meet the criteria for the post.

The shortlisting matrix will show where an applicant did not meet the person specification. In accordance with the Recruitment Charter, candidates are advised

that if they have not heard from the Council within four weeks of the closing date, to assume that they have been unsuccessful.

All disabled candidates, Care Leavers and Armed Forces veterans/spouses who meet the essential criteria will be shortlisted.

HR/Business Support will monitor the shortlisting process to ensure that Managers have followed the correct procedure.

Notes:

Particular care must be taken to ensure that internal candidates are not treated any differently to external applicants when the shortlisting process is being undertaken. Managers are required to inform internal applicants verbally if they have not been successful in gaining an interview. Feedback as to the reason should also be provided to internal applicants only.

11.0 References

Two references will only be obtained for the successful candidate following a formal job offer. **This should be an Employment Reference from a current employer, along with a character reference or Employment reference from a previous employer.**

All appointments are subject to the receipt of satisfactory references and the Council reserves the right to withdraw an offer should an unsatisfactory reference be received.

Should a prospective employee wish for an elected member to provide a reference, this should be for character reference purposes only.

In exceptional circumstances a telephone reference may be required in order to expedite the process. In these circumstances the manager should keep a formal file note of the contents of the discussion, submit to HR and request that the reference be submitted in writing.

Referees will be sent a copy of the job description and person specification for their information and assistance.

An exemption in the Data Protection Act provides that a worker cannot require the organisation which wrote the reference to show it to him or her. However, there is no specific exemption where the reference is held by the organisation that requested it. However, the reference may contain information relating to a third party, e.g. information which identifies the author of the reference. In these circumstances the employer cannot release the reference without the consent of the referee unless it is reasonable to do so.

12. Communication with Candidates Pre-Interview

12.1 Non-Shortlisted Candidates

Applicants will be fully aware of the closing date and that if they have not heard within 4 weeks, they can assume they have been unsuccessful. Feedback will not be provided to applicants who are unsuccessful at the shortlisting stage unless they are internal candidates.

12.2 Shortlisted Candidates

Once a Manager has undertaken the shortlisting process, Business Support is responsible for contacting successful applicants inviting them to interview.

Candidates should wherever possible be given at least five working days' notice of an interview. The Council aims to be a fair employer and is committed to equal opportunity for disabled people. Candidates will be invited to advise the Council whether they have any specific needs to enable them to attend for interview in order that appropriate arrangements can be made.

12.3 Interview Arrangements

The department requesting the vacancy to be filled should propose the interview date, start time of first interview, confirmation of any test or presentation to be undertaken as part of the process and arrangements required.

After liaising with the department Business Support will complete the following:

- Contact panel members informing them of date and time etc.
- Contact the candidate requesting their attendance at interview.
- Send a recruitment pack to all panel members.
- Notify reception of the interview date and times.

In some circumstances, it may be appropriate to facilitate an interview via online video conferencing.

13.0 Supported Selection Methods

Whilst structured interviews are always used as part of the selection process, it is almost always necessary to use other selection methods to help determine the best and most suitable candidate for the vacancy.

These can include:

- Ability and aptitude tests
- Presentations
- Role play scenarios
- Group exercises
- Psychometric Testing

- Open Days
- Assessment Centres.

When determining which selection method is most appropriate, it is necessary to consider the requirements of the job, through analysis of the job/role description and person specification, and what skills, experience and aptitudes are being sought.

The person specification should confirm how the candidate will be assessed during the selection process so that potential candidates are aware of the methods the Council will use. More than one selection method may be appropriate for a particular job.

13.0 The Interview

13.1 Panel Membership

An interview panel must comprise at least two people who **MUST** have completed the e-learning training on recruitment; one of these must be the direct line manager.

For posts grade 8 and above a member of the HR team should normally attend, however managers can request the attendance of an HR Officer for any post where they believe additional support is appropriate. There may be occasions where HR are unable to attend, in which case, a discussion should be had with the Manager prior to the interviews.

Before the interview takes place, Business Support will send the Manager relevant documentation to undertake the interviews:

- An interview timetable (the interview should be of equal length for all candidates).
- A copy of the advertisement and further particulars.
- The job description and person specification.
- Copies of the application form.
- Copies of the scoring sheet
- Decision form to be returned to Business Support immediately following the interviews.

Managers will be responsible for the administration of the documentation to the panel.

The room booked for interviews should be accessible for candidates with a mobility disability.

13.2 The Chairperson

A Chairperson should be agreed who will facilitate the interview. The Chairperson will keep the proceedings under control and ensure fair play for the candidate and the interviewers by taking responsibility for:

- Ensuring that all panel members are properly prepared.
- Introducing the panel.
- Explaining the interview structure, including the fact that the panel will be making notes during the process.
- Explaining when the candidate can ask questions.
- Moving the questioning on and providing links between panel members.
- Keeping the interview to time. It is important to try to keep to schedule, however interviews invariably take longer than expected so sufficient time for each candidate should be allowed. Extended interviews are counter-productive for both the candidate and the panel.
- Dealing with any problems or inappropriate questions.
- Ensure that appropriate notes/responses to questions are taken. These will need to be forwarded to Business Support.
- Closing the interview and explaining the next stage.
- Chairing the discussion in the decision-making process and ensuring that only relevant, justified points are considered and that these are supported by evidence.

13.3 Interview Structure

There are three main objectives of the selection interview:

- To obtain information on which to make a candidate assessment
- To maintain consistency of standards throughout the Council
- To give the candidate all the necessary information about the job and the Council

The panel should plan an interview structure which is clear to both the interviewers and the candidate. This should include sufficient time at the start of the interview to put the candidate at ease and to establish a rapport, followed by a period acquiring information from the candidate through questioning.

It is important during the planning process to clarify the roles of each panel member, with the question areas being divided up according to the expertise of the selectors on the panel. Some specific sample questions should be agreed. The questions that are to be asked must be related to the job requirements.

There must be a standard set of core questions that are asked of all candidates, however, candidates can be asked appropriate and relevant supplementary questions in relation to the information they have included on their application form or arising from responses given during the interview. Candidates must not be asked questions about their personal lives, family commitments or domestic obligations. Prompting should be avoided wherever possible and if unavoidable, it should be noted on the scoring to ensure that no candidate was given an unfair advantage.

A candidate's sickness record cannot be discussed at interview as this is unlawful. Successful appointments are subject to medical clearance via Occupational Health and reasonable adjustments will be considered.

The interview should then be focused on supplying information to the candidates about the Council and the department, discussing expectations about the job and answering any queries which the candidate may have. Finally, the Chairperson will conclude the interview with details of what will happen next in the process.

The panel should ensure that their questions relate to the agreed criteria for the post.

Open questions are useful as a means of gaining the most information from candidates as they are designed to encourage the candidate to talk, to provide facts, to describe events and to express opinions. Such questions are usually prefaced by "What, When, How, Who or Where" and allow the interviewee to give a more considered and substantial reply.

Probing questions should be used to provide a clearer focus on answers that are too short or too vague.

Avoid closed questions which generally require a "Yes" or "No" answer.

Avoid leading questions where the answer expected is given away in the question itself.

It is essential that detailed notes and scoring of a candidate's performance are made by panel members and an indication of how judgements were arrived at.

13.4 Notes on Disabled Candidates

The Council is a Disability Confident Leader and guarantees an interview to disabled candidates who meet the essential criteria.

A disability itself should not be considered grounds for non-selection.

At interview, any reasonable adjustments should be discussed under the Equality Act 2010.

If after making those adjustments a disabled person would be the best person for the job, then they should be recruited.

A record should be kept of any request for adjustments and reasons for decisions made. Departments are encouraged to discuss with HR any needs or assistance which could provide for a disabled candidate. In conjunction with Access to Work employment funding maybe available in appropriate cases.

14.0 Selection

14.1 Decision-Making

The criteria previously agreed (the person specification) should be used as a basis for decision-making.

The panel should compare the notes they made in the interviews against the essential criteria and use these to see how the candidate's measure up to the skills/qualifications and experiences necessary.

The main issues should be highlighted to ensure that the professional needs of the post are balanced against the ability of the candidates to do the job effectively. In making the choice of who should be appointed the successful candidate usually emerges as a result of consensus and it is hoped that unanimous agreement can be reached. Where this is not possible, then a vote can be taken. (The Chairperson should be mindful of the impact of inter-personal power relations amongst the interview panel and the effect this may have on the selection decisions made).

The panel needs to be clear about why people were not selected and must make notes about their decisions. Selectors should not rely on 'gut feeling' as there is a danger of unconscious discriminatory assumptions creeping into the decision-making process. However, gut-feelings can be tested during the interview through appropriate questioning and probing. Simply relying on whether the candidate will 'fit in' may also lead to discrimination in the decision-making process and organisations have fallen foul of Employment Tribunals by using this as their defence.

It may be that the panel does not find a suitable candidate after the interviews have been carried out and whilst this may be disappointing or frustrating, it is better in the long-term not to appoint, rather than to appoint an unsuitable candidate.

14.2 Feedback

Following interviews, feedback requested by unsuccessful candidates should be provided verbally by the Chair of the panel as soon as possible after receipt of the request. Feedback provided to all candidates whether internal or external should be sensitive and appropriate. Advice on giving feedback is available from HR.

Where a candidate is dissatisfied with the selection process, they should contact HR.

14.3 Record keeping

All the original documentation relating to the recruitment and selection process must be kept in accordance with relevant data retention periods. After the decision has been confirmed and the applicant has accepted, all paperwork associated with the recruitment process should be returned immediately by the Chair and panel to the Human Resources Division.

This should include the application forms, a copy of the job advertisement, job description and person specification as well as the details of shortlisting, the interview notes of all of the panel and the reasons for selection/non-selection. These are a vital record of exactly what happened and could be needed either to give constructive feedback to candidates who request it and/or to provide as evidence to an Employment Tribunal.

If a complaint of discrimination is upheld at an Employment Tribunal, panel members have a personal responsibility and there could be financial penalties for the Council,

the department and, exceptionally, for the individual. Managers are therefore advised to take advantage of the information in this guide and of appropriate training courses offered through the Learning and Development section.

15. Post-Interview Procedures

15.1 Notification

Once a decision has been made, the successful candidate should be informed verbally by the chairperson of the panel. Confirmation of the appointment will be given in a formal offer letter, issued by Business Support as soon as practically possible. Unsuccessful candidates will be informed promptly by letter of the result of the interview by Business Support.

The starting salary will be determined by the head of service in consultation with HR. This will normally be at the bottom of the grade, but may be at another point, including the top of the grade, depending on the current salary of the individual who is recruited or in exceptional circumstances, for example, where difficulties in appointing to scarce skill areas has been encountered.

For unsuccessful internal candidates it is good practice to give an effective debriefing session on their performance. This should be carried out by the Chair of the interview panel.

All appointments to the Council are subject to:

- Right to Work
- the sight of original qualifications as stated on the application form
- medical clearance
- satisfactory references
- six-month probationary period
- driving licence checks (if appropriate)
- Job-specific clearance e.g. BPSS/DBS clearance (if appropriate)

Note: Any applicant who fails to demonstrate eligibility of right to work will have their conditional offer withdrawn immediately. Applicants who are unable to provide any of the additional items above in reasonable timeframe will also have their conditional offer withdrawn at the discretion of the Council.

15.2 Pre-employment medical screening

The successful candidate will be required to complete a medical questionnaire and send to our Occupational Health provider for review.

Some roles, such as Gardeners will be required to undertake a Hearing Test and/or HAVS (Hand Arm Vibration Syndrome) test.

Where adjustments are required, the Council will consider these wherever reasonable and practical. Should any adjustments be unreasonable or not practical, the Council, at its discretion, may review and potentially withdraw a conditional offer.

15.3 Induction

All new employees must have an induction to the Council with the aim to familiarise them with the Council, the department and the full extent of their role, whilst also giving them confidence and the necessary information to succeed. There is a legal obligation on employers to provide specific information to new employees with regard to health and safety issues.

Learning and Development Team will provide a short induction service and new employees are also invited to a formal induction session periodically. This supplements the induction provided by individual departments. New employees will also be invited to meet GMT.

15.4 Probation

All appointments are subject to a probationary period. The new employee should be given the following details:

- The length of the probationary period (normally six months).
- The purpose of the probationary period.
- Details of how the probation will be reviewed and the standards expected.
- Confirmation at the end of the period when it has been successfully completed.

The Council's Probationary Policy is available on the Intranet.

15.5 Internal Appointments

Notice periods for internal appointments should be in line with the Council's Notice Periods and contractual notice as outlined in the contract of employment. Any extension to notice periods should be mutually agreed by the two departments and with agreement from the employee.

16. Special Recruitment Issues for Local Government

There are a number of statutory provisions which affect only local government which authorities need to be aware of when recruiting employees.

16.1 Appointment on Merit

Under section 7 of the Local Government and Housing Act 1989, every appointment of a person to a paid office of employment with a local authority of any kind 'shall be made on merit'. Merit means the appointment of the best available person: no one should be appointed to a job unless they are competent to do it and the job must be offered to the person who would do it best.

The provisions were introduced primarily to prevent politically motivated appointments but the effect of the provision is that all irrelevant issues should be ignored.

It may be more appropriate with some job roles to have practical assessments to assess competencies which can include practical tests, role-playing, scenarios, in-tray exercises etc.

The Council reserves the right, within this overall policy, to develop initiatives which help to overcome barriers which might otherwise be experienced by certain individuals seeking employment eg Care leavers, Veterans, Disabled people and ex-offenders. These might include:

- Providing work experience or training in advance of recruitment to a position
- Ring fencing certain jobs for particular types of candidates
- Proactively recruiting or identifying talent from underrepresented groups especially in “hard to fill” positions.

Such initiatives would need to comply with the Equality Act 2010 and be subject to risk assessments if required.

Local Government Finance Act 1988, Section 113 and LGHA 1989 Section 6

The Officers responsible for administration of financial affairs of certain authorities (Section 151 Officer) must be a member of one of the professional bodies specified in the Act.

16.3 Recruitment of Assistant Directors and above

For the recruitment and appointment of Assistant Directors and above, the Council will use a Member Appointment Panel. Membership of the panel will normally reflect the political makeup of the Council. The recruitment exercise may also involve assistance from East Midlands Councils and a range of psychometric testing. For the recruitment of Chief Officers, the Council's Constitution will be followed.

17. Restrictions on the Recruitment of Councillors

Under Section 116 of the Local Government Act 1972, a local authority cannot appoint as an employee in any capacity, any Councillor who is currently a Member of that authority or who had been a Member in the previous 12 months.

18. Politically Restricted Posts

Some posts within the Council are politically restricted and governed by the provision of the Local Government Officers (Political Restrictions Regulations) 1990.

‘Politically restricted’ means that certain potholders are prevented from having any political role either in or outside the workplace.

The job description will identify if a post is politically restricted, and details will be included within the Statement of Terms and Conditions.

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Appendix 2

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.

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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:	Chief Executive's	Title of the Lead Officer responsible for EIA	HR Manager
Name of the policy or function to be assessed:		Recruitment and Selection Policy	
Title of the Officer undertaking the assessment:		HR Manager	
Is this a new or an existing policy or function?		Existing	
1. What are the aims and objectives of the policy or function? To outline the Council's approach and practices in recruitment and selection.			
2. What outcomes do you want to achieve from the policy or function? To improve the Council's Recruitment process and ensure that applicants and candidates are treated fairly, consistently in accordance with legislation and good practice.			
3. Who is intended to benefit from the policy or function? All applicants, candidates and existing employees (including Managers)			
4. Who are the main stakeholders in relation to the policy or function? Applicants (internal and external) Employees Managers Trade Unions			
5. What baseline quantitative data do you have about the policy or function relating to the different equality strands? Data collected and reported within the Workforce Profile. Equality data based on applicant's profiles such as disabilities, ethnicities, gender etc			

Directorate:	Chief Executive's	Title of the Lead Officer responsible for EIA	HR Manager
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6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?

Qualitative data such as legislation, good recruitment practice, employment law, feedback from the existing policy application.

7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?

To be discussed at LJCC. Feedback also taken from the Chair of the Employment Advisory Board at HMP Ranby.

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?**

The strategy covers all applicants and employees. Some equality groups will specifically benefit from the policy.

☐ **Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?**

Yes – some employees from equality groups may benefit more such as disabled candidates, care leavers, veterans and ex-offenders. The policy is intended to assist such individuals in overcoming barriers to accessing the workplace

☐ **Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?**

There are no barriers envisaged or intended from the introduction of this policy. It is intended to cover all applicants and should be accessible to all.

☐ **Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?**

Yes – by ensuring that recruitment practice is fair and equal opportunities are offered to all applicants and employees.

☐ **What further evidence is needed to understand the impact on equality?**

None.

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?

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Age: Positive outcome – no candidate should be discriminated against based on age.

Disability: Positive outcome - ensures reasonable adjustments are made and that no candidate is discriminated against based on Disability.

Gender: Positive - ensures that no candidate is discriminated against based on Gender.

Gender Reassignment: Positive – ensures that no candidate is discriminated against based on Gender Reassignment.

Marriage and Civil Partnership: Positive – strategy is inclusive of all applicants and employees.

Pregnancy and Maternity: Positive – ensures that no candidate is discriminated against based on Pregnancy or maternity.

Race: Positive impact – policy is inclusive of all applicants and employees.

Religion and Belief: Positive - ensures that ensures that no candidate is discriminated against based on religion, belief or lack of.

Sexual Orientation: Positive - strategy is inclusive of all applicants and employees.

Care Experience: Positive – Care Leavers are supported through the policy changes proposed.

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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Appendix 3

Policy Section	Suggested Change	Reason for Change
16.1	Add paragraph reserving the right for the Council to develop initiatives to help certain disadvantaged groups to overcome barriers. This includes Care Leavers, Armed Forces Veterans (and spouses), Disabled people, and ex-Offenders. This could be in the form of ring-fencing, work experience or proactively recruiting and identifying underrepresented groups in hard-to-fill position.	To align with Council initiatives working with the HMPS and HMP Ranby.
16.2	Add paragraph clarifying appointment process for Assistant Directors and above, including Member Panel	To clarify the existing process.
15.1	Add paragraph relating to the starting salary of individuals appointed	To clarify the existing position

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Report of the Portfolio Holder for Resources and Personnel Policy

Grant Aid Requests from Parish/Town Councils

1. Purpose of Report

To consider a request for grant assistance in accordance with the protocol for the consideration of grant aid to parish and town councils.

2. Recommendation

Cabinet is asked to consider the request and RESOLVE accordingly.

3. Detail

A request has been received from Eastwood Town Council for up to £4,149 towards the cost of security, first aid, hire of stage and sound equipment for the 'Bloomin Marvellous' Festival 2025.

Details of the application are included in **Appendix 1**. The agreed protocol for assessing grant aid to parish and town councils is provided in **Appendix 2** with the grants previously awarded under this scheme listed in **Appendix 3**.

4. Key Decision

This report is not 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 Assistant Director Finance Services were as follows:

If Members wished to support this request, the award could be made from the £20,000 provision for grants to parish and town councils included in the 2025/26 revenue budget, of which £18,081 currently remains available.

7. Legal Implications

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

The Council is empowered to make grants by virtue of Section 137 Local Government Act 1972 (as well as other legislation). Having an approved process

in line with the legislation and the Council's Grant Aid to Parish and Town Councils Protocol will ensure the Council's compliance with its legal duties.

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

No climate change implications have been 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 change to policy / a new policy an equality impact assessment is not required.

13. Background Papers

Nil.

Appendix 1

1. Eastwood Town Council

Eastwood Town Council has submitted a request for up to £4,149 towards the cost of security, event management, first aid, entertainment costs, hire of stage and sound equipment and other sundry expenses for the 'Bloomin Marvellous' Festival 2025.

The festival will draw together local businesses, organisations, groups, families and residents towards improved community cohesion, provide an opportunity to enjoy free entrance to family entertainment and activities for all ages throughout the town during the weekend of 5 and 6 July 2025.

On the Saturday, local shops, businesses, pubs, organisations and food outlets will join the Sunflower emblem theme and organise activities and events throughout the town. A directional numbered map will be placed in each participating window of organisations and businesses taking place to provide a trail of activities co-ordinated with the weekend schedule.

On the Sunday, a Summer Festival will take place on Coronation Park at Eastwood with musical entertainment, fairground rides, stalls, activities, demonstrations and food stalls taking place from 11am until 4pm. Arrangements are in place to provide professional support including security, first aid, toilet and lost children services. A professional team will be event managing the scheme on behalf of the Town Council.

In addition, a weekend craft fair will be taking place at St. Mary's Church. A flower festival event will also take place organised by the four town churches. Eastwood Community Football Club will also be involved in the event, with sports activities taking place at the ground.

Such a request is in line with the Protocol for the Consideration of Grant Aid requests from Parish and Town Councils for the following key reasons:

- Events such as the 'Bloomin Marvellous' Festival complement the services provided by Broxtowe Borough Council and are often organised by parish/town councils throughout the Borough.
- The provision of events such as the 'Bloomin Marvellous' Festival contributes towards community cohesion, helps to combat social exclusion and loneliness and assists with the development of Town Centres.

Financial Information

The closing balance of Eastwood Town Council funds as at 31 March 2025 was £15,214 (2024: £59,191), represented entirely by cash and short term investments. The Eastwood Town Council annual precept for 2025/26 is £212,000 (2024/25: £121,293), an effective uplift of 75.0%.

Appendix 2

Protocol for Consideration of Grant Aid to Parish and Town Councils

The key provisions of the Protocol for the Consideration of Grant Aid requests from Parish and Town Councils are:

1. Grant aid will only be given in support of specific projects or services and not as a general grant towards the services provided by a parish/town council.
2. Revenue grant aid will only be considered towards services which act as a replacement for services which otherwise Broxtowe Borough Council would have to provide or which supplement services which the borough council provides so as to reduce the costs that Broxtowe would otherwise incur.
3. In applying for grant assistance the parish/town council will need to demonstrate how the service or project in question contributes to Broxtowe's aims and objectives as laid out in the Corporate Plan and the Sustainable Community Strategy.
4. In applying for grant aid assistance the parish/town council will need to provide evidence as to why they do not have the financial resources to provide the services or project in question and what the consequences would be for local residents and businesses if the service was withdrawn or the project not completed. This will include a requirement for the parish/town council to detail what other funding sources they have secured (or otherwise) and to provide a statement as to any reserves held and their planned use.
5. Preference will be given to support for the provision of mandatory services as compared with discretionary services.
6. Where grant aid is to cover the cost of a specified service, the parish/town council will be responsible at its own cost for providing an audited statement within six months of the end of the financial year concerned to confirm the amount of expenditure incurred and income received against which grant aid may be payable. Any grant payable would then be adjusted retrospectively if necessary following receipt of such an audited statement.
7. Grant aid will only be in respect of additional costs directly incurred by the parish/town council and will not cover the cost of any general overheads which the parish/town council would otherwise incur anyway as a result of their operations.
8. Grant aid will be cash limited in each year and the responsibility for costs increasing beyond the cash limit will normally rest with the parish/town council. Where such cost increases are considered to be unavoidable and beyond the parish/town council's control, then Broxtowe may be approached to seek a further grant award.

9. Where the parish/town council wishes to vary the service provided for which grant aid has been awarded, this should only take place after full consultation and with the agreement of Broxtowe.
10. Preference will be given towards one off capital projects rather than as a regular annual contribution towards the ongoing costs of providing services.
11. The parish/town council shall be required to provide such information as Broxtowe may reasonably request as to the actual outputs and outcomes arising from any service or project where Broxtowe makes a contribution.
12. Any grant contribution that may be awarded by Broxtowe need not be at the rate of 100% of net expenditure incurred but may be at a lesser rate to reflect such as its own corporate priorities, budgetary constraints or the availability of similar services or projects elsewhere.
13. Revenue grants will normally only be awarded for one year although an indicative amount for the following year may be given at Broxtowe's discretion. Capital grant aid will be towards the cost of a specific one-off project.
14. Requests for grant aid in respect of a particular financial year should normally be submitted by the end of October of the preceding year at the latest to assist with forward budget planning for both Broxtowe and the parish/town council. Broxtowe will endeavour to make a decision on such requests by the end of December in the year preceding that for which grant aid is requested.

Appendix 3

Grant Aid Awards to Parish and Town Councils

The table below lists the grants awarded under this scheme since 2022/23.

Date	Council	Amount	Purpose
19/07/22	Awsworth Parish Council	£500	Platinum Jubilee Celebrations
19/07/22	Nuthall Parish Council	£2,590	New defibrillators
19/07/22	Kimberley Town Council	£6,300	Christmas lights switch-on 2021
04/10/22	Nuthall Parish Council	£2,330	Remembrance Parade
04/10/22	Nuthall Parish Council	£2,100	Cemetery Maintenance
04/10/22	Stapleford Town Council	£2,194	Remembrance Event
01/11/22	Stapleford Town Council	£6,450	Contribution to refurbishment
01/11/22	Kimberley Town Council	£1,958	Remembrance Event
25/07/23	Eastwood Town Council	£820	Summer Activities for Young People
25/07/23	Awsworth Parish Council	£5,000	Various Capital Projects
03/10/23	Eastwood Town Council	£2,250	War Memorial Maintenance
03/10/23	Kimberley Town Council	£2,059	Remembrance Event
03/10/23	Nuthall Parish Council	£2,290	Remembrance Event
05/12/23	Stapleford Town Council	£2,405	Remembrance Event
01/10/24	Kimberley Town Council	£1,996	Remembrance Event
01/10/24	Kimberley Town Council	£1,500	Christmas Market
01/10/24	Nuthall Parish Council	£2,350	Remembrance Event
01/10/24	Stapleford Town Council	£2,505	Remembrance Event
03/12/24	Eastwood Town Council	£1,722	Remembrance Event
03/12/24	Eastwood Town Council	£993	Memorial Restoration
03/06/25	Kimberley Town Council	£1,919	Kimberley Food Festival

Report of the Portfolio Holder for Economic Development and Asset Management

Reduction of Carbon in New Development Supplementary Planning Document

1. Purpose of Report

To seek approval to adopt the Reduction in Carbon in New Development Supplementary Planning Document (SPD). The SPD seeks to contribute to the Council's Environment Objective of reducing carbon emissions and improving air quality.

2. Recommendation

Cabinet is asked to RESOLVE that the Reduction of Carbon in New Development as a Supplementary Planning Document, be adopted.

3. Detail

Supplementary Planning Documents (SPD) are documents which add further detail to the policies in the Local Plan. They can be used to provide further guidance for development on specific sites, or on particular issues. SPDs are a material consideration in planning decisions but are not part of the statutory development plan.

The Reduction in Carbon in New Development SPD included in **Appendix 1** is a joint document produced in collaboration with Nottingham City Council and provides detailed guidance on reducing carbon emissions in new developments, supporting policies in the Greater Nottingham Aligned Core Strategies and the Part 2 Local Plans. Nottingham City Council adopted the SPD on Tuesday 17th June.

The SPD outlines strategies for energy efficiency, use of renewable energy, and sustainable construction, aligning with both councils' climate emergency declarations and carbon reduction goals. The production of an SPD is also one of the strategic aims within the Climate Change and Green Futures Strategy (2023 – 2027). The SPD elaborates on how new developments can meet low carbon requirements through:

- **Energy and Carbon Reduction:** Strategies include passive design, passive cooling, incorporation of green and blue infrastructure, enhancing building energy efficiency, utilising low-carbon heat sources and technologies, and integrating renewable energy.
- **Sustainable Construction:** Emphasis is placed on the prudent use of materials, including the reuse and recycling of materials, sustainable material selection, reducing embodied carbon, and promoting building reuse and retrofit.

The SPD has been written by Bioregional, specialist sustainability consultants, who have produced similar SPDs for other local authorities. Bioregional are also working with the Greater Nottingham Councils to provide expert advice to inform new low carbon and sustainability policies within the Greater Nottingham Strategic Plan, with the objective of seeking higher standards than is achievable through existing policies. As this is an SPD, it can only build upon and provide more detailed advice or guidance on policies in the adopted Local Plan. It cannot introduce new planning policies and cannot add unnecessarily to the financial burdens on development.

This SPD was approved for a period of public consultation which ran for six weeks, closing on 30 September 2024. A summary of the consultation comments is provided below along with a Report of Consultation, **Appendix 2** which details each comment made, a response on behalf of the Councils and details of the changes made to the SPD as a result.

A total of 19 consultation responses were received from:

- The Forestry Commission
- Natural England
- National Highways
- Environment Agency
- The Coal Authority (Mining Remediation Authority - MRA)
- Historic England
- Awsworth Parish Council
- Bramcote Neighbourhood Forum
- Chetwynd Neighbourhood Forum
- Pearce Planning (on behalf of Fusion Nottingham Devco Limited)
- Carney Sweeney on behalf of Peveril Securities Limited and Omnivale Pension Scheme
- Pegasus Group Ltd on behalf of Bloor Homes; a
- Two other planning agents
- Four local residents.

As a result of the consultation process several changes have been made to the SPD. These include:

- Added references to Natural England's Green Infrastructure Framework and the GI Planning & Design Guide (paragraph 75) to provide additional resources and guidance on green and blue infrastructure.
- Removed the requirement for third-party audits and required applicants to provide justification for full or partial demolition within the Sustainability and Energy Statement. This change aims to reduce the burden on applicants and clarify the application process.

- Added references to blue roofs, drainage, and sustainable urban drainage systems to emphasise the importance of BGI in flood risk management and urban cooling.
- Added a new paragraph (paragraph 129) to address the impact on the historic environment when assessing renewable energy sources to ensure heritage assets are carefully considered.
- Added reference to considering household energy storage (paragraph 133) to highlight the importance of energy storage in smoothing demand on the grid.
- Included references to considering the use of external movable blinds to maximise internal light while preventing overheating. This provides flexibility in window design and improves natural daylight.
- Added a section on drainage (section 2.9) to address the importance of permeable paving, surface run-off management, and Sustainable Drainage Systems (SuDS).
- Simplified validation requirements to match Council validation checklists and clarified that the level of detail required depends on the type and size of development proposed to ensure consistency and clarity in the application process.
- Removed references to a Council-run fund for carbon offsetting, as the Councils do not currently have such a fund.
- Updated references to the National Planning Policy Framework (NPPF) to the 2024 version to ensure accuracy and clarity.
- Amended best practice text to refer to all buildings rather than just 1 and 2 storey buildings to provide more inclusive guidance.
- Updated the Sustainability Checklist to reflect the existing policy basis of both Councils to ensure alignment with current policies.

It is not anticipated that the guidance set out in the SPD will result in significant viability challenges for development. The SPD is expected to encourage early design thinking, and meeting its requirements will not automatically create additional financial burdens. The SPD provides guidance on existing planning policies and Energy and Sustainability Statements are existing validation requirements for major planning applications in Broxtowe.

Once adopted, the SPD will apply to major and minor planning applications.

4. Key Decision

This is a key decision as 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

Due to the accelerated timetable in production of the SPD, the draft SPD was not reported to Policy Overview Working Group. However, the SPD has been subject to public consultation.

6. Financial Implications

The comments from the Assistant Director Finance Services were as follows:

The decision to adopt the Reduction of Carbon in New Development SPD will have no direct financial implications and will align with the Council's climate change objectives. The SPD is intended to reduce energy demand in new development and, by doing so, lower related costs.

7. Legal Implications

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

The Council as Planning Authority has a power to adopt Supplementary Planning Documents (SPDs) which add more detail and guidance in relation to Local Plan policies and which then become material planning considerations when planning applications are determined.

As with most decisions the adoption of the SPD will be open to legal challenge. **Appendix 2** provides details of each comment made during consultation, and changes made to the SPD as a result to address comments raised.

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

The SPD provides guidance to existing planning policy which has been subject to a separate Equality Impact Assessment as part of its preparation.

13. Background Papers

Nil.

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Broxtowe Borough Council & Nottingham City Council:

Reduction of Carbon in New Development Supplementary Planning Document

June 2025



**Nottingham
City Council**



**Broxtowe
Borough
COUNCIL**

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CN28
Carbon Neutral Nottingham 2028



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chapter one

Introduction

- 1 Broxtowe Borough Council (BBC) and Nottingham City Council (NCC) are seeking to reduce energy demand, improve the energy efficiency and the use of renewable energy in new developments in their areas. To support existing Local Plan policy for BBC and NCC a *Reduction of Carbon in New Development Supplementary Planning Document* (SPD) has been created to provide more detailed guidance on how development can lower carbon emissions.
- 2 Nottingham City Council declared a climate and ecological emergency in 2019 and Broxtowe Borough Council declared a climate emergency also in 2019. Both Councils have since prepared strategies which set carbon reduction priorities within the Council areas. NCC along with partners set an ambition to be the first carbon neutral city in the UK by 2028, and this goal is known as Carbon Neutral Nottingham 2028, or CN28. Broxtowe Borough have prepared a Climate Change and Green Futures Strategy which sets carbon reduction priorities within the Council.



- 3 Under the Greater Nottingham Aligned Core Strategies Part 1 Local Plan, **all development proposals will be expected to mitigate against and adapt to climate change and comply with national and contribute to local targets on reducing carbon emissions and energy use**, unless it can be demonstrated that compliance with the policy is not viable or feasible.
- 4 This SPD provides guidance on how new development will be expected to address:
- Energy & carbon: reducing carbon emissions through:
 1. Passive design, passive cooling, and incorporation of green and blue infrastructure
 2. Improving the energy efficiency of buildings
 3. Utilising low carbon heat sources and technologies and incorporating renewable energy
 - Sustainable construction: the prudent use of materials through:
 1. The reuse and recycling of materials
 2. Sustainable material selection
 3. Embodied carbon
 4. Building reuse and retrofit

1.1 Purpose of this SPD

- 5 Supplementary Planning Documents (SPDs) provide more detailed advice and guidance on the implementation of policies within adopted Local Plans.
- 6 This SPD will provide further guidance relating to the existing [Greater Nottingham Aligned Core Strategies Part 1 Local Plan](#), covering Broxtowe Borough and Nottingham City, [Nottingham City Council Land and Planning Policy Part 2 Local Plan](#) covering Nottingham City and, [Broxtowe Part 2 Local Plan](#) covering Broxtowe Borough.

1.2 Scope and Status of this SPD

- 7 This document has been prepared as a Supplementary Planning Document (SPD) under Regulation 14 of the Town & Country Planning (Local Planning) (England) Regulations 2012 (as amended).
- 8 This SPD provides detailed guidance, it cannot introduce new Local Plan policies. Once adopted by Broxtowe Borough Council and Nottingham City Council, this SPD will be taken into account by the Councils as a material consideration when determining planning applications. As such it is expected that developers will take account of the guidance when preparing their proposals.

- 9 The local validation requirements are listed in Table 1 below. To demonstrate compliance with relevant Local Plan policies applicants are required to submit a **Sustainability and Energy Statement, and a Site Waste Management Strategy (SWMS)**. This SPD provides further guidance on what information should be included in a Sustainability and Energy Statement. It is acknowledged that the level of detail provided will vary dependent on the type and size of development proposed.

<i>Table 1: Local validation requirements</i>		
	Major	Minor
Sustainability and Energy Statement	✓	✓
Site Waste Management Strategy (SWMS)	✓	

- 10 Where there are thresholds in Local Plan policy requirements, for example for major applications, then this is expressed clearly within the SPD.
- 11 Once adopted, this SPD will replace Nottingham City Council Informal Planning Guidance: The reduction of carbon in new development (June 2022) and supplement Nottingham City Council Design Quality Framework for developments within Nottingham City area. In respect of Broxtowe, there are no SPDs or informal guidance documents which will be replaced.
- 12 This document is guidance that is being prepared as a supplementary planning document (SPD) under Regulation 14 of the Town & Country Planning (Local Planning) (England) Regulations 2012 (as amended).

1.3 Structure of this SPD

- 13 This SPD is divided into the following chapters and sub-sections:

Chapter 2: Energy and Carbon

- Sub Section 2.1 Introduction
- Sub Section 2.2 Energy hierarchy
- Sub Section 2.3 Passive design
- Sub Section 2.4 Green and blue infrastructure
- Sub Section 2.5 Fabric first approaches
- Sub Section 2.6 Low carbon heating and efficient supply
- Sub Section 2.7 Renewable energy
- Sub Section 2.8 Site-wide approaches
- Sub Section 2.9 Drainage and flooding
- Sub Section 2.10 Links to useful external resources

Chapter 3: Sustainable Construction

- Sub Section 3.1 Introduction
- Sub Section 3.2 Reuse and recycling of materials, including keeping existing buildings in use via retrofit
- Sub Section 3.3 Sustainable material selection
- Sub Section 3.4 Embodied carbon and life cycle analysis
- Sub Section 3.5 Links to useful external resources

Glossary of key terms and Appendices including a Sustainability Checklist and Case Studies - to assist applicants in demonstrating how proposals comply with planning policies and guidance.

- 14 Each topic-based chapter provides a summary of relevant national and local planning policy, before outlining how applicants can integrate sustainable principles or measures into the proposed development and provides examples of what new development needs to achieve to meet policy but also how developments can go further and aspire towards best or exemplary practice.

Text shown in this colour text box will demonstrate how an application can comply with Local Plan policies. This correlates with the checklist in Appendix A. The checklist should be used in the preparation of planning applications and to demonstrate where in the applications' documents this information is contained.

Text shown in this colour text box refers to information relating to the Nottingham City Council area only.

Text shown in this colour text box will demonstrate how developments can aspire towards best practice.

Text shown in this colour text box will demonstrate how developments can aspire towards exemplary practice.

- 15 At the end of each chapter a list of external resources that are thought to be useful in the preparation of compliant proposals is provided.

1.4 Policy Context

National Policy

- 16 The Climate Change Act 2008 (2050 Target Amendment) contains a statutory target of securing a reduction in carbon dioxide levels of 100% below 1990 levels by 2050. Furthermore, this legislation requires the Government to set legally binding carbon budgets for each five-year period to 2050. The sixth carbon budget sets the target of reducing emissions by 78% compared to 1990 levels.
- 17 Section 182 of the Planning Act 2008 introduced a duty on local planning authorities to include policies that make a contribution to both climate change mitigation and adaptation in their plans. This sets a clear legal framework for the role of planning and local planning policy in responding to climate change.
- 18 The National Planning Policy Framework (December 2024) (NPPF) sets out the Government's planning policies for England and enshrines the overarching presumption in favour of sustainable development, which includes making effective use of land, helping to improve biodiversity, using natural resources prudently, minimising waste and pollution and mitigating and adapting to climate change.
- 19 The NPPF makes it clear that planning must address climate change. New development should be planned for in ways that minimise vulnerability and improve resilience, help the reduction of greenhouse gas emissions and support renewable and low carbon energy and associated infrastructure.
- 20 Planning Practice Guidance (PPG) also provides clarity on the interpretation of the NPPF. The PPG supports integrated solutions for adaptation and mitigation measures that support sustainable development.
- 21 The National Design Guide 2021 outlines that well-designed places and buildings conserve natural resources including land, water, energy and materials.

SPD relationship to Broxtowe Borough Council's and Nottingham City Council's existing policy

- 22 This SPD covers development in both Nottingham City Council and Broxtowe Borough Council areas. Local planning policy is aligned for both districts under the Greater Nottingham Aligned Core Strategies Part 1 Local Plan (ACS) which includes the overarching policy '**Policy 1 Climate Change**'. Individually for developments in Nottingham City, additional policies under the Nottingham City Land and Planning Policies (NCL&PP) apply, whilst developments in Broxtowe Borough must also comply with the Broxtowe Part 2 Local Plan.
- 23 For the purpose of this SPD, local planning policy concerning the adaptation and mitigation to climate change, reduction of carbon and sustainable construction has been identified as illustrated in Table 2. Please note that within the scope of this SPD no additional Local Plan policies were identified in Broxtowe Borough's Part 2 Local Plan.
- 24 Table 2 summarises the policies identified in the Greater Nottingham Aligned Core Strategies Part 1 Local Plan (ACS), and Nottingham City Land and Planning Policies (NCL&PP) where further guidance can be added to the adopted Local Plan Policies to address the implementation of the policies.

Table 2: Local Plan Policies						
		ACS P1	ACS P1	ACS P1	NCL&PP	NCL&PP
		Policy 1	Policy 10	Policy 16	CC1	CC2
Councils	Nottingham City	✓	✓	✓	✓	✓
	Broxtowe Borough	✓	✓	✓		
Topics	Energy Hierarchy	✓			✓	✓
	Sustainable design (orientation, overheating, cooling)	✓	✓		✓	
	Passive design	✓	✓		✓	
	Fabric First Approach	✓	✓		✓	✓
	Low carbon heating and efficient supply	✓			✓	✓
	Renewable energy technologies	✓			✓	✓
	Heat and power networks and site wide approaches	✓				✓
	Sustainable construction: re-use and recycling of materials				✓	✓
	Sustainable materials selection	✓				
	Embodied carbon	✓			✓	
	Building Re-use and retrofit	✓			✓	
	Urban Heat Island: blue and green infrastructure	✓	✓	✓	✓	

Local Plan policies to be supplemented with additional guidance

- 25 The Greater Nottingham Aligned Core Strategy Part 1 Local Plan for Broxtowe Borough and Nottingham City includes a number of policies which relate to climate change and to which this SPD can provide further guidance. The relevant planning policies are summarised below and within each chapter.

Policy 1: Climate Change: this is the overarching policy which states that all development will be expected to mitigate against and adapt to climate change and comply with national and contribute to local targets on reducing carbon emissions and energy use. The policy also requires that all development makes use of sustainable materials and minimises waste.

Policy 10: Design and Enhancing Local Identity: The policy requires that development is adaptable to meet the changing needs of occupiers and the effects of climate change.

Policy 16: Green Infrastructure, Parks and Open Space: The policy outlines that green and blue infrastructure provided through development should tackle and adapt to climate change.

- 26 Nottingham City Land and Planning Policies applies to development in Nottingham City only and includes several policies which build on the foundations of the Aligned Core Strategy. These policies are:

CC1: Sustainable Design and Construction: this policy encourages both residential and non-residential buildings to be zero carbon. The policy outlines that development is expected to utilise sustainable design principles including passive design, utilisation of green and blue infrastructure and the use of recycled materials. The policy also supports improvements on buildings regulations where fabric efficiency and low carbon energy generation can be employed.

CC2 Decentralised Energy and Heat Networks: this policy encourages connection to existing decentralised energy and heat networks and supports the use of low carbon and renewable energy in development proposals.

DE1 Building Design and Use: this policy supports applications which accord with the principles of sustainability including the use of renewable resources, recycled materials and ensuring the efficient use of buildings.

- 27 As noted previously, there are no policies within the Broxtowe Borough Part 2 Local Plan in addition to the ACS policies noted above.
- 28 Throughout the chapters in this SPD, the relevant Local Plan policies are identified and expanded upon to guide the reader in demonstrating compliance with the policy criteria.
- 29 This SPD should be read alongside other relevant SPDs and guidance for each local authority area: [Nottingham City Council](#) and [Broxtowe Borough Council](#)

chapter two

Energy & Carbon

2.1 Introduction

National Carbon Commitments

- 30 The Climate Change Act 2008 (as amended) sets the national target for net zero carbon emissions by 2050 with legally binding carbon budgets every five years (the most recently set of which limits national emissions to 965MtCO₂e in the period 2032-2037).
- 31 The reduction of carbon emissions from buildings is a key strand to the Climate Change Committee's (CCC) strategy in driving emission reductions. To meet these targets, it is necessary to improve energy efficiency in existing buildings, switch to low carbon heating in existing and new buildings, implement stringent energy efficiency standards for new buildings and ensure that buildings are designed for a changing climate.



- 32 The UK Government's Heat and Buildings Strategy (2021) aimed to set out the transition to low carbon buildings, starting with ensuring high efficiency levels and updating guidance throughout the next decade. The guidance included:
- Future Homes Standard which will introduce a 75-80% reduction in carbon emissions (beyond current standards) from new homes achieved by high building fabric standards and low carbon heating from 2025;
 - Future Building Standard applies the guidance to non-residential buildings;
 - Consultation on halting any new gas connections to homes from 2025, in favour of low-carbon heat strategies;
 - The Heat and Buildings Strategy also sets out how energy performance standards should be achieved using the Building Regulations Part L update (now in force).
- 33 Whilst these consultations and strategies are important steps in ensuring the UK's homes and buildings are fit for the future, at the time of writing this SPD the implementation date of the Future Homes Standard and Future Buildings Standard is not yet established and as such it is essential at a local level that new homes and buildings are built to reduce carbon emissions.
- 34 The urgency of achieving net zero emissions by 2050 demands a fundamental shift in how the UK builds its future. While existing efforts towards energy efficiency and responsible construction practices are commendable, a "business as usual" approach simply won't suffice.
- 35 The current rate of emissions reduction in the built environment is insufficient, and existing practices often fall short of the transformative changes required to meet mandated national climate targets and ambitious local targets. This Supplementary Planning Document (SPD) **outlines how new developments within Nottingham and Broxtowe can reduce their carbon impact and emissions**, to ensure they play a role in achieving net zero and fostering a more sustainable future for the region and the wider UK.

Local Context & Relevance

- 36 In Nottingham City, carbon emissions from buildings represent 25%¹ of the total carbon emissions of the city and in Broxtowe Borough they represent 34%². It is essential that new buildings do not add to the carbon deficit of the Councils, as carbon reductions are required across all sectors, including buildings, to meet the net zero targets of the Councils.
- 37 Nottingham City have pledged to become the first carbon neutral city in the UK by 2028 through their Carbon Neutral Charter and Carbon Neutral Nottingham Action Plan 2020-2028. The action plan outlines that carbon reductions will be targeted through heating buildings through low carbon and renewable heating, encouraging energy efficiency improvements and adoption of technology and minimising emissions through the construction of new homes and buildings. The production of this SPD is a central part of the Carbon Neutral Action Plan for the built environment.

1 Carbon Neutral Nottingham Action Plan
2 BEIS data 2021

- 38 Broxtowe Borough Council are targeting carbon neutrality on their own operations by 2027. BBC's Climate Change and Green Futures Strategy 2023-2027 and Carbon Management Action Plan outline that the Council will prepare guidance for new buildings to improve energy efficiency and the generation of renewable energy (this guidance).
- 39 It should also be noted at the time of preparing this SPD, both districts are preparing the Greater Nottingham Strategic Plan which supports both Councils' journey towards net zero carbon.
- 40 Improvements to building standards, energy efficiency and employing low or zero carbon technologies are key ways to reduce carbon emissions from new and existing buildings and are the focus of this chapter.

Policy requirements

- 41 Table 3 provides a summary of Local Plan policy, outlining the requirements of policy for developments in Nottingham City (NCC) and Broxtowe Borough (BBC).
- 42 The overarching policy for all developments in NCC and BBC is **Policy 1** of the Aligned Core Strategy. Policy 1 requires that all developments mitigate against and adapt to climate change, to comply with national and local carbon emissions targets. To reduce carbon emissions, it is expected that all development will follow the energy hierarchy (see image below) in:
- Using less energy through energy efficient buildings, including thermal insulation, passive ventilation and cooling.
 - Utilising energy efficient supplies.
 - Maximising the use of renewable and low carbon technologies.

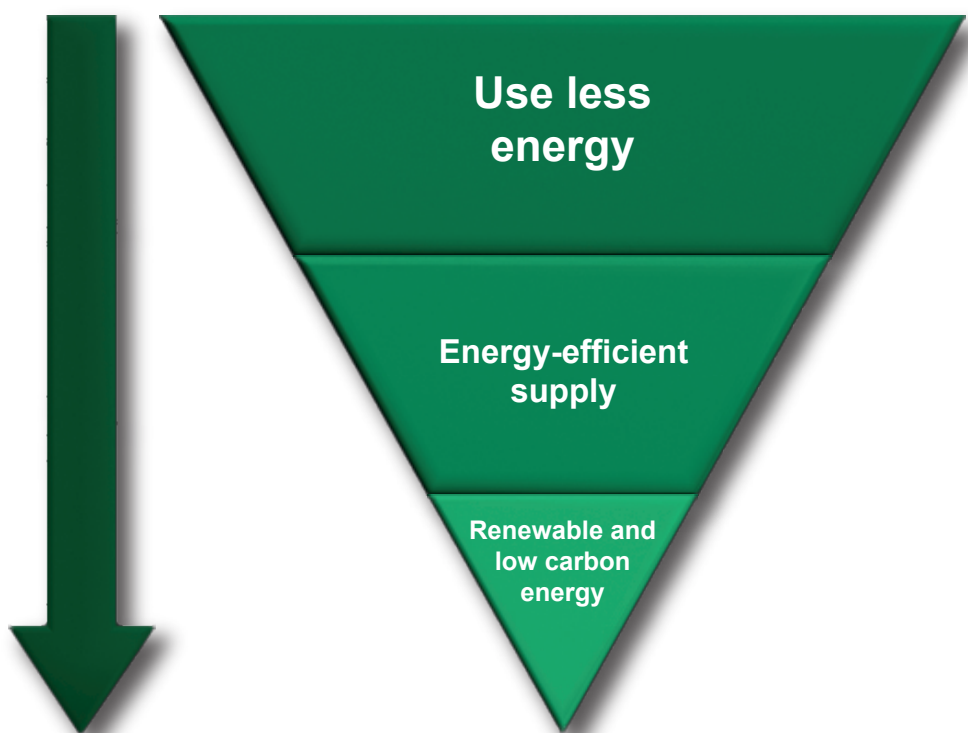


Figure 1: Energy Hierarchy

- 43 To comply with national, and contribute to local targets to reach net zero, Policy 1 indicates that buildings need to be designed and constructed to minimise carbon. As is demonstrated through this chapter, buildings being designed and built to meet current building regulations (2021) are not fit for a net zero future. Therefore 'business as usual' does not align with Nottingham City's carbon target, nor national targets to reach net zero by 2050.
- 44 This chapter is organised to guide readers through the stages of the energy hierarchy to demonstrate what measures can be taken at each step to reduce carbon emissions in the design of new buildings. The SPD introduces established and emerging standards for new buildings to illustrate what measures are compatible with the UK's net zero targets and seeks to encourage applicants to incorporate measures or apply standards in new development and the refurbishment of existing buildings.
- 45 A checklist is provided in Appendix A to assist applicants with checking the content of their Sustainability and Energy Statement.



BM Solar City, Nottingham City Centre

Table 3: Local Plan policies requirements			
Policy:	Nottingham City Council	Broxtowe Borough Council	Relevant Requirements
ACS Policy 1 Climate Change	✓	✓	<ul style="list-style-type: none"> Reducing carbon emissions to comply with local and national targets. Compliance through the energy hierarchy: <ul style="list-style-type: none"> Using less energy through energy-efficient building design Implementation of decentralised renewable and low-carbon energy technology Adaptation to future changes in climate
ACS Policy 10 Design and Enhancing Local Identity	✓	✓	<ul style="list-style-type: none"> Development should be adaptable and meet the challenges and effects of climate change
ACS Policy 16 Green Infrastructure, Parks and Open Space	✓	✓	<ul style="list-style-type: none"> Existing and proposed green infrastructure should help tackle climate change and be adaptable to effects of climate change.

Policy:	Nottingham City Council	Broxtowe Borough Council	Relevant Requirements
NCCLPP CC1 Sustainable Design and Construction	✓		<ul style="list-style-type: none"> • Energy efficiency over and above current Building Regulations will be supported • Low carbon energy generation will be supported • Sustainable design features (greywater recycling, green roofs and recycled materials) are expected • Sustainable design for solar gain and to minimise overheating is expected • Major non-residential developments to achieve BREEAM 'very good' and encourage 'excellent'
NCCLPP CC2 Decentralised Energy and Heat Networks	✓		<ul style="list-style-type: none"> • Consideration to connection to existing decentralised heat and power networks • Development of low-carbon and renewable energy resources
NCCLPP DE1 Building Design and Use	✓		<ul style="list-style-type: none"> • Sustainable design leading to efficiency in use • Renewable resources and energy generation

2.2 Energy hierarchy

Towards net zero carbon

- 46 To avoid the worst of the impacts of the climate crisis, globally we must halve carbon emissions by 2030 and achieve net zero by 2050. The built environment is directly responsible for 25% of the UK's carbon emissions. [The UKGBC's Whole Life Carbon Roadmap](#) highlights the trajectory for the built environment industry to work towards net zero.
- 47 LETI defines net zero operational carbon as where a new building achieves a level of energy performance in-use in line with our national climate change targets, does not burn fossil fuels, and is 100% powered by renewable energy.
- 48 Net zero carbon means whole life carbon, which is formed of two key components:
- **Operational Carbon:** a new building with net zero operational carbon does not burn fossil fuels, is 100% powered by renewable energy, and achieves a level of energy performance in-use in line with our national climate change targets. Operational net zero carbon can be achieved through designing development to accord with the energy hierarchy.
 - **Embodied Carbon:** Best Practice targets for embodied carbon are met, and the building is made from re-used materials and can be disassembled at its end of life in accordance with the circular economy principles. Embodied carbon is considered in Chapter 3 of this SPD.
- 49 LETI, along with other industry leaders such as the World Green Building Council and Architecture 2030, believe that in order to meet our climate change targets all new buildings must operate at net zero carbon by 2030 and all buildings (including existing buildings) must operate at net zero carbon by 2050. Current building regulations alone will not enable the UK to meet these targets, and both operational and embodied carbon emissions must be addressed in building design, construction and operation.
- 50 Achieving net zero carbon emissions must be the responsibility of all design team members, including architects, building technicians and engineers throughout the design process, and through the appointed contractors, manufacturers and sub consultants during construction. Irrespective of the on-site specification of a building, applicants are encouraged to procure electricity from providers using renewable energy sources as a route towards nationwide net zero carbon.

Energy hierarchy

- 51 Applicants should follow the energy hierarchy in preparation of their Sustainability and Energy Statement. The energy hierarchy is a sequence of steps that should be used to demonstrate how energy consumption has been minimised using the most effective and long-lasting measures first before resorting to less effective or short-term measures. This is measured using modelling of the building's energy use and carbon emissions at each step, and reductions are based on regulated energy use. The steps of the energy hierarchy, often referred to as the **Be Lean, Be Clean and Be Green stages**, are as follows (as shown in Figure1):

1. Reduce energy demand and use energy efficiently (Be Lean)

Including energy efficient building fabric and building services, thereby reducing energy demand.

2. Supply energy efficiently (Be Clean)

Including connection to existing heat and energy networks in the vicinity; providing a single point of connection and space / capability for future connection to local planned networks; and creation of site-wide networks and communal energy strategies with centralised generation of energy.

3. Renewable energy (Be Green)

Including: on-site generation of renewable energy; on-site storage of renewable energy and/or heat generated, thereby reducing the amount of electricity and/or gas that must be bought from the grid; and procurement of electricity from suppliers who have certified renewable sources for generation of energy.



The Centre for Sustainable Chemistry, University of Nottingham

- 52 Applicants are expected to demonstrate a meaningful percentage reduction over Building Regulations Part L baseline. Best practice and exemplary practice are provided in the blue and orange boxes below.
- 53 Applicants are encouraged to use the Energy Use Intensity (EUI) metric to set targets for energy consumption demonstrating how energy demand has been reduced through design. This metric shows a real commitment to reducing the energy consumption of buildings' users. Energy Use Intensity is the total annual energy consumption of a building, including regulated energy (heating, hot water, cooling, ventilation, and lighting) and unregulated energy (plug loads and equipment e.g. kitchen white goods, ICT/AV equipment), and excluding electric vehicle charging.
- 54 As EUI is measured in kWh/m²/year, it can be estimated at design stage and is displayed on energy bills so building users will be able to easily verify how the building is performing. It relies only on how the building performs, rather than considering the carbon factor of the grid. LETI argues that it should be the metric used across planning and design decisions because of this. Please also refer to LETI's [Climate Emergency Design Guide](#) for further guidance on energy efficiency measures and reducing carbon emissions.

Policy Compliance

To comply with ACS Policy 1 and national & local carbon reduction targets, have you demonstrated that through the application of the energy hierarchy the development achieves a reduction of carbon emissions against current building regulations?

The following best practice box indicates the % reduction to aim for.

On-site energy and carbon improvements

Best practice

Benchmarks for on-site energy and carbon improvements vs Part L 2021

- 63% regulated carbon reduction on TER (Future Homes Standard)

Energy benchmarks and calculation methods

Exemplary

- Calculate 'Energy Use Intensity' (EUI) using CIBSE TM54 or Passivhaus PHPP
- Aim to hit [LETI/RIBA](#) targets:
 - Residential – energy use intensity of 35kWh/m²/yr and reduce space heating to 15 kWh/m²/yr
 - Commercial – energy use intensity of 55kWh/m²/yr and reduce space heating demand to 15kWh/m²/yr.
 - Schools - energy use intensity of 65kWh/m²/yr and reduce space heating demand to 15kWh/m²/yr

2.3 Passive design

Passive solar design: shading; window size/G-value

- 55 Step 1 of the energy hierarchy involves applicants considering the implementation of passive design measures to reduce heat demand before specifying active heating systems. Passive measures include improving the building envelope, minimising infiltration of outdoor air, using a simple building form and optimising solar gain.
- 56 Passive solar design is working with the sun's energy for the heating and cooling of dwellings and non-residential spaces by utilising exposure to the sun in winter and protection from the sun in summer. This includes glazing on south facades with external shading devices installed as an obstacle to the angle of the summer sun while allowing low-angle winter sun to pass. The aim is to get the best balance by reducing the need for space heating in winter, while avoiding the need for active cooling and fans in the summer so that that the winter efficiency gains are not cancelled out.
- 57 Applicants should demonstrate that the balance between achieving sufficient internal daylight levels and mitigating overheating has been achieved by glazing size and location. The optimum wall-to-(external) window ratio is approximately 20% for South, East and West orientations and 20-40% for North facing glazing.
- 58 The g-value of glass is used to describe how much solar heat energy can pass through and is shown on a scale from 1 to 0. For housing values of 0.6-0.5 are recommended, for offices 0.4-0.3 and for schools 0.5-0.4. Reducing the g-value to mitigate overheating is not recommended and must be balanced as larger areas of glazing have greater heat loss than an insulated wall resulting in reduced energy efficiency of the building. The applicant is encouraged to demonstrate the proposed g-value.
- 59 Demonstration of daylight and sunlight levels can be achieved using the [BRE Right to Light Guidance](#) and showing that the recommendations will be achieved in all dwellings and occupied spaces.

- 60 Internal shading can include the installation of blinds at a base build level for commercial spaces and dwellings (especially high-rise dwellings exposed to long periods of sunlight, without shading from buildings or trees). Applicants should confirm where internal shading is required and how this will be indicated to future tenants.
- 61 [Passivhaus](#) is a best practice standard that incorporates passive measures into building design and provides a verification process and implementable pathway to achieving good passive design.
- 62 Applicants should consider implementing a recognised quality standard such as Passivhaus, [NEF/GHA Assured Performance Process](#), or [Home Quality Mark](#) which ensures the finished building performs against the design intentions with regards to energy use, carbon emissions, indoor air quality and overheating risk. Applications using such quality assurance schemes will be looked on favourably. Applicants could also consider undertaking a [BREEAM assessment](#) for non-residential new build or refurbishment applications, please see section 3.2 of this SPD for further information and specific requirements for Nottingham City Council.

Best practice for solar gain and glazing ratio

- No main window orientation that faces North.
- No unnecessarily complex building shapes that result in a high form factor (see paragraph 65).
- Simple building shapes should be prioritised.
- Glazing ratio should not exceed 25 – 30% to manage overheating risk and heating demand.

Building form and orientation

- 63 The orientation of a building can impact its thermal performance due to the amount of sunlight entering the building. The space heating demand of a building can increase purely based on the orientation of the building, where a flat with the majority of glazing on a north-facing facade requires significantly more space heating over an annual period than a flat with the majority of glazing facing south, due to reduced levels of sunlight. Therefore, building orientation can also impact the thermal comfort of occupants, overheating risk, and internal light levels.

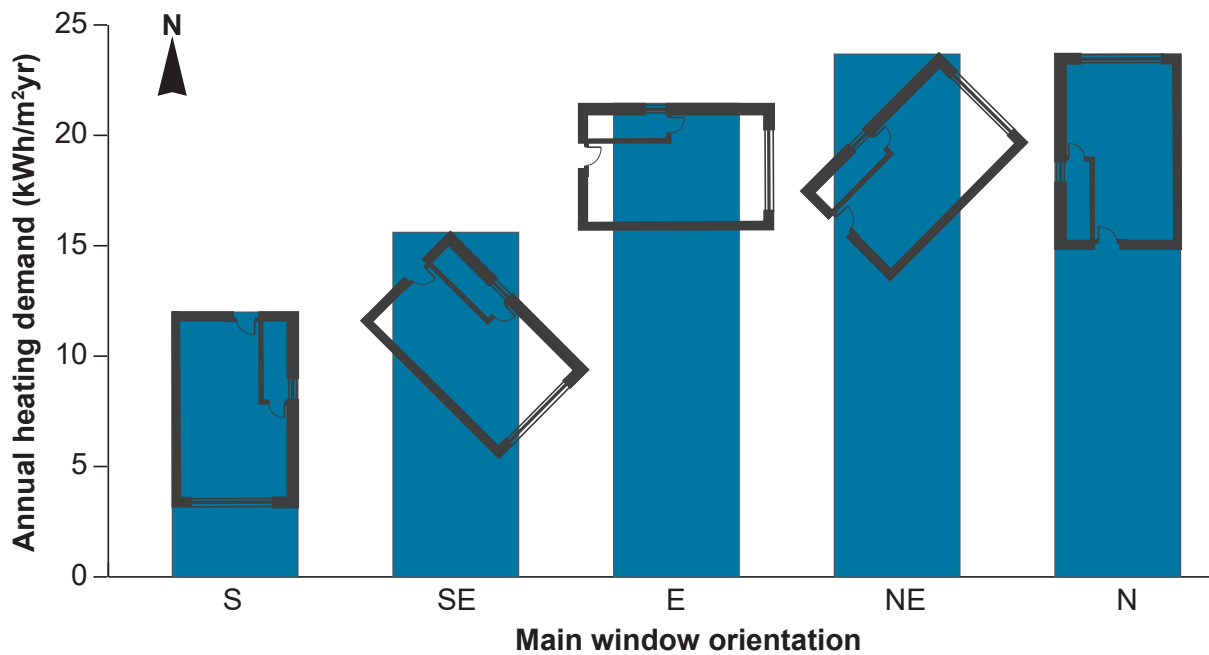


Figure 2: LETI orientation and heat demand study

- 64 The figure above ([LETI Climate Emergency Design Guide](#)) shows how a home's energy use for heating gets worse the further the window is oriented away from south. Please note the blue bars represent energy use for space heating, not sunlight coverage.
- 65 A building's form factor is the ratio of internal floor area to external surface area; therefore, a detached house would have a higher form factor than a mid-floor flat in an apartment block. The higher the form factor the less efficient the dwelling would be due to exposure to outdoor conditions affecting the energy efficiency of the dwelling, requiring higher levels of energy consumption and increased fabric efficiency to meet required thermal performance. Simpler, more compact shapes achieve a better (lower) form factor than unnecessarily complex shapes.
- 66 Buildings with simpler shapes (and adjoining walls with neighbouring homes) are inherently more thermally efficient than standalone buildings or ones with complex shapes. Applications should aim for efficient building design, lowering the form factor to reduce the overall energy needs of the building.


Type	Form Factor	Efficiency
Bungalow	3.0	 Least efficient
Detached house	2.5	
Semi-Detached house	2.1	
Mid-Terrace house	1.7	
End mid-floor apartment	0.8	
		Most efficient

Figure 3: LETI form factor

Natural ventilation

- 67 Applicants should demonstrate a natural ventilation strategy has been followed where appropriate to the application. Windows should be openable to allow for purge ventilation, with noise and air pollution concerns considered during ventilation strategy design. Dual aspect homes should be prioritised, and single aspect homes should be avoided.
- 68 Ventilation design should also consider the unwanted accumulation of moisture in order to prevent damp and mould, especially in kitchen and bathroom spaces where extract ventilation should be adequately sized and appropriately located. The proposed natural ventilation strategies can be demonstrated to the Council as part of an overheating analysis.

Policy compliance

To comply with ACS Policy 1, have you demonstrated that the proposed development's form, orientation and solar gain have been optimised for energy efficiency and to reduce the risk of overheating?

Best practice for building form and orientation

- Orientation should be considered within the specific context of the development. The link between solar gain and orientation should be treated holistically.
- A building with a south-facing main window orientation will reduce heating demand but should be balanced with measures to mitigate overheating risk during summer.
- Form factor should be reduced as best as possible for the typology of the building.

Exemplary practice for building form and orientation

- Orientation should be considered within the specific context of the development. Main window orientation facing south is considered exemplary as long as this is balanced with measures to mitigate overheating.
- Form factor is dependent on the building type, but exemplary practice is considered to be <3, with Passivhaus buildings aiming to achieve 3 or less.
- Complete either a CIBSE TM52 (non-residential) or TM59 (residential) overheating assessment using TM49 weather files; and
- Demonstrate that a recognised quality regime will be used to ensure the as-built performance indoor air quality and overheating risk meets the as-designed performance (e.g. Home Quality Mark).

2.4 Green and Blue Infrastructure

- 69 The Urban Heat Island Effect (UHIE) occurs due to the removal of natural vegetation surfaces and their replacement with hard surfaces: pavements, roads and buildings. The subsequent increase in thermal mass and darker-coloured surfaces results in significant heat absorption and retention, leading to higher temperatures in urban areas than less dense, more vegetated areas – the difference can be up to [7° in some cases](#).



Woodland near Beauvale Priory, Eastwood

- 70 Applicants should demonstrate how they have incorporated measures to combat UHIE (whether by reducing UHIE in existing urban fabric, or by avoiding the creation of UHIE).
- 71 Mitigation measures to combat UHIE consist of:
- Increased abundance of foliage and vegetation which is native and would be climate resilient.
 - Increasing canopy cover and shading from trees
 - Sustainable forms of urban drainage
 - More bodies of open water for enhanced evaporative cooling
 - Use of more reflective materials on hard surfaces
- 72 The role of materials in minimising the UHIE can be significant, as roofs and pavements account for ~60% of urban surfaces and absorb in excess of 80% of the solar radiation received.
- 73 'Cool materials' can reduce this effect due to increased albedo, meaning that the surface can better reflect sunlight and emit heat from the building. Cool materials will therefore reduce overheating risks within the building and the wider urban area. For example:
- White and reflective roofs are up to 4 times more effective than dark roofs.
 - It is helpful to avoid dark, low reflectance surfaces adjacent to glazing.
- 74 New development in high-density urban areas has an opportunity to significantly reduce the level of heat absorbed and retained on-site, and importantly ensure it does not worsen existing urban heat island areas. Reducing the urban heat island effect should be addressed alongside biodiversity and ecology policy requirements, due to the role that increased vegetation can play.
- 75 [Natural England's Green Infrastructure Framework](#) provides useful information and resources for planners, developers and communities. It includes the Green Infrastructure Planning & Design Guide which gives specific design guidance for Green Infrastructure and carbon reduction / climate change.

Green roofs to mitigate heat gain

- 76 Green roofs containing vegetation, and sometimes water features, provide multiple benefits to a development. Water runoff reduction, evaporative cooling, increased biodiversity and reduced solar gain on the building surface are all key features.
- 77 Similarly to a rooftop garden, green roofs can reduce heat islands through the provision of shade, removing heat from surrounding air and reducing roof surface temperatures. Compared to standard roofs, green roofs can be over 4°C cooler at the surface, whilst [modelling simulations](#) have shown indoor temperature reductions from green roofs of up to 3°C.

- 78 Green roofs can be combined with solar panels to make 'biosolar roofs'. Although green roofs may reduce roof space for solar panels, this may be outweighed by efficiency gains of the panels due to the green roofs' mitigation of extreme temperatures. Panel efficiency is highest at a set operating temperature, and thus increases when paired with green roofs, as the panels are less likely to exceed this temperature. Panels should be placed at least 75cm above vegetation.
- 79 Blue roofs can also be used to temporarily store and gradually release rainwater. Blue roofs are a key part of Sustainable Drainage Systems (SuDS) and are often used in urban areas where space is limited.



Example of a biosolar roof

- 80 It is anticipated that as policy requirements become more stringent for operational energy, overheating and biodiversity, a crucial balance in new development will need to be struck between:
- Installing sufficient on-site rooftop solar PV for a net zero energy/ carbon balance
 - Mitigating overheating risk with reflective appropriate materials and design
 - Integrating green and blue roofs with other requirements

Trees for shading

- 81 Increased abundance of trees is a measure to address both climate adaptation and biodiversity, resulting in co-benefits. Shading from trees provides enhanced thermal comfort at street level and helps reduce health impacts of increased temperatures, which are exacerbated in urban areas. This is supplemented by the evapotranspiration ability of trees, providing a cooling effect.
- 82 Studies have found street air temperature with higher tree cover density to be [1.3°C lower](#) than streets with lower densities. This benefit is even greater during summer months, where average air temperature under street trees can be up to [3.3°C cooler](#) than open pavement streets.

- 83 Where trees are planted, it is vital that the underlying soil is appropriately assessed to determine that the quality and volume of soil is sufficient for predicted tree growth. Without soil assessments, trees are at risk of inhibited growth, impeding pavement surfaces and could die prematurely.

Policy compliance

To accord with ACS Policy 16, have you incorporated green and blue infrastructure into the proposed development?

Best practice: Green and blue infrastructure

- Appropriate material selection is made to mitigate urban heat island impacts
- Design is innovative to enable green and blue roofs and solar PV
- Trees and green spaces are integrated into the development to increase biodiversity, reduce overheating and promote outdoor recreation.

2.5 Fabric first approaches

- 84 A fabric first approach involves maximising the building fabric performance during design, before considering building services that will be required. This enables carbon emissions to be reduced as well as ongoing maintenance and ensures operational energy efficiency. 'Fabric first' could involve improving the thermal mass, insulation, airtightness, incorporating both natural and mechanical ventilation with heat recovery whilst considering solar gain, glazing ratios, and shading devices. A fabric first approach reduces energy demand through effective building fabric design before looking at heating/cooling systems and renewable energy. Applicants should demonstrate how the fabric first approach has been followed.
- 85 Energy modelling should be carried out using adopted modelling software: SAP for residential models; and SBEM for non-residential. For residential, the total Part L Fabric Energy Efficiency Standard (FEES) should be calculated and reported. However, the use of more accurate energy modelling methodologies such as TM54 or PHPP will be looked on favourably.
- 86 Irrespective of the method of energy modelling undertaken, applicants should demonstrate appropriate insulation (u-values of all elements) and airtightness levels have been met. The proposed values should be demonstrated against those of the Building Regulations notional building, showing where improvements have been made. Good practice would be to demonstrate a carbon emission saving of $\geq 15\%$ from fabric improvements compared to Part L 2021 Target Emission Rate for the building (non-residential).

- 87 Building Regulations Part L 2021 mandate the maximum u-values for building components for dwellings (Volume 1), including existing and new dwellings, and Buildings Other Than Dwellings (Volume 2). The guidance within Part L 2021 is a useful starting point to consider the properties of buildings' components, insulation, and thermal bridging. The table below demonstrates the Part L building performance requirements as well as LETI best practice guidance for different building types.

Table 4: Building fabric performance standards			
Element	Part L 2021 standard for new builds	FHS December 2023 Option 1	LETI guidance outlining exemplary practice
Floor U-value (W/m ² .K)	0.13	0.13	0.08-0.10 housing, 0.10 -0.12 offices, 0.09-0.12 schools
External wall (W/m ² .K)	0.18	0.18	0.13-0.15 housing & schools, 0.12-0.15 offices
Roof (W/m ² .K)	0.11	0.11	0.10-0.12
Window (W/m ² .K)	1.2	1.2	0.8 small scale housing (triple), 1.0 medium & large scale housing (triple), 1.0 triple – 1.2 double offices, 1.0 triple schools
Door	1.0	1.0	1.0 housing, 1.2 offices, 1.2 schools
Air permeability at 50 Pa	5.0m ³ / (h.m ²)	4 m ³ /m ² .h @ 50Pa	<1 (m ³ /h. m ² @50Pa)
Heating appliance	Gas boiler	Notional ASHP equivalent to ErP A++	Recommend heat pump and MVHR, offices connection to community wide ambient loop
Heat emitter type	Low temperature heating	Low temperature heating	Low temperature heating
Ventilation system type	Natural (with extract fans)	d-MEV	MVHR and openable windows
PV	40% ground floor area	High efficiency solar PV panels covering equivalent of 40% of ground floor area	Small scale housing – Maximise renewables so that 100% of annual energy requirement is generated on-site. Medium – large scale housing and schools maximise renewables so that 70% of the roof is covered. Offices maximise renewables to generate the annual energy requirement for at least two floors of the development on-site
Wastewater heat recovery	Yes	Yes	Recommended
y-value (W/m ² .K)	0.05	-	0.04

- 88 At the time of writing, the consultation on the Future Homes Standard (FHS) (December 2023) is in circulation and provides two options for the future of the standard. Option 1 is presented in the table above, which includes an airtightness value of 4 m³/m².h @ 50Pa as opposed to 5 m³/m².h @ 50Pa for Option 2. Option 2 does not include the provision of PV or WWHR and includes natural ventilation with intermittent extract fans as opposed to d-MEV in Option 1.³
- 89 The building 'fabric' comprises of the materials that constitute the walls, floors, roofs, windows and doors. The more insulation contained within these elements, the better their thermal performance. However, the building fabric also includes the building's overall airtightness, as well as the impact of thermal bridges where the insulation layer is not continuous. Therefore, insulation continuity must be achieved across elements of the building to ensure gaps do not lead to heat loss and potentially condensation and mould.
- 90 Thermal bridging occurs when areas of a building have significantly higher heat transfer than adjacent/surrounding areas (e.g. due to the conductivity of materials or reduced levels of insulation). Building fabric should be designed and installed to minimise thermal bridging.

Policy compliance

Have you demonstrated the fabric performance standards (U values) of superstructure components including external walls, floors, roofs, windows and doors?

It is expected that proposed developments seek to improve energy efficiency through fabric improvements to comply with ACS Policy 1.

Policy compliance

For Nottingham City, developments that can demonstrate a <20kWh/m²/year space heat demand through Part L FEE will be supported under policy CC1.

Best practice fabric energy efficiency

- Demonstrate a 10% reduction on the Building Regulations Part L TFEE (residential)
- Demonstrate a Part L FEE of ≤20kWh/m²/year (residential only)
- Demonstrate a carbon emission saving of ≥15% from fabric improvements compared to Part L 2021 Target Emission Rate for the building (non-residential)

3

<https://www.gov.uk/government/consultations/the-future-homes-and-buildings-standards-2023-consultation/the-future-homes-and-buildings-standards-2023-consultation>

Exemplary practice fabric energy efficiency

- Calculate space heat demand using TM54 or PHPP
- Aim to hit targets using those calculations, such as:
 - 15kWh/m²/year space heat demand (LETI target, all building types)
 - Other kWh/m²/year space heat demand targets by building type, to be developed via the industry-led UK Net Zero Carbon Buildings Standard.

Thermal mass

- 91 Materials that absorb heat when surrounding temperatures are higher and then give this heat back when the surroundings are cooler, are said to have higher levels of thermal mass. This enables the material to store heat.
- 92 Concrete, bricks, tiles, and stone have high thermal mass. Using these materials in the right amount in the right location can help maintain comfortable year-round indoor temperatures, absorbing the sun's heat and releasing it in the evenings when air temperature falls. Controlling and stabilising internal environments this way can reduce usage of heating and cooling systems; however, the materials must be exposed within the space to efficiently function. Applicants are encouraged to demonstrate how thermal mass has been considered within their proposals.

Air tightness

- 93 Air permeability tests should be carried out on all new dwellings and non-domestic buildings, this helps to identify and reduce unwanted heat loss that occurs through air infiltration into a building.
- 94 The Building Regulations Part F 2021 defines highly airtight dwellings as those with either:
- A designed air permeability of <5 m³/hr/m²@50Pa
 - An as-built air permeability of <3 m³/hr/m²@50Pa
- 95 Passivhaus certification requires air tightness of <1 m³/hr/m²@50Pa. Applicants should provide the targeted design air permeability within their Sustainability and Energy Statement.
- 96 The following benchmarks are mostly applicable to residential buildings however other building types should be able to achieve this.

Basic expected limit	Best practice	Exemplary practice
<5 m ³ /hr/m ² @50Pa	<3 m ³ /hr/m ² @50Pa	<1 m ³ /hr/m ² @50Pa

Best Practice

Have you targeted a lower air permeability less than 3 m³/hr/m²@50Pa?

Guidance on retrofitting

- 97 In an average home or building, fabric improvements or the installation of low or zero carbon technology are unlikely to require planning permission. However, planning permission may be required where the proposed measures affect the external appearance of a building. Applicants are urged to check what permitted development rights are available to them, and if unsure contact the Council before implementing these measures or applying for planning permission.
- 98 ACS Policy 1 applies to both retrofit applications and new building proposals in Nottingham and Broxtowe in the same way. Where planning permission is required, applicants should demonstrate how retrofit proposals are targeting zero carbon in their Sustainability and Energy Statement.
- 99 Retrofit can be broken down into the level of intervention, including very low cost or free quick wins; low cost and technically easy measures, high cost and technically difficult measures and deep retrofit requiring technical expertise. Therefore, the measures can range between:
- energy and water saving measures during operation including reducing wasted energy, and water leaks.
 - building fabric interventions including glazing replacement, installation of secondary glazing, improved levels of insulation (cavity wall/ceiling insulation/raft roof/loft/floor), chimney improvements and increased levels of draughtproofing.
 - building services upgrades such as replacement heating systems, radiator replacements, heat pumps, underfloor heating, installation of solar thermal or a PV array, mechanical ventilation with heat recovery and wastewater heat recovery systems.
- 100 Please also see the [Passivhaus Trust's retrofit guidance and Retrofit Primer \(2022\)](#) for detailed guidance on retrofit strategies.
- 101 Retrofit interventions have the opportunity to not only improve energy efficiency, potentially lowering the cost of energy bills, but also to improve the thermal comfort of occupants and thus support the health and wellbeing of building users.

Historic Buildings and Contexts

- 102 Some measures noted in the above two sections require further consideration when dealing with historic buildings (designated and non-designated heritage assets, including locally listed buildings) and buildings in a Conservation Area. However, the sensitive retrofitting of energy efficiency measures and the appropriate use of micro-renewables will be encouraged, providing the special characteristics of the heritage assets are conserved in a manner appropriate

for their significance. Applicants may find it useful to refer to [guidance from Historic England](#) on Retrofit and Energy Efficiency in Historic Buildings (updated Historic England, 2024).

- 103 In line with new buildings, building fabric upgrades and improved energy efficiency should be addressed prior to low carbon energy sources or renewable energy.
- 104 Full planning permission or listed building consent may be required from the local planning authority for these works to take place.

2.6 Low carbon heating & efficient supply

- 105 To ensure we maintain alignment with the trajectory zero carbon buildings is based on, the future of heat delivery within all new buildings **must be fossil-fuel free**. The Committee on Climate Change has also expressed this view regarding the role that new buildings will need to play in order to be compatible with the UK's legislated net zero carbon targets.
- 106 Therefore, we strongly encourage all new development proposals to be fossil fuel free and to not use gas boilers, as this would constitute insufficient mitigation of climate change.
- 107 Supplying fossil fuel free energy is key to minimising carbon emissions. For new builds, heat pumps are the most efficient means of heating a building without reliance on fossil fuels. Heat pumps come in a variety of forms and can provide both space heating and domestic hot water, serving individual buildings or acting as communal heating systems. To ensure energy efficiency is maximised, and to minimise energy demand, the choice of system must be informed by the building and site's context and use.
- 108 Air source heat pumps (ASHP) use refrigerant fluid to absorb heat from the outside air, and as the refrigerant liquid boils, the gas is then compressed and condenses onto heat exchanger coils. ASHPs typically have an efficiency of 250-400% (dependent on system set up, size and application), but can be up to 500% for the most efficient available on the market at the time of writing this SPD. This is far higher than an efficient gas boiler (typically 80-90% efficient). Heat pumps also rely on electricity and therefore provide flexibility for the future, should systems need to be changed out, and also fit into decarbonisation strategies as the national grid continues to decarbonise.
- 109 Water source heat pumps (WSHP) and ground source heat pumps (GSHP) operate in a similar way, taking heat from surrounding land and bodies of water. The efficiency of the available systems is less variable than those for the currently available ASHP.
- 110 Please note, direct electric space heating strategies are preferably avoided, due to potential for higher energy bill costs to occupants (especially for hot water), and lower efficiencies of these systems, in addition to reduced flexibility for future adaptation of systems without deep retrofit which is costly and disruptive to occupants.

District Heat Networks

- 111 Step 2 of the energy hierarchy is the connection to existing and proposed future heat networks. Connecting to heat networks and the creation of networks within buildings on-site should be reviewed before the options for renewable energy technologies are considered. Examining heat networks first helps design smarter heating systems, optimise efficiency, and allows for future integration of renewable sources, making sustainability efforts more strategic and cost-effective.
- 112 District heat networks enable development of a sustainable and flexible supply of energy on a city-wide or regional scale, using local waste heat efficiently and opening up opportunities for reducing primary energy demand. In urban areas with high heat demand, sharing heat demands and strategies can increase energy efficiency and balance demand with mixed-use developments. Heat networks can offer a solution to decarbonisation as they are technology agnostic and can be replaced with lower carbon technologies in the future.

Nottingham District Heat Network (DHN)

For developments within Nottingham City Council, connection to the DHN will be expected where feasible and viable in terms of the development's location and forecast annual heat consumption.

There is the potential for a major expansion of the network through the [Heat Network Zoning Pilot Programme](#) and planning permission for the Eastcroft Incinerator to have a third line, this would increase capacity for future developments to connect.



Policy compliance

To accord with Nottingham City policy CC2, have you explored the possibility of connecting to an existing or proposed District Heat Network as shown on the Nottingham City Policies Map?

Please cite the reasons if this is not feasible or viable.

Domestic Hot Water (DHW)

- 113 Applicants should demonstrate how domestic hot water will be generated and distributed around buildings. Following the energy hierarchy, communal systems should be considered as part of the Be Clean stage, for example where a communal energy centre with heat pumps is proposed, this system could also supply domestic hot water via a low temperature water distribution loop, with hot water boosted at the dwelling/building. Heat sharing loops like this also provide opportunities to recycle heat that is ejected from any part of the building that has active cooling.
- 114 Where other options are not feasible, applicants may propose direct electric hot water heaters in commercial buildings where the hot water demand may be very low (for example, in an office where it may be required for a single hand washing basin tap).
- 115 In accordance with the UK Health and Safety Executive, domestic hot water must be heated to and stored at a temperature of >60 degrees (amongst other storage and control measures) in order to prevent risk of exposure to Legionnaire's disease in residential and non-residential buildings. Where hot water is not stored, this requirement does not apply.

Thermal storage

- 116 Thermal storage of heating or cooling can be integrated into a communal system or individual system within a building. In winter the electricity grid is more likely to be constrained at periods when homes are heated and hot water demand is high, for example early in the morning. Thermal storage disassociates when heat is produced from when this heat is required. The thermal store can therefore be charged at a period when the grid is unconstrained or low carbon, then used to provide heating and hot water during peak grid times without putting extra load on the grid.
- 117 Thermal storage can also be utilised alongside renewable energy generation on-site in periods where renewable energy generation is higher than the energy use. The surplus energy can be transferred into thermal storage, e.g. hot water for later use.

Heat recovery (MVHR, WWHR)

- 118 Mechanical ventilation with heat recovery (MVHR) uses a heat exchanger to recover heat from 'used' or extract air to pre-heat 'fresh' air to be supplied to the dwelling. MVHR is more heat-efficient than natural ventilation and should be considered where noise, air pollution or security concerns may prevent occupants from opening windows. MVHR should be used in buildings where the proposed air-tightness triggers a need for mechanical ventilation and should be considered from early stages of design. Applicants should demonstrate that where mechanical ventilation is proposed it is adequate for the building. LETI recommends a 90% ventilation heat recovery may be needed in order to achieve the domestic hot water and space heating performance recommended in its Climate Emergency Design Guide.

- 119 Waste water heat recovery systems (WWHR) work by extracting the heat from the water a shower or bath sends down the drain and using this heat to warm the incoming mains water, reducing the energy required to heat the water up. Installation could reduce the energy required per shower use by up to 55%. WWHR is recognised to be an effective way to reduce energy demand for domestic hot water and applicants should consider this option, especially in buildings predicted to have high hot water demands.

Policy compliance

To accord with ACS Policy 1 (and Policy CC2 for Nottingham City Council), have you demonstrated that an efficient low or zero carbon energy system for the delivery of heat and/or power has been selected for the proposed development?

Best practice low carbon heating

- All new buildings to have a zero or low carbon heat supply e.g. no fossil fuel boilers
- Developments to consider connection to existing DHNs where feasible and viable
- Developments to be designed to follow the energy hierarchy of be lean, be clean, be green

2.7 Renewable energy

- 120 Step 3 of the energy hierarchy is incorporating low carbon and renewable energy technologies. Within the Sustainability and Energy Statement the Council expect that applicants undertake a feasibility assessment of renewable energy technologies to demonstrate which technologies are suitable for the type, form, use and context of the proposed development.
- 121 It is now widely accepted that heat pumps (including ASHPs, GSHPs, WSHPs) are renewable, due to the fact that they produce more units of heat than they consume in electricity to run. As the grid continues to decarbonise, the carbon of the electricity used by the heat pumps will also reduce.

Incorporating solar photovoltaics (PVs)

- 122 Applications should maximise opportunities for incorporating photovoltaic panels (PV) including horizontal and vertical arrays. Applicants should provide details of the proposed array including the area (m²) of the PV array, the number of panels, the panel wattage and efficiency, estimated energy generation per annum (kWh per annum), and an estimation of the carbon emissions that could be offset with the introduction of this technology. The optimum installation would be East-West facing at a 0-30 degree angle of inclination. The density of solar panel area to fit in the available roof area should be maximised, in order to capture maximum solar energy.
- 123 Bio-solar roofs are where PV panels are installed on top of green roofs. Applicants are encouraged to explore bio-solar roofs as they incorporate both biodiversity benefits of a green roof with the generation of renewable energy. See paragraph 78.

Solar thermal

- 124 A solar thermal collector gathers energy from sunlight (similar to PV panels), however rather than generating electricity it generates heat. This heat is used to contribute to meeting domestic hot water demand but can also contribute a small amount to space heat via central heating.

Biomass heat

- 125 Creating heat from direct combustion of biomass may be appropriate in some locations, usually where there are local sources of agricultural, forestry or industrial biomass waste suitable for burning, where preference should be given to fuels that are a by-product of local processes. The carbon impact of transporting the biomass fuel must be considered when specifying this technology, as must the localised impact on air quality from transport and combustion. Applicants proposing such systems must demonstrate that the impacts are acceptable.
- 126 Following selection of the low/zero carbon technology, applicants should provide details of the proposed systems including the proposed set-up and efficiencies.

Grid capacity constraints

- 127 It is important to discuss with the District Network Operator the capacity of the local electricity grid as this may have constraints on exports. The need to export energy generated on-site can be solved with local energy storage. This could include battery storage for electrical energy, or in the case of surplus heat energy, thermal stores could be used. Using energy storage can allow consumers to meet peak demand with stored energy or could reduce operational energy costs during times of the day when energy costs peak.

- 128 The Councils encourage new buildings to be supplied via a three-phase power supply unless this is not viable. A three-phase system makes it more straightforward to install heat pumps, photovoltaic panels and electric car-charging systems, as the electrical demand is spread across the three-phases. Installing a three-phase supply allows homes to be future-proofed and supports future adaptability of buildings.

Historic Environment

- 129 There must be careful consideration of the impact on the historic environment when using renewables and when making other energy and carbon efficiency improvements. Historic England has provided specific advice in relation to Adapting Historic Buildings for Energy and Carbon Efficiency (Historic England Advice Note 18) and Commercial Renewable Energy Development and the Historic Environment (Historic England Advice Note 15).

2.8 Site-wide approaches

- 130 Applicants are encouraged to consider energy-sharing strategies to further reduce operational energy demand and carbon emissions. These include local grids; heat recycling; energy clubs via smart meters and Time of Use tariffs.
- 131 A site-wide strategy could incorporate forms of energy storage such as electrical batteries or heat batteries. Also as previously noted, heat-sharing loops across larger sites or neighbourhoods can present opportunities for heat recycling from waste heat sources in or near the site.
- 132 Applicants are also encouraged to consider demand side response, which is the flexibility of the energy system to reduce or increase energy consumption during a period of time to respond to energy price changes or energy availability on the grid. Buildings or sites that can modify their energy use in real time through the use of demand response (including storage systems) will be able to reduce occupants' energy bills and LETI argues that in the future it would be expected that these systems are incorporated in every new building.
- 133 Household energy storage should also be considered where feasible.

Policy compliance

To comply with ACS Policy 1, have you explored site wide approaches to centralised systems, energy generation, sharing and storage?

Please cite the reasons if this is not feasible or viable.

To accord with ACS Policy 1 (and Policy CC2 for Nottingham City Council), have you undertaken a feasibility assessment of renewable energy technologies and incorporated renewable energy generation into the scheme through on-site measures?

Best practice solar photovoltaics

- In the first instance, on-site renewable energy generation should be equal to total energy use to achieve a zero-carbon development without any off-site measures or offsetting.
- All buildings should have sufficient roof space for PV generation to achieve a zero-carbon balance only through on-site measures.
- If exceptional circumstances are demonstrated for buildings of 3 storeys or above, standard performance percentages should still be achieved as a minimum.

2.9 Drainage and flooding

- 134 A key impact of climate change will be an increase in the frequency and severity of flood events. Overwhelmed drainage systems will pose an increasing problem. It should be considered that all development, both existing and new, will be at risk of flooding in the future. ACS Policy 1 requires development to take into account the impact of periods of intense rain and storms and to incorporate measures to reduce surface water runoff whilst managing surface water drainage in a sustainable manner.
- 135 Therefore, all developments should not increase flood risk on-site or cumulatively elsewhere and should seek betterment over the minimum requirements wherever possible. Developments should work with the natural landscape and its features to reduce the risk of flooding (not only on-site but also beyond the site).
- 136 Sustainable Drainage Systems (SuDS) should be utilised, considered at every scale and designed in from the beginning of a project. If they are not used, it must be demonstrated why they are not viable or technically feasible.
- 137 Permeable surfaces should be used on paths, drives and car parks, so that when it rains, the ground absorbs the water and the sewerage system does not become overburdened. This is particularly important on sloping land where impermeable surfaces can exacerbate river or surface water flooding downslope.

Policy compliance

To comply with ACS Policy 1, have you incorporated measures to minimise surface water run-off e.g. minimising paved areas and impermeable surfaces and have you incorporated sustainable drainage into your development proposal?

You must demonstrate if such measures are not viable or technically feasible.

2.10 Links to useful external resources

138 Further guidance, resources:

- NEF/GHA Assured Performance Process <https://kb.goodhomes.org.uk/tool/assured-performance-process/>
- Home Quality Mark <https://bregroup.com/products/home-quality-mark/>
- BREEAM assessments and certification <https://bregroup.com/products/breeam/>
- BSRIA Soft Landings process <https://www.bsria.com/uk/consultancy/project-improvement/soft-landings/>
- Building Regulations [Approved Document Part L: Conservation of fuel and power](#) (2021)
- LETI [Climate Emergency Design Guide](#)
- LETI One-pager on [Net Zero Carbon](#)
- LETI Climate Emergency [Retrofit Guide](#)
- RIBA 2030 [Climate Challenge](#)
- Greater London Authority [Energy Assessment Guidance](#)
- Greater London Authority (GLA) [Carbon Offset Funds Guidance](#) (July 2022)
- UKGBC [Net Zero Carbon Buildings: A Framework Definition](#) (April 2019)
- UKGBC [Unlocking the Delivery of Net Zero Carbon Buildings](#) (November 2020)
- UKGBC [Whole Life Carbon Roadmap: A Pathway to Net Zero](#) (November 2021)
- Historic England guidance on retrofit ([energy efficiency](#) and [renewable energy](#))
- CIBSE [TM54 method for accurately modelling operational energy performance](#)
- PHPP (Passivhaus energy modelling method) [Technical Guidance](#) [Passivhaus Rules of Thumb](#) other [Passivhaus resources](#)

chapter three

Sustainable Construction

3.1 Introduction

- 139 It is estimated that the built environment is directly responsible for 25% of UK carbon emissions, and of that 25% approximately a quarter is embodied emissions of buildings and other infrastructure. The built environment sector must urgently address its responsibility in countering the climate emergency and collaboratively work to accelerate decarbonisation in the design, construction and operation of our homes and buildings.
- 140 The Climate Change Act 2008 (as amended) sets the national target for net zero carbon emissions by 2050. The 2050 target covers all sources of emissions including from the extraction, processing and transportation of materials, and any carbon released through waste at the end of those materials' life.



- 141 As buildings become more energy efficient and the carbon emissions from their operation reduces, embodied carbon emissions represent a greater proportion of the overall carbon from a development, as much as 50% of total emissions over a building's lifetime.
- 142 The value of embodied carbon within existing buildings is also recognised through statutory bodies such as Historic England, who acknowledge that the reuse of existing buildings can radically reduce the overall carbon emissions compared with a new building. Additionally, retrofitting to address energy efficiency should also make use of sustainable materials and construction methods to limit embodied carbon.
- 143 Furthermore, Historic England's '[Heritage Counts](#)' identifies the role of existing buildings to ensure sustainable materials and construction are pursued, rather than a sole focus on new builds. The UK will not be able to achieve the 2050 net zero target without appropriate policies and guidance in place for existing buildings, which primarily must include retention over demolition of existing buildings due to the high amount of embodied carbon that would result from a building replacement.
- 144 At the heart of the NPPF is a presumption in favour of sustainable development, which should be seen as the golden thread running through both plan-making and decision-taking. The NPPF through Chapter 14 states that the planning system should support the transition to a low carbon future through encouragement of the reuse of existing resources, including the conversion of existing buildings, and through Chapter 17 supports the use of secondary or recycled materials.
- 145 The Committee on Climate Change (CCC) recommends the substitution of high-embodied carbon materials with low-embodied carbon materials, in addition to the use of recycled materials, and for the introduction of a mandatory whole-life carbon standard for buildings and infrastructure.
- 146 Recent industry-led [Part Z proposals](#) have the intention of amending Building Regulations to introduce new requirements on whole-life carbon reporting and minimum standards by 2027. Whilst not yet national policy, this demonstrates the direction of travel in respect of quantifying and managing embodied carbon in the near future.

Local Context & Relevance

- 147 Alongside the urgent need to reduce the operational carbon emissions of buildings through their everyday use, the sustainability of the materials and techniques used in the construction, their use through their lifetimes and the end-of-life phases of buildings are also vitally important to reducing carbon emissions now and in the future.
- 148 Nottingham City have pledged to become the first carbon neutral city in the UK by 2028. The Carbon Neutral Nottingham Action Plan 2020-2028 outlined that waste reduction was also a key part of achieving net zero by 2028.

- 149 Broxtowe Borough Council's Climate Change and Green Futures Strategy 2023-2027 outlines that the Council promotes a circular economy approach to waste and seeks to reduce waste and increase recycling.
- 150 In respect of construction and demolition waste, this has historically made up more than half of the waste produced within Nottinghamshire and Nottingham, but this is estimated to have fallen in recent years to around 1 million tonnes per year⁴. Reduction in construction waste remains an important part of the Nottinghamshire and Nottingham Waste Strategy, and both Councils acknowledge that it is crucial to ensure that unnecessary emissions from waste practices are minimised and materials being demolished are re-used and recycled where possible to reduce carbon emissions against their targets.
- 151 Nottinghamshire Waste Core Strategy Part 1, policy WCS2 requires that all new development is designed, constructed and implemented to minimise the creation of waste, maximise the use of recycled waste and assist in the recovery of waste arising from the development.

Policy requirements

- 152 Table 5 provides a summary of Local Plan policy, outlining the requirements of policy to developments in Nottingham City (NCC) and Broxtowe Borough (BBC).
- 153 The overarching policy for all developments in NCC and BBC is again Policy 1 of the Aligned Core Strategy. **Policy 1** requires that all developments (including refurbishment to existing buildings where this requires planning permission):
- Employ sustainable design principles.
 - Make efficient use of resources including materials and water
 - Minimise waste
 - Through its construction, reduce the carbon footprint
- 154 There should also be consideration of heritage assets and the historic environment, in accordance with the Planning (Listed Buildings and Conservation Areas) Act 1990 and section 16 of the NPPF.
- 155 This chapter is organised to guide readers through sustainable construction approaches, including the sustainable selection of materials, the reuse and recycling of materials, the retention and retrofit of existing buildings and the relationship between the construction process and embodied carbon.
- 156 A checklist is provided in Appendix A to assist applicants with checking the content of their Sustainability and Energy Statement and Site Waste Management Strategy,

4 Local estimate derived from Construction, Demolition and Excavation Waste Arisings, Use and Disposal for England 2008, Waste Resources Action Programme (WRAP)

Table 5: Local Plan policy requirements

Policy:	Nottingham City Council	Broxtowe Borough Council	Relevant Requirement. Further detail provided in chapter text.
ACS Policy 1 Climate Change	✓	✓	<ul style="list-style-type: none"> • Efficient use of resources and materials • Minimise waste • Minimise water use • Reduction of developments' carbon footprint through construction
NCCLPP CC1 Sustainable Design and Construction	✓		<ul style="list-style-type: none"> • Use of recycled materials
NCCLPP DE1 Building Design and Use	✓		<ul style="list-style-type: none"> • Minimise the creation of waste • Maximise the use of recycled materials • Support the recovery of waste arising from developments

3.2 Reuse and recycling of materials, including keeping existing buildings in use via retrofit

157 The minimisation of waste is an integral criterion of the high-quality sustainable design that is expected of all new development. To inform decision-making on waste and re-use of materials, the waste hierarchy is a useful tool, set out below in order of preference. Applicants should demonstrate that they have used materials in line with the waste hierarchy, as follows:

1. **Reduce** - minimise the use of virgin raw materials and associated generation of waste.
2. **Re-use (on-site first)** – re-use materials wherever suitable on-site and prepare materials for future re-use.
3. **Recycle (on-site first)** – although recycling uses additional energy, it is preferable to other forms of disposal as it enables the content of the material to be re-used.
4. **Recover** – where re-using or recycling materials is not possible, energy can be recovered from materials through processes such as incineration, anaerobic digestion, gasification, and pyrolysis.
5. **Dispose** – as a last resort, where no opportunities for the above stages remain, materials are to be disposed of in landfill resulting in the end of a material's lifecycle.



Figure 4: The Waste Hierarchy

158 All opportunities should be maximised to mitigate materials usage and wastage, followed by re-use and recycling of materials wherever possible. If the site contains existing structures, the waste hierarchy implies that designs should firstly seek to retain these to reduce waste generation and the need for new materials.

Policy compliance

To comply with ACS Policy 1, have you demonstrated the implementation of the waste hierarchy?

Pre-demolition and pre-redevelopment audits

- 159 Any proposals for demolition of existing structures should, to be considered acceptable, include a strong justification explaining why it was not possible to retain and reuse/refurbish the existing structures and narrative on what steps were taken to explore scope for retention/refurbishment and avoidance of the need for demolition and disposal. Materials should only be passed off to other management/landfill as a last resort where it is clear that there is not suitable purpose for the material on-site or on an alternative site.
- 160 One generally expected first key step in this process would be site materials audits: pre-demolition or pre-redevelopment. Pre-demolition or pre-redevelopment audits are an assessment of your site to understand what materials already exist there and identifying the potential for these materials to possibly be reused. Where your site contains existing buildings or structures, these audits are strongly encouraged as a means to evidence that you have made efforts to fulfil the first two steps of the waste hierarchy rather than resorting immediately to demolition and disposal.
- 161 A pre-redevelopment audit should:
- Assess whether existing buildings and structures on-site can be fully or partially retained and refurbished as part of the proposals.
 - Include a description of existing buildings and structures, their age, key materials, and photos of internal and external aspects.
 - Clearly demonstrate how the proposed approach has been based on the embodied carbon and resource decisions of the existing site, and robust justification for decisions (demonstrating that they are not based on a purely economic basis).
 - Provide justification if full demolition or partial demolition is required.
 - See [BRE Code for Practice: Pre-redevelopment audits](#) (July 2017)
- 162 Once the decision for partial or full demolition has been made, a pre-demolition audit can be used to provide detail on the materials on-site in existing buildings and structures (including façade, foundations, etc). If carried out at an early design stage, this audit can help identify where materials can be re-used on-site and can help towards achieving targets for re-use and recycling both on and off-site (such as targets set in order to achieve credits towards a BREEAM certification).

Circular economy and potential for recycling/reuse on-site

- 163 A circular economy is one where materials are retained in use at their highest value for as long as possible and are then reused or recycled, leaving a minimum of residual waste. For example, at the design and construction stage of a new building, this may include constructing in a way that enables it to eventually be [disassembled and its components directly reused economically](#), instead of having to be demolished into mixed fragments that cannot (physically, technically, or financially) be separated into useful resources.
- 164 For a site involving existing buildings, it would involve making every effort to:
- i. Preferably keep the existing building in use in the redesign
 - ii. Next, pursue partial retention of functioning parts in situ or in their original form,
 - iii. If that is not possible then reusing their materials in another form.
- 165 Direct reuse in a 'high value' form is preferable to 'downcycling'. For example, if an existing building has marble slabs, these are a 'higher value form', whereas crushing them for aggregate infill would count as 'downcycling'.
- 166 To appropriately follow circular economy principles, the re-use of materials from any necessary demolition on-site must be entirely maximised. The recovery and re-use of such materials mitigates the need for new materials to be produced, whilst reducing material build-up in landfill. The following materials in particular should be salvaged as far as possible:
- Bricks
 - Wood
 - Asphalt
 - Metals
 - Glass
 - Plastics
- 167 The UK Green Building Council [guidance](#) on the circular economy of construction sets out some useful principles to be addressed throughout various phases:
1. **Maximise re-use:**
 - a) Re-use the existing asset
 - b) Recover materials and products on-site or from another site
 - c) Share materials for onward re-use
 2. **Design buildings for optimisation**
 - a) Longevity
 - b) Flexibility
 - c) Adaptability
 - d) Assembly, disassembly, and recoverability

3. Use standardisation

- a) Standardised, modular elements in buildings are created with less waste and are easier to re-use

4. Products as a service

- a) Create payment systems where materials are treated as a service

5. Minimise impact and waste

- a) Use low impact materials
- b) Use recycled content or secondary materials
- c) Design out waste
- d) Reduce construction impacts

Sustainable waste management in construction and operation

- 168 A site waste management strategy is required for major development and for BREEAM assessments. Collectively, the strategy should ensure that negative impacts to the environment from construction and the use of materials within the site are avoided as far as possible in accordance with local planning policies.
- 169 Waste management throughout the construction phase is likely to have a larger impact than during the operation of the development, however operational waste management for occupiers should remain a primary consideration in the design of developments in ensuring dwellings and buildings have optimum space for the storage of waste and recycling.

Policy compliance

To comply with ACS Policy 1, if the proposed development involves an existing building, have you demonstrated that a pre-development audit has taken place?

Nottingham City Council BREEAM requirements

Nottingham City Council local policy CC1 states that non-domestic developments of >1,000m² of floorspace must achieve BREEAM 'Very Good' with an aspiration for 'Excellent'. For projects to achieve a BREEAM rating of 'Very Good' there are a number of minimum credits which must be achieved. These include:

- Sub-metering of major energy consuming systems
- Achievement of 1 credit for the water efficiency of sanitary fittings
- Specification of a water meter on the mains water supply to each building; this includes instances where water is supplied via a borehole or other private source
- All timber and timber-based products used on the project are legally harvested.

Best practice reuse and recycling of materials

- Developments to follow the waste hierarchy for design and construction decisions
- Prioritise retention of existing buildings
- All proposals should provide pre-redevelopment and pre-demolition audits to inform the reuse, recycling, and repurposing strategy for the site.
- Major proposals should submit a circular economy statement, site waste management plan, construction environmental management plan and evidence that a waste recovery rate of $\geq 70\%$ is achieved
- Prioritise direct reuse of materials in their high value form
- Set minimum construction and excavation waste targets for the site

Exemplary Practice Reuse and recycling of materials

Greater London Authority [Circular Economy Guidance](#) contains 5 key targets to demonstrate the extent to which circular economy has been pursued. In London, only major projects referable to the Mayor are required to respond to these targets, but the guidance has also been applied to proposals below that threshold. The targets are as follows:

- **Demolition waste:** Minimum of 95% diverted from landfill for reuse, recycling or recovery.
- **Excavation waste:** Minimum of 95% diverted from landfill for reuse.
- **Construction waste:** Minimum of 95% diverted from landfill for reuse, recycling or recovery.
- **Municipal waste:** Minimum 65% recycling rate by 2030.
- **Recycled content of materials:** Minimum 20% of the building material elements to be comprised of recycled or reused content.

Development should set targets to limit material wastage. According to WRAP guidance, best practice targets should be:

Waste generation (tonnes per 100k of construction value)

- **Residential new build:** 6
- **Other new build:** 5
- **Residential refurbishment:** 4
- **Other refurbishment:** 3

Waste recovery (%)

- **Construction:** 70-80%
- **Refurbishment/strip-out:** 70-80%
- **Demolition:** 80-90%
- **Excavation (non-hazardous):** 100%.

3.3 Sustainable material selection

- 170 Embedding sustainable materials into design decisions should take place as early as possible within the design process. Generally, sustainable products such as timber should be prioritised over traditional building materials such as metals and cement, which emit large amounts of greenhouse gases throughout their extraction, manufacturing, and processing.
- 171 There are a wide range of environmental impacts associated with material production, use and waste including, but not exclusively: greenhouse gas emissions, air pollution, habitat loss and deforestation, minerals extraction and water wastage, and pollution. When selecting construction materials, developers should consider how they will reduce environmental impacts and limit carbon emissions.
- 172 Where an organisation does not have a company-wide procurement plan, a sustainable procurement plan can be created and implemented for refurbishment and new development projects. This can be applied to all involved in specification and procurement during the project and provide a framework for responsible and local sourcing of products and materials.

Local sourcing

- 173 Local sourcing of materials and also the re-use of existing materials, can provide multiple benefits from social to environmental and economic. There is the opportunity for the UK to grow its material reuse focus and for this to take prominence in construction practices. Supporting local businesses increases both the circularity of materials but also reduces associated impacts from sourcing materials out of the local area.
- 174 The operational ability, adaptability to future conditions, durability and longevity of a material are all important elements to consider alongside sourcing locally. For example, if comparing a stronger Scandinavian timber against a weaker UK timber, the negative impact of additional travel distance of the Scandinavian timber may be outweighed by requiring less of the material to form a building foundation, or a greater durability allowing the building to delay the need for replacement. If one material can be re-used following the lifespan of the existing building, then that is also an additional benefit over a locally sourced material that may not be re-usable.
- 175 Applicants are strongly encouraged to check and consider the [Environmental Product Declarations](#) of materials to make informed decisions on construction materials during both design and construction.

Responsible sourcing

- 176 Responsible sourcing involves the procurement of materials which can be third party verified with an auditable certification that the raw material has been legally harvested and traded, considering the supply chain impacts that have occurred before the material is used on-site.

- 177 In the UK, it is not always easy to locally source all building materials, and this has led to the argument that responsible sourcing should be prioritised over locally sourcing materials in certain cases, where there are recognised certifications for products.
- 178 Although the sustainable selection of a material should always be the primary decision, the sustainable sourcing frameworks and certifications noted in this chapter can be of great use to reduce the carbon impact if more unsustainable materials are selected.
- 179 100% of timber and timber-based products used for building materials, but also all timber used on-site during construction (e.g. hoarding, pallets) should be sourced from sustainably managed sources and be legally sourced and harvested. This includes Forest Stewardship Council (FSC) and Programme for the Endorsement of Forest Certification (PEFC) certified timber. This should also include timber-based products, such as timber composite decking.
- 180 Certification schemes are also available for major materials, such as [the CARES Sustainable Constructional Steel Scheme](#) and [Aluminium Stewardship Initiative](#), which can demonstrate sustainable sourcing and processing.
- 181 Environmental Management Systems (EMS) assess key processes for extracting raw materials such as ISO14001. EMS certifications partially comply with BREEAM criteria, based on the extent to which they cover the supply chain processes involved.
- 182 Environmental Product Declarations (EPD) disclose the embodied carbon (and other environmental impact factors) associated with the specific conditions in which an individual product is produced. Not all products on the market have EPDs, but many products claiming 'green' credentials do have these to evidence their claims. You can use embodied carbon data from EPDs in combination with generic embodied carbon data for other products or materials. EPDs should be third-party verified and conform to RICS guidance.

Cement replacement proportions

- 183 The production of concrete with Ground Granulated Blast-furnace Slag (GGBS) over cement can result in 1/5th of the energy used and 1/15th of CO₂ emissions. Targets for reducing embodied carbon in the building's structure can be achieved by cement replacement such as GGBS, low carbon concrete mix design, low carbon materials and using recycled / repurposed materials.

Recycled content of total construction material

- 184 A straightforward way to determine sustainable material selection is to achieve a certain percentage of recycled content. Best practice should achieve at least 25% and aim for 50%. Applicants are strongly encouraged to demonstrate their ambition for recycled content in line with this best practice.

Global Warming Potential (GWP) of materials

- 185 The Global Warming Potential (GWP) of materials is an important consideration, particularly with operational materials such as insulation and refrigerants. GWP was developed to allow the different global warming impacts of different gases to be compared. The GWP of insulation in particular should be carefully considered, as benefits from insulation properties relating to energy efficiency could be outweighed by high embodied carbon impacts due to high GWP in some cases.
- 186 The majority of closed-cell spray foams and rigid foam products have high GWPs, particularly when compared to cellulose, sheep's wool and straw-based materials (which can have negative GWP as some of these natural materials also sequester carbon as they are growing).

Reducing material waste through efficient procurement

- 187 The construction industry is the leading contributor to the UK's total waste, with construction, demolition, and excavation accounting for 62% in 2018, according to DEFRA. This represents the significant impact the industry has and reveals the need for materials circularity to be improved.
- 188 Construction waste involves the waste that arises during the construction of a development and surplus materials due to inaccurate estimations or over-ordering and potentially poor storage of materials.
- 189 Wastage rates from construction materials can be reduced where suppliers offer buyback schemes, which means that any excess materials or wastage can be taken back by the supplier. The supplier is then able to resell the product or efficiently recycle it, instead of the developer sending the material for waste disposal in landfill. This means that the resource is not lost, which can also result in financial savings for the developer if there are excess materials that would otherwise cost more due to disposal fees.
- 190 Material efficiency plays an important role in reducing material wastage, as material mismanagement (e.g. purchasing more materials than required) will inevitably cause increased construction waste. An effective materials efficiency strategy must appropriately consider the impact of each material and ensure that exact amounts are specified, whilst specifying efficient designs to reduce the amount of material required in the first instance.

Policy compliance

To comply with ACS Policy 1, have you demonstrated consideration to sustainable material selection including: locally sourced materials, sustainable certifications and/or materials with low embodied carbon including recycled content?

Best practice Sustainable material selection

- Demonstrates how the balance between local and responsible material sourcing has been addressed
- Obtains certification for products where available for example, the Aluminium Stewardship Initiative
- Ensures recycled content is at least 25% and aims for 50%

3.4 Embodied carbon and life cycle analysis

- 191 Embodied carbon means the carbon that was emitted in the production and transport of building materials, and their assembly on-site. It can also include the emissions associated with maintaining and eventually disposing of a building too. If the latter are included, this is termed 'whole-life embodied carbon'.
- 192 These emissions arise largely from fossil fuel energy use to extract and process raw materials such as minerals and metals, then transport them. There can also be emissions from chemical processes to produce building elements (such the carbon dioxide in concrete production) or from the breakdown of the material at the end of its lifespan.
- 193 Embodied carbon makes up a very large share of the total carbon emissions caused by the creation and use of a building across a typical 'design lifetime' of a building, usually 60 years (see UKGBC). Many commonly used building materials like ordinary cement, steel, aluminium, and zinc have inherently high embodied carbon because of how they are produced. Vice versa, plant-based materials like timber can have less than zero embodied carbon because the tree absorbed carbon dioxide from the atmosphere, and this is locked up in the material for as long as it is in use.
- 194 Applicants should demonstrate that embodied carbon during the construction phase has been considered and reduced where possible. This information should be contained within the Energy and Sustainability Statement and only applies to full or outline applications.

Scope of embodied carbon

- 195 Embodied carbon means emissions associated with the materials and construction process of a development, measured in kgCO₂e. For example, carbon emissions associated with the energy use or manufacturing process of extracting and producing a product, transporting it to the site, assembling it into a building, both when the new building is created and when it is refurbished or maintained. Embodied carbon is usually measured against Gross Internal Area (GIA) (kilogrammes of carbon per m²), as defined under [NRM 2](#) produced by RICS.
- 196 In the RICS [Code of Measuring Practice](#), the GIA is the area of a building measured to the internal face of the perimeter walls at each floor level.

- 197 The industry standard method to account for a building's embodied carbon is the [RICS Whole Life Carbon Assessment for the Built Environment](#). This is based on the relevant British Standard BS/EN 15978. The RICS method defines the various different parts of the building that should be assessed, and divides a building's life into several stages or 'modules':
- **A1 – A5:** All stages up to completion of the building. This is also known as 'upfront carbon'.
 - **B1 – B5:** The building's in-use lifespan. (Sometimes also includes B6 and B7, which relate to operational energy use and operational water use respectively).
 - **C1 – C4:** End of life of the building and disposal of its waste materials.
- 198 [LETI Embodied Carbon Primer](#) (January 2020) sets out to provide supplementary guidance to their Climate Emergency Design Guide, and provide voluntary recommended embodied carbon reduction targets, broken down into three building types, which LETI states will contribute to whole life net zero carbon design, when combined with achievement of energy use intensity (EUI) targets and supplied with 100% renewable energy.
- 199 [RIBA 2030 Climate Challenge](#) – sets voluntary targets for embodied carbon, operational energy, and water consumption. Version 2 of their targets has been updated so that embodied carbon targets align with LETI, GLA and UKGBC guidance.
- 200 [UKGBC](#) – According to the UKGBC, 20% of built environment carbon emissions are due to embodied carbon from the construction and refurbishment of buildings. The UKGBC recommended that minimum standards or embodied carbon limits are set by 2025 for large buildings (>1000m²) in mature sectors (where benchmark level data exists) and that by 2027, these minimum standards for embodied carbon are applied to all sectors.

Heavy embodied carbon impacts

- 201 The largest contributor to embodied energy is through stages A1-A5. Carbon emitted through these stages occurs 'today' and therefore will certainly affect the local and national carbon budgets as previously noted in relation to the Climate Change Act and Paris Agreement.
- 202 Heavy embodied carbon impacts tend to arise from:
- Concrete and cement production
 - Steel production
 - Metal extraction and refinement (e.g. aluminium and copper)
 - Plastic and glass production
 - Transportation with long distances between source and site

- 203 Material selection is of the utmost importance to reduce embodied carbon and should be considered at the earliest possible stage to ensure supply chain availability and integration into building design. Resources such as the [Materials Pyramid](#) can be particularly useful to understand the embodied carbon impact of particular materials and ensure sustainable material selection. All proposals should consider the use of such resources to appropriately account for embodied carbon, even if a full embodied carbon assessment is not required.

Policy compliance embodied carbon

To comply with ACS Policy 1, have you demonstrated in the Energy and Sustainability Statement that embodied carbon in the construction phase has been considered and reduced where possible?

Best practice embodied carbon

- Embodied carbon of construction is considered and reduced where possible throughout the design and construction.
- This is demonstrated through the completion of an embodied carbon assessment for RICS stages A1 – A5 (or similar methodology).
- The project sets embodied carbon targets to be achieved upon completion.

Exemplary Practice embodied carbon

- Aim for LETI or RIBA Climate Challenge embodied carbon targets
- Proposals to follow guidance in the [LETI Embodied Carbon Primer](#).

3.5 Links to useful external resources

- LETI [Climate Emergency Design Guide](#) focuses on the need to consider low-embodied carbon choices for key materials: concrete, timber/wood, bricks, structural steel, aluminium and glass. For example, the production of concrete with Ground Granulated Blast-furnace Slag over cement can result in 1/5th of the energy used and 1/15th of CO₂ emissions
- Certification schemes are also available for major materials, such as [the CARES Sustainable Constructional Steel Scheme](#) and [Aluminium Stewardship Initiative](#), which can demonstrate sustainable sourcing and processing.
- [BES6001 Framework Standard for Responsible Sourcing](#) includes organisational management, supply chain management and sustainable development requirements. It focuses on individual products, not organisations/companies.
- Independently certified Environmental Management Systems (EMS) which assess key processes for extracting raw materials such as ISO14001 EMS certifications partially comply with BREEAM criteria, based on the extent to which they cover the supply chain processes involved. [BREEAM Guidance Note 18](#) provides detailed information on which EMS have been recognised by BREEAM and given a responsible sourcing weighting level by the BRE.
- [RIBA 2030 Climate Challenge](#) – sets voluntary targets for embodied carbon, operational energy, and water consumption.
- [RICS Whole Life Carbon Assessment for the Built Environment](#) – the industry standard method to account for a building's embodied carbon.

Glossary

Glossary



Air Permeability or Airtightness: A measure of how much (or how little) air leakage a building experiences, due to its fabric. Measured in air changes per hour at a pressure of 50 pascals, sometimes abbreviated to 'ACH@50PA'. Air permeability is one of the notional building specification elements defined by Building Regulations Part L.

Air Source Heat Pump (ASHP): A form of low-carbon heat delivery in which an electrical pump utilises a reverse-refrigeration cycle to absorb free energy from outdoor air and emit it at a higher temperature indoors. Considered partially or fully renewable as the ASHP uses electricity to run but delivers more heat energy than it consumes in electrical energy. Can be fully renewable and zero carbon if run entirely on renewable electricity.

Building Emissions Rate (BER): A metric used in Building Regulations Part L to express the predicted carbon emissions rate of a non-residential building associated with its regulated energy uses. See also TER.

Building Regulations: National legal requirements for minimum quality standards in buildings. Different 'parts' of Building Regulations cover various topics including energy conservation, and access and use of buildings by people, including disabled people. The section relating to energy and carbon is 'Part L'.

Building Regulations Approved Document Part L: Conservation of fuel and power; this is the part of Building Regulations that sets minimum standards for energy-related carbon emissions and efficiency of buildings.

Building Research Establishment (Group) (BRE): A building science research entity which, among many other roles, hosts and updates the calculation methods 'SAP' and 'SBEM' that are used to measure compliance with Building Regulations Part L. Formerly a civil service body; now owned by a charitable trust.

Building Research Establishment Environmental Assessment Methodology (BREEAM): A voluntary sustainability certification for buildings, covering topics including energy, materials, waste, water, health, ecology, pollution, transport, and management. Offers several levels of achievement from 'pass' to 'outstanding'. Mainly used in non-residential but is also available for residential.

Chartered Institute of Building Services Engineers (CIBSE): Professional association body for Building Services Engineers.

Circular Economy: A model of production and consumption that involves leading, sharing, reusing, repairing, refurbishing, and recycling products and material for as long as possible. In this way, the life cycle of products is extended.

Coefficient of Performance (COP): A ratio used to indicate the performance a heating, ventilation or air conditioning system offers.

Combined Heat and Power (CHP): A highly efficient process that captures and utilises the heat that is a by-product of the electricity generation process.

Direct Electric Heating: Systems in which heat is generated directly within a material by passing an electric current through; e.g. convector heaters or electrical underfloor heating. The source of electricity can be renewable or non-renewable.

Decentralised Mechanical Extract Ventilation (d-MEV): A decentralised Mechanical Extract Ventilation (d-MEV) system is a low energy, continuous mechanical extract ventilation system designed to replace conventional bathroom fans and draw moisture laden air out of the wet rooms (bathrooms and utility).

Dwelling Emissions Rate (DER): A metric used in Building Regulations Part L to express the predicted carbon emissions rate of a dwelling, associated with its regulated energy uses. See also TER.

Embodied Carbon: Carbon that was emitted in the production, transport and assembly of materials that make up a building or product.

Environmental Product Declarations (EPDs): Declarations attached to a product expressing the calculated environmental impacts associated with its production (and sometimes also its use and end of life) using life-cycle analysis. Usually includes embodied carbon and may include other information such as impact on ozone or ocean acidification.

Fossil Fuels: Non-renewable, carbon-based, carbon-emitting fuel sources.

Fuel Poverty: Households that cannot meet their energy needs at a reasonable cost.

Future Homes Standard (FHS): Central government proposed changes to Parts L and F of the national Building Regulations.

Glazing Ratio: The proportional relationship between a building's opaque and glazed surfaces; i.e. a wall-to-window or roof-to-window comparison. Sometimes expressed as a ratio of glazed area to total *floor* area (for example in SAP, the notional dwelling has a *maximum* limit to the 'opening area' as a percentage of 'total *floor* area', while in SBEM the reference building has a *minimum* 'opening area' as a percentage of 'exposed *wall* area' and 'exposed *roof* area' which varies by building usage).

Global Warming Potential (GWP): A metric used to measure the impact of greenhouse gas emissions on climate change. In the construction industry, the use of materials with high GWP can significantly contribute to environmental harm.

Gross Internal Area (GIA): A measure of total floor space in a building.

Ground Source Heat Pump (GSHP): A form of low-carbon heat delivery in which a pump captures the latent heat from the ground and uses it to heat a building or the hot water used in that building. Considered partially renewable as the heat captured is 'ambient' environmental heat from the ground, and the heat pump delivers more heat energy than it uses in electrical energy. Can be fully renewable and zero carbon if run entirely on renewably generated electricity.

G-value: Amount of sunlight energy transmitted through (a window's or door's) glass.

Home Quality Mark (HQM): A voluntary quality certification system for dwellings, which includes some environmental criteria as well as criteria relating to the resident's experience of using the home. This system is devised and run by the BRE (see BRE in this glossary).

Low Energy Transformation Initiative (LETI): A voluntary network of over 1,000 energy-related built environment professionals working to improve practices in relation to design for energy efficiency and carbon reduction to make the built environment compatible with the UK's net zero carbon future. It has devised and released publications relating to net zero carbon buildings including definitions, targets and design guidance including for new and existing buildings, operational and embodied carbon.

Low Impact Materials: Materials that have a lower environmental impact. This can include natural, reclaimed or reused materials and those sourced from local suppliers. Materials that don't require intensive manufacturing or refinement as well as those that do not need to be transported vast distances are often considered low impact.

Mechanical Ventilation and Heat Recovery (MVHR): A ventilation system which recovers heat from outgoing air, to warm up the fresh incoming air.

National Calculation Methodology (NCM): The methodology approved by the Secretary of State for calculating the energy performance of buildings.

Part L: See 'Building Regulations Approved Document Part L'.

Passivhaus: A standard and certification for buildings that achieve an exemplary level of energy efficiency. Certified by the Passivhaus Trust. Several levels of certifications are available; the lowest level relates to only energy efficiency, while the higher levels also require renewable energy generation.

Passivhaus Planning Package (PHPP): A modelling methodology used to very accurately calculate/predict the total energy use of a building. This method is used as part of the process for undergoing Passivhaus certification (see above), but can also be used as a design tool in its own right without any involvement in the certification scheme.

Photovoltaics (PV): A form of renewable, non-carbon-based electricity production which utilises sunlight as an energy source.

Publicly Available Specification 2035 (PAS 2035): A best practice standardised process for retrofitting dwellings for energy efficiency in the UK. It allows retrofits to be Trustmark certified, providing security and reducing risks for building owners.

Renewables: Renewable resources; usually energy.

Royal Institute of British Architects (RIBA): Professional association body for the architectural profession. Among its many and wide-ranging activities it has published a set of aspirational targets for buildings to aim for in energy efficiency, embodied carbon and water efficiency to ensure they are fit for the UK's net zero carbon future and also reduce the demands they place on the UK's water resources.

Royal Institute of Chartered Surveyors (RICS): Professional association body for the chartered surveyor profession. Among its many and wide-ranging activities it has published a methodology to account for the embodied carbon of buildings across their lifespan (the Whole Life Carbon Assessment) in a way that complies with the relevant British Standard, BS15978.

Simplified Building Energy Model (SBEM): The calculation method used to set and comply with energy- and carbon-related targets within Building Regulations Part L for non-domestic buildings.

Standard Assessment Procedure (SAP): The calculation method used to set and comply with energy- and carbon-related targets within Building Regulations Part L for domestic buildings.

Supplementary Planning Document (SPD): A document (like this one) that provides additional guidance on how to comply with policies set by a Local Plan.

Target Emissions Rate (TER): A metric used in Building Regulations Part L (for both dwellings and non-domestic buildings) to express a limit which must not be exceeded by the predicted carbon emissions associated with the building's regulated energy uses. The TER is set by applying a certain minimum standard of fabric and services to an imaginary building of the same size, shape and use as the proposed building. This minimum standard of fabric and services is laid out in Approved Document Part L, and is updated every few years. Expressed in kg of carbon dioxide per square metre of floor space (kgCO_2/m^2).

Target Fabric Energy Efficiency (TFEE): A metric used in Building Regulations Part L to express a limit on a dwelling's demand for heating and cooling, determined only by the *fabric* of the dwelling, irrespective of the type or efficiency of the various building services such as heating system. Expressed in kWh/m^2 floor space / year.

Water Source Heat Pump (WSHP): A form of low-carbon heat delivery system in which a pump captures the thermal energy from a water source and uses it to heat a building or for hot water use within the building. Considered partially renewable as the heat captured is 'ambient' environmental heat, and the heat pump uses less electrical energy than it delivers in heat energy. Can be fully renewable and zero carbon if the heat pump is run on entirely renewably generated electricity.

TM54: Provides building designers and owners with clear guidance on evaluating operational energy use more comprehensively during the design stage. It facilitates better accounting for factors such as operating hours and occupancy, tailored to the building's intended use.

Waste Water Heat Recovery (WWHR): A form of secondary heat delivery in which heat from wastewater (e.g. used shower or bath water) is captured for reuse in the building, for example to pre-heat water entering a boiler/water tank in order to reduce demand on primary methods of heating water to a set temperature.

Whole life carbon: The carbon emissions resulting from the materials, construction and the use of a building over its entire life, including its demolition and disposal.

U-values: The rate of thermal transmittance measured in Building Regulations.

Zero Carbon: Net Zero Carbon: When the amount of carbon emitted by a building is zero, through efficiencies and use of zero-carbon resources. This typically refers to operational carbon (including regulated and unregulated emissions). **Operational:** Energy use and carbon emissions caused by the operation of a building. Operational carbon is almost entirely due to energy use, but can have other smaller causes, such as leaked refrigerant gases from air conditioning. **Regulated Emissions:** The share of those operational carbon emissions that are from an energy use that is regulated by Building Regulations, for example heating and hot water systems, or fixed lighting circuits. **Unregulated Emissions:** The share of those operational carbon emissions that are from an energy use that is not regulated by Building Regulations, for example plug-in electrical appliances.

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Appendix A – Sustainability Checklist



Chapter	Checklist question	Applicable to Nottingham City Council	Applicable to Broxtowe Borough Council
<i>Energy Hierarchy Stage 1: Be lean</i>			
2: Energy and Carbon	Have you demonstrated that through the application of the energy hierarchy the development achieves a reduction of carbon emissions against current building regulations?	✓	✓
2: Energy and Carbon	Have you demonstrated the fabric performance standards (U values) of superstructure components including external walls, floors, roofs, windows and doors?	✓	✓
2: Energy and Carbon	Can you demonstrate that new dwellings achieve <20kWh/m ² /year through Part L FEE?	✓	
<i>Energy Hierarchy Stage 2: Be clean</i>			
2: Energy and Carbon	Have you demonstrated that an efficient system for the delivery of heat and/or power has been selected for the proposed development?	✓	✓
2: Energy and Carbon	Have you explored the possibility of connecting to an existing or proposed District Heat Network as shown on the Nottingham City Polices Map? Please cite the reasons if this is not feasible or viable.	✓	

Chapter	Checklist question	Applicable to Nottingham City Council	Applicable to Broxtowe Borough Council
2: Energy and Carbon	Have you explored site wide approaches to centralised systems, energy generation, sharing and storage? Please cite the reasons if this is not feasible or viable.	✓	✓
<i>Energy Hierarchy Stage 3: Be green</i>			
2: Energy and Carbon	Have you undertaken a feasibility assessment of renewable energy technologies and incorporated renewable energy generation into the scheme through on-site measures?	✓	✓
<i>Adaptation and mitigation to climate change</i>			
2: Energy and Carbon	Have you demonstrated that the proposed development's form, orientation, solar gain have been optimised for energy efficiency and to reduce the risk of overheating?	✓	✓
2: Energy and Carbon	Have you incorporated green and blue infrastructure into the proposed development?	✓	✓
2: Energy and Carbon	Have you demonstrated that the development would achieve water consumption of 105 litres per person per day, subject to viability?	✓	✓

Chapter	Checklist question	Applicable to Nottingham City Council	Applicable to Broxtowe Borough Council
2: Energy and Carbon	<p>To comply with ACS Policy 1, have you incorporated measures to minimise surface water run-off e.g. minimising paved areas and impermeable surfaces and have you incorporated sustainable drainage into your development proposal?</p> <p>You must demonstrate if such measures are not viable or technically feasible.</p>	✓	✓
<i>Sustainable Construction</i>			
3: Sustainable Construction	Have you demonstrated the implementation of the waste hierarchy?	✓	✓
3: Sustainable Construction	If the proposed development involves an existing building, have you demonstrated a pre-development audit has taken place?	✓	✓
3: Sustainable Construction	Have you demonstrated consideration to sustainable material selection including: locally sourced materials, sustainable certifications and/or materials with low embodied carbon including recycled content?	✓	✓
3: Sustainable Construction	Have you demonstrated that embodied carbon in the construction phase has been considered and reduced where possible?	✓	✓
3: Sustainable Construction	For major non-residential development have you demonstrated that the development achieves (at the minimum) BREEAM 'very good'?	✓	

Appendix B - Case Studies



Prospect Place, Lenton, Nottingham

Prospect Place in Lenton, Nottingham will see the construction of 36 new affordable homes. The homes will be gas free and powered by Air Source Heat Pumps and PV solar panels. The building fabric of the homes will be highly insulated and energy efficient. The scheme will offer two, three and four bedroom homes to support housing need in the area, ten homes will be sold for shared ownership and the remaining 26 will be let as affordable rent by Nottingham City Council. The scheme is being built on a brownfield site, utilising land positively for affordable housing needs of Lenton and the wider community.



University of Nottingham, Jubilee campus buildings

The Jubilee Campus at the University of Nottingham is built on a former brownfield site and has embedded sustainability into its design and delivery. The campus has won many awards including the Millennium Marque Award for Environmental Excellence and the British Construction Industry Building Project of the Year. The buildings on the campus use natural materials such as cedar redwood cladding and recycled newspaper insulation. The lakes on the campus provide storm water attenuation and cooling for the buildings.

The building roofs are covered by low-growing alpine plants and use photovoltaic cells integrated into the atrium roofs. Several of the campus buildings make use of Lake Source Heat Pumps: these work similarly to GSHPs but extract heat from a body of water. The GSK Carbon Neutral Lab on the Jubilee campus includes the University's largest array of PV panels covering more than 45% of the roof area. Across all University of Nottingham sites there are approximately 6500m² of PV panels, contributing over 46% of on-site generation in 2019.



Hobart & Pitcairn, The Meadows, Nottingham

This ten year phased development has seen 166 homes built in the Meadows area of Nottingham. In 2012, work completed on the first phase of development in the Meadows, Green Street, 38 townhouses. The homes include high levels of insulation, whole-house heat recovery, high levels of air tightness and maximum use of natural light. Energy is also generated on-site through their roof mounted solar PV. Phase II of Green Street comprises of 21 homes, including seven custom build plots, allowing buyers at the time to fully customise the internal layout of their homes, a unique approach for housing in the East Midlands.

The third phase of development in the Meadows, Hobart & Pitcairn, was a partnership project between Blueprint, Asra Housing Group & William Davis completed in 2015. The site has delivered 35 homes for market sale, and 38 affordable properties through Asra, all designed to AECB Silver Standard, a fabric first approach based on Passivhaus principles. Hobart & Pitcairn homes meet both the Code for Sustainable Homes level 4 and AECB Silver Standard, a fabric first approach which seeks to reduce CO₂ emissions by up to 70%.



The Centre for Sustainable Chemistry, Nottingham University

Collaboratively delivered by Nottingham University and GSK, the Centre for Sustainable Chemistry at Nottingham University's Innovation Park is an award-winning carbon neutral laboratory. The building also achieves BREEAM outstanding and LEED Platinum certifications.

The building delivers carbon neutral development through a biofuel combined heat and power system, 230kWh solar array and mechanical heat recovery and ventilation. These systems along with the building's passive design will result in offsetting all carbon emissions resulting from the construction of the building over a 25-year period. Beyond this point this building would be carbon negative in operation, in generating more energy than it uses, which powers nearby buildings on the campus.

The choice of materials was considered from the scheme's inception through a carbon model which required low embodied carbon materials and sustainable procurement and has led to its LEED & BREEAM certifications. An example of a sustainable material choice was the use of PEFC and FSC certified timber, transported by ship to lower carbon emissions, which is used for the superstructure of the building.



Sneinton, Nottingham

Nottingham City Homes undertook a net-zero pilot project, retrofitting 10 dwellings in 2017. Existing homes were retrofitted with prefabricated external insulation, insulated roofs with integrated PV panels, battery storage, and high performance double glazing. The properties also benefitted from being connected to a communal GSHP.

With the increased level of insulation, the space heating demand for these dwellings reached less than 40kWh/m²/year and overall has reduced carbon emissions by approximately 70%.



Image source: [Transforming social housing in Nottingham \(energiesprong.uk\)](https://energiesprong.uk/)

Fen Road and Ditton Fields

[Cambridge's first Passivhaus](#) social housing project delivered 18 net zero homes. The key to achieving this is a combination of energy efficiency (airtight building envelope, low U-values) and low carbon technologies (air source heat pumps, solar panels). Sustainability is a focus with responsible materials and low-flow fixtures. The development offers resident comfort with EV charging, private gardens, and improved biodiversity. This successful project has led Cambridge to adopt Passivhaus standards for all new Council housing.



Image source: <https://kb.goodhomes.org.uk/case-study/fen-road-and-ditton-fields/>

Prologis Apex Park, Daventry

Located on [Prologis Apex Park](#), near Daventry the new 435,000 sq. ft unit is the UK logistics hub for a large American multinational. The building utilises rainwater harvesting and EV charging points and a 1.4MW rooftop solar system that has also been installed. This results in the building returning more energy to the grid than it consumes on an annual basis. The new unit is BREEAM rated 'Outstanding' – placing it in the top 1% of UK non-domestic buildings. Additionally, the unit is the first to achieve an EPC rating of A+ meeting the UKGBC definition of net zero carbon for both embodied and operational carbon. It is predicted the unit will generate more energy than it uses, avoiding 105tCO₂e per year, feeding unused energy back into the grid.



Image source: <https://www.eastmidlandsbusinesslink.co.uk/mag/property/first-uk-logistics-building-to-go-beyond-net-zero-built-in-daventry/>

Seaward Way - Minehead

[Somerset West & Taunton Council's](#) visionary project in Minehead is building a sustainable community. This development offers 54 brand new, affordable rent homes designed to be net zero carbon in operation. Solar panels are key, generating 100% of predicted energy needs. Air source heat pumps and high insulation minimize energy use, while the University of Bath monitors performance to ensure success. Sustainability is a priority, with 30% of building materials reused and low-carbon options chosen. Living comfort is important. All homes have EV charging points, and residents enjoy private gardens (houses) or balconies/terraces (apartments). A communal space with a play area, landscaping, and a pond fosters community spirit. Excellent connectivity includes a nearby bus stop and amenities within walking distance, with a cycleway.



Image source: <https://kb.goodhomes.org.uk/case-study/seaward-way/>



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Broxtowe Borough Council and Nottingham City Council:

Reduction of Carbon in New Development

Supplementary Planning Document

Report of Consultation



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1.0 Purpose of the SPD

- 1.1 The Reduction of Carbon in New Developments Supplementary Planning Document (Carbon SPD) has been jointly prepared by Broxtowe Borough and Nottingham City Councils to provide more detailed guidance on how development can lower carbon emissions, reduce energy demand, improve the energy efficiency and the use of renewable energy in new developments.

2.0 Persons/bodies/groups consulted

- 2.1 Consultation was undertaken with statutory bodies, local businesses, citizens, agents and developers, wider interest groups and stakeholders, local councillors, and Broxtowe Borough Council and Nottingham City Council officers. E-mails/letters providing details of the consultation were sent to all contacts on the joint Local Plan database of consultees (Inovem).

3.0 Ways in which consultation was undertaken

- 3.1 Consultation was undertaken in line with the [Broxtowe Statement of Community Involvement](#) (October 2022) and the City Council's Interim [Statement of Community Involvement](#) (June 2023). Online consultation was undertaken, with the document being available to view and download from the Councils' web sites. A consultation summary was also provided. It was also available for inspection at the City Council main office, Loxley House and at Broxtowe Borough Council's Council Offices.
- 3.2 Comments on the draft document were invited for a 6-week period ending 30 September 2024.
- 3.3 Several articles from local newspapers were published at the start of the consultation period:
- [Nottingham City Council News Article](#);
 - [Nottingham Post News Article](#)

4.0 Representations

- 4.1 There were 19 respondees in total. All comments have been considered and a number of amendments to the draft SPD have been made as a result.
- 4.2 Appendix 1 sets out a summary of the comments made and the Councils' responses to them, together with any recommended changes to the document. This report does not attempt to capture every point made, nor does it cover comments on aspects of policy that fall outside the scope of the consultation. This document sets out the changes the Councils have made in response to the main points raised in the consultation and where the Councils have not made changes, the reasons are explained.
- 4.3 In summary the proposed changes as a result of the consultation are as follows;

- Added references to Natural England's Green Infrastructure Framework and the GI Planning & Design Guide (paragraph 75) to provide additional resources and guidance on green and blue infrastructure.
- Removed the requirement for third-party audits and required applicants to provide justification for full or partial demolition within the Sustainability and Energy Statement to reduce the burden on applicants and clarify the application process.
- Added references to blue roofs, drainage, and sustainable urban systems to emphasize the importance of BGI in flood risk management and urban cooling.
- Added a new paragraph (129) to address the impact on the historic environment when assessing renewable energy sources to ensure heritage assets are carefully considered.
- Added Policy CC1 to Table 2 regarding building re-use and retrofit to ensure comprehensive coverage of relevant policies.
- Added reference to considering household energy storage (paragraph 133) to highlight the importance of energy storage in smoothing demand on the grid.
- Included references to considering the use of external moveable blinds to maximise internal light while preventing overheating to provide flexibility in window design and improve natural daylight.
- Added a section on drainage (section 2.9) to address the importance of permeable paving, surface run-off management, and Sustainable Drainage Systems (SuDS).
- Simplified validation requirements to match Council validation checklists and clarified that the level of detail required depends on the type and size of development proposed to ensure consistency and clarity in the application process.
- Removed references to a Council-run fund for carbon offsetting as the Councils do not currently have such a fund.
- Updated references to the National Planning Policy Framework (NPPF) to the 2024 version to ensure accuracy and clarity.
- Amended best practice text to refer to all buildings rather than just 1 and 2 storey buildings to provide more inclusive guidance.
- Updated the Sustainability Checklist to reflect the existing policy basis of both councils to ensure alignment with current policies.



5.0 Sustainability Appraisal

- 5.1 Undertaking a Sustainability Appraisal (SA) is a statutory requirement/ process, which must be undertaken for any new planning document in accordance with the Planning and Compulsory Purchase Act (2004). The purpose of an SA is to assess the economic, social and environmental impacts of projects, strategies or plans, so that the preferred option promotes, rather than inhibits sustainable development. In addition to an SA, European directive 2001/42/EC (commonly referred to as Strategic Environmental Assessment or SEA), requires that Local Authorities undertake an “environmental assessment” of any plans and


programmes they prepare that are likely to have a significant effect upon the environment.


- 5.2 The requirements of the SEA have been incorporated into the SA for the Aligned Core Strategy and the Sas for the Broxtowe Part 2 Local Plan and Nottingham City's Local Plan Part 2 – 2020 (LAPP). The process appraised social, environmental and economic effects. It was undertaken from the start of the plan making process and through its various preparation stages. In doing so it ensured that the decisions made on policies contributed to achieving sustainable development. Furthermore, the SA recommended some changes to ensure that the Development Plan documents were as sustainable as possible. The SA has facilitated the evaluation of alternatives and also considered the cumulative, synergistic and secondary impacts of the LAPP policies and sites.
- 5.3 The SA also demonstrated that the Plans were an appropriate approach when considering reasonable alternatives and, where negative impacts were found, suggested mitigation measures overcome them. Monitoring arrangements were also proposed to ensure that the impact of the policies can be properly evaluated. Accordingly, as an SA was undertaken as part of producing the policies to which this SPD relates, a separate SA is not required for this document.
- 5.4 Full details of the SA process, and methodology can be found at www.nottinghamcity.gov.uk/localplan and <https://www.broxtowe.gov.uk/for-you/planning/planning-policy/>.

Appendix 1: Summary of comments, responses and amendments



Respondee	Comments received	Response and amendments
<p>Forestry Commission</p>  <p>Forestry Commission</p>	<p>The Forestry Commission encourages local authorities to consider the role of trees in delivering planning objectives as part of a wider integrated landscape approach.</p> <p>For instance, through:</p> <ul style="list-style-type: none"> The inclusion of green infrastructure (including trees and woodland) as a requirement in and around all new development. As stated in the Environmental Improvement Plan 2023 it is a strategic government objective to increase the net area of tree canopy and woodland cover to 16.5% of total land area in England by 2050. It goes on to state that that increasing tree cover is key to achieving the Net Zero Strategy and species abundance targets. The Forestry Commission is seeking to ensure that tree planting is a consideration in every development not just as compensation for loss. Promoting the use of home grown timber used in construction as a sustainable building material, therefore reducing the embodied carbon emissions of new builds. In line with the Government's 25 Environment Plan (Page 47), the "Timber in construction" roadmap and the Net Zero Strategy. 	<p>Comments noted.</p> <p>The SPD emphasises the importance of trees to reduce carbon and has a section encouraging trees for shading and outlines their benefits. It also acknowledges that best practice is that trees and green spaces are integrated into the development to increase biodiversity, reduce overheating and promote outdoor recreation.</p>
<p>Natural England</p> 	<p>Natural England welcomes the SPD on the Reduction of Carbon. In particular they are pleased to see section 2.4 on Green & Blue Infrastructure. GI and how this makes places more resilient and adaptive to climate change and helps to meet zero carbon and air quality targets, manage flood risk and urban cooling. GI itself should be designed to adapt to climate change to ensure long term resilience. They suggest reference to Natural England's Green Infrastructure Framework which provides useful information and resources for planners, developers and communities could be added to the document. This also includes the GI Planning & Design Guide which</p>	<p>Agreed to add reference to Natural England's Green Infrastructure Framework and the GI Planning & Design Guide at paragraph 75.</p>




	gives specific design guidance for GI and carbon reduction/climate change.	
Pearce Planning, on behalf of Fusion Nottingham Devco Limited	<p>Provides several representations on the draft SPD, particularly in relation to its potential impacts on the planning process for the development at King Edward Court. Their comments mainly concern the pre-redevelopment and pre-demolition audits, as well as considerations regarding sustainable materials and embodied carbon. They request clarification and raise objections to certain sections.</p> <p>Key points and proposed changes:</p> <ol style="list-style-type: none"> Pre-redevelopment Audit (P45, paras 151–153): <ul style="list-style-type: none"> Objection: The requirement for a third-party audit to assess whether an existing building can be fully or partially retained is seen as onerous and lacking clarity. The representation requests further guidance on how the audit would be assessed and how it would be considered in the determination process. Additionally, they highlight the need to balance building retention with other planning considerations, which might justify full demolition. Pre-demolition Audit (P45, paras 151–153): <ul style="list-style-type: none"> Cost concerns: While the requirement to assess whether materials on-site can be reused is increasingly common (especially for projects aiming for BREEAM ratings), the representation acknowledges the cost implications and requests clarity on how this will be applied. Circular Economy Considerations (P46, para 155 and P47 blue box): <ul style="list-style-type: none"> The re-use of materials could be onerous, particularly without clarity on how the pre-redevelopment audit will be assessed. However, they find other aspects, like design for optimisation and standardisation, to align with typical BREEAM requirements, and believe those should be achievable. Sustainable Material Selection (P51, paras 174–176): 	<p>Requirement for third party audit has been removed as it is agreed to be too onerous. However, the SPD now states that the applicant should provide justification if full or partial demolition is required which should be provided within the Sustainability and Energy Statement.</p> <p>Removed requirements to submit separate statements and audits in addition to existing validation requirements as these should be incorporated within the Sustainability and Energy Statement.</p> <p>Provided clarification that the requirements in relation to embodied carbon apply to full and outline and would not apply to amendments which did not require the submission of a new full or outline applications.</p>


	<ul style="list-style-type: none"> These assessments, such as those related to cement replacement options and recycled content, are typically performed at RIBA Stage 4 as part of BREEAM LCA and MAT assessments. However, the representation notes that if these assessments are required earlier in the process, a Lifetime Carbon Assessment (LCA) could potentially cover most requirements. <p>5. Embodied Carbon Considerations (P53, para 185 & P54, para 194):</p> <ul style="list-style-type: none"> Objection: There is concern about whether changes in materials post-planning would require a revised report for approval, which could create a planning risk if amendments occur during technical design or construction due to supply constraints or budget issues. They request clarity on how such changes would be handled to avoid these risks. 	
<p>National Highways</p> 	<p>Supports the draft SPD's focus on carbon reduction and sustainable construction, including measures such as low-carbon heating, energy efficiency, and minimising emissions. They commend the alignment of the SPD with the UK's climate targets and national policies like the Climate Change Act and the UK's Net Zero Strategy.</p> <p>Key recommendations and points of focus from the Highway Agency include:</p> <ul style="list-style-type: none"> Photovoltaic (PV) Panels: They support the SPD's emphasis on the use of PV panels (horizontal and vertical arrays) but stress the importance of ensuring that these installations do not affect the safety of the Strategic Road Network (SRN) by causing glint and glare. They reference Paragraph 70 of Circular 01/2022, which highlights the need for developers to assess and mitigate the risks of solar reflection visible from the SRN. Glint and Glare Assessments: For developments like solar farms or buildings with expansive glass facades that may cause glint and 	Comments noted

	<p>glare, National Highways emphasises the need for developers to conduct solar reflection assessments to ensure driver safety on the SRN.</p> <ul style="list-style-type: none"> • Sustainable Construction: National Highways reiterates the importance of the built environment's role in contributing to the UK's carbon emissions (25%). They offer their expertise in advising project promoters on how construction impacting the SRN can be designed and implemented sustainably. <p>No specific changes to the SPD are directly recommended, but the National Highways advises maintaining a focus on ensuring that renewable energy installations near the SRN do not compromise road safety through glint and glare, and they offer their advisory role in sustainable construction projects.</p>	
<p>Environment Agency</p>  <p>Environment Agency</p>	<p>The Environment Agency (EA) supports the draft SPD's commitment to promoting carbon reduction and its inclusion of Blue-Green Infrastructure (BGI), but offers detailed recommendations related to BGI's role in reducing flood risk and enhancing environmental and social wellbeing.</p> <p>Key points and proposed changes:</p> <ol style="list-style-type: none"> 1. Support for BGI: The EA welcomes the inclusion of BGI in the SPD and emphasises its multi-benefit nature, including flood risk management, carbon sequestration, increased biodiversity, and improved health and wellbeing. 2. Flood Risk Management: The EA advocates for a passive approach to managing flood risk by working with nature. In particular, they highlight the River Leen as an example of where engineered flood defences are unsustainable, and they recommend integrating more green space and natural floodplain in future developments near the river. They are developing a Leen Strategy (2025–2027) to manage flood risk and promote sustainable solutions. 	<p>Additional references have been made in relation to blue roofs, drainage and sustainable urban systems.</p> <p>Other comments, including the recommendation to produce a BGI specific SPD, are noted but are outside of the scope of this SPD.</p>

	<p>3. BGI in Urban Design: The EA suggests the SPD consider biophilic design (e.g., green roofs, green walls, SuDS) to enhance the connection with nature and reduce carbon. They also emphasise the importance of designing new developments to integrate with a future green corridor along the River Leen, improving both flood resilience and access to sustainable transport.</p> <p>4. Urban Heat and SuDS: The EA highlights the issue of urban heating in Nottingham and recommends de-paving and greening areas to provide relief from high temperatures. Coupling these measures with SuDS could manage surface water runoff and reduce local flooding.</p> <p>5. Recommendation for BGI-Specific SPD: The EA recommends developing a Supplementary Planning Document or strategy specific to Blue-Green Infrastructure to support local Green Infrastructure (GI) policies. They reference Mansfield District Council's Green Infrastructure SPD (adopted in March 2024) as a model and suggest using the Green Infrastructure Framework by Natural England as a tool for embedding GI into local plans and new developments.</p> <p>6. Offer of Support: The EA expresses willingness to support the development of supplementary documents related to BGI and offers to collaborate on aligning their work with the SPD, especially regarding the Leen Strategy.</p> <p>Only minor changes to the draft SPD are proposed, but the EA recommends further consideration of BGI's multi-benefit nature and the creation of a specific BGI-related strategy to guide future implementation.</p>	
Mining Remediation Authority - MRA (formerly known as The Coal Authority)	The MRA has reviewed the draft SPD on carbon reduction and confirms they have no specific comments on the document, as its focus is outside their primary area of concern.	Comments noted

 Mining Remediation Authority		
<p>Historic England</p>  Historic England	<p>Historic England is broadly supportive of the draft SPD but offers several recommendations to strengthen the protection of heritage assets and ensure their considerations are integrated into the document. Key points and proposed changes include:</p> <ol style="list-style-type: none"> 1. Retrofitting and Heritage Assets: They welcome Section 95, which addresses retrofitting for heritage assets and includes a reference to their specific advice document. 2. Historic Environment and Renewable Energy: They recommend adding a section in Chapter Two to address historic environment considerations regarding renewable energy technologies, outlining what may or may not be appropriate for heritage assets. 3. Protection of Existing Buildings: Historic England supports paragraphs 134 and 135, emphasizing the need to protect existing buildings, including heritage assets, which also contributes to the climate agenda. 4. Heritage Assets on Page 45: They suggest that Page 45 include a section on the specific legislative and National Planning Policy Framework (NPPF) requirements to protect the significance of heritage assets, including their setting. 5. Local Sourcing of Materials: On Page 50, they support the reference to local sourcing of materials and stress the importance of safeguarding these sources, particularly for repairs to heritage assets. 6. Overall Support with Recommendations: While they find the document helpful and supportive of its overall contents, Historic England recommends including more detail to ensure that the requirements of the historic environment and the protection of heritage assets are fully assured. <p>These recommendations focus on ensuring heritage assets are carefully considered in the SPD, especially in relation to renewable energy, local materials, and compliance with existing legislative and policy frameworks.</p>	<p>The comments are noted. A new paragraph (129) has been added to emphasise the importance of considering the impact on the historic environment when assessing the use of renewable energy sources.</p>

<p>Awsorth Parish Council</p> 	<p>The Parish Council welcomes the Carbon SPD and consider the document to be comprehensive and generally very clear and informative.</p> <p>They state it is unfortunate that Broxtowe is significantly less well placed on planning policy terms than Nottingham City in its efforts to lower carbon emissions from new developments. The situation appears to be made worse by the fact that in Nottingham City, carbon emissions from buildings represent 25% of the total carbon emissions of the city, and in Broxtowe Borough they represent 34%. They agree that it is essential that new buildings do not add to the carbon deficit of the councils, as carbon reductions are required across all sectors, including buildings to meet the net zero targets of the councils. However, it is not made clear whether or when Broxtowe might intend to bridge this significant policy gap.</p> <p>It is considered that the contribution made by blue roofs could be more clearly and consistently explained.</p>	<p>The support for the document is noted</p> <p>The SPD is based on existing planning policies. The Councils are currently working jointly to produce the Greater Nottingham Strategic Plan which will provide a more consistent policy base to secure lower carbon emissions from new developments.</p> <p>Additional reference to blue roofs has been added (para 79).</p>
<p>Bramcote Neighbourhood Forum</p> 	<p>The forum considers development should be designed to avoid dependency on car transport. The proposals to build houses on green belt simply to raise funds for a road that will add to congestion in the A52 is but one example. Better designed development will deliver huge carbon savings.</p>	<p>Comments noted.</p>
<p>Chetwynd Neighbourhood Forum</p> 	<p>The forum welcomes the principles contained within the SPD for improvements in sustainable development. They believe the SPD will complement the policies of the adopted Neighbourhood Plan, and the ambition for major development within their Area to be energy positive (or at least neutral), and the aspirations for a local energy network to benefit the local community.</p>	<p>Comments noted.</p>

<p>Climate Change Manager, Broxtowe Borough Council</p> 	<p>The document is a step in the right direction when it comes to reducing carbon emissions across the Borough.</p> <p>Permeable paving, surface run-off management, SUDs, and alternative attenuation are not included in the content of the SPD but are considered essential for developments in the area.</p>	<p>Comments noted and additional section has been added relating to drainage (section 2.9).</p>
<p>Agent (Bradley)</p>	<p>They consider that to impose standards that are beyond current Building Regulation requirements is unnecessary because planners are not qualified to comment on or advise about building construction techniques. The SPD will over complicate the planning process and require the submission of expensive and complex reports which cannot be assessed at officer level and will require external consultants or creating a new post. This will cause huge delays in applications, misunderstandings and frustration amongst applicants, increase the cost of applications and simply slow down applications and deter developers.</p> <p>They also note that many planning applications pre-date Building Regulations submissions, which might only be made up to three years later therefore will be asking for construction information at the planning stage which might not be available or expedient to provide at an early stage in the process.</p> <p>They suggest a nationwide adoption would be essential to avoid the different validation requirements.</p>	<p>Comments noted.</p> <p>The SPD provides guidance regarding what should be included within Sustainability and Energy Statements and Site Waste Management Strategies which are existing validation requirements.</p> <p>While it is recognised that detailed construction information may not always be available at the planning stage, the SPD encourages applicants to provide as much relevant detail as possible to demonstrate how key issues, such as compliance with sustainability and design requirements, will be addressed. This approach ensures that planning decisions are informed by an understanding of the development's potential impacts and proposed mitigations.</p> <p>The SPD has been produced by the Councils to set out local requirements based on existing Local Plan policies.</p>
<p>Agent (Dance)</p>	<p>They do not consider that standards should be imposed that are beyond current building regs requirements as planners are not qualified to comment on or advise about building construction techniques. They</p>	<p>Comments noted. The SPD provides guidance regarding what should be included within Sustainability and Energy</p>

	<p>consider this will over complicate the planning process and require the submission of expensive and complex reports about the subject when considering applications. Need to work on a national basis to not cause division in the process when creating competing requirements over different areas.</p> <p>This will cause huge delays in applications, misunderstandings amongst applicants, increase the cost of applications and simply slow down development.</p> <p>They note many planning applications pre-date Building regs submissions, which might only be made up to three years later- so will be asking for construction info at the planning stage which might not be available.</p>	<p>Statements and Site Waste Management Strategies which are existing validation requirements.</p> <p>While it is recognised that detailed construction information may not always be available at the planning stage, the SPD encourages applicants to provide as much relevant detail as possible to demonstrate how key issues, such as compliance with sustainability and design requirements, will be addressed. This approach ensures that planning decisions are informed by an understanding of the development's potential impacts and proposed mitigations.</p>
Carney Sweeney on behalf of Peveril Securities Limited and Omnivale Pension Scheme	<p>The draft SPD is appreciated for providing guidance on reducing carbon emissions without introducing new targets. The clarity it offers for planning applications is welcomed.</p> <p>The SPD's focus on the built form, rather than sustainable transport and flooding, is supported as it is seen as the area with the most potential for carbon reduction.</p> <p>However, they request clarification relating to:</p> <ul style="list-style-type: none"> ○ Local validation requirements and exclusions in Table 1 of the draft SPD due to inconsistencies. ○ Consistency in document titles and updates to the Councils' Validation Checklists. ○ Acknowledgment that the level of detail in applications may vary between full and outline applications. ○ Confirmation on whether there is a Council-run fund for carbon offsetting. 	<p>Supportive comments noted.</p> <p>The validation requirements have been simplified to match Council validation checklists.</p> <p>Detail added to state that the level of detail required is dependent on the type and size of development proposed.</p> <p>The Councils currently do not have a Council-run fund for carbon offsetting. References have been removed as it is not anticipated the Councils will run a fund.</p> <p>Clarification has been added regarding the version of the NPPF being referred to, with references updated to the 2024 version.</p>

	<ul style="list-style-type: none"> Clarification regarding the version of the NPPF (2023) being referred to. <p>They also refer to their client's vision for development at Nuthall Park 26 in terms of carbon zero and carbon impact offsetting and how specialist carbon zero consultants have been instructed.</p>	
Pegasus Group Ltd on behalf of Bloor Homes	<p>They state the wording in ACS Policy 1 'have been minimised' is imprecise as there is no clear threshold for compliance with the policy. The policy does not include a clear specific target which has been justified by evidence. This imprecise wording means that there is not a clear platform on which to inform any guidance in the SPD.</p> <p>They also consider that the evidence basis for Policy 1 is out of date particularly as it regards viability considerations and this weakens the purpose of any guidance within the SPD.</p> <p>They refer to the Inspector's report and state that the intention behind the policy was not to introduce new standards with regard to reductions in climate targets as the policy is predicated upon meeting national standards.</p> <p>The feel that with the SPD providing targets and metrics which are not included within the parent policies, the SPD is going beyond guidance and beyond the remit of an SPD by introducing policy. Targets or metrics which have potential to affect development costs should be tested through evidence and examination of a Development Plan Document.</p> <p>Have undertaken an analysis of a number of planning applications determined by Broxtowe Borough Council and the analysis of schemes</p>	<p>The SPD provides guidance regarding what should be included within Sustainability and Energy Statements and Site Waste Management Strategies. It seeks to provide guidance regarding what information should be provided within these documents and provides examples of best practice. Specific targets are based on existing policy requirements or existing building regulations and therefore do not add additional development costs.</p> <p>The SPD seeks to provide clear guidance to officers and developers which can then be referred to within reports for determining future planning applications.</p> <p>It is considered that the SPD has been prepared within the scope of SPDs as stated within "The Town and Country Planning (Local Planning) (England) Regulations 2012". Specific targets are either stated as best practice or are based on existing policy requirements.</p> <p>Broxtowe considers that there is a need to provide greater clarity through the SPD to ensure that decision makers and</p>

	<p>that have granted planning permission show that sustainability statements that are submitted along with planning applications have not gone beyond Building Regulations. Furthermore, analysis of the way Broxtowe Borough Council has assessed compliance with the Policy shows limited or no reference in Planning Committee reports and no conditions relating to the sustainability of the new buildings. State that this demonstrates that decision makers in Broxtowe consider that just meeting Building Regulations is sufficient to comply with Policy 1 of the ACS.</p> <p>Consider that if Broxtowe wish to introduce specific new standards in the sustainability of new development then this should be through a Development Plan Document</p>	<p>applicants are clear in respect of policy requirements and what is expected to be submitted within a Sustainability and Energy Statement and in a Site Waste Management Strategy,</p>
Resident	<p>On page 10 with regard to building re-use & retrofit there is a query whether Policy CC1 should also not apply.</p>	<p>Yes, it is agreed that this should be ticked on table 2.</p>
Resident	<p>The resident states the SPD is a useful document and that they are largely in agreement with the sentiments and detail of the document.</p> <p>However, there should be more reference to the use of BREEAM standards.</p> <p>They state that ground source heat pumps should be stated as being preferable compared to air source heat pumps as they are more efficient, less noisy and less intrusive in their opinion. Disagree with the suggested provision of Air Sourced Heatpumps (ASHP) particularly in developments of over 10 homes. The outside unit of ASHPs can be noisy (and will get more so as they get older) Ground or Water source heatpumps should be the only allowable form of heatpumps for new developments. GSHPs with shared ground source are perfectly feasible and should be the preferred solution for heatpumps.</p> <p>They also state that consideration needs to be given to the need to "cap" energy costs for District Heat Networks which are not included in the existing price capping schemes.</p> <p>Household Energy Storage should be included as well as site-wide.</p>	<p>References to BREEAM are made throughout the document.</p> <p>Such technologies are evolving all the time, and it would be inappropriate to restrict which should be preferred type of heat pump is this will vary be scheme.</p> <p>The ability to "cap" energy costs for District Heat Networks is outside of the scope of the SPD.</p> <p>Reference added to considering household energy storage (para 133).</p> <p>Best practice text has been amended to refer to all buildings rather than just 1 and 2 storey.</p> <p>The Sustainability Checklist reflects the existing policy basis of both councils.</p>

	<p>This can be used both to store energy generated for PVs and to be charged "overnight" to smooth demand on the grid infrastructure.</p> <p>In relation to paragraph 129, many modern homes are 3 storeys and should also be required to have sufficient roof space for PV.</p> <p>In relation to the Sustainability Checklist, questions why checklist elements (other than the connection to the District Heating Network) do not apply to Broxtowe.</p> <p>However, do not agree with the wholesale adoption of LETI proposals, particularly with respect to window size (Section 2.3). Whilst Global Warming in itself seems to be accepted, the impact upon the UK climate is less clear. To therefore limit the size of windows on the assumption of increased solar gain could be counter-productive.</p> <p>Paragraph 57 needs to make it clearer that the wall-to-window ratio includes window reduction by external blinds as well as a straightforward window size. Large (well insulated) windows with external moveable blinds should be encouraged to increase the amount of natural daylight available. The inclusion of wall-to-window ratios without that proviso will encourage architects and developers to create small windows making the rooms dark particularly in the present preference for open plan living.</p>	<p>The references to LETI provides examples of best practice rather than specific requirements.</p> <p>The SPD now includes references to considering the use of external moveable blinds in order to maximise internal light whilst preventing overheating.</p>
Resident (<p>The resident is fully in favour of Roof Top Solar PV Cells as climate change is resulting in extra rain. They state that new housing estates should not be built on land that could in the future cause or be at risk of flooding.</p>	Comments noted.
Resident	<p>Question the declaration of a climate emergency and the evidence underpinning it.</p> <p>Raise issues regarding HS2 safeguarding and compensation that there are more pressing issues than climate change.</p> <p>The resident also refers to the use of small modular reactors and thermal banking bases and focussing green energy renewables to a</p>	<p>The Councils have separately published information in respect of declaring climate change emergencies.</p> <p>Issues related to HS2 and housing need are not specific matters dealt with in this SPD.</p>

	<p>Toton site business park as well as a rail terminal. The existing planning policy should also be watered down.</p> <p>They consider passive design should be promoted but not enforced under 160 dwellings as this would be uneconomic. Heat exchangers are required to avoid humidity and mould. Should not be a local validation requirement for 'medium sized developments'.</p> <p>They also consider wood buildings should be permitted if research shows they are fire safe.</p> <p>Overall they consider it is better to focus on increasing housing rather than planning requirements.</p>	<p>The SPD does not seek to set out specific requirements for existing site allocations.</p> <p>It is considered the requirements within the SPD are based on existing policies and would not impose an unacceptable burden on medium sized developments.</p> <p>Wood buildings would be considered acceptable in principle, subject to other issues being considered as part of an application.</p>
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Report of the Portfolio Holder for Housing

Tenant Satisfaction Measures

1. Purpose of Report

To inform Cabinet of the results of the Tenant Satisfaction Measure survey sent to all tenants and seek approval for the proposed action plan to implement improvements.

2. Recommendation

Cabinet is asked to NOTE the Tenant Satisfaction Measures survey results and RESOLVE that the associated action plan be approved.

3. Detail

The Regulator of Social Housing use the Tenant Satisfaction Measures to assess how well social housing landlords in England are performing. These results are reported to the Regulator and will provide information to tenants and others so that they can compare the performance of their landlord with others and see where their landlord needs to improve.

Landlords are expected to consult with their tenants on an annual basis. Tenants could submit their responses online and paper. Telephone calls were also completed to increase the number of responses, 927 responses were received. The survey was completed by an external company, and their report can be found at **Appendix 1**. In addition to the report and the analysis, the Council also received the raw data responses to allow us to complete further analysis of the answers provided. An action plan has been produced in response to the survey, a copy of which can be found in **Appendix 2**. As Anti-Social Behaviour was an area identified which requires improvement, a separate action plan has also been developed specifically for this, a copy of which can be found in **Appendix 3**.

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 Assistant Director Finance Services were as follows:

There are no financial implications arising directly from this report. All activity outlined in the Action Plan in Appendix 2 can be delivered from existing Housing Revenue Account (HRA) budgets.

7. Legal Implications

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

The Regulator of Social Housing's Transparency, Influence and Accountability Standard requires all registered providers of social housing to collect and report annually on their performance using a core set of defined measures.

Introduced under the Social Housing Act 2023, the new Tenant Satisfaction Measures will allow tenants to see how their landlord is performing compared to other landlords.

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 applicable

13. Background Papers

Nil.



Broxtowe
Borough
COUNCIL

Broxtowe Borough Council TSM Survey

2025 Report
January 2025

Prepared by: Acuity Research & Practice



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Introduction

Between December 2024 and January 2025, all Broxtowe Borough Council tenants were given the opportunity to complete the survey either online, via post or over the telephone. An incentive was used, with all respondents entered into a prize draw to win one of four £50 shopping vouchers.

The survey was carried out using a mixed-mode methodology, to help ensure the maximum response rate was achieved. Firstly, an email with a link to complete the survey online was sent to all tenants with an email address. At the same time, a postal survey (one-mailout) was delivered to all tenants, including a QR code/link, giving tenants the option of completing the survey online, a cover letter and a reply-paid envelope. Following this, a telephone booster survey was conducted, with around 200 non-respondents completing a telephone interview.

The fieldwork began on 29 November and finished on 8 January. At the close of the survey, 927 responses were received in total, giving a response rate of 22%. This is split between 387 responses made via the post (42%), 343 online (37%) and 197 by telephone (21%). Representative checks were carried out by tenure type, area, property type, age group, length of tenancy, disability and ward. Following these checks, the results have been weighted by age group, to ensure they represent the whole tenant population.

For the overall results, the Regulator of Social Housing requires landlords with between 2,500 and 9,999 properties to receive enough responses to achieve a sampling error of $\pm 4.0\%$ at the 95% confidence interval. With 4,311 properties, a total of 528 completed surveys would be required to achieve this. However, with 920 responses received, this is exceeded and is sufficient to conclude that the findings are accurate to within $\pm 2.9\%$.

The survey is confidential, and the results are sent back to Broxtowe Borough Council anonymised unless tenants gave their permission to be identified; 91% of respondents (791) gave permission for their details to be shared alongside their survey responses, with 92% happy for Broxtowe Borough Council to contact them about any information they provided (705).

The aim of this survey is to provide data on tenant satisfaction, which will allow Broxtowe Borough Council to:

- Provide information on tenants' perceptions of current service provision.
- Compare the 2025 results with previous survey results.
- Compare the results with other landlords (where appropriate).
- Inform decisions regarding future service development.
- Report to the Regulator of Social Housing from April 2024 onwards.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places to the nearest whole number, and for this reason, they may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.

Broxtowe Borough Council is based in the county of Nottinghamshire and owns around 4,400 properties.

Acuity has been commissioned to carry out Broxtowe Borough Council's tenant perception survey to be compliant with the Regulatory requirements. The survey is based on the Tenant Satisfaction Measures (TSMs), which are required to be reported annually, for providers with over 1,000 properties. The measures were reported for the first time in 2024.

The survey is also designed to understand tenants' opinions of and attitudes towards, their landlord and the services provided.

This report includes the survey results for both General Needs and Independent Living tenants.



71%

Overall Satisfaction

In 2025, seven out of ten tenants are satisfied with the overall service provided by Broxtowe Borough Council (71%). Three measures have higher levels of satisfaction; the provision of a safe home (72%), time taken to complete the most recent repair (72%) and the repairs service over the last 12 months (74%).

Analysing the poorer performing metrics, there are some areas where improvements can be made. The measure this most clearly applies to is the Council's approach to complaints handling, which has the lowest level of satisfaction at 28%. In addition, just 49% of tenants are satisfied with the approach to handling anti-social behaviour. However, it can be noted that these two metrics are often among the lowest-performing metrics for Registered Providers (see benchmarking, page 34).

The majority of this report focuses on the headline figures from the survey and satisfaction by tenure type. However, the results are broken down by different subgroups, such as age and area, in the understanding satisfaction section, to provide further insight into what is driving satisfaction.

Key Metrics Summary 2025



68% Well maintained home



72% Safe home



74% Repairs - Last 12 months



72% Time taken - Last repair



63% Communal areas clean & well maintained



57% Positive contribution to neighbourhood



49% Anti-social behaviour



61% Easy to deal with



52% Listens & Acts



61% Keeps you informed



68% Treats fairly & with respect



51% Keeps Promises



28% Complaints handling

National Context

When considering the survey results, the national context and external factors impacting both landlords and their tenants must be taken into account.

For example:

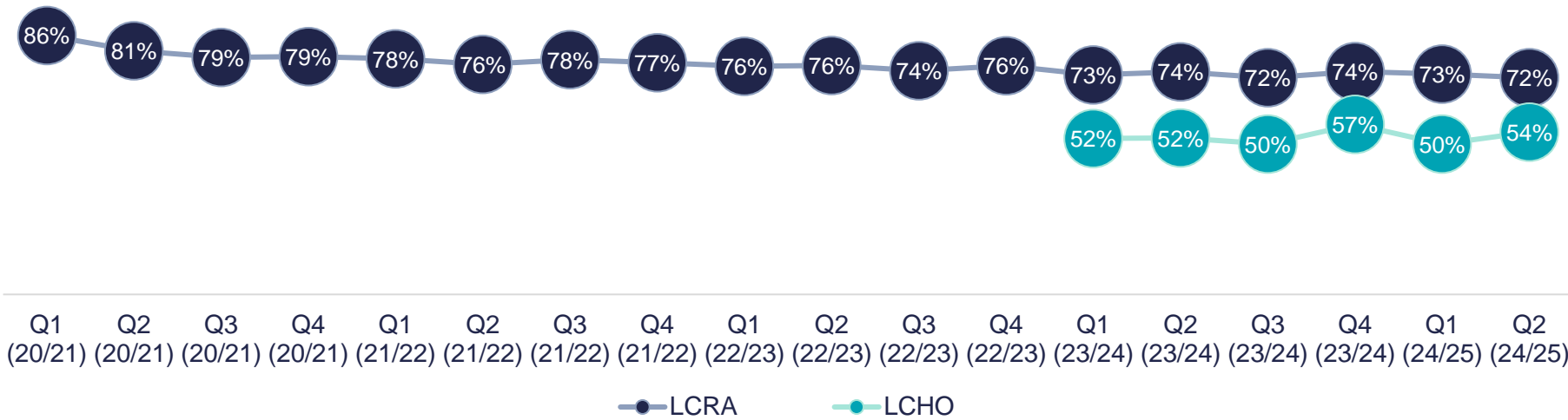
- Cost of Living Crisis, increase in poverty and pressure on funding
- Government & Political Changes
- Uncertainty about the Future
- Wider economic factors.

Satisfaction is based on perception rather than specific values so it can be affected by these factors and how positive people feel about their lives.

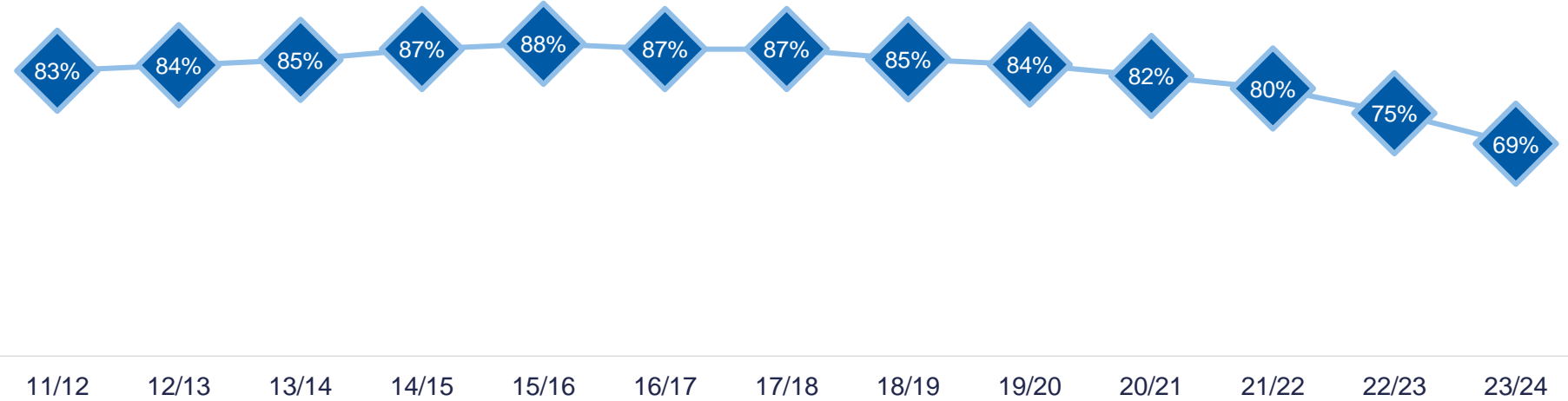
The top graph demonstrates how overall satisfaction has changed over time (tracker only). The trendline is downward. The lower chart shows the results from national members with a peak in 2015/16 followed by a slow decline since. This started well before the effects of the pandemic so is not the sole or primary driver behind this decline.

As will be shown throughout this report, satisfaction has generally increased for Broxtowe Borough Council by a small amount since the previous survey. This suggests satisfaction is starting to recover, after the drops seen between 2021 and 2024 (in part due to factors such as the pandemic).

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF median - general needs)



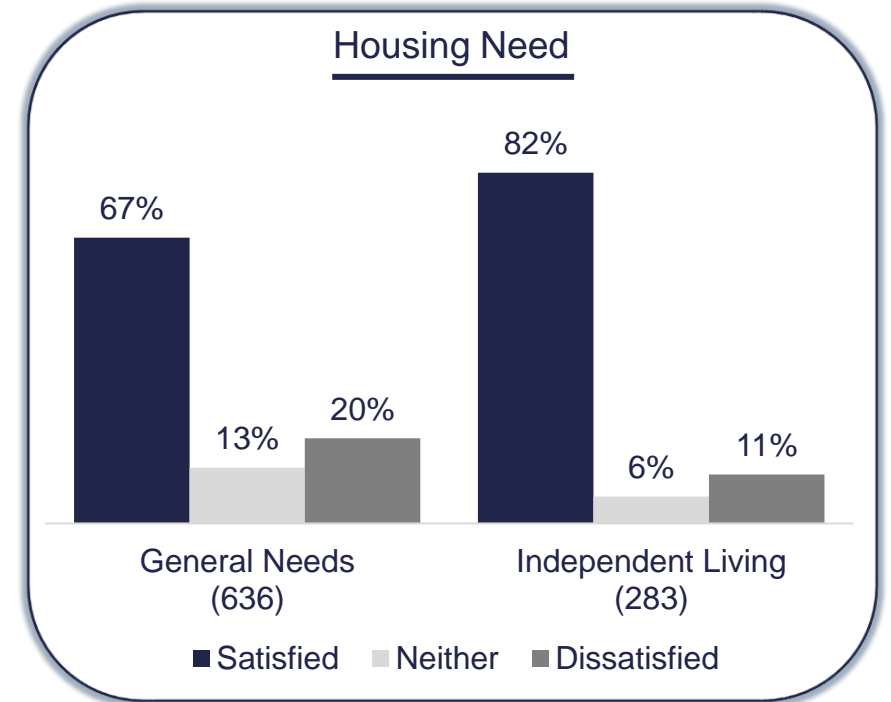
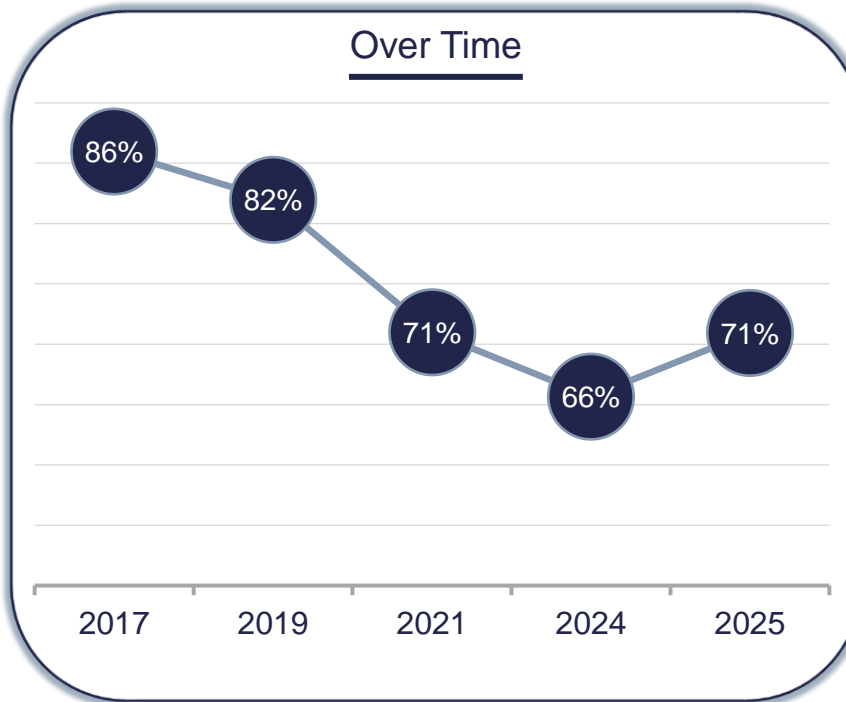
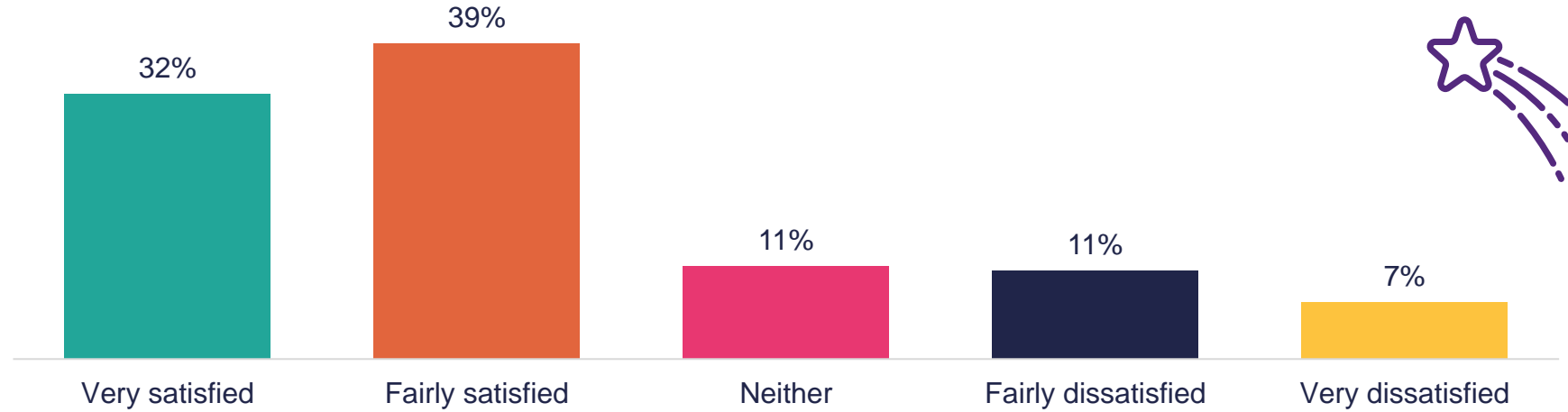


Overall Satisfaction





Overall Satisfaction



Firstly, tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Broxtowe Borough Council?” This is the key metric in any tenant perception survey.

Seven out of ten tenants are satisfied (71%), although slightly fewer are very satisfied (32%) than fairly satisfied (39%). There are 18% of tenants dissatisfied, with the remaining 11% neither satisfied nor dissatisfied.

The Council has previously undertaken a series of satisfaction surveys, with the 2024 survey being the first one to include the TSMs. Therefore, as this is now the second time all of these measures have been used, trend data has been shown throughout the report. Overall satisfaction has increased by 5 percentage points (p.p) since the previous survey and has now recovered to the same level as in 2021.

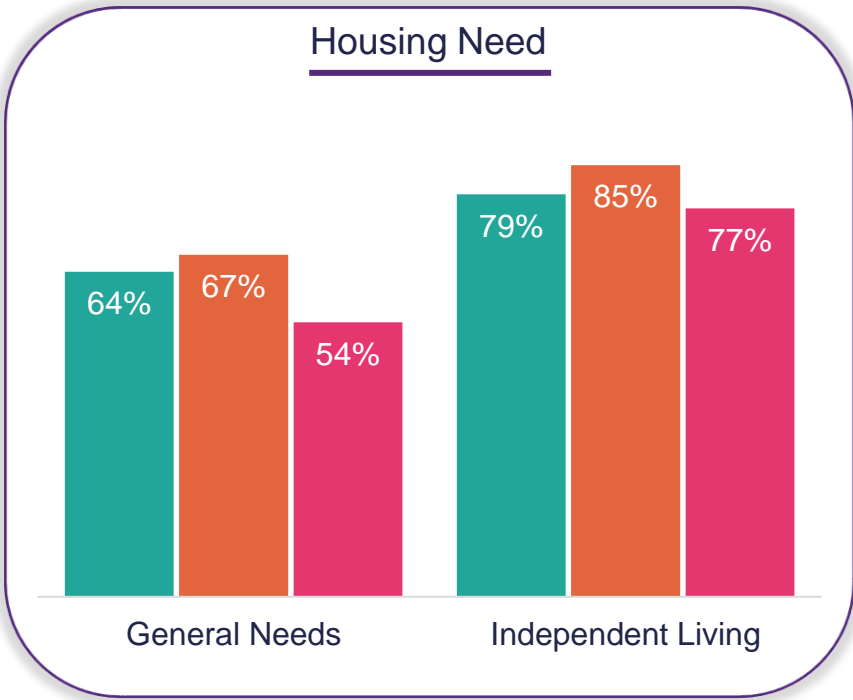
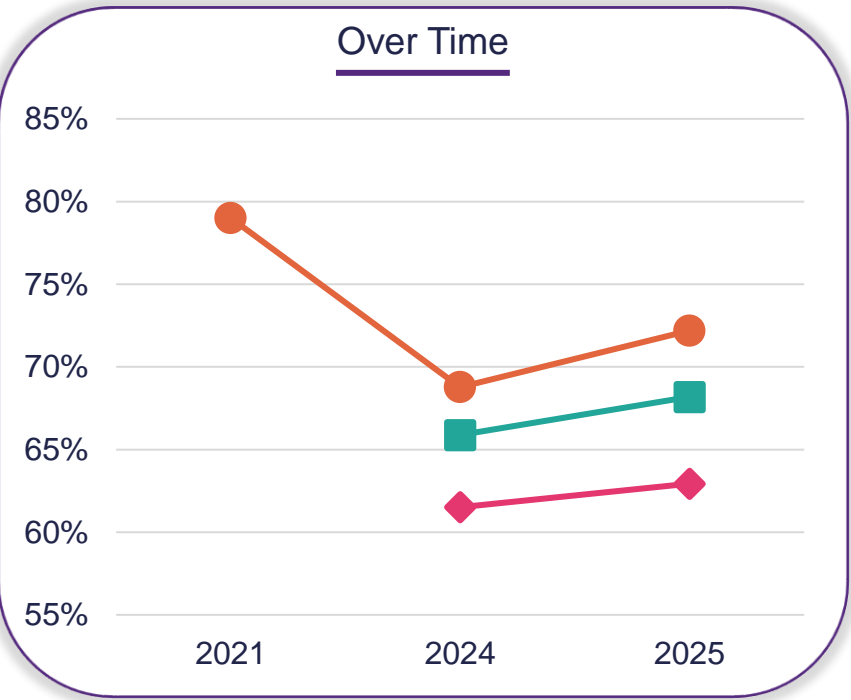
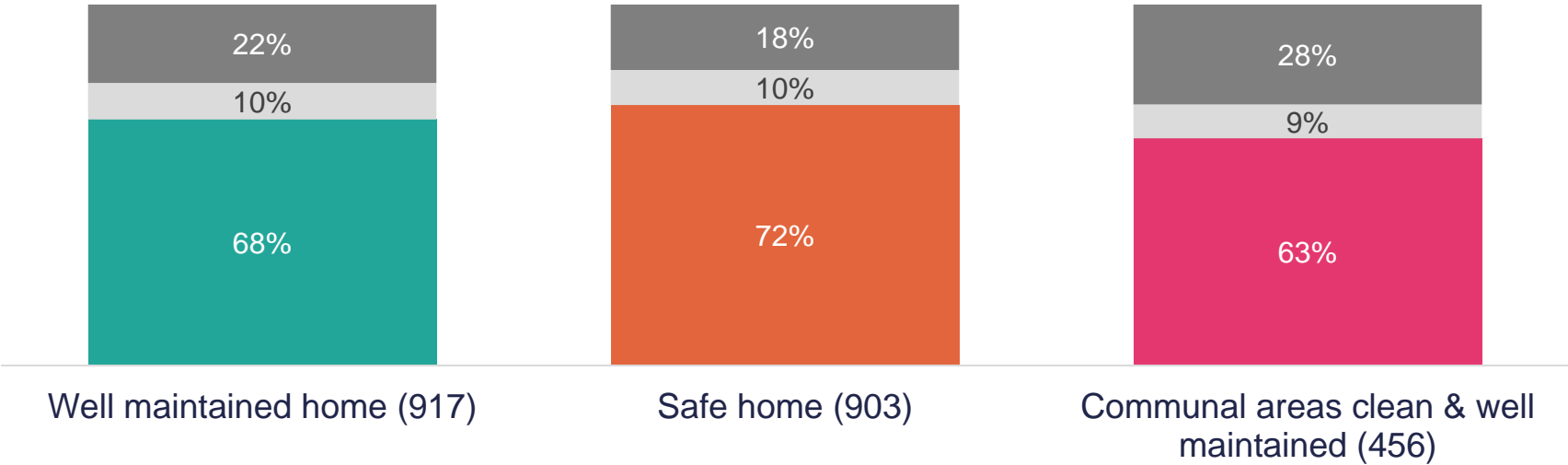
As is often seen in surveys of this kind, tenants in Independent Living accommodation are more satisfied than General Needs tenants; 82% and 67% respectively. This difference is likely to be in part due to Independent Living tenants including a higher proportion of older people. As will be shown later in this report, older tenants are generally more satisfied than younger tenants.



Keeping Properties in Good Repair



The Home & Communal Areas



It is encouraging that all measures focused on the home have experienced satisfaction increases since last year.

As is common in surveys of this type, slightly more tenants are satisfied their homes are safe (72%), than well maintained (68%), with these measures increasing by 3p.p and 2p.p respectively.

The safety of the home can be influenced by a range of factors, including building security, repair issues and safety checks, in addition to neighbourhood problems such as anti-social behaviour.

The home being well maintained is typically a key driver of overall satisfaction and this is the case for Broxtowe Borough Council (see Key Driver Analysis on page 33).

Over half of the tenants surveyed stated they live in a building with communal areas, either inside or outside, that Broxtowe is responsible for maintaining (56%). Of these tenants, 63% are satisfied their communal areas are kept clean and well maintained, which has remained stable compared with 2024 (a marginal increase of 1p.p).

Independent Living tenants are more satisfied than General Needs tenants on all these measures; including 23% more for the upkeep of their communal areas.



Tenants not satisfied with their homes or communal areas were asked to explain why and what could be improved, with 248 tenants providing comments.

Tenants most frequently mentioned issues with damp or mould in their homes, which was also a top three comment area in the previous survey. These problems need to be addressed as a matter of urgency to ensure the health of tenants and the condition of their property does not deteriorate.

Additionally, tenants commented upon the repairs service, including outstanding repairs that have not been dealt with and the time taken to complete repairs.

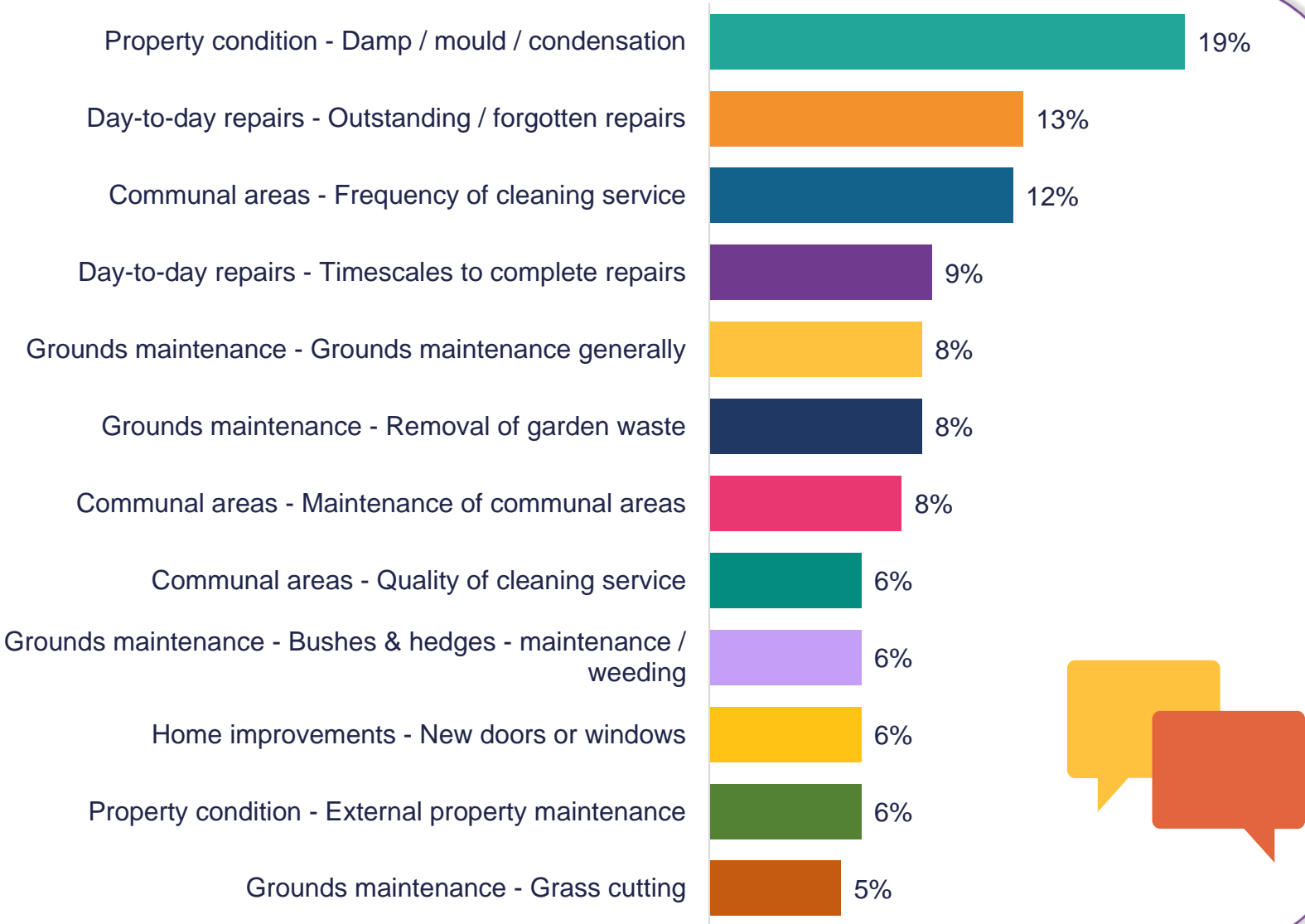
Regarding their communal areas, tenants referred to the frequency and quality of the cleaning service, as well as the maintenance of these areas.

Grounds maintenance, particularly the removal of garden waste, was mentioned by some tenants. Tenants would also like to see improvements to their homes, such as new doors or windows.

Examples of the comments received are shown on the following page under relevant headings to enable further insight into what tenants are most concerned about concerning this area.



Comments – Home or Communal Areas



Home or Communal Areas – Comments

Damp, mould and condensation	Repairs service	Cleaning of communal areas	Grounds maintenance
<p><i>"Improve the damp in the houses."</i></p> <p><i>"We got a new roof last year, and since then damp and mould has developed all around the top of the property, they put more loft insulation in, but we are still getting mould and damp all over the property."</i></p> <p><i>"Treat the damp and mould round windows. It's unhealthy and getting worse. All of our bungalows on this row have it."</i></p> <p><i>"I have had too many problems with this flat, I have had a draft from the windows, mould and damp issues which have caused my son to now have to use inhalers."</i></p> <p><i>"The place where I live is damp with black mould on the bedroom walls, told the council and no one did anything about it."</i></p> <p><i>"We are suffering with mould problems in the bedrooms at the minute and they are not doing anything about them. To come and sort it. This is the third time we have complained about it."</i></p> <p><i>"Windows and doors need replacing. Lots of damp and mould around the windows."</i></p>	<p><i>"We are still waiting for repairs to be done that were reported over the year."</i></p> <p><i>"They should do repairs quicker when you call them to repair something."</i></p> <p><i>"I did ask them last year, to come and do my guttering, windows, roof tiles have come off. It's been over a year, and I have heard nothing. It would be nice to respond quicker and keep in contact because we have had no communication."</i></p> <p><i>"I've had a leak in the kitchen for over 2 years that hasn't been repaired after numerous calls."</i></p> <p><i>"I love my flat and the area, it's the repairs department who make appointments with you then don't turn up, then turn up at the wrong time/date."</i></p> <p><i>"Refusing to acknowledge repairs needed in a timely manner. Shoddy workmanship to repairs eventually carried out."</i></p> <p><i>"It takes too long for them to respond to issues and repairs."</i></p>	<p><i>"Council should make regular visits to ensure that communal areas are well kept and take necessary corrective action."</i></p> <p><i>"Communal stairs, not swept or cleaned."</i></p> <p><i>"Never clean our landings, staircases or entrance hall. Doormats are at least 15 years old, filthy."</i></p> <p><i>"If it was not for one of our neighbours and me (out of 6 flats) cleaning the stairs down and communal area, they'd be in a disgusting mess like the other flats."</i></p> <p><i>"The communal area is terrible the carpet is absolutely filthy, and the ceiling is in need of repainting."</i></p> <p><i>"The stairs and foyer are never cleaned I live on the ground floor, so I sweep and mop the hall. I will be 81 in February, so it is becoming harder."</i></p> <p><i>"The cleaning service for the internal communal areas stopped a while ago so the areas have become filthy."</i></p> <p><i>"Communal areas not clean."</i></p>	<p><i>"Garden is not cut often enough; grass is not collected. Don't come often."</i></p> <p><i>"The trees/bushes outside are completely overgrown. The drains outside are also blocked so any time we get rain we get flooded in and can't leave the flat."</i></p> <p><i>"The patio needs weeding more, plus the small garden patches."</i></p> <p><i>"When grass is cut, cuttings are never cleared off paths. There's constant dog fouling all around communal areas. And recently have had to report fly tipping to the back of my flat. Also, weeds are allowed to grow."</i></p> <p><i>"Disappointing that the grass doesn't get cut as regularly as when I first came. They have cleaned the leaves up once but hope they come one more time."</i></p> <p><i>"The grass cutters say they are coming, and they never bother, and they don't do a very good job."</i></p> <p><i>"I pay for garden maintenance. Hedge hasn't been cut in 7 years."</i></p>

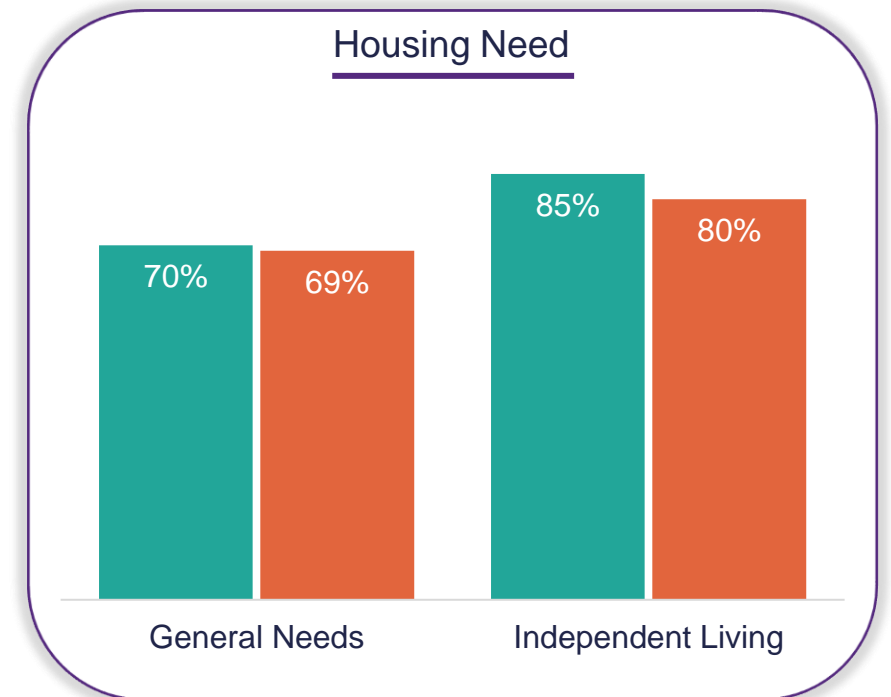
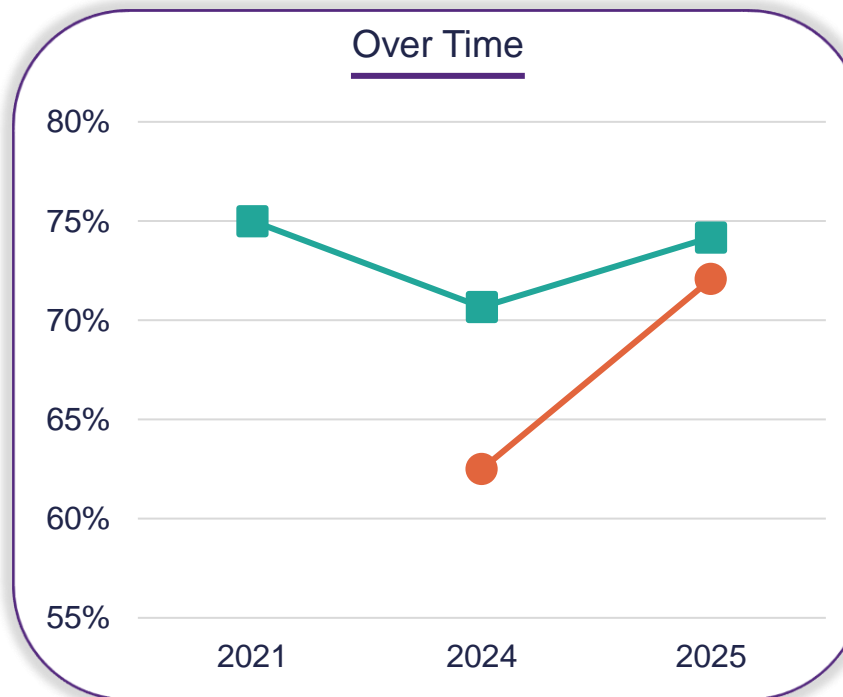
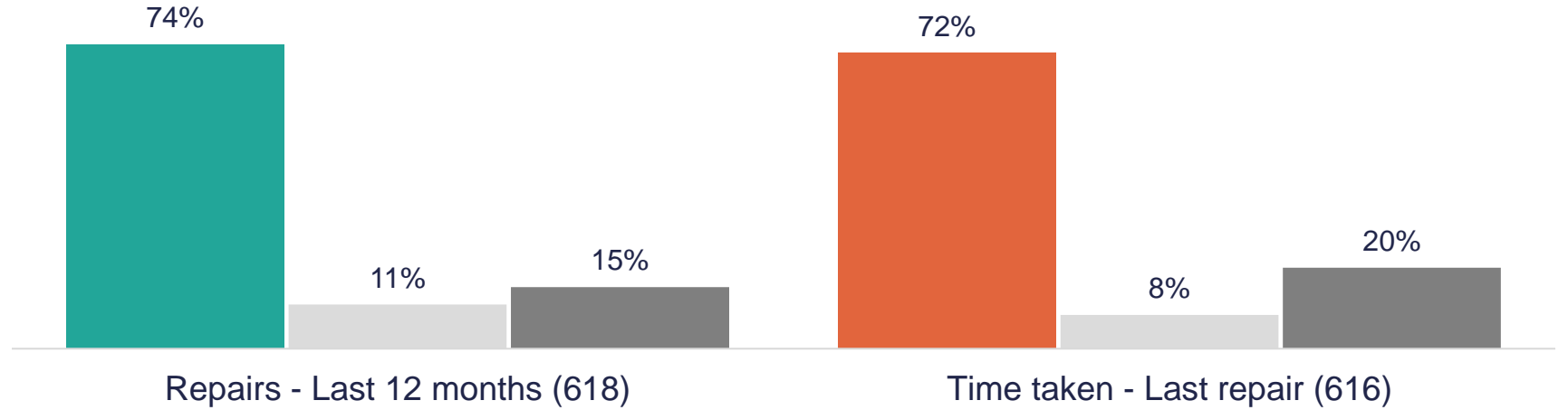
Repairs & Maintenance

More than seven out of ten of those surveyed stated they had a repair carried out by Broxtowe Borough Council to their home in the last 12 months (72%). Of these tenants, 74% are satisfied with the overall repairs service during this period, with 15% dissatisfied. Satisfaction has increased by 3p.p since the previous survey.

Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (72%), with 20% dissatisfied. However, satisfaction with this measure has also risen compared with last year, by 9p.p. This represents the largest change in the survey.

As highlighted on the following page, the timescales for completing repairs is a common concern for tenants and the main reason for dissatisfaction with the repairs and maintenance service.

Once again Independent Living tenants are more satisfied with the repairs service compared to their General Needs counterparts; 15% more for the overall repairs service and 11% more for the time taken.



Tenants not satisfied with the repairs and maintenance service were also asked to provide more information and what could be improved, with 152 tenants providing comments.

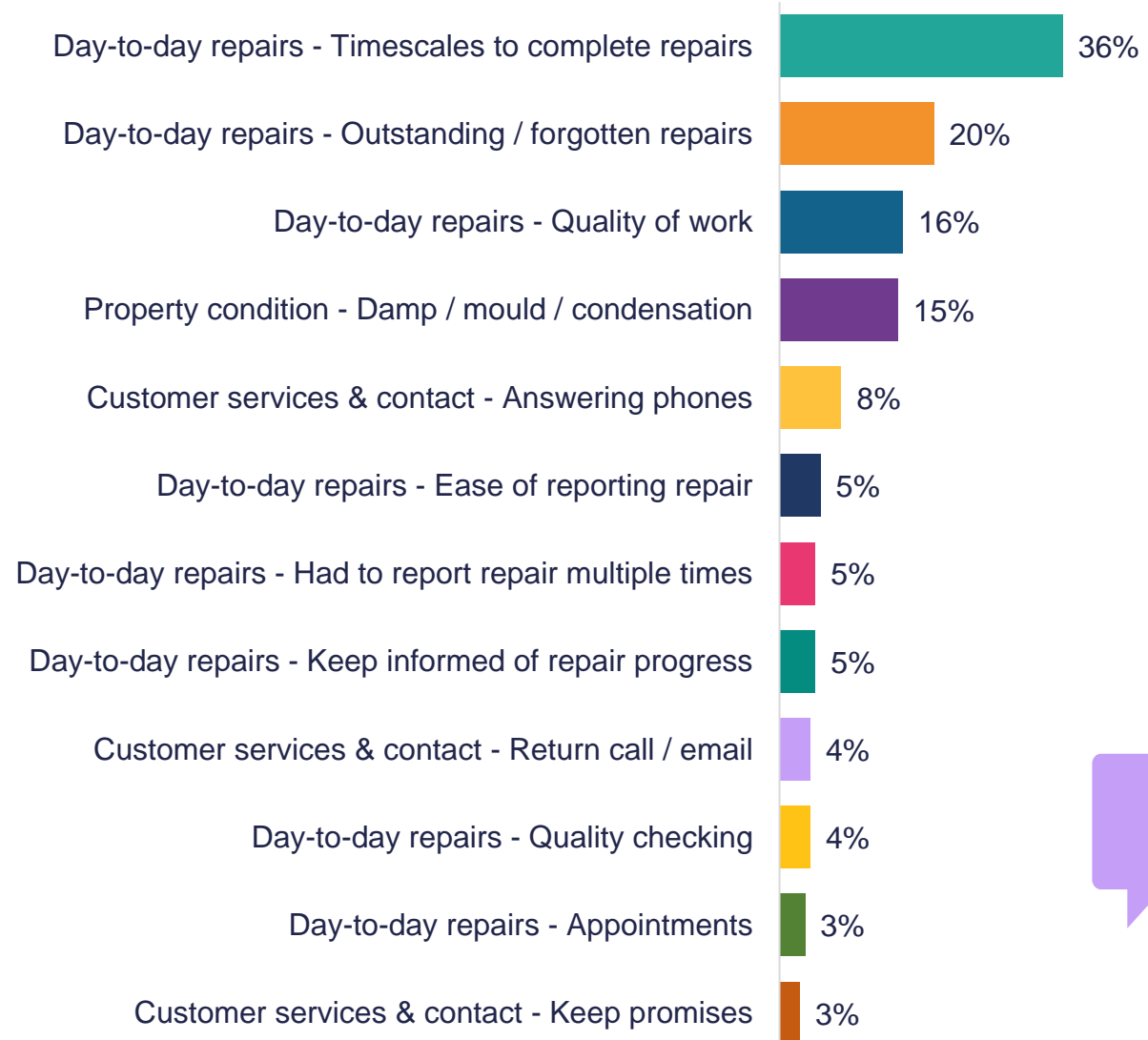
As with the previous survey, tenants most frequently referred to the timescales for completing repairs and outstanding repairs. The time taken to complete repairs is an ongoing theme across the sector, with landlords being impacted by the wider context, such as issues around the cost and availability of labour and materials. In addition, tenants can have high expectations around timescales. These expectations can be a combination of personal expectations and timeframes given by their landlord. As such, it is vital Broxtowe Borough Council keeps tenants clearly and accurately informed about repair schedules and how long they can expect to wait, with updates if anything changes.

Tenants also commented upon the quality of work being carried out, as well as concerns about how easy it is to report repairs and contact the council regarding such issues.

Repairs are the main reason for interaction between landlords and their tenants, so it is important improvements are made wherever possible.



Comments – Dissatisfaction with Repairs



Number of respondents: 152

Dissatisfaction with Repairs – Comments

Timescales to complete repairs	Outstanding/forgotten repairs	Quality of work	Other issues
<p><i>"Manage their time better, instead of waiting a long time to be booked in for a repair."</i></p> <p><i>"I waited one month for a shower unit replacement. The delay was due to a lack of staff."</i></p> <p><i>"Improve the waiting times for repairs."</i></p> <p><i>"It took them about 6 months to get the cupboard doors put back on. Do it a bit quicker."</i></p> <p><i>"It took forever for the work to be carried out, I had been complaining for so long."</i></p> <p><i>"They take too long to do repairs. They were a lot quicker doing repairs in the past."</i></p> <p><i>"It took 7 years to come and fix a leak. I would have liked them to get to the bottom of the problem sooner."</i></p> <p><i>"They could have come to fix it quicker, and I had to phone a few times to get them to do the work."</i></p> <p><i>"The time it takes to get someone to come out and do the repair."</i></p>	<p><i>"Waiting for two new locks on side doors."</i></p> <p><i>"Still waiting on a repair to the hot water heater. Now waiting on a new heater."</i></p> <p><i>"The work is still not finished they come out to do the work then they come back to do more but it is still not completed."</i></p> <p><i>"I was told they would sort my kitchen out so I could get to my stop tap for a water meter to be fitted but I have not heard back from them at all."</i></p> <p><i>"The problem has not been resolved."</i></p> <p><i>"Taps reported as needed levers and cold needs doing in the kitchen and both bathrooms need completing. Guttering has come apart."</i></p> <p><i>"They need to come out and do the jobs."</i></p> <p><i>"My guttering is all blocked up. I have reported this. I will have to wait a long while before they come."</i></p> <p><i>"After the boiler was repaired it went out again and still waiting to be repaired, mould growing in the house in the son's room."</i></p>	<p><i>"Poor work carried out, no communication amongst each other, two people rang about the same job!"</i></p> <p><i>"I had a fire alarm taken out and you have left a wire hanging from my kitchen ceiling."</i></p> <p><i>"Do the repair properly."</i></p> <p><i>"Jobs not done with care and had to survey again. Tiles are still broken from the bathroom and the bath is still leaking into the cellar."</i></p> <p><i>"Always bodge job and cutting corners."</i></p> <p><i>"They don't complete jobs to a good standard. If they could complete jobs to a reasonable standard."</i></p> <p><i>"Took months to deal with a bad damp patch, was eventually done but poor reinstatement of wallpapering and decoration."</i></p> <p><i>"Do the jobs properly and check that the work is done properly."</i></p> <p><i>"Workers are not interested in doing a good job!"</i></p>	<p><i>"Too long waiting times on the phone to report repairs."</i></p> <p><i>"They could get back in contact when they say that they will and improve communication generally."</i></p> <p><i>"When you ring up to report, it can often take days just to get through on the phone. Will be held on hold for almost an hour and then get cut off. Took three days to get through to a person."</i></p> <p><i>"Get people to man the phones so you can report repairs in the first place."</i></p> <p><i>"Takes ages to report a problem. Leave a message no one gets back. Write an email no one replies."</i></p> <p><i>"The phone line is terrible to get through on. Sometimes it lets you leave a message (to which people rarely ever reply), sometimes it just leaves it ringing for ages (55 minutes on one occasion) before it eventually got through to leaving a message."</i></p> <p><i>"Lack of communication."</i></p>



Responsible Neighbourhood Management



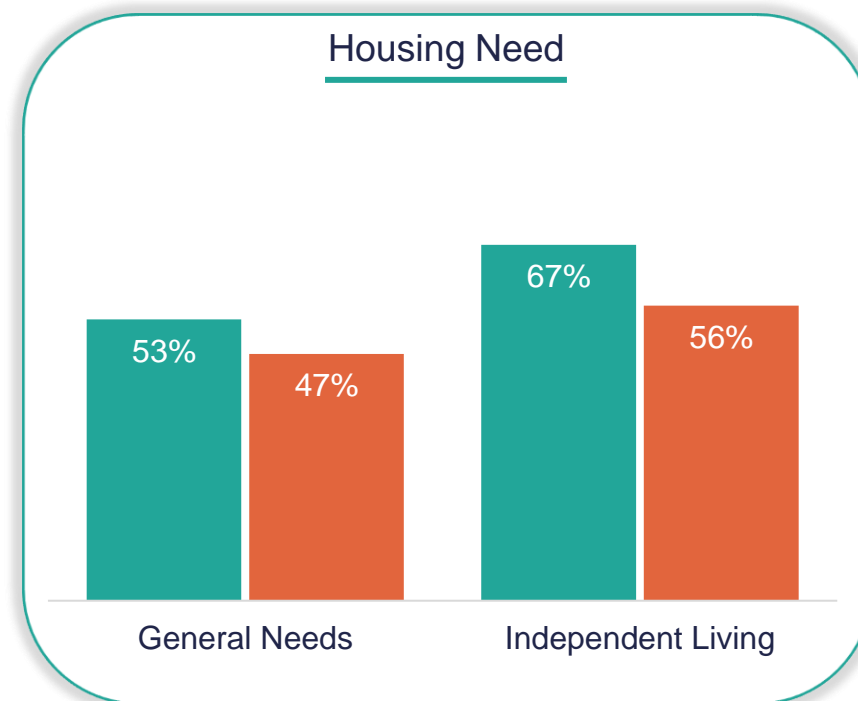
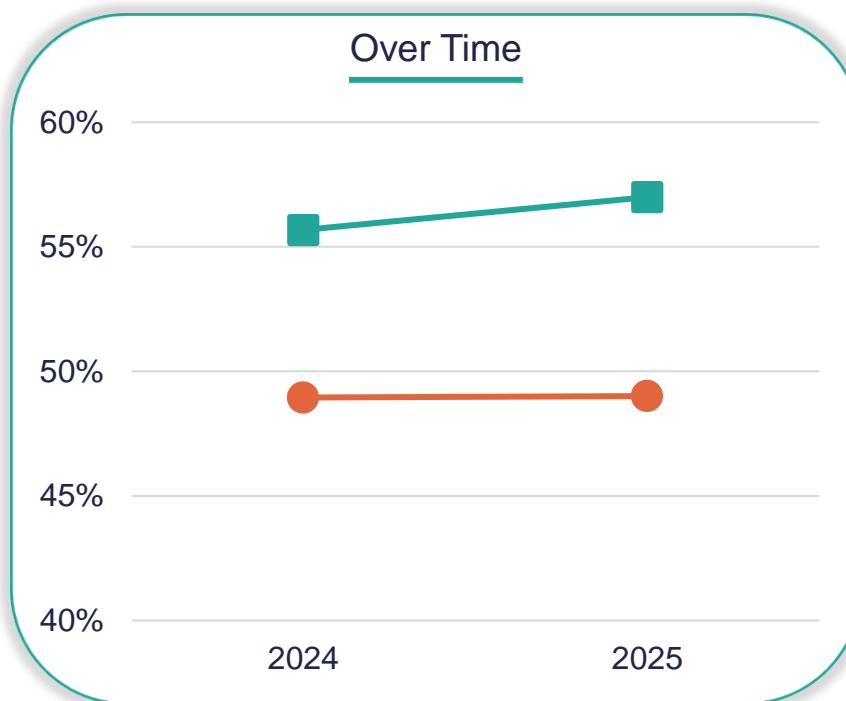
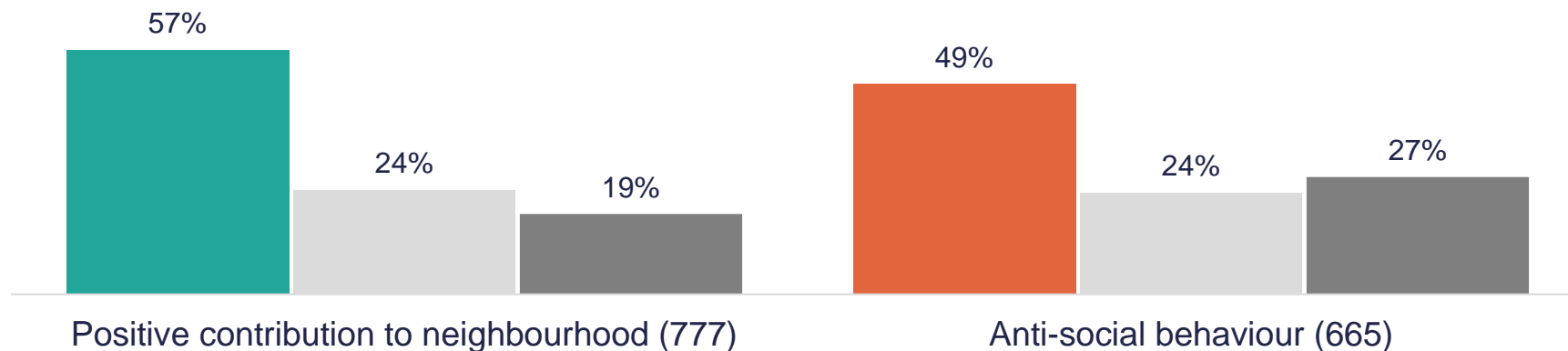
Responsible Neighbourhood Management

Close to six out of ten tenants are satisfied with the positive contribution Broxtowe Borough Council makes to their neighbourhood (57%), whilst a fifth remain dissatisfied (19%). A considerable proportion of tenants are neither satisfied nor dissatisfied (24%), perhaps being unaware of the contribution the Council makes to the area. The comments made also suggest that some of the dissatisfaction is caused by issues with grounds maintenance.

Fewer tenants are satisfied with the Council's approach to handling anti-social behaviour (49%), with 24% neither satisfied nor dissatisfied and 27% dissatisfied.

Satisfaction with both of these metrics has remained stable – increasing by 1p.p for the positive contribution made to the neighbourhood and unchanged for the handling of anti-social behaviour.

Independent Living tenants are also more satisfied than General Needs tenants with these two measures; 14% more for the contribution made to the neighbourhood and 9% more for the handling of ASB.





Respectful & Helpful Engagement



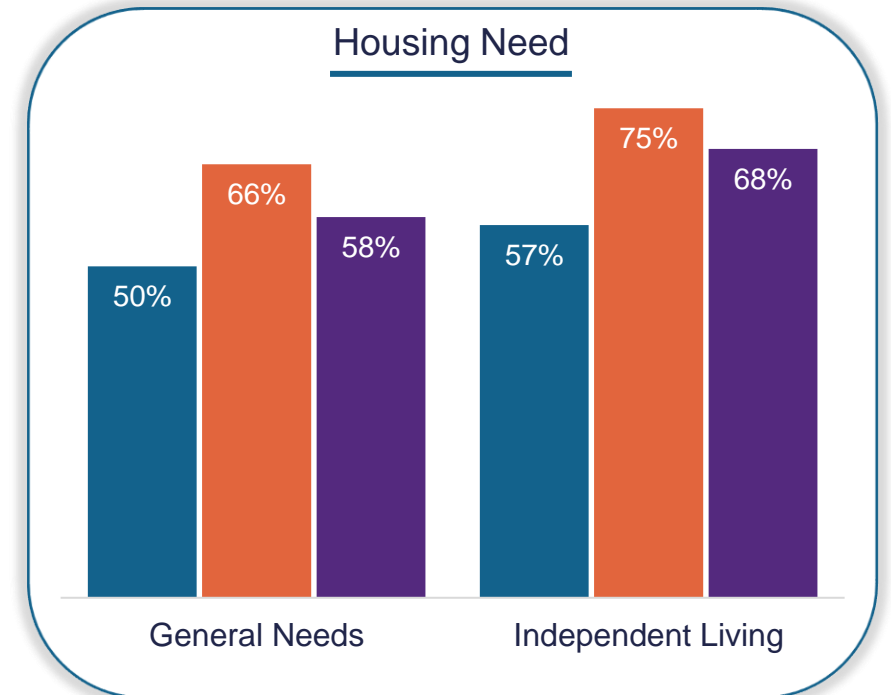
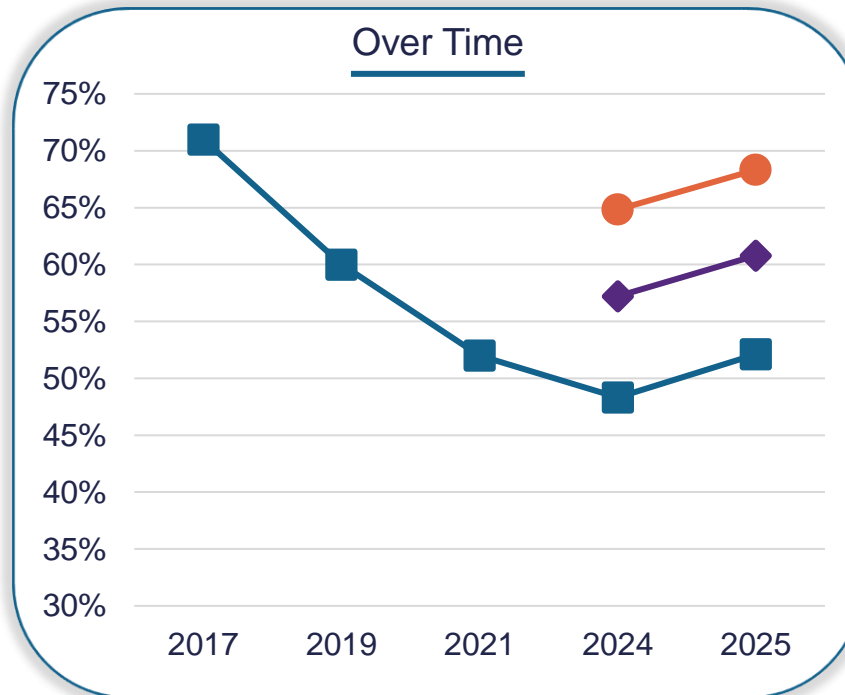
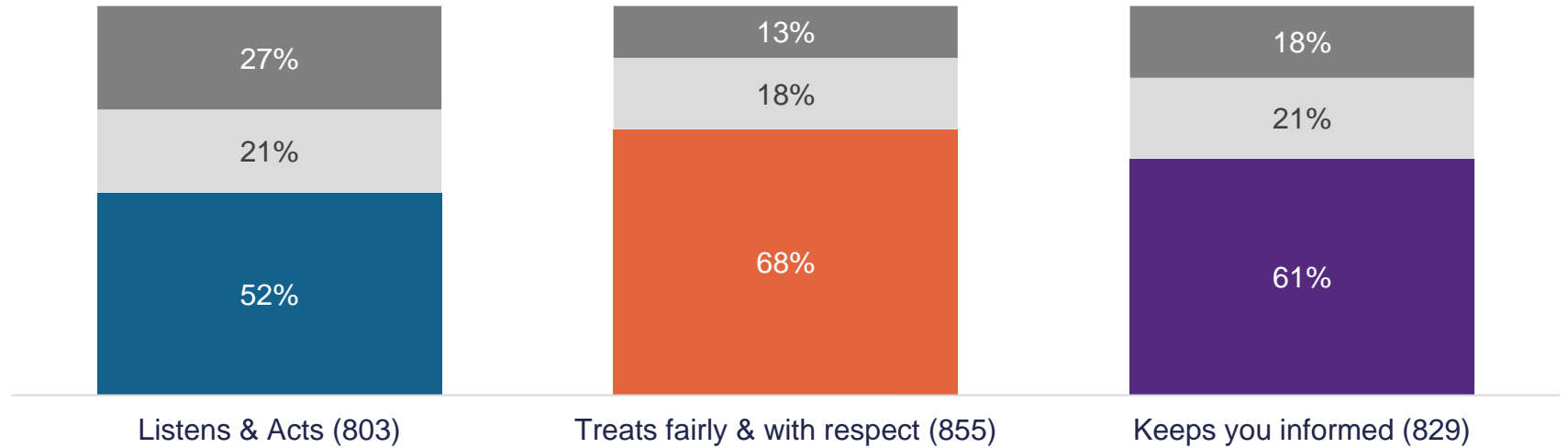
Respectful & Helpful Engagement

Over half of tenants are satisfied that their views are listened to and acted upon (52%) – an increase of 4p.p since the previous survey, with 27% dissatisfied. Satisfaction with this measure can be impacted by a range of interactions tenants have with their landlords, including how repair requests, anti-social behaviour cases and complaints are handled, as well as more formal feedback channels, such as tenant panels and surveys.

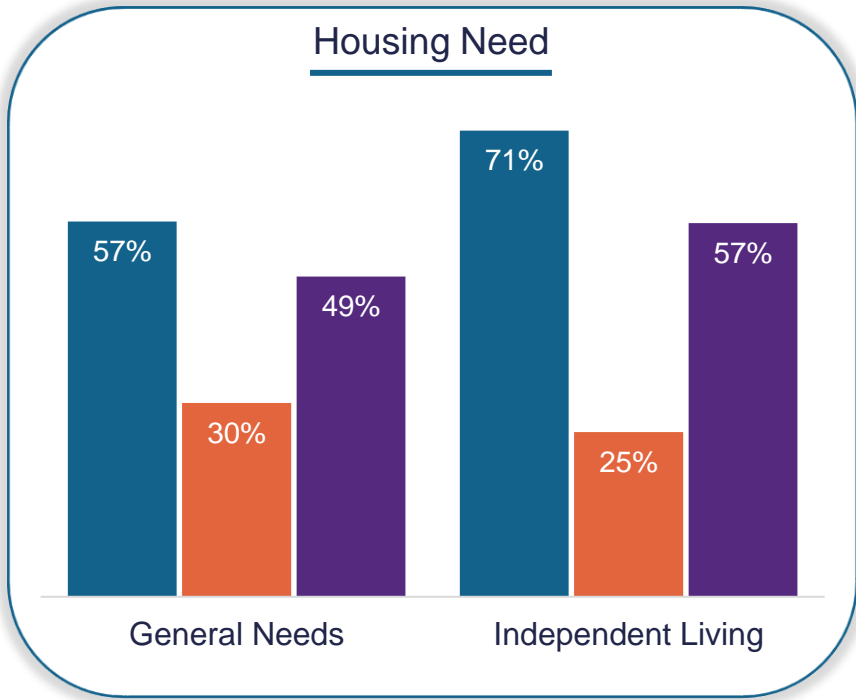
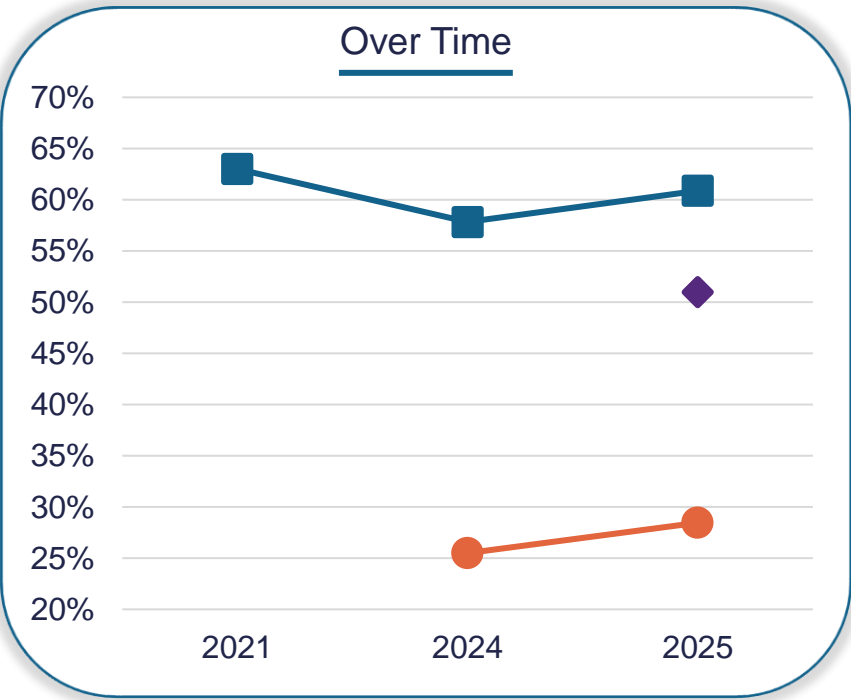
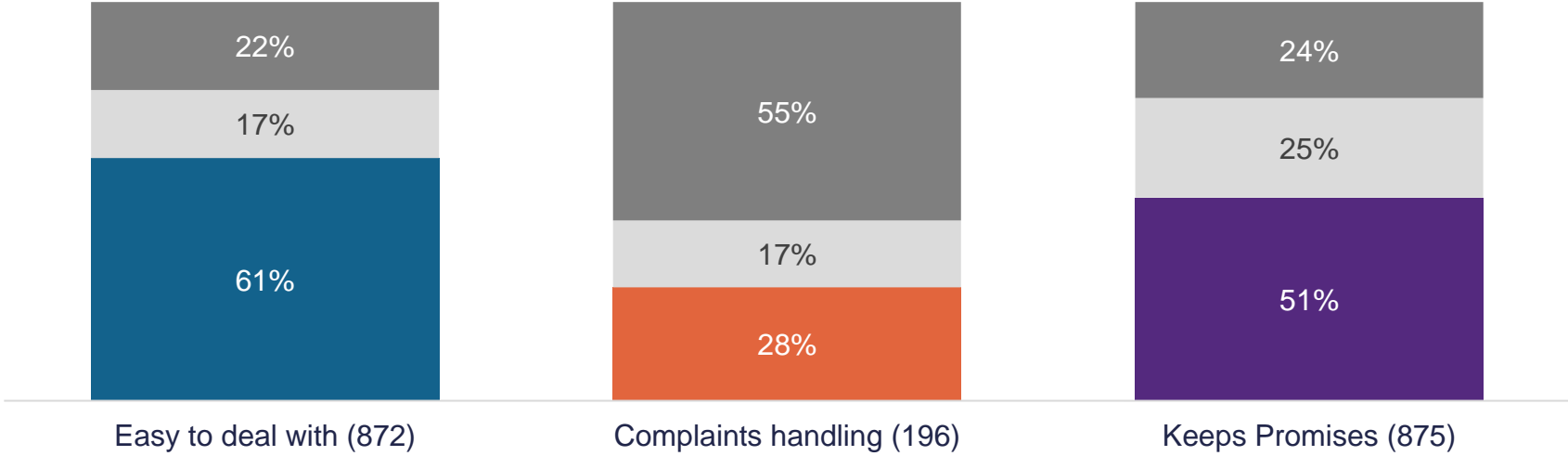
More tenants are satisfied that they are kept informed about things that matter to them (61%), with satisfaction improved by 4p.p.

Almost seven out of ten tenants agree that they are treated fairly and with respect by Broxtowe Borough Council (68%), a 3p.p increase compared with 2024.

Independent Living tenants are once again more satisfied with each of these measures; however, the differences are smaller, ranging from 7% for how tenants' views are listened to and acted upon to 10% for how tenants are kept informed.



Respectful & Helpful Engagement



Six out of ten tenants find Broxtowe Borough Council easy to deal with (61%), a 3p.p increase since 2024. Independent Living tenants are more satisfied than General Needs tenants; 71% and 57% respectively.

One-quarter of tenants stated they made a complaint to Broxtowe Borough Council in the last 12 months (24%). This suggests what some tenants consider to be a complaint is likely to have been logged as a service request by the Council. At the same time, a high proportion of complaints alone is not necessarily a negative – it can indicate an easily accessible and transparent complaints process. However, just 28% of these tenants are satisfied with how complaints are handled, up 3p.p, with 55% dissatisfied. This is the only measure in the survey where General Needs tenants are more satisfied than Independent Living tenants; 30% compared with 25%.

A new question was added to the survey in 2025, asking tenants to what extent they agree the Council “do what they say they will do”. Half of tenants agree (51%), with 25% neither agreeing nor disagreeing – perhaps as they feel the Council sometimes does and sometimes does not keep its word.



Tenants who stated they are not satisfied with communications and customer service were asked what could be improved, with 289 comments received.

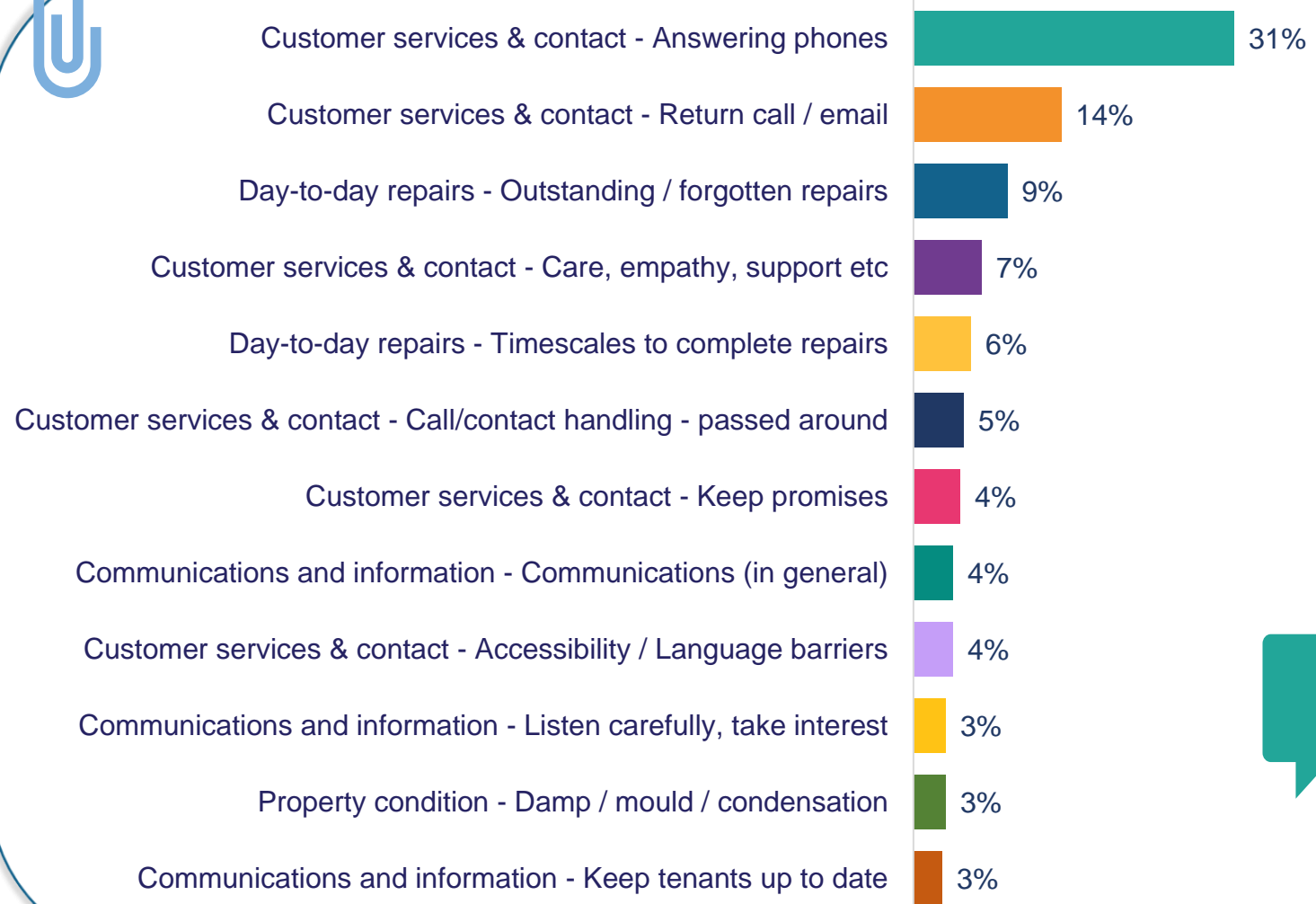
The customer experience when contacting Broxtowe Borough Council is driving elements of dissatisfaction, such as the answering of phones, whether tenants' calls and emails are returned and the care and support provided by staff. For some tenants long wait times to speak to the Council is an issue – which can leave them feeling frustrated and that it is unduly difficult to report any concerns they may have.

Tenants again mentioned the repairs service, including outstanding repairs and the time taken to complete repairs. This demonstrates how this service area, which is often the main reason for tenant-landlord contact, impacts a range of metrics in the survey, especially where tenants feel their repair requests are not being listened to.

Additionally, tenants would like to be kept more up-to-date and for promises to be kept, highlighting the importance of regular and honest communication with tenants – even if there are no positive updates regarding an issue, letting tenants know it has not been forgotten and the reasons behind delays, etc. can help.



Comments – Customer Service & Communications



Number of respondents: 289

Customer Service & Communications – Comments

Answering of phones	Returning contact	Repairs service	Other matters
<p><i>"It takes numerous phone calls before you can get through to speak to someone and you can be waiting up to an hour before someone responds."</i></p> <p><i>"You can't get through on the phone and when you do nothing is done."</i></p> <p><i>"No one is available to answer the phone, on leaving a message, only on rare occasions does someone reply."</i></p> <p><i>"They should have more people taking calls as sometimes it takes a long time for them to answer."</i></p> <p><i>"They need to improve their customer service lines. No one answers them, employ more staff, listen to your tenants."</i></p> <p><i>"It can be difficult to get through on the phone."</i></p> <p><i>"Getting through to departments takes too long in answering calls."</i></p> <p><i>"Waiting too long on calls, then being cut off."</i></p>	<p><i>"They could get back to you when they say they will."</i></p> <p><i>"When they say they will call back they should call back. Tell the truth is all I want."</i></p> <p><i>"If for example, you email them, you never know if they are in receipt of email because no one replies to say they are dealing with your issue."</i></p> <p><i>"Responding to emails rather than ignoring them all together would help as I do not like to pester and I feel that because of this, my family's housing needs have been hugely ignored."</i></p> <p><i>"Respond to letters to which the tenant has put forward 4 weeks ago."</i></p> <p><i>"It's impossible to get through to the council on the phone, and emails are ignored or left many weeks before they're answered."</i></p> <p><i>"Don't always call you back when they say they will."</i></p> <p><i>"Not replying to emails, not able to get in contact by phone."</i></p>	<p><i>"I asked for repairs to be done for the last three years, and they have not been done."</i></p> <p><i>"Get back to you when they say that they will and act more quickly on issues that need repairing."</i></p> <p><i>"Been told we are due a new roof over two years ago and still waiting took them over two years to replace a back door that was rotten and letting water in."</i></p> <p><i>"Fix the security doors and the light in the hallway."</i></p> <p><i>"If they can't come to do a repair or if the repair is going to take longer than they anticipate it would be nice for someone to let you know even via email."</i></p> <p><i>"The timescale for repairs, actually getting back to tenants would be another and I don't think the communication is great, takes forever to get anything done."</i></p> <p><i>"Main problem is only patching up repairs and not replacing them when needed."</i></p> <p><i>"The repairs."</i></p>	<p><i>"Would like them to communicate with me more and update me on certain things please."</i></p> <p><i>"Be honest and do what you say to the tenant."</i></p> <p><i>"Decent neighbours would be nice! They use the bottle bin for general waste and my garden waste bin is full of garbage."</i></p> <p><i>"To give more care when we say we have problems, even with money."</i></p> <p><i>"No clear communication between colleagues and departments, each provides different information."</i></p> <p><i>"Some of your staff need retraining on dealing with the public, as on occasions they have been very rude and unhelpful."</i></p> <p><i>"Been asking about the garden, trees need looking at."</i></p> <p><i>"Reports of people disturbing the peace at night."</i></p> <p><i>"Communication."</i></p>

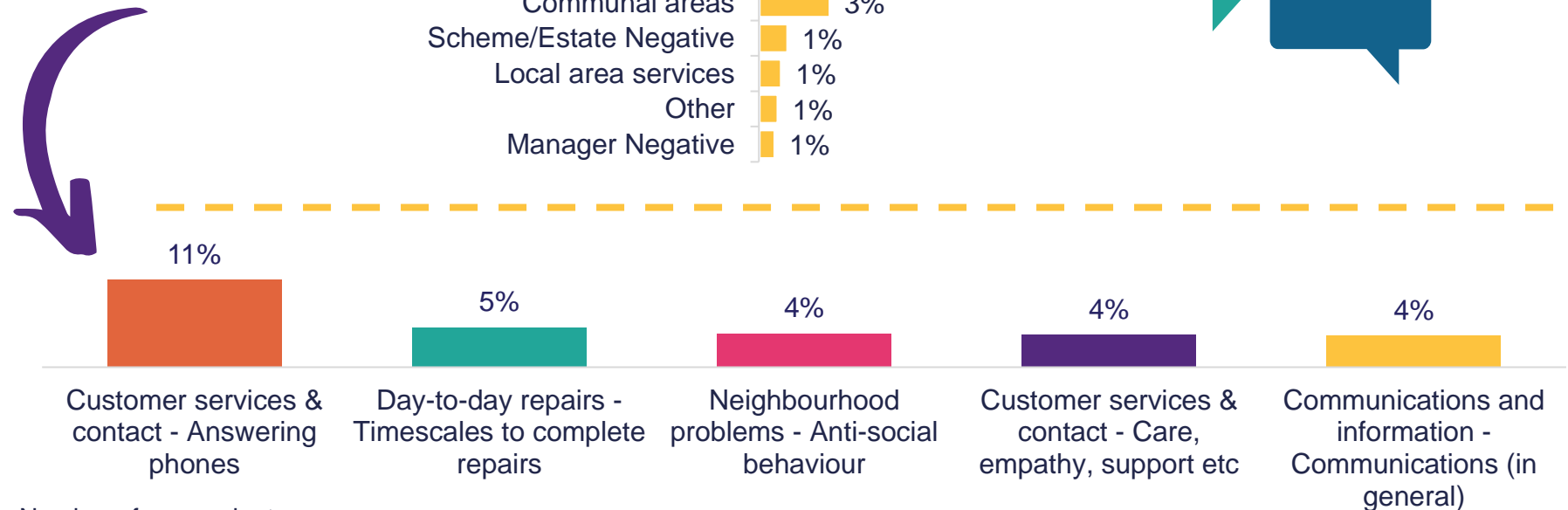


Improvement Suggestions



Improvement Suggestions

Categories



Number of respondents: 668

Tenants were asked what one thing Broxtowe Borough Council's Housing Services could improve, and 668 tenants took the time to provide comments.

This includes 10% of tenants who made positive comments about the current services provided, and a further 7% who had no suggestions, perhaps feeling no improvements are required.

Of the negative comments, tenants most frequently referred to customer services and contact. In particular, tenants commented upon the answering of phones, the care, empathy and support shown by staff and the returning of their contact.

Tenants also mentioned the repairs service, including the time taken to complete repairs and outstanding repairs that have not been dealt with.

Other tenants would like improvements to neighbourhood problems, such as anti-social behaviour, as well as the communication they receive.

Examples of the comments are shown on the following page and provide further insight into the key areas where tenants would like improvements to be made.



Improvements to Service – Comments

Customer service & contact

"Less waiting times when calling."

"More compassion for the tenants and their needs."

"More efficient when it comes to contacting them. It's quite often difficult to get a reply via the telephone."

"Answering the phone quicker, a few times I have phoned and been on hold 30 – 40 mins."

"The only thing is when you phone. You seem to wait to get through to a department."

"They could make it easier to get through when you call."

"Have more people answering the phone. It is difficult to get to speak to someone unless you spend days trying at different times."

"They never get back to you. You have to constantly chase them."

"More people available to answer the phone."

Repairs service

"The repairs service. Come out and do it. The damp issue could be easily solved. Just do it."

"Not having to wait so long for repairs."

"The timings of getting repairs done as some repairs need quicker action than some of the times offered."

"The repairs that should have been done."

"Improve wait times on fixing repairs, even more so when they have come from a referral, we have waited for a bath for over 12 months now."

"One complaint, do repairs even answer their phones."

"Quicker response time for repairs."

"Act upon reported repairs. I have been waiting for internal glass windows and doors to be made safe and for an internal glass pane to be replaced for over 3 years."

"The repair time, answering the phone, use better materials."

Neighbourhood problems

"Removing drug addicts who breach tenancy agreements bringing the area down."

"Cleaning up the dog waste, it's a continuous problem on the street."

"Implement their own anti-social behaviour policy."

"They could do something about the drug users and drug dealers above me I have had for the last six years I have reported this for the last six years."

"Anti-social behaviour is turning riot in Stapleford...Sandiacre."

"Listen and believe in tenants that have had enough of troublesome neighbours."

"Drugs and anti-social people."

"They should call upon residents, about what is happening, around the neighbourhood."

"The roads, especially the potholes."

Communications & information

"Communication. Make people aware of what is happening, and where necessary when a problem will be resolved."

"Communication with all services, as we don't know what they are doing."

"Actually, listening to what I say."

"Communication with its tenants."

"Listen to what you have to say."

"Communication."

"Just better communication with the tenants."

"Sharing information given amongst themselves."

"Communication between tenants via Independent Living Coordinator and Social Activity Coordinator."

"The communication and being helpful."

"Improve communications, if they can't keep appointments, please say so."



Wellbeing



Tenants were asked how they feel about the ongoing cost of living crisis.

Despite the news that inflation is starting to fall, although fuel bills do not appear to be, the survey found 92% of tenants are still at least slightly concerned about the cost of living crisis. Some 53% of tenants are very concerned and 39% are slightly concerned; just 8% of tenants are not at all concerned.

Evidence from similar surveys shows that those struggling financially are often less satisfied with their homes and the services provided by their landlord, and this appears to be the case with Broxtowe Borough Council.

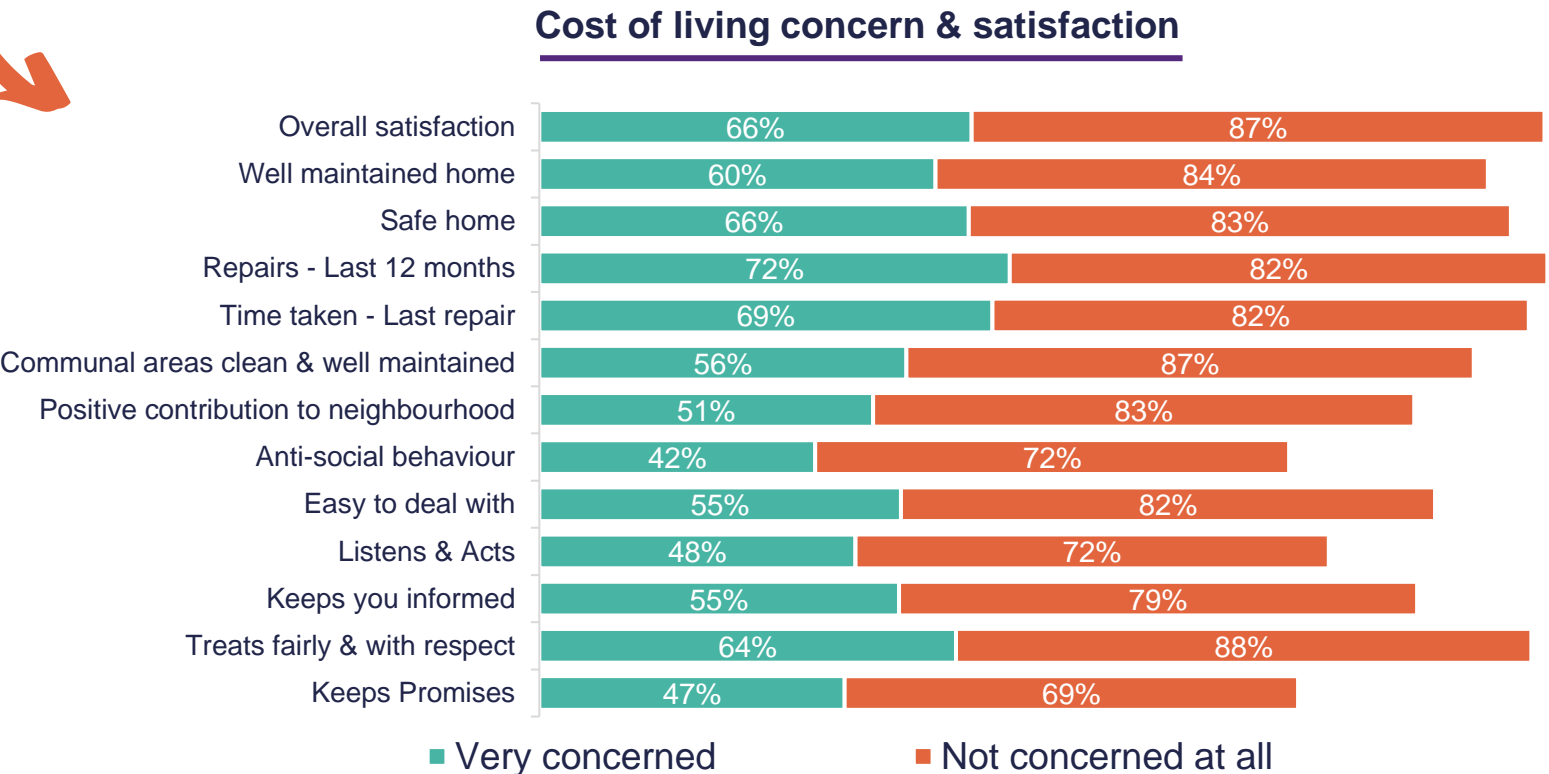
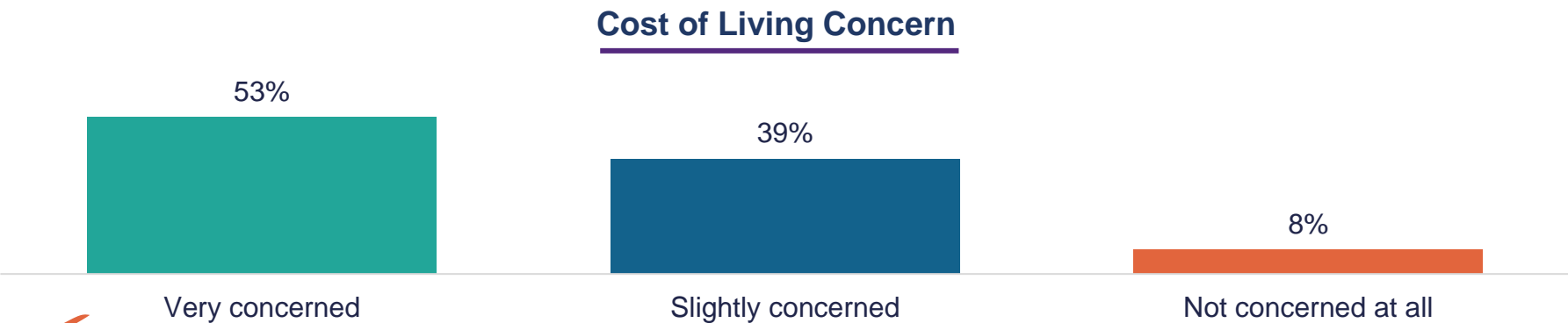
For the overall service provided, 66% of tenants who are very concerned are satisfied, compared with 87% of those who are not at all concerned.

This pattern also applies for all of the other measures in the survey. Tenants who are very concerned awarded ratings on average 23% lower than tenants who are not concerned.

Considering this, anything Broxtowe Borough Council can do to help alleviate these concerns will not only improve tenants' lives but also could positively impact satisfaction.



Cost of Living Concern





Trends



Between 2017 and 2024 satisfaction declined considerably – although there were several external factors during this time that impacted this such as the pandemic and the considerable effects this had on service delivery.

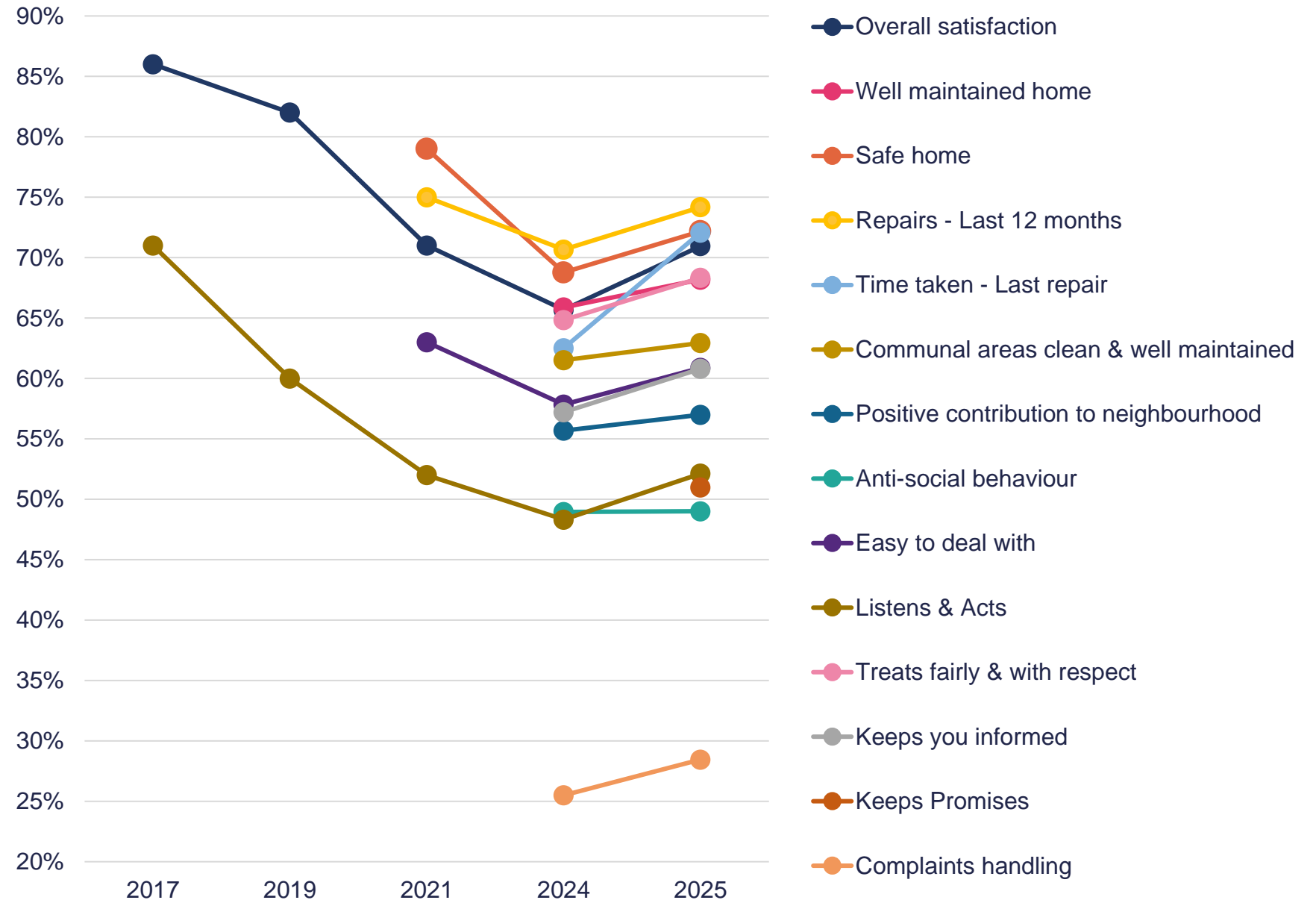
Satisfaction has, however, started to recover in 2025, with all metrics either increasing or remaining the same compared with the previous survey.

The largest increase is for the time taken to complete the most recent repair (9p.p), followed by overall satisfaction (5p.p), how views are listened to and acted upon (4p.p) and how tenants are kept informed (4p.p).

Other measures have increased by between 1p.p and 3p.p, except for one which has remained the same; the approach to handling anti-social behaviour.

For a change to be considered statistically significant, it must exceed the combined margins of error for the last two surveys – in this case around 5.5p.p, meaning just the time taken to complete the last repair exceeds this. However, smaller changes can indicate a direction of travel, and it can be concluded that Broxtowe Borough Council is heading in the right direction of improvement.

Trend Over Time



Year-on-Year Change

The table to the right illustrates the results for 2025, compared with those from 2024. This is the second time the full suite of Tenant Satisfaction Measures have been used in their current format. However, it is the first time the question around Broxtowe Borough Council doing what they say they will do has been included.

This slide highlights the slight increase in satisfaction seen across the suite of measures, which is positive given the context in which Broxtowe Borough Council has been operating (see page 5).

However, there are areas where improvements can be made, with satisfaction with complaints handling only improving up to 28%.

In addition, while overall satisfaction has recovered to the level seen in 2021, it is not yet back to the levels previously seen prior to this period.

	2024	2025	Change
Overall satisfaction	66%	71%	5%
Well maintained home	66%	68%	2%
Safe home	69%	72%	3%
Repairs - Last 12 months	71%	74%	3%
Time taken - Last repair	63%	72%	9%
Communal areas clean & well maintained	62%	63%	1%
Positive contribution to neighbourhood	56%	57%	1%
Anti-social behaviour	49%	49%	0%
Easy to deal with	58%	61%	3%
Listens & acts	48%	52%	4%
Keeps you informed	57%	61%	4%
Treats fairly & with respect	65%	68%	3%
Keeps promises	--	51%	
Complaints handling	25%	28%	3%





Understanding Satisfaction



Satisfaction & Dissatisfaction

The charts opposite demonstrate the range of satisfaction and dissatisfaction with the different survey measures.

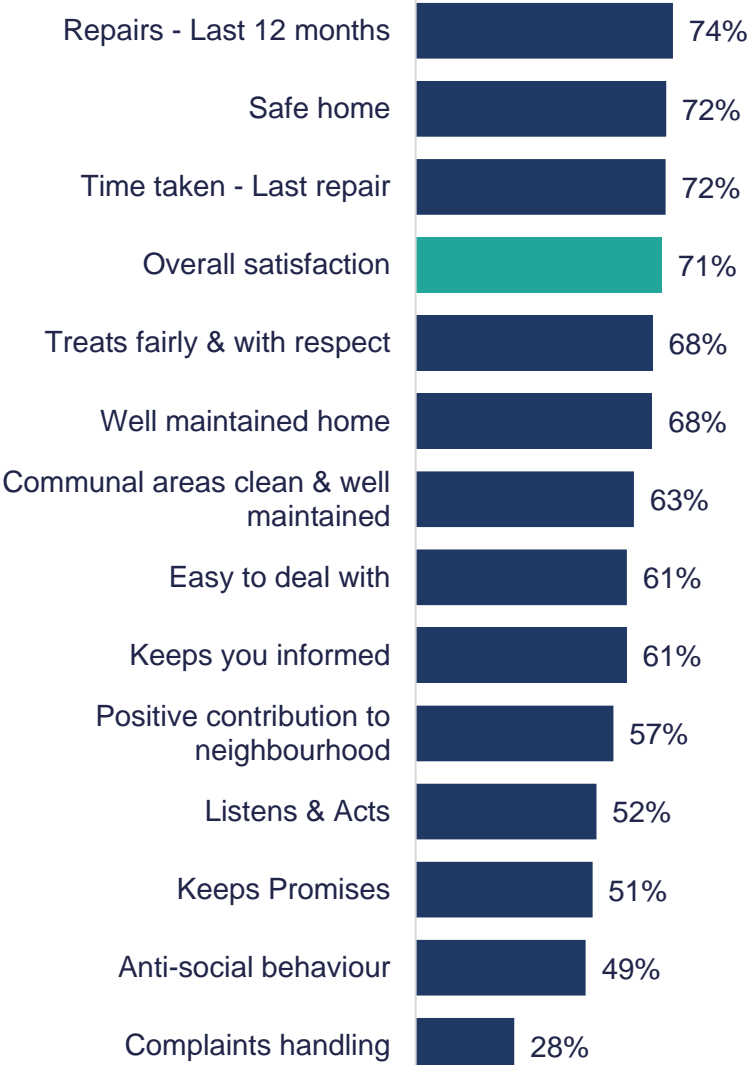
Although satisfaction may appear low, there is sometimes a significant number of tenants who have no opinion either way selecting the neither satisfied nor dissatisfied option, rather than being actively dissatisfied with the service.

For example, whilst just 57% of tenants are satisfied with the positive contribution made to the neighbourhood (ranking in the bottom half for satisfaction), 19% are dissatisfied (also in the bottom half for dissatisfaction), with 24% neither satisfied nor dissatisfied. This indicates that some tenants are unsure how to interpret this metric and what their landlord is responsible for or are unaware of the contribution Broxtowe Council makes to their local area. With this in mind, more could be done to promote the positive impact the council has locally.

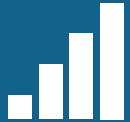
Satisfaction with the Council's approach to complaints handling has both the lowest level of satisfaction (28%) and the highest level of dissatisfaction (55%).

The fewest 'neither' responses are for the time taken to complete repairs (8%), with tenants generally having a strong opinion on this either way.

Satisfaction with measures



Dissatisfaction with measures



The tables to the right include an analysis of open-ended comments received in the survey, with positive comments displayed in green. However, it should be noted that this is influenced by which metrics had probing questions in the survey.

This demonstrates that customer service and contact is the most frequently mentioned area by tenants, followed by the repairs service. Property condition and grounds maintenance are also highlighted by tenants as top areas of concern in 2025.

Specifically, tenants commented on the answering of phones, followed by the time taken to complete repairs and outstanding repairs that have not been dealt with. This is followed by damp or mould problems, with such issues becoming more pressing with the arrival of colder temperatures.

Tenants would also like their contact to be returned, staff to provide more care and empathy, the quality of repair work to be improved and better communications.

Analysis of the hot topics will help Broxtowe Borough Council understand the service areas that matter most to tenants and identify where improvements will have the greatest impact.



Combined Comments



Top Comment Areas	
Customer services & contact	29%
Day-to-day repairs	25%
Property condition	14%
Grounds maintenance	10%
Communications and information	8%
Communal areas	7%
Neighbourhood problems	7%
Positive comments	6%
No comment / don't know	6%
Safety and security	5%
Home improvements	4%

Hot Topics	
Customer services & contact - Answering phones	13%
Day-to-day repairs - Timescales to complete repairs	9%
Day-to-day repairs - Outstanding / forgotten repairs	8%
Property condition - Damp / mould / condensation	7%
Customer services & contact - Return call / email	5%
Customer services & contact - Care, empathy, support etc	4%
Positive comments - Generally happy, no problems	4%
Day-to-day repairs - Quality of work	3%
Communications and information - Communications (in general)	3%
Grounds maintenance - Grounds maintenance generally	3%
Property condition - Condition of the property	3%
Communal areas - Frequency of cleaning service	2%
Communications and information - Listen carefully, take interest	2%

Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

Each landlord has its unique pattern of influence. When considering the results for 2025, the most important driver for tenants' satisfaction with the overall services is that Broxtowe Borough Council provides a home that is well maintained. This is often identified as the key driver for other social landlords and once again shows the importance of the repairs and maintenance service to tenants.

Tenants' views being listened to and acted upon, the Council being easy to deal with, the provision of a safe home, the contribution made to the neighbourhood, tenants being treated fairly, the time taken to complete the last repair and the upkeep of the communal areas, are also important, but not as influential.

This analysis indicates that if improvements around the most influential measures can be achieved, it is more likely to lead to an increase in overall satisfaction with services.

Annual Key Driver Analysis – Overall Satisfaction



In November 2024, the Regulator of Social Housing (RSH) published its 2023/24 analysis of the Tenant Satisfaction Measures for large registered landlords with 1,000 or more homes.

The chart to the right compares Broxtowe Borough Council's ratings to the lower quartile, median and upper quartile of LCRA landlords, as circulated by the Regulator.

Two of Broxtowe Borough Council's ratings are above the median and in the second quartile; the overall repairs service and the time taken to complete the most recent repair.

The remaining measures are all below the median, falling into either the third or fourth quartile. Four measures are in the bottom quartile; how views are listened to and acted upon, how tenants are kept informed, tenants being treated fairly and the handling of anti-social behaviour.

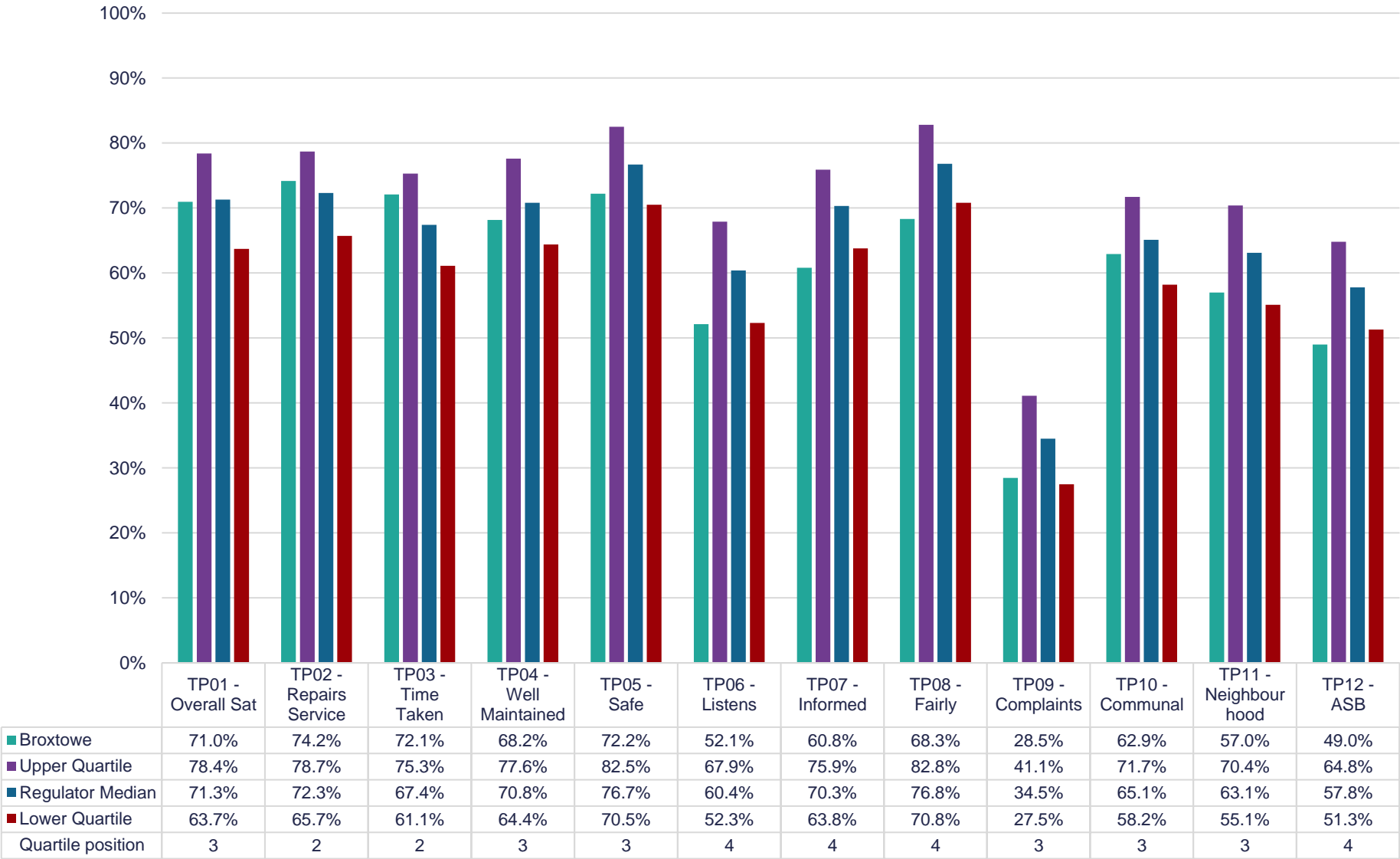
The overall satisfaction rating of 71.0% is just 0.3p.p below the Regulator median.

While comparisons to different landlords should be made with care, this does demonstrate improvements can be made in a range of areas, in particular, tenants being kept informed which is 9.5p.p below the respective median.



Benchmarking – RSH (LCRA)

Satisfaction Levels Regulator Median 2023/24



Benchmarking – RSH (LCRA – Local Authorities)

Satisfaction Levels Regulator Median 2023/24

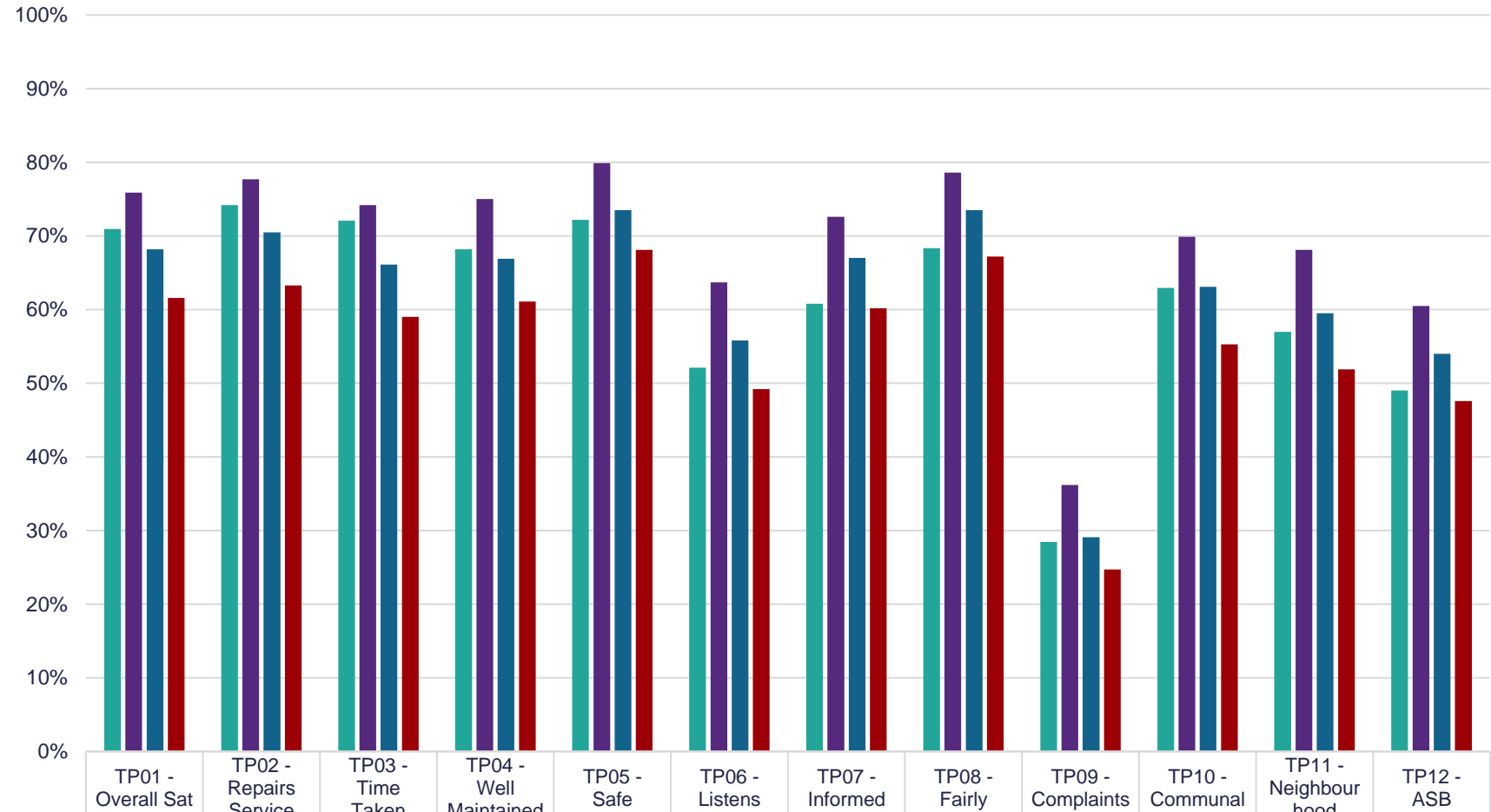
Broxtowe Borough Council's ratings can also be compared against the results published by the RSH for Local Authorities.

The chart opposite shows the quartile positions for Local Authorities who have submitted their data to the Regulator for 2023/24.

This group generally does not perform quite as well as the overall group and Housing Associations – for example, the overall satisfaction median for Local Authorities is 68.2%, compared with 73.2% for Registered Providers.

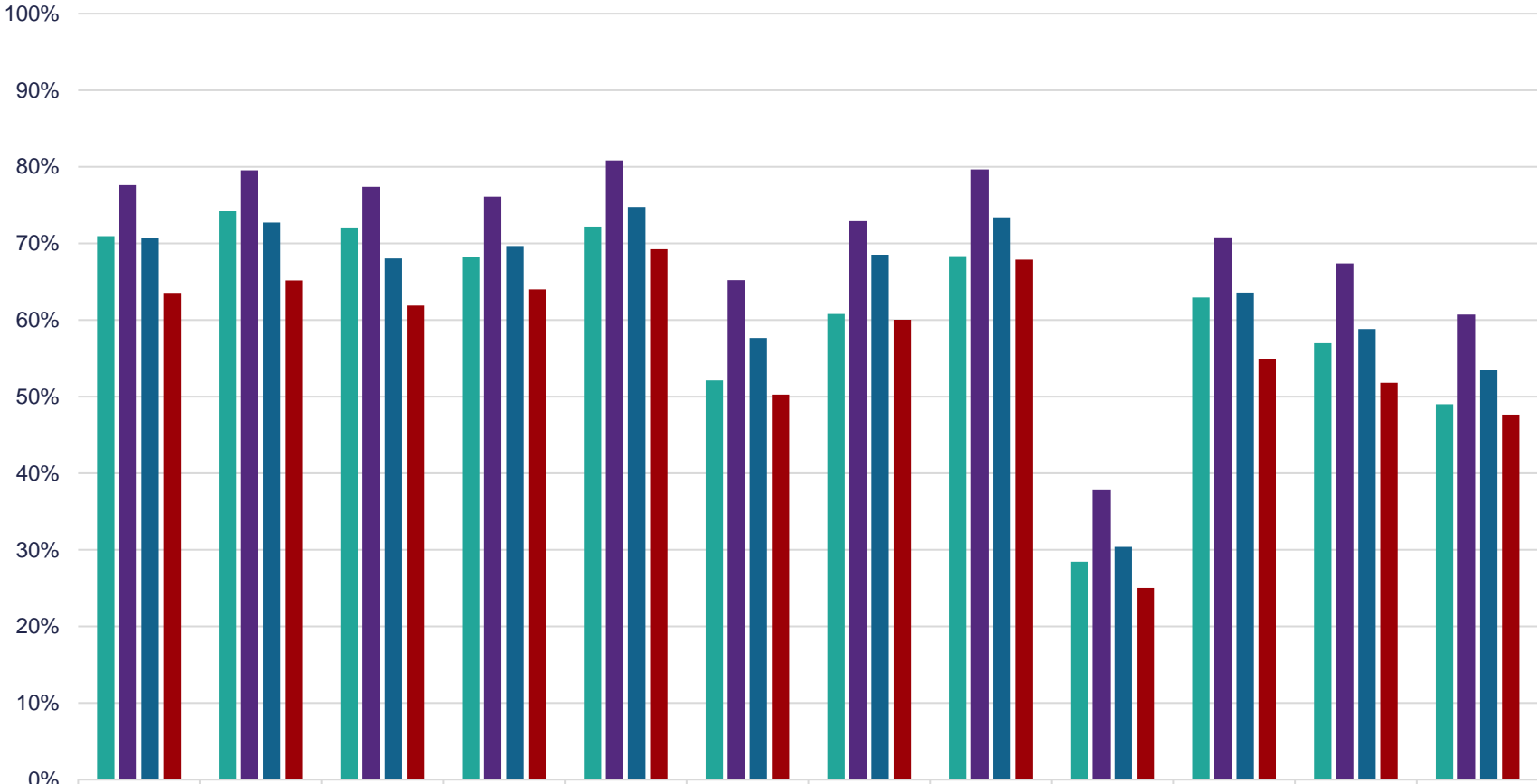
Broxtowe Borough Council is above the median for four of the TSMs; overall satisfaction, the overall repairs service, the time taken to complete repairs and the home being well maintained.

However, the remaining metrics are all below the median and in the third quartile. Although the cleaning and maintenance of the communal areas and approach to handling complaints ratings are just 0.2p.p and 0.6p.p below from the median respectively.



Benchmarking – RSH (LCRA – Local Authorities, Under 10k)

Satisfaction Levels Regulator Median 2023/24



	TP01 - Overall Sat	TP02 - Repairs Sat	TP03 - Time Taken	TP04 - Well Maintained	TP05 - Safe	TP06 - Listens	TP07 - Informed	TP08 - Fairly	TP09 - Complaints Sat	TP10 - Communal Sat	TP11 - Neighbourhood	TP12 - ASB
Broxtowe	71.0%	74.2%	72.1%	68.2%	72.2%	52.1%	60.8%	68.3%	28.5%	62.9%	57.0%	49.0%
Upper Quartile	77.6%	79.5%	77.4%	76.1%	80.8%	65.2%	72.9%	79.6%	37.9%	70.8%	67.4%	60.7%
Regulator Median	70.7%	72.7%	68.0%	69.6%	74.8%	57.7%	68.5%	73.4%	30.4%	63.6%	58.8%	53.4%
Lower Quartile	63.5%	65.2%	61.9%	64.0%	69.2%	50.3%	60.0%	67.9%	25.0%	54.9%	51.8%	47.7%
Quartile position	2	2	2	3	3	3	3	3	3	3	3	3

Broxtowe Borough Council’s ratings can also be compared against the results published by the RSH for Local Authorities, with under 10,000 properties.

The chart opposite shows the quartile positions for Local Authorities, with under 10,000 properties, who have submitted their data to the Regulator for 2023/24.

Landlords with smaller population sizes, generally perform slightly better than larger landlords and this is reflected here.

However, the differences to the overall group are not too large, with Broxtowe once again above the median for overall satisfaction, the repairs service over the last 12 months and the time taken to complete their most recent repair. However, the home being well maintained is below the median and in the third quartile when compared with this group.

The remaining measures are also all in the third quartile.



This table shows the 2025 results by tenure type and is based on 69% of the surveys being completed by General Needs tenants and 31% by Independent Living tenants.

It is common in surveys of this type that older people, and those in Independent Living accommodation, are more satisfied than their General Needs counterparts.

As has been shown throughout this report, this is the case for Broxtowe Borough Council, with Independent Living tenants more satisfied with all the metrics in the survey, aside from the handling of complaints. This will be in part due to the older demographic makeup of this group (see page 39).

The biggest difference is for the communal areas being kept clean and well maintained, with 23p.p more Independent Living tenants satisfied. This significant difference implies the level of service in this area is different across these two groups.

There are also 18p.p more Independent Living tenants satisfied that they are provided with a safe home.



Tenure

	General Needs	Independent Living
Overall satisfaction	67%	82%
Well maintained home	64%	79%
Safe home	67%	85%
Repairs - Last 12 months	70%	85%
Time taken - Last repair	69%	80%
Communal areas clean & well maintained	54%	77%
Positive contribution to neighbourhood	53%	67%
Anti-social behaviour	47%	56%
Easy to deal with	57%	71%
Listens & Acts	50%	57%
Keeps you informed	58%	68%
Treats fairly & with respect	66%	75%
Keeps promises	49%	57%
Complaints handling	30%	25%

Base: General Needs = 638, Independent Living = 289

Area

The results can also be analysed by area, with the table shown here comparing the satisfaction ratings for the five main areas.

Of these areas, tenants in Nuthall are generally the most satisfied, with those in Chilwell or Stapleford the least satisfied.

Tenants in Nuthall are the most satisfied (or joint most satisfied) with all of the measures, except for the approach to handling complaints.

Regarding overall satisfaction, 87% of tenants in Nuthall are satisfied, compared with 63% in Chilwell.

Chilwell tenants are also the least satisfied with seven other measures in the survey, including the positive contribution made to their neighbourhood (48%) and the approach to handling anti-social behaviour (42%).



	Beeston	Chilwell	Eastwood	Nuthall	Stapleford
Overall satisfaction	74%	63%	68%	87%	66%
Well maintained home	75%	63%	64%	84%	63%
Safe home	80%	68%	69%	88%	63%
Repairs - Last 12 months	76%	70%	66%	84%	74%
Time taken - Last repair	72%	73%	66%	81%	71%
Communal areas clean & well maintained	66%	53%	74%	74%	62%
Positive contribution to neighbourhood	61%	48%	55%	69%	55%
Anti-social behaviour	54%	42%	47%	54%	47%
Easy to deal with	63%	57%	60%	79%	54%
Listens & Acts	51%	47%	54%	63%	49%
Keeps you informed	64%	56%	58%	70%	58%
Treats fairly & with respect	73%	66%	65%	75%	65%
Keeps promises	49%	48%	52%	58%	48%
Complaints handling	26%	37%	32%	29%	21%

Base: Awsworth = 9, Beeston = 187, Bramcote = 41, Brinsley = 9, Chilwell = 179, Cossall = 4, Eastwood = 150, Kimberley = 19, Newthorpe = 19, Nuthall = 75, Stapleford = 200, Toton = 12, Trowell = 5, Watnall = 18

Property Type

When considering the results by property type, most of the surveys were completed by tenants either in flats (457) or houses (287), with fewer in bungalows (178).

Tenants living in a bungalow are the most satisfied with all of the measures, aside from the handling of complaints. However, these are once again more likely to be older tenants.

Tenants living in a flat are the least satisfied with ten of the measures, including overall satisfaction, where 68% are satisfied, compared with 81% of tenants in bungalows.

The biggest difference across property types is satisfaction with the communal areas being kept clean and well maintained; 59% of tenants in flats are satisfied, compared with 76% in bungalows and houses. This will be at least partly driven by the higher volume of communal areas for those living in flats compared to houses or bungalows.



	Flat	House	Bungalow
Overall satisfaction	68%	70%	81%
Well maintained home	67%	65%	78%
Safe home	69%	72%	82%
Repairs - Last 12 months	73%	71%	83%
Time taken - Last repair	72%	68%	78%
Communal areas clean & well maintained	59%	76%	76%
Positive contribution to neighbourhood	56%	55%	64%
Anti-social behaviour	45%	50%	59%
Easy to deal with	58%	59%	73%
Listens & Acts	48%	52%	64%
Keeps you informed	58%	59%	73%
Treats fairly & with respect	66%	68%	75%
Keeps promises	48%	50%	62%
Complaints handling	25%	36%	30%

Base: Flat = 457, House = 287, Bungalow = 178, Maisonette = 4, Bedsit = 1

Age Group

As mentioned earlier, it is common in surveys of this type that older people tend to be more satisfied than their younger counterparts, as is the case with Broxtowe Borough Council's tenants.

The 85 and over age group are the most satisfied with nine of the measures in the survey, with those aged 75 to 84 the most satisfied with five.

On the other hand, tenants aged 25 to 34 are the least satisfied with seven of the measures in the survey. This includes just 38% satisfied with the overall service provided by Broxtowe Borough Council, compared with 89% of tenants aged over 85.

The greatest variance in satisfaction ratings is for the communal areas being kept clean and well maintained; just 36% of tenants aged under 25 are satisfied, compared with 92% of those aged over 85.



	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85+
Overall satisfaction	52%	48%	56%	79%	67%	76%	79%	83%	89%
Well maintained home	52%	47%	50%	71%	68%	69%	78%	83%	89%
Safe home	48%	44%	56%	75%	69%	80%	84%	87%	92%
Repairs - Last 12 months	63%	56%	54%	82%	77%	81%	83%	86%	92%
Time taken - Last repair	81%	58%	51%	78%	83%	81%	69%	86%	95%
Communal areas clean & well maintained	36%	51%	45%	61%	56%	62%	71%	74%	92%
Positive contribution to neighbourhood	32%	41%	55%	56%	50%	55%	60%	70%	70%
Anti-social behaviour	56%	31%	48%	45%	37%	35%	55%	63%	62%
Easy to deal with	48%	41%	48%	62%	58%	66%	67%	77%	69%
Listens & Acts	28%	39%	38%	65%	53%	45%	54%	65%	67%
Keeps you informed	55%	47%	53%	65%	53%	59%	64%	71%	76%
Treats fairly & with respect	47%	55%	61%	68%	72%	68%	74%	79%	76%
Keeps promises	38%	43%	39%	54%	50%	52%	52%	65%	60%
Complaints handling	50%	16%	32%	30%	25%	19%	33%	33%	27%

Base: 0 - 24 = 25, 25 - 34 = 79, 35 - 44 = 108, 45 - 54 = 98, 55 - 59 = 72, 60 - 64 = 80, 65 - 74 = 212, 75 - 84 = 181, 85+ = 64, NO DATA = 8

Length of Tenancy

Considering the survey results by length of tenancy, tenants who have been living in their homes for less than one year are the most satisfied, providing the highest ratings for nine of the measures. These tenants may have been waiting for some time to find a home and be pleased to have moved in, and not yet experienced many issues.

The least satisfied are tenants with tenancy lengths of 1 to 3 years and 6 to 10 years, compared with new tenants these tenants are more likely to have experienced a range of problems with their homes.

Regarding overall satisfaction, 86% of tenants of under a year are satisfied, compared with 63% of tenants of 1 to 3 years.

Tenants with tenancy lengths of over 20 years are also generally one of the most satisfied groups – these tenants are also more likely to be older.



	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall satisfaction	86%	63%	75%	64%	74%	77%
Well maintained home	81%	59%	74%	62%	69%	78%
Safe home	83%	63%	76%	66%	74%	83%
Repairs - Last 12 months	80%	67%	78%	68%	76%	88%
Time taken - Last repair	82%	67%	74%	64%	77%	80%
Communal areas clean & well maintained	79%	56%	67%	60%	63%	70%
Positive contribution to neighbourhood	63%	55%	65%	52%	58%	57%
Anti-social behaviour	58%	44%	55%	44%	50%	54%
Easy to deal with	71%	56%	63%	58%	61%	64%
Listens & Acts	68%	45%	48%	45%	58%	59%
Keeps you informed	63%	58%	68%	54%	66%	62%
Treats fairly & with respect	75%	64%	77%	62%	70%	72%
Keeps promises	59%	44%	56%	47%	54%	56%
Complaints handling	30%	26%	33%	30%	27%	31%

Base: A. < 1 year = 79, B. 1 - 3 years = 217, C. 4 - 5 years = 89, D. 6 - 10 years = 188, E. 11 - 20 years = 191, F. Over 20 years = 163

This table shows the results split by the method used to respond to the survey. Completing the survey by post is the more popular method, with 42% of tenants responding this way, compared with 37% completing the survey online and 21% over the telephone.

Tenants who completed a postal survey are the most satisfied, with the highest ratings for eight of the measures. Those completing the survey online are the least satisfied, with the lowest ratings for all the measures.

Younger tenants are more likely to have completed their survey online – 60% of tenants aged under 35 did, compared with 17% of those aged 75 and over.

In the survey, tenants were also asked what their preferred method for taking part would be in the future, with 38% selecting an email with a link, 31% a postal survey, 20% a telephone call and 6% a text with a link, while 5% are not sure.

This does suggest Broxtowe Borough Council took the right approach in using a mixed-mode methodology and allowing tenants to take part via different methods.



Response Method

	Postal	Online	Telephone
Overall satisfaction	76%	65%	75%
Well maintained home	72%	63%	71%
Safe home	77%	65%	77%
Repairs - Last 12 months	79%	70%	73%
Time taken - Last repair	76%	66%	75%
Communal areas clean & well maintained	65%	52%	78%
Positive contribution to neighbourhood	61%	49%	66%
Anti-social behaviour	54%	41%	56%
Easy to deal with	65%	57%	61%
Listens & Acts	55%	45%	59%
Keeps you informed	62%	55%	70%
Treats fairly & with respect	67%	62%	81%
Keeps promises	55%	45%	54%
Complaints handling	32%	24%	31%

Base: Postal = 387, Online = 343, Telephone = 197



Summary of Results



Satisfaction 2025



Summary of Results

Acuity was commissioned to undertake an independent satisfaction survey of the tenants of Broxtowe Borough Council, using a mix-mode approach of postal, online and telephone questionnaires. The survey incorporated all the TSMs which became mandatory for Registered Providers of social housing to collect from April 2023 and were reported on for the first time in 2024. This is, therefore, the second time these measures have now been collected, enabling all to be compared with the previous survey.

Although eight of the 12 TSMs have satisfaction ratings above 60%, all are below the median when benchmarking the scores against the Regulator’s figures for low-cost rental accommodation, aside from the repairs service over the last 12 months and the time taken for repairs. Satisfaction is highest for the overall repairs service over the last 12 months (74%), followed by the provision of a safe home (72%) and the time taken to complete the most recent repair (72%).

In terms of lower scores, satisfaction is lowest for Broxtowe Borough Council’s approach to complaints handling, with just 28% of tenants satisfied. Correspondingly, this metric has the highest level of dissatisfaction (55%). Dissatisfaction with this service is likely to incorporate more than just how tenants’ complaints are handled – for example, tenants not getting the resolution they want or expect, or still awaiting the outcome. It should also be noted that this is often the worst-performing measure for Registered Providers, as seen on the benchmarking information pages.

Compared with the previous survey in 2024, satisfaction has either increased or stayed the same for all the measures. The largest increase is for the time taken to complete the last repair (up 9p.p), followed by overall satisfaction (up 5p.p), how views are listened to and acted upon (up 4p.p) and how tenants are kept informed (up 4p.p). Other measures have increased by between 1p.p and 3p.p, except for the approach to handling anti-social behaviour, which has stayed the same.

The survey included several open-ended questions allowing tenants to expand on their reasons for dissatisfaction and offer improvement suggestions. Tenants most frequently mentioned the customer services and contact, particularly the answering of phones, returning of contact, and care and support provided by staff. Tenants would also like improvements to the repairs service and grounds maintenance, as well as issues with damp and mould to be resolved. A review of these comments will help Broxtowe Borough Council understand where it should focus its improvement efforts.

This report has also analysed the satisfaction ratings of several different subgroups. Tenants living in Nuthall tend to be the most satisfied overall, as do those with tenancy lengths of less than one year. Once again as is usual, the older tenants are the most satisfied, with Independent Living tenants more satisfied than General Needs tenants and those in bungalows more satisfied than the other property types. A comparison of how services are being delivered in the better-performing areas may help to identify what is driving the varying levels of satisfaction and where improvements are possible. In addition, undertaking a multi-mode approach for the survey has shown that tenants who responded to the survey online are consistently less satisfied than those using either the postal route or telephone interview.

Recommendations

Broxtowe Borough Council has approximately 4,400 properties in Nottinghamshire and has commissioned Acuity to carry out an independent survey of its tenants, based on the TSMs from the Regulator of Social Housing.

The survey reveals areas of good performance, but it has also highlighted some areas where improvements could be made.

The comments made by tenants provide insight into what they are most concerned about and will help Broxtowe Borough Council target services that require some improvement.

Shown opposite are some recommendations that Broxtowe Borough Council may wish to follow up on to improve satisfaction in the future.

Customer service, communication and customer recovery

Just 52% of tenants are satisfied their views are listened to and acted upon and 61% that they are kept informed about things that matter to them. Some tenants are experiencing issues contacting the Council – with their contact not being returned and long wait times for phones to be answered. This can leave tenants feeling frustrated and like they are being ignored, particularly for repair issues. Some comments suggest the problem is a lack of staff and while it can be difficult to manage this process with high call volumes and the resources available, a review of call handling could help in this area. Just 51% of tenants agree that the Council keeps promises and does what it says it will. Clear and honest communication is important here, as well as keeping tenants up to date. This is something that can help even if the updates are not particularly positive – letting tenants know their issue has not been forgotten and the reasons behind delays, etc. In addition, Broxtowe Borough Council should reach out to those tenants who gave permission to be re-contacted to discuss any concerns raised in the survey, as an opportunity to demonstrate that it listens to its tenants' views and acts upon them.

How complaints are dealt with

The approach to handling complaints received the lowest satisfaction rating (28%) and is the only measure where dissatisfaction is higher than satisfaction. Satisfaction with complaints handling can be due to a range of factors, including tenants receiving a response and being kept informed about the progress of their complaint, as well as the complaint being resolved quickly, with a positive outcome. Some landlords have included further questions to find out more about the process and where things do not work as well as they should; this is something Broxtowe Borough Council may wish to consider for the future. It is also vital that avenues for complaining are open and that tenants know how to make complaints, with this process being easily accessible and transparent.

Repairs and maintenance

Although the highest levels of satisfaction are found for the repairs service and satisfaction has improved since the previous survey, it is one of the main focuses of negative comments when tenants were asked what could be improved. In particular, tenants mentioned outstanding repairs that have not been dealt with and the time taken to complete work. These concerns could be linked to issues around resources and delays caused by more urgent problems. Tenant expectations around timescales can also sometimes be hard to match, but once again good communication is important so tenants are fully aware of when a repair will be done and kept informed of any progress or delays. Tenants also mentioned the quality of repair work, which suggests spot-checking may be necessary to ensure standards are met. If this is already in place, a review of the process here is advised. The home being well maintained is the key driver for overall satisfaction, so it is important improvements are made wherever possible. Some tenants are also experiencing problems with damp and mould, which need to be resolved as a matter of urgency. Researching best practices across the sector may assist here as some providers have significantly improved damp and mould performance.



Broxtowe
Borough
COUNCIL

This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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Certificate No 359292021



Broxtowe Borough Council

Tenant Satisfaction Measures Action Plan

The following action plan has been developed to capture actions taking place to improve tenant satisfaction across the Tenant Satisfaction Measures (TSM).

The plan will be reviewed each quarter and updated. It will be published on our website so tenants can hold us to account. We will also report progress against our targets to our Housing Influence Panel and Portfolio Holders for regular scrutiny.

The overall satisfaction figure increased from 66% in 2023/24 to 71% in 2024/25.

The key driver for overall satisfaction for tenants in Broxtowe is providing a home that is well maintained.

Theme: Keeping Properties in Good Repair

- TSM: Satisfaction with Repairs Services over last 12 months
- TSM: Satisfaction with time taken to complete repair

Proposed Action	Lead Team(s)	Comments	Target
Increase communication with tenants about repairs challenges and improvements	Engagement & Repairs	We expect to publicise this via our various communication methods, including the new Housing Magazine.	Q2 25/26
Introduce new call system for Repairs	Repairs	Respondents highlighted that there can be long wait times when they call.	Q1 25/26
Ensure there are robust processes in place for carrying out post-inspections of work completed	Repairs	Respondents highlighted that they felt there was a lack of quality and workmanship from some repairs.	Q2 25/26
Procure new Modernisations contractor	Capital Works	Work is currently being undertaken by the Capital Works team to agree a new Modernisation contract.	Q4 25/26
Procure new Repairs contractors	Repairs	This should ensure that contractor jobs are completed promptly.	Q4 25/26

Theme: Maintaining Building Safety

TSM: Satisfaction that we provide a well-maintained home

TSM: Satisfaction that we provide a safe home

Proposed Action	Lead Team(s)	Comments	Target
Continue building safety engagement with tenants as per requirements set out in the Building Safety Act	Engagement, Capital Works & Repairs	Engagement, Compliance and Capital Works teams to look at how we can work with our tenants to provide them with information about health and safety in their homes.	Q1 25/26
Conduct a full review of our processes for damp and mould	Change Delivery Manager	Will be completed before the implementation of Awaab's Law.	Q2 25/26
Continue to raise awareness on how to report damp and mould	Engagement & Repairs		Q1 25/26
Review all the Compliance policies	Health & Safety, Change Delivery Manager		Q3 25/26

Theme: Respectful and Helpful Engagement

TSM: Satisfaction that we listen to views and act upon them

TSM: Satisfaction that we keep tenants informed

TSM: Satisfaction that we treat tenants fairly and with respect

Proposed Action	Lead Team(s)	Comments	Target
Contact tenants who gave permission to be re-contacted to discuss any issues raised in the survey.	Strategy	This is an opportunity to demonstrate to tenants that we listen to our tenants' views and act upon them.	Q2 25/26
Training review to be carried out on all housing staff to determine current levels of professional standards.	Strategy		Q4 25/26
Cleanse our tenant data to ensure that we meet our tenant needs through appropriate service delivery	Performance		Q4 25/26
Investigate use of contact relationship module (CRM) in Open Housing to capture all elements of customer contact received.	Performance	This action is still being investigated.	Q3 25/26
Create a Tenant Stigma awareness campaign to help combat the stigma associated with tenants.	Engagement		Q4 25/26
Review call handling within the Housing and Capital Works departments.	Performance	Respondents stated that they wait long periods for calls to be answered, and they do not receive contact back when promised.	Q2 25/26

Theme: Effective Handling of Complaints

TSM: Satisfaction with our complaints handling

Proposed Action	Lead Team(s)	Comments	Target
Recruit Housing Complaints Officer and ensure that a robust training programme is in place to support them.	Performance	This post will investigate and respond to all Stage 1 complaints, ensuring consistency and one point of contact for all complaints. They will also be responsible for monitoring and reporting on any learning points picked up as part of the complaints process.	Q1 25/26

Conduct annual refresher training on complaints for all staff.	Performance		Q2 25/26
Continue to involve the Complaints Panel in complaints handling and take forward any suggestions for improvement.	Engagement & Performance		Q1 25/26

Theme: Responsible Neighbourhood Management

TSM: Satisfaction that we make a positive contribution to the neighbourhood

TSM: Satisfaction with our approach to handling Anti-Social Behaviour

TSM: Satisfaction that we keep communal areas clean and well-maintained

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Proposed Action	Lead Team	Comments	Target
Relaunch Neighbourhood Walkabouts led by the Engagement team, including the development of a grading system and provide regular feedback to residents on action being taken.	Engagement	Involve Neighbourhood Champions.	Q2 25/26
Introduce Resident Service Inspectors to inspect communal cleaning of the General Needs blocks of flats.	Engagement		Q3 25/26
Increase awareness of the positive impact the Council has locally on neighbourhoods.	Engagement & Tenancy		Q1 25/26
Positively promote action that we have taken to address anti-social behaviour.	Engagement & Tenancy		Q1 25/26
Increase awareness of anti-social behaviour issues that need to be reported to the Police	Engagement & Tenancy	Respondents stated that they wanted the Council to take more action against drug dealers and those who take drugs.	Q1 25/26

Improve data collection on OpenHousing, noting how tenants prefer to be contacted (e.g. email, post, telephone, SMS etc.).	Performance	The Housing Performance, Systems and Data team are currently working on this in conjunction with the Engagement team.	Q1 25/26
Conduct a survey on grounds maintenance to gain insight into issues.	Strategy & Tenancy	Respondents raised concerns about grounds maintenance, e.g. the frequency and quality of work carried out.	Q3 25/26

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ASB Action Plan

Proposed Action	Lead Team	Comments	Target
Relaunch Neighbourhood Walkabouts led by the Engagement team, including the development of a grading system and provide regular feedback to residents on action being taken.	Engagement	Involving Neighbourhood Champions; Quarterly information to be published on website by area	Q2 25/26
Introduce Resident Service Inspectors to inspect communal cleaning of the General Needs blocks of flats.	Engagement		Q3 25/26
Pro-active social media and Housing News messages throughout the summer to remind tenants to consider their neighbours	Engagement & Tenancy		Q2 25/26
Include some examples of positive action that has been taken by the Housing Service to reduce anti-social behaviour in next addition of Housing News	Engagement & Tenancy		Q1 25/26
Increase awareness of anti-social behaviour issues that need to be reported to the Police	Engagement & Tenancy	Respondents stated that they wanted the Council to take more action against drug dealers and those who take drugs. Important that these matters are also reported to the Police.	Q1 25/26
Promote the use of the 'Noise App' and produce guidance to help tenants to use it effectively	Engagement & Tenancy		Q2 25/26
Promote Broxtowe Mediation Service, and the benefits of using mediation to address anti-social behaviour	Engagement		Q2 25/26
Consider what further action can be taken to address fly-tipping hot-spots.	Tenancy	This was identified as an area which concerned many tenants.	Q2 25/26
Hold Community Pop-up Events in area with high footfall, such as near schools and shops	Engagement	Target most dissatisfied areas, Chilwell and Stapleford	Q2 25/26
Research how other high performing organisations provide information to tenants and promote their anti-social behaviour work.	Engagement		Q2 25/26

Review information regarding anti-social behaviour, including on our website and in leaflets, with the Housing Influence Panel.	Engagement		Q2 25/26
Targeted further surveys to age groups that are most dissatisfied to identify trends	Engagement	Age groups with highest dissatisfaction – 25-34, 55-59	Q3 25/26
Targeted further surveys to tenants with tenancy lengths in the most dissatisfied groups to identify trends	Engagement	Length of tenancy with highest dissatisfaction – 1-3 years, 6-10 years.	Q3 25/26
Investigate offering BTEC Level 3 training for front line employees and those taking anti-social behaviour calls.	Tenancy		Q3 25/26
Consider introduction of anti-social behaviour BLZ course as mandatory training for all front line Housing employees	Tenancy		Q3 25/26
Consider follow-up meetings with some perpetrators to discuss the action taken	Tenancy	Would not be appropriate in all cases, but for some minor matters that are fully resolved would help understanding of what actions were effective and where improvements could be made.	Q3 25/26

Report of the Portfolio Holder for Housing

Recharges Policy

1. Purpose of Report

Amendments have been made to the recharges policy following a review of the recharges processes and procedures in accordance with the Council's Corporate Priority of Housing – a good quality home for everyone.

2. Recommendation

Cabinet is asked to RESOLVE that the changes to the Recharges Policy be approved.

3. Detail

One of the actions within the Housing Business Plan is to increase recharges. The revised Policy sets out the refreshed criteria under which the Council may recharge the tenant or the leaseholder when remedial work is carried out, which has arisen following a breach of the Tenancy or Leaseholder Agreement.

Appendix 1 includes the Policy, **Appendix 2** includes the change table and **Appendix 3** includes the Equality Impact Assessment.

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

The comments from Policy Overview Working Group were as follows:

6. Financial Implications

The comments from the Assistant Director Finance Services were as follows:

There are no additional financial implications to consider at this stage. An increase in the circumstances where a recharge may be made to a tenant or leaseholder, will help to offset the cost of rechargeable works. Officers will continue to monitor the effectiveness of recovering sundry debtor accounts as part of debt recovery processes.

7. Legal Implications

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

The Council is required to comply with the regulatory framework and consumer standards operated by the Regulator for Social Housing (RSH). As such, it is necessary to ensure that the Recharges Policy addresses all the relevant legal obligations the Council has as a landlord for its housing stock. Consequently, the policy ensures there is a clear basis for compliance with the relevant statutory consumer standard, which is it the Home Standard in this case. This overarching framework consequently sets the legal standards for the compliance and performance required. Under legal changes introduced by the Social Housing (Regulation) Act 2023, holds substantial new powers to intervene where failures to meet standards have caused, or could have caused, serious harm to tenants.

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 OFFICIAL(SENSITIVE) information. 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.

HOUSING RECHARGE POLICY

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1.0 Scope

This Policy applies to all existing sole or joint tenants or former tenants (“the tenant”), and leaseholders of Broxtowe Borough Council (“the Council”).

2.0 Purpose

The purpose of this Policy is to set out the criteria under which the Council may recharge the tenant or the leaseholder when remedial work is carried out, which has arisen following a breach of the Tenancy or Leaseholder Agreement.

3.0 Aims and Objectives

The aim of this Policy is to provide clear guidance to employees, the tenant or the leaseholder to explain when a service, or work undertaken by the Council, will be recharged to the tenant or the leaseholder.

A recharge item may be identified following, for instance, an estate inspection or ‘walkabout’, a pre-termination or pre-transfer inspection, a void property inspection, an ad-hoc property inspection or following notification from a tenant or leaseholder of a repair request.

The objective of this Policy is to ensure that the Council works effectively with tenants and leaseholders:

- to maintain the quality of the Council’s housing stock, including communal areas, garages and any location owned and managed by the Council;
- to allow tenants and leaseholders the opportunity to remedy any breach by arranging for remedial works to be undertaken to a standard acceptable to the Council;
- to maximise the receipt of income to cover the Council’s costs for carrying out remedial works where the tenant and leaseholder is unable or unwilling to arrange for the remedial works to be carried out themselves.
- to provide an effective repairs service by minimising the number of “missed appointments” and, where appointments are missed, to recover the expended costs.
- to recover the costs where the Council considers that tenant or leaseholder has misused the “Out of Hours” repairs service.
- to recover the costs where the Council has to store and / or dispose of any items, usually following the termination of a tenancy.

- to support tenants with additional support needs and leaseholders to abide by the terms of their respective agreements with the Council and to help prevent any further breaches.

4.0 Regulatory Code and Legal Framework

This Policy has been produced with regard to the following legislation:

- Housing Act 1985 (as amended)
- Housing Act 1996
- Localism Act 2011
- Equalities Act 2010
- Data Protect Act 2018

5.0 Policy

5.1 Existing Tenants: Breach of the Tenancy Agreement

The Council will recharge an existing tenant following a breach of the Tenancy Agreement. Examples of such breaches include, but are not limited to, the responsibility of the tenant to:

- maintain any driveway, paths and other structures forming part of the property
- maintain the garden and any trees in the garden
- undertake repairs, maintenance and decoration that are the tenant's responsibility
- repair any damage caused that the tenant is responsible for repairing

Examples of works required to the property, that the tenant is responsible for include, but are not limited to:

- replacing lost or damaged keys
- replacing electric fuses, plugs and light bulbs
- replacing waste plugs and chains to sinks, baths and wash hand basins
- re-pressurising the boiler
- easing doors over carpets
- unblocking waste pipes to sinks, baths, showers or wash basins
- testing smoke detectors and carbon monoxide detectors weekly
- not undertaking any unauthorised improvements
- looking after the contents (furniture, furnishings, fixtures etc.)
- removing items from and cleaning the building and / or communal areas

5.2 Former Tenants: Breach of the Tenancy Agreement

The Council will recharge a former tenant following a breach of the Tenancy Agreement after the former tenant has moved out. Examples of such breaches include, but are not limited to, the responsibility of the tenant to:

- remove all personal possessions (including pets) and rubbish;
- leave the property (including the Council's fixtures and fittings, the contents and the Energy Efficiency System) in a clean and good condition;
- leave the contents in the property;
- leave the Energy Efficiency System at the property;

The tenant will be recharged for the Council's reasonable costs of the removal, storage and / or disposal of the tenant's goods and personal possessions following the termination of the tenancy.

5.3 Emergency Repairs

An emergency is defined as a situation which puts someone's health, life or property in danger. In an emergency situation, the Council will undertake all relevant repairs. However, the Council will recharge the tenant for any work which the Council deems to be either the tenant's responsibility or a breach of the Tenancy / Leaseholder Agreement'.

5.4 "Out of Hours" Repairs

In an "Out of Hours" situation, if the Council attends a tenant's home and the tenant is not at home, or the Council subsequently assesses that the reported "Out of Hours" repair is not an emergency, the Council may recharge the tenant for the cost of the abortive call. Standard charges are listed within the "Schedule of Costs for Recharges" document, which are aligned with the National Housing Federation Schedule of Rates (NATFED).

Where a rechargeable repair is undertaken "Out of Hours", an invoice will be raised within 10 working days and a standard administrative charge will be added to the total amount payable.

5.5 Missed Repair Appointments

Where the tenant misses a second confirmed appointment, the Council may recharge the tenant for the cost of the abortive call. Standard charges are listed within the "Schedule of Costs for Recharges" document.

5.6 Mutual Exchanges

Where a mutual exchange is approved, the Council will only repair issues that are assessed as a safety concern (i.e. which puts someone's health, life or property in danger). Any rechargeable repairs will become the responsibility of the person to which the tenancy is to be assigned.

The person who is assigned the tenancy of the property must sign to accept responsibility for the condition of the property in the form of a disclaimer. A list of all the rechargeable items will be provided in writing to both parties.

5.7 Leaseholders

Leaseholds of the Council will be recharged in circumstances where the Council has to carry out works to rectify damage, or dispose of items, or maintain an area which is assessed as the leaseholder's responsibility. Such circumstances may include, but not be limited to the following:

- Removal of rubbish from a communal area when it is causing an obstruction or is a hazard, e.g. fire or health hazard;
- Damage caused to the building or communal area by the leaseholder; a member of their family or their visitors;
- Damage caused to the building or communal area due to unauthorised alterations;
- Damage caused to communal areas e.g. gardens;
- Damage caused in Council properties by escape of water from leasehold properties.

For the purposes of this Policy, a communal area is defined as, but not limited to, shared entrances, halls, stairways, passages, balconies, yards, lifts, fire escapes, roads leading from or to the property, grassed, cultivated, drying and play area, forecourts and other shared areas within the development boundary.

5.8 Notice to carry out the Recharge

Where the Council identifies a rechargeable item when, for example, completing an inspection, the Council will service a notice on the tenant or leaseholder. This requires the tenant or leaseholder to carry out the works at their own expense and to a standard which is acceptable to the Council. The notice will include the following:

- details of the works that the tenant or leaseholder is required to carry out
- a reasonable timescale within which the works are to be carried out
- an approximate cost that the tenant or leaseholder may be charged if the works are not carried out by the tenant or leaseholder; or if the works are not carried out to the Council's reasonable standard.

The estimated charge will include the cost of:

- labour and materials,

- an additional administrative charge, (typically 15% of the total cost, excluding VAT) where the Council has a written agreement with the tenant or leaseholder that the full cost does not need to be paid in advance, and
- VAT at the prevailing rate.

Please note, details on standards, timeframes and works of a specialist nature are within the Alterations and Improvements Policy.

If the tenant or leaseholder wants the Council to undertake the works on their behalf the cost will usually have to be paid in advance, although, the Council may exercise discretion in exceptional circumstances and agree a Debt Repayment Instalment Schedule with the tenant or leaseholder (see Section 5.10).

If the tenant or leaseholder does not confirm in writing to the Council that they are to carry out the works, or to arrange for the works to be carried out within the prescribed period, or if the works are not carried out within the prescribed period, then the Council will raise an appropriate order to carry out the works and recharge the tenant or leaseholder for the full cost of the works, plus any administrative charges, as appropriate.

5.9 Situations to waive the Recharge cost

The Council will consider waiving the recharge cost in the following circumstances;

- where a tenant has passed away and has 'no estate'.
- where a tenant goes into residential care and has no means to pay.
- where a tenant has been a victim of a crime, and who has reported the crime to the Police and obtained a crime reference number or valid supporting evidence from the Police.
- where a tenant has left the property following a domestic abuse incident

Additional support needs:

The Council recognises that some tenants and leaseholders have additional support needs and that recharging the person for carrying out work which is their responsibility may not be an appropriate action. For example, the tenant may have learning difficulties, may have mental, physical or sensory disabilities, or may have a disability which impacts upon their performance of daily living tasks.

The Council will consider each person's situation according to that person's individual circumstances.

5.10 Debt Repayment Instalment Schedule

If the Council has to replace or repair items owing to the willful damage or neglect of the Council's property by the tenant or leaseholder, their family or a visitor then the

tenant will be charged the full cost of the repair.

The payment must be made in full before the repair is completed, unless there are exceptional circumstances. Examples include if the tenant or leaseholder is experiencing significant financial difficulties or if the repair is critical for the safety and well-being of the occupants (e.g., fixing a gas leak or repairing structural damage). However, only a manager or team leader can make the decision not to take a full payment upfront.

Where a tenant or leaseholder has indicated that they cannot pay the invoice in full, a repayment instalment plan may be agreed so that the debt is repaid in full within 12 months of requesting payment. Any variation above 12 months must be approved by a manager.'

In order to initiate a Debt Repayment Instalment Schedule, the tenant or leaseholder must pay a minimum deposit of £5.00 to the Council. The payment is to be made in cash to the Council or by using a debit card.

The Council may take further recovery action at any time following the introduction of a Debt Repayment Instalment Schedule. The Council recognises that an individual may have multiple debts. In such instances, payment against any rent or Council tax arrears would be classed as a priority debt and the Debt Repayment Instalment Schedule may be amended, following an assessment of the individual's current income and expenditure in order to prevent any enduring financial hardship.

5.11 Right to Appeal

Where a tenant or leaseholder requests an appeal of any aspect of a recharge invoice, the appeal will be carried out by the line manager or supervisor of the person who authorised the rechargeable item. The appeal will be carried out within 15 working days of receiving the request for an appeal. If the tenant or leaseholder is not satisfied with the outcome of the appeal, they are to make a formal complaint, under the Council's Complaints Procedure.

5.12 Debt Recovery

The Council will take all reasonable steps to recover a recharge debt which is raised under this Policy. The Council will add all expenses incurred as part of the debt recovery process to the total amount of the debt. Recovery steps include, but are not limited to:

- Contacting the debtor directly, by telephone or home visit, to prompt payment;
- Contacting an outside collection agency to collect debts over £25; or
- If an outside collection agency is unable to recover the debt, and the debt is over £500, the Legal Team will consider gaining a County Court judgment to enforce recovery of the debt.

The Council will consider the personal circumstances of the debtor, including the vulnerability of the debtor, or any hardship which may result from recovering the debt, before commencing any debt recovery measures.

However, there are situations when the Council may decide not to take further recovery actions and the debt is to be passed to be “written-off”. These situations include, but are not limited to the following:

- The debt has been remitted by a Magistrate
- The debt is owed by a person or company subject to bankruptcy or insolvency proceedings, with little chance of the Council subsequently receiving a dividend
- The debtor has died and there are no or insufficient funds remaining in the estate to settle the debt
- It is not cost-effective to pursue the debt (either due to the small value of the debt itself; or due to the fact that enforcement might cost more than the debt to be recovered, balanced against the likelihood of recovering that debt);
- The debt is under £500 (except Service Charges, or Ground Rent debts); or
- The debtor cannot be traced.

Where recovery action is taken by the Council, the cost of making an application to the County Court, or any other reasonable expenses incurred in recovering the debt will be added to the outstanding invoice amount.

When a debt which has been raised under this Policy is subsequently “written off” by the Council as unrecoverable, the debt may be “written-on” at any time, at the discretion of the Council.

6.0 Related Policies, Procedures and Guidelines

This Policy should be read in conjunction with:

- Broxtowe Borough Council's Tenancy Agreement
- Broxtowe Borough Council's Leaseholder Agreement
- Repairs Policy
- Person Centred Housing Services Policy
- Storage and Clearance of Belongings Procedure
- Housing Recharge Procedure
- Schedule of Costs for Recharges Document
- Alterations and Improvements Policy

7.0 Review of the Policy

This Policy will be reviewed every three years. It is not expected that there will be changes to regulation or legislation which will have an impact on the need to review this Policy sooner.

8.0 Document History and Approval

Date	Version	Committee Name
19/09/18	1	Housing Committee
05/06/25	2	POWG

Policy Section	Suggested Change	Reason for Change
2.0 Purpose	<p>Amend the paragraph...</p> <ul style="list-style-type: none"> The purpose of this policy is to set out the criteria under which the Council may recharge the tenant or the leaseholder in circumstances where the Council carries out remedial work which has arisen following a breach of the Tenancy Agreement, Leaseholder Agreement, or which has arisen from the application of a provision contained within another policy of the Council'. <p>to...</p> <ul style="list-style-type: none"> The purpose of this policy is to set out the criteria under which the Council may recharge the tenant or the leaseholder when remedial work is carried out, which has arisen following a breach of the Tenancy or Leaseholder Agreement. 	Reduces ambiguity and clarifies the policy's purpose
3.0 Aims and Objectives	<p>Remove the line...</p> <ul style="list-style-type: none"> a 'Keeping in Touch' visit 	These type of visits have been superseded by other options including pre-termination or pre-transfer inspection, a void property inspection, or an ad-hoc property inspection.

Policy Section	Suggested Change	Reason for Change
5.1 Existing Tenants: Breach of the Tenancy Agreement	<p>Amend the list of 'Examples of Works' from...</p> <ul style="list-style-type: none"> • chimney sweeping • replacing electric fuses and plugs • replacing lost or damaged keys • replacing light bulbs • replacing waste plugs and chains to sinks, baths and wash hand basins • repairing minor cracks to plaster • re-pressurising the boiler • easing doors over carpets • resetting fuses if they blow due to an appliance/light bulb fault • blocked waste pipes to sinks, baths, showers or wash basins • testing smoke detectors and carbon monoxide detectors weekly • keeping electric or gas appliances that are the tenant's responsibility well maintained and where any such appliance is subject to product recall advice, to adhere to such advice. • not undertake any unauthorised improvements • look after the Contents (furniture, furnishings, fixtures etc,) • remove items from and cleaning the Building and / or Communal Areas <p>fulfil the tenant's parking obligations</p>	<p>This amended list has been prioritised and condensed to give better clarity on tenant responsibilities</p>

Policy Section	Suggested Change	Reason for Change
	<p>to...</p> <ul style="list-style-type: none"> • replacing lost or damaged keys • replacing electric fuses, plugs and light bulbs • replacing waste plugs and chains to sinks, baths and wash hand basins • re-pressurising the boiler • easing doors over carpets • unblocking waste pipes to sinks, baths, showers or wash basins • testing smoke detectors and carbon monoxide detectors weekly • not undertaking any unauthorised improvements • looking after the contents (furniture, furnishings, fixtures etc,) • removing items from and cleaning the building and / or communal areas 	
5.3 Emergency Repairs	<p>Amend the paragraph...</p> <ul style="list-style-type: none"> • 'In an emergency situation, the Council will undertake all emergency repairs, including the boarding up of broken or damaged windows and doors. The Council will recharge the tenant for the call-out charge and the full cost of undertaking any work which the Council deems to be the tenant's responsibility'. 	<p>This amendment clarifies the fact that tenants / leaseholders will only be charged for repairs that are either their responsibility or a breach of agreement</p>

Policy Section	Suggested Change	Reason for Change
	<p>to...</p> <ul style="list-style-type: none"> • 'In an emergency situation, the Council will undertake all relevant repairs. However, the Council will recharge the tenant for any work which the Council deems to be either the tenant's responsibility or a breach of the Tenancy / Leaseholder Agreement'. 	
5.4 "Out of Hours" Repairs	<p>Amend the paragraph...</p> <ul style="list-style-type: none"> • In an "Out of Hours" situation, if the Council attend a Tenant's home and the Tenant is not at home, or the Council subsequently assesses that the reported "out of hours" repair falls within the 'Routine D' repair category, the Council may recharge the Tenant for the cost of the abortive call. Standard charges are listed within the "Schedule of Costs for Recharges" document. • Where a rechargeable repair is undertaken "out of hours", an invoice will be raised within 10 working days and a 15% administrative charge will be added to the total amount payable. 	<p>These amendments clarify the following...</p> <ul style="list-style-type: none"> • Tenants will be recharged for any repair that is not classified as an emergency • The charges will be aligned to NATFED • There will be a standard administration fee for any 'out of hours' rechargeable repairs (rather than a 15% uplift)

Policy Section	Suggested Change	Reason for Change
	<p>to...</p> <ul style="list-style-type: none">• In an “out of Hours” situation, if the Council attends a tenant’s home and the tenant is not at home, or the Council subsequently assesses that the reported “out of hours” repair is not an emergency, the Council may recharge the tenant for the cost of the abortive call. Standard charges are listed within the “Schedule of Costs for Recharges” document, which are aligned with the National Housing Federation Schedule of Rates (NATFED)”. • Where a rechargeable repair is undertaken “out of hours”, an invoice will be raised within 10 working days and a standard administrative charge will be added to the total amount payable.	

Policy Section	Suggested Change	Reason for Change
5.6 Mutual Exchanges	<p>Amend the paragraph...</p> <ul style="list-style-type: none">Where the Tenant applies for a mutual exchange and the exchange is approved by the Council, any rechargeable repairs identified as part of the mutual exchange process will become the responsibility of the person to which the tenancy is to be assigned. <p>to...</p> <ul style="list-style-type: none">Where a mutual exchange is approved, the Council will only repair issues that are assessed as a safety concern (i.e. which puts someone's health, life or property in danger). Any rechargeable repairs will become the responsibility of the person to which the tenancy is to be assigned.	<p>This amendment gives further clarity on the responsibilities of the Council and the tenant when a mutual exchange is approved</p>

Policy Section	Suggested Change	Reason for Change
5.8 Notice to carry out the Recharge	<p>Amend the paragraph...</p> <ul style="list-style-type: none">Where the Council identifies a rechargeable item, except for situations detailed in Section 5.3 'Emergencies', the Council will service a Notice on the tenant or leaseholder which requires the tenant or leaseholder to carry out the works at their own expense and to a standard which is acceptable to the Council. <p>to...</p> <ul style="list-style-type: none">Where the Council identifies a rechargeable item when, for example, completing an inspection, the Council will service a notice on the tenant or leaseholder. This requires the tenant or leaseholder to carry out the works at their own expense and to a standard which is acceptable to the Council.	<p>This amendment clarifies the process for when the Council identifies rechargeable repairs (rather than the tenant contacting the Council)</p>

Policy Section	Suggested Change	Reason for Change
5.8 Notice to carry out the Recharge	<p>Remove the paragraphs...</p> <ul style="list-style-type: none"> Where the required work is of a specialist nature, for example, works to electrical or gas installations, or to the heating supply, the tenant or leaseholder must arrange for the works to be carried out by an appropriately qualified contractor. The contractor must have public liability insurance. The tenant or leaseholder is to notify the Council in order to gain prior approval for the use of the contractor to carry out the works. The works must be carried out to a standard and within a time frame agreed in writing by the Council. The Council will post-inspect all works carried out and if this standard is not met then the Council may undertake remedial works and recharge the tenant or leaseholder for the cost of undertaking the work. <p>And replace with....</p>	<p>This amendment reduces the risk of ambiguity between the two policies</p>

Policy Section	Suggested Change	Reason for Change
	<ul style="list-style-type: none"> Please note, details on standards, timeframes and works of a specialist nature are within the Alterations and Improvements Policy. 	
5.9 Situations to waive the Recharge cost	<p>Amend the line...</p> <ul style="list-style-type: none"> 'The payment must be made in full before the repair is completed, unless there are exceptional circumstances.' <p>to...</p>	This amendment gives the reader a better understanding of what an exceptional circumstance could be. It also clarifies that decisions on full payment need to be escalated to a relevant team leader or manager
	<ul style="list-style-type: none"> The payment must be made in full before the repair is completed, unless there are exceptional circumstances. Examples include if the tenant or leaseholder is experiencing significant financial difficulties or if the repair is critical for the safety and well-being of the occupants (e.g., fixing a gas leak or repairing structural damage). However, only a manager or team leader can make the decision not to take a full payment upfront. 	
5.9 Situations to waive the Recharge cost	<p>Remove the lines...</p> <ul style="list-style-type: none"> any damage which is accidental and meets the following criteria: 	<p>Removal of these lines reduces ambiguity for the member of staff making the decision whether a particular repair is rechargeable</p> <p>The policy also has a separate section on additional support needs, which includes the</p>

Policy Section	Suggested Change	Reason for Change
	<ul style="list-style-type: none"> the damage is not part of a history of repeated accidental damage, and the tenant or leaseholder has been identified as vulnerable and the damage caused is as a result of their vulnerability 	line “where a person’s additional support needs prevents them from adhering to their responsibilities as a tenant or as a leaseholder”.
5.9 Situations to waive the Recharge cost	<p>Remove the lines...</p> <ul style="list-style-type: none"> any damage caused to the home of a tenant by someone behaving in an antisocial way (excluding members of the tenant’s household or visitors to the property); The incident, including ‘hate incidents’, should have been reported to the Council as an act of anti-social behaviour. 	<p>This element is covered by the following bullet point within section 5.9;</p> <ul style="list-style-type: none"> where a tenant has been a victim of a crime, and who has reported the crime to the Police and obtained a crime reference number or valid supporting evidence from the Police.
5.9 Situations to waive the Recharge cost	<p>Remove the lines...</p> <ul style="list-style-type: none"> where a person’s vulnerability prevents them from adhering to their responsibilities as a tenant or as a leaseholder 	<p>All tenants require capacity to understand the tenancy agreement and therefore need to comply with the recharges policy.</p> <p>The policy also has a separate section on helping tenants with additional support needs.</p>

Policy Section	Suggested Change	Reason for Change
5.10 Debt Repayment Instalment Schedule	<p>Amend the line...</p> <ul style="list-style-type: none"> • 'Where a tenant or leaseholder has indicated that they cannot pay the invoice in full, a repayment instalment plan may be agreed so that the debt is repaid in full within one month of requesting payment.' <p>to...</p> <ul style="list-style-type: none"> • 'Where a tenant or leaseholder has indicated that they cannot pay the invoice in full, a repayment instalment plan may be agreed so that the debt is repaid in full within 12 months of requesting payment. Any variation above 12 months must be approved by a manager.' 	This amendment will give the tenant a more realistic timeframe to clear the charge
5.12 Debt Recovery	<p>Amend the line...</p> <ul style="list-style-type: none"> • Contacting an outside collection agency to collect debts over £25 and under £500. (For debts over £500, the originating Officer will provide a Statement of Truth before the debt is passed to the outside collection agents); or <p>To...</p>	A Statement of Truth is not required when passing information to a collection agency

Policy Section	Suggested Change	Reason for Change
	<ul style="list-style-type: none"> Contacting an outside collection agency to collect debts over £25; or 	
5.13 Use of Discretion	<p>Removal of this section...</p> <ul style="list-style-type: none"> The Council may exercise it's discretion at any time to undertake any work (which the Council deems to be the responsibility of the tenant or leaseholder under the relevant tenant or leaseholder agreements), and recharge the tenant or leaseholder the full cost of the works carried out and any associated charges. 	<p>The utilisation of discretion (e.g. helping tenants with additional support needs) is covered within other sections of the Policy</p>

Appendix 3**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:	Chief Executive - Housing	Title of the Lead Officer responsible for EIA	Assistant Director of Housing
Name of the policy or function to be assessed:		Recharges Policy	
Title of the Officer undertaking the assessment:		Change Delivery Manager	
Is this a new or an existing policy or function?		Existing	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The aim of this policy is to provide clear guidance to employees, the tenant or the leaseholder to explain when a service, or work undertaken by the Council, will be recharged to the tenant or the leaseholder.</p> <p>A recharge item may be identified following, for instance, an estate inspection or 'walkabout', a pre-termination or pre-transfer inspection, a void property inspection, an ad-hoc property inspection or following notification from a tenant or leaseholder of a repair request.</p> <p>The objective of this policy is to ensure that the Council works effectively with tenants and leaseholders:</p> <ul style="list-style-type: none"> • to allow tenants and leaseholders the opportunity to remedy any breach by arranging for remedial works to be undertaken to a standard acceptable to the Council. • to maximise the receipt of income to cover the Council's costs for carrying out remedial works where the tenant and leaseholder is unable or unwilling to arrange for the remedial works to be carried out themselves. • to provide an effective repairs service by minimising the number of "missed appointments" and, where appointments are missed, to recover the expended costs. 			

- to recover the costs where the Council considers that tenant or leaseholder has misused the “Out of Hours” repairs service.
- to recover the costs where the Council has to store and / or dispose of any items, usually following the termination of a tenancy.
- to support tenants with additional support needs and leaseholders to abide by the terms of their respective agreements with the Council and to help prevent any further breaches.

2. What outcomes do you want to achieve from the policy or function?

The policy supports the quality of the Council’s housing stock being well maintained and any repairs required being managed effectively

3. Who is intended to benefit from the policy or function?

The Council will benefit from the policy as it will maximise the receipt of income to cover costs where the tenant or leaseholder have breached the Tenancy or Leaseholder Agreement.

Tenants will also benefit as the Council can continue to focus on delivering a better repairs service

4. Who are the main stakeholders in relation to the policy or function?

The two main stakeholders will be tenants and teams / colleagues within the Council, including;

* Repairs (e.g. operatives / customer services advisors / team leaders / inspectors)

* Housing (e.g. housing officers, lettings officers, income collection officers)

5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?

The Council’s housing management system, Capita Open Housing, is utilised to capture and contain quantitative data relating to the different equality strands. This information (for example, identifying tenants that require additional support needs) will support colleagues when considering each tenant’s situation according to that person’s individual circumstances.

6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?

Tenants receive a transactional survey after a repair is completed and the opportunity to complete an annual tenant satisfaction survey. Information

from these surveys will enable the Council to baseline qualitative data, which will be monitored going forward.

7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?

The recharges policy was discussed at a Tenant Panel meeting. There was a broad acknowledgement from the panel regarding the rationale of the policy. Feedback from colleagues involved in re-launching recharges hold a similar view to the Tenant Panel, acknowledging the rationale.

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?**

The Council recognises that some tenants and leaseholders have additional support needs and that recharging the person for carrying out work which is their responsibility may not be an appropriate action. The Council will consider each person's situation according to that person's individual circumstances.

- ☐ **Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?**

This policy applies to all tenants and leaseholders.

- ☐ **Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?**

It is the responsibility of the Council as a landlord to ensure that we maximise access for all groups. This would include the following actions:

- Arrange to translate the policy for residents whose first language is not English
- Arrange appropriate additional support for residents who may not understand the policy (e.g. support worker invited to discuss the policy).

□ Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?

The policy ensures that a consistent approach will be taken and that the Council will exercise its duties within the current legal and policy framework.

□ What further evidence is needed to understand the impact on equality?

Using data that will be captured when charges are issued, the Council will be able to establish whether there has been any negative or positive impact on residents and their ability to adhere to the policy.

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:

Older tenants may find it difficult to (for example) clear the contents of their property when required. Whilst this remains the responsibility of the tenant, each case will be considered to see what support can be provided by the Council.

Disability:

It is acknowledged that this may be difficult for some people with a disability to remove their belongings. Additional time will be provided where required and support offered if appropriate. The Council will consider each person's situation according to that person's individual circumstances.

Gender:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Gender Reassignment:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Marriage and Civil Partnership:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Pregnancy and Maternity:

It is acknowledged that this may be difficult for someone who is pregnant or has a baby to move their belongings. Additional time will be provided where required and support offered if appropriate. The Council will consider each person's situation according to that person's individual circumstances.

Race:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Religion and Belief:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Sexual Orientation:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Care Experience:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

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: Assistant Director – Housing Services

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Report of the Portfolio Holder- Housing

Garage Management Policy

1. Purpose of Report

To seek Cabinet's comments on an updated Garage Management Policy

2. Recommendation

CABINET is asked to RESOLVE to approve that the updated Garage Management Policy be approved.

3. Detail

The Council owns 789 garages on various sites throughout the Borough. These are let via a licence for a monthly fee.

The Policy outlines the rights and responsibilities of garage licensees and how the Council will allocate and manage garages. This includes how garages will be repaired and maintained at **Appendix 1**

Amendments have been made to the Policy for matters relating to decants and insurance. Other minor amendments have been made for clarity and to update the policy with new job titles. A full list of the amendments can be found in the change table, **Appendix 2**. An equality impact assessment has been completed and can also be found within **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.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Assistant Director - Finance Services were as follows:

There are no additional financial implications for the Council to consider at this stage with ongoing business as usual activities being met within existing resources. Garage rents are set as part of the annual fees and charges and budget setting process. 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 policy sets out the relevant legislation at Section 4, individuals will have licences which is a signed agreement that sets out the legal relationship between both parties and their respective obligations.

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

As this is a change to a policy an equality impact assessment is included in the Appendix to this report.

13. Background Papers

Nil.

GARAGE MANAGEMENT POLICY

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1.0 Scope

This Policy sets out the Council's general approach to the management of garages, including:

- Garage use
- Allocation and Lettings
- Repair and maintenance
- Rent and charges
- Terminating of licences
- Succession rights
- Insurance
- Demolition and development
- Disposal

The Policy applies to garages that are owned and let by Broxtowe Borough Council's Housing department but excludes homes with garages where the garage forms part of the property.

2.0 Purpose

The Policy outlines:

- The rights and responsibilities of garage licensees and the Council
- How garage allocations will be managed
- How garages will be repaired and maintained
- How garage licences will be administered
- How garage licences will be terminated

3.0 Aims and Objectives

The overall aim of this Policy is to ensure that Broxtowe Borough Council garages are allocated fairly and efficiently to maximise income, ensure garages remain occupied and void rates remain low.

4.0 Regulatory Code and Legal Framework

Housing Act 1985

Landlord and Tenant Act 1985

Human Rights Act 1998

Equality Act 2010

Law of Property Act 1925

Data Protection Act 2018

TORTS (Interference with Goods) Act 1977, Section 12 (1)

Regulatory Reform (Fire Safety) Order 2005

Section 41 of the Local Government (Miscellaneous Provisions) Act 1982

Dangerous Substances and Explosive Atmospheres Regulations 2002

5.0 Policy Outline

5.1 Garage Use

Council garages can be used for the following:

- Storage of motor vehicles, mobility scooter, small caravan, trailer, tent, boat, bicycle or any transportation method used for water sports.
- Storage of excess household or garden items including tools.

Council garages cannot be used for the following:

- Storage of any flammable gases, chemicals or liquids
- As a workshop
- Any criminal, illegal or immoral purposes

Garage licensees are not permitted to assign, sub-let or part with possession of the garage. Any breach in the Garage Licence may result in the licence being terminated by the Council.

The Council will not be held responsible for any loss or damage to any property or vehicle stored within the garage.

Untaxed vehicles must not be kept in the garage, unless a valid Statutory Off Road Vehicle Notification (SORN) has been made to the Driver and Vehicle Licensing Agency (DVLA).

5.2 Applying for a Garage

The Council operates an open register for garages and as a result, all residents aged over 18, irrespective of their place of residency, can join the register. There is no preference given to Broxtowe Borough Council tenants or leaseholders when applying to join the register.

When a garage is allocated, a shortlist will be created from the garage register. If there is more than one applicant wishing to be allocated a garage, then preference will be given to applicants who are resident in Broxtowe Borough. Priority will be given to those who have been on the garage register for longer, unless the applicant already has a garage, in which case the next applicant will be offered the garage.

Garages will normally be allocated in date order from the waiting list, but the Council reserves the right to give priority to anyone with limited walking ability and who is registered disabled.

If the applicant is a current or former tenant of Broxtowe Borough Council, a check of the rent account will be carried out. If the applicant has arrears or any other Housing related debts, then they will be given the opportunity to clear these. If they do not, they will be ineligible for a garage.

When the garage register has been exhausted, the Council will allocate the garage to an applicant who is not resident in Broxtowe Borough or an applicant who wishes to use the garage for business purposes.

If a former licence was breached, the Council has discretion over whether to grant a new licence over the next two years.

It is the responsibility of the licensee to notify the Council of any changes.

5.3 Low Demand Garages

In areas where garages are in low demand, the Council will consider allowing a garage to be rented by a business for storage purposes only.

Any application for business storage will only be considered if the garage register is exhausted and the garage has been empty for a period of 3 months. Any business storage letting will be approved by the Homeownership Manager and the standard garage licence will apply.

If a garage has been empty for a period of six months and there is no domestic or business interest, the garage may be offered to a charitable or community interest group at zero charge. This letting will be approved by the Assistant Director of Housing. The standard Garage Licence will apply and the arrangement is reviewable on an annual basis.

On occasion, there may be a requirement for internal departments to use a garage. In this scenario, the Homeownership Manager will identify a suitable low demand garage.

5.4 Reviews of the Garage Register

The Council will review the garage register every 12 months. Once notified of the review, applicants will be given 28 days to confirm any changes of circumstances and/or that they wish to remain on the garage register before being removed. There will then be a requirement to re-apply and the effective date will be from the date any new application is received.

5.5 Garage Offers

Garage licences will be allocated to sole applicants (aged 18 and over) and the Council will ensure that garages are let in a fair and consistent way in line with the process stated above.

In all cases, the applicant will be required to enter into a Garage Licence and must provide at least one form of identification along with proof of their current address.

Once the applicant has been notified and accepted the offer, they must attend the Council Offices to sign the Garage Licence and collect the keys. One months' rent will be required to be paid before the keys are released. The applicant will be provided with a copy of the signed licence.

Applicants will be asked to sign a Key Acceptance form at the sign-up appointment to confirm receipt of one set of keys. The Council will keep a spare set of keys for the garage at all times for emergency access. Licensees should request permission from the Council if they wish to install extra locking mechanisms.

The offer will be available for 14 days from the date of issue. The offer will be withdrawn after this time if not accepted, and will be offered to the next applicant on the garage register

5.6 Rent

Upon acceptance of the garage offer, the licensee will need to pay one months' rent in advance before the keys will be released. All subsequent payments are one month in advance and will be charged monthly over a 12-month period.

Garage arrears will be dealt with in line with the Garage Rent Arrears Procedure.

Non-Council tenants or leaseholders will be liable to pay the VAT on the garage licence fee. This is set by HM Revenues & Customs.

Garage licence fees will be reviewed on an annual basis. Periodic benchmarking reviews will take place to ensure that garage rents are competitive. Any rent increases must be approved by Cabinet.

5.7 Terminations

The Council will terminate a Garage Licence under the following circumstances:

- When the licensee agrees and wishes to terminate
- When there is a breach of licence conditions
- When the Council requires possession for redevelopment or demolition
- Where a licensee has died and the surviving family member declines the offer of the garage or fails to make contact with the Council for 28 days following notification of death

Licensees who wish to end their garage licence can do so in writing or by completing the online termination form on the Council's website. Terminations will not be accepted over the telephone. 14 days' notice is required to end a garage licence and will end on the following Sunday from the date the termination notice is received.

Keys must be returned to the Council Offices on the Monday stated in the termination acknowledgement the licensee receives. A key receipt must be obtained to ensure proof that the keys have been returned. The Council advises against sending keys via post, as the licensee will be subject to a lock change charge should they go missing.

The licensee will be liable for a gain entry and lock change charge if garage keys are lost or they do not return all the keys they have signed for at the start of their licence.

The garage must be left in a clean and tidy condition, with vacant possession.

Any items found left inside of the garage will be dealt with in conjunction with the Storage and Clearance of Goods Procedure.

As provided for under Section 41 of the Local Government (Miscellaneous Provisions Act) 1982, where the Council considers that the licence has come to an end, for example following eviction or abandonment, the Council will serve an appropriate Notice. Once the Notice expires, the Council can dispose of the items.

A garage rent account cannot be terminated until the garage keys are returned to the Council.

If there are any outstanding rent or recharges when the Garage Licence is terminated, then the former licensee should make arrangements to pay the outstanding debts. All debts following termination will be pursued and recovered.

5.8 Repairs and Maintenance

All repairs to garages are organised and carried out by the Housing Repairs team at the Council. The cost is covered by the Council with the exception of:

- Lock changes due to lost keys.
- Intentional damage caused to the garage.

These will be recharged in line with the Recharge Policy.

Garages are refurbished or replaced in accordance with a programme of works and the overall condition of the garage by the Capital Works team.

Garage licensees are responsible for:

- Regularly lubricating all mechanical parts of the garage doors, e.g. locks, springs, hinges etc.
- Giving employees or contractors working for the Council reasonable access in order to carry out repairs to the garage or neighbouring properties.

Repairs will be limited to garages that are licenced and void garages which have waiting applicants. All other repairs to void garages will only be undertaken when the repair would be required to limit any further deterioration of the garage or those adjoining it or where health and safety concerns arise.

In the event of serious damage, the Council will decide whether or not the garage should be repaired.

5.9 Decanting

The Decant Policy outlines when it may be necessary to facilitate a permanent or temporary move. Where possible, a garage in the same vicinity will be offered but cannot be guaranteed. If a transfer is arranged, there will be a grace period of one week to enable the licensee to move their items from one garage to another.

5.10 Voids

The Council aims to reduce the number of garage voids (empty garages) within their stock and maximise income.

Once a garage becomes void and the existing garage account has been finalised and terminated, the garage keys will be passed to the Homeownership team for re-allocation.

The garage will be inspected upon termination to ensure that all items have been removed by the previous licensee, and that the garage is fit for re-allocation.

The garage address will be checked to see if there is a valid asbestos survey. If so, the garage can be offered and the survey report provided with the offer. Otherwise, the Council will instruct an asbestos surveyor to complete a survey.

Any noticeable repairs e.g. lock changes or water leaks, will be addressed at the time of inspection providing that the garage can be re-let immediately.

If the offer is not accepted within 14 working days, the garage offer will be withdrawn.

A pre-licence inspection will be carried out if a period of six weeks has lapsed since the termination inspection to ensure that the garage is fit for purpose. Void garages are only inspected prior to allocation.

The Council aim to turnaround garages in high demand areas within 21 days following termination.

The Council will keep a key for the garage.

5.11 Garage Sale Requests

The Council will consider any sales of garage stock on a case by case basis, only in exceptional circumstances. Cabinet approval will be sought as required.

5.12 Death of a Licensee

Upon the death of a garage licensee, the Council must be notified and a copy of the death certificate provided.

The licence shall remain active until the garage keys are returned back to the Council. 14 days' notice will be required to terminate the licence.

Once the outcome of any wills/probate is known, the Council may accept an application for a garage licence to be transferred to a family member as a first (but not a second) garage, to a spouse or partner (subject to documented proof of an established relationship in the six-month period immediately proceeding the death of the garage licensee). If this application is accepted, then the new licensee will be

required to accept the Garage Licence conditions and sign a new licence. The Council will require proof that the new licensee is entitled to the contents of the garage.

If the licence is declined or after three months the garage has not been accepted by a surviving member of the household, the garage will be treated as a normal void.

5.13 Transfers

The garage licensee must have a clear garage account before a transfer can be granted, unless prior agreement has been given by the Council.

They will be given one week's grace period to transfer all belongings between garages. The licence fee will be charged for two garages if the licensee exceeds this limit.

Mutual exchanges do not apply to garages.

5.14 Insurance

The garage licensee is responsible for insuring the contents of their garage. Garages are not guaranteed to be 100% wind and weather tight, therefore it is the responsibility of the garage licensee to take out adequate insurance to cover their belongings.

The Council will not take responsibility for stolen or damaged items.

The garage licensee must take full responsibility for any loss or damage caused to property, persons or animals whilst the licence is held.

5.15 Demolition of Plots and Development

The Council may redevelop a garage site in order to change its use or in areas where there is low demand.

Demolition will be considered to entire blocks requiring extensive and costly repairs when the majority are void. Where possible, we will consider repurposing the area for resident parking unless the site is being demolished to provide additional land for development opportunities.

In these eventualities, garage licences will be terminated, and existing licensees will be provided with an alternative garage to rent where possible.

6.0 Related Policies, Procedures and Guidelines

This Policy should be read in conjunction with the:

Rent Arrears Policy
Rent Arrears Procedure
Garage Management Procedure
Storage and Clearance of Goods Procedure
Recharge Policy
Housing Strategy
Decant Policy
Repairs Policy
Asset Management Strategy

7.0 Review

This Policy should be reviewed every three years unless garage licences require to be changed, tenancy types change or because of significant changes in legislation.

8.0 Document History and Approval

Date	Version	Committee Name
09/06/2018	1.0	Housing Committee
09/02/2022	2.0	Housing Committee
01/07/2024	3.0	Cabinet

Appendix 2

Policy Section	Suggested Change	Reason for Change
Whole Policy	Terminology changed from 'tenants' to 'licensees' and 'tenancies' / 'agreements' to 'licences'	To provide clarity that garage licences are not tenancies, and for consistency throughout the Policy.
Whole Policy	Change 'garage waiting list' to 'garage register'.	Change of terminology – waiting list is no longer used.
4.0 Regulatory Code and Legal Framework	Inserted other relevant legislation: Regulatory Reform (Fire Safety) Order 2005 Section 41 of the Local Government (Miscellaneous Provisions) Act 1982 Dangerous Substances and Explosive Atmosphere Regulations 2002	
5.3 Low Demand Garages	Change '...the garage has been empty for a period of 6 months' to 3 months	To reduce the amount of time a garage needs to be empty before we consider business use.
5.3 Low Demand Garages	Change from 'Housing Services & Strategy Manager' to 'Homeownership Manager'	Change of role for decision making.
5.3 Low Demand Garages	Change from 'Head of Housing' to 'Assistant Director of Housing'	Change of job title.
5.3 Low Demand Garages	Remove 'arrange for the applicable rent to be paid if required'	Decision was made not to charge other teams for use of a garage.
5.4 Reviews of the Garage Register	Insert '12 months'	Clarifying the frequency of garage register reviews.
5.4 Reviews of the Garage Register	Insert '28 days'	Clarifying the length of time given to respond in line with the Housing Register.
5.6 Rent	Replace 'Garage arrears will be dealt with in line with the Rent Arrears Policy' to 'Garage Arrears will be dealt with in line with the Garage Rent Arrears Procedure'	There is no obligation under a licence to handle non-payment of rent under the same procedure as Housing rents.

Policy Section	Suggested Change	Reason for Change
5.6 Rent	Insert 'or leaseholders'	For clarity - Council housing leaseholders do not pay VAT on garages.
5.6 Rent		To clarify the number of days' notice we require to terminate a garage licence.
5.7 Terminations	Insert new paragraph: As provided for under Section 41 of the Local Government (Miscellaneous Provisions Act) 1982, where the Council considers that the licence has come to an end, for example following eviction or abandonment, the Council will serve an appropriate Notice. Once the Notice expires, the Council can dispose of the items.	To ensure compliance with relevant legislation regarding the disposal of items inside the garage.
5.7 Terminations	Change '7 days' notice' to '14 days' notice'	To reduce the likelihood of overcharges.
5.7 Terminations	Insert 'rent' in 'A garage rent account'	For clarity.
5.8 Repairs and Maintenance	Insert 'Housing Repairs team at the'	To clarify that repairs will be carried out by the Council's Housing Repairs team.
5.8 Repairs and Maintenance	Insert 'These will be recharged in line with the Recharge Policy.' Into first paragraph.	For clarity.
5.8 Repairs and Maintenance	Remove 'The Housing Repairs team will manage the repairs to Council garages.'	Added into the first paragraph.
5.8 Repairs and Maintenance	Remove 'tenanted' and add in 'that are licenced'	For consistency.
5.8 Repairs and Maintenance	Insert new paragraph: 'In the event of serious damage, the Council will decide whether or not the garage should be repaired'	To provide flexibility to decide whether it would be cost effective to repair the garage, or to be considered for modernisation or redevelopment.

Policy Section	Suggested Change	Reason for Change
5.9 Decanting	Added new section for 'Decanting': The Decant Policy outlines when it may be necessary to facilitate a permanent or temporary move. Where possible, a garage in the same vicinity will be offered but cannot be guaranteed. If a transfer is arranged, there will be a grace period of one week to enable the licensee to move their items from one garage to another.	For clarity.
5.10 Voids	Insert 'empty garages'	To clarify what voids are.
5.10 Voids	Remove 'and Housing Property'	This team does not exist.
5.10 Voids	Insert new paragraph: The garage address will be checked to see if there is a valid asbestos survey. If so, the garage can be offered and the survey report provided with the offer. Otherwise, the Council will instruct an asbestos survey to complete a survey.	To comply with asbestos regulations.
5.10 Voids	Insert 'If the offer is not accepted within 14 working days, the garage offer will be withdrawn'	To clarify the number of days.
5.10 Voids	Remove 'master' from 'The Council will keep a key for the garage'.	Not required.
5.10 Voids	Remove 'Void garages are only inspected prior to allocation'.	Garages can be inspected at any point, not necessary just prior to allocation.

Policy Section	Suggested Change	Reason for Change
5.11 Garage Sale Requests	Remove 'The Council will not sell any of the garage stock to garage licensees' and amend to '...will consider any sales of garage stock on a case-by-case basis, in exceptional circumstances. Cabinet approval will be sought as required.'	To clarify that garage sales will be sometimes be considered.
5.12 Death of a Licensee	Amend 4 weeks' notice to 14 days'	To link to 5.7 Terminations.
5.12 Death of a Licensee	Insert 'Once the outcome of any wills/probate is known, the...'	To clarify that the Council will not accept an application for the garage to be transferred unless the outcome of any will/probate is known.
5.12 Death of a Licensee	Insert 'The Council will provide proof that the new licensee is entitled to the contents of the garage.'	To provide clarify of what is required in order for the new licensee to have access to the items in the garage when there has been a death of the licensee.
5.12 Death of a Lincensee	Remove '28 days' and amend to 'three months'	Time increased to acknowledge that it may take family members longer to sort this matter
5.13 Transfers	Insert 'unless prior agreement has been given by the Council.'	For clarity.
5.13 Transfers	Remove 'Mutual exchanges will not be granted' and insert 'Mutual exchanges do not apply to garages.'	For clarity.

Policy Section	Suggested Change	Reason for Change
5.14 Insurance	<p>Insert:</p> <p>Garages are not guaranteed to be 100% wind and weather tight, therefore it is the responsibility of the garage licensee to take out adequate insurance to cover their belongings.</p> <p>The Council will not take responsibility for stolen or damaged items.</p> <p>The garage licensee must take full responsibility for any loss or damage caused to property, persons or animals whilst the licence is held.</p>	To manage the licensee's expectations and provide clarity on the Council's responsibility.
6.0 Related Policies, Procedures and Guidelines	<p>Insert:</p> <p>Decant Policy</p> <p>Repairs Policy</p> <p>Asset Management Strategy</p>	Other associated policies and strategies needed to be included.

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Appendix 3

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:	Chief Executive - Housing	Title of the Lead Officer responsible for EIA	Housing Services & Strategy Manager
Name of the policy or function to be assessed:		Garage Management Policy	
Title of the Officer undertaking the assessment:		Housing Services & Strategy Manager	
Is this a new or an existing policy or function?		Existing	
1. What are the aims and objectives of the policy or function? The Garage Management Policy sets out how garage licences are managed.			
2. What outcomes do you want to achieve from the policy or function? The Council would want: <ul style="list-style-type: none"> • To avoid liability for discrimination against applicants in the assessment and allocation of a garage within the Borough • To ensure that garages are kept in reasonable condition • To ensure that licensees are aware of their own responsibilities and those of the Council • To ensure that garages are managed correctly • To ensure garages are used in an appropriate way • To bring a garage licence to an end if there are breaches in any conditions 			
3. Who is intended to benefit from the policy or function? The Garage Management Policy will apply to everyone who applies for or holds a licence for a garage owned by Broxtowe Borough Council.			
4. Who are the main stakeholders in relation to the policy or function? The Council All Broxtowe Borough Council garage licensees			

Directorate:	Chief Executive - Housing	Title of the Lead Officer responsible for EIA	Housing Services & Strategy Manager
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>Research into Garage Management Policies adopted by other local authorities has been completed.</p> <p>A stock survey of garage sites has been conducted, which has highlighted areas for improvement. This has included assessing accessibility to the sites. Those that are not accessible or in disrepair have been referred to Asset Management and Development for potential refurbishment or redevelopment.</p> <p>Council garage licensees all have a garage licence document and will be covered by the Garage Management Policy.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>The Garage Management Policy will ensure that a consistent approach is taken to administering garage licences and will lead to a fair approach being taken to all licensees.</p>			
<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?</p> <p>The Garage Management Policy does not prohibit or change any licensee rights. It outlines how garages are administered. As there are no changes or restriction of rights, no stakeholder consultation has taken place.</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?</p> <p>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?</p> <p>The Council reserves the right to give priority for the allocation of a garage to people with limited walking ability and are registered disabled.</p>			

□ Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?

The garage licence applies to all licensees.

Priority is given to Council tenants and leaseholders of the Borough, those who do not have a garage and people who want to use the garage for domestic purposes.

The Council reserves the right to give priority for the allocation of a garage to people with limited walking ability and are registered disabled.

□ Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?

It is the responsibility of the Council as a landlord to ensure that we maximise access for all groups. This would include the following actions:

- Arrange to translate the new garage licence for residents whose first language is not English
- Arrange appropriate additional support for residents who may not understand the licence (e.g. support worker invited to the sign up meeting).

□ Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?

The policy ensures that a consistent approach will be taken and that the Council will exercise its duties within the current legal and policy framework.

□ What further evidence is needed to understand the impact on equality?

Using existing data held on garage licensees and those on the register, the Council will be able to establish whether there has been any negative or positive impact on residents and their ability to access the service.

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:

Some licensees have had their garage licences for a number of years. Older licensees may find it difficult to clear the contents of a garage when requested. Whilst this remains the responsibility of the licensee, each case will be considered to see what support can be provided by the Council.

Disability:

If a garage site is developed then garage licensees will be offered an alternative garage. It is acknowledged that this may be difficult for some people with a disability to move their belongings. Additional time will be provided where required and support offered if appropriate.

Gender:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Gender Reassignment:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Marriage and Civil Partnership:

It is possible that the policy could benefit persons who are in an established relationship because if the garages are in joint names and joint tenants, there are additional rights afforded in certain circumstances, such as death of a tenant.

New licences are in sole names only.

Pregnancy and Maternity:

If a garage site is developed then garage licensees will be offered an alternative garage. It is acknowledged that this may be difficult for someone who is pregnant or has a baby to move their belongings. Additional time will be provided where required and support offered if appropriate.

Race:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Religion and Belief:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Sexual Orientation:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Care Experience:

It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

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: Assistant Director – Housing Services

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Report of the Portfolio Holder for Environment and Climate Change

Climate Change and Green Futures Review

1. Purpose of Report

To seek approval for the reviewed and updated Carbon Management Action Plan (CMAP) 2025/26, which supports the Climate Change and Green Futures Strategy 2023-2027. This is in accordance with the Council's corporate priority of 'Protecting the environment for the future'.

2. Recommendation

Cabinet is asked to RESOLVE that the revised Carbon Management Action Plan for 2025/26 be approved.

3. Detail

In 2019, the Council made an ambitious commitment to become carbon neutral by 31 December 2027. There are 913 days remaining, as of 1 July 2025, to achieve this target. In 2020, the Council created its Climate Change and Green Futures Programme with supporting Carbon Management Action Plan (CMAP) to provide strategic direction with regards to achieving this target. This was revised and adopted in July 2023. Due to the rapidly evolving nature of this subject, a full review and refresh of both documents was completed and adopted in March 2024.

The delivery of these climate change actions has contributed to the Council reducing its carbon footprint to **1,620** tonnes of carbon dioxide (tCO₂e) in 2024/25. This is a **57%** reduction from the recalculated 2018/19 carbon emission baseline. Further details on the Council's current carbon footprint can be found in **Appendix 1** including scope 3 emissions calculated for 2023/24.

An update on the progress of the actions of the CMAP 2024/25 is provided in **Appendix 2**.

A copy of the CMAP for 2025/26 is attached in **Appendix 3**. This includes actions rolled over from 2024/25 and new actions for this financial year 2025/26. The actions within the CMAP are ambitious yet achievable, continuing to build on the positive work completed to date and will enable the Council to continue its trajectory towards carbon neutrality.

The CMAP is a live document that is reviewed quarterly by the Programme Theme Leads. Progress is reported to the Climate Change and Green Futures Board on a quarterly basis. As a result, actions may evolve over the year and be amended and updated where necessary. New actions, where identified, may also be added to the document.

Please note that the CMAP is in draft format and will undergo Council branding once approved by Cabinet. A copy will be added to the Council's Climate Change webpage where the Climate Change and Green Futures Strategy 2023-2027 can also be found along with historical versions of both documents.

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. It is a decision that is likely to 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.

6. Financial Implications

The comments from the Assistant Director Finance Services were as follows:

There are no additional financial implications for the Council with regards to the approval of the Carbon Management Action Plan 2025/26. Appropriate budget provisions have already been made in the respective revenue and capital budgets for 2025/26. Any significant budget implications in the application of measures of the strategy in the future, over and above virement limits would require approval by Cabinet and be based on an appropriate business case.

7. Legal Implications

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

xxxxx

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

Carbon Management Action Plan Progress Update 2024/25

In 2024/25, the Council allocated in the region of £1.6m towards ten programme themes aimed at addressing the actions outlined in the Climate Change and Green Futures Strategy 2023-2027. This investment has been via two streams; the Council's general fund and external funding. The CMAP adopts a strategic approach to addressing the challenges posed by Climate Change, via a diverse range of programme themes.

Figure 1 shows progress made with the 88 actions contained within the 2024/25 CMAP.

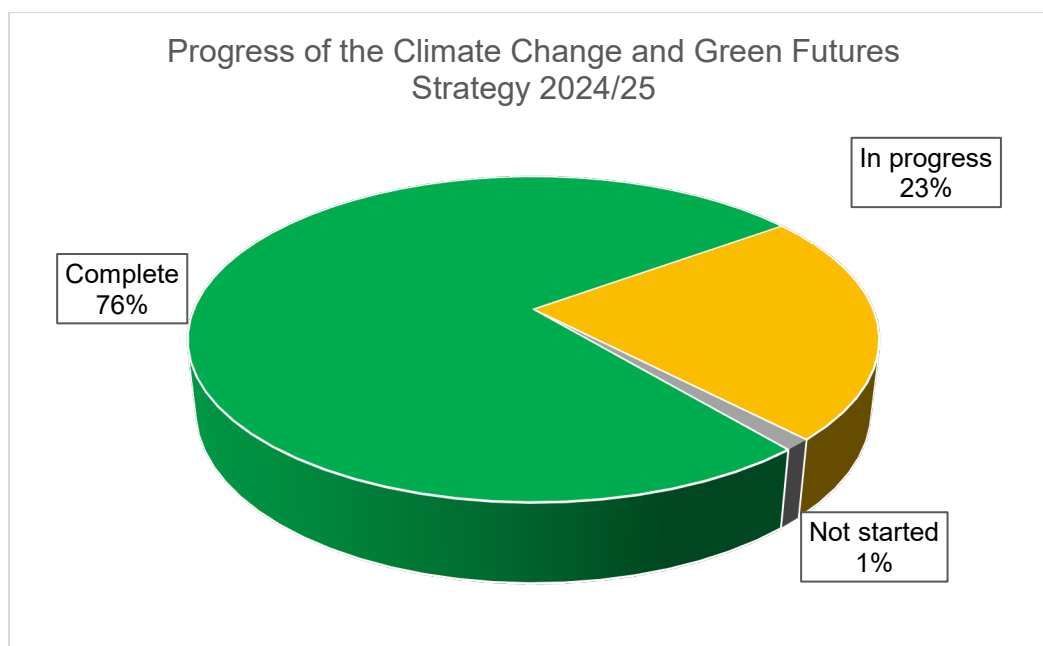


Figure 1 – Carbon Management Action Plan progress in 2024/25

To date:

- 67 actions complete.
- 20 actions in progress to be rolled over into 2025/26.
- One action has not been started. This has been summarised in **Table 1**.

	Theme	Action	Responsible Officer	Reason	Additional comments
1	Theme 6: Recycling and Resources	Investigate the use of carbon impact targets overweight based data for	Assistant Director of Environment	Not started. Simpler recycling and food waste collections are currently	This will be included in the 2025/26 CMAP.

	Theme	Action	Responsible Officer	Reason	Additional comments
		refuse and recycling.		the priority. These will have a positive impact on carbon reduction.	

Table 1 – Carbon Management Action Plan - actions for 2024/25 not started

Carbon Management Action Plan 2025/26

The Carbon Management Action Plan for 2025/26 consists of **114** actions, with 183 targets, of which.

- 52 are new.
- 62 have been reviewed from the previous year and rolled over to 2025/26.

The new actions are a result of increased engagement across the Council over the past year, involving Officers whose responsibilities include initiatives that have the potential to contribute to reducing carbon emissions.

The full Carbon Management Action Plan 2025/26 is presented as **Appendix 3**.

Broxtowe Borough emissions update

Emissions for the Borough for 2023 are due to be released at the end of June 2025. An intermediate report on the position of these can be provided to Cabinet later in the year. Emissions for 2022 can be seen within the Carbon Footprint Rebaselining including Scope 3 Emissions report presented to Cabinet on 3 September 2024.

The Council's Carbon Footprint 2024/25

The information in **Figure 2**, details a high-level breakdown of how the Council's own operational emissions (Scopes 1, 2 and some of Scope 3 (business travel and losses due to transmission and distribution)) have been produced during 2024/25.

Total emissions have reduced from 2,343 tCO₂e (2023/24) to 1,620 tCO₂e (2024/25), which is a 31% reduction, and a 57% reduction compared 2018/19.

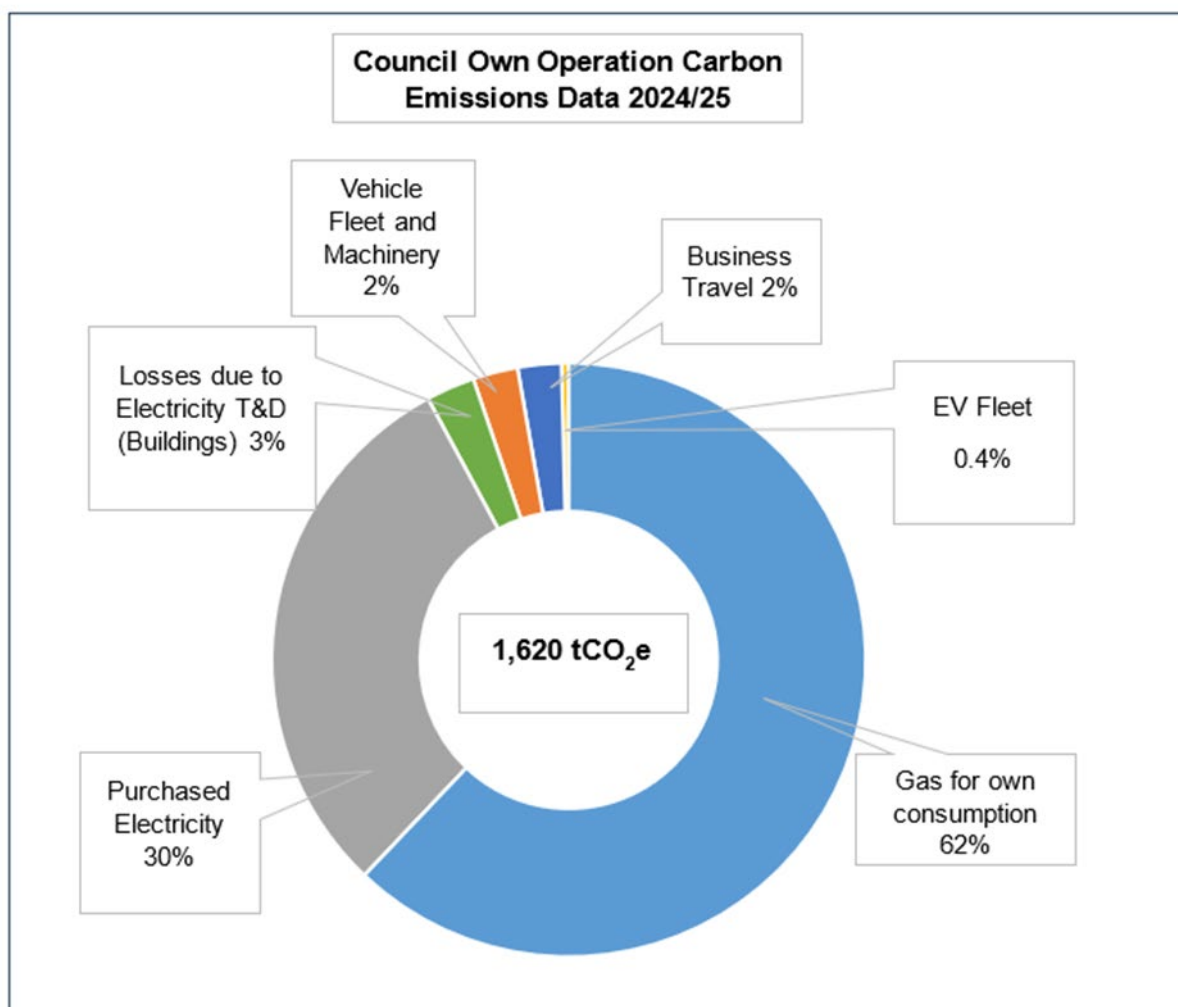


Figure 2 – Broxtowe Borough Council's Carbon Footprint 2024/25

The largest proportion of emissions for the Council continues to come from gas consumption making up 62% of the overall emissions. There was a 0.8% reduction compared to the previous year. This is then followed by purchased electricity, making up 30% of the emissions, which is a 13% increase compared to the previous year. A significant proportion of this increase is attributed to the Combined Heat and Power (CHP) unit at Bramcote Leisure Centre being out of operation for the majority of the reporting year, this has now been fixed **Table 2** summarises the emissions breakdown for the last two reporting years.

Emission	tCO ₂ e			
	2023/24	2024/25	Difference	
Gas for own consumption	1014	1,006	-1	↓
Vehicle Fleet and Machinery	812	40	-95	↓
Purchased Electricity	432	487	13	↑
EV fleet	5	6	27	↑
Business travel	43	39	-10	↓
Losses due to Electricity T&D (Buildings)	37	43	16	↑
Total	2343	1,620	-31	↓

Table 2 – Emission breakdown across 2023/24 and 2024/25

Following the transition to Hydrotreated Vegetable Oil (HVO) across the majority of the vehicle fleet in April 2024, emissions now account for 2% of the Council's overall footprint (this was 35% in 2023/24). A reduction of 95% across fleet emissions.

Progress towards carbon neutral 2027

The Council has committed to become carbon neutral by the 31 December 2027. As of the 1 July 2025, there are 913 days remaining to achieve this.

Figure 3 tracks the Council's progress up until 2024/25. The dotted trend line in green highlights the trajectory towards carbon neutrality based on current performance.

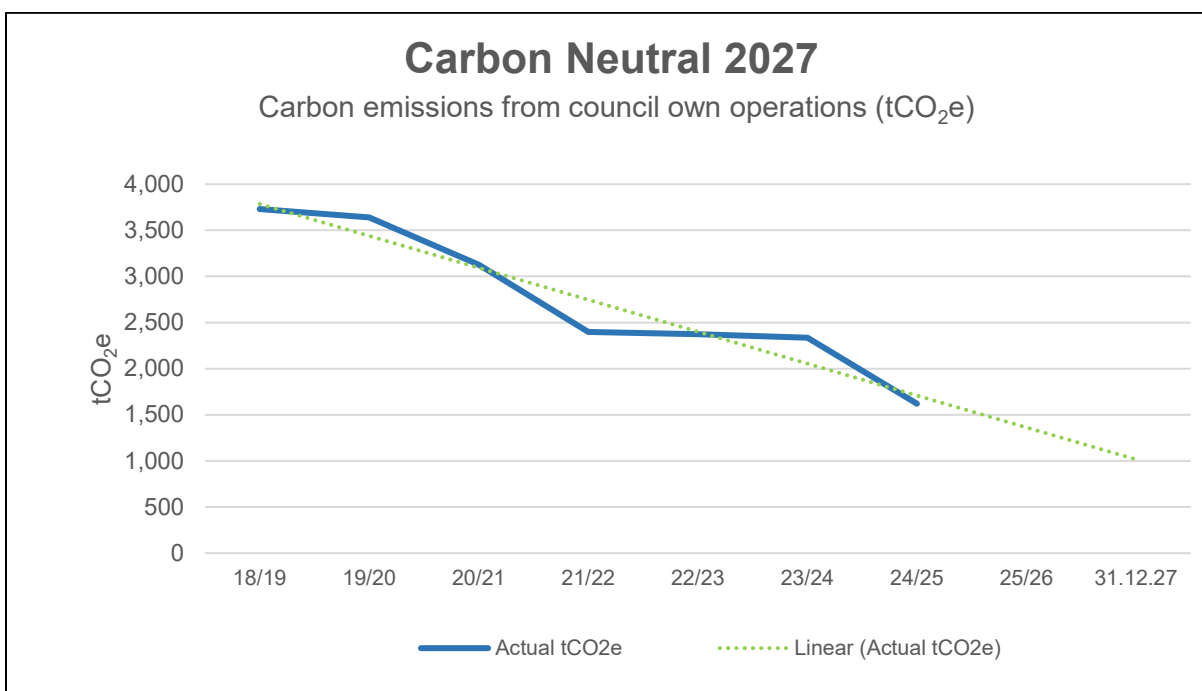


Figure 3 – progress towards carbon neutral 2027

Overall, progress in 2024/25 has been positive, particularly with the transition to HVO. However, the Council is not complacent, as there is some way to go before carbon neutrality is achieved. Moving forward there needs to be an increased focus on the estate, especially regarding energy efficiency measures, as well as addressing residual emissions that will need to be managed by the end of 2027. **Figure 3** highlights the effort needed to reach the carbon neutral target.

A summary of the Council's carbon footprint for 2024/25 is shown in **Figure 4**.

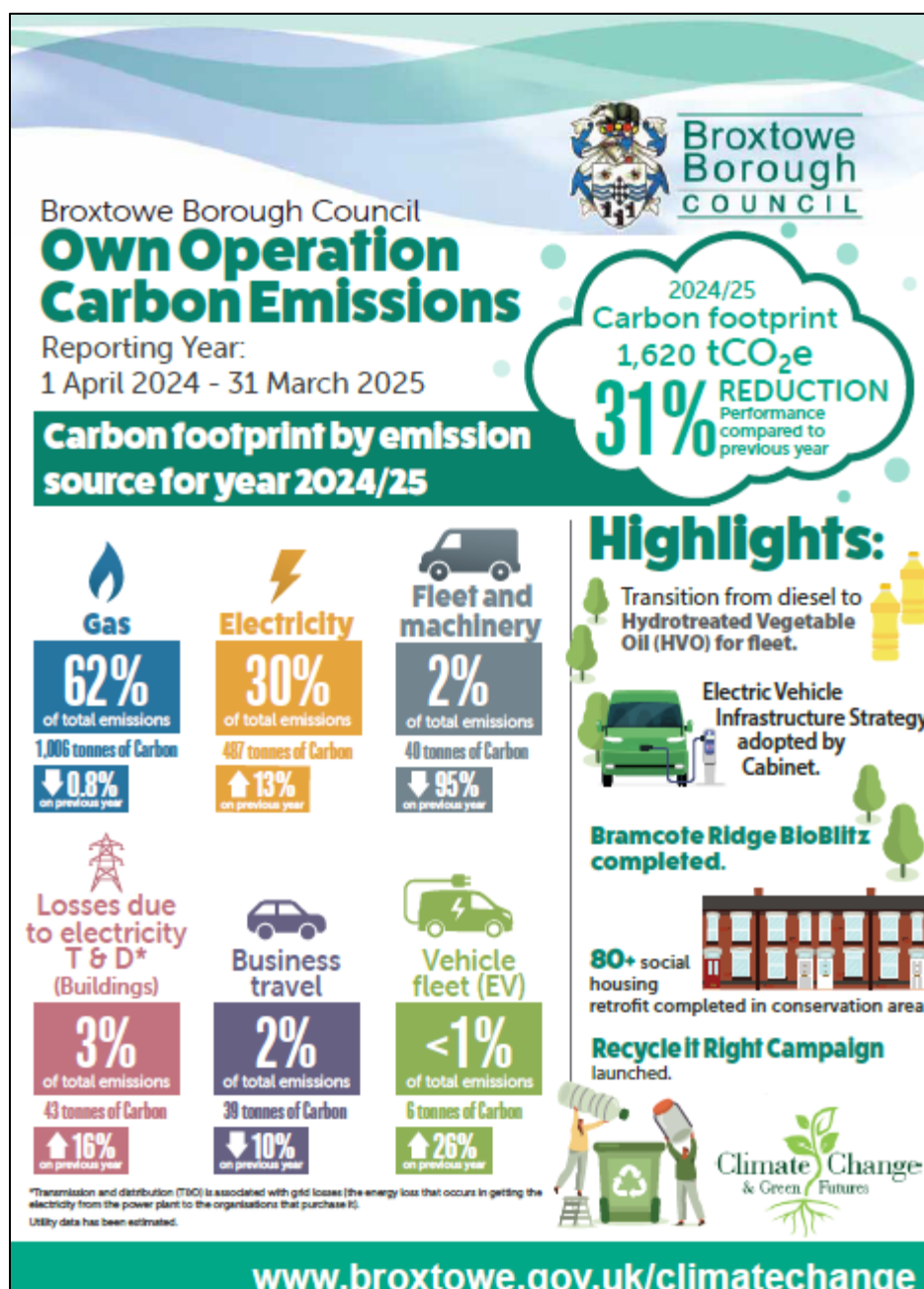


Figure 4 – A summary of the Council's carbon footprint for 2024/25

Residual emissions

Whilst the Council is implementing ambitious actions to reduce operational carbon emissions to as close to zero as possible, it is inevitable that residual emissions will remain. These are defined as the emissions that are difficult to avoid or difficult to fully eliminate due to technological, financial or other limitations. Such emissions will require to be balanced out through compensation mechanisms which may include both carbon sequestration (the process of capturing and storing atmospheric carbon using the

Council's own natural estate) and carbon offsetting (involving paying others to reduce or remove carbon emissions)

Residual emissions for the Council are anticipated to be from utilities, fleet and business travel. The Council does purchase electricity from a renewable (green) tariff; however, currently emissions are reported on a location-based basis, which calculates emissions using the average emission intensity of the power grid, regardless of the specific electricity contract held. This approach was adopted based on a recommendation from the Carbon Trust, to increase awareness of electricity usage and emphasise the importance of reducing consumption. Moving forward, the Council plans to adopt a market-based approach, which will accurately reflect emissions from the electricity purchased under the green tariff, thereby supporting efforts to reduce the Council's carbon footprint.

Work has also begun to understand the Council's own natural assets carbon sequestration value with basic calculations completed. However, the methodologies are yet to be officially confirmed and recognised.

During 2025/26, other options for residual emissions reduction will also be explored including further opportunities to decarbonise key operational buildings including the Council Offices and Bramcote Crematorium as well as ensuring new buildings are designed and built as energy efficient as possible within budget and using renewable energy to heat and power rather than gas. . This will include an investigation as to whether the implementation of ISO 14068-1: 2023, the first international standard for carbon neutrality, should be used.

It should be noted that actions to remove residual emissions also come with their own associated carbon emissions and costs.

Scope 3 emissions 2023/24

In 2024/25, the Carbon Trust was appointed to complete the first Scope 3 emissions baseline calculations for the Council. Data for 2022/23 was collated and used to complete these calculations. A report was presented to Cabinet on 3 September 2024, with the full analysis and recommendations provided.

The Carbon Trust calculated the Council's Scope 3 emission baseline at 20,673 tCO₂e. When combined with Scope 1 and Scope 2 emissions, the total footprint for 2022/23 was calculated at 22,901 tCO₂e. Scope 3 emissions accounted for 90% of the Council's overall carbon emissions. Whilst these figures can seem alarming, they are typical for organisations starting out on their Scope 3 emission benchmark.

Scope 3 emissions for 2023/24 have been calculated at 22,022 tCO₂e, an increase of 1,349 tCO₂e (7% increase). This is accounted for by an increase on purchased goods and services (PG&S) from 2,695 tCO₂e in 2022/23, to 6,162 tCO₂e in 2023/24.

Carbon emissions from PG&S are calculated based on spend (£) per category and therefore if spend for the year increases so do the carbon emissions. This method of

conversion is common practice particularly when detailed activity data is limited. It leverages pre-calculated emissions factors (often industry averages) to convert financial values into carbon dioxide equivalents (CO₂e). The outcome of a spend-based Scope 3 calculation offers a high-level overview of emissions which is useful for identifying environmental hotspots. Work will begin in 2025/26 to identify these hotspots and explore opportunities to obtain more accurate data from suppliers.

When combined with Scopes 1 and 2 the total carbon emissions from Council operations has been calculated at 24,285 tCO₂e for 2023/24, an increase of 6%, **Figure 5**.

As in 2022/23, Scope 3 emissions account for 90% of the total carbon footprint with Scope 1 making up 8% and Scope 2 emissions making up 2%.

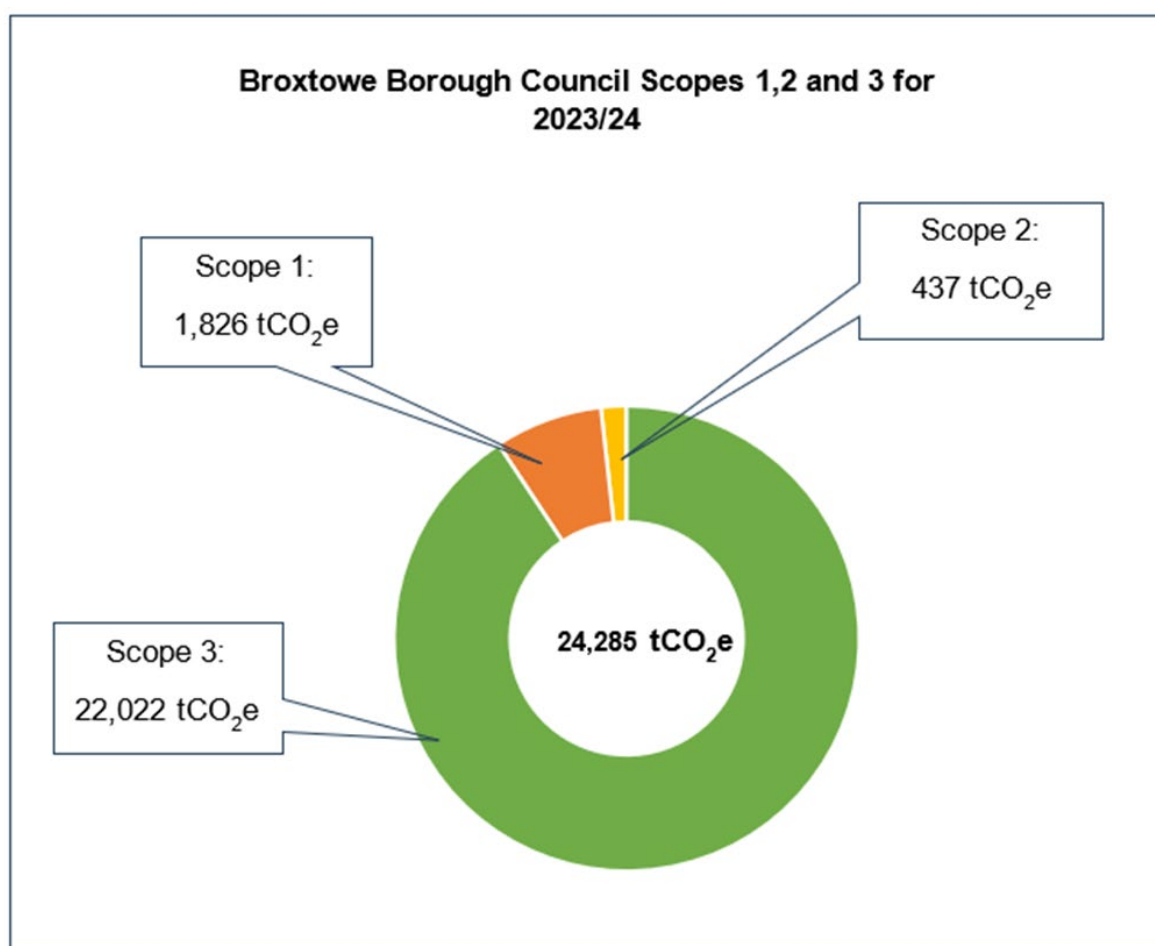


Figure 5 – Broxtowe Borough Council Scopes 1,2 and 3 for 2023/24.

The largest contributor to the Council's Scope 3 emissions is housing and commercial properties (71%), followed by purchased goods and services (PG&S) (28%), commuting

(1%), **Figure 6.** Water, business travel, working from home and waste all contribute less than 1%.

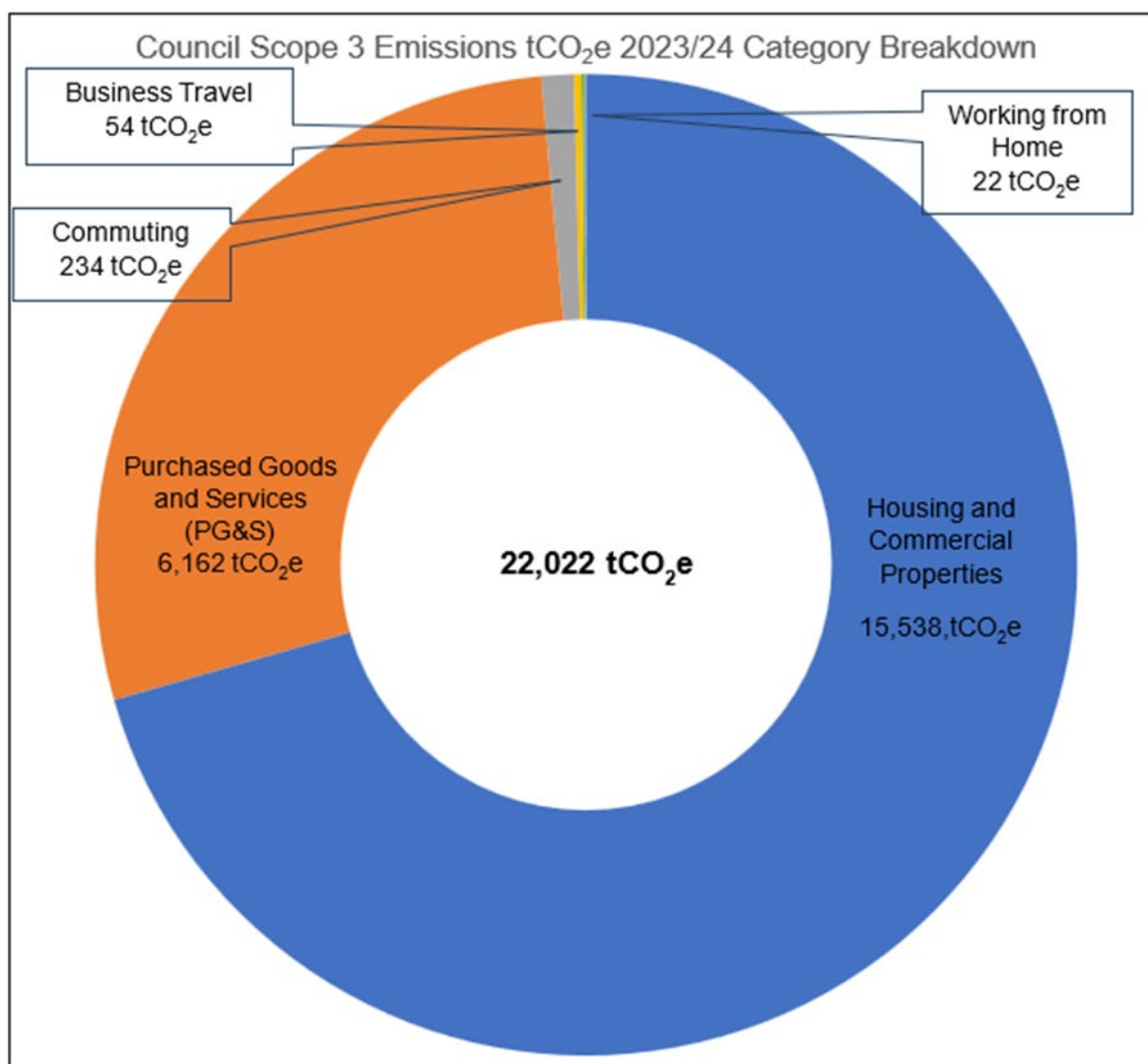


Figure 6 – Broxtowe Borough Council Scope 3 emissions category breakdown 2023/24

There are inherent estimations involved in calculating Scope 3 emissions, primarily due to the limited quality of the data available at this early stage. As data quality improves, confidence in these calculations will increase. Nonetheless, these estimates currently provide a valuable indication of the emissions, which is important as Scope 3 emissions are often the most challenging aspect to account for, as they fall out of the direct control of the Council. Understanding these emissions is essential for developing strategies to reduce our overall footprint.

Next steps

Calculations for Scope 3 2024/25 emissions will be reported to Cabinet in the Autumn of 2025/26.

Recommendations from the Carbon Trust report completed in 2024 will be reviewed, and opportunities will be identified and prioritised to support improvements in data quality and collection processes moving forwards.

Appendix 2

Carbon Management Action Plan 2024/25 Review and Progress Table Report

Theme One: Climate Strategy

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
1.1	Measure, monitor and analyse the Council's carbon emission data. Information will then be used to ascertain the level of CO ₂ e saved from actions undertaken through the Climate Change and Green Futures Carbon Action Management Plan (CMAP).	Produce a comprehensive bi-annual carbon emission report, covering both the Council's own operation and Borough emissions.	Assistant Director Environment Services	Own Operation	Complete	Reports submitted to Cabinet in March and September 2024.
1.2	Establish a net zero target for the Council's own operations.	Set science-based targets by June 2024 for a net zero trajectory to 2050 (in line with 1.5°C reduction).	Assistant Director Environment Services	Own Operation	In progress	Resources and budget committed in 2024/25 to appointing a consultant to assist in the setting of a net zero target.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		<p>By June 2024 set a commitment date for working towards net zero.</p> <p>Calculate and report on Scope 3 emissions for 2023/24 by June 2024.</p> <p>Implement the actions/recommendations of the Carbon Trust Scope 3 emissions baseline report.</p>				
1.3	Identify external funding opportunities	Identify external funding opportunities.	Assistant Director Environment Services/ Relevant programme theme leads	Influence/Own Operation	Complete	Includes £35,000 UKSPF funding for a Borough wide Green Doctor and £31,000 Urban Tree Funding for tree planting across the Borough.
1.4	Formulate appropriate climate adaptation and	Identify appropriate climate adaptation and	Assistant Director Environment Services	Influence/Own Operation	Complete	Complete. Climate adaptation and resilience actions,

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	climate resilience action plans.	<p>climate resilience actions necessary to support both the Council's own operations and that of the Borough.</p> <p>To take a report to cabinet and create a Climate Change incident response budget.</p> <p>To work with Stakeholders including Severn Trent, Nottinghamshire County Council and Via to highlight problems drainage areas that are a cause of localised flooding.</p> <p>See it/do it/see it/say it – work with Environment teams to</p>				<p>including budgetary considerations have been identified.</p> <p>Stakeholders including Severn Trent, Nottinghamshire County Council and the Environment Agency have been engaged and are working collaboratively on matters including blocked drainage.</p>

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		<p>encourage the reporting of blocked drains around the Borough.</p> <p>To review weed control requirements across the Borough and create a weed control team to work between April and September.</p>				
1.5	Baseline all carbon Scopes for Liberty Leisure and work with them to establish a baseline and targets.	Baseline all carbon Scopes for Liberty Leisure Ltd by September 2024.	Assistant Director Environment Services/ Business Development Manager	Influence	In progress	Meeting with Liberty Leisure Ltd and Climate Change Manager has taken place to discuss action and data required to start calculations. Arranged to meet biannually. Scope 3 emissions will be calculated after scopes 1 and 2

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
						have been established.

Theme Two: Transport and Travel

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG status	COMMENTS
2.1	Develop a replacement programme for fossil fuelled small tools (for example hedge trimmers, blowers, and strimmers) where practical and economic, with electric powered units.	Identify any tools for replacement in 2024/25.	Transport and Stores Manager / Parks and Open Spaces Manager	Own Operation	Complete	On-going process as and when required.
2.2	Using available data, produce a report on vehicle types registered in the Borough along with scenarios indicating the behavioural change	Create a central monitoring system for tracking data with regards to ULEV purchases within the Borough.	Transport and Stores Manager	Influence	Complete	A report will be generated annually as part of the Electric Vehicle Infrastructure (EVI) Strategy review using the National Electric Vehicle Insight

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG status	COMMENTS
	necessary to help achieve alignment with UK net zero by 2050.					and Support (NEVIS) system.
2.3	Promote the Cycle to Work Scheme.	Log employee journeys by bike (also consider capturing other active transport measures). Review and increase if feasible, mileage rate given to employees using their bike for business travel.	Payroll Manager/Climate Change Manager	Influence	Complete	Employee journeys by bike captured and reported annually. Review of mileage rates completed. GMT approval to increase mileage rate from 20p to 45p per mile and communications on this completed in Employee Briefing.
2.4	Promote the car lease scheme regularly within the 'Employee Briefing'. Use agile working arrangements to reduce the impact that employees travelling to work has on the environment.	Ensure that employees are aware of the scheme and that this is tested in the 2024/25 employee survey.	HR Manager / Communications, Cultural and Civic Services Manager	Influence	Complete	Car lease scheme included in Employee Briefing and agile working continues across the Council, where possible and without impact to business needs.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG status	COMMENTS
2.5	Promote sustainable travel options to employees and residents.	<p>Decrease the amount of business travel carbon emissions by 5% by March 2025.</p> <p>Produce a comprehensive sustainable travel guide for residents in the Borough by September 2024.</p> <p>Commence a review of public bike storage provisions across the Borough and ensure these are included in all new developments.</p>	Assistant Director Environment Services / HR Manager / Communications, Cultural and Civic Services Manager	Own Operation/ Influence	In progress	<p>Business travel emissions to be reported at end of 2024/25.</p> <p>Sustainable travel guide and review of public bike storage to take place in Q1 of 2025/26.</p>
2.6	Implement the actions within the new Electric Vehicle Infrastructure (EVI) strategy for the Borough.	Commence implementation of the action plan and review progress made at least annually.	Assistant Director Environment Services	Own Operation/Influence	Complete	Progress with EV charge points for Council owned car parks; Nottinghamshire County Council Local Electric

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG status	COMMENTS
						Vehicle Infrastructure (LEVI) project as well as the cable gully project. Action plan for the EVI strategy will be reviewed in the summer of 2025.
2.7	Review current vehicle lifecycle against costs and present a business case for the Council to consider.	Comparison of maintenance, repair and running costs over the current 12-year lifecycle.	Transport and Stores Manager	Own Operation	In Progress	Project commenced at the end of the 2024/25 period. This will be rolled over to 2025/26.
2.8	Using the current employee 'home to work' mileage as a baseline, repeat the survey annually to inform the approach of moving forward and the overarching communications programme.	Data spreadsheet implemented and communication and promotion of 2024/25 results/	HR Manager	Influence	Complete	Complete. Employee commuting survey now forms part of Scope 3 emissions data and will be completed biannually. Action now owned by Climate Change Manager.

Theme Three: Energy and Water

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
3.1	Install water efficient taps in all Council owned buildings to reduce water consumption and cost.	Continue with the replacement programme following advice from Severn Trent Water's Green Recovery Project.	Assistant Director Asset Management and Development/ Climate Change Manager	Own Operation	Complete	All water saving devices and actions recommended by Severn Trent implemented as part of a Phase 1 approach.
3.2	Explore the possibility of grey/rainwater harvesting	Undertake an initial grey/rainwater harvesting feasibility study for two of the Council's assets. Secure funding for these by March 2025.	Assistant Director Asset Management and Development	Own Operation	Complete	Explored for the Pencil Works, Hickings Lane and Kimberley Depot redesign. Cost prohibited.
3.3	Develop a programme for all appliances in social spaces (For example, kitchens and laundry rooms) at Independent	Draft a five-year replacement programme and begin to action.	Assistant Director Asset Management and Development	Own Operation	Complete	Repair and service given priority over replacement.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	Living Schemes, for energy efficient ones.					
3.4	Ensure all Council stock has a current Energy Performance Certificate (EPC).	<p>All Housing Revenue Account (HRA) properties to have an EPC in place.</p> <p>Highlight fuel poverty and easy practical solutions at five Council led events. Provide five training sessions to residents and employee's at Independent Living Schemes.</p>	Assistant Director Asset Management and Development	Own Operation	In progress	Approximately 500 Council houses remain without an EPC. Information gathered to date, supported bid funding for 560 properties to receive retrofit measures.
3.5	Action the smart meter installation programme.	Install smart meters across Council assets and create a monitoring	Assistant Director Asset Management and Development	Own Operation	In progress	Smart meter installation in outstanding properties where access has been

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		system to track energy usage.				restricted/challenged, to be completed in 2025/26.
3.6	Investigate options for land purchase for potential renewable sites.	Identify suitable land (that is already developed or of low value) that could be acquired for a possible renewable energy development.	Assistant Director Asset Management and Development	Own Operation	Complete	This action has been considered and is no longer viable. The use of land is not seen as an appropriate approach for renewable energy development.
3.7	Investigate utilisation of Council Offices	Explore the feasibility of zoning Beeston Council Offices, prioritising areas of the building to be used first before 'opening' the next zone. (Response to hybrid-working). Explore the possibility of	Assistant Director Asset Management and Development/Assistant Director Environment Services	Own Operation	Complete	The current building control system does not allow for zoning and therefore savings would not be made.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		adjusting the heating dependant on building usage.				
3.8	Develop a decarbonisation plan and road map for Broxtowe Borough Council assets.	<p>Undertake a baseline review of three of the Council's key commercial assets and produce a decarbonisation plan for each by May 2024.</p> <p>Use the decarbonisation plans produced in 2024 for the Councils three key commercial assets for future funding applications and capital investment consideration.</p>	Assistant Director Asset Management and Development/ Assistant Director Environment Services	Own Operation	Complete	Initial Heat Decarbonisation plans have been completed.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
3.9	Reduce energy and water consumption as well as waste from single use water bottle consumption in the Borough.	<p>Explore the Refill Revolution Project to assist residents/businesses/visitors in reducing their single use plastic and promoting tap water.</p> <p>Determine if any businesses within Broxtowe are signed up already to the project.</p> <p>Promote the app via relevant communication channels.</p> <p>Encourage local sign up.</p>	Assistant Director Environment Services	Influence	Complete	Refill Revolution explored. Cost for the Council to sign up and join the scheme would be £4,750+VAT (for an annual subscription). This is cost prohibitive when compared with the expected benefits.
3.10	Assist residents, local businesses in their reduction of energy and	Use signposting to highlight useful and reliable sources	Assistant Director Environment Services	Influence	Complete	Signposting included Green

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	water consumption.	of information and advice e.g. Severn Trent/NEP/Energy Saving Trust etc.				Rewards, two Fuel Poverty Awareness Day events; Home Energy Survey completed in January 2025. Cost of Living webpages created and updated.

Theme Four: Built Environment

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
4.1	Formulate an appropriate response to the outcome of the stock condition survey.	Implement a comprehensive rolling stock condition survey to have all stock surveyed within three years and implement a rolling stock condition survey thereafter.	Capital Works Manager	Own Operation	Complete	

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
4.2	Installation of external wall insulation to the remaining solid wall properties within estate.	Complete those properties not actioned during 2023/24.	Capital Works Manager	Own Operation	Complete	Further solid wall properties have included in the bid for wave 3 of the SHDF. Funding confirmed and work programme being drafted.
4.3	Act on the recommendations raised on the Stock Condition Survey for housing stock and install external wall insulation to 53 steel-framed and solid wall properties.	Project to be implemented during 2024/25.	Capital Works Manager	Own Operation	Complete	
4.4	Consider retrofitting Council house properties with solar panels.	Undertake a baseline review to identify suitable premises.	Capital Works Manager	Own Operation	Complete	460 properties identified and included within a

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
						bid for Warm Home: Social Housing Fund Wave 3. Both bids successful. Work programme underway.
4.5	Establish current position on loft insulation for housing stock June 2024. Set target to improve loft insulation up until 2027.	Identify properties that require loft insulation. Develop a programme of installation for those properties that require it.	Capital Works Manager	Own Operation	Complete	Scalby Close roof insulation complete.
4.6	Research sustainable methods of construction for new build Council houses.	On-going and will be developed as new technologies and innovations are developed.	Assistant Director Asset Management and Development	Influence	Complete	
4.7	Research alternatives to conventional heating systems	On-going and will be developed as new	Capital Works Manager	Influence	Complete	Solar panels and air source

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	e.g. heat pumps and report findings.	technologies and innovations are developed.				heat pumps are being installed as part of the Council's new build design specification.
4.8	Develop a programme that considers the replacement of gas boilers in Council house properties for renewable/sustainable fuels.	On-going and will be developed as new technologies and innovations are developed.	Capital Works Manager	Influence	Complete	The Warm Home Social Housing Fund Wave 3 bid has included circa 60 properties to receive ground source heat pumps.
4.9	Ensure that Borough residents are aware and signposted to appropriate retrofit funding for energy efficient measures for their homes.	Establish retrofit targets for private households in the Borough. Establish a communications plan for retrofit funding available for residents	Capital Works Manager / Assistant Director Environment Services	Influence	Complete	Residents have been informed about schemes including the Great British Insulation Scheme (GBIS); ECO Flex 4 via updates to the

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		throughout 2024/25. Gain an understanding of the conditions of the Council's housing stock and produce a roadmap for its decarbonisation via cost effective retrofit investment.				Council's webpages. Work has been undertaken by the University of Nottingham on a Borough wide retrofit roadmap, due for completion by the end of 2024/25.
4.10	Research solar 'co-operative' opportunities for local residents.	Understand what is available and inform residents of findings via communication routes such as Environment Bulletin and the dedicated climate change webpages.	Assistant Director Environment Services	Influence	Complete	Solar wizard licensing has been facilitated via the Fast Followers project for D2N2. Communication to begin in 2025/26.

Theme Five: Core Strategy and Planning

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
5.1	Complete the review of the Aligned Core Strategy (The Greater Nottingham Strategic Plan).	Undertake consultation on the Publication Version of the Strategic Plan and submit for examination.	Assistant Director Planning and Economic Development	Influence	Complete	Review and consultation complete. Additional consultation underway in March 2025 due to Gelding Borough Council withdrawing.
5.2	Influence behavioural change so that sustainable building design is considered during the planning process.	Produce an SPD focussing on carbon reduction in new development and include carbon reduction policies in the Strategic Plan.	Assistant Director Planning and Economic Development	Influence	Complete	SPD has been produced and was approved by Cabinet in March 2025.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
5.3	Determine the number of households using renewable generation technology.	Establish a monitoring system that will track retrofit installations from funding opportunities.	Assistant Director Asset Management and Development / Assistant Director Environment Services	Influence	Complete	Installations of solar panels and ground source heat pumps on social housing stock now recorded and to continue moving forwards. Planning do not monitor for this type of information on private homes unless there is a planning application for renewable generation technology.
5.4	Implement Biodiversity Net Gain requirements on all developments.	Planners to complete BNG training to understand how to apply the requirement.	Assistant Director Planning and Economic Development	Influence	Complete	BNG now applied to developments. A working group

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		Refer complex applications to a specialist ecologist. Establish a monitoring system for BNG applications.				has been set up to share best practice. Training which covered some of the key principles of BNG provided by EMEC Ecology (a consultancy which is part of Nottinghamshire Wildlife Trust) to planning officers . Ecologist also used to provide assistance and to ensure a consistent approach is being applied across Nottinghamshire Districts
5.5	Include proposals relating to energy	Establish a monitoring system that will	Assistant Director Planning and		Complete	Retrofits requiring

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	efficiency and climate change as part of ongoing work on implementing Policy 17 of the Part 2 Local Plan, 'Place making, design and amenity'.	track retrofit installations.	Economic Development.			planning permission are recorded.
5.6	Gather evidence, including viability evidence, to inform Aligned Core Strategy (ACS) policies that will enforce/expand on National Planning Policy Framework (NPPF) requirements regarding energy efficiency and climate change.	Working as part of the Greater Nottingham Strategic Plan (GNSP), produce a specific climate change policy by March 2025. This policy will seek to include higher levels of sustainability than previous policy documents.	Assistant Director Planning and Economic Development.	Influence	Complete	The Greater Nottingham Strategic Plan contains specific climate change requirements regarding higher standards of energy efficiency and lower carbon development. Target for the GNSP to be submitted for examination by

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
						September 2025.
5.7	Develop further strategic actions as part of the Core Strategy/Planning project strand delivery.	Incorporate climate change as a core thread through work on the strategic plan. This will include measures to encourage active travel, 20-minute neighbourhoods and low carbon thinking.	Assistant Director Planning and Economic Development	Influence	Complete	Climate Change forms a core thread of the Strategic Plan.
5.8	Ensure that all Neighbourhood Plans include reference to policies regarding climate change adaptation and mitigation.	Continue to work with the relevant Neighbourhood Plan bodies and forums to encourage climate change policies where possible.	Assistant Director Planning and Economic Development	Influence	Complete	This is an ongoing action.

Theme Six: Recycling and Resources

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
6.1	Review of missed bin policy and procedure.	Review the missed bin policy and take the findings to Cabinet for decision by March 2025	Assistant Director Environment Services	Own Operation	In progress	Round review in progress. Missed bin policy to follow.
6.2	Assess the impact of current housing growth on refuse collections and investigate possible efficiency solutions.	Ascertain housing growth levels in the Borough for the next 5 years and map the potential impact on current refuse rounds.	Assistant Director Environment Services	Own Operation	In progress	Housing data captured. Round review due for completion by autumn 2025.
6.3	Develop further video and educational material for schools, businesses, households, and employees in order to encourage	Produce 2 videos annually.	Assistant Director Environment Services	Influence	Complete	Videos complete and recycling campaign launched.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	behavioural change in regards to recycling.					
6.4	Work in partnership with charities, for example on Clean and Green Bulky Waste days, to promote the reuse of items as an alternative to disposal.	Work with five reuse partners annually.	Assistant Director Environment Services	Influence	Complete	Reuse partners identified and invited to attend Green Festivals. Bulky waste days now taking place.
6.5	Increase the quantity of recycling collected to 50+% by 2027.	Increase recycling rates by 2% annually from a 2022/23 baseline.	Assistant Director Environment Services	Influence	In progress	Positive improvements made. Simpler recycling (2026) and food waste collections (2027) will support a rise in the recycling rate when implemented.
6.6	Reduce recycling	Reduce contamination	Assistant Director Environment Services	Influence	In progress	Contamination rates have declined since

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	contamination to 5% by 2027.	levels by 2.5% by March 2025.				the launch of the new waste and recycling campaign. (-6%).
6.7	Promote a Circular Economy approach to waste management to Broxtowe residents and businesses in line with the Environment Act.	Develop a schools' educational programme and undertake in 10 schools across the Borough by March 2025. Prepare a waste and recycling tool kit for local businesses and deliver to 10 Broxtowe Borough Council trade waste customers by March 2025.	Assistant Director Environment Services	Influence	Complete	Tool kit for businesses being developed for the implementation of simpler recycling and weekly food waste collections. School visits taking place throughout the year.
6.8	Increase the number of face-to-face engagement	Increase the number of engagements by	Assistant Director Environment Services	Influence	Complete	

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	events with residents.	5%, against the previous year.				
6.9	Increased engagement and promotion with 'mend and make do' type partners to reduce the disposal of items.	Work with 5 reuse partners in 2024/2025. Have a presence at each Green Festival of at least one 'make and mend' type stall holder.	Assistant Director Environment Services	Influence	Complete	Reuse partners attended the Hemlock Happening Green Zone and the Green Festival, in Eastwood.
6.10	Increase 'waste and recycling' carbon avoidance reporting on Green Rewards.	Broxtowe residents to have avoided emitting 350 tonnes of carbon since the launch of the platform in October 2021. Increase registrations to 3,500, by March 2025. Explore and implement if feasible, the	Assistant Director Environment Services	Influence	Complete	Waste and recycling is a main activity of Green Rewards programme. Number of Broxtowe residents using the platform was 3,224. Total tonnes of CO ₂ e avoided since launch of Green Rewards is over 380 tonnes.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		promotion of the Veolia educational tours within the Green Rewards app.				
6.11	Investigate the use of carbon impact targets over weight based data for refuse and recycling.	Establish carbon impact targets for refuse and recycling. To report these alongside weight data.	Assistant Director Environment Services	Influence	Not started	Simpler recycling and food waste collections are currently the priority. These will have a positive impact on carbon reduction.
6.12	Create a resident behaviour change programme for high carbon waste items from disposal (Food, Textiles [Fast fashion], batteries and plastics)	Implement the communications plan by September 2024.	Communications, Cultural and Civic Services Manager / Assistant Director Environment Services	Influence	Complete	Promotion of some items, for example, batteries and disposable vapes has been undertaken on social media.

Theme: Natural Environment

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
7.1	Identify opportunities to extend the 'no mow' sites located across the Borough.	Change the mowing regime on 2 areas within the Council ownership. Once implemented communicate these through the relevant communication channels and with local signage.	Parks and Open Spaces Manager	Own Operation	Complete	Sites identified for the 2025/26.
7.2	Implement the actions within the new Tree Strategy. Increase the number of tree planting	Plant 3,000 trees in 2024/25. 10% of which will be drought tolerant. Provide trees for the free tree	Parks and Open Spaces Manager	Own Operation	Complete	2,179 trees planted by end of February 2025. Drought tolerant species include birch, lime, and hawthorn, which has been

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	schemes across the Borough.	<p>scheme for 2024/25 and including species suitable for residents that do not have space for a tree in their outdoor space.</p> <p>Consider other sustainable plant options for residents who do not have enough room in their garden for a tree.</p> <p>Secure landowner permissions to increase urban tree canopy to reduce urban heat islands and start to add to areas where</p>				<p>approximately 30% of planting this year exceeding the target</p> <p>Free trees completed. 300 fruit trees and 200 fruit bushes distributed to residents free of charge.</p> <p>Landowners identified for 2025/26.</p>

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		permission granted by March 2025.				
7.3	Calculate potential carbon sequestration value of the BBC owned land and establish an appropriate methodology for measurement. Identify improvements and action them.	Establish baseline and prepare a report (undertaken annually).	Parks and Open Spaces Manager	Own Operation	Complete	Methodology used has provided an initial sequestration value. This value is likely to fluctuate as science and methodologies evolve.
7.4	Develop the Borough's Blue/Green Infrastructure.	Establish and set up the best method of stakeholder engagement in order to deliver the revised Blue/Green	Parks and Open Spaces Manager	Influence Own Operation	Complete	Procurement completed and consultant appointed. Stakeholder engagement has begun.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		Infrastructure Strategy. Enhance wildlife corridors across the Borough as identified in the revised Blue / Green Infrastructure Strategy.				
7.5	Investigate the potential installation of either living walls (vertical gardens) or green roofs to Council assets, to absorb CO ₂ and improve biodiversity.	Undertake a feasibility study, including a cost benefit analysis and identification of potential green roof and vertical garden.	Assistant Director Asset Management and Development / Parks and Open Spaces Manager	Own Operation	Complete	Considered at design stage for the Pencil Works; however, not feasible due to costs.
7.6	Create allotment ambassadors to encourage and engage to drive	Create four allotment ambassadors.	Parks and Open Spaces Manager	Influence	Complete	Allotment ambassadors' recruitment exercise

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	positive behavioural change.	Explore opportunities to engage with local schools to encourage having their own allotments/to visit our allotments.				completed – very limited interest received. Project will not move forward at this stage. Opportunities with school engagement identified.
7.7	Provide an annual air quality status report for the Borough which is fit for purpose.	Create an annual report.	Head of Environmental Health, Licensing and Private Sector Housing	Influence	Complete	
7.8	Continue to monitor NO ₂ levels at 49 locations throughout the Borough and continue to work with relevant	Ongoing – air quality is monitored monthly and forms part of the annual status report on air quality.	Head of Environmental Health, Licensing and Private Sector Housing	Influence	Complete	Note: forty-five locations as of March 2024.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	partners in order to bring about improvements in local air quality.					
7.9	Organise and promote an annual BioBlitz and species monitoring to encourage and inform local residents on the importance of biodiversity.	Identify one site for the annual BioBlitz. Seek opportunities to collaborate with Nottinghamshire Wildlife Trust and other organisations on species monitoring.	Parks and Open Spaces Manager	Influence	Complete	Bio Blitz successfully completed in August 2024, in partnership with Nottinghamshire Wildlife Trust and Friends of Bramcote Ridge.
7.10	Look at possible natural solutions for areas at risk of flooding throughout the Borough.	Plant most appropriate species of tree and re-wild the Erewash flood plain at Toton by March 2025.	Parks and Open Spaces Manager	Influence / Own Operation	In progress	Natural solutions have been identified. Collaboration with Nottinghamshire Wildlife Trust. Available funding secured

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
						to progress in 2025/26. Natural solutions identified at Pitt Lane, working in collaboration with Nottinghamshire County Council and Environment Agency in 2025/26.
7.11	Establish and deliver the woodland burial site identified at Chilwell, to enable eco burials within a woodland setting.	Once established, publicise and promote the new eco burial site.	Assistant Director Environment Services	Influence / Own Operation	In progress	A site has been identified. Work will continue in 2025/26 on this action.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
7.12	Identify soil management practices that optimise soil carbon sequestration.	<p>Ensure that any planting (wherever possible) for 2024/25 uses mulch.</p> <p>Investigate the possibility of using fungus as a soil conditioner and to improve soil moisture levels.</p> <p>Undertake one pilot study, which will help to adapt and mitigate extreme weather conditions.</p>	Parks and Open Spaces Manager	Influence / Own Operation	Complete	Mulch in use where possible. Pilot completed at Cator Lane and an additional area identified for 2025/26.
7.13	Engage with local farmers on climate change.	Contact the National Farmer's Union (NFU) to initiate conversations	Assistant Director Environment Services	Influence	Complete	Climate Change Manger has contacted the Midlands NFU office to

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		with local farmers on Climate Change.				introduce the work that the Council is undertaking on this subject and to seek opportunity to engage and collaborate Response from NFU pending.
7.14	Monitor and manage the Borough's blue infrastructure.	Audit Blue infrastructure assets annually and write to all riparian owners making them aware of their responsibilities.	Assistant Director Environment Services	Influence	Complete	Audit undertaken in Summer 2024 with a programme of works underway. All riparian owners written to.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
7.15	Erect appropriate signage and information boards across the Borough's parks, explaining how and why the Council managed the environment.	Erect signage at relevant Council sites.	Parks and Open Spaces Manager	Influence	Complete	New interpretation board designed for Brinsley Headstocks.

Theme Eight: Communities

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
8.1	Reduce the carbon footprint and improve the sustainability of Broxtowe Borough Council events.	Audit the Council's existing events programme to agree the baseline data and methodology for measuring	Communication s, Cultural and Civic Services Manager / Assistant Director Environment Services	Own Operation	In progress	Methodology has been explored. Meeting to discuss next steps to take place in Q1 of 2025/26.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		carbon usage moving forward. Develop a zero/low waste policy for Council events. Work with suppliers to reduce supply chain emissions.				
8.2	Support Town and Parish Council's to take climate action.	Ensure that the climate change agenda continues to be part of the annual Town and Parish forum. Develop a climate change tool kit for Town and Parish Council's (to include signposting for funding opportunities).	Assistant Director Environment Services	Influence	Complete	UKSPF funding has supported Rural Communities Nottingham in the SayNOW project. Climate Change Manager and Assistant Director - Environment Services attended the annual Town and Parish

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
						forum. Village and Community Halls - A Net Zero Design Guide March 2024, has been shared with the Climate Change Manager to support in development of toolkit.
8.3	Support community and voluntary sector groups to enable them to take action on climate change and their carbon footprint.	Agenda items at Primary Care Network Community Engagement Group meetings and Broxtowe Partnership meetings. Review and revise community and voluntary sector group contacts.	Assistant Director Environment Services	Influence	Complete	Climate Change Manager introduced to Primary Care Network Community Engagement Group meetings and Broxtowe Partnership meetings. Climate Change Forum took place in March

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		Host the first Climate Change Schools Conference for the Borough.				2025, which also included schools.
8.4	Food education to reduce food waste.	Raise awareness of healthy eating and promoting healthy weight management options through Your Health Notts. Advise on Best Before and Use by dates as well as how to food safely. Deliver a Food Waste Action Week and support key messages around avoiding food waste. Support the Stapleford Community Group to allow	Head of Communities and Crime/Assistant Director Environment Services	Influence	Complete	Food Waste Action Week completed. HOPE Nottingham to deliver a strategic food support project in 2025/26 funded by UKSPF. Love Food Hate Waste contacted to attend Green Festivals; this is not available.as part of their services, however resources are available for the Council to use

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		them to redistribute surplus food. Explore the opportunity for Love Food Waste to attend one of the Green Festivals during 2024/25.				from their website.
8.5	Develop a Green Social Prescribing model in relation to health and wellbeing for the Borough.	Produce final model by March 2025 for roll out.	Head of Communities and Community Safety	Influence	In progress	Funding to support resources to complete this piece of work currently being explored.

Theme Nine: Business and Supply Chain

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
9.1	Produce the Council's Sustainable Procurement Strategy.	<p>Confirm the Council's commitment for a sustainable approach to the delivery of goods, services and works.</p> <p>Create and include a sustainability weighting for the Council's tender evaluation process.</p> <p>Establish supplier engagement programme following recommendations of the Carbon Trust Scope 3 baseline report.</p>	Assistant Director Finance Services/ Assistant Director Environment Services	Own Operation	In progress	Expertise from Nottinghamshire County Council's Procurement team currently being utilised. Climate Change Manager to meet with NCC team in Q1 of 2025/26.
9.2	Identify and work with	Reduce Scope 3 carbon	Assistant Director Finance	Own Operation	In progress	

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	suppliers that have significant carbon emissions associated with the products that the Council purchase.	emissions by 5% after the first year of establishing its baseline.	Services/ Assistant Director Environment Services			Scope 3 baseline calculated. Supplier engagement to be discussed with Nottinghamshire County Council as part of the procurement services arrangements currently in place with them.
9.3	Create a climate change forum which would allow key stakeholders including businesses/educational establishments to share best environmental practice.	Hold one event for the key stakeholder forum by March 2025.	Assistant Director Planning and Economic Development / Assistant Director Environment Services	Influence	Complete	Climate Change Forum took place on 13 March 2025. The team are planning a repeat event next year subject to funding availability.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
9.4	Support green jobs and skills growth within the Borough.	Work with partners to create green jobs and skills growth across the Borough.	Assistant Director Planning and Economic Development	Influence	In progress	Environmental Strategy Working Group (ESWG) and Fast Followers provide some support on this subject.
9.5	Provide local providence/ low carbon hospitality for meetings/ events.	Establish a supplier list and a baseline criteria/set of standards to work from by March 2025.	Head of Administrative Services	Influence	Complete	Hospitality for meetings is limited. Events Team have created a document with information regarding catering requirements, including buying local, opting for vegetarian / vegan as well as avoiding single use cutlery and plates/cups.
9.6	Investigate a climate	Report on possible	Assistant Director	Influence	Complete	

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	accreditation system for businesses. (Similar to a food hygiene rating).	solutions or systems.	Environment Services			Climate accreditation systems have been investigated. Report drafted.
9.7	Review the Council's Service Level Agreements (SLA's) to include sustainability criteria.	Establish a working list of all SLAs to start work from by March 2024.	Assistant Directors/Heads of Service	Influence	In progress	Programme theme leads aware of SLAs. Work to be completed for the Council's requirements and for the Legal Team to review and sign off.

Theme Ten: Communications

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
10.1	Continue to enhance and develop the resident	Implement a programme of monthly communications	Communications, Cultural and Civic Services Manager /	Influence	Complete	Monthly communications

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	engagement platform (Green Rewards).	<p>and engagement activity to increase the number of Green Rewards users.</p> <p>Increase the number of people undertaking the 'switch off' action by 5% on Green Rewards.</p> <p>Increase the amount of carbon avoided to 350 tonnes (from platform launch in October 2021).</p> <p>Increase the number of people undertaking the 'active travel'</p>	Assistant Director Environment Services			<p>in place for Green Rewards and other Climate Change Communication. Free Tree's campaign a success. 300 fruit trees and 200 fruiting plants given away. Green rewards sign ups 3,224 as of 26/3/25. Total tonnes of CO₂e avoided since launch of Green Rewards over 380 tonnes.</p>

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		<p>action by 5% on Green Rewards.</p> <p>Develop and launch an incentivised challenge to create a sense of competition and shared goal for example, double your recycling.</p> <p>Review the number of active Green Rewards Members vs those signed up but not active and look to increase their activity.</p>				
10.2	Develop and deliver carbon literacy and sustainability training for all	Become a carbon literate organisation (bronze level) and work	Assistant Director Environment Services	Influence / Own Operation	In progress	Carbon literacy training for Portfolio Holder and some of SMT completed.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	employees and Members.	towards silver level. Deliver an e-learning training package on climate change for employees.				Video for bronze level pending. E learning module in development.
10.3	Support successful delivery of other project strands through effective communications and engagement activity.	Improve the awareness of climate change by 5% (data will be gathered via the annual budget survey).	Communications, Cultural and Civic Services Manager	Influence	Complete	
10.4	Develop the Green Festival format so that the reach and engagement levels to local residents is increased.	Undertake Green Festivals in the Borough, reaching an audience of over 1,500 residents by March 2025.	Communications, Cultural and Civic Services Manager / Assistant Director Environment Services	Influence	Complete	
10.5	Continue to build on the 'Climate Change and Green	5% increase in awareness on previous year as part of	Communications, Cultural and Civic Services Manager /	Influence	Complete	.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	Futures' brand to raise awareness of climate change.	consultation work.	Assistant Director Environment Services			
10.6	Develop the Environment email bulletin and other methods of communication to ensure that we are reaching and engaging with as many people as possible.	<p>1,000 new subscribers to the email me service.</p> <p>Ensure that messages are balanced between the urgency of climate change vs giving hope and positive outcomes of climate mitigation measures. (added as result of public consultation).</p> <p>Explore the use of communicating messages via</p>	Communications, Cultural and Civic Services Manager / Assistant Director Environment Services	Influence	Complete	13,985 subscribers at end of 2024/25.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
		community groups to disseminate information.				
10.7	Increase climate change engagement with residents and businesses.	Produce videos on: <ul style="list-style-type: none"> The Council's own operation carbon footprint. The Borough's carbon footprint 500 views (organic). 	Communications, Cultural and Civic Services Manager	Influence	In progress	<p>Round up video to be produced in Q1 of 2025/26.</p> <p>Engagement with residents and businesses continues to increase with a total of 380 engagement activities during 2024/25 completed through all channels of communication.</p>
10.8	Identify local influencers for example bloggers,	To Broaden the Council's reach 500 engagement	Communications, Cultural and Civic Services Manager	Influence	Complete	Local influencers have been identified.

REF	ACTION	TARGET FOR 2024/25	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	RAG STATUS	COMMENTS
	community groups, Facebook groups to engage with the Council on climate change					However, on review this action is no longer considered suitable due too cost implementations , a grey area over contract agreements required which is deemed high risk. For 2025/26 there is an action to create a Green Champion network across the Borough with residents and businesses which is felt to be more suitable

Appendix 3

Carbon Management Action Plan 2025/26**Theme One: Climate Strategy**

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
1.1	Measure, monitor and analyse the Council's carbon emission data. Information will then be used to ascertain the level of CO ₂ e saved from actions undertaken through the Climate Change and Green Futures Carbon Action Management Plan (CMAP).	Produce a comprehensive bi-annual carbon emission report, covering both the Council's own operation and Borough emissions.	Assistant Director Environment Services	Own Operation	1	1
1.2	Establish a net zero target for the Council's own operations.	1. Set science-based targets by March 2026 for a net zero trajectory to 2040, 2045 and 2050 (in line with 1.5°C reduction). 2. By March 2026 set a commitment date for working	Assistant Director Environment Services	Own Operation	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		towards net zero. 3. Calculate and report on Scope 3 emissions for 2023/24 by July 2025. 4. Begin to implement the actions/recommendations of the Carbon Trust Scope 3 Emissions baseline report.				
1.3	Identify external funding opportunities.	1. Identify external funding opportunities. 2. Continue to track all successful funding opportunities on the Climate Change Budget Tracker.	Assistant Director Environment Services/ Relevant Programme theme leads	Influence/Own Operation	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		3. Keep a record of possible future funding avenues.				
1.4	Develop a Climate Change Adaptation and Resilience Strategy for the Council.	1. Write a Climate Change Adaptation and Resilience Strategy with supporting action plan for the Council. 2. Take the strategy to Policy Overview Working Group and then on to Cabinet by end of 2025/26.	Assistant Director Environment Services	Influence/Own Operation	1	1
1.5	Baseline all scopes 1 and 2 Carbon Scopes for Liberty Leisure Ltd and work with them to establish a baseline and targets.	1. Baseline Carbon Scopes 1 and 2 for Liberty Leisure by March 2026. 2. Undertake an environmental audit of LL buildings and	Assistant Director Environment Services/ Business Director Liberty Leisure	Influence	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		identify any short-term actions that can be implemented to reduce carbon emissions.				
1.6	Research the implementation of ISO14068-1:2023.	1. Identify the costs and resources required for the Council to achieve ISO 14068-1: 2023 international standard for carbon neutrality. 2. Submit a paper to Cabinet by October 2025.	Climate Change Manager	Own operation	1	1
1.7	Conduct a Citizen Visioning exercise for the Borough to support future actions in the Climate Change and Green Futures Strategy.	1. Identify the Council's Citizen Visioning purpose. 2. Recruit resident representatives. 3. Host suitable workshops to	Climate Change Manager	Influence/Own operation/	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		engage with residents. 4. Use the final report to feed into both the Climate Change and Green Futures Strategy and the Council's Corporate Strategy.				
1.8	Review and update the Climate Change and Green Futures Strategy.	Update as required. Incorporate net zero target as well as findings from the Citizen Visioning report.	Climate Change Manager	Influence/Own Operation	2	1
1.9	Support the Completion of the Local Area Energy Plan (LAEP) for the Borough.	1. Engage with appropriate internal and external stakeholders. 2. Provide building data where necessary.	Assistant Director Environment Services/Climate Change Manager	Influence/Own Operation	3	3

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		3. Ensure LAEP report and twin model meet expectations and enable detailed and informative decisions for the Council's assets as well as residents, businesses, community groups etc.				

Theme Two: Transport and Travel

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
2.1	Develop a replacement programme for fossil fuelled small tools (for example hedge trimmers, blowers, and strimmers) where possible the team will consider electric powered plant equipment.	Identify any tools for replacement in 2025/26.	Transport and Stores Manager / Parks and Green Spaces Manager	Own Operation	1	2

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
2.2	Review biannually data on vehicle types registered across the Borough.	Review the data downloaded and use to inform necessary amendments to the Electric Vehicle Infrastructure Strategy.	Transport and Stores Manager	Influence	1	1
2.3	Promote the employee Cycle to Work Scheme increasing the awareness of the scheme and the opportunity for staff to travel to work sustainably.	1. Log employee sign ups to the Cycle to Work Scheme and report bi-annually to the Climate Change Manager. Look to set a target for 2025/26. 2. Log employee business miles by bike and report bi-annually to the Climate Change Manager. 3. Review the employee commuting	Communications, Cultural and Civic Services Manager/Payroll and JE Manager	Influence	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		<p>survey (used for the Scope 3 emissions data collection) and ensure other active travel measures are included.</p> <p>4. Work with the Communications team to include information on the Cycle to Work Scheme in the Employee Briefing at least twice in 2025/26, focusing on Spring and Summer and use other communications such as plasma screens and/or the intranet as appropriate.</p>				
2.4	Promote the car lease scheme regularly within the 'Employee Briefing'.	Ensure that employees are aware of the	HR Manager / Communications, Cultural and Civic	Influence	2	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
	Use agile working arrangements to reduce the impact that employees travelling to work has on the environment.	scheme and that this is tested in the 2025/26 employee survey.	Services Manager			
2.5	Promote sustainable travel options to employees and residents.	1. Decrease the amount of business travel carbon emissions by 5% by March 2026. 2. Review and update the Council's Sustainable Travel webpages and communicate via appropriate channels i.e. Environment Bulletin.	Climate Change Manager / HR Manager / Communications, Cultural and Civic Services Manager	Own Operation/ Influence	2	1
2.6	Implement the actions within the new Electric Vehicle Infrastructure (EVI) strategy for the Borough.	Continue to implement the EVI action plans. Review and revise the EVI Strategy.	Assistant Director Environment Services	Own Operation/Influence	2	3

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
2.7	Raise awareness of the environmental, economic and health impacts of idling.	Incorporate anti idling promotion in two staff toolbox talks during 2025/26 – for housing, GM and depot-based vehicles (not refuse).	Transport and Store Manager	Own Operation	1	1
2.8	Conduct a review of the cycle shelter and shower facilities available for employees at key office buildings across the estate.	Raise awareness of the cycle facilities through employee briefing, the intranet and the corporate induction by May 2025.	Climate Change Manager	Influence	1	1
2.9	Explore employee discounts with travel partners across the Borough e.g. Trent Barton, NCT, NET, East Midlands Trains.	Report back on opportunities available to the Council to the Climate Change Manager by September 2025.	HR Manager	Influence	1	1
2.10	Promote the carbon emission savings for 2024/25 achieved through the implementation of HVO.	Produce an article that can be used in the Environment Bulletin, Employee Briefing and social media channels following the 2024/25	Transport and Stores Manager	Own Operation	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		calculations. To be completed by August 2025.				
2.11	Promote the Lime Bike scheme, report on success, explore expanding across the Borough.	<ol style="list-style-type: none"> 1. Log and report on signs ups and mileage across the Borough throughout the year on a quarterly basis. 2. Identify at least one additional ward that the scheme can be considered for in 2025/26. 3. Explore a business account with Lime Bikes for employees to use the e bikes for business travel and set. 	Kimberley Means Business – Bid Manager	Influence	1	1
2.14	Continue to influence sustainable and active travel	Collaborate with NCC to consider				

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
	opportunities and infrastructure across the Borough in collaboration with Nottinghamshire County Council (NCC).	well lit, surfaced routes for pedestrians as well as cyclists.	Kimberley Means Business – Bid Manager	Influence	1	1
2.15	Review and feed into the Council's Sustainable Travel webpages.	Incorporate the Lime Bike scheme and any additional sustainable travel information that residents can use to help inform their travel activities by June 2025.	Kimberley Means Business – Bid Manager	Influence	1	1

Theme Three: Energy and Water

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
3.1	Install water efficient taps in all Council owned buildings to reduce water consumption and cost.	1. Explore further water efficiency opportunities across the estate. 2. Incorporate such requirements within Employers Requirements of specifications for development	Assistant Director Asset Management and Development/Climate Change Manager	Own Operation	1	2

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		projects - refurbishments and new build.				
3.2	Develop a programme for all appliances in social spaces (For example, kitchens and laundry rooms) at Independent Living Schemes, for energy efficient ones.	1. Review the appliances register for social spaces. 2. Ensure that when an upgrade or replacement is required this is to the most energy efficient available at the time.	Assistant Director Asset Management and Development/Modernisation Manager	Own Operation	2	2
3.3	Ensure all Council stock has a current Energy Performance Certificate (EPC).	Complete the remaining EPCs for the Housing Revenue Account (HRA).	Assistant Director Asset Management and Development	Own Operation	1	1
3.4	Complete the smart meter installation programme.	Address smart meter installation in outstanding properties where access has been restricted/challenged during 2024/25.	Assistant Director Asset Management and Development	Own Operation	2	2
3.5	Investigate options for renewable energy e.g. solar panel installation on building roof tops across the estate	Using the stock condition report, explore the possibility of solar panel	Assistant Director Asset Management and Development	Own Operation	3	3

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		installation on buildings across the estate. Establish a short list of five buildings to take forward to feasibility in 2026/27.				
3.6	Determine decarbonisation priorities for Broxtowe Borough Council assets	1. Use the decarbonisation plans produced in 2024/25, to determine the decarbonisation/e nergy efficiency priorities for the Council Offices and for the Crematorium. 2. Once determined explore funding/capital investment options.	Assistant Director Asset Management and Development / Assistant Director Environment Services	Own operation	2	3
3.7	Incorporate carbon reductions and sustainability measures within the Council's Employers Requirements.	Revise the Council's Employers Requirements – specifications for development projects refurbishments and	Assistant Director Asset Management and Development / Climate Change Manager	Own Operation	2	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		new build. to include items such as minimum energy efficiency requirements.				
3.8	Assist residents, local businesses in their reduction of energy and water consumption.	<p>1. Using the Technology Guides developed from the Fast Followers/ University of Nottingham project ensure residents, community groups and local businesses are made aware of this resource through collaboration with relevant Programme Themes and their teams across the Council.</p> <p>2. Use Green Rewards to signpost to the</p>	Climate Change Manager	Influence	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		Technology Guides.				
3.9	Explore the options for a replacement heating system for the Council Offices	1. Complete a feasibility for the replacement heating system by end of 2025/26. 2. Determine if this approach has a higher priority over other retrofit measures i.e. window repair/replacement; loft insulation.	Assistant Director Asset Management and Development	Own Operation	2	1
3.10	Implement the actions contained within the new Fuel Poverty Strategy.	1. Take the Fuel Poverty Strategy to Cabinet for approval by June 2025. 2. Commence implementation of the action plan and review progress made at least annually.	Assistant Director Asset Management and Development/Assistant Director Environment Services	Influence/Own operation	3	2

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		3. Work with the University of Nottingham on fuel poverty				
3.11	Support the Housing Team and their understanding of retrofit measures being installed across the housing stock.	Complete two briefing sessions to the Housing Team on the retrofit measures installed in 2024/25 and those that are planned in 2025/26.	Assistant Director Asset Management and Development/ Assistant Director Housing Services/ Climate Change Manager	Influence/Own operation	2	1
3.12	Investigate and review heating settings across Independent Living properties	Liaise with Independent Living Team to review heat settings across the Independent Living properties and identify opportunities to reduce these where practicable.	Capital Works Manager	Own operation	2	1
3.13	Implement the Retrofit RoadMap	1. Cascade the completed Retrofit Roadmap to relevant Programme theme leads to influence and determine housing stock priorities, suitable	Capital Works Manager/Assistant Director Environment Services	Influence/Own Operation	2	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		energy efficiency methods and to support funding bids during 2025/26. 2. Ensure private house owners are also aware of this roadmap to support their retrofit opportunities.				
3.14	Showcase renewable technology installed within new build social houses.	Pilot a showcase event for residents and tenants whilst engaging with other stakeholders on the Inham Nook development by June 2025.	Assistant Director Asset Management and Development/Assistant Director Housing Services/Climate Change Manager	Influence/Own Operation	1	1
3.15	Monitor and report on the energy savings from the new cremators at Bramcote Crematorium	Following completion of the work to replace the cremators, report on actual energy savings from the implementation of the project	Assistant Director Asset Management and Development	Own Operation	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
3.16	Reduce number of Multifunction Devices across the estate.	Identify opportunities across the estate to remove Multi-Functional Devices whilst expanding Hybrid Mail (combining traditional postal methods with modern digital technologies) to reduce paper usage.	Assistant Director ICT and Corporate Services	Own Operation	1	1
3.17	Implement new network infrastructure and consolidation.	Report on power reductions once implementation completed.	Assistant Director ICT and Corporate Services	Own Operation	1	1
3.18	Introduce a CCTV replacement programme.	Identify replacement opportunities and explore solar power options.	Assistant Director ICT and Corporate Services	Own Operation	1	1
3.19	Explore solar powered ticket machines	Investigate the feasibility of solar powered operated ticket machines across the Borough. Report findings by September 2025.	Assistant Director ICT and Corporate Services	Own Operation	1	2

Key: Low 1 Medium 2 High 3

Theme Four: Built Environment

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
4.1	Complete the stock condition surveys and formulate appropriate actions to the outcome of these.	Complete the stock condition survey on the remaining 2,300 housing properties. To commence in March 2025. All communal areas to be surveyed first.	Capital Works Manager	Own Operation	1	1
4.2	Act on the recommendations raised in the stock condition surveys.	5-year capital works programme and 30-year business plan to be produced by recommendations of the stock condition surveys.	Capital Works Manager	Own Operation	3	3
4.3	Commence implementation of solar panel installations across the housing stock.	1. Commence decarbonisation projects including solar panel installation to 460 properties as part of SHDF wave 3. Subject to successful outcome. 2. Procurement process with	Capital Works Manager	Own Operation	3	3

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		Nottingham County Council to commence May 2025.				
4.4	Commence loft insulation programme on properties identified through stock condition reports completed.	1. Loft installation included as part of SHDF wave 3 Use stock condition reports to identify loft insulation top up. 2. Determine the priority of insulation works across the housing stock i.e. focus on EPC D and below. 3. Explore feasibility of completion in void properties.	Capital Works Manager	Own Operation	2	2
4.6	Research sustainable methods of construction for new build Council houses. e.g. sustainable materials, reducing wate and	Include within the Housing Delivery Plan review and Employers Requirements.	Assistant Director Asset Management and Development	Own Operation	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
	conserving energy at construction phase					
4.7	Explore the implementation of alternative technologies to conventional heating systems.	1. Complete feasibility studies on previous schemes to see if viable. 2. Implementation of a ground source heat pump network scheme for 51 flats as part of SHDF wave 3 funding (subject to successful bid).	Capital Works Manager	Own operation	1	1
4.8	Implement the boiler repair vs replacement programme in Council Housing stock.	To include in 5-year capital programme. Change the current 15-year boiler replacement policy to prioritising service and or repair before replacement. Identify pilot projects to invest sinking funds (reserved pool of money) into.	Assistant Director Asset Management and Development	Own Operation	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
4.9	Ensure that Borough residents are aware and signposted to appropriate retrofit funding for energy efficient measures for their homes.	1. Implement the communications plan for retrofit funding available through 2025/26. 2. To include Warm Homes Local Grant scheme.	Capital Works Manager / Assistant Director Environment Services	Influence	1	1
4.10	Install hydrogen ready boilers across the housing stock.	Continue to install hydrogen ready boilers as part of the replacement programme.	Capital Works Manager	Own Operation	2	2
4.11	Promote Solar Wizard across the Borough.	Provide information within all relevant communication channels regarding Solar Wizard.	Climate Change Manager	Influence	1	1
4.12	Educate and inform social housing tenants on energy efficiency within the home and other climate change related topics.	Identify at least four tenant engagement opportunities where these topics can be included in 2025/26 and report on number of attendees quarterly.	Assistant Director Housing Services	Influence	2	1
4.13	Develop a user-friendly guide for tenants occupying	1. Use the Inham Nook		Influence	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
	new build properties with renewable energy technology.	<p>development as a pilot project to design the guide.</p> <p>2. Look for tenant feedback on the content and understanding of the renewable energy technologies.</p> <p>3. Complete pilot by July 2025.</p>	Assistant Director Housing Services			
4.14	Incorporate minimum sustainability requirements as part of the Housing Delivery Strategy refresh.	Identify sustainability aspirations for the Housing Delivery Strategy and commit to an agreed minimum requirement. This requires Cabinet to approve, as part of the Housing Delivery Strategy	Assistant Director Housing Services	Own operations	2	1

Key: Low 1 Medium 2 High 3

Theme Five: Core Strategy and Planning

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
5.1	Complete the review of the Aligned Core Strategy (The Greater Nottingham Strategic Plan).	Submit the Strategic Plan for examination by September 2025.	Assistant Director Planning and Economic Development	Influence	1	1
5.2	Influence behavioural change so that sustainable building design is considered during the planning process.	Adopt the Reduction of Carbon in New Development Supplementary Document (SPD) by April 2025.	Assistant Director Planning and Economic Development	Influence	1	1
5.3	Implement Biodiversity Net Gain requirements on all developments.	Implement requirements including identifying opportunities for onsite and off-site biodiversity gain as well as carbon sequestration.	Assistant Director Planning and Economic Development	Influence	1	1
5.4	Implement the requirements of the Reduction of Carbon in New Developments Supplementary Planning Document.	Implement requirements for new developments as prescribed within the Reduction of Carbon in New Development SPD, which sets out further detail of the	Assistant Director Planning and Economic Development	Influence	3	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		policy requirements within the Part 2 Local Plan.				
5.5	Ensure that all Neighbourhood Plans include reference to policies regarding climate change adaptation and mitigation.	Continue to work with the relevant Neighbourhood Plan bodies and forums to encourage climate change policies where possible.	Assistant Director Planning and Economic Development	Influence	2	1
5.6	Sustainable and energy efficient building requirements.	Ensure all developments funded by regeneration programmes look to achieve at least BREEAM 'Good' and or an EPC rating at least one grade higher than the legal minimum.	Assistant Director Planning and Economic Development	Influence	2	1

Theme Six: Recycling and Resources

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
6.1	Review of missed bin policy and procedure.	Review the missed bin policy and take the findings to	Assistant Director Environment Services	Own Operation	2	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		Cabinet for decision by September 2025.				
6.2	Assess the impact of current housing growth on refuse collections and investigate possible efficiency solutions.	Using data captured for housing growth in the Borough over the next 5 years, complete a round review and implement by autumn 2025.	Assistant Director Environment Services	Own Operation	3	3
6.3	Work in partnership with charities, for example on Clean and Green Bulky Waste days, to promote the reuse of items as an alternative to disposal.	Work with five reuse partners annually.	Assistant Director Environment Services	Influence	2	2
6.4	Increase the quantity of recycling collected to 50+% by 2027.	Increase recycling rates by 2% annually from a 2022/23 baseline.	Assistant Director Environment Services	Influence	2	1
6.5	Reduce recycling contamination to 5% by 2027.	Reduce contamination levels by 2.5% by March 2026.	Assistant Director Environment Services	Influence	2	1
6.6	Promote a Circular Economy approach to waste management to Broxtowe residents and businesses in line with the Environment Act.	1. Continue to deliver the schools' educational programme and undertake 10	Assistant Director Environment Services	Influence	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		school presentations by March 2026. 2. Cascade the waste and recycling tool kit for local businesses and deliver to 10 Broxtowe Borough Council trade waste customers by March 2026.				
6.7	Increase the number of face-to-face engagement events with residents.	Increase the number of engagements by 5%, against the previous year.	Assistant Director Environment Services	Influence	1	1
6.8	Increased engagement and promotion with 'mend and make do' type partners to reduce the disposal of items.	Work with 5 reuse partners in 2025/2026. Have a presence at each Green Festival of at least one 'make and mend' type stall holder.	Assistant Director Environment Services	Influence	1	1
6.9	Investigate the use of carbon impact targets over	1. Establish carbon impact targets				

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
	weight based data for refuse and recycling.	for refuse and recycling. 2. To report these alongside weight data.	Assistant Director Environment Services	Influence	1	1
6.10	Create a resident behaviour change programme for high carbon waste items from disposal (Food, Textiles [Fast fashion], batteries and plastics).	Continue to use appropriate communication channels on relevant waste items throughout 2025/26.	Communications, Cultural and Civic Services Manager / Assistant Director Environment Services	Influence	1	1
6.11	Implement Simpler recycling and weekly food waste collections.	Ensure all the Council's trade waste customers are informed and set up for the Simpler recycling and weekly food waste collections by April 2025.	Assistant Director Environment Services	Influence	2	2
6.12	Develop and implement a trial for weekly household food waste collections.	1. Identify one collection round to conduct the trial. Implement the trial and report back on successes and challenges.	Assistant Director Environment Services	Influence	2	2

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		2. Trial round to be implemented in summer of 2026.				
6.13	Refresh/rewrite the Waste Strategy.	1. Incorporate updates as required to reflect the most up to date information at the time of writing 2. Complete by September 2025.	Assistant Director Environment Services	Own Operation/Influence	1	1

Theme: Natural Environment

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
7.1	Identify opportunities to extend the 'no mow' sites located across the Borough.	1. Change the mowing regime on two areas within Council ownership. This may include extension of those already established.	Parks and Green Spaces Manager	Own Operation	2	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		2. Once implemented, communicate these through the relevant communication channels and with local signage.				
7.2	Implement the actions within the Tree Strategy. Increase the number of tree planting schemes across the Borough.	1. Plant 3,000 trees in 2025/26. 2. At least 10% of which will be drought tolerant. 3. Provide fruit trees for the free tree scheme for 2025/26 and include species suitable for residents that do not have space for a tree in their outdoor space.	Parks and Green Spaces Manager	Own Operation	3	3

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		4. Engage with schools and collaborate on increasing the urban tree canopy on their grounds to reduce urban heat islands and support their tree planting programme.				
7.3	Review and recalculate the potential carbon sequestration value of the Council's owned land.	1. Add any new areas of space acquired by the Council over the year to the GIS officer. Re-calculate and compare to the previous year. 2. Stay up to date with carbon sequestration calculation methodologies and seek those that the Council could use in off-	Parks and Green Spaces Manager	Own Operation	3	2

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		setting residual emissions. 3. Use findings from the Fields in Trust report to communicate park sequestration values via park CVs. 4. Explore the use of biodiversity units, using these for developers to purchase to use for BNG.				
7.4	Develop the Borough's Blue/Green Infrastructure.	1. Complete the Blue/Green Infrastructure Strategy refresh. 2. Take to Cabinet for adoption by March 2026.	Parks and Green Spaces Manager	Influence Own Operation	3	2
7.5	Provide an annual air quality status report for the	Create an annual report.		Influence	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
	Borough which is fit for purpose.		Head of Environmental Health, Licensing and Private Sector Housing			
7.6	Continue to monitor NO ₂ levels at locations across the Borough. Continue to work with relevant partners to bring about improvements in local air quality.	Report on as part of the annual status report on air quality.	Head of Environmental Health, Licensing and Private Sector Housing	Influence	1	1
7.7	Organise and promote an annual BioBlitz and species monitoring event to encourage and inform residents on the importance of biodiversity.	Identify one site for the annual BioBlitz and report success following the event.	Parks and Green Spaces Manager	Influence	1	1
7.8	Look at possible natural solutions for areas at risk of flooding throughout the Borough.	1. Plant most appropriate species of tree and re-wild the Erewash flood plain in collaboration with Nottinghamshire Wildlife Trust at Toton by March 2026.	Parks and Green Spaces Manager	Influence / Own Operation	2	2

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		2. Implement natural solutions at Pitt Lane in collaboration with Nottinghamshire County Council.				
7.9	Continue to identify soil management practices that optimise soil carbon sequestration.	Ensure that any planting (wherever possible) for 2025/26 uses mulch.	Parks and Green Spaces Manager	Influence / Own Operation	3	2
7.10	Monitor and manage the Borough's blue infrastructure.	1. Audit Blue infrastructure assets annually and write to all riparian owners making them aware of their responsibilities. 2. Complete the annual drain survey on hot spot flooding areas.	Assistant Director Environment Services	Influence	1	2

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
7.11	Erect appropriate signage and information boards across the Borough's parks, explaining how and why the Council manages the environment.	1. Erect signage at all relevant Council sites as required throughout 2025/26.	Parks and Green Spaces Manager	Influence	1	1
7.12	Review existing woodland management across the Borough.	Identify areas where improvement may be made. Report on these and the proposed improvement plans.	Parks and Green Spaces Manager	Own Operation	1	1
7.13	Review and reduce the use of compost containing peat across the Borough.	1. Identify opportunities across the Borough where the use of compost containing peat can be eliminated. 2. Review the Borough's bedding and identify opportunities to move to more permanent and sustainable	Parks and Green Spaces Manager	Own Operation	2	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		planting. 3. Complete a pilot and write a case study for consideration.				
7.14	Secure funding for 2025/26.	Seek funding opportunities such as the Urban Tree Challenge for tree planting/other opportunities.	Parks and Green Spaces Manager	Own	1	1
7.15	Establish and deliver the woodland burial site identified at Chilwell, to enable eco burials within a woodland setting.	Continue to progress this action following site having been identified.	Assistant Director Environment Services	Influence/Own Operation	1	2

Theme Eight: Communities

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
8.1	Reduce the carbon footprint and improve the sustainability of Broxtowe Borough Council events.	1. Audit the Council's existing events programme to agree the baseline data and methodology for	Communications, Cultural and Civic Services Manager / Assistant Director Environment Services.	Own Operation	2	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		measuring carbon usage moving forward. 2. Develop a zero/low waste policy for Council events. 3. Work with suppliers to reduce supply chain emissions.				
8.2	Support Town and Parish Council's to take climate action.	Develop a climate change tool kit for Town and Parish Council's (to include signposting for funding opportunities).	Assistant Director Environment Services	Influence	1	1
8.3	Food education to reduce food waste.	Promote Food Waste Action Week and support key messages around avoiding food waste. Support Stapleford Community Group to allow them to	Assistant Director of Communities and Community Safety	Influence	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		redistribute surplus food.				
8.4	Explore creating a health directory that lists nature-based activities and information.	Seek support from community engagement groups in 2025/26 to assist with the directory using resources readily available.	Assistant Director of Communities and Community Safety	Influence	1	1
8.5	Support community access to cycling safety measures.	1. Distribute free cycle spoke reflectors for children at appropriate events through 2025/26. 2. Facilitate free cycle security marking and free replacement of low-quality locks with high quality locks.	Assistant Director of Communities and Community Safety	Influence	1	1
8.6	Promote active lifestyles including active travel.	1. Raise awareness of active travel through the Health and		Influence	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		Learning Disability Partnership throughout 2025/26. 2. Map the cycle and walking routes in Broxtowe and promote through all relevant communication channels.	Assistant Director of Communities and Community Safety			

Theme Nine: Business and Supply Chain

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
9.1	Collaborate with Nottinghamshire County Council (NCC) on incorporating sustainability into the Council's procurement procedures.	1. Confirm the Council's commitment for a sustainable approach to the delivery of goods, services and works. 2. Include one standard	Assistant Director Finance Services / Climate Change Manager	Own Operation	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		<p>sustainability question in the procurement project being managed by NCC.</p> <p>3. Explore a sustainability weighting system for the Council's tender evaluation process. By June 2025.</p>				
9.2	Identify and work with suppliers that have significant carbon emissions associated with the products that the Council purchase.	<p>1. Identify the top five suppliers and work with these to discuss and identify any carbon reduction opportunities. By September 2025.</p> <p>2. Reduce Scope 3 carbon emissions by 5% after the first year of</p>	Assistant Director Finance Services / Climate Change Manager	Own Operation	3	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		establishing its baseline.				
9.3	Explore opportunities to advise Council employees on incorporating sustainability into purchasing.	Review the Procurement and Purchasing intranet pages and include information on making sustainable choices.	Assistant Director Finance Services / Climate Change Manager	Own Operation	2	1
9.4	Support green jobs and skills growth within the Borough.	Work with partners to create green jobs and skills growth across the Borough.	Assistant Director Environment Services/Climate Change Manager	Influence	3	1
9.5	Investigate a climate accreditation system for businesses. (Similar to a food hygiene rating).	Report on possible solutions or systems that have been explored during 2024/25.	Assistant Director Environment Services/Climate Change Manager	Influence	1	1
9.6	Establish a high-quality carbon reduction grant scheme.	Report on progress to the Climate Change and Green Futures Board meeting quarterly on number of businesses signed up, number of audits/actions completed.	Assistant Director Planning and Economic Development	Influence	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
9.10	Collaborate on business events exploring carbon reductions.	Explore and identify at least one event in 2025/26 where businesses can be informed on carbon reduction.	Assistant Director Planning and Economic Development	Influence	1	1
9.11	Cascade information on the Local Area Energy Plan (LAEP) to businesses throughout the Borough.	<ol style="list-style-type: none"> Using networks and communication channels available. Provide at least two updates throughout 2025/26 to update on the LAEP. Any grants offered could include a form about participation in actions to increase carbon reduction. 	Assistant Director Planning and Economic Development	Influence	1	1

Theme Ten: Communications

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
10.1	Continue to enhance and develop the resident engagement platform (Green Rewards).	<ol style="list-style-type: none"> 1. Implement a programme of monthly communications and engagement activity to increase the number of Green Rewards users. 2. Increase the number of people undertaking the 'switch off' action by 5% on Green Rewards. 3. Increase the amount of carbon avoided to 425 tonnes (from platform launch in October 2021). 	Communications, Cultural and Civic Services Manager / Assistant Director Environment Services	Influence	2	2

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		<p>4. Increase the number of people undertaking the 'active travel' action by 5% on Green Rewards.</p> <p>5. Develop and launch an incentivised challenge to create a sense of competition and shared goals for example, double your recycling.</p> <p>6. Review the number of active Green Rewards Members versus those signed up but not active. Look at ways to increase their activity.</p>				

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
10.2	Develop and deliver sustainability training for employees and Members.	<ol style="list-style-type: none"> 1. Deliver an e-learning training package on climate change for employees. 2. Present at in person corporate inductions. 3. Seek additional employee briefing sessions throughout the year to update and inform on climate change and sustainability at the Council and across the Borough. 	Climate Change Manager	Influence / Own Operation	2	2
10.3	Support successful delivery of other project strands through effective communications and engagement activity.	Improve the awareness of climate change by 5% (data will be gathered via the annual budget survey).	Communications, Cultural and Civic Services Manager	Influence	3	2

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
10.4	Develop the Green Festival format so that the reach and engagement levels to residents is increased.	Undertake Green Festivals in the Borough, reaching an audience of over 1,500 residents by March 2026.	Communications, Cultural and Civic Services Manager / Climate Change Manager	Influence	1	2
10.5	Continue to build on the 'Climate Change and Green Futures' brand to raise awareness of climate change.	5% increase in awareness on previous year as part of consultation work.	Communications, Cultural and Civic Services Manager / Assistant Director Environment Services	Influence	1	2
10.6	Continue to develop the Environment email bulletin and other methods of communication to ensure that the Council is reaching and engaging with as many people as possible.	<ol style="list-style-type: none"> 1,000 new subscribers to the email me service. Ensure that messages are balanced between the urgency of climate change vs giving hope and positive outcomes of climate mitigation measures. (added as result 	Communications, Cultural and Civic Services Manager / Assistant Director Environment Services	Influence	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		of public consultation) 3. Explore the use of communicating messages via community groups to disseminate information.				
10.7	Increase climate change engagement with residents and businesses.	Produce video's on: <ul style="list-style-type: none">• supporting local businesses within the Borough.• Green Rewards.	Communications, Cultural and Civic Services Manager	Influence	1	1
10.8	Create a Green Champions Resident network.	1. Design a Green Champions resident network to include a communications and recruitment plan for appropriate approval by summer 2025.	Communications, Cultural and Civic Services Manager	Influence	1	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		2. Begin recruitment following approval.				
10.9	Environmental Awareness Days	Review and update where needed the Environmental Awareness Days. To be communicated during 2025/26 and identify activities that can be promoted with these e.g. a school visit.	Communications, Cultural and Civic Services Manager	Influence	1	1
10.10	Citizen Visioning	Support the Citizen Visioning project to enable recruitment of residents across the Borough. This will also be an opportunity to create and grow the Green Champion network.	Communications, Cultural and Civic Services Manager	Influence	1	1
10.11	Employee Commuting Survey	Support the engagement and completion of the Employee			2	1

Key: Low 1 Medium 2 High 3

REF	ACTION	TARGET FOR 2025/26	RESPONSIBLE OFFICER	INFLUENCE/ OWN OPERATION	CO ₂ e Saving	COST
		Commuting Survey to ensure a 5% increase in response data collected. This will contribute to Scope 3 emission monitoring and measuring.	Communications, Cultural and Civic Services Manager	Influence/own operation		
10.12	Count down to carbon neutrality	<ol style="list-style-type: none"> 1. Report on the countdown to carbon neutrality options and costs that have been explored during 2024/25. 2. Determine the approved method for the count down by September 2025 and to start procurement process. 	Communications, Cultural and Civic Services Manager/Climate Change Manager	Influence	1	1

Key: Low 1 Medium 2 High 3

Report of the Portfolio Holder for Environment and Climate Change

Blue/Green Infrastructure Strategy Public Consultation

1. Purpose of Report

To seek approval to conduct a public consultation on the revised Blue/Green Infrastructure Strategy in accordance with the Council's Corporate Plan Environment Objective: 'Protect the environment for the future'.

2. Recommendation

Cabinet is asked to consider the updated Blue/Green Infrastructure Strategy and the associated consultation questions. Cabinet is asked to RESOLVE that the public consultation on the Blue/Green Infrastructure Strategy be approved.

3. Detail

The creation of the Council's first Green Infrastructure Strategy 2015-2030 was to provide a clear strategic pathway for the management and enhancement of the Borough's Green Infrastructure. It was also to be used to inform planning decisions, identify opportunities to improve the green corridors and to provide information on how the Borough's network contributed to the local, regional and national picture. This Strategy also aligned well with the Council's Corporate Plan Environment Objective which is to 'Protect the environment for the future'.

A review of the first Strategy in 2024, highlighted significant shifts in legislative direction since its adoption in 2015. In recognition of these developments, it was agreed at Cabinet on 12 March 2024 to appoint a consultant tasked with undertaking the necessary refresh.

The consultants commenced work in 2024/25 and have since conducted four workshops, involving a range of stakeholders from inside and outside of the Council to help inform the revised Strategy.

The revised Strategy's structure is based on the principles outlined within Natural England's Green Infrastructure Framework. The four themes are as follows:

- Thriving and prosperous.
- Nature rich and beautiful.
- Resilient and climate positive.
- Active and Healthy

An integral element of the Strategy is the blue infrastructure, which has been incorporated as a cross-cutting theme rather than a stand-alone section. This helps to underscore its importance across all four theme areas. This approach

reflects the Council's commitment to integrate the blue infrastructure within the Borough's broader sustainability agenda.

At this stage, all feedback on the Strategy and any proposed changes to the draft will be collated and considered following the completion of the public consultation process. This will allow for an efficient and comprehensive review prior to resubmission to the Policy Overview and Working Group and Cabinet later in the year.

Public consultation

A public consultation process on the draft Strategy is scheduled to take place in July/August this year, providing a further opportunity for input from residents and other stakeholders. The revised Strategy will be presented back to the Policy Overview and Working Group in October 2025, with a subsequent recommendation for approval to Cabinet in November 2025. A copy of the revised Strategy can be found in **Appendices 1 and 2**.

The public consultation process on the Blue/Green Infrastructure Strategy will incorporate a variety of different methodologies to ensure maximum accessibility and participation. This will include:

- Posters featuring a QR code. These will be installed across our parks and open spaces.
- Online survey circulated using the Council's Social Media platforms.
- Paper copies of the document being made available at locations across the Borough.

A copy of the public consultation questions can be found in **Appendix 3**.

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 201.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Assistant Director Finance Services were as follows:

There are no additional financial implications to consider at this stage. 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:

Whilst there are no direct legal implications that arise from this report the Council has enabling powers to propose and advocate for Green Infrastructure Improvements and work across its own estate and on wider sites. It forms part of the Council's Local Plan evidence base and together with other evidence will help to ensure revised policies accord with the National Planning Policy Framework's tests of soundness.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

Having an up-to-date and comprehensive Blue/Green Infrastructure Strategy is important as it serves as a key foundation in supporting the Council's Climate Change ambitions. The revised Strategy not only recognises the critical role of nature and green spaces in mitigating climate change but also establishes a framework for integrating sustainable practices into all aspects of planning and development.

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 completed and is found in **Appendix 4**.

13. Background Papers

Nil.

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Broxtowe Blue Green Infrastructure Strategy

Broxtowe Borough Council

Draft report

Prepared by LUC

May 2025

Version	Status	Prepared	Checked	Approved	Date
1	Draft report	H Ward J Baker P Main R West	S Crewe	S Crewe	08.05.2025



Land Use Consultants Limited

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Executive summary

Purpose of the Strategy

LUC was commissioned by Broxtowe Borough Council to develop a refreshed Blue and Green Infrastructure (BGI) Strategy for the borough. This updated document incorporates a comprehensive approach to Broxtowe's blue infrastructure, providing an integrated evidence base for the borough.

The overarching aim of the BGI Strategy is to guide the planning of a network of multifunctional blue and green networks within the borough, helping to deliver a range of environmental, economic and societal benefits. The document underpins wider objectives of the Council, bringing together policies and strategic goals influencing decision making and direction. A partnership approach was adopted, involving both internal and external stakeholders, to help deliver improvements to the quality of the BGI resource in Broxtowe.

The concept of blue and green infrastructure

The Strategy has been updated to reflect changes since publication of the previous green infrastructure evidence for the borough in 2015. This BGI Strategy now adopts the term BGI to further emphasise the blue assets within the borough; including the river and canal networks which cross the landscape of the borough.

A 'themed' approach was used to explore the existing BGI assets within the borough, consider key needs and explore deficiencies within the existing network. Four themes were identified, informed by the five Benefit Principles within the 'GI Principles Wheel' developed by Natural England as part of the Green Infrastructure (GI) Framework. The importance of water management forms a cross-cutting focus across the four themes.

Executive Summary

The Strategy provides an overview of the current BGI network across the borough through analysis of existing mapping, available datasets and baseline material. Existing BGI assets and patterns of provision are explored, with key issues and needs identified. This baseline review was completed with the aim of informing the development of spatially-specific BGI zones to target investment.

The spatial approach to blue and green infrastructure in Broxtowe

Using the understanding of the distribution of BGI assets combined with areas of local needs, six BGI zones were developed to help direct the future delivery and investment in BGI across the borough.

The six BGI zones are listed below:

- A610 Urban Corridor;
- Babbington Rolling Farmlands;
- Beeston and Stapleford Urban Fringe;
- Eastern Farmed Wooded Fringe;
- Erewash Valley; and
- River Trent Corridor.

The BGI zones are spatially specific to the borough and identify areas where similar and unified BGI interventions offer the opportunity to enhance the BGI network at the strategic scale. The BGI zones helped to guide the identification of BGI opportunities and the creation of the action plans.

Development of the five-year action plan

Each of the six BGI zones provide a streamlined approach to the identification and delivery of BGI interventions. Their aim is provide a framework for action to

Executive Summary

help policymakers, developers, community groups and residents to deliver appropriate, multifunctional and resilient BGI across Broxtowe.

The BGI Strategy includes a five-year action plan, structured by BGI zone, to promote the future delivery of BGI across the borough. A number of actions are identified within each BGI zone, including three 'priority actions', demonstrating a variety of project types and costs. The intention is for these actions to be taken forward by various partners through various delivery mechanisms or when funding becomes available. Whilst some actions are spatially specific, the principles of other key actions offer the opportunity to be replicated across the borough.

Chapter 1

Introduction

1.1 LUC was commissioned by Broxtowe Borough Council to develop a refresh and update of the Green Infrastructure (GI) Strategy for the borough. This revised document (herein referred to as the 'BGI Strategy') aims to ensure a more balanced method to infrastructure planning, incorporating a comprehensive approach to the borough's blue infrastructure. The integrated document updates and replaces the information included within the previous GI Strategy. Consideration of both blue and green infrastructure (BGI) within this updated Strategy provides an integrated evidence base for the borough.

1.2 The overarching aim of the BGI Strategy is to guide the planning of a network of multifunctional green and blue networks within the borough, helping to deliver a range of environmental, economic and societal benefits. The document underpins wider objectives of the Council, bringing together policies and strategic goals influencing decision making and direction. A partnership approach was adopted, involving both internal and external stakeholders, to help deliver improvements to the quality of the BGI resource in Broxtowe.

Structure of this report

1.3 The BGI Strategy is structured as follows:

■ Introduction

Outlines the structure of the document. The concept of BGI is introduced, reflecting on the evolution of approach since publication of the previous GI Strategy in 2015.

■ BGI in Broxtowe today

Provides an overview of the existing BGI context within the borough, including an updated understanding of local needs. This chapter explores the existing BGI assets, highlighting patterns of BGI provision and deficiency.

■ **Spatial approach to BGI zoning and overview of opportunities**

BGI zones are identified based on the findings of the baseline analysis and local needs assessment.

■ **Delivery mechanisms**

Identifies delivery mechanisms to help shape the future planning, design, management and delivery of BGI across the borough.

■ **Action plans**

Structured action plans outlining specific actions and potential delivery partners / mechanisms within each BGI zone.

1.4 The BGI Strategy is also supported by the appendices listed below:

- Appendix A: Policy review; and
- Appendix B: Developer checklist.

What is Blue Green Infrastructure?

1.5 Since the publication of the 2015 GI Strategy, the definition of GI has evolved to incorporate wider environmental and societal assets and benefits. The concept has also become increasingly prevalent in national policy and the wider planning context, including with developers and transport authorities.

1.6 In addition, GI has been promoted through the 2018 publication of the 25 Year Environment Plan **[See reference 1]**. The Landscape Institute, the chartered body for the landscape profession, has also urged that it has ‘never been more necessary to invest in GI...the role of GI in addressing the challenges of the 21st century cannot be underestimated’ **[See reference 2]**.

1.7 The term GI is also now widely adopted and is used to describe the network of natural and semi-natural features as well as ‘blue’ assets such as rivers, ponds and lakes. GI is not limited to traditional greenspaces such as parks and can involve various interventions to thread nature into streetscapes or to increase connectivity between assets at various landscape scales. This BGI Strategy adopts the term BGI to further emphasise the blue assets within the borough; including the river and canal networks which cross the borough.

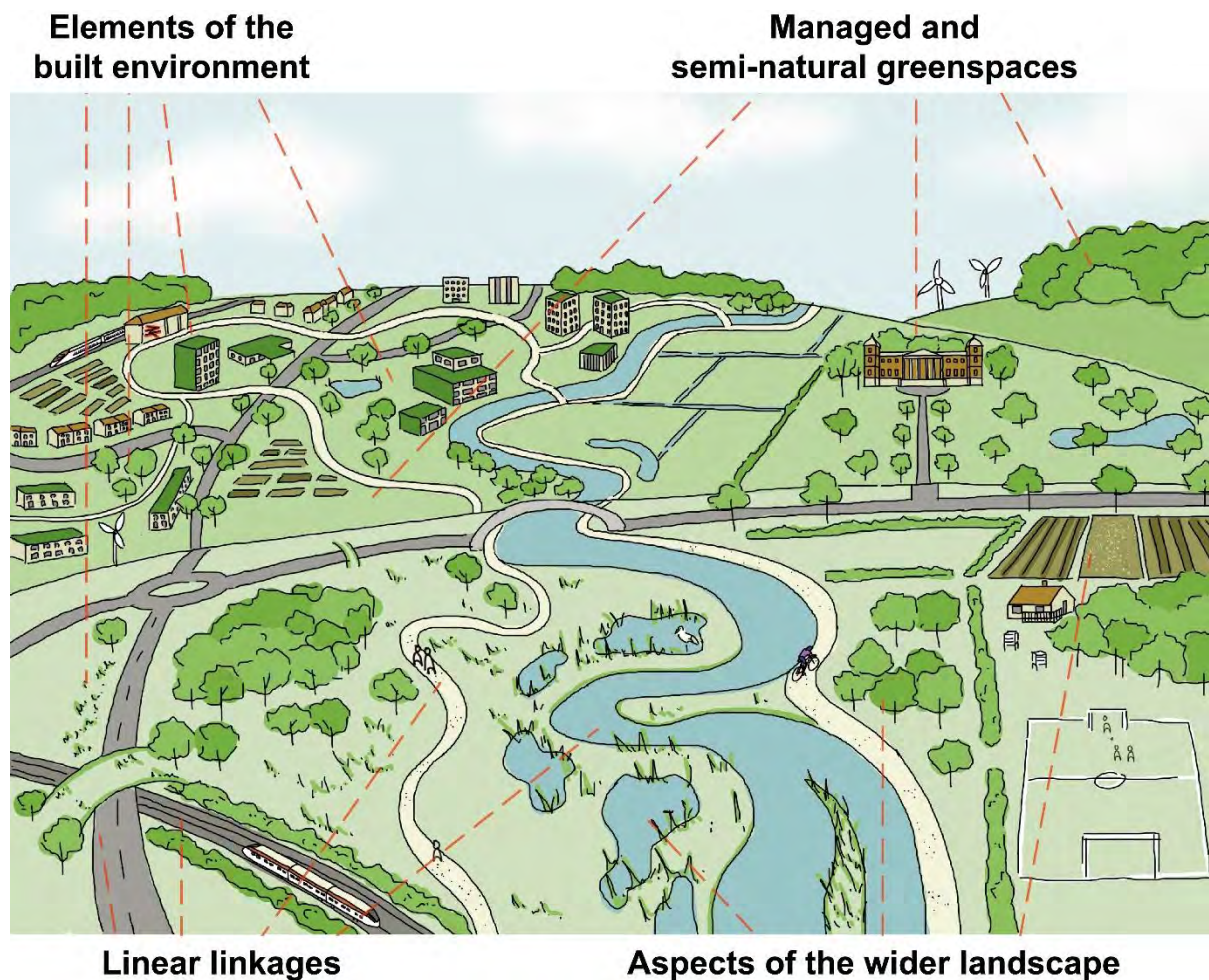
The National Planning Policy Framework (NPPF) [See reference 3] 2024 defines GI as: ‘A network of multi-functional green and blue spaces and other natural features, urban and rural, which is capable of delivering a wide range of environmental, economic, health and wellbeing benefits for nature, climate, local and wider communities and prosperity.’

1.8 The BGI assets considered for the purpose of this BGI Strategy are listed below and displayed visually in **Figure 1.1**.

- Managed and semi-natural greenspaces:
 - Public parks and gardens;
 - Formal and informal open space, including civic spaces, churchyards, amenity greenspace, play space and allotments; and
 - Nature conservation sites.
- Linear linkages:
 - River corridors;
 - Canal networks;
 - Public Rights of Way (PRoW), promoted routes and cycle infrastructure; and
 - Disused railway lines.
- Elements of the built environment:
 - Road verges and street trees;

- Private gardens; and
- Urban greening features, including green walls, green roofs and Sustainable Drainage Systems (SuDS).
- Aspects of the wider landscape:
 - Farmland;
 - Wetlands; and
 - Forestry and woodland.

Figure 1.1: Components of BGI



Benefits of BGI

1.9 BGI is defined by its multifunctionality, with a single asset having the ability to provide a number of benefits to people, wildlife and wider environmental functions. It is this variety of societal, environmental and economic benefits that play an important role in the delivery of sustainable growth.

Planning Practice Guidance **[See reference 4]** states that: 'GI is a natural capital asset that provides multiple benefits, at a range of scales. For communities, these benefits can include enhanced wellbeing, outdoor recreation and access, enhanced biodiversity and landscapes, food and energy production, urban cooling, and the management of flood risk. These benefits are also known as ecosystem services.'

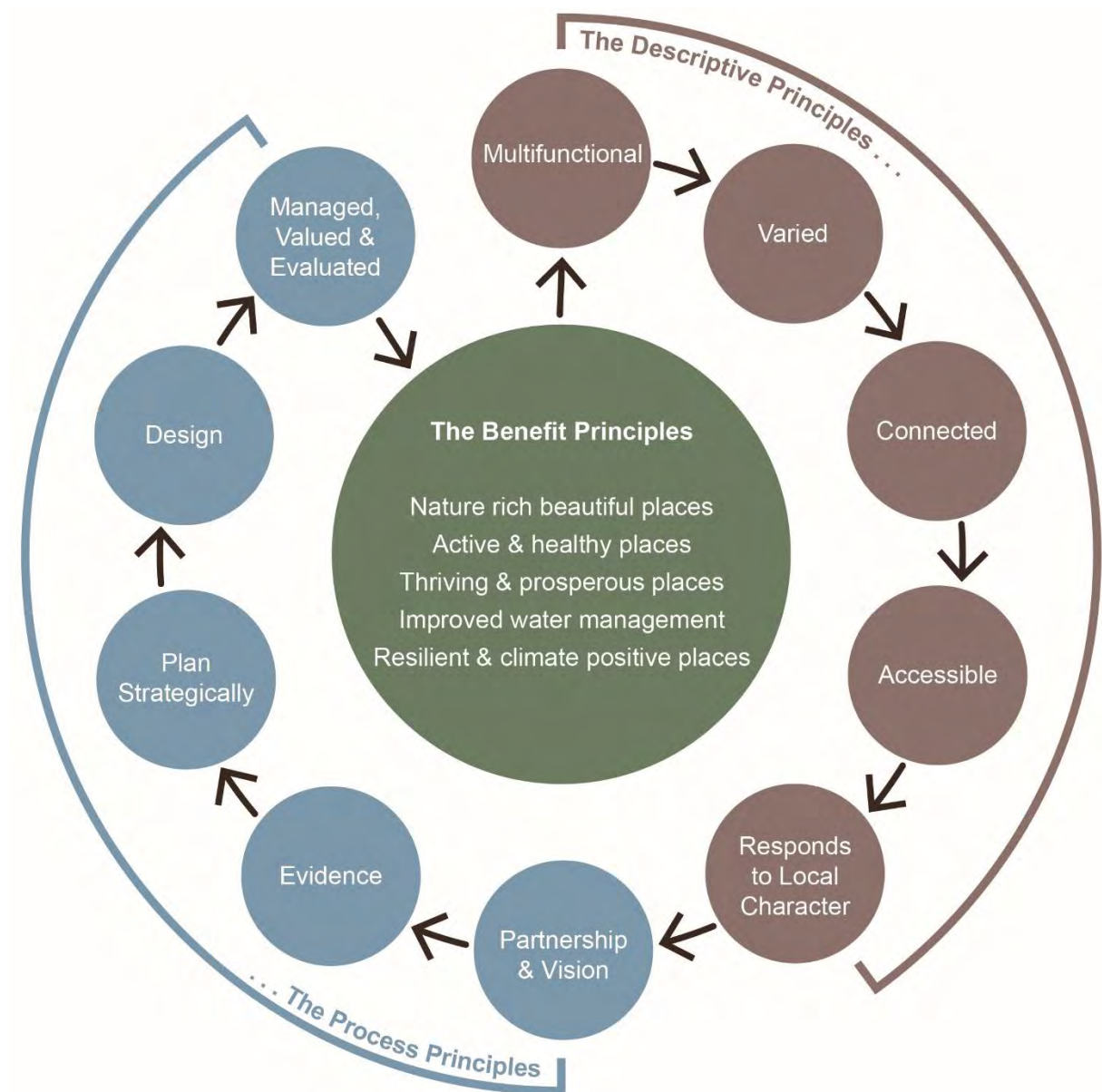
1.10 BGI provides a number of functions, of varying weight and importance. This is particularly relevant where differing purposes conflict with each other. For example, the delivery of biodiversity enhancements (favourable status of statutorily designated sites or species) at select locations should be balanced with the need for active transport or recreation.

1.11 Owing to its multifunctionality, the benefits of high-quality BGI are numerous and far reaching. The 'GI Principles Wheel' developed by Natural England (see **Figure 1.2**) outlines 15 principles to promote the successful delivery of GI. These 15 principles are comprised of the following:

- Five 'Benefits of GI';
- Five 'Descriptive Principles'; and
- Five 'Process Principles'.

1.12 The five 'Benefit Principles' summarise the role GI can play in the creation of high quality attractive places, providing a setting for healthy, active day-to-day living.

Figure 1.2: 'GI Principles Wheel', as developed by Natural England



Why does Broxtowe need a revised BGI Strategy?

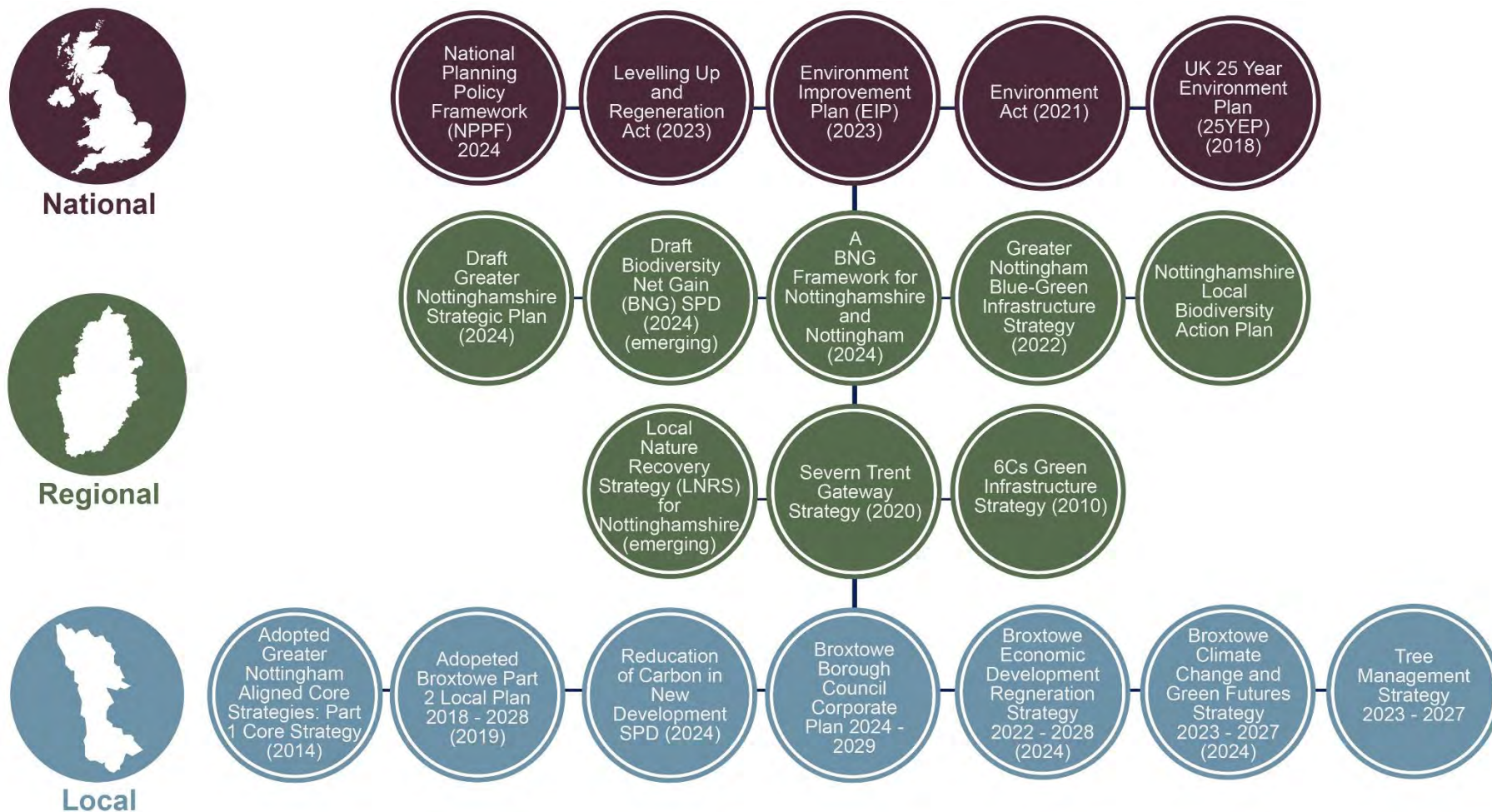
1.13 Since publication of the 2015 GI Strategy the policy landscape for BGI at a national, regional and local level has undergone significant change. This BGI Strategy aligns with this new and evolving policy context. The policy context for this BGI Strategy is set out in **Appendix A**, with a summary outlined below and displayed visually in **Figure 1.3**.

- Nationally, the 25 Year Environment Plan set the direction for the Environment Act [\[See reference 5\]](#), including long-term targets for environmental improvement; including:
 - A requirement for the preparation of Local Nature Recovery Strategies (LNRS) across England which identify spatial opportunities for nature restoration at regional scales. The Nottinghamshire LNRS is due for publication in Autumn 2025. The opportunities identified within this BGI Strategy have sought to align with the aims and opportunities of the LNRS.
 - The implementation of mandatory Biodiversity Net Gain (BNG) for all new development, introduced in 2024. This forms an important delivery mechanism for BGI. In addition, the Act includes a duty on local authorities to review every five years all policies regarding nature conservation.
- To support the push for GI up the planning agenda, the Natural England GI Framework [\[See reference 6\]](#) was launched in February 2023, a commitment made within the 25 Year Environment Plan. The tool provides a new mechanism to support both local authorities and developers to deliver well planned, designed and maintained GI.
- Regionally, a Blue Green Infrastructure Strategy for Greater Nottingham was published in January 2022 and identifies key strategic BGI and ecological networks within Greater Nottingham.

- Locally, the Council has produced a Climate Change and Green Futures Strategy which identifies 10 themes to address the climate emergency in Broxtowe. The opportunity exists for BGI to align with these themes and provide joined up approaches to BGI delivery.

1.14 This BGI Strategy considers these policy changes alongside an up to date assessment of the BGI network. The document provides an updated guide for developers and planners when preparing and assessing development proposals to ensure that the provision of BGI is optimised both on and off-site. Other key BGI actions are identified for delivery as part of a wider partnership approach within the borough.

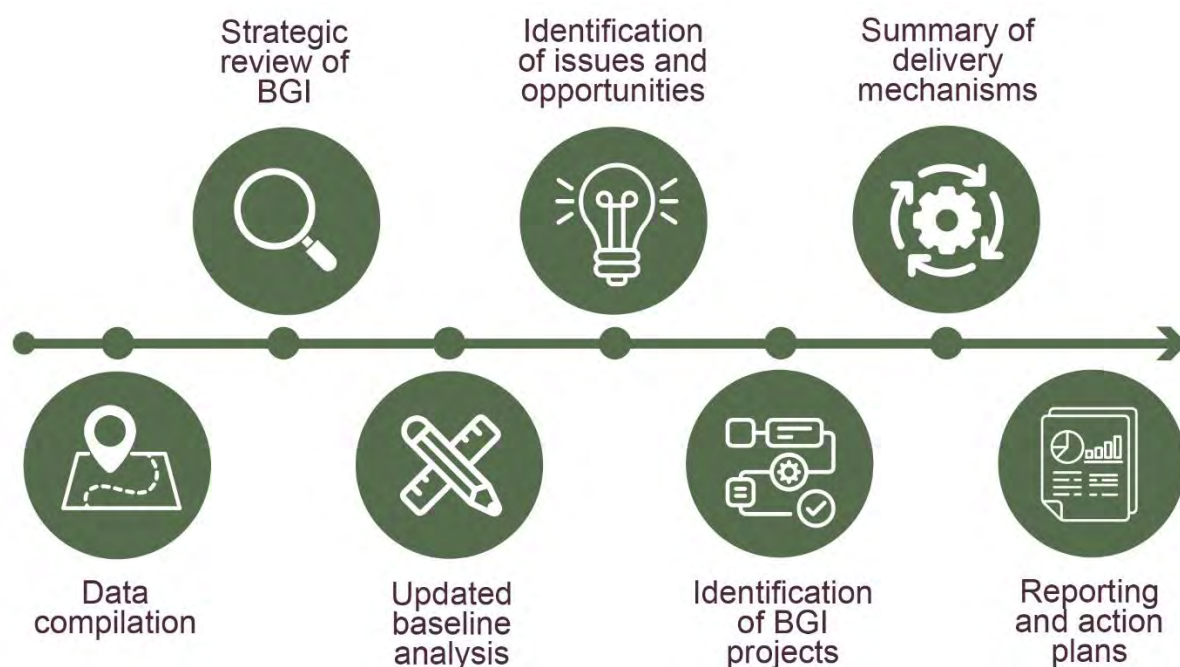
Figure 1.3: Summary of policy context



How has the BGI Strategy been produced?

1.15 This BGI Strategy was produced following a bespoke methodology comprised of a series of tasks, as outlined below and illustrated in **Figure 1.4**.

Figure 1.4: Overview of methodology



Task 1: Data compilation

- Data was collated to ensure the baseline understanding of BGI in the borough was up to date. National data contained within the Natural England Green Infrastructure Framework was supplemented with locally held data sources to provide a holistic evidence base.

Task 2: Strategic review of BGI

- The policy context was reviewed to ensure alignment with the current national and local policy agenda, including climate resilience / nature recovery commitments to help streamline funding efforts.
- The strategic context was updated to reflect Broxtowe's overarching priorities and goals.
- Feedback from the Council regarding lessons learnt from implementing the 2015 GI Strategy was collected and reviewed.

Task 3: Updated baseline analysis

- The current functionality of the BGI network was reviewed to reflect changes since 2015. Gaps in the network were identified with a view to informing future BGI opportunities. Existing assets and patterns of provision were explored, with key benefits and needs set in out as part of a 'thematic' approach.
- The baseline sections relating to blue infrastructure were also expanded. This task included targeted engagement with Council teams and technical stakeholders to ensure long-term buy-in and mitigation of project risks.

Task 4: Identification of issues and opportunities

- Working with the Council, the list of BGI opportunities was updated to reflect delivery to-date.
- Based on the findings of the baseline analysis and key issues, additional opportunities were defined to enhance local and strategic BGI networks.

Task 5: Identification of BGI actions

- The findings from the above tasks was used to inform the identification of actions for the protection and enhancement of the BGI network. These

actions provide a clear 'shopping list' of improvements to repair, reconnect and restore BGI over the five-year period of the BGI Strategy.

Task 6: Summary of delivery mechanisms

- Delivery mechanisms to shape the future planning, design and management of BGI were identified.

Task 7: Reporting and development of the supporting action plans

- The BGI Strategy was developed to provide a clear and concise set of action plans, forming a 'toolbox' for BGI delivery.

How to use this document

1.16 The BGI Strategy provides a 'how-to' guide to help ensure that BGI is successfully delivered in the borough. The BGI Strategy has been undertaken in close cooperation with partners, with inputs gathered via virtual stakeholder workshops in March 2025. These sessions were used to inform the preparation of the updated BGI Strategy.

1.17 Feedback from stakeholder consultation indicated that the delivery of GI initiatives identified in the 2015 GI Strategy had been impacted by the lack of clarity on how to interpret the document in a planning context, by both planners and developers. Consequently, a series of user guides have been developed as part of this BGI Strategy to demonstrate how the document should be used by various audiences (see **Figures 1.5 a-c**). **Figure 1.6** outlines the role of the BGI Strategy in the planning process.

Figure 1.5a: User guide – Broxtowe Borough Council

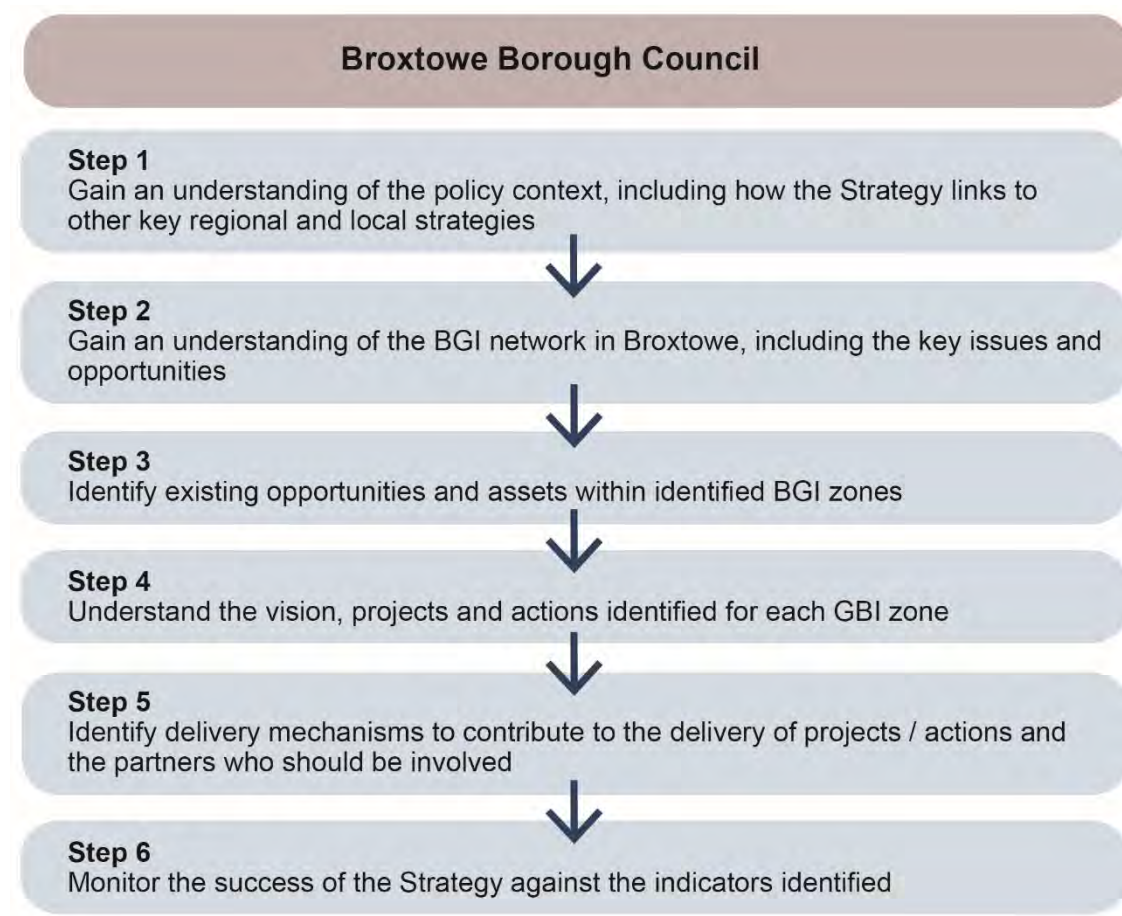


Figure 1.5b: User guide – Delivery partners

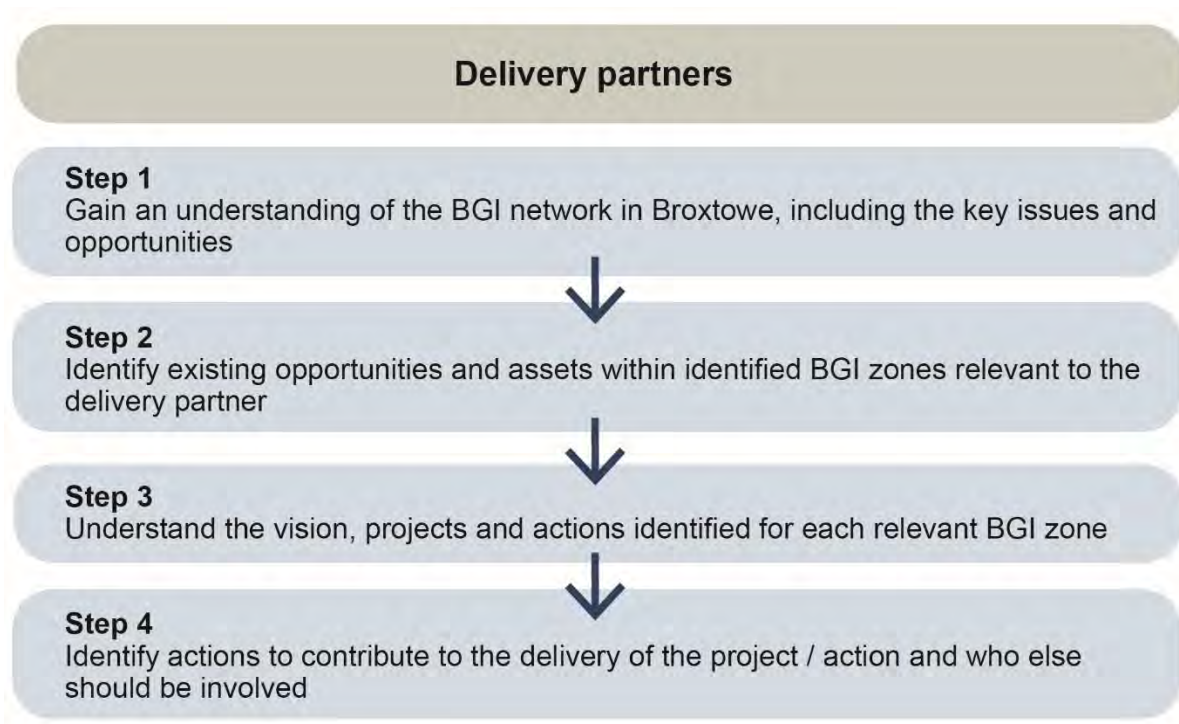


Figure 1.5c: User guide – Local community

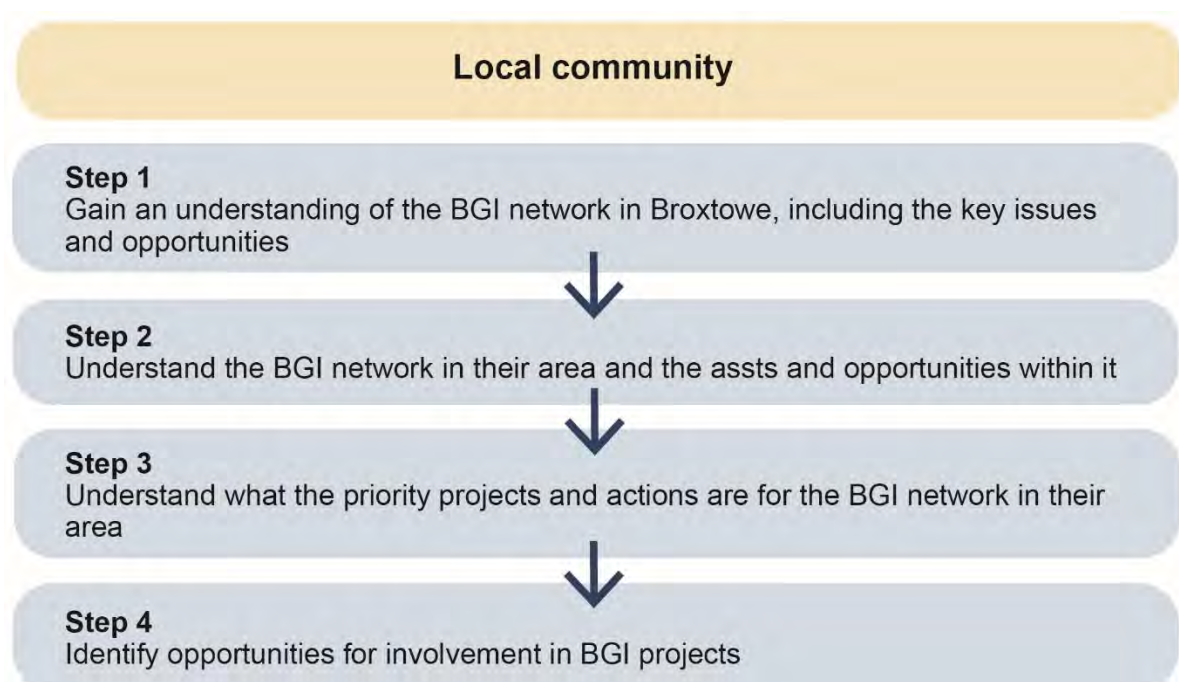
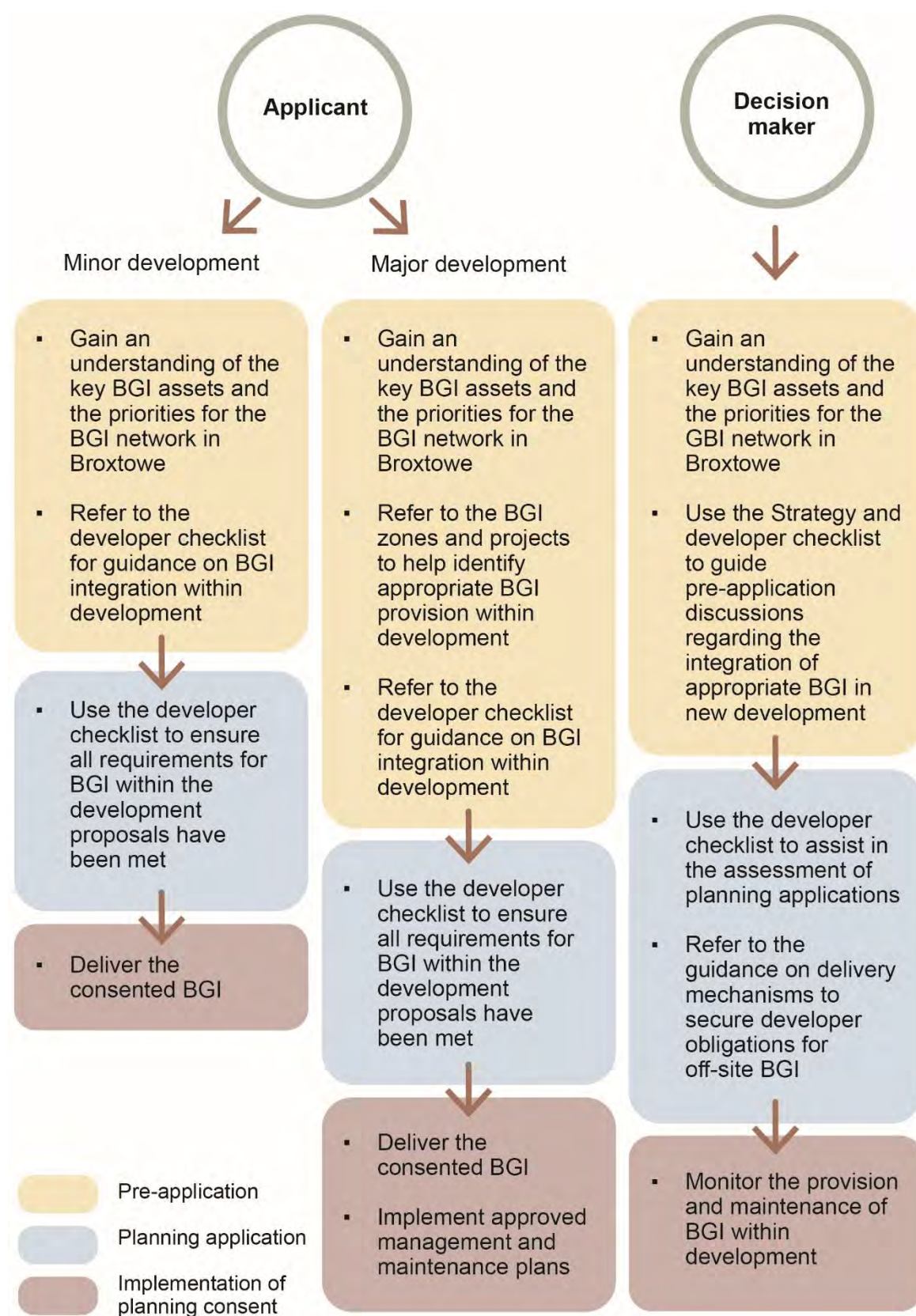


Figure 1.6: Role of the BGI Strategy in the planning process

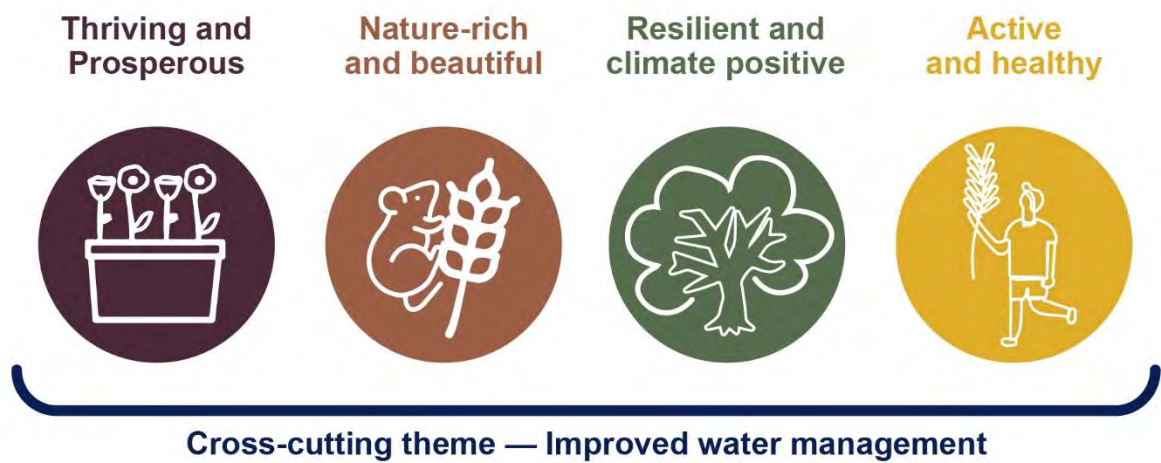


Chapter 2

BGI in Broxtowe Today

2.1 A ‘themed’ approach was adopted to explore the existing BGI assets within the borough, consider key needs and explore deficiencies within the existing network. This approach also provides synergy with the Climate Change and Green Futures Strategy. Four themes have been identified, informed by the five Benefit Principles within the ‘GI Principles Wheel’, as developed by Natural England (see **Chapter 1**). The importance of water management forms a cross-cutting focus across the four themes (see **Figure 2.1**).

Figure 2.1: BGI themes



Nature-rich Broxtowe

2.2 This theme explores how BGI supports wildlife and nature recovery. It is related primarily to large-scale semi-natural habitats, natural heritage designations and connectivity for key species.

Active and healthy Broxtowe

2.3 This theme identifies BGI which is publicly accessible, including PRow, active travel routes, open space and all open access land. Key demographic and health data for the borough is also examined.

Thriving and prosperous Broxtowe

2.4 This theme explores BGI which enhances the distinctive local character of the borough, supporting thriving and prosperous communities. It examines the potential of BGI as a tool for the sensitive and sustainable incorporation of development into the borough's existing landscape fabric.

Resilient and climate-positive Broxtowe

2.5 This theme outlines the key assets which deliver life-supporting environmental processes, including flood management, carbon storage in vegetation and air / water quality improvement. The interaction of physical influences within the landscape, including the blue infrastructure network, geology and tree cover are also considered.

Nature-rich Broxtowe

The need for nature-rich and beautiful BGI

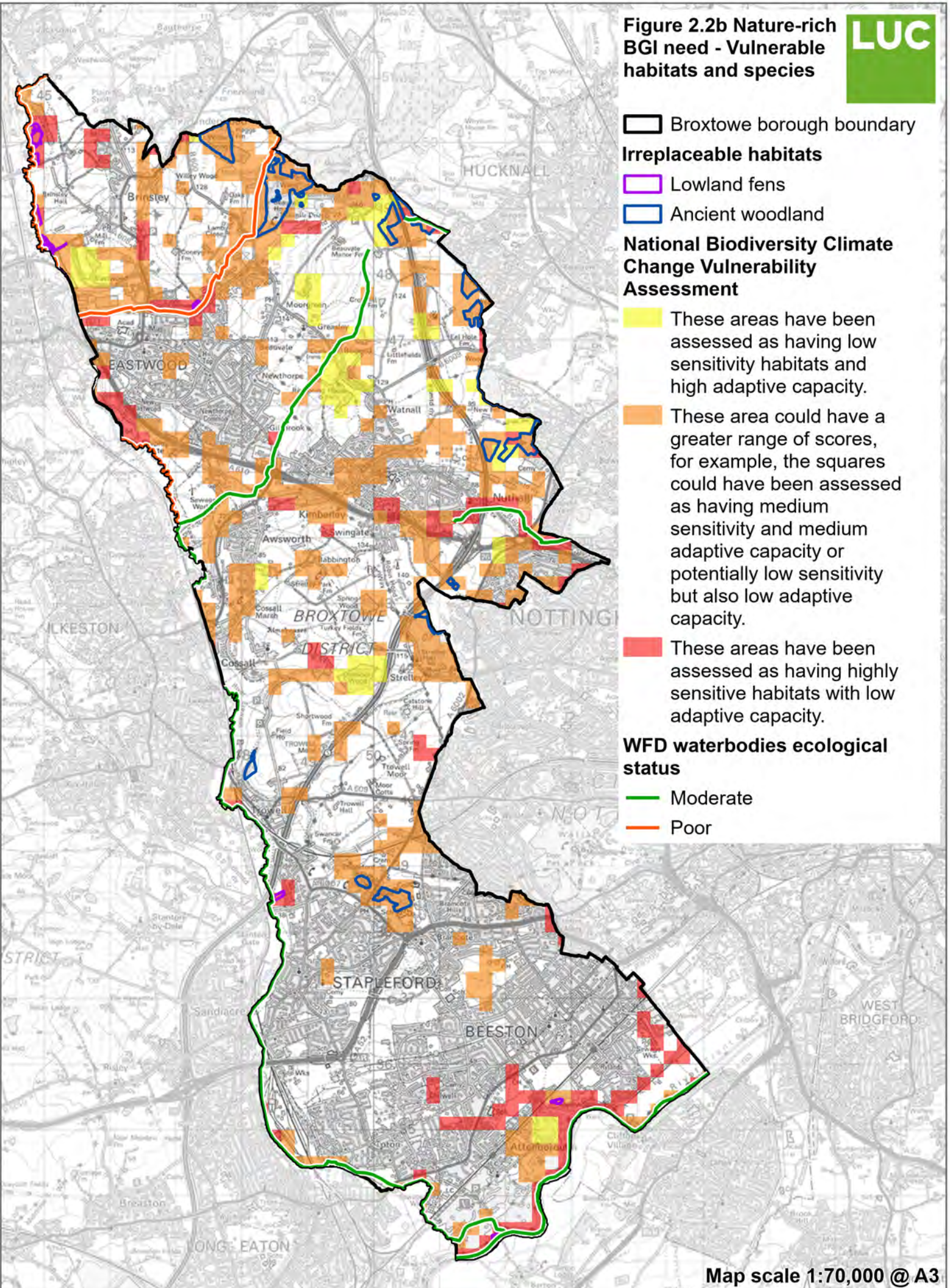
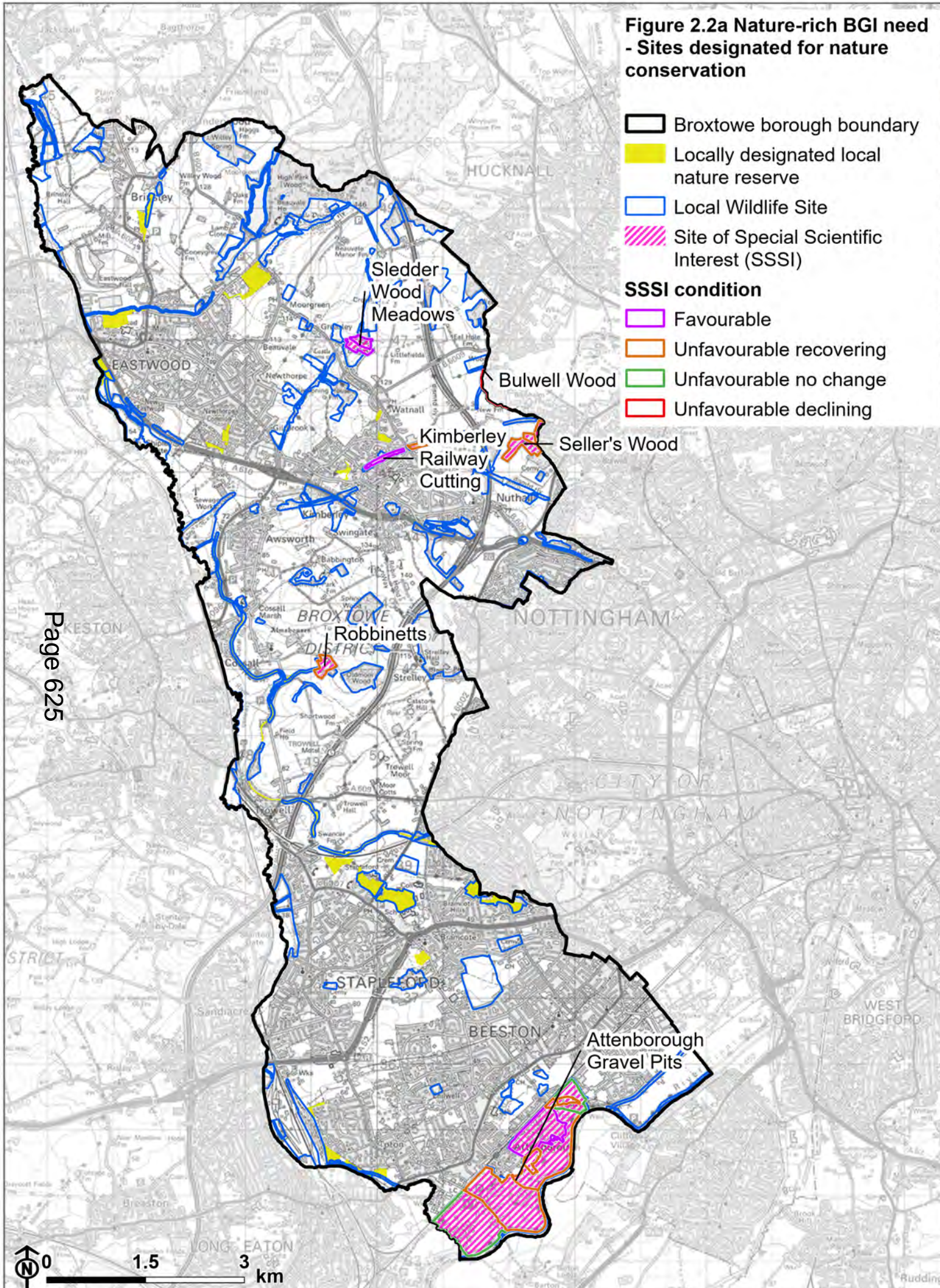
- There are six Sites of Special Scientific Interest (SSSIs), representing nationally significant areas of biodiversity or geology. These cover approximately 258 hectares (3% of the borough) which is significantly below the national average. However, a network of locally designated Local Wildlife Sites (LWS) and Local Nature Reserves (LNRs) help to promote connectivity within this network (see **Figure 2.2a**). Five of the six SSSIs include at least one feature that is reported to be in an unfavourable condition.
- Natural England's national biodiversity climate change vulnerability model **[See reference 7]** indicates that 502 hectares of habitat within Broxtowe is at the highest risk of damage due to climate change. These high risk locations are distributed across the borough, albeit located predominantly within flood zones or adjacent to existing settlement (including Brinsley, Eastwood, Kimberley, Beeston and Attenborough) (see **Figure 2.2b**).
- Habitats in Broxtowe include irreplaceable habitats which are considered functionally impossible to replace due to their complexity and time required for their establishment. This includes ancient semi-natural woodland (found predominantly in the north and east of the borough), veteran trees, and lowland fen (found in fragmented pockets along the Erewash and Trent Valleys).
- The majority of watercourses in Broxtowe do not meet 'good' ecological status according to the WFD classification (see **Figure 2.2b**). This includes the Trent and Erewash (which are both classified as 'moderate'). In the north, the Nether Green Brook (which includes the tributary of Beauvale Brook) is classified as 'poor'.
- The River Trent has been impacted by thousands of years of human activity. Physical modification of the river includes dams and weirs which are a barrier to fish movement. A healthy and flourishing fish population

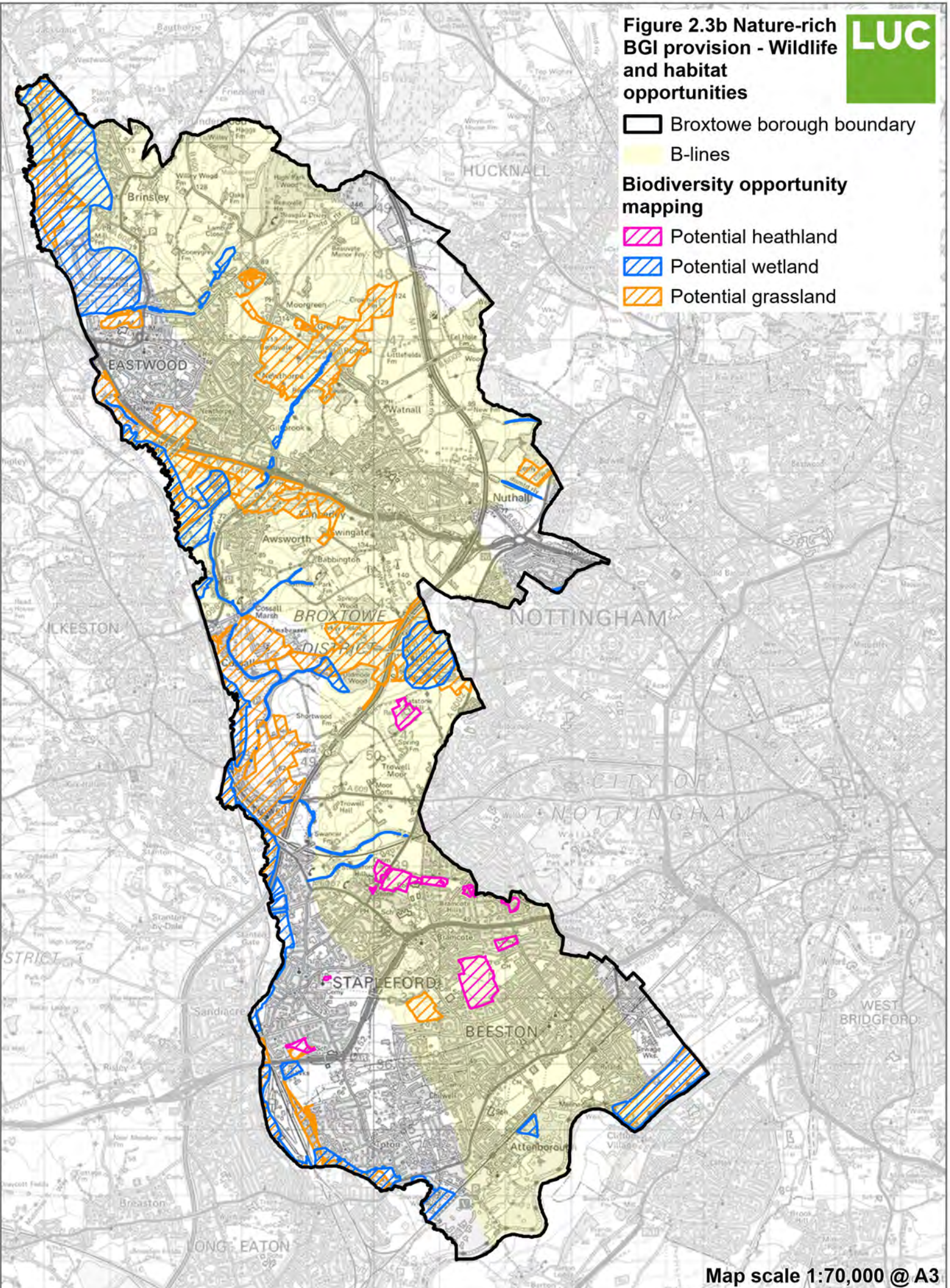
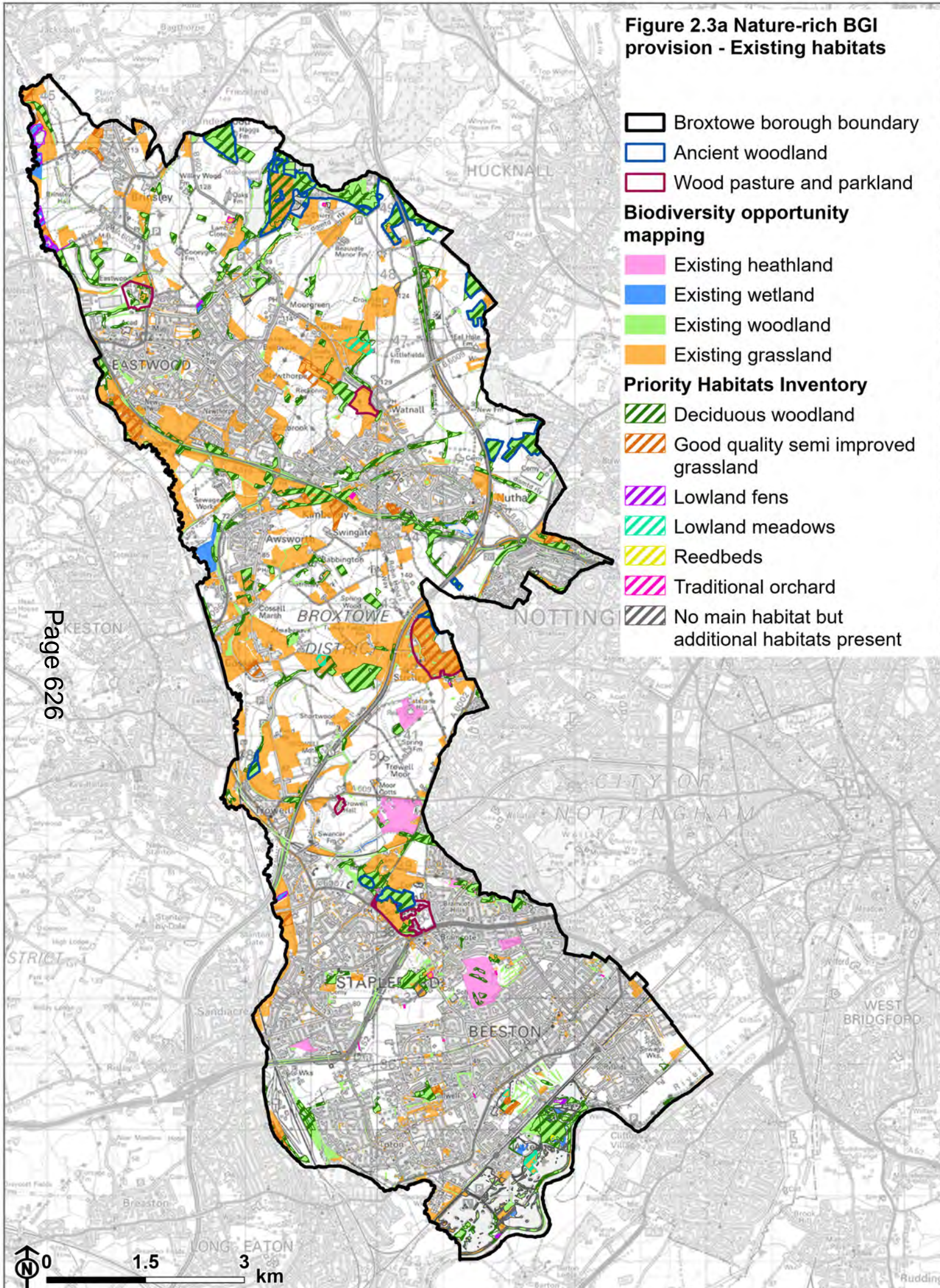
can be a foundation of resilient aquatic ecosystems and benefit multiple other species [\[See reference 8\]](#).

- The River Erewash is amongst one of the last remaining habitats of the globally endangered, white-clawed crayfish in Nottinghamshire [\[See reference 9\]](#). Ponds and wetland features are required to benefit these local populations; however these must be carefully planned to prevent movement of invasive American signal crayfish into the watercourse [\[See reference 10\]](#).

How BGI supports a nature-rich and beautiful Broxtowe

- There are 15 Local Nature Reserves (LNRs) which cover 118 hectares (1% of the borough) and a further seven sites owned or managed by Nottinghamshire Wildlife Trust. This exceeds the relevant headline standard in the Natural England Infrastructure Framework which recommends at least 1 hectare of LNR per 1,000 of the population.
- The below average cover of SSSIs is supplemented by a high provision of LWSs which covers 982 hectares – or approximately 12% of the borough. These incorporate a range of grassland, woodland and wetland habitats (see **Figure 2.2a**).
- The borough includes areas of neutral, acid and calcareous grassland, as well as grassland species associated with coal measures geology. The Biodiversity Opportunity Mapping identifies approximately 640 hectares of grassland across the borough, though only 102 hectares are considered priority habitats. There are substantial concentrations of grassland habitat located between Strelley, Cossall and Trowell, south of the A610 and around the upper reaches of the Gilt Brook [\[See reference 11\]](#).
- Acid grassland and heathland (approximately 80 hectares) is limited to several small isolated pockets within the borough, predominantly in the south around Bramcote Ridge [\[See reference 12\]](#).





- Woodland cover is limited within the borough, covering 561 hectares or 7%, which is less than the average 13% woodland cover across the UK. In general, areas of woodland are small (under two hectares in size) although there are 12 broadleaved woodlands which are over five hectares in size. Much of the woodland in Broxtowe is found on the eastern side of the borough with the largest contiguous woodland located at High Park Wood in Greasley. The Council manages 94 hectares of mixed woodland across the borough and aims to identify and create one new woodland as part of its targeted action plan in 2025 [\[See reference 40\]](#).
- The network of hedgerows and field margins in the borough act as valuable wildlife corridors across the farmed landscape, enhancing habitat connectivity between areas of woodland, scrub and improved grassland. However, there is limited spatial data for these features.
- Wood pasture and parkland (important habitat nationally and often associated with older estates and designed parklands) covers approximately 102 hectares of land in the borough.
- Wetland habitats are primarily located in the Erewash and Trent Valleys. Wetland habitats include reedbeds (0.35 hectares), floodplain grazing marsh (0.22 hectares) and lowland fen and marsh (13.06 hectares). In the Trent Valley, wetland habitats are located predominantly in Attenborough Nature Reserve SSSI. In addition, the Nottingham Canal is a significant feature of ecological value, with sections of the route designated locally for its value to wildlife.
- A number of urban habitats within the borough also provide habitats for wildlife. These include private gardens, churchyards, allotments, verges, school grounds and railway sidings. A number of areas are post-industrial or brownfield sites and support a rich variety of invertebrates. Urban areas can also support adaptable mammals such as foxes and hedgehogs.
- The varied habitats within Broxtowe support a number of priority species [\[See reference 13\]](#), most notably aquatic and riparian species such as water vole, otter and Atlantic salmon, as well as barn owl, harvest mouse and bats.

- The Biodiversity Opportunity mapping identifies potential areas for habitat creation which would help promote connected grassland and wetland habitats, notably north to south through the Erewash Valley, and east to west along the A610 and between Strelley and Cossall (see **Figure 2.3b**).
- A B-Line, indicating opportunities for habitats to improve connectivity [**See reference 14**] for pollinators, is aligned north to south within the borough (see **Figure 2.3b**).

Active and healthy Broxtowe

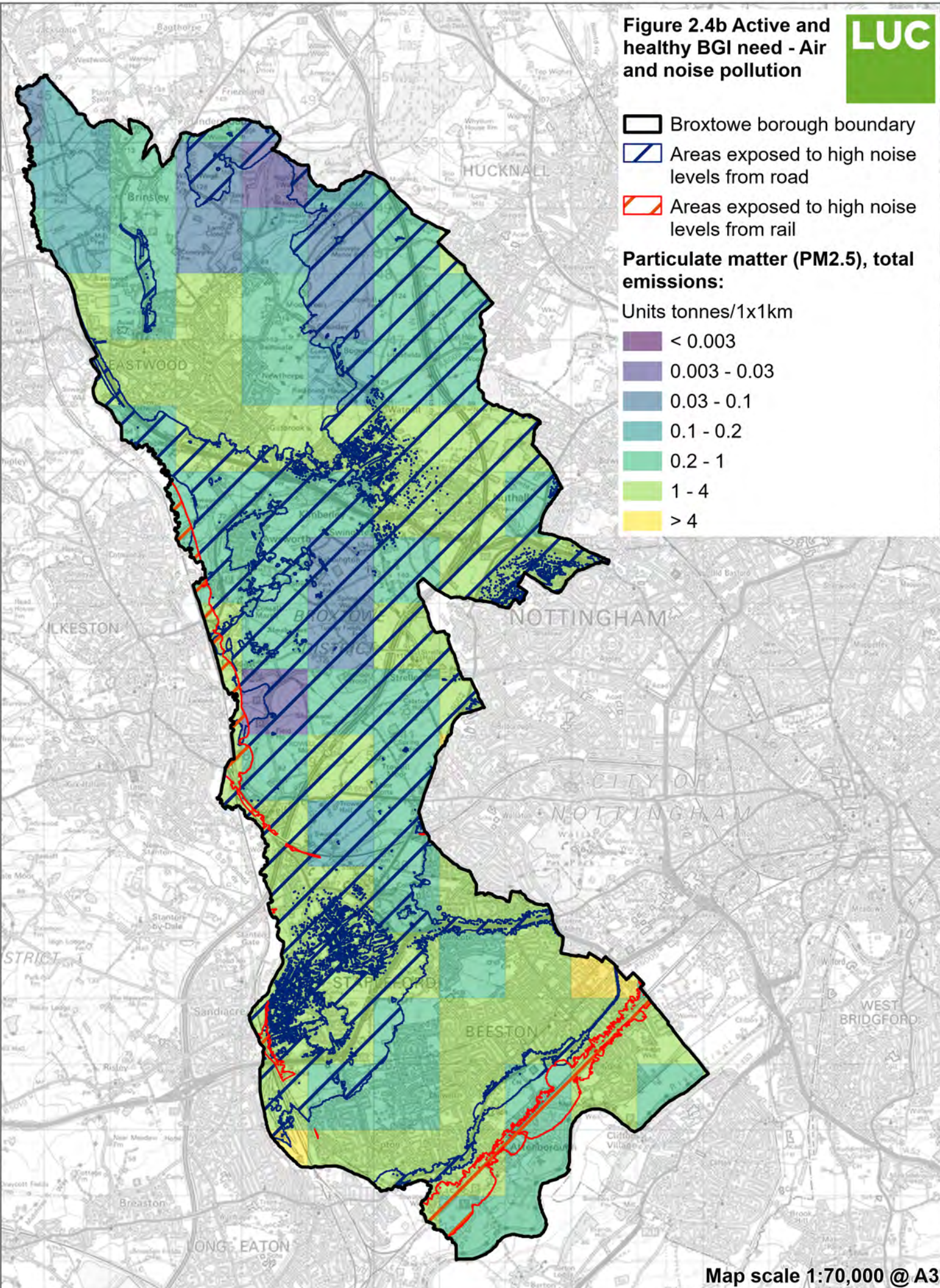
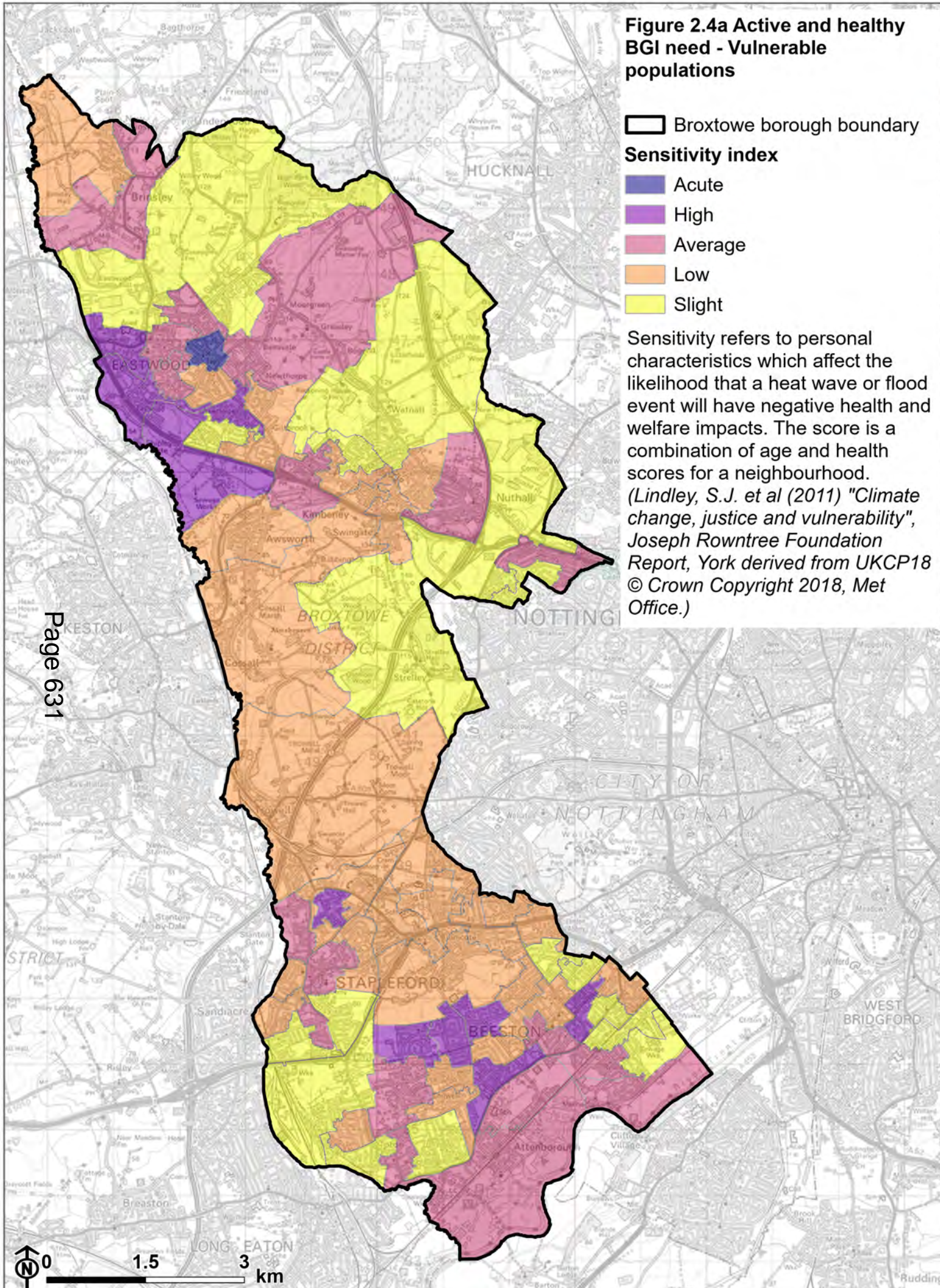
The need for active and healthy BGI

- The median age of the population in Broxtowe is 43 years, higher than the average for the East Midlands (41 years) and England (40 years). Between 2011 and 2021 the population aged between 65 and 74 increased by 19% [See reference 15]. 18.3% of residents in the borough identify as being disabled [See reference 16].
- The Indices for Multiple Deprivation identify pockets of deprivation within the Health and Disability domain, including within parts of Chilwell West and Eastwood Hilltop and Eastwood St Mary's, which are in the 20% most deprived areas nationally [See reference 17].
- The sensitivity layer in the *ClimateJust* mapping [See reference 18] identifies populations most susceptible to climate change based on their health and ages. Areas of Beeston, a pocket of north-west Stapleford and land bordering the A610 in Eastwood are described as exhibiting an acute sensitivity to climate change within the borough (see **Figure 2.4a**).
- The Woodland Trust Tree Equity Score estimates existing tree canopy coverage within the borough at 64m² / person. The borough is allocated a composite score of 85 (out of 100), demonstrating a moderate / good overall assessment of tree equity. The lowest scores in Broxtowe are located in the south at Beeston Rylands and at Chilwell.
- The borough has the highest rate of hospital admissions for mental health conditions for under 18 year-olds in the East Midlands [See reference 19]. Children aged 3-11 report lower levels of happiness, life satisfaction and life worthwhileness compared to children in the rest of Nottinghamshire and across England [See reference 20].
- 44% of children and young people in the borough are physically active, which is lower than the regional and national averages of 45.7% and 47.8% respectively [See reference 21].

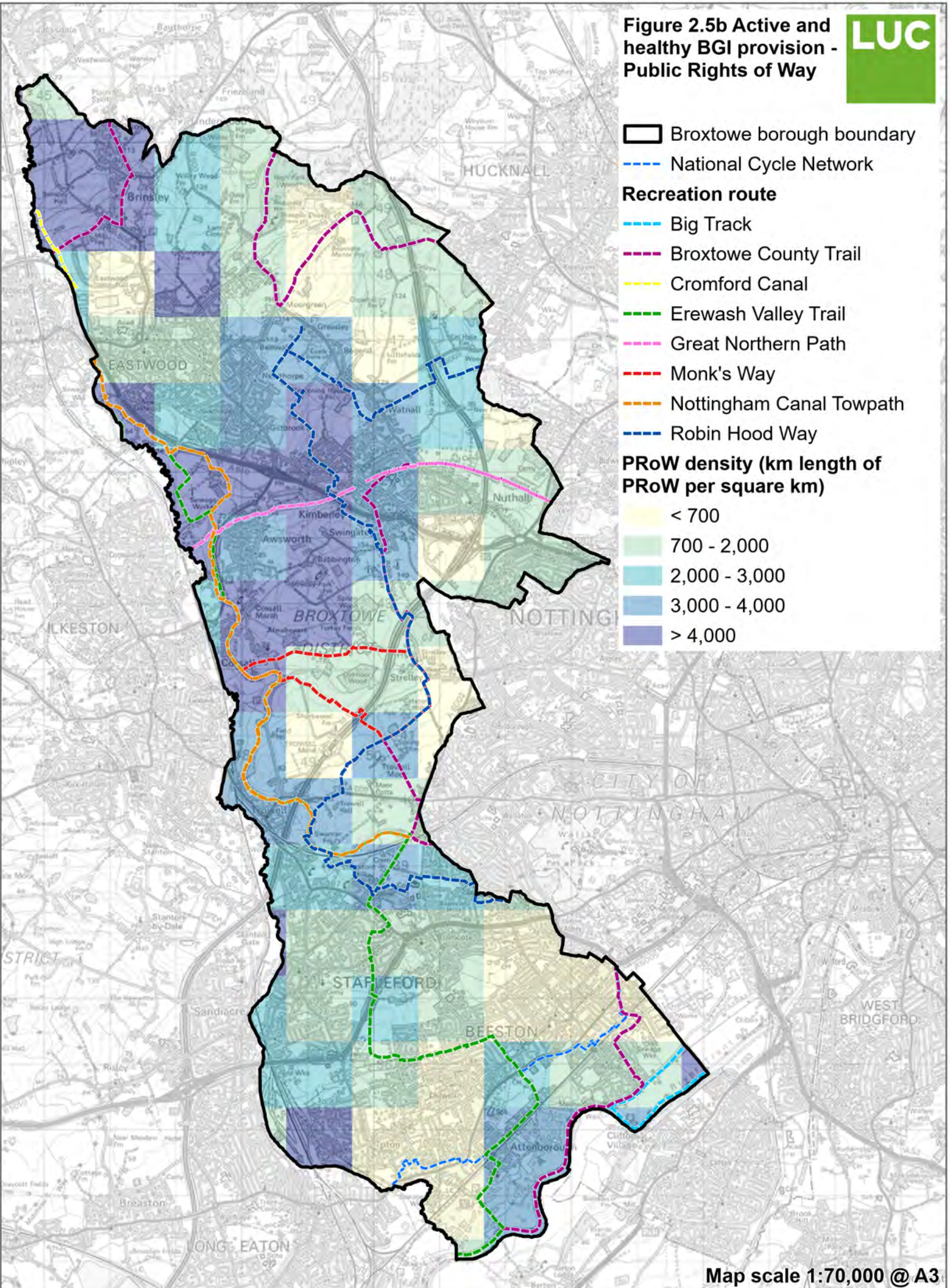
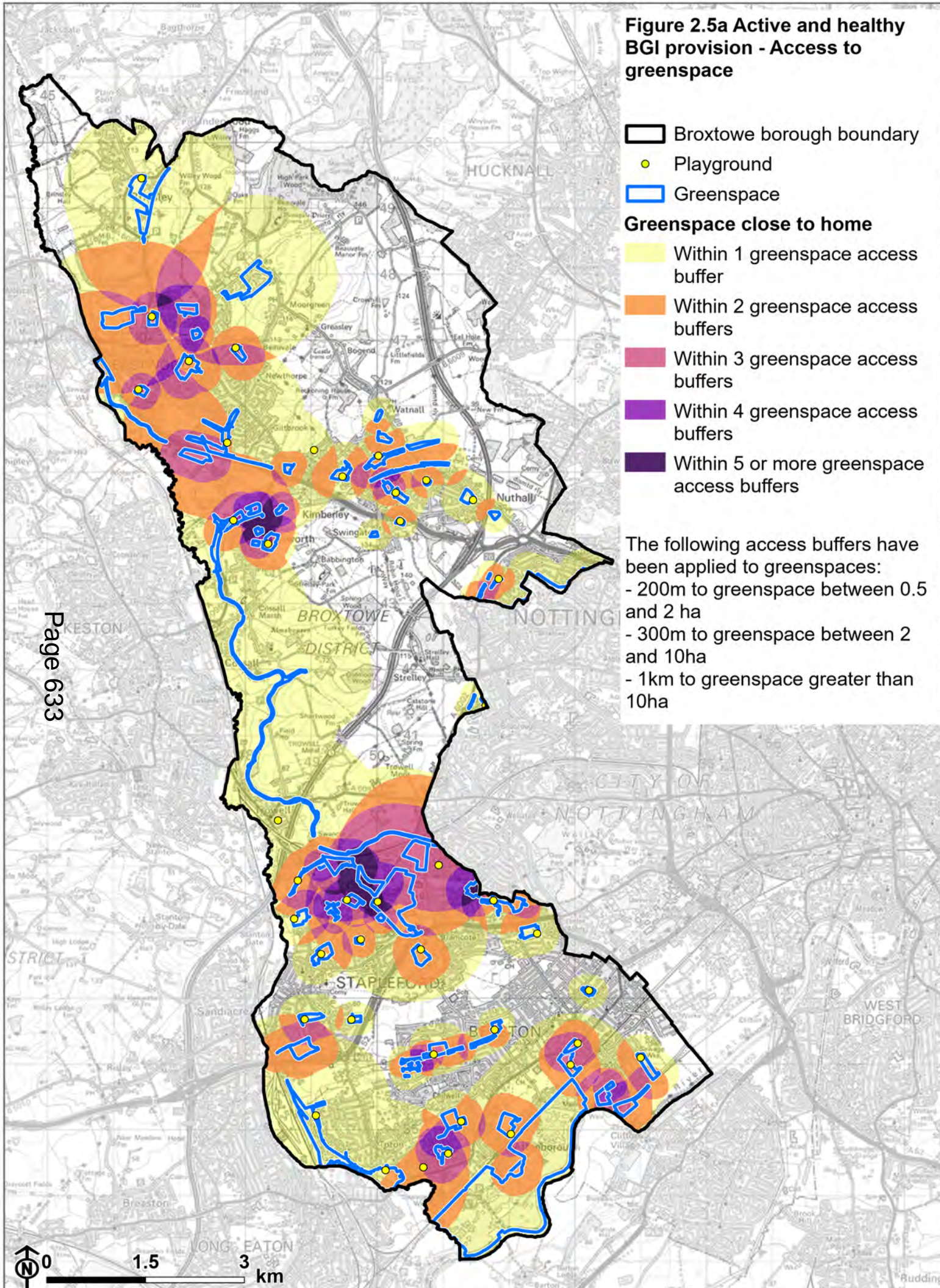
- Residents in the borough are exposed to higher levels of air pollution than regional and national averages, with some of the worst levels in the East Midlands [See reference 22]. The highest levels of PM_{2.5} particulate matter are recorded in the south of the borough, located at the eastern extent of Beeston and at land associated with Toton Sidings (see **Figure 2.4b**). Other areas exposed to relatively higher concentrations of PM_{2.5} are generally associated with areas of settlement (including Stapleford, Eastwood, Kimberley and Beeston) as well as pockets of the M1 corridor.
- Noise pollution greater than 55dB from roads is evident across much of central Broxtowe, associated with the M1 and minor road networks within areas of settlement. Areas exposed to high noise levels due to rail lie to the west and south of the borough, associated with the routes of the Nottingham to Leeds and Nottingham to Matlock rail lines (see **Figure 2.4b**). Exposure to ongoing noise above 50dB has been shown to have an impact on health [See reference 23].

How BGI supports an active and healthy Broxtowe

- Accessible greenspace in Broxtowe includes parks and gardens, informal amenity space, playing pitches and natural greenspaces. The borough includes a total provision of 572 hectares, equating to 5.16 hectares per 1,000 of the population. Natural England recommends that local authorities have at least three hectares of publicly accessible greenspace per 1,000 of the population. Accessible greenspace offers spaces for physical activity, an enhanced connection with nature and opportunities for social connection which can improve wellbeing.
- The 15 LNRs in the borough are managed to encourage visitors to connect with nature. A number of the sites involve friends-of groups and host regular volunteer workdays as part of a programme of active management.



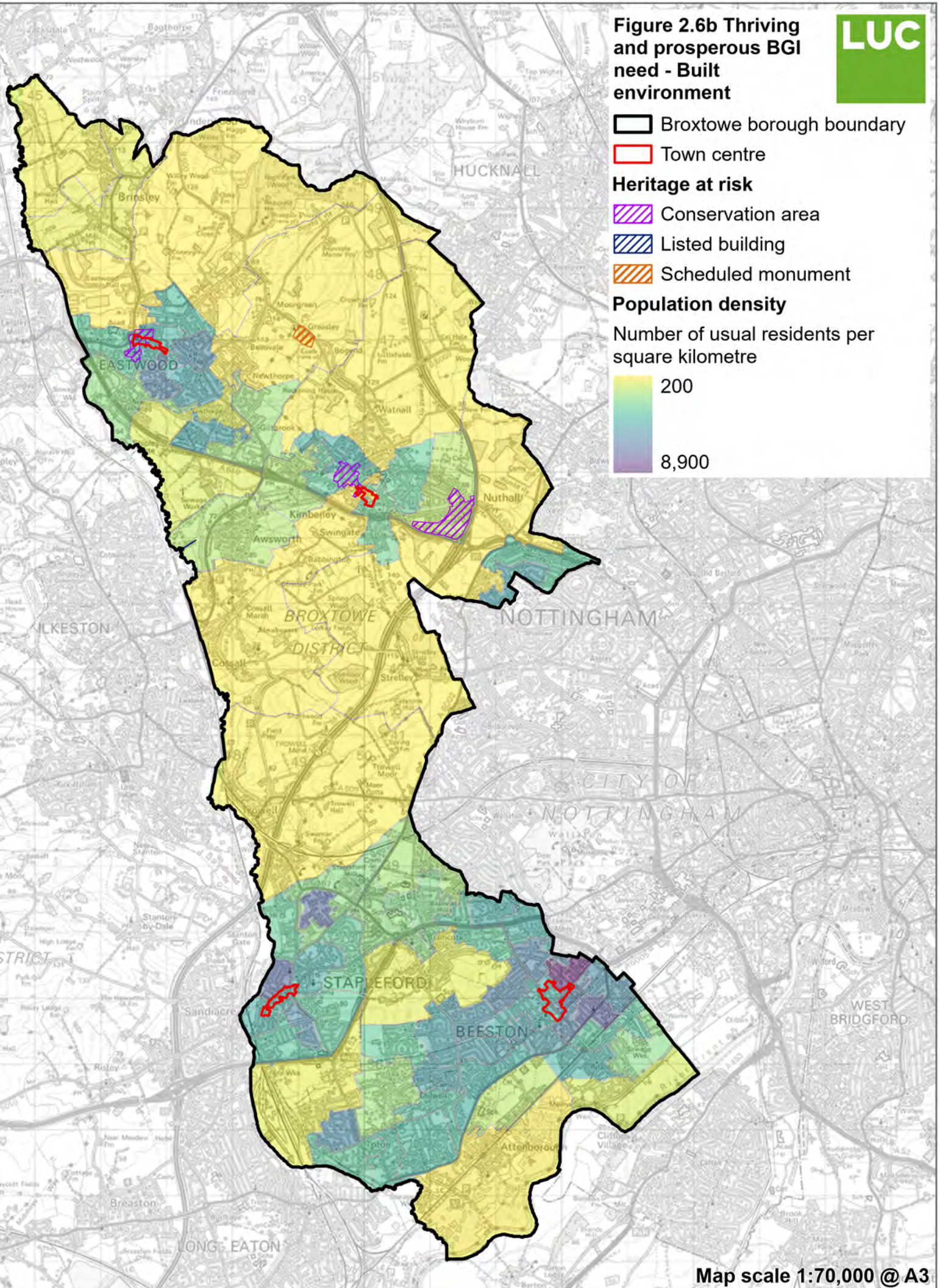
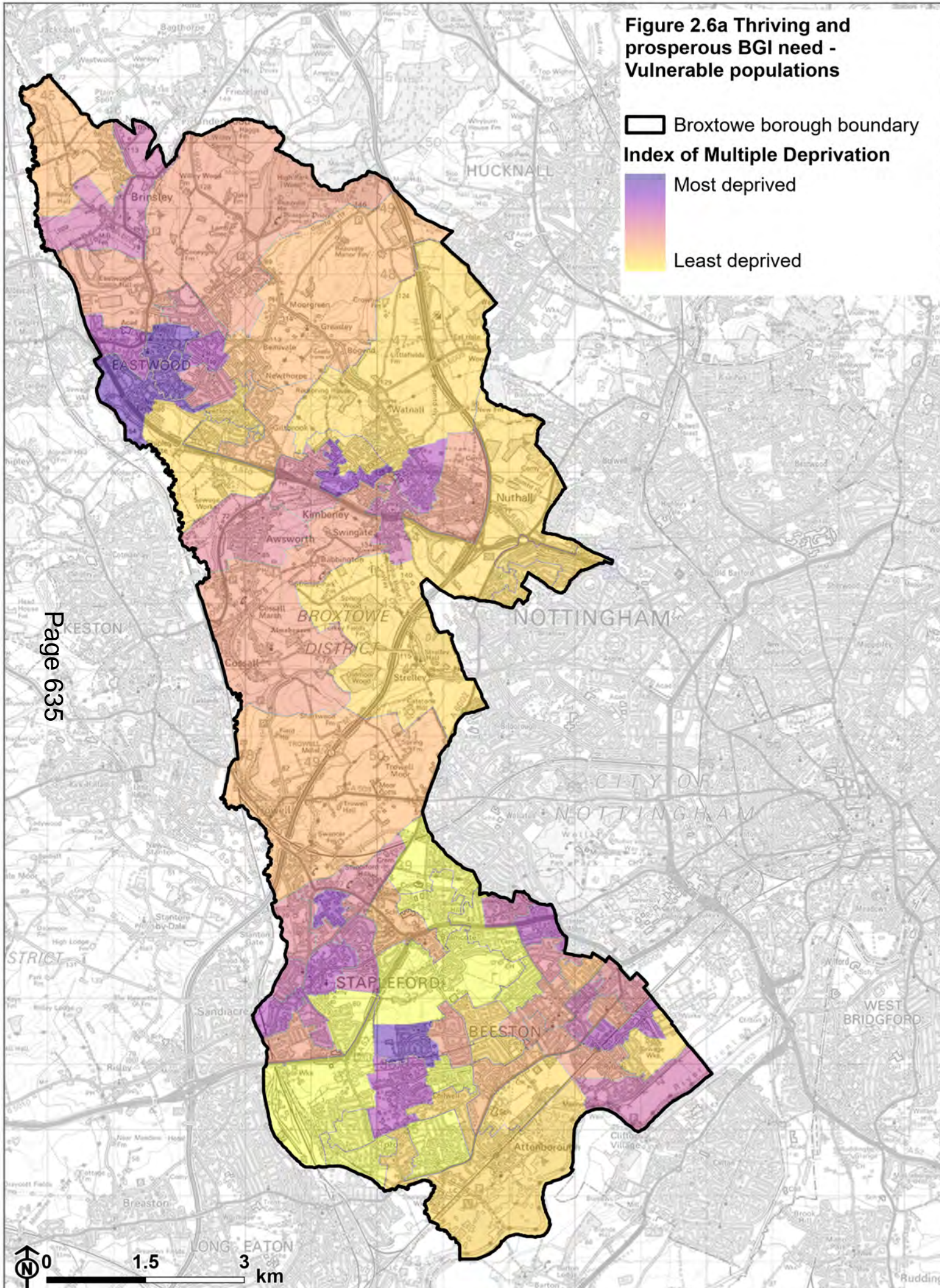
- Gaps in provision to accessible greenspace are more prevalent in the east of the borough, including populated parts of Beeston. Other areas of greenspace deficiency include areas of Watnall, Nuthall and Strelley (see **Figure 2.5a**). Access to a number of greenspaces close to home is highest around Trowell, Bramcote and north Stapleford, Awsworth and north Eastwood.
- There are over 210 km of Public Rights of Way (PRoW) within the borough, with particularly dense networks located at Brinsley, Eastwood and Kimberley. A high density of PRoW are also evident crossing the landscape immediately south the A610 corridor, stretching southwards to Cossall. These routes promote physical activity including walking, running and cycling. Many of these follow field boundaries, railway lines and water courses, and allow people to access the wider rural landscape.
- Areas of the borough with a relatively low density of PRoW are associated with land bordering the M1 corridor. Areas of settlement at Beeston and Stapleford, as well as a pocket of land at Eastwood Hall, are also typified by access to relatively few PRoW routes.
- The PRoW network includes over 83 km of longer distance walking routes; including Broxtowe Country Trail, Robin Hood Way, Nottingham Canal Towpath, Erewash Valley Trail and the Monks Way (see **Figure 2.5b**).
- In the south, the National Cycle Route (NCR) 6 passes through Beeston and Chilwell. Cycling is also suitable on some of the recreational routes; including Big Track, Broxtowe Country Trail and Erewash Valley Trail.
- The Council is developing a Green Social Prescribing model to enable residents to engage in nature-based interventions and activities to improve their wellbeing [\[See reference 24\]](#).
- There are emerging investment programmes led by the Council for parks and open spaces, including accessible facilities and programmes of activities aimed at young people. The new Public Toilet Strategy will also aim to help promote greater use of outdoor spaces from a wide range of users, including older people and young children [\[See reference 25\]](#).



Thriving and prosperous Broxtowe

The need for thriving and prosperous BGI

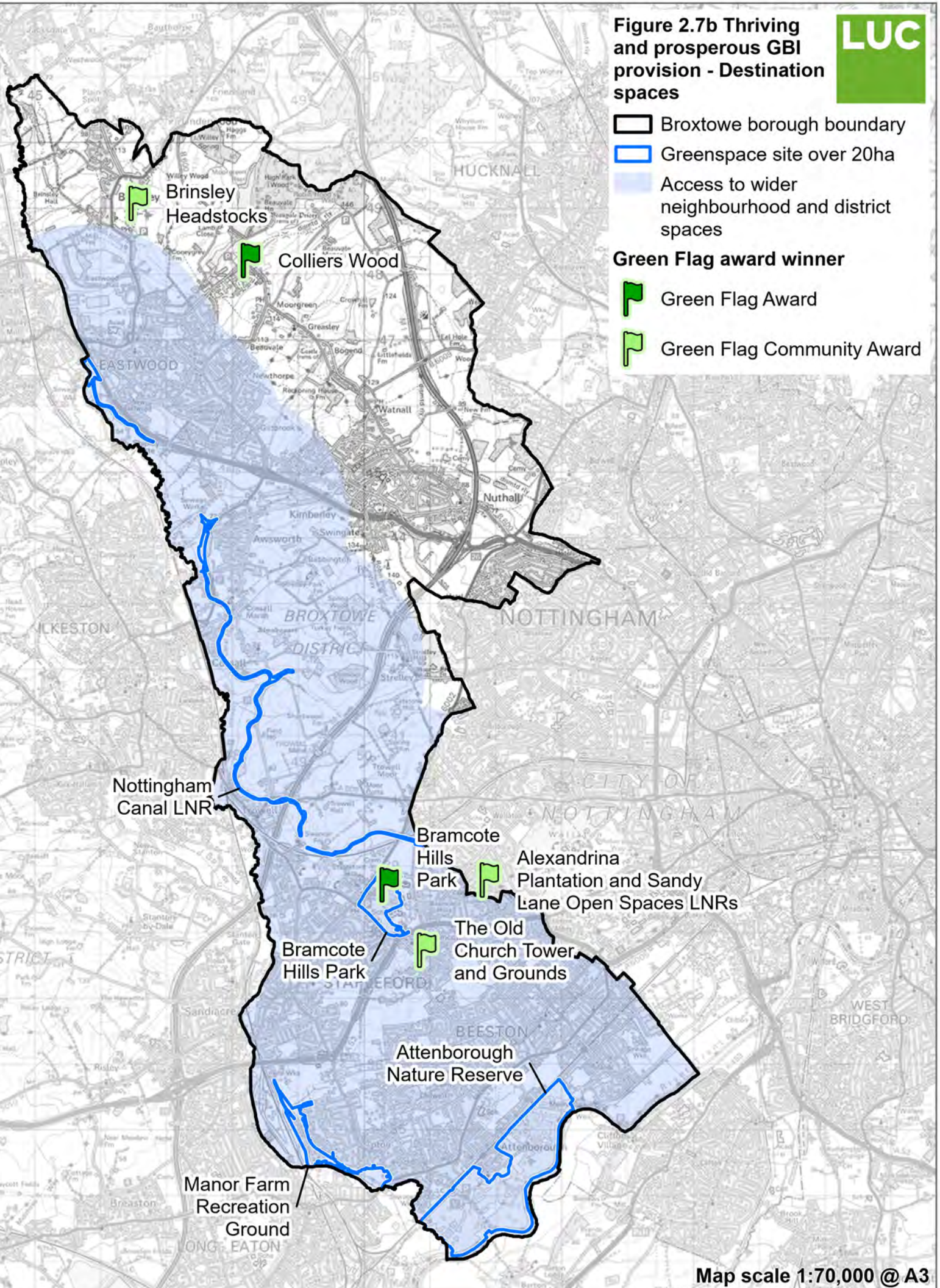
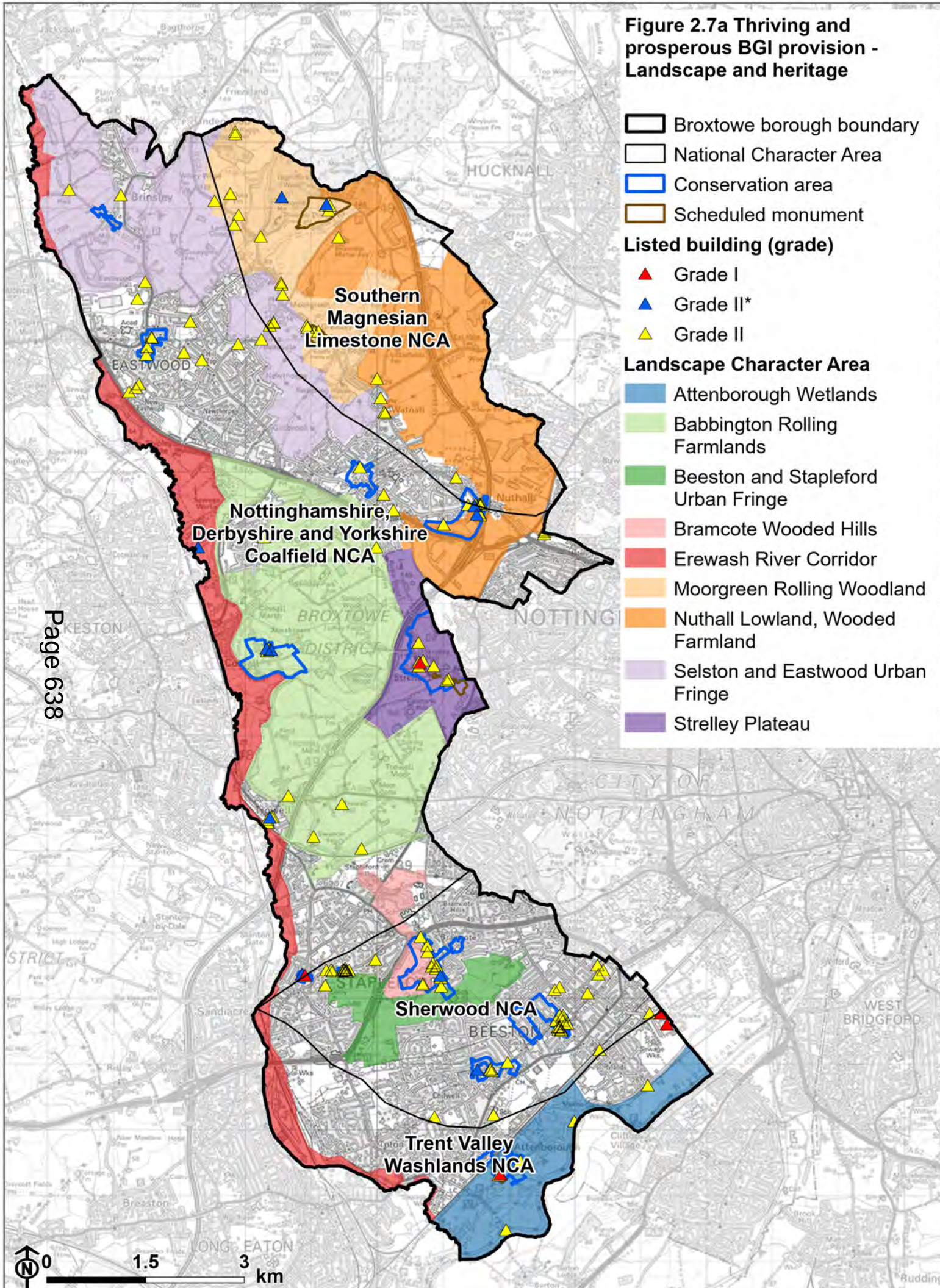
- Whilst overall deprivation in the borough is lower than the national average (ranked 223 out of 317) [\[See reference 26\]](#), there are localised pockets of deprivation, including areas of Eastwood and Chilwell which rank within the 20% most deprived in England (see **Figure 2.6a**).
- The settlements of Kimberley, Eastwood, Beeston and Stapleford act as social and retail destinations, albeit face increasing challenges of declining footfall, reduced spending and rising energy costs [\[See reference 27\]](#). Eastwood is highlighted as an area of particular under investment [\[See reference 28\]](#).
- The East Midlands region as a whole was found to have the lowest design quality for new housing across England [\[See reference 29\]](#).
- Three of Broxtowe's conservation areas are included on the Heritage at Risk register (see **Figure 2.6b**), with Eastwood, Kimberley, and Nuthall Conservation Areas all considered to be in 'very bad' condition [\[See reference 30\]](#).
- Tourism and the visitor economy bring significant economic benefits to Nottinghamshire, with 36 million visitors delivering £1.9 billion to the county's local economy in 2019 and supporting 23,000 jobs. In Broxtowe, much of this visitor offering is focussed on the borough's industrial heritage and natural environment [\[See reference 31\]](#).
- Eastwood is the birthplace of DH Lawrence, and the DH Lawrence Heritage Centre and Birthplace Museum are popular destination points for visitors and tourists.



How BGI supports a thriving and prosperous Broxtowe

- Broxtowe incorporates four of Natural England's National Character Areas (NCAs) [See reference 32]. NCA 38: Nottinghamshire, Derbyshire and Yorkshire Coalfields is heavily influenced by historic industry and includes areas of agricultural land, as well as woodland and semi-natural vegetation. In the north, NCA 30: Southern Magnesian Limestone is characterised by open, rolling arable farmland, plantation woodlands and historic parkland. NCA 49: Sherwood covers a small area around Beeston and Bramcote and is characterised by large estate parklands, heathlands and arable land. NCA 69: Trent Valley Washlands lies adjacent and encompasses the low-lying linear river floodplain and wetland habitats at Attenborough Nature Reserve.
- The Greater Nottinghamshire Landscape Character Assessment identifies ten distinct landscape character areas (see **Figure 2.7a**) which cover the landscapes of the borough, excluding the areas identified as 'urban'. The document describes the variations in the physical landscape in the borough, including those areas to the north which are characterised by restored spoil mounding and other smaller rural areas as well as land influenced by urban development to the south.
- Historic features, including listed buildings, scheduled monuments and conservation areas reflect the rich heritage of the borough (see **Figure 2.7a**). This includes the 14th century Beauvale Carthusian Priory and 18th century Strelley Estate.
- The Old Nottingham Canal, including Beeston Lock and its canalside heritage centre, provide a hub for visitors to explore the local waterways [See reference 33].
- The Erewash Valley, taking in the Erewash Valley Trail, Attenborough Nature Reserve, Grade II* Bennerley Viaduct and other landscape, heritage and wildlife points of interest, is a destination in its own right [See reference 34].

- Other key visitor destinations in Broxtowe include Bramcote Hills Park and the Hemlock Stone, St. Mary's Church, Beauvale Priory, the Breach House and various other historic sites and buildings, parks and open spaces, nature reserves and cycling and walking routes.
- Five parks across the borough have achieved the Green Flag Award (or Green Flag Community Award) which acknowledges the importance of these spaces in providing welcoming environments with activities for all ages and abilities (see **Figure 2.7b**). These, as well as larger open space provide a wider catchment for access to greenspace.
- Approximately £16.5 million of Levelling Up funding and £21.1 million funding from the Government's Town Fund have been secured for regeneration projects in Kimberley and Stapleford, respectively. This includes funding for improvements to public realm and street greening **[See reference 35 and See reference 36]**.



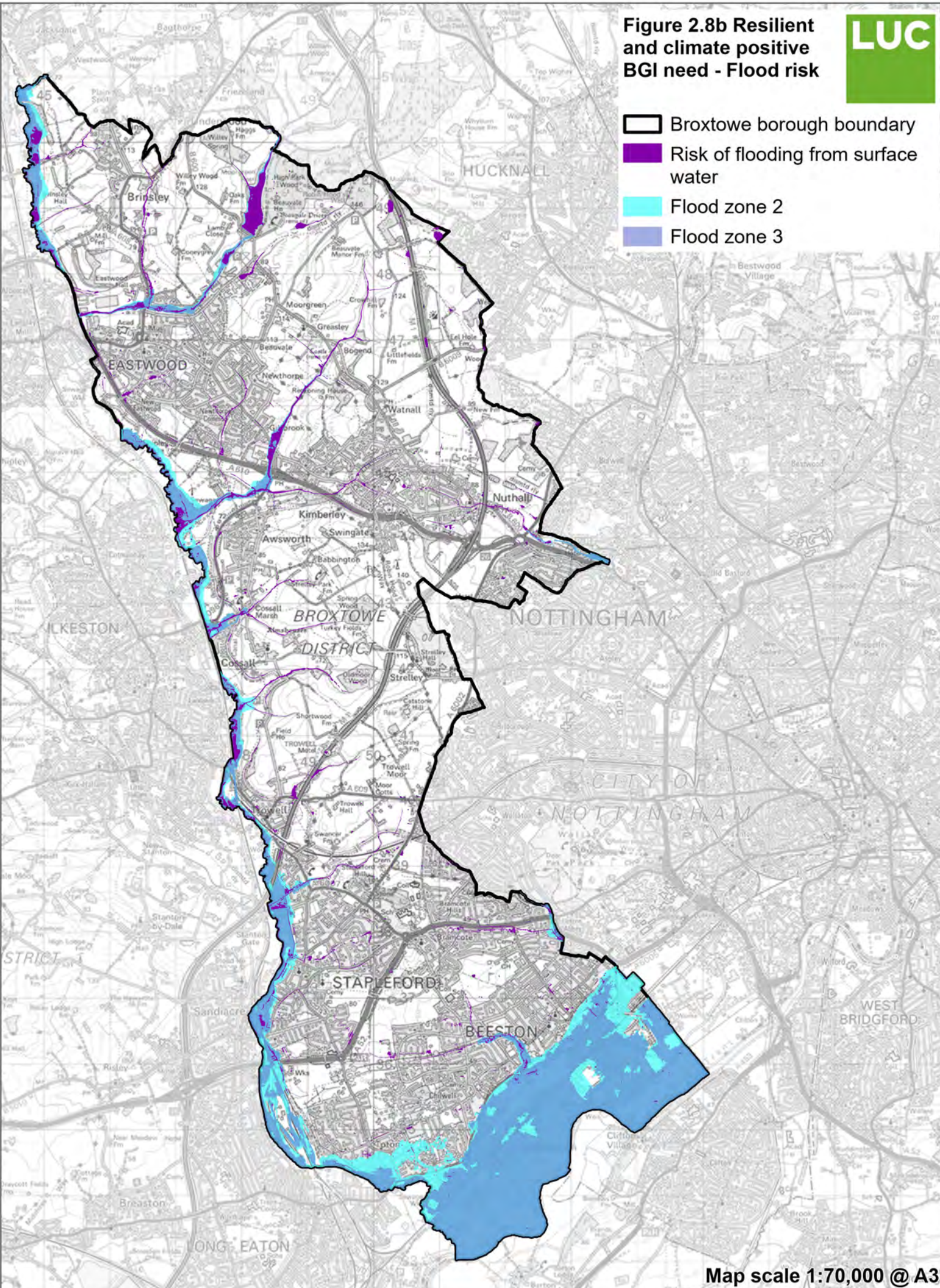
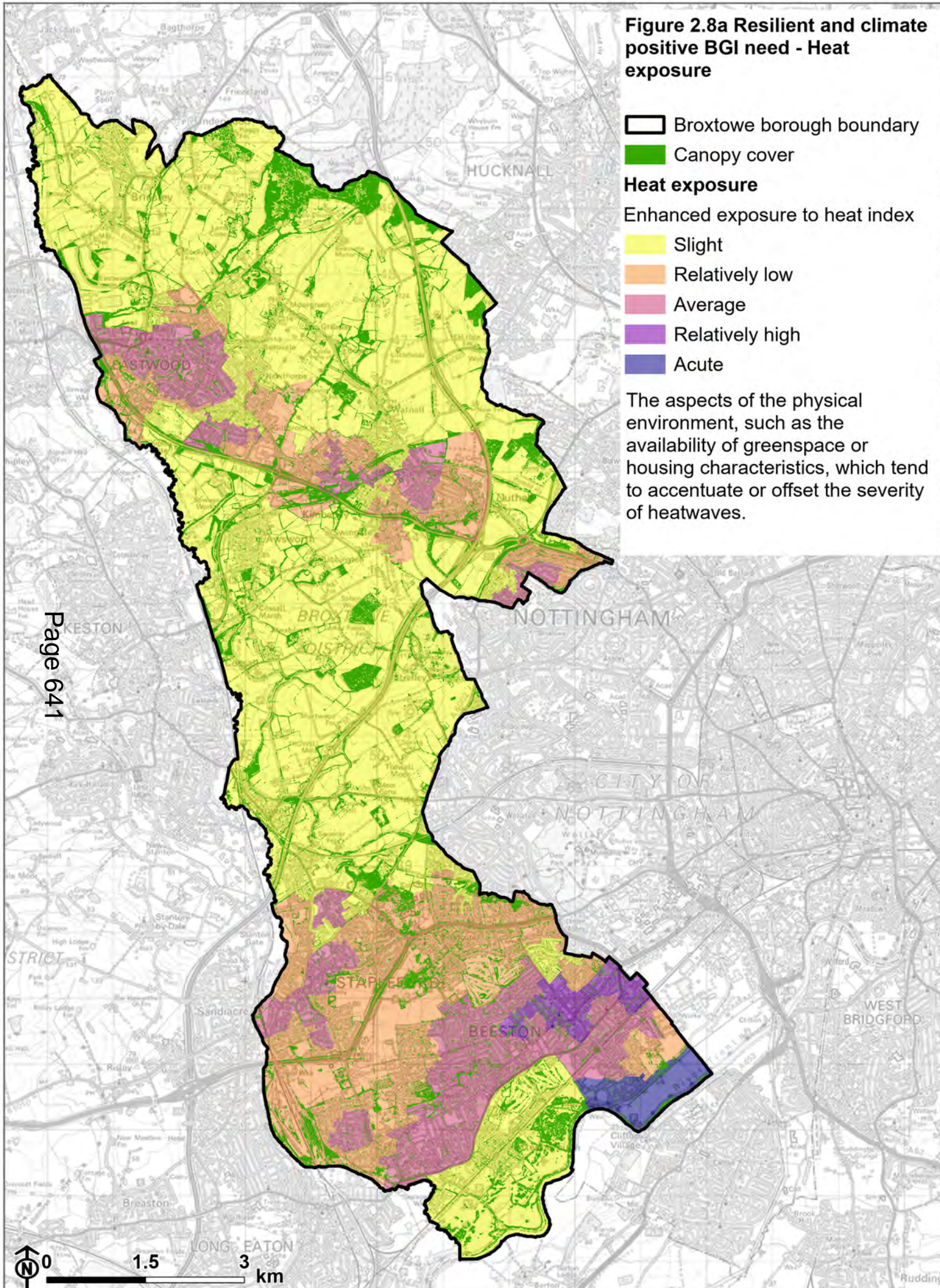
Resilient and climate-positive Broxtowe

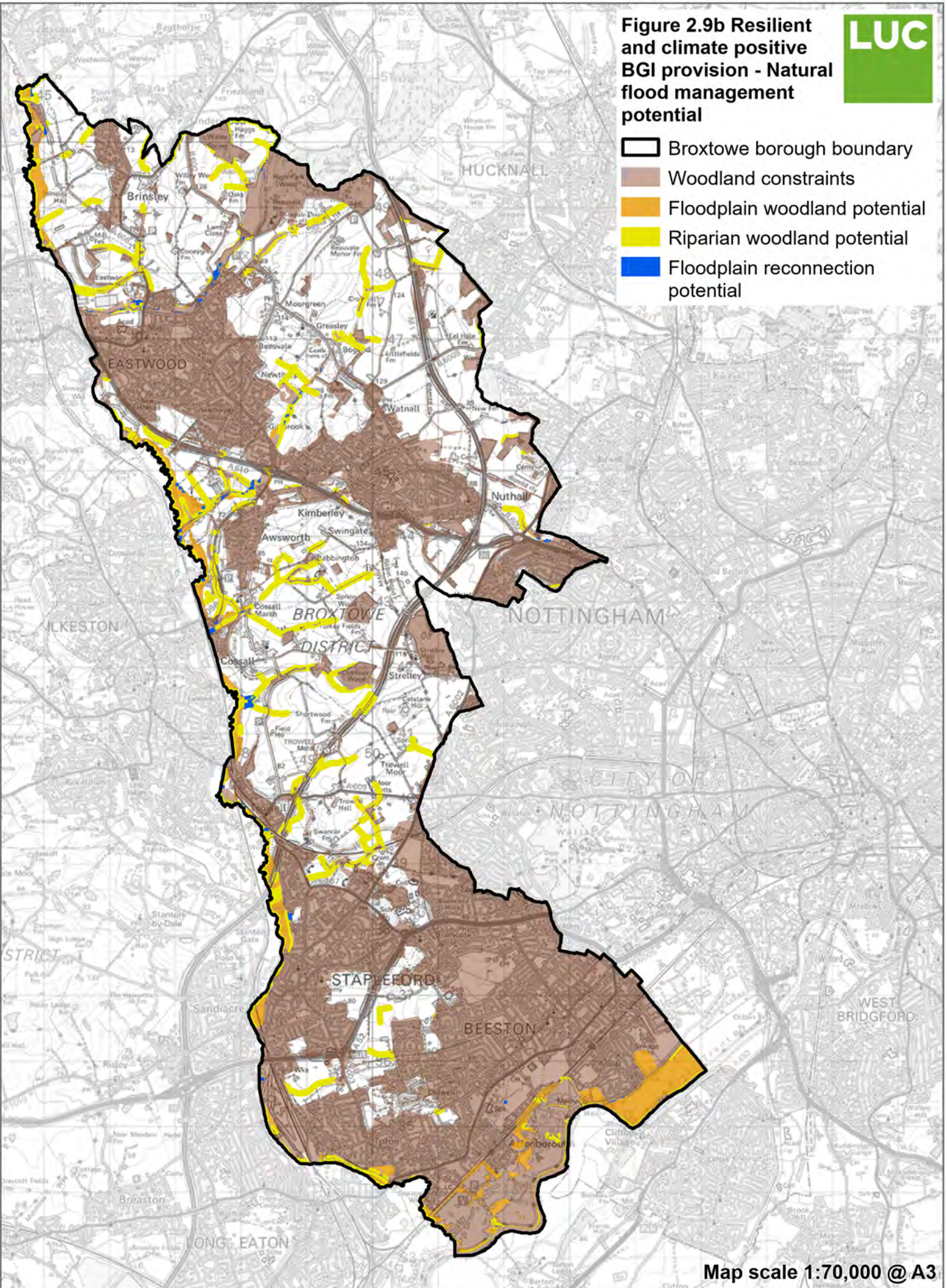
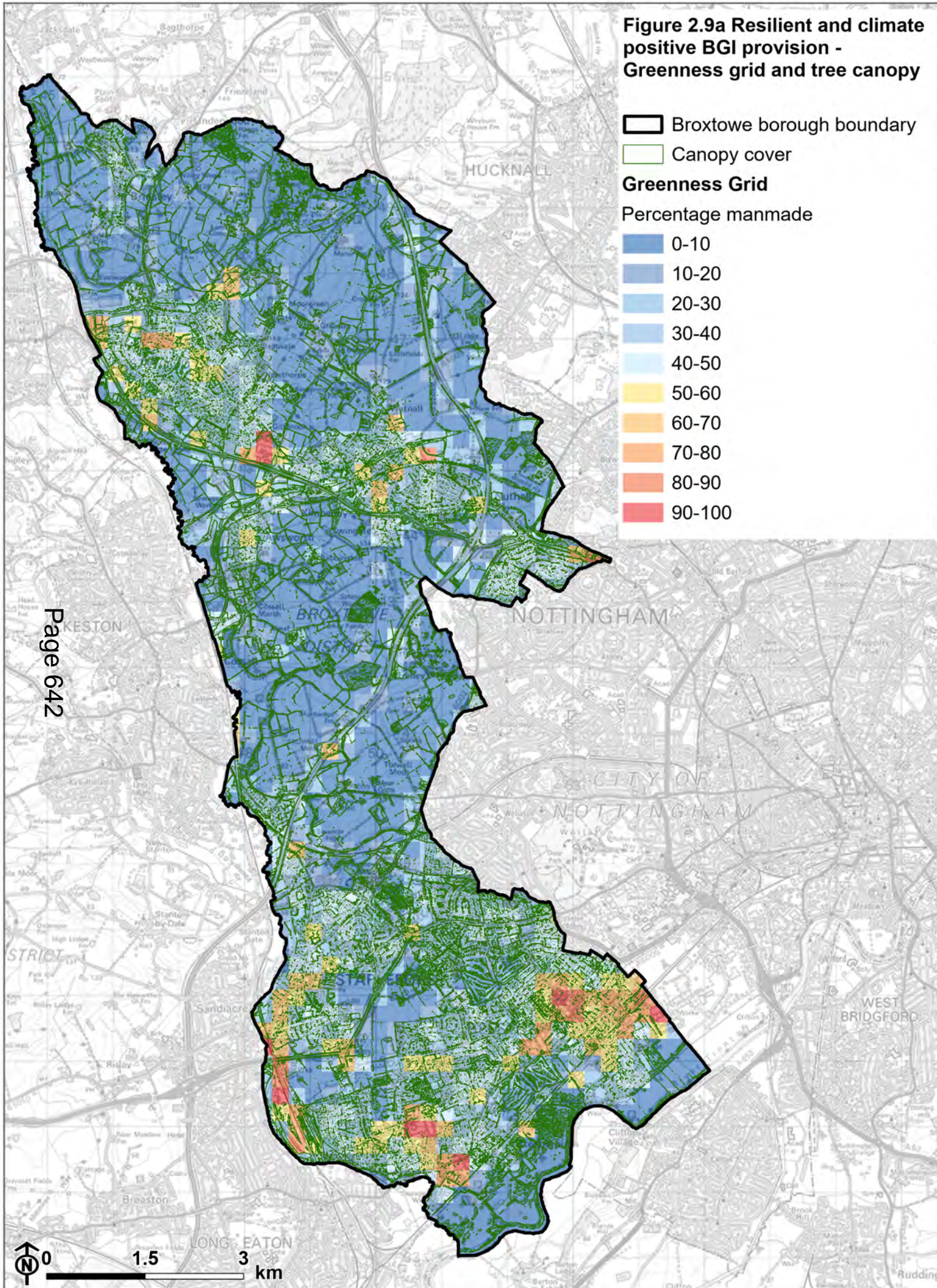
The need for resilient and climate-positive BGI

- Transport currently contributes to 29.8% of emissions in Broxtowe (slightly above the UK average of 28%) [See reference 24]. Approximately 46.9% of workers in Broxtowe travel to work by car and 6.5% travel to work by foot, compared to the UK averages of 45.1% and 7.6% respectively [See reference 37].
- 38.3% of total emissions in Broxtowe result from domestic energy consumption, mostly due to heating [See reference 24]. Green roofs and vertical greening can help insulate properties, reducing the heating and cooling systems required to maintain a comfortable temperature.
- Extreme heat is likely to increase in a changing climate. This is more likely to impact the urban areas of the borough, including between Beeston, and Stapleford in the south and Eastwood and Kimberley further north (see Figure 2.8a) [See reference 38].
- Flood risk in Broxtowe is particularly acute along the River Trent and River Erewash (including areas in Flood Zone 3 which cover 12% of the borough), with additional fluvial flood risk evident along Gilt Brook and Beauvale Brook (including areas in Flood Zone 2).
- Surface-water flood risk is primarily concentrated along small brooks, as well as some urban settings. Areas at risk of 1 in 30 year flooding include parts of Kimberley, Eastwood, the western edge of Nottingham near Cinderhill, Beeston, Stapleford, Toton and Trowell. Surface water and fluvial flood risk is shown in Figure 2.8b. Land at risk of 1 in 100 year flood covers 4% of the borough.
- Met Office projections suggest that between 2040 to 2059 summer precipitation in the East Midlands is likely to be up to 20% lower than at between 1981 and 2000, leading to risks of drought and wildfires [See reference 39].

How BGI supports a resilient and climate-positive Broxtowe

- The average tree canopy cover across Broxtowe is 26%, which is above the 16% average across towns and cities in England. This canopy cover provides shading to reduce heat risk and contributes to reduced flood risk by intercepting rainfall, as well as sequestering carbon.
- The distribution of tree canopy in the borough partially follows the network of linear routes through the landscape; including rivers, canals, road corridors and operational / dis-used rail lines. Significant tracts of woodland are also evident at High Park Wood, Bulwell Wood, Seller's Wood, Spring Wood, Oldmoor Wood and Bramcote Hills (shown in **Figure 2.9a**). Plans to increase tree canopy cover are set out in the Tree Strategy [\[See reference 40\]](#).
- Although Broxtowe is not underlain by peat-rich soils, its wetlands are an important natural asset for carbon storage and ecosystem resilience. These are primarily located along the southern and western boundaries of the borough, most notably at Attenborough Nature Reserve.
- Over 80% of the borough is characterised by semi-natural surfaces, which can help slow the flow of water and increase infiltration. However, the urban areas of Eastwood, Kimberley, Stapleford and Bramcote are typified by approximately 40% man-made surfaces. Areas characterised by over 90% man-made surfaces include Giltbrook Retail Park, Toton Sidings, commercial land use at Chetwynd Road and Beeston Business Park.
- Undeveloped flood plains are present along sections of the River Erewash and River Trent and offer natural flood management, with potential for riparian and wet woodland tree enhancements (see **Figure 2.9b**). Flood risk alleviation is also a key component of the Trent Gateway project [\[See reference 41\]](#).
- The National Cycle Network route 6 provides a cycle link in the south of Broxtowe, with links into Nottingham and west towards Derby. Approximately 2.6% people in the borough travel to work by bicycle, compared to a national average of 2.1%) [\[See reference 42\]](#).

















Summary of emerging BGI issues and opportunities





2.6 Following a comprehensive review of the baseline, a number of emerging BGI issues and opportunities have been identified. The purpose of this exercise was to start a spatial analysis of the borough’s BGI, as well as tie the four themes back together to ensure BGI opportunities identified moving forward are holistic and multi-functional.





Table 2.1: Summary of emerging BGI issues and opportunities

Emerging BGI issues and opportunities				
<ul style="list-style-type: none">Create, enhance and improve the connectivity of habitats identified within the Biodiversity Opportunity Mapping, particularly grasslands and wetlands. Reconnection of the River Erewash with its floodplain forms a key opportunity.				

Emerging BGI issues and opportunities				
<ul style="list-style-type: none"> ■ Use undeveloped floodplains as part of natural flood management that includes wetland restoration, rewilding, and afforestation. Explore the strategic planting of trees as per the Environment Agency's Working with Natural Processes mapping to aid natural flood management. 				
<ul style="list-style-type: none"> ■ Utilise <i>ClimateJust</i> and the Woodland Trust's Tree Equity Score mapping to help identify future urban tree planting locations in the borough. Proposals should aim to mitigate urban heat island effects and as well as benefit communities more socially vulnerable to extreme heat events and in greatest need of people-focused investment in trees. 				
<ul style="list-style-type: none"> ■ Complement tree planting initiatives identified in the Broxtowe Tree Strategy. 				
<ul style="list-style-type: none"> ■ Seek to improve localised air pollution levels via the appropriate specification and siting of vegetation. 				
<ul style="list-style-type: none"> ■ Create, enhance and enlarge woodlands around Beauvale, Bramcote Ridge, Gilt Brook and land to the north of Nuthall. Diversify species selection to promote future climate resilience. 				

Emerging BGI issues and opportunities				
■ Integrate BGI into new and existing developments, as promoted by the Reduction of Carbon in New Development Supplementary Planning Document.				
■ Ensure new major development in the borough prepares a BGI plan setting out how the scheme delivers on-site BGI provision and contributes towards Nottinghamshire Local Nature Recovery Strategy (LNRS) targets and priorities.				
■ Provide nature-rich open space close to new major developments to alleviate recreational pressure on designated ecological sites.				
■ Ensure development within proximity to B-Lines includes proposals to enhance biodiversity.				
■ Improve the setting of the existing and proposed active travel network to encourage sustainable transport, providing dedicated green corridors which also enhance landscape connectivity.				
■ Enhance the quality, connectivity, and visitor offering associated with the borough's BGI networks to promote further visitor interest, tourism activity, and associated economic investment in the borough.				

Emerging BGI issues and opportunities				
<ul style="list-style-type: none"> Reinforce local landscape character and contribute to local identity and sense of place through the creation and enhancement of BGI, particularly in areas of urban settlement and local high streets. Embrace the landscape, cultural, and mining heritage of the borough via appropriate BGI interventions. 				
<ul style="list-style-type: none"> Protect urban and urban fringe BGI assets, ensuring the expansion and connection of urban habitats wherever possible. 				
<ul style="list-style-type: none"> Enhance landscape management regimes to increase the biodiversity of urban habitats and provision for pollinators. The introduction of relaxed mowing regimes should be communicated to the public via a dedicated communication / education strategy to promote community 'buy-in'. 				
<ul style="list-style-type: none"> Use BGI as an asset for 'social prescribing' within the borough to deliver mental health benefits through access to greenspace. Social prescribing refers to a holistic approach to healthcare that brings together the social and medical models of health and wellness. The approach provides a formal pathway for health providers to address the diverse determinants of health, using the familiar and trusted process of writing a prescription. 				
<ul style="list-style-type: none"> Buffer and improve the connectivity of designated nature conservation sites as part of the wider ecological network. Identify and protect new sites, informed by the strategic identification of gaps. 				

Emerging BGI issues and opportunities				
<ul style="list-style-type: none"> Create and improve the management of hedgerows and shelter belts, arable margins, and ditches within agricultural land, encouraging the establishment of habitat banks by landowners as part of local BNG delivery. 				

Chapter 3

The spatial approach to BGI in Broxtowe

Using the understanding of the distribution of BGI assets combined with areas of local needs, six BGI zones have been developed to help direct the future delivery and investment in BGI across the borough.

3.1 The boundaries of the BGI zones were created and rationalised, informed by the location of physical landscape features such as roads, woodland tracts and field boundaries. The BGI zones are spatially specific to the borough and identify areas where similar and unified BGI interventions offer the opportunity to enhance the BGI network at the strategic scale. The BGI zones helped to guide the identification of BGI opportunities and the creation of the action plans.

3.2 The six zones are illustrated in **Figure 3.1**, and each detailed in the subsequent two-page proformas. Emerging BGI opportunities for each zone have been included. These have been informed by the baseline review, professional judgement and consultation process.

3.3 The BGI zones are listed below:

- A610 Urban Corridor;
- Babington Rolling Farmlands;
- Beeston and Stapleford Urban Fringe;
- Eastern Farmed Wooded Fringe;
- Erewash Valley; and
- River Trent Corridor.

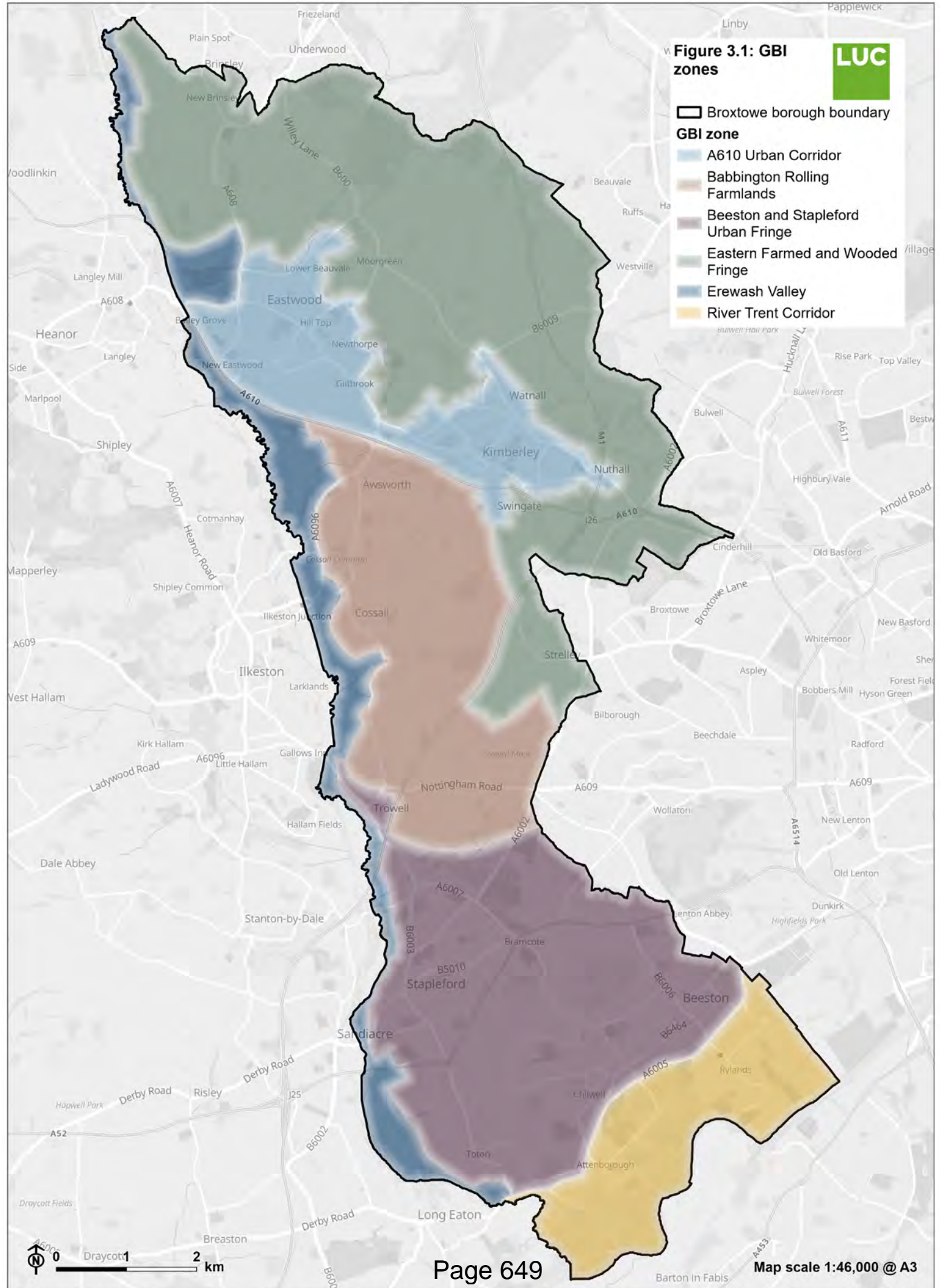


Figure 3.1: GBI zones



- Broxtowe borough boundary
- GBI zone**
 - A610 Urban Corridor
 - Babbington Rolling Farmlands
 - Beeston and Stapleford Urban Fringe
 - Eastern Farmed and Wooded Fringe
 - Erewash Valley
 - River Trent Corridor

A610 Urban Corridor BGI Zone

The A610 Urban Corridor BGI Zone is located in the north of the borough and comprises the urban area in and around the settlements of Eastwood and Kimberley, centred on the route of the A610. The carriageway of the M1 forms the eastern extent of the BGI zone.

Summary of existing BGI assets

3.4 The A610 Urban Corridor BGI Zone comprises predominantly urban land uses. There are a significant number of heritage assets, including three conservation areas. Remnants of the industrial legacy of Eastwood and Kimberley are evident in the built environment and landscape features, including the routes of disused railway lines. Kimberley Railway Cutting is designated as a SSSI and part of this is managed as a nature reserve by the Nottinghamshire Wildlife Trust. The site features a variety of habitats including scrub, mature woodland, tall herb vegetation, and calcareous grassland. Tracts of woodland across the BGI zone are generally small and fragmented.

3.5 The BGI zone includes a number of Local Nature Reserves (LNRs); including Smithurst Meadows to the south east of Eastwood as well as Hall Om Wong and Watnall Green in western and northern Kimberley, respectively. There are also ten playgrounds, nine playing pitches and twenty informal open spaces spread across the BGI zone, which afford public access (see **Figure 3.2**).

Summary of local needs

3.6 All three conservation areas within the BGI zone are identified on the Heritage at Risk register. Factors resulting in their inclusion involve increased

car parking as well as modernisation of shopfronts and road signage. Sensitive BGI and public realm design could help address some of these risks. In addition, Eastwood town centre has been highlighted as at risk from under investment. The centre and western part of Eastwood are some of the most deprived areas within the borough. The Tree Equity Score for land within eastern Kimberley is lower than the average for the borough, indicating a higher socio-spatial vulnerability to flooding and extreme heat.

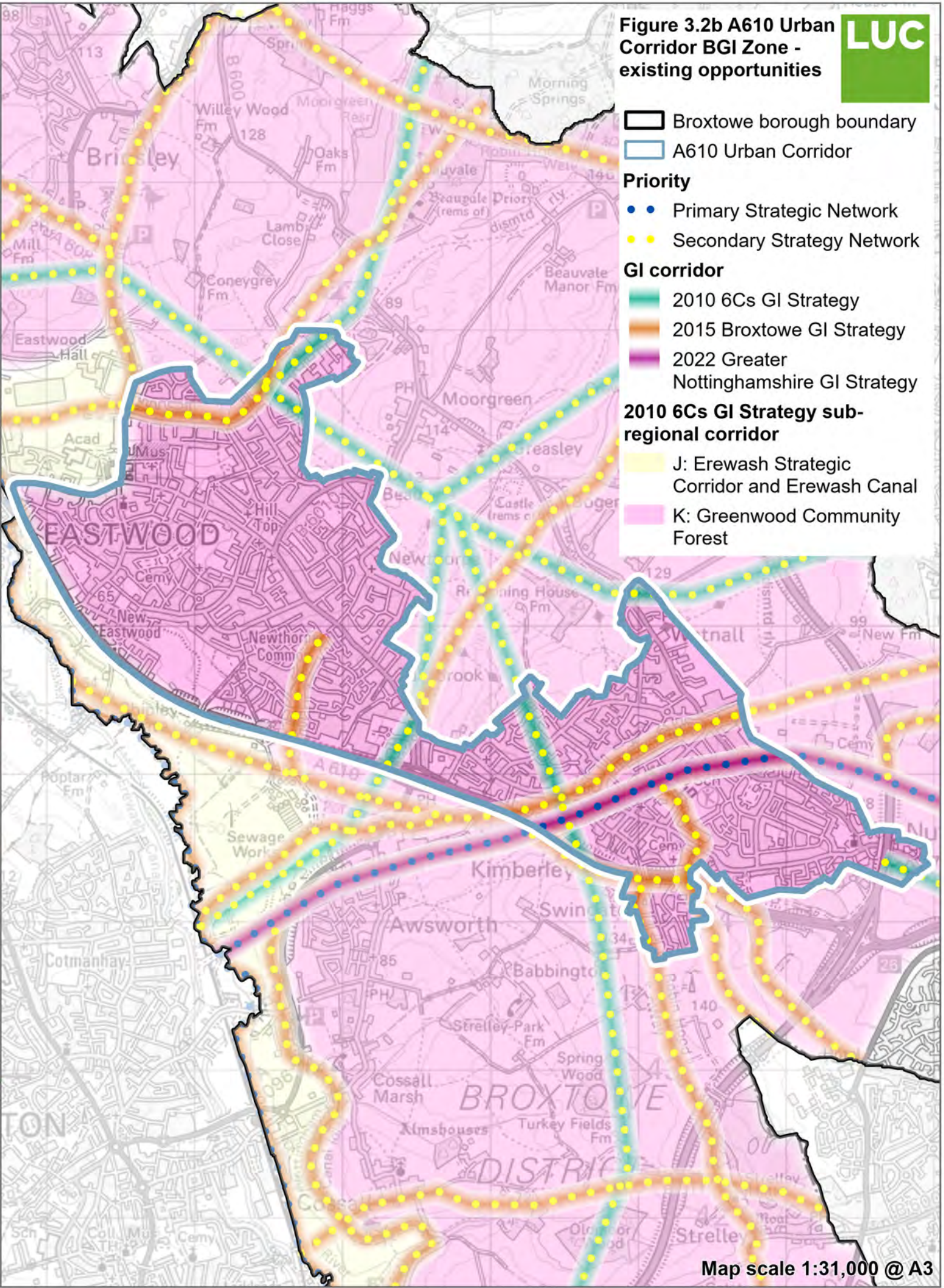
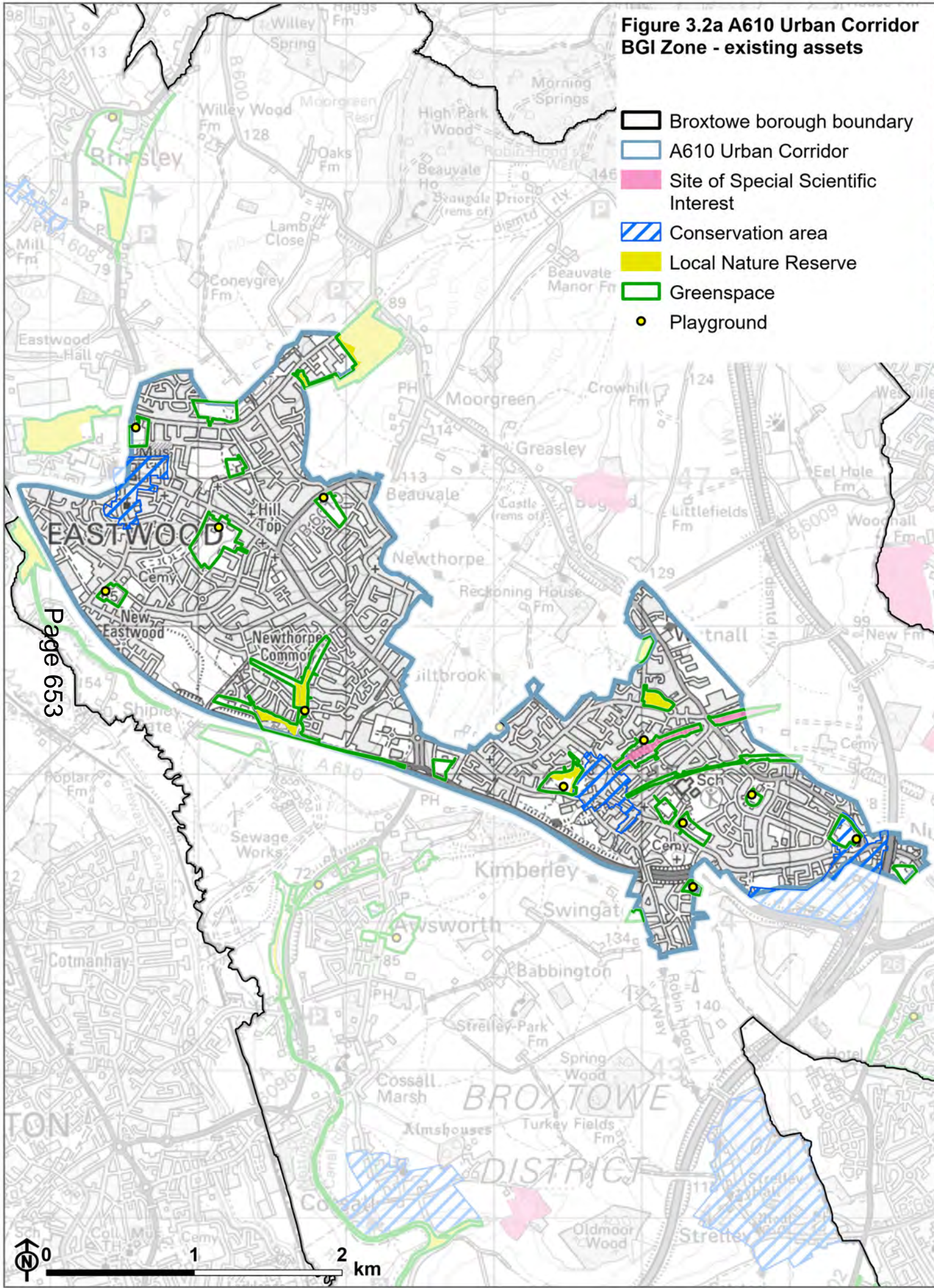
Vision for BGI within the zone

Increase the provision of greenspace and urban greening interventions as a placemaking tool to enhance the setting of settlements within the BGI zone. Create green corridors which promote active travel and provide connectivity for wildlife.

Emerging opportunities to achieve this vision

- Enhance the provision of sensitively designed urban greening interventions, including increased floristic diversity and abundance, within urban land use.
- Increase tree canopy coverage in strategic locations to sequester carbon, provide cooling in urban areas as well as enhance woodland connectivity.
- Provide wetlands in areas susceptible to flooding to interrupt the flow of water between developments and the area's brooks that feed the River Erewash. Such locations include Giltbrook, Nether Green Brook and Kimberley disused railway line.
- Defined as a primary strategic network within the Greater Nottingham BGI Study, enhance and promote the disused railway at Kimberley as a key active travel and green corridor providing links across north Nottinghamshire. This project is now underway, funded as part of the Kimberley Means Business Levelling Up Funded project which also includes investment in town centre regeneration and new sports facilities.

However, a balance between nature recovery and extent of public access should be explored at the Kimberley Railway Cutting SSSI to identify separate areas for potentially conflicting recreational activities and opportunities to incorporate greening along the route should be maximised.



Babbington Rolling Farmlands BGI Zone

The Babbington Rolling Farmlands BGI Zone is located centrally within the borough and comprises the rural farmland stretching from the northern extent of Stapleford towards the A610 corridor in the north. The linear route of the M1 motorway crosses the BGI zone and the settlements of Awsworth and Cossall lie at the zone's north western boundary.

Summary of existing BGI assets

3.7 Non-irrigated arable land and pasture form the principal land uses in the BGI zone. This includes grassland habitats, such as lowland meadows and semi-improved grassland. Robbinetts SSSI incorporates acidic and neutral grassland units, both of which are in an unfavourable recovering condition. Heathland and acidic grassland characterise Trowell Moor in the south. A pattern of fragmented woodland tracts predominates, including ancient woodland at Grange Wood and open access woodland at Oldmoor Wood.

3.8 Industrial heritage influences the character of the zone and provides valuable habitats and visitor interest, including Nottingham Canal (notably Robbinetts Arm) LNR and species rich verges within the disused Kimberley rail corridor (see **Figure 3.3**). Cossall Conservation Area is recognised for its views over the surrounding farmland and Erewash Valley. The largest settlement is Awsworth, which has a good provision of accessible greenspace. Elsewhere, the primary access to nature within Babbington and Cossall Marsh is via the PRoW network which crosses the landscape of the zone.

Summary of local needs

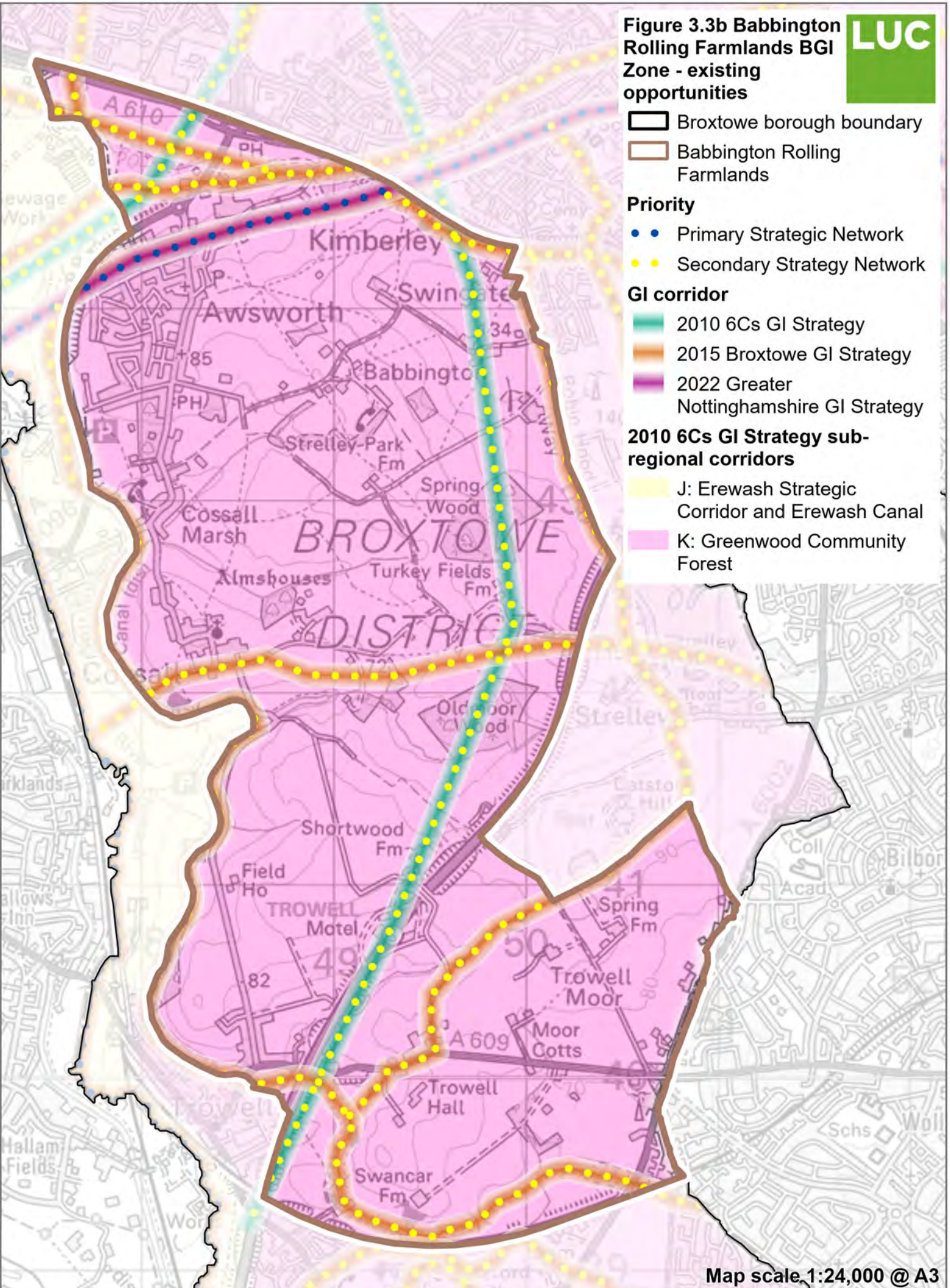
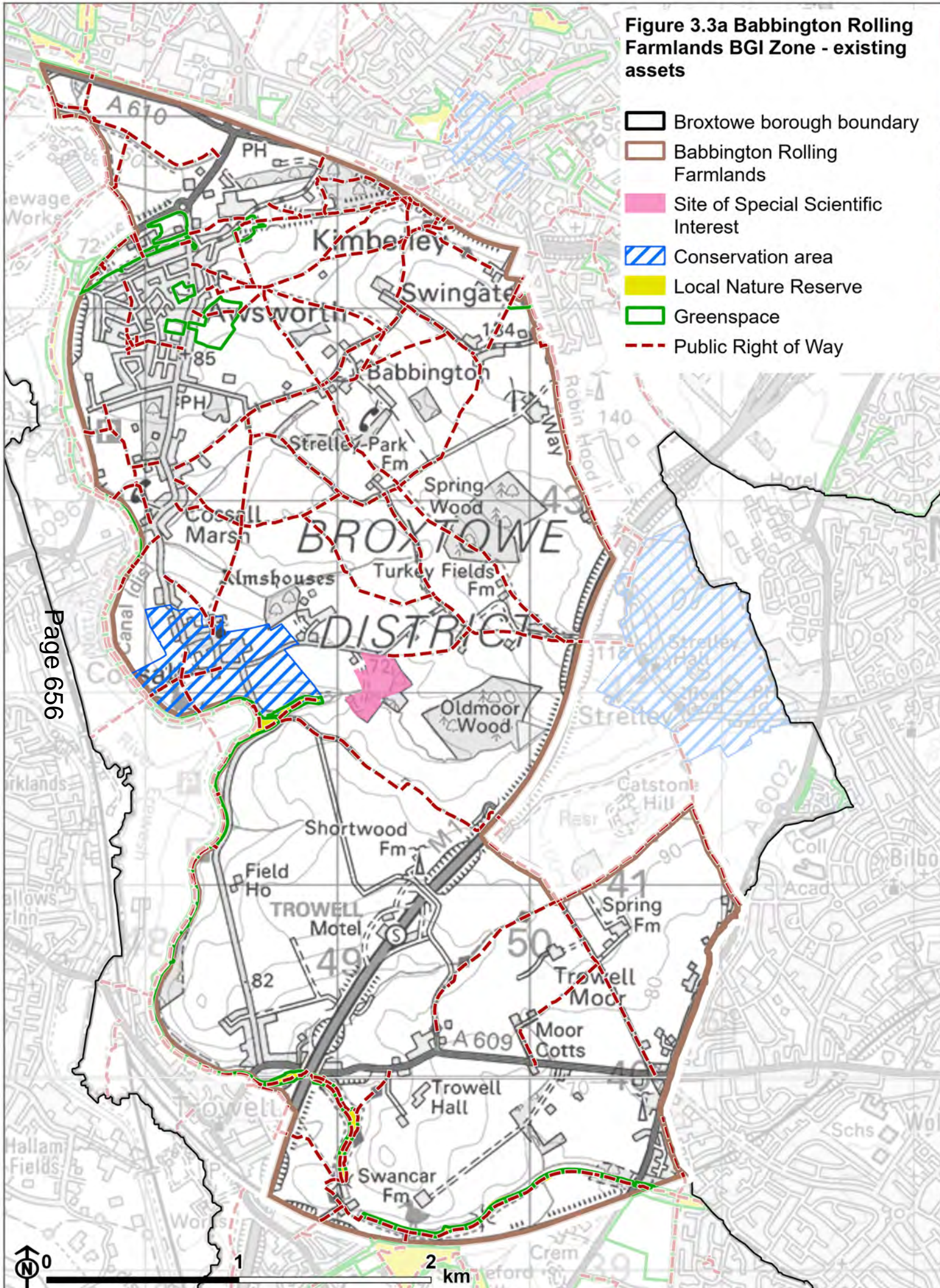
3.9 The key BGI needs identified in this zone relate to environmental health. This includes road noise associated with the M1 and above average levels of air pollution (for CO₂, NO_x, PM₁₀ and PM_{2.5} around Cossall Road and the disused Nottingham Canal). Small watercourses primarily drain west to the Erewash Valley, and may contribute to the poor water quality in the River Erewash due to the prevalence of intensive farming. Further south, there is a higher risk of exposure to extreme heat relative to other areas in the borough.

Vision for BGI within the zone

BGI priorities in this zone are to improve connectivity of fragmented habitats, promote enhancements to landscape condition and complement industrial heritage to support resilient ecosystems.

Emerging opportunities to achieve this vision

- Promote habitat enhancements for pollinators within Buglife's B-network corridors and seek opportunities for connecting such habitats to wider national habitats.
- Restore the network of tree belts and hedgerows to improve woodland connectivity and strengthen landscape character.
- Increase tree and vegetation cover alongside the M1 to reduce noise intrusion, whilst helping to sequester CO₂ and other pollutants.
- Support landowners to deliver-natural flood management across the BGI zone as well as efforts to improve water quality .
- Maintain and enhance access to recreational routes and PRow across the rural landscape, including promoting access for all.
- Celebrate the industrial heritage features and encourage the enhanced interpretation of these features within the wider landscape.



Beeston and Stapleford Urban Fringe BGI Zone

Beeston and Stapleford Urban Fringe BGI Zone is located in the south of the borough. It comprises the urban areas of Beeston, Chilwell, Toton, Bramcote, Stapleford and Trowell, as well as the intervening greenspace and rural land use between the settlements.

Summary of existing BGI assets

3.10 The primarily urban land use of the BGI zone is interspersed with areas of agricultural land and greenspace assets. In the north, a mixture of woodland and parkland at Bramcote Hills, and large open spaces (including sites which have achieved Green Flag Award criteria) provide ecological and recreational interest. Further south, sections of the A52 road corridor are bordered by rural land use and crossed by a network of PRow. Beeston Fields Golf Club lies to the east. Urban areas within the BGI zone are characterised by a network of open spaces, playing pitches, playgrounds and sports grounds.

3.11 Tree canopy cover is most notable in Bramcote, Beeston (east and west of the town centre) and Toton. The presence of six conservation areas reflect the heritage of the settlements within the BGI zone, with the distribution of mature trees also contributing to their distinctive character (**Figure 3.4**)

Summary of local needs

3.12 Some of the most deprived communities in Broxtowe are located within this BGI zone, including the north western extent of Chilwell and land to the

north of Stapleford. This section of Chilwell, coupled with areas of central Beeston are also identified as the most deprived in the borough according to the health deprivation and disability domain. All three areas have been identified as having a higher socio-spatial vulnerability to flooding, and Beeston also has a high socio-spatial vulnerability to extreme heat. In addition, large areas of the BGI zone lie outside the access catchments for accessible greenspace close to home.











Vision for BGI within the zone

Create more equitable access to greenspace throughout the BGI zone, improving connectivity between urban and rural areas for people and wildlife.

Emerging opportunities to achieve this vision

- Explore opportunities for creating pocket and doorstep parks within Beeston to improve access to greenspace close to home and act as strategic stepping stones to provide habitat connectivity across urban areas.
- Enhance and promote the PRoW network between Beeston / Chilwell and Stapleford to increase active travel options between the settlements.
- Enhance grassland, scrub and hedgerows through increased flower diversity and abundance to support pollinators in line with Buglife's B-Lines.
- Prioritise tree planting in areas of relative health deprivation and where populations are more vulnerable to extreme heat and flooding.
- Explore the opportunity to adopt relaxed mowing regimes for management of public open space to reduce nutrients and increase floristic diversity.
- Seek to retrofit green roofs / walls, street trees and sustainable drainage features within areas with low greenness grid scores.

Figure 3.4a Beeston and Stapleford Urban Fringe BGI Zone - existing assets

-  Broxtowe borough boundary
-  Beeston and Stapleford Urban Fringe
-  Conservation area
-  Locally designated local nature reserve
-  Golf course
-  Greenspace
-  Tree canopy cover
-  Public Right of Way
- Green Flag award winner**
-  Green Flag Award
-  Green Flag Community Award

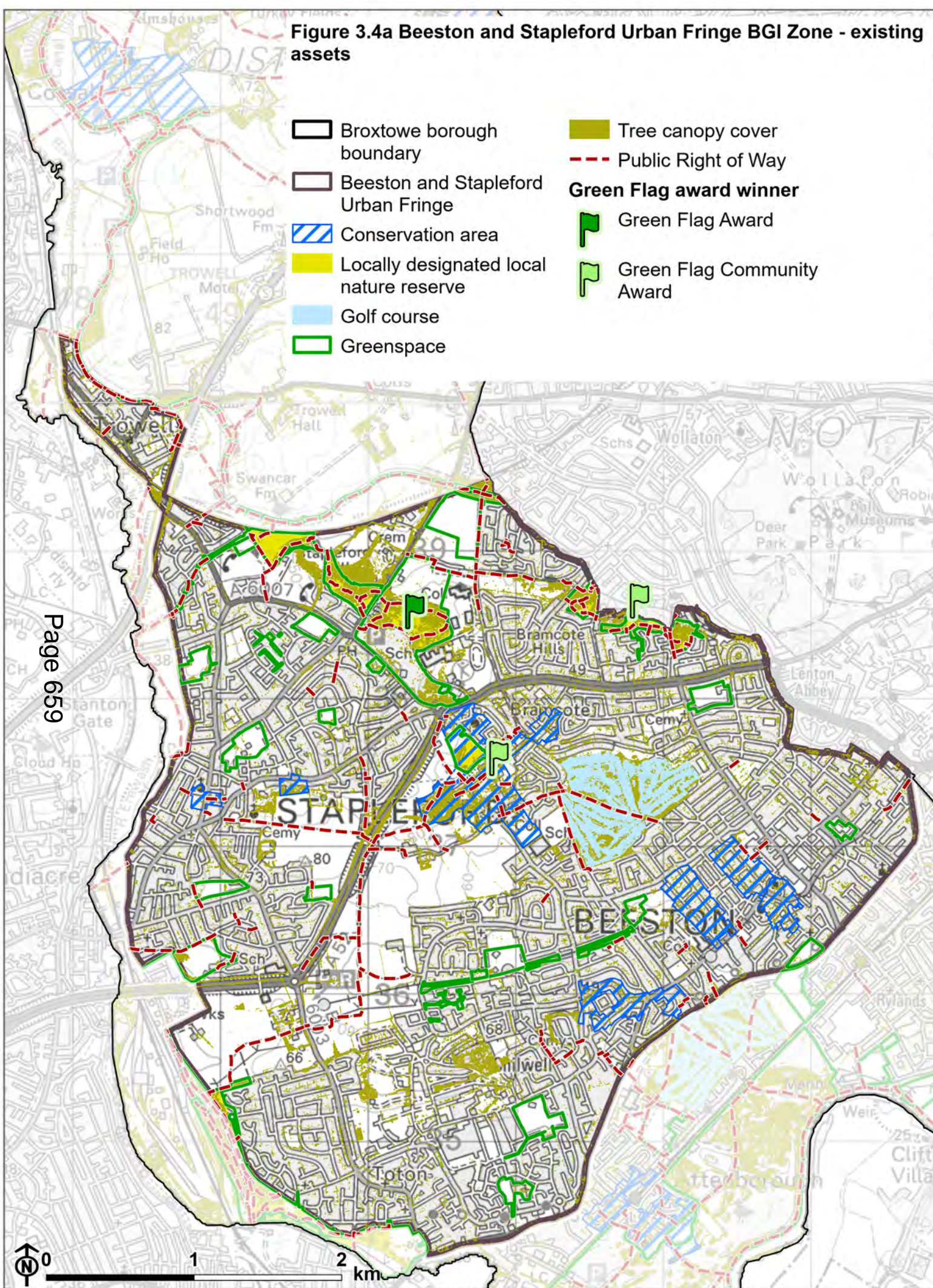










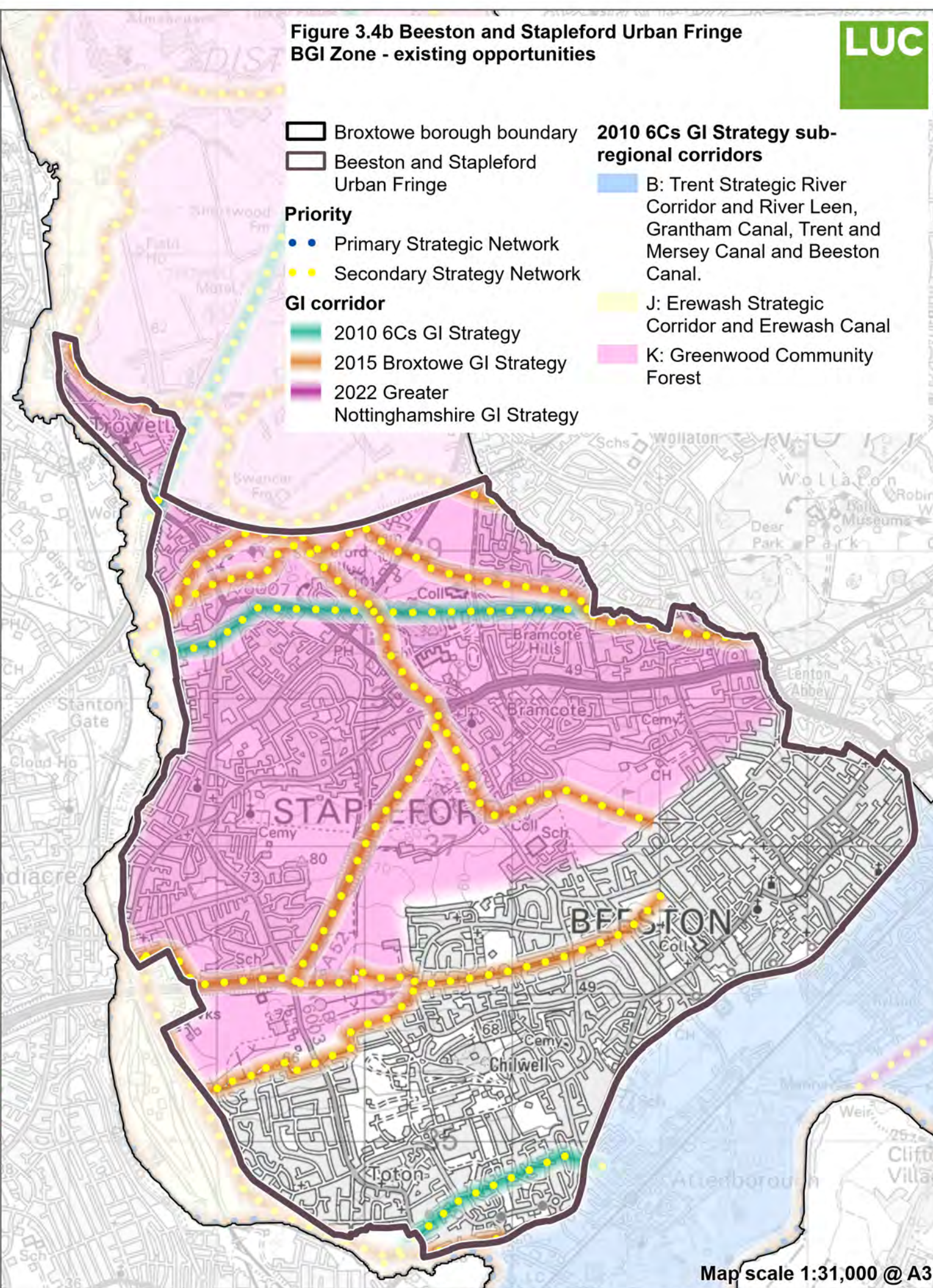


Figure 3.4b Beeston and Stapleford Urban Fringe BGI Zone - existing opportunities

-  Broxtowe borough boundary
-  Beeston and Stapleford Urban Fringe
- Priority**
-  Primary Strategic Network
-  Secondary Strategy Network
- GI corridor**
-  2010 6Cs GI Strategy
-  2015 Broxtowe GI Strategy
-  2022 Greater Nottinghamshire GI Strategy
- 2010 6Cs GI Strategy sub-regional corridors**
-  B: Trent Strategic River Corridor and River Leen, Grantham Canal, Trent and Mersey Canal and Beeston Canal.
-  J: Erewash Strategic Corridor and Erewash Canal
-  K: Greenwood Community Forest



Map scale 1:31,000 @ A3



Eastern Farmed and Wooded Fringe BGI Zone

Eastern Farmed and Wooded Fringe BGI zone comprises land at the north and north east of the borough, characterised by elevated and rolling farmland crossed by the corridor of the M1.

Summary of existing BGI assets

3.13 The principal land use of the BGI zone is arable land, interspersed with natural habitats, including deciduous woodland, wood pasture and parkland, and species rich grassland (most common close to ponds and streams). Extensive natural and semi-natural habitats are present in the north around Beauvale Priory; including High Park Wood and Moorgreen Reservoir. Significant tracts of ancient woodland adjoin the borough boundary; including at Willey Spring, High Park Wood, Watnall Coppice, Eelhole Wood and Starth Wood (see **Figure 3.5**). Awarded Green Flag Community Award in recognition of their role as community recreational spaces, both Colliers Wood and Brinsley Headstocks LNRs lie within this BGI zone.

3.14 The distribution of heritage features highlight the long history of settlement in the area. The BGI zone incorporates the conservation areas at Strelley and Brinsley, as well as the south eastern extent of Nuthall Conservation Area (see **Figure 3.5**).

Summary of local needs

3.15 Local needs vary across the BGI zone. Land to the east is characterised by high levels of noise pollution associated with the route of the M1. Further north, the BGI zone is typified by lower Tree Equity Scores and higher socio-spatial heat vulnerability. The corridor of the Nether Green Brook is associated with poor ecological condition due to barriers to fish movement, and fluvial and surface water flood risk. Many of the natural habitats within this BGI zone are identified as medium and high vulnerability to climate change. In addition, most of the land within this BGI zones lies outside the access catchments for destination-scale open spaces.

Vision for BGI within the zone












BGI priorities in this zone are to enhance and connect woodland, wood pasture and riparian habitats, and promote the setting of heritage assets for visitors and local communities.

Emerging opportunities to achieve this vision

- Expand, buffer and connect fragmented deciduous woodland along the eastern edge of the borough, including between Seller's Wood and Bulwell Wood SSSIs to strengthen the resilience of irreplaceable ancient woodland habitat.
- Create, enhance and restore grasslands in the areas surrounding the Gilt Brook and around Brinsley to reconnect existing grasslands and buffer watercourses.
- Introduce riparian planting and consider the re-naturalisation of Nether Green Brook from Moorgreen Reservoir to Colliers Wood to improve water quality and increase flood storage.

- Encourage environmental-friendly farming initiatives, including improved livestock management within the Nether Green Brook catchment and restoration of hedgerows to connect woodlands.
- Explore opportunities for creating corridors within disused railway lines, promoting sustainable transport options between areas of settlements or key landscape features.
- Explore the opportunity to create a new wider neighbourhood park to improve access to destination open space within the north of the borough, with the potential to incorporate heritage features and landscapes e.g. around Greasley.
- Promote species rich verges and field margins to enhance habitat for pollinators, linking to wider initiatives within Buglife's identified B-Lines.

Figure 3.5a Eastern Farmed and Wooded Fringe BGI Zone - existing assets

-  Broxtowe borough boundary
-  Eastern Farmed and Wooded Fringe
-  Site of Special Scientific Interest
-  Conservation area
-  Scheduled monument
-  Local Nature Reserve
-  Ancient woodland
-  Wood pasture and parkland
-  Greenspace
- Green Flag award winner**
-  Green Flag Award
-  Green Flag Community Award

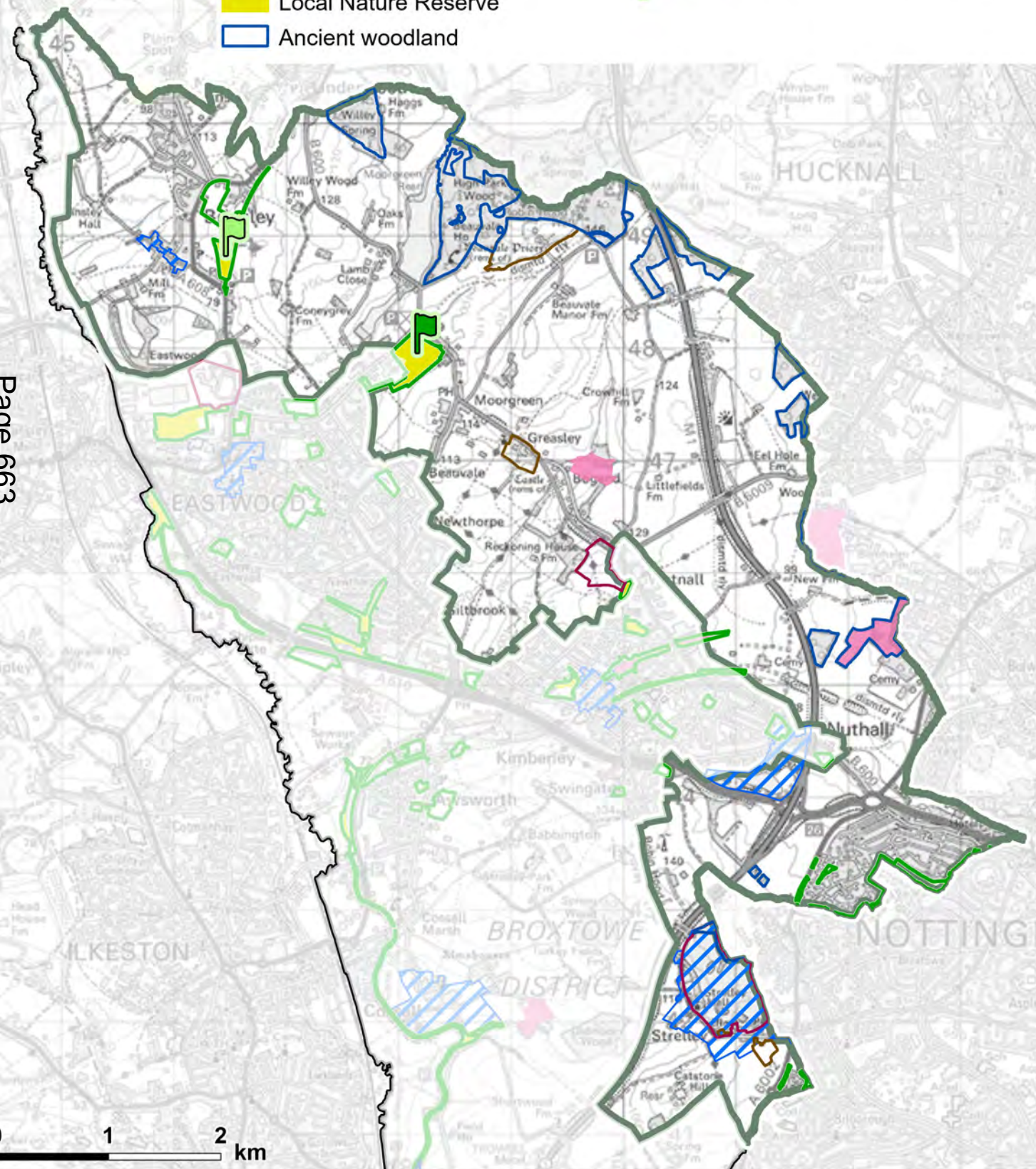









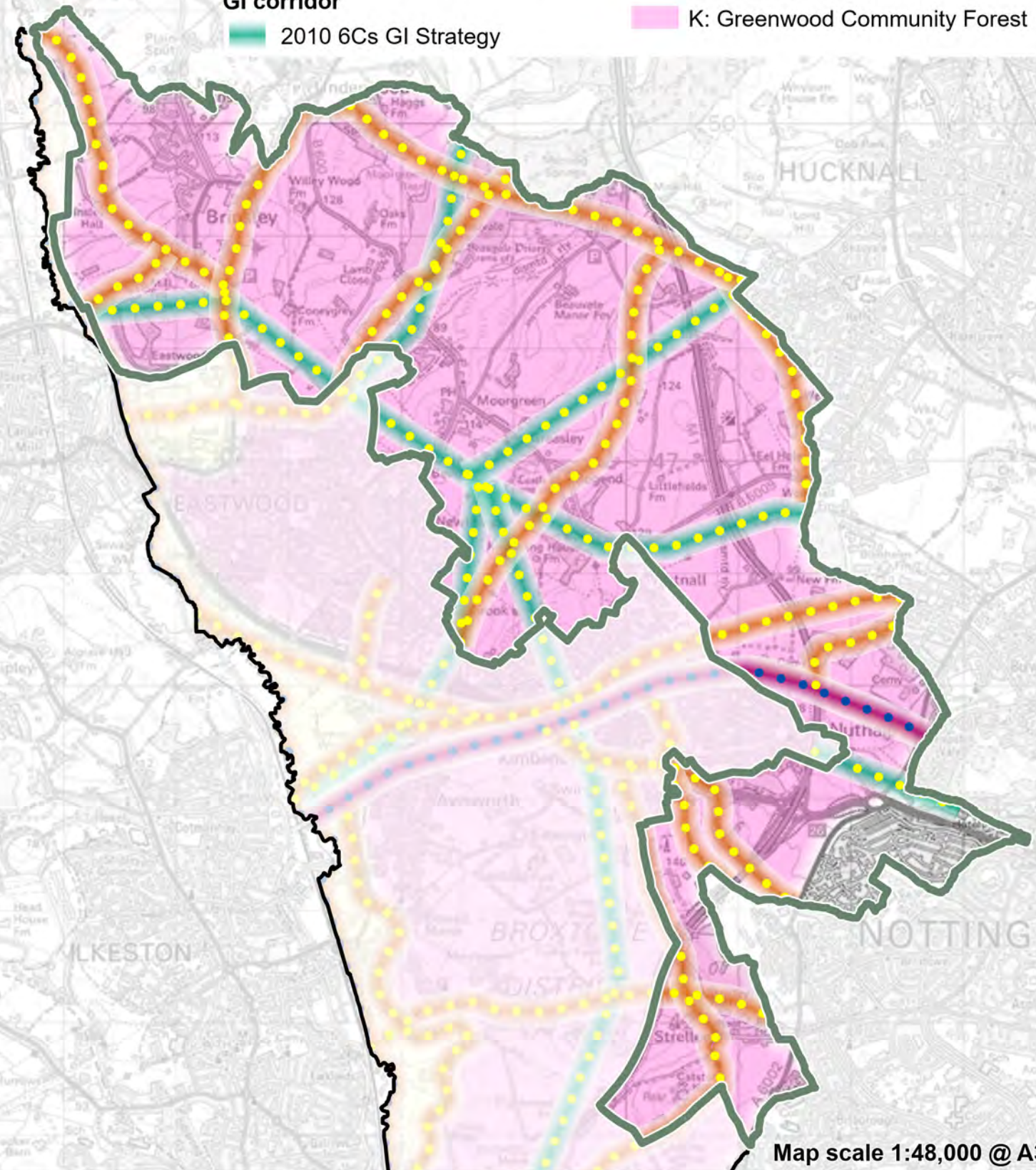


Figure 3.5b Eastern Farmed and Wooded Fringe BGI Zone - existing opportunities



-  Broxtowe borough boundary
-  Eastern Farmed and Wooded Fringe
- Priority**
-  Primary Strategic Network
-  Secondary Strategy Network
- GI corridor**
-  2010 6Cs GI Strategy
-  2015 Broxtowe GI Strategy
-  2022 Greater Nottinghamshire GI Strategy
- 2010 6Cs GI Strategy sub-regional corridors**
-  J: Erewash Strategic Corridor and Erewash Canal
-  K: Greenwood Community Forest



Map scale 1:48,000 @ A3

Erewash Valley BGI Zone

Running broadly north – south following the western boundary of the borough, this BGI zone is characterised by the corridor of the River Erewash and adjoining floodplain. The river forms a distinctive landscape features and delineates the boundary with Erewash borough. A number of infrastructure corridors cross the BGI zone; including the M1, A610, A6007 and the A52. Toton Sidings, a former rail depot, lies on the valley floor to the west of Toton.

Summary of existing BGI assets

3.16 This BGI zone contains several locally protected sites, including LNRs at Toton Fields and Nottingham Canal. The floodplain of the River Erewash is also typified by a network of local wildlife sites (LWS) associated primarily with wet grassland, meadow habitat and wetland sites. The Nottingham Canal LWS forms an additional linear landscape feature in the BGI zone. In general, land use is characterised predominantly by a combination of pastoral and arable farmland. Tracts of woodland included within the National Forest Inventory are evident along the River Erewash, although these are somewhat fragmented.

3.17 The Working with Natural Processes (WWNP) Floodplain woodland potential dataset, which estimates locations where tree planting may be possible on smaller floodplains close to flow pathways (effective for both attenuating flooding and connecting woodland corridors), indicates the potential for reforestation at multiple locations adjacent the River Erewash. Accessible waterside (see **Figure 3.6**) is available along much of the watercourse in this BGI zone, as well as along the route of the Nottingham Canal.

Summary of local needs

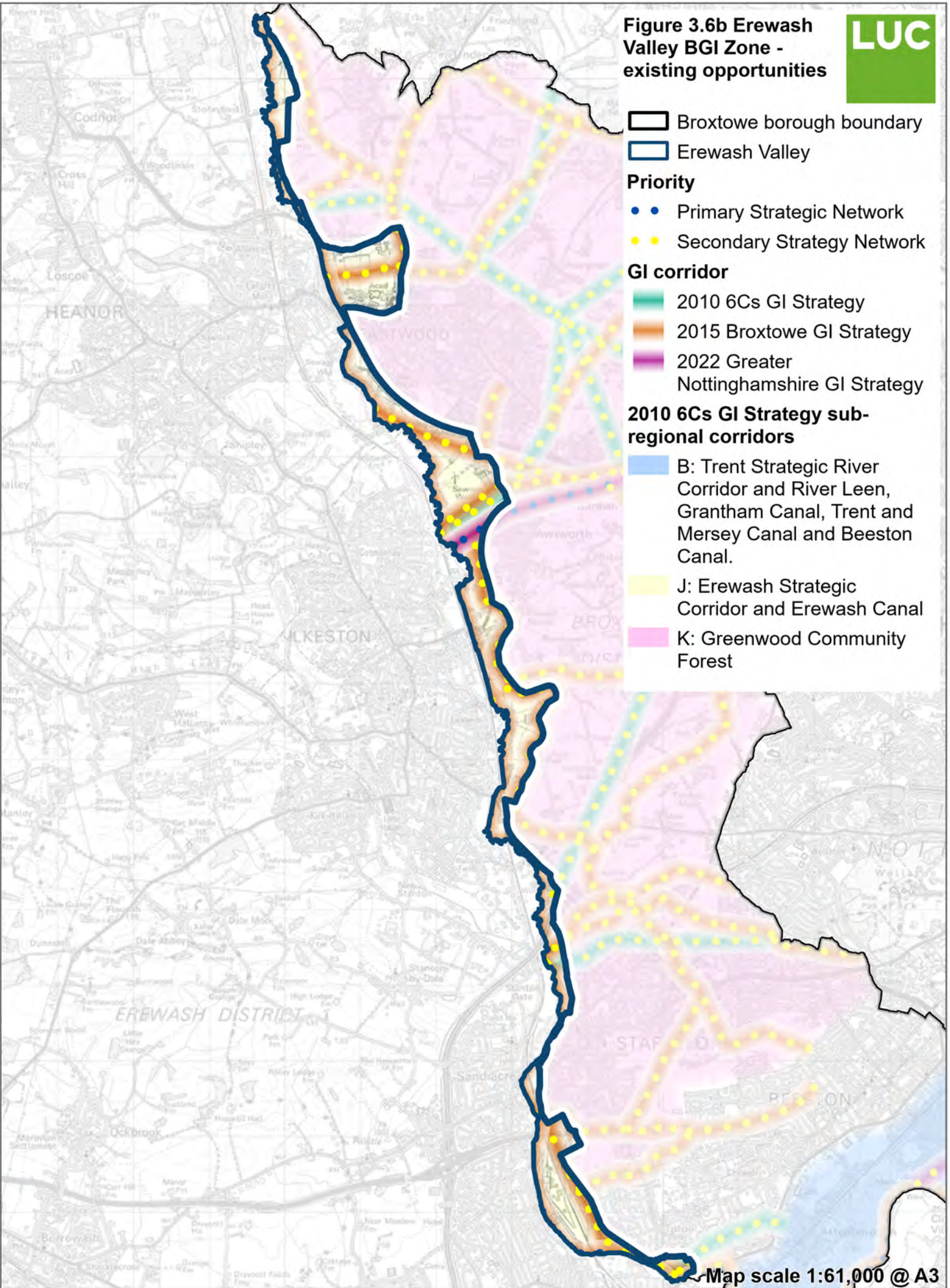
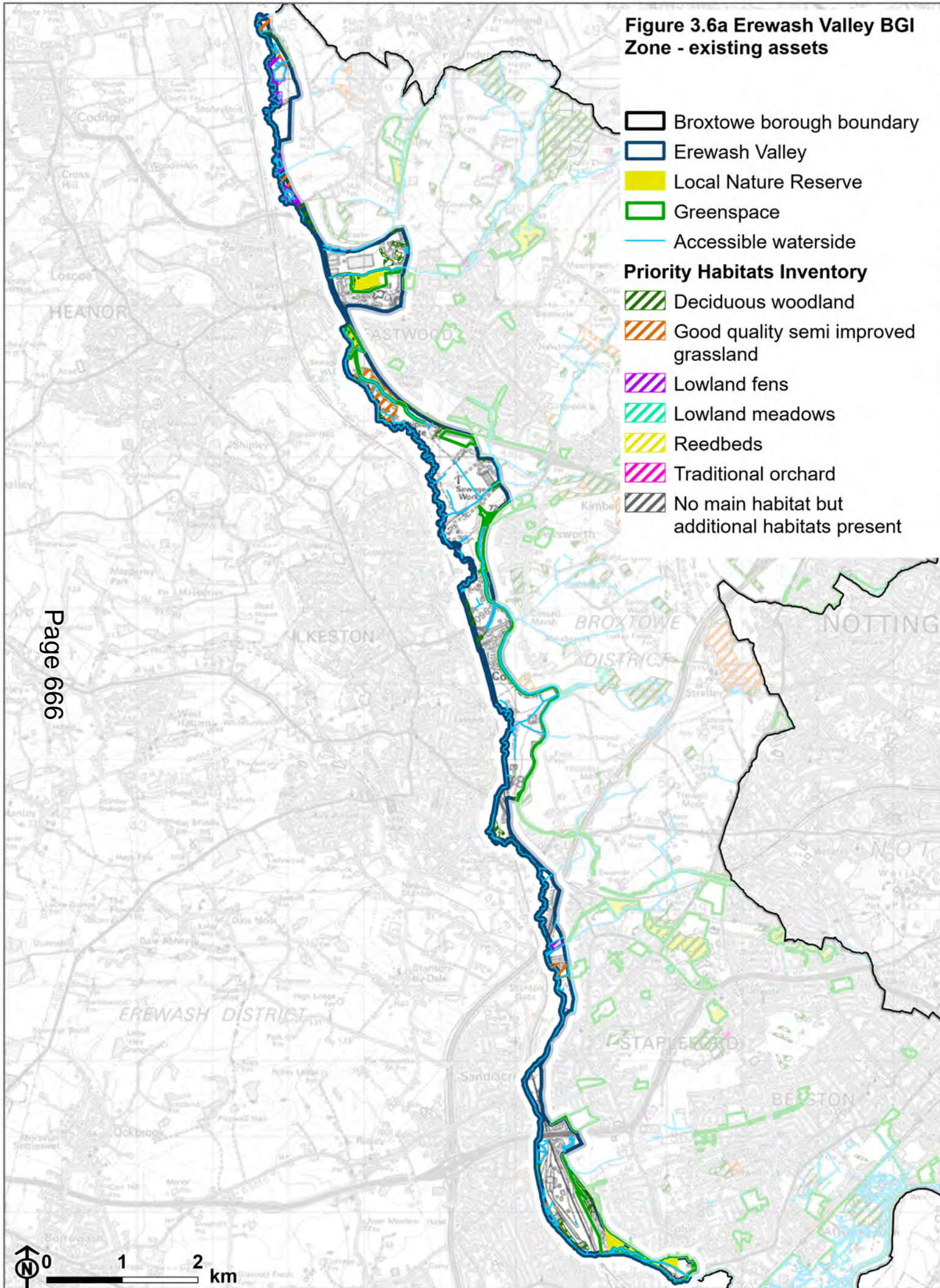
3.18 Large sections of the BGI zone, particularly to the north and west, are included within Flood Zones 3a and 3b (as defined by the Environment Agency). LSOAs covering the area to the west of Brinsley, land bordering the A610 at Eastwood and at Stapleford form high priority areas for tree investment (Tree Equity Scores of 70-79). Land at the western extent of Eastwood lies within the 20% most deprived areas in England based on overall IMD scores.

Vision for BGI within the zone

Conserve and improve the biodiversity value of the low-lying Erewash Valley by addressing habitat fragmentation. Enhance ecological and physical connections with the wider floodplain.

Emerging opportunities to achieve this vision

- Create, enhance, enlarge and connect wetland habitats; including floodplain grazing marsh, lowland meadow, reedbed, wet woodland, ponds, swamp and fen, especially where they provide opportunity for reconnection of the floodplain to the river.
- Enhance buffering of waterbodies with grassland, scrub or trees to reduce bankside erosion and intercept pollutants before entering the waterbody.
- Plant trees in strategically advantageous locations to support flood risk reduction as well as carbon sequestration. Black poplar is an ideal species as it offers food and shelter to many other species as well as being an iconic feature of our river valleys.
- Deliver biodiversity enhancements along the Erewash Valley Trail at key sites to improve, and raise awareness of, the ecological importance of the Erewash and its floodplain.



River Trent Corridor BGI Zone

This BGI zone incorporates the meandering corridor of the River Erewash, delineating the south western extent of the BGI zone. Attenborough Nature Reserve, a complex of flooded former gravel pits, adjoins the River Trent and is bound to the west by the route of the Nottingham to Matlock rail line. Located to the south east of the carriageway of the A6005, the BGI zone includes the urban fabric of Attenborough and Beeston Rylands.

Summary of existing BGI assets

3.19 The BGI zone includes a number of key blue infrastructure assets, including the River Trent, River Erewash and a section of the Beeston Canal. Located at the confluence of the River Erewash and River Trent, Attenborough Nature Reserve is designated as a SSSI due to its national importance as a site for lowland eutrophic open waters and mosaic of emergent vegetation, wet woodland and unimproved grassland (see **Figure 3.7**). In addition to Attenborough Gravel Pits LWS, the BGI zone also includes a network of LWS at Chilwell Meadow, Chilwell Meadow Golf Club and Beeston Canal.

3.20 Tree coverage identified within the National Forest Inventory borders sections of the River Trent, with further tracts also evident within Chilwell Manor Golf Club, Attenborough Nature Reserve and a small area adjacent Beeston Canal. Based on the Tree Equity Score, a large section of the BGI zone covering Attenborough Nature Reserve exhibits equitable access to trees (achieving a score of 100 out of 100). The Working with Natural Processes (WWNP) Floodplain woodland potential dataset indicates the potential for reforestation within pockets within Attenborough Nature Reserve.

3.21 The route of the Trent Way borders the river corridor, providing a key recreational resource, supplemented by a network of PRoW which radiate from Attenborough Nature Reserve and the settlement edge of Beeston Rylands. The BGI zone also incorporates a short section of the on-road route of National Cycle Network route 6 within Attenborough. The BGI zone also incorporates conservation areas at Attenborough Village and at Attenborough Barratt Lane.

Summary of local needs

3.22 With the exception of the settlement footprints at Attenborough and Beeston Rylands, large sections of land to the east of the Nottingham to Matlock rail line lie within Flood Zones 3a and 3b.

3.23 The northern and southern fringes of Beeston Rylands form the highest priorities for future tree planting, with Tree Equity Scores ranging between 59-66 out of 100. Existing tree canopy coverage at these locations ranges from 9-10%. Intervening urban land use at Beeston Rylands is characterised by moderate priority Tree Equity Scores (80-89 out of 100). The LSOA stretching from the A6005 to land lying to the west of the sewage treatment works at Thane Road ranks within the 40% most deprived areas in England based on overall IMD scores.

Vision for BGI within the zone

Reinforce the distinctive local character of the River Trent, enhancing the biodiversity value of the network of habitats, whilst also offering an important conduit for the movement of people and wildlife.

Emerging opportunities to achieve this vision

- Restore “naturalness” to the River Trent and its associated habitats so this important blue corridor can support targeted threatened species and

provide access to nature for local communities. Re-connecting the floodplain and river will increase biodiversity and reduce flood risk downstream.

- Incorporate tree planting and wetland creation to provide multiple benefits including natural flood management, climate mitigation and adaptation, access to nature and for biodiversity.
- Create additional areas of wet woodland, especially in the Attenborough Nature Reserve, and tree planting (including black poplar) along water courses for carbon sequestration, natural flood management and to offer diversity of habitat in the valley mosaic and for those species reliant on trees, woodland and woodland edge habitats.
- Create new interconnected floating reedbeds and improved management of existing reedbeds to benefit breeding bitterns within and around the Attenborough Nature Reserve.
- Create buffer strips alongside waterbodies within Attenborough Nature Reserve to reduce bank erosion and limit the pathway for pollutants to enter the water and affect water quality.
- Enhance the network of nature-based solutions, including wetlands and riparian vegetation, to improve resilience and adaptation to flooding. Natural flood management interventions to supplement the existing engineered flood protection associated with the Environment Agency's Nottingham Left Bank Flood Alleviation Scheme should also be explored.
- Enhance the corridor of the River Trent as a recreational resource, including improvements to local PRoW which provide linkages to the Trent Valley Way long distance footpath.
- Introduce a programme of future tree planting within Beeston Rylands to address inequitable access to trees, as identified by the Tree Equity Score.

Figure 3.7a River Trent Corridor BGI Zone - existing assets

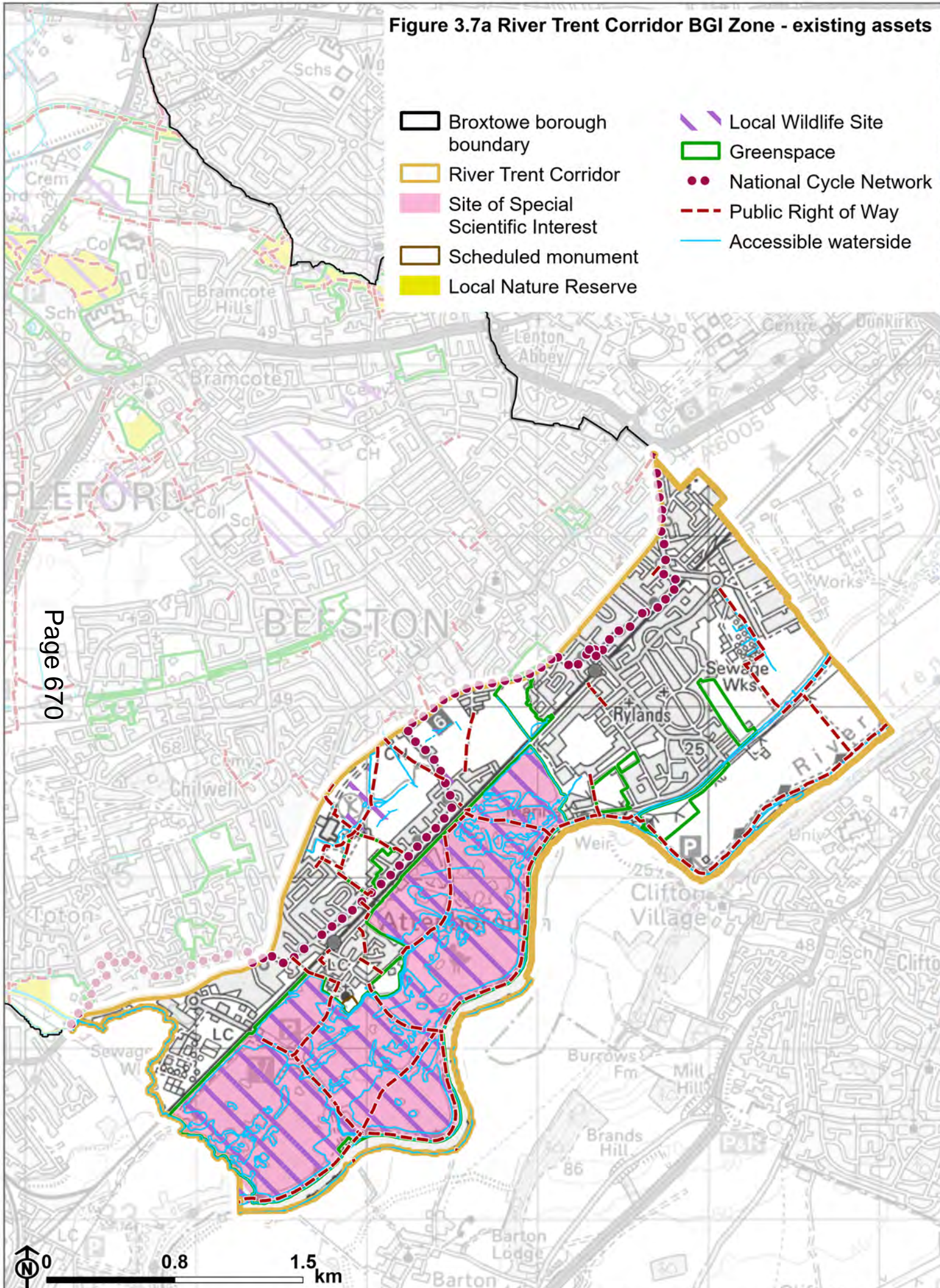
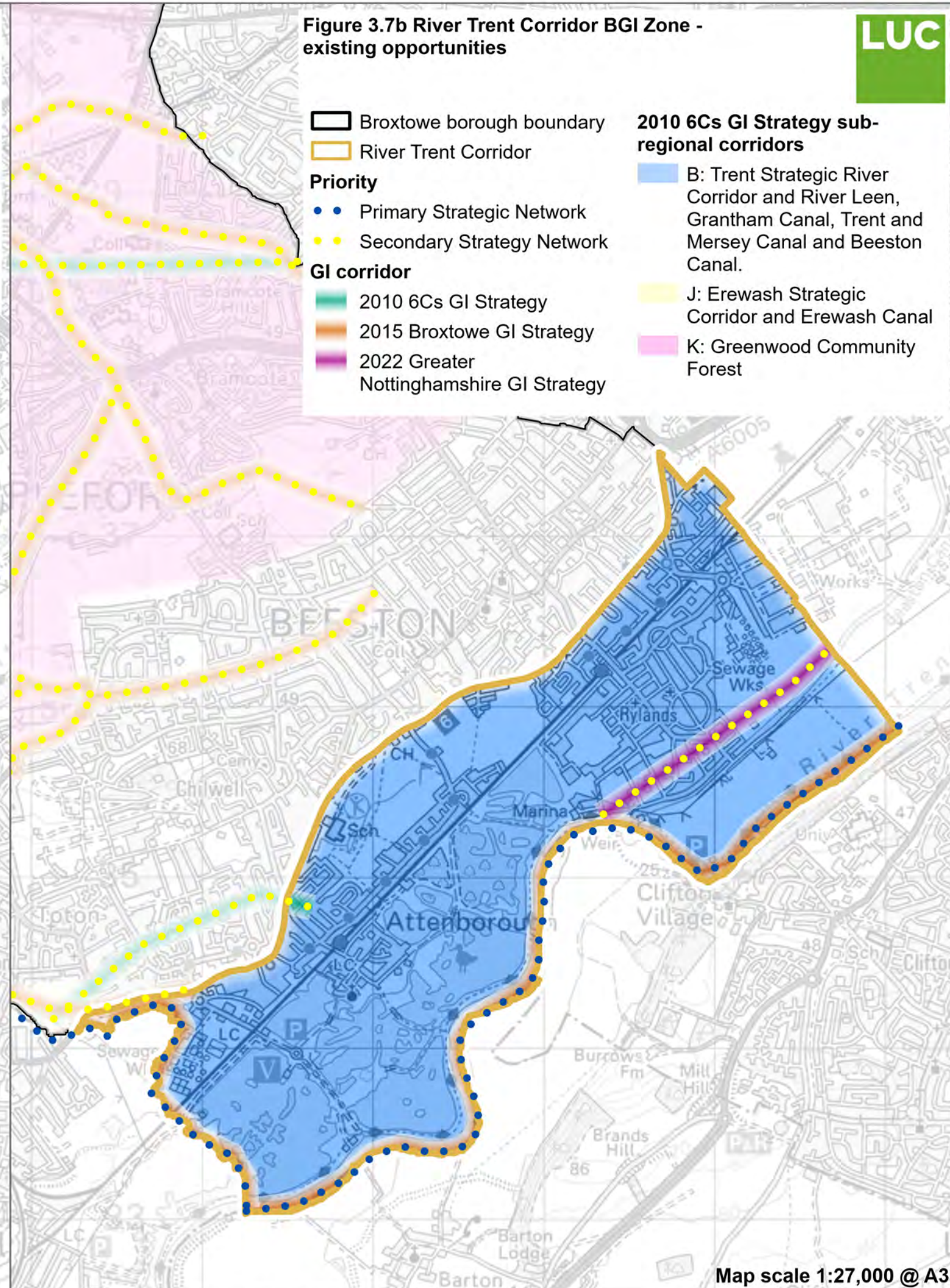


Figure 3.7b River Trent Corridor BGI Zone - existing opportunities



Chapter 4

Delivery mechanisms

Planning mechanisms

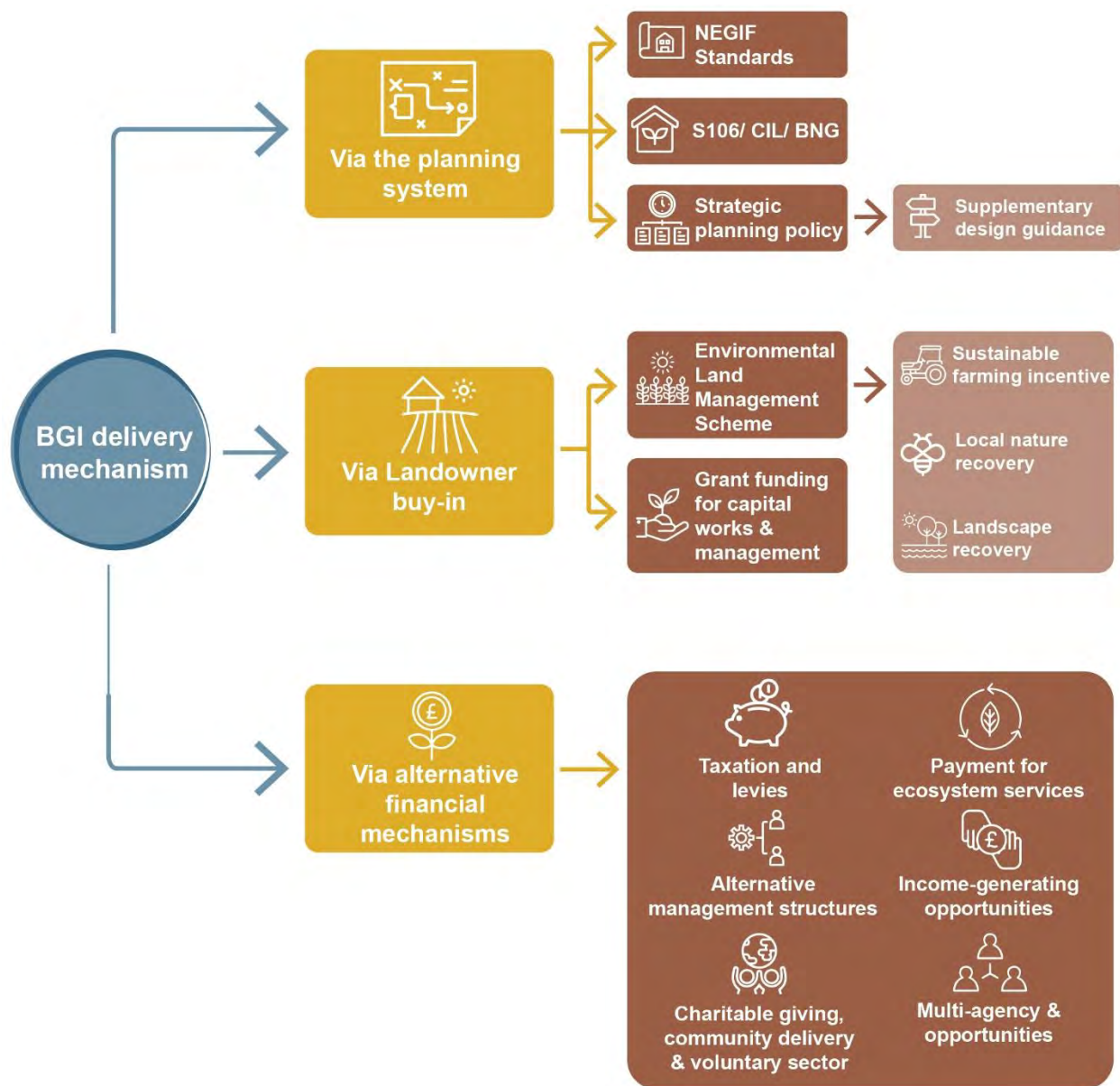
4.1 Planning policy plays a critical role in the delivery of BGI, including by setting clear expectations within Local Plan Policy along with other planning tools. This chapter outlines the various planning mechanisms and tools that can be used to help deliver BGI in Broxtowe. **Figure 4.1** illustrates the range of potential BGI delivery mechanisms within the borough.

Strategic planning policy

4.2 The adoption of a robust strategic BGI policy within the Council's Local Plan offers the opportunity to positively influence BGI delivery and ongoing maintenance. The current status of local and regional planning policy is provided within **Appendix A**. When work on a future Local Plan for Broxtowe progresses, it is recommended that it incorporates a robust, specific BGI policy. When developing a BGI Local Plan policy, there are several self-assessment tools which can be used, such as the Green Infrastructure Planning Policy Assessment Tool, which contains 26 assessment criteria covering the core functions of BGI **[See reference 43]**.

4.3 Beyond this strategic policy, it is important to ensure that BGI is fully embedded within the Local Plan rather than dealt with by a strategic policy alone. It should therefore be complemented by the 'mainstreaming' of BGI through the integration of explicit references to BGI into other policies. This will allow BGI to move outside any environmental policy 'silo' and interact with other agendas including health, economic and social policy areas.

Figure 4.1 Potential BGI delivery mechanisms



Site-specific policies

4.4 Where provided, site allocation policies within the Local Plan should incorporate more detailed guidance on specific BGI to be provided on these sites. These should draw on baseline data in the BGI Strategy; including BGI

assets found on or near the site, local needs, as well identified actions for the specific BGI zone. Where development briefs for proposed site allocations are developed, these should incorporate expectations for BGI provision, its type, location and ongoing maintenance requirements.

Application of the Natural England Green Infrastructure Framework (NEGIF) Standards

4.5 The NEGIF [\[See reference 6\]](#) was published in February 2023. It includes five Headline Green Infrastructure Standards for local planning authorities to consider in relation to major development (with specific standards based on local evidence), alongside area wide standards. These standards vary in their applicability and complexity and require individual consideration for use in Broxtowe. A high-level overview of each major development standard is provided below and should be read in conjunction with the NEGIF:

- **S1: Green Infrastructure Strategy Standard** aims to ensure that BGI is strategically planned for the context of the local area to ensure it will achieve maximum benefits. It is recommended that the Council should incorporate the requirement for the provision of a BGI Plan as part of applications for any major development proposal (this could be a standalone document or incorporated into a Design and Access Statement (DAS)). It should set out how BGI will be managed, maintained and monitored for at least 30 years.
- **S2: Accessible Greenspace Standard** aims to ensure everyone has access to good quality BGI, setting quantitative standards for the amount, size and location of greenspace. The major development standard requires that proposals ensure access to a specified quantity, size, capacity and quality of greenspace within certain distances of the site using Natural England's Accessible Natural Greenspace Standards or other locally adopted open space standards. The NEGIF recommends the use of the Green Flag Award criteria [\[See reference 44\]](#) as a quality standard [\[See reference 45\]](#).
- **S3: Urban Nature Recovery Standard** seeks to increase the proportion of BGI designed and managed for nature recovery. The major

development standard requires developers to demonstrate contributions to nature recovery through the GI Plan (or DAS), including the creation / enhancement of Local Nature Reserves or Local Wildlife Sites.

- **S4: Urban Greening Factor Standard (UGF)** is a tool to increase the amount and quality of green land cover within urban environments. The major development standard recommends target UGF scores for commercial (0.3), residential (0.4) and residential greenfield (0.5) proposals, although these can be altered based on local assessment.
- **S5: Urban Tree Canopy Cover Standard** aims to increase urban tree canopy cover by an agreed percentage, based on a locally defined baseline and consideration of local needs, opportunities and constraints. The major development standard sets local targets for tree canopy cover within development sites. It requires new and existing trees to be incorporated into new developments and that all new streets are tree lined (as per NPPF requirements).

4.6 It is recommended the Council undertake further testing of Headline Standards 2 – 5 to determine their suitability for adoption and to identify appropriate local standards in Broxtowe planning policy. The NEGIF Process Guide for Local Planning Authorities is available here: [\[See reference 46\]](#).

Other planning delivery mechanisms

4.7 Developer contributions for infrastructure can be a source of funding to support BGI. The Council's Infrastructure Funding Statement [\[See reference 47\]](#) provides an overview of all current developer contributions mechanisms and figures within the borough. Key mechanisms include:

- **Section 106 (S106) agreements** [\[See reference 48\]](#) allow a planning authority to enter a negotiated agreement (or “planning obligation”) to mitigate the impact of a specific development to make it acceptable in planning terms. Where a development fails to meet local criteria, such as any adopted NEGIF major development standard, S106 agreements could be used to secure financial support for local BGI projects. It will be essential to have clear and transparent BGI policy requirements so

that the tests for S106 agreements can be met (that they are necessary, relevant to planning, directly, fairly and reasonably related to the proposed development).

- **Community Infrastructure Levy (CIL)** [See reference 49] is a locally based development tax. CIL is not currently used in Broxtowe, but the Council intend to introduce it. Should it be used, the Council should consider identifying some of the appropriate opportunities outlined in this BGI Strategy within their Infrastructure Delivery Plan (IDP) to facilitate the use of these funds for BGI.

4.8 Biodiversity Net Gain (BNG): BNG was introduced nationally in February 2024 and requires all major development to deliver an uplift of at least 10% in biodiversity, to be delivered on-site unless it can be evidence that this is not possible, in which case off-site contributions may be accepted. On-site BNG provision should enhance the BGI on a development site while off-site BNG contributions will be an important source of funding for strategic BGI opportunities [See reference 50].

4.9 Local Nature Recovery Strategies (LNRS): The emerging LNRS [See reference 51] for Nottinghamshire and Nottingham is due to be published in autumn 2025 [See reference 52]. It will play a major role in identifying and mapping the best locations to create, enhance and restore nature and provide wider environmental benefits across the region. Any BGI proposals should consider both this BGI strategy and the LNRS when published.

4.10 Supplementary design guidance: The Council could consider supporting new BGI planning policies by developing a supplementary planning document (SPD) establishing the required content of BGI plan and what BGI will be expected to be delivered through development. It could also be used to provide further guidance on how developers should seek to meet BGI and BNG requirements jointly.

4.11 Building with Nature (BwN): BwN is an additional evidence-based standard that defines high-quality BGI based on a set of 12 criteria [See reference 53]. It seeks to raise the bar for industry by demonstrating what

'good' BGI looks like at each stage of the development process. The standard could be adopted by the Council as a benchmark for assessing and accrediting the quality of BGI delivery as part of development.

Effective monitoring and evaluation

4.12 It is important that the implementation of BGI policy and any adopted standards, along with other planning tools are monitored and evaluated to ensure their effectiveness in protecting, maintaining and enhancing Broxtowe's BGI network over time. Evaluation can be carried out at two levels; development level (to assess whether the design, delivery and maintenance of BGI was carried out accordingly) and at policy level (to assess the cumulative benefits across the borough).

4.13 The monitoring and evaluation process should be carried out at an appropriate frequency and dovetailed into other review processes (such as for BNG), where possible, to avoid duplication of effort and provide more joined-up results. Any learning should be directly addressed and lead to adaptations to policy and standards and their management.

4.14 It is recommended that the Council establishes a **BGI Delivery Partnership**, responsible for the monitoring and evaluation of the BGI network across the borough. This would become a network where progress on BGI delivery is shared, where existing and new partnerships are co-ordinated and collaboration across Broxtowe is promoted. It would also encourage collaboration at both the county and borough scale with statutory agencies, charities and community groups.

Partnership working

4.15 The planning system, and local authority resources, cannot be relied upon alone to deliver the requirements and aspirations of this BGI Strategy. Much of the new and improved BGI will be taken forward, funded and maintained by a

range of partners external to the Council working in multi-partner arrangements through a range of delivery mechanisms.

4.16 Grant funding: Several public bodies and third sector organisations provide grant funding for natural capital, local and cultural heritage and community benefit investment opportunities. Grants vary significantly by value and criteria and often they are only available to public or third-sector organisations. Grant funding opportunities are usually competitively allocated and often several grant funds can be stacked to fund larger scale projects.

4.17 Environmental Land Management Schemes (ELMS): Several of the opportunities for Broxtowe's BGI network are located within rural areas of the borough. The new ELMS replaces the EU's Common Agricultural Policy (CAP). Progress on ELMS lies fully outside of the planning system and under the governance of DEFRA. However, uptake of ELMS funding for environmental measures by farmers / landowners will be central to achieving the vision for the BGI network; particularly addressing issues of habitat fragmentation and water quality within agricultural areas.

4.18 Payment for ecosystem services (PES): PES involve financial payments to land managers to voluntarily maintain or improve ecosystems, above and beyond what is required by regulations. Buyers of these services may be public bodies or private companies that benefit from these ecosystem services (for example, businesses that need to offset carbon emissions). Currently, payment for ecosystem services in the UK generally focus on regulating services, with a particular focus on carbon sequestration and storage. The voluntary carbon market includes two accredited schemes: the Woodland Carbon Code (WCC) and the Peatland Carbon Code (PCC).

- At regional scale, several water quality markets have been established. Water companies paying farmers within specific catchments to change land management practices to reduce diffuse water pollution, leading to reduced water treatment costs. Various voluntary "carbon+" markets are also emerging. These offer carbon offsetting bundled with wider benefits, such as biodiversity (for example, Wilder Carbon from the Wildlife Trusts [\[See reference 54\]](#)).

- BNG can also be considered as an example of a payment for ecosystem services, in situations where developers cannot deliver onsite BNG and are required to purchase BNG credits for off-site mitigation. The Council could consider creating 'habitat banks' on its own land as part of BGI interventions. These BNG units could then be sold to developers, providing a further funding mechanism for ecological enhancements.
- If large scale tree planting proposals were proposed, then the possibility of selling WCC credits or similar could also be explored. However, the Council may wish to 'bank' any carbon savings for its own carbon accounting.

4.19 Corporate Social Responsibility (CSR): The Council may also wish to explore other opportunities with local businesses. Some organisations may be willing to sponsor improvements to existing greenspaces as part of their CSR strategy, rather than paying for a specific ecosystem service benefit.

Chapter 5

Five-year action plan

5.1 Each of the six BGI zones provide a streamlined approach to the identification and delivery of BGI interventions. Their aim is provide a framework for action to help policymakers, developers, community groups and residents to deliver appropriate, multifunctional and resilient BGI across the borough.

5.2 This five-year action plan is structured by BGI zone, with the aim of promoting the future delivery of BGI across the borough. A number of actions are identified within each BGI zone, including three 'priority actions', demonstrating a variety of project types and costs. The intention is for these actions to be taken forward by various partners through various delivery mechanisms or when funding becomes available. Whilst some actions are spatially specific, the principles of other key actions offer the opportunity to be replicated across the borough.

5.3 The rationale for identification of the BGI actions is outlined below:

- Multifunctionality and range of benefits: Actions that provide multiple benefits that align with the 15 principles to promote the successful delivery of GI, as defined by Natural England (see **Chapter 1**).
- Meeting identified need: The degree to which the action meets an identified gap in the existing BGI network within the borough.
- Deliverability: Projects that are deemed to be 'more deliverable', for example, those in receipt of existing stakeholder support, relating to a clear funding stream, or alignment with other existing initiatives.
- Professional judgement: The finalised list was compiled using professional judgement to ensure the above criteria provide a representative list of actions.

5.4 To help contribute towards the forward-planning of all the identified actions, outline cost bands have been devised based on professional judgement. The categories are outlined below in **Table 5.1**.

Table 5.1: Indicative cost categories for BGI actions

Cost category	Value (£)
Low	<£250k
Medium	£250k - £1 million
High	>£1 million

5.5 The action plan is organised by BGI zone (see **Tables 5.2 a-f**), with the location of actions illustrated on **Figures 5.1 – 5.6**.

A610 Urban Corridor BGI Zone

Table 5.2 a: Action plan - A610 Urban Corridor BGI Zone

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
1.1	Priority action: Maximise opportunities to integrate green features into the proposed new active travel route along the dismantled Kimberley railway line ('the Great Northern Path') which is currently being delivered through Levelling Up Grant Funding to establish a biodiversity-rich green corridor.	<p>Explore wider connections which could be provided from this route, linking to Bulwell (via Nuthall Cutting), Awsworth and east of the River Erewash (via Bennerley Viaduct).</p> <p>Identify additional opportunities for enhancing biodiversity and habitat connectivity along the funded route, including through the potential integration of wildflower verges, hedgerows and trees.</p> <p>Undertake an active travel audit and feasibility study of potential new connections to the route, linking to surrounding settlements and enhancing the wider active travel network. This should include the integration of multi-user path surfacing, removal of existing access barriers, implementation of safe road crossings and establishment of priority access points. Key links to surrounding areas and the wider active travel network should also be identified.</p>	<p>Broxtowe Borough Council</p> <p>Nottinghamshire County Council (PRoW officer)</p> <p>Sustrans</p>	<p>Grant funding (Levelling up fund) for initial greening</p> <p>Delivery mechanisms for connecting routes:</p> <ul style="list-style-type: none">■ Section 106 contributions/CIL■ Grant funding (Active Travel England)	<p>Low (enhancement of greening along funded route)</p> <p>Low (active travel audit and feasibility study)</p> <p>High (long term delivery of new connections)</p>
1.2	Priority action: Protection and promotion of geological heritage at Kimberley Cutting SSSI through increased signage and interpretation	<p>Expanding on Action 1.1, ensure that the designated geological features at Kimberley cutting are protected and preserved, including the strategic routing of the path to avoid negative impacts from construction and public access. Woodland / vegetation management should be undertaken to maintain the integrity of the geological feature.</p> <p>Incorporate additional signage and interpretation around the Kimberley Cutting SSSI to celebrate the important geological</p>	<p>Nottinghamshire Wildlife Trust</p> <p>Broxtowe Borough Council</p> <p>Kimberley Town Council</p> <p>Kimberley community groups</p>	<p>Grant funding (e.g. National Lottery Heritage Fund)</p>	<p>Low</p>

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
		feature and add an additional point of interest along the Great Northern Path.			
1.3	Priority action: Integration of urban greening interventions in Eastwood town centre.	<p>Undertake public engagement and collaborate with community groups to identify suitable priority areas for integration of urban greening within Eastwood town centre.</p> <p>Utilise urban greening initiatives to shape an attractive and thriving town centre, encouraging dwell time in the High Street and increasing biodiversity in an urban context. A variety of multi-functional BGI assets could include street trees, pollinator-friendly planters, rain gardens, green lampposts, bird boxes, insect hotels, green walls and green roofs retrofitted to commercial buildings and bus shelters.</p> <p>A long-term management / maintenance plan should be prepared alongside landscape proposals to promote successful establishment of BGI interventions.</p>	<p>Broxtowe Borough Council</p> <p>Eastwood Town Council</p> <p>Nottinghamshire Wildlife Trust</p> <p>Environment Agency</p> <p>Buglife</p> <p>Groundwork UK</p> <p>Trees for Cities</p> <p>Eastwood community groups</p>	<p>Section 106 contributions</p> <p>Grant funding</p> <p>Local authority environmental funding</p> <p>CSR contributions</p>	Low - Medium
1.4	Provide natural flood management features in areas susceptible to river and surface water flooding to interrupt the flow into the area's brooks that feed the River Erewash.	<p>Identify and liaise with landowners to identify opportunities for the integration of natural flood management interventions focussed on SuDS features such as rain gardens, swales and tree planting. Locations may include Gilt Brook, Nether Green Brook, Nether Green Brook, Plumpton Way and Kimberley disused railway line.</p> <p>The creation of wetland habitat should also be considered along Beauvale Brook to reduce river and surface water flood risk in this area and contribute to biodiversity enhancement and connectivity.</p>	<p>Broxtowe Borough Council</p> <p>Severn Trent Water</p> <p>Nottinghamshire Wildlife Trust</p> <p>Landowners</p>	<p>Payments for ecosystem services (including off-site BNG)</p> <p>Environmental Land Management schemes (ELMs)</p>	Medium
1.5	Explore opportunities for tree planting within existing greenspaces in Eastwood and Kimberley.	<p>Identify and deliver opportunities for new broadleaved tree planting within existing greenspaces to provide multiple benefits such as urban cooling, air quality enhancements, and increased amenity value.</p> <p>Target locations should include Coronation Park, Basil Russell Playing Fields, Hall Om</p>	<p>Broxtowe Borough Council</p> <p>Eastwood Town Council</p> <p>Kimberley Town Council</p> <p>Eastwood and Kimberley community groups</p>	<p>Payments for ecosystem services (including off-site BNG and Woodland Carbon Code)</p> <p>Grant funding (e.g. England woodland creation offer)</p> <p>S106 Agreements</p>	Low

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
		Wong, and the informal greenspace area north of the A610 and west of Halls Lane where tree planting would also contribute to the woodland habitat network.		CSR contributions	
1.6	Mansfield Road Recreation Ground improvements	<p>Refurbish boundary railings, enhance amenity provision and enhance sustainable and nature-friendly management within the open space at Mansfield Road Recreation Ground.</p> <p>This could include implementing relaxed mowing regimes on the open space and around the play provision, promoting wildflower grass margins and introducing species-rich hedgerows along the boundary.</p> <p>Further improvements could include the integration of new natural play features to enhance the current play offer in the park.</p>	<p>Broxtowe Borough Council</p> <p>Eastwood Town Council</p> <p>Eastwood community groups</p>	<p>S106 Agreements</p> <p>Grant funding</p> <p>CSR contributions</p>	Low - Medium

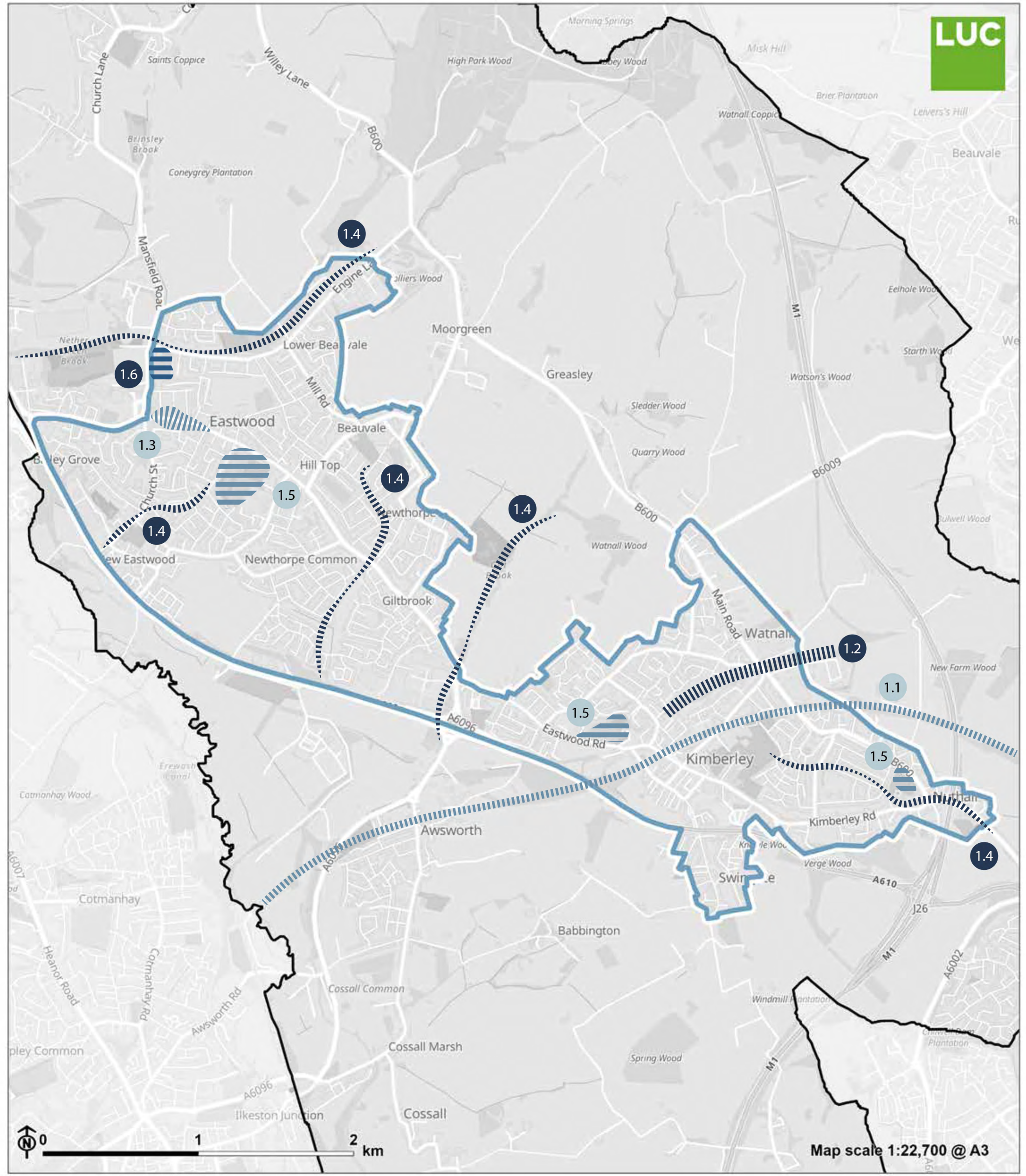


Figure 5.1: A610 Urban Corridor

- Broxtowe borough boundary
- BGI zone
- A610 Urban Corridor



Babbington Rolling Farmlands BGI Zone

Table 5.2 b: Action plan – Babbington Rolling Farmlands BGI Zone

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
2.1	Priority action: Grassland connections Connect grassland habitats through enhanced species rich field-margins and verges between Strelley and Cossall.	Liaise with landowners to prioritise management approaches which increase species-rich field margins within grassland between Strelley and Cossall to provide corridors and buffer habitat around existing grassland sites, including Robbinetts SSSI. Relaxed mowing regimes within verges along roads, including within Cossall, Robinettes Lane, and other country lanes should be considered to further strengthen these corridors. This should be done in conjunction with the LNRS.	Neighbouring landowners Natural England National Highways Buglife	DEFRA Environmental Land Management Schemes (ELMs) / Countryside Stewardship Grant funding Off-site Biodiversity Net Gain (BNG)	Medium
2.2	Priority action: Trowell to Nottingham Greenway Deliver a green active travel corridor from Trowell to Nottingham along the Nottingham Canal	Promote the use of the canal towpath as an active travel route between Nottingham and Trowell / North Stapleford through increased wayfinding. Explore opportunities for surface enhancements as required, whilst being mindful of the importance of the site as an LNR. Monitor and remove invasive species including Himalayan Balsam and Japanese Knotweed along the Nottingham Canal.	Broxtowe Borough Council Nottingham City Council The Conservation Volunteers (TCV) Sustrans	Grant funding (e.g. Active Travel Fund) Empowering community groups associated with the LNR.	High
2.3	Priority action: Robbinetts Nature Park Create an accessible wildlife watching site at Robbinetts Arm of the Nottingham Canal to provide a small-scale destination space the Nottingham Canal LNR.	Identify landowner and explore opportunities to introduce interpretation signage to promote connectivity to wildlife within the Nottingham Canal LNR. In the longer term, explore the feasibility of rewetting the land between the Nottingham Canal and brook to the north and creating a boardwalk to provide access along the current PRow.	Broxtowe Borough Council Nottinghamshire Wildlife Trust The Conservation Volunteers Natural England	Offsite BNG Corporate Social Responsibility (CSR) contributions Crowd funding	High

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
2.4	Awsorth recreation grounds Introduce habitat enhancements around the border of the cricket pitch and other amenities within Awsorth.	Seek to enhance sustainable and nature-friendly management within the open space around Awsorth Bowls Club and Awsorth Cricket Club to enhance the biodiversity and recreational value of the site. This could include through relaxed mowing regimes on the open space edge and around the play provision, promoting wildflower grass margins and introducing species-rich hedgerows along the boundary.	Awsorth Parish Council Awsorth Cricket Club Wilder Nottinghamshire Network	Offsite BNG Corporate Social Responsibility (CSR) contributions Empowering community groups Crowd funding Grant funding (e.g. Tree Council's Branching Out Fund)	Low
2.5	Monk's Way Trail Promote interpretation and biodiversity features along Monk's Way, to encourage the use of this route which runs from Strelley, to Cossall and onto Ilkeston in Erewash borough.	Update online information and leaflets relating to the recreational Monks Way. Enhance interpretation and signage along the route, promoting the natural heritage including Nottingham Canal LNR and woodlands. Explore opportunities for collaborating with health providers and wellbeing groups to promote the use of this route for regular 'wellbeing walks' due to its relatively central position in the borough, circular route and access from public car parks. Work with landowners to promote condition and management of the PRow which form part of this loop, including ensuring wayfinding is clear and paths are suitable for a range of walking abilities. Management of the footpaths, including wildflower or hedgerows boundaries could also be considered.	Broxtowe Borough Council Erewash Borough Council Cossall Parish Council NHS Nottingham and Nottinghamshire Historic England	Grant funding (e.g. National Heritage Fund; People's Health Trust) Payments for access	Medium
2.6	Enhance woodland habitat connectivity adjacent the M1	Set out a planting plan to increase tree cover and the width of the woodland corridor along the M1, with the aim to reduce noise levels across central Broxtowe and sequester pollutants and carbon. A landscape architect should be commissioned to advise on species selection.	National Highways Woodland Trust	Grant funding e.g. Woodland Trust Payments for ecosystem services (carbon markets)	High

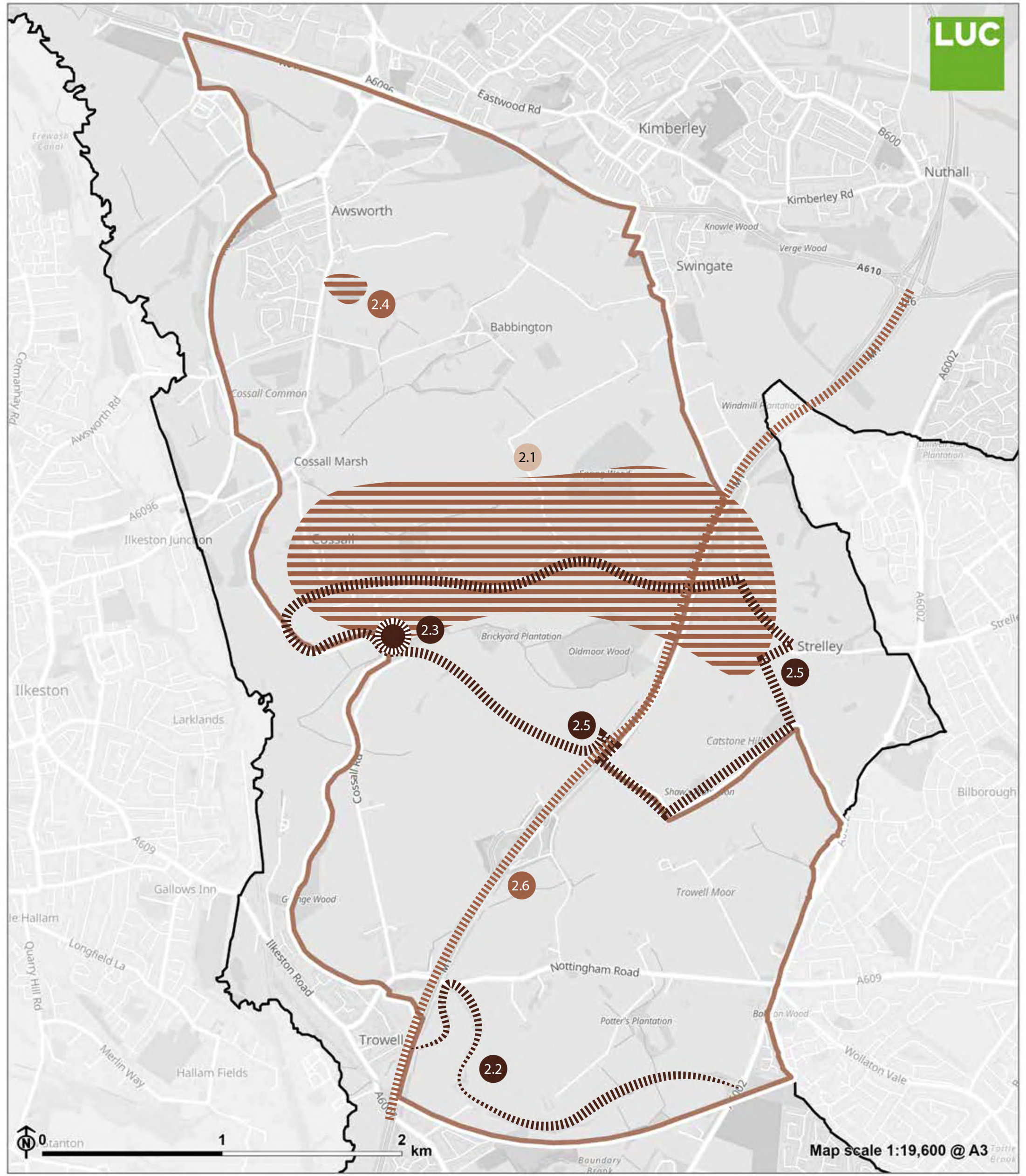


Figure 5.2: Babbington Rolling Farmlands

- Broxtowe borough boundary
- BGI zone**
- Babbington Rolling Farmlands



Beeston and Stapleford Urban Fringe BGI Zone

Table 5.2 c: Action plan – Beeston and Stapleford Urban Fringe BGI Zone

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
3.1	<p>Priority action: Stapleford Hill to Bramcote Ridge green corridor</p> <p>Enhance habitat connectivity between Stapleford Hill, Bramcote Hill and Alexandrina Plantation / Sandy Lane Open Space LNR.</p>	<p>Audit the open space and undeveloped land along Bramcote Ridge, Bramcote Hills and Stapleford Hill to identify locations for potential grassland and heathland enhancements. This includes within open spaces and the grounds of Bramcote College Sixth Form and Bramcote Crematorium.</p> <p>Review existing management within these open spaces, and explore opportunities for relaxed mowing regimes, enhanced interpretation of the importance of these spaces, and improved connectivity between sites. Introduce a programme of works to remove invasive species.</p>	<p>Broxtowe Borough Council</p> <p>Nottinghamshire Wildlife Trust</p> <p>Bramcote College Sixth Form</p> <p>Friends of Bramcote Ridge</p>	<p>DEFRA Environmental Land Management Schemes (ELMs) / Countryside Stewardship</p> <p>Grant funding</p> <p>Off-site Biodiversity Net Gain (BNG)</p>	Medium
3.2	<p>Priority action: Beeston pocket parks</p> <p>Create small-scale community-led pocket parks across Beeston and Chilwell, where there is currently a deficiency in access to greenspaces.</p>	<p>Work with greenspace officers and community groups in Beeston and Chilwell to identify potential locations for pocket parks. This may include on small derelict sites, amenity greenspace or verges within residential streets.</p> <p>Within more densely built up areas, the siting of pocket parks may require their creation alongside traffic calming measures (offering space for street trees, benches and planters to be introduced).</p> <p>Work with communities to establish groups who can take ownership of these spaces and their management. This may include small orchards, herb planters, bee hotels or other small-scale interventions.</p>	<p>Broxtowe Borough Council</p> <p>Local community groups</p> <p>Incredible Edible</p>	<p>S106 / CIL</p> <p>Grant funding</p>	High
3.3	<p>Priority action: Hedgerow connectivity</p>	<p>Liaise with landowners and carry out site audits to identify priority areas to deliver strategic hedgerow planting to improve</p>	<p>Landowners</p>	<p>DEFRA Environmental Land Management Schemes</p>	Low

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
	Enhance hedgerow connectivity in rural areas between Beeston, Stapleford and Bramcote to reduce the effects of habitat fragmentation and increase ecological resilience at the urban fringe.	habitat connectivity between urban areas. The action should target locations where vegetation is minimal and / or loss is evident. Alongside this, work with landowners to encourage the establishment of biodiverse field margins, enhanced grassland and scrub along field margins and the creation of important habitat for pollinators.	Nottinghamshire Wildlife Trust Woodland Trust Local community groups Buglife Plantlife	(ELMs) / Countryside Stewardship Payments for ecosystem services Grant funding (e.g. Woodland Trust MOREhedges funding scheme)	
3.4	Chilwell to Stapleford connections Deliver PRow improvements to connect Chilwell, Toton, Stapleford and Bramcote and promote active travel between the settlements.	Audit the existing Public Right of Way network between Toton, Chilwell, Stapleford and Bramcote to understand the existing condition and accessibility of footpaths. Liaise with landowners to scope the potential for surface upgrades and promotion of routes to create a formalised, off-road greenway between Stapleford and Toton. Final delivery of the action may include wayfinding signage, habitat enhancements along the route, lighting and seating.	Broxtowe Borough Council Nottinghamshire County Council Sustrans Paths for All	S106 / CIL (potentially associated with Toton Sidings Strategic growth location, and Chetwynd barracks allocation)	Low (initial feasibility) High (delivery)
3.5	Boundary Brook flood resilience Natural flood management and sustainable drainage interventions to reduce flood risk along Boundary Brook and in north-east Chilwell / Trowell.	Undertake a feasibility study along Boundary Brook to identify potential locations for wetland creation. Explore opportunities for riparian enhancement along the river corridor, helping to slow the flow of water to the watercourse. Within the wider urban area around Trowell Park Drive, explore opportunities for retrofitting Sustainable drainage features and attenuation ponds to reduce surface water flooding.	Broxtowe Borough Council Trent Rivers Trust	S106 / CIL Grant funding Public funding	Medium
3.6	Beeston Town Centre Greening Opportunity to invest in greening initiatives within the	Explore opportunities to retrofit BGI interventions; including green roofs or walls, street trees and green verges within Beeston Town Centre. The priority should be areas of large scale hard development, including within Beeston square and the supermarket car parks close to the town centre.	Broxtowe Borough Council Local Businesses	Local businesses S106 / CIL Grant funding	High

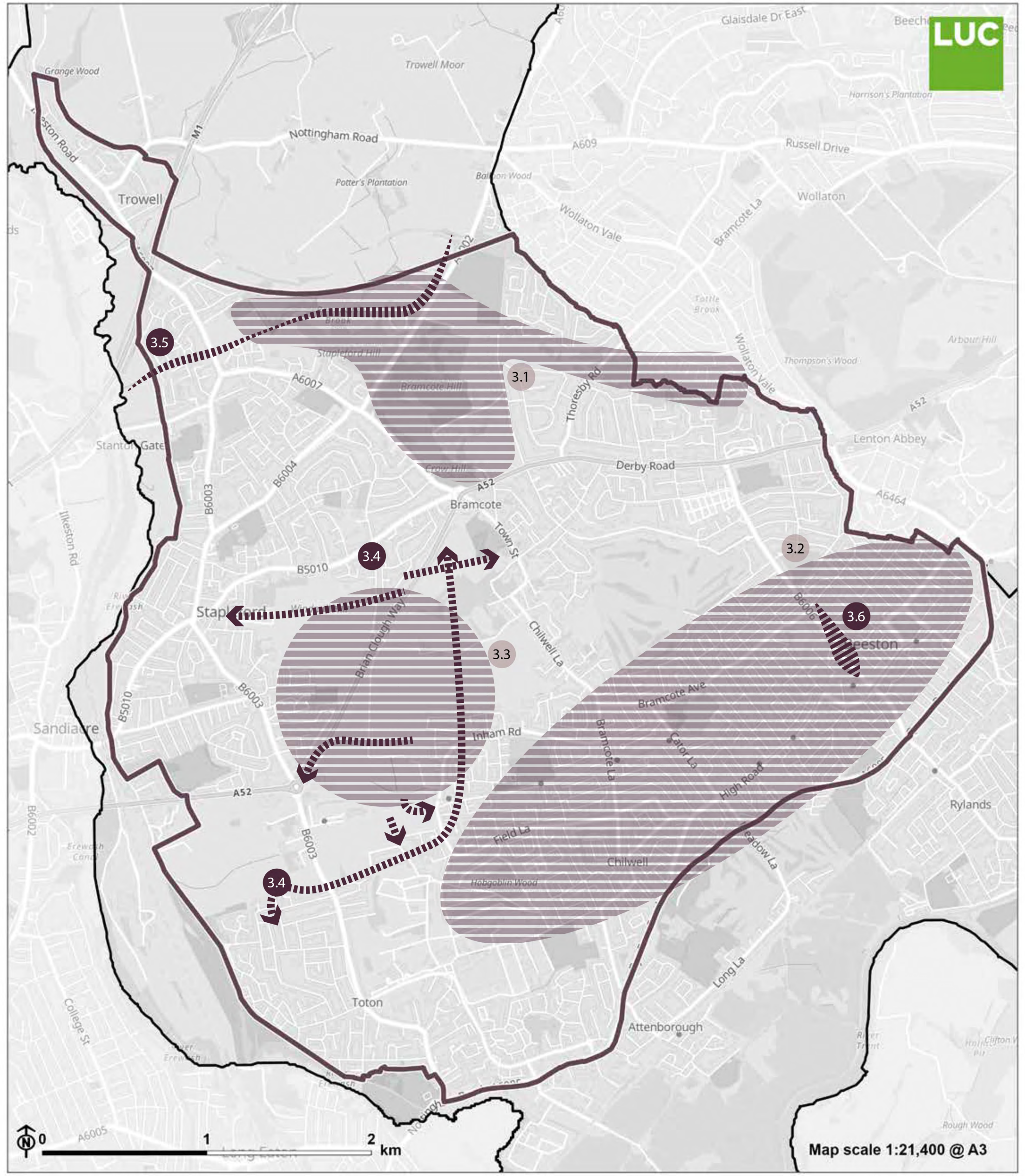


Figure 5.3: Beeston and Stapleford Urban Fringe

- Broxtowe borough boundary
- BGI zone
- Beeston and Stapleford Urban Fringe



Eastern Farmed and Wooded Fringe BGI Zone

Table 5.2 d: Action plan – Eastern Farmed and Wooded Fringe BGI Zone

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
4.1	Priority action: Greasley Country Park	Undertake a feasibility study to identify potential locations for a 20 hectare or larger accessible country park to provide an alternative destination open space to serve the northern part of Broxtowe. The feasibility study should assess sites based on the potential ecological, historic and visual interest. In addition, the feasibility study will need to identify potential constraints including designated sites, utilities, and landownership. Suitable locations will be easily accessible from a range of locations an include a variety of habitats, functions and facilities. Initiate public consultation to seek buy-in from the local community.	Broxtowe Borough Council Greasley Parish Council Local land owners	Public sector fundingS106 contributions Grant funding (e.g. National Heritage Fund Offsite BNG (delivery)	Low (initial feasibility) High (long-term delivery)
4.2	Priority action: Nether Green / Beauvale Brook enhancement	Identify locations for fish passages to improve the ecological integrity of the brook. Undertake feasibility studies to plan a programme of works aimed at introducing fish passages and re-naturalising stretches of the brook (e.g. reintroducing pools and riffles), as well as wetland areas that can store water.	Broxtowe Borough Council Trent Rivers Trust Nottinghamshire Wildlife Trust Greasley Estate	Grant funding Payments for ecosystem services (Natural Flood Management credits – if initiative sufficiently developed during timescales of the action plan)	High
4.3	Priority action: Willey Spring to Seller's Wood woodland arc	Promote hedgerow and tree planting between Willey Spring, High Park Wood, Watnall Coppice, Eelhole Wood, Starth Wood, Bulwell Wood, New Farm Wood and Seller's Wood to create a large scale forested arc in the north east of the borough. This should include promoting edge habitat and creating functional corridors to deliver habitat movements.	Broxtowe Borough Council Greenwood Community Forest Woodland Trust	DEFRA Environmental Land Management Schemes (ELMs) / Countryside Stewardship Offsite BNG Payments for ecosystem services (carbon markets) Grant funding (e.g. Woodland Trust)	High

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
4.4	Eastwood to Beauvale Green corridor	<p>Introduce habitat enhancements along the route of the disused corridor from Eastwood Hall towards Beauvale Priory. This includes establishing wetland habitat where the route overlaps with watercourses (e.g. north of Colliers Wood), woodland habitats, scrub and biodiverse habitats.</p> <p>In the longer term, plan for strategic access locations to allow visitors to engage with nature along the corridor.</p>	Broxtowe Borough Council Nottinghamshire Wildlife Trust	Offsite BNG Payments for ecosystems services (carbon markets) Corporate Social Responsibility (CSR)	High
4.5	Brinsley grassland enhancements	<p>Liaise with landowners to promote the alternative management of parcels of amenity grassland around Brinsley. Proposals should complement the existing SuDS provision at Brinsley Headstocks. This includes promotion of biodiversity-rich field margins, particularly along water courses, including Gilt Brook.</p>	Broxtowe Borough Council Local Businesses	Local businesses S106 / CIL Grant funding	High

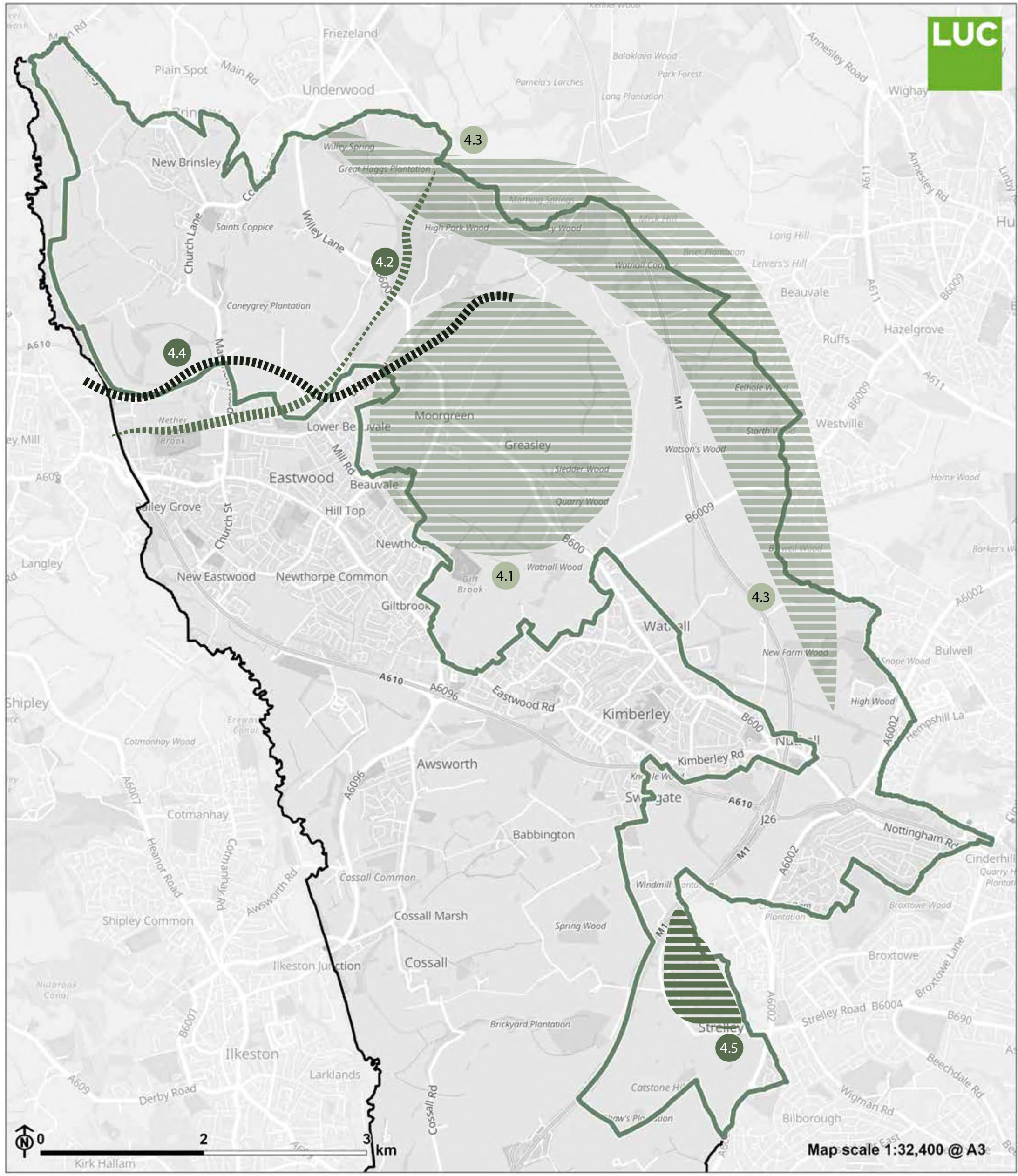


Figure 5.4: Eastern Farmed and Wooded Fringe

- Broxtowe borough boundary
- BGI zone**
- Eastern Farmed and Wooded Fringe



Erewash Valley BGI Zone

Table 5.2 e: Action plan – Erewash Valley BGI Zone

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
5.1	Priority action: Create a wetland habitat and floodplain grazing marsh stretching from Attenborough Nature Reserve to the River Erewash	<p>Develop an Ecological Masterplan and Management Plan to explore the potential to create, enhance, enlarge and connect wetland habitats. This includes floodplain grazing marsh, lowland meadow, reedbed, wet woodland, ponds, swamp and fen, especially where they provide opportunity for reconnection of the floodplain to the river. This intervention should seek to improve wetlands and aquatic marginal vegetation to help deliver strategic objectives of nature recovery and promote nature-based solutions for achieving climate resilience.</p> <p>Undertake comprehensive engagement with landowners, stakeholders, the local community and potential delivery partners to generate support for the project and the opportunities identified.</p>	<p>Broxtowe Borough Council</p> <p>Severn Trent Water</p> <p>Nottinghamshire Wildlife Trust</p> <p>Trent Rivers Trust</p> <p>Landowners</p>	<p>Payments for ecosystem services (including off-site BNG)</p> <p>Environmental Land Management schemes (ELMs)</p> <p>S106 / CIL</p> <p>Grant funding</p>	Medium
5.2	Priority action: Enhance the mosaic of tree planting and wetland habitat throughout the River Erewash corridor to promote habitat connectivity and address flood risk.	<p>Integrate catchment-scale nature-based solutions to improve resilience and adaptation to flooding. Hydrological and ecological assessments should be undertaken to identify priority areas for riparian restoration and wetland creation. Deliver pilot projects to generate momentum around the delivery of the action, achieving quick-win benefits, whilst also testing potential funding mechanisms. Undertake public engagement to ensure community ‘buy-in’ for the project. Consult with Nottinghamshire Derbyshire Wildlife Trusts to explore potential alignment with wetland creation projects at Erewash Meadows / Aldercar Flash Nature Reserves.</p>	<p>Broxtowe Borough Council</p> <p>Severn Trent Water</p> <p>Nottinghamshire / Derbyshire Wildlife Trusts</p> <p>Trent Rivers Trust</p> <p>Landowners</p>	<p>Payments for ecosystem services (including off-site BNG)</p> <p>Environmental Land Management schemes (ELMs)</p>	Low - Medium

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
5.3	Priority action: Enhance the species diversity of the existing grassland sward within the floodplain	Work with landowners to explore opportunities to enhance the existing grassland sward. Detailed ecological assessments should be used to identify priority areas for grassland restoration. Prepare a long-term management plan to promote successful establishment of the grassland sward.	Broxtowe Borough Council Trent Rivers Trust Landowners	S106 / CIL Grant funding Public funding	Medium
5.4	Implement a programme of invasive species removal as an approach to control the establishment and spread of Himalayan balsam.	Introduce a targeted programme to remove invasive species. Existing wetlands within this corridor should also be restored through the control of invasive species and reintroduction of semi-natural vegetation to enhance their ecological function. Detailed ecological surveys should be conducted to assess current habitat conditions and identify priority zones for invasive species removal.	Broxtowe Borough Council Landowners	S106 contributions Grant funding Local authority environmental funding CSR contributions	Low
5.5	Introduce a programme of future tree planting within the area to the west of Brinsley, land bordering the A610 at Eastwood and at Stapleford to address inequitable access to trees, as identified by the Tree Equity Score.	Undertake feasibility and ecological surveys of the area to determine areas best suited to tree planting, including appropriate species selection. Initiate engagement with residents and community groups to identify proposed locations for tree planting.	Broxtowe Borough Council Landowners Residents and community groups	S106 / CIL Grant funding Public funding	Medium
5.6	Deliver biodiversity enhancements along the Erewash Valley Trail at key sites to improve, and raise awareness of, the ecological importance of the Erewash and its floodplain.	Commence feasibility testing to ensure that biodiversity enhancements are informed by appropriate ecological assessment and sensitive design, ensuring alignment with LNRS objectives. Consideration should also be given to guiding and controlling access spatially to protect sensitive habitats and species. Commence engagement with key stakeholders to refine the public access framework and balance nature recovery with recreational access.	Broxtowe Borough Council Trent Rivers Trust Landowners PRoW Officer at Nottinghamshire County Council	S106 / CIL Grant funding Public funding	Medium - High
5.7	Improve active travel linkages to the proposed new cycle path following the eastern side of Bennerley Viaduct	Following completion of the cycle ramp and associated visitor centre at Bennerley Viaduct as part of Kimberley's Levelling Up Project, undertake a review of wider active travel connections to the site. Proposals should ensure active travel links are optimised where possible and heritage assets are protected and celebrated.	Broxtowe Borough Council Kimberley Town Council Friends of the Bennerley Viaduct	S106 / CIL Grant funding Public funding	Medium - High

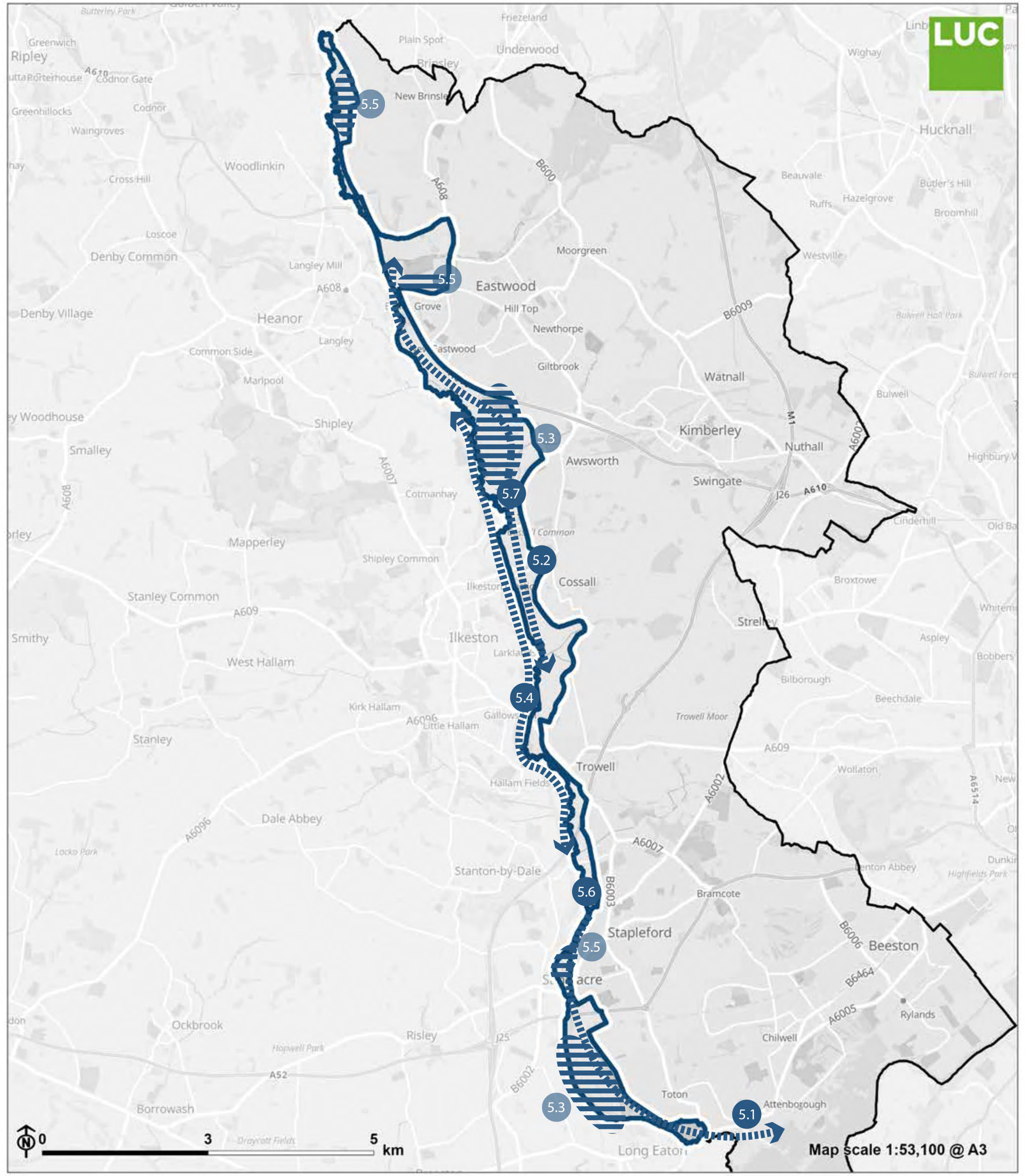


Figure 5.5: Erewash Valley

- Broxtowe borough boundary
- BGI zone**
- Erewash Valley



River Trent Corridor BGI Zone

Table 5.2 f: Action plan – River Trent Corridor BGI Zone

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
6.1	Priority action: Enhance the network of wet woodland at Attenborough Nature Reserve and at land bordering the River Trent.	Deliver tree planting initiatives and review existing landscape management approaches with the aim of establishing additional areas of wet woodland (including black poplar). The proposals should seek to retain the condition of wet woodland habitat within a favourable condition, as identified within the citation details for Attenborough Gravel Pits SSSI. Undertake a study to review the proposed siting of areas of tree planting, with the aim of maximising carbon sequestration, natural flood management and diversity of habitat.	Broxtowe Borough Council Nottinghamshire Wildlife Trust Canal and River Trust Environment Agency Natural England (to be consulted as part of works to Attenborough Gravel Pits SSSI).	Payments for ecosystem services (including off-site BNG) Environmental Land Management schemes (ELMs) S106 / CIL Grant funding Public funding	Low - Medium
6.2	Priority action: Establish reed beds on outfalls at Toton Sewage Works	Commission a feasibility study and design proposals to examine the potential for establishing reed beds to address water quality issues and the ‘unfavourable’ condition of areas of standing open water at Attenborough Gravel Pits SSSI. Potential partnership working with Severn Trent Water to be explored.	Broxtowe Borough Council Nottinghamshire Wildlife Trust Severn Trent Water Environment Agency Natural England (to be consulted as part of works to Attenborough Gravel Pits SSSI).	S106 / CIL Grant funding Public funding	Low
6.3	Priority action: Enhance the network of nature-based solutions, including wetlands and riparian vegetation, to improve resilience and adaptation to flooding.	Detailed ecological assessments should identify priority areas for nature-based solutions. Explore the opportunity to tie in with the Thriving in the Wilder Trent initiative, managed by Nottinghamshire Wildlife Trust. Natural flood management interventions to supplement the existing engineered flood protection associated with the Environment Agency’s Nottingham Left Bank Flood Alleviation Scheme should also be explored. Funding applications should be prepared,	Broxtowe Borough Council Nottinghamshire Wildlife Trust Severn Trent Water Environment Agency Natural England (to be consulted as part of works to Attenborough Gravel Pits SSSI).	Payments for ecosystem services (including off-site BNG) Environmental Land Management schemes (ELMs) S106 / CIL Grant funding e.g. Species Survival Fund	Low - Medium

Reference	Name of action	Target for 2025 - 2030	Potential delivery partner(s)	Delivery mechanism(s)	Indicative cost
		targeting SuDS and nature-based solutions funding streams. Local landowners, such as floodplain owners, farmers, and stakeholders should be consulted to secure support for tree planting and floodplain reconnection.		Public funding	
6.4	Explore the potential to create new interconnected floating reedbeds and improved management of existing reedbeds to benefit breeding bitterns within and around Attenborough Nature Reserve.	Commission a feasibility study and design proposals aimed at establishing additional floating reed beds. Review the success of the floating reed beds established as part of the Environment Agency's Nottingham Left Bank Flood Alleviation Scheme to inform the proposed approach to design and delivery. Undertake comprehensive consultation with Natural England and the Nottinghamshire Wildlife Trust.	Broxtowe Borough Council Nottinghamshire Wildlife Trust Canal and River Trust Environment Agency Natural England (to be consulted as part of works to Attenborough Gravel Pits SSSI).	Payments for ecosystem services (including off-site BNG) Environmental Land Management schemes (ELMs) S106 / CIL Grant funding Public funding	Low - Medium
6.5	Enhance the corridor of the River Trent as a recreational resource	Introduce localised improvements to the condition of the PRow network to provide linkages to the Trent Valley Way long distance footpath. Install educational signage to communicate the sensitivity of the surrounding habitats to the public. Consult with local communities to determine 'buy-in' and gain understanding of where footpath connections and improvements are most required.	Broxtowe Borough Council Nottinghamshire County Council	Payments for ecosystem services (including off-site BNG) Environmental Land Management schemes (ELMs) S106 / CIL Grant funding Public funding	Medium
6.6	Introduce a programme of future tree planting within Beeston Rylands to address inequitable access to trees, as identified by the Tree Equity Score.	Undertake feasibility surveys to ascertain areas best suited for the intervention, including appropriate species selection. Engage with the local community to establish 'buy-in' and prioritise sites for the delivery of tree planting.	Broxtowe Borough Council Landowners Residents and community groups	S106 / CIL Grant funding Public funding	Medium

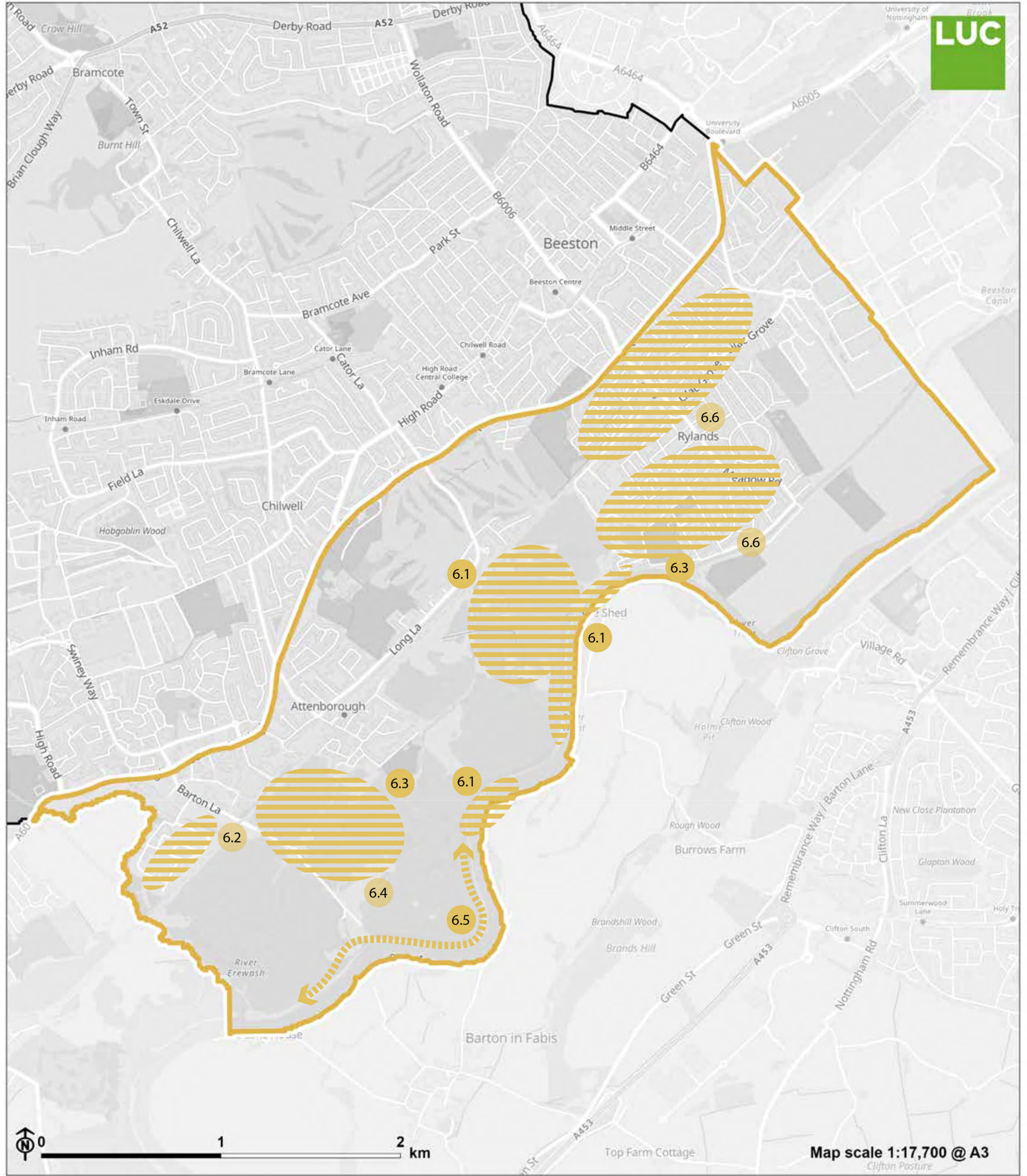


Figure 5.6: River Trent Corridor

Broxtowe borough boundary
 BGI zone
 River Trent Corridor



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Broxtowe Blue Green Infrastructure Strategy

Appendices

Broxtowe Borough Council

Draft report

Prepared by LUC

May 2025

Version	Status	Prepared	Checked	Approved	Date
1	Draft report	H Ward J Baker P Main R West	S Crewe	S Crewe	08.05.2025



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Appendix A

Policy Context

A.1 This appendix covers all relevant policy and legislation at national, regional and local level. This includes existing policies and legislation as well as new plans and strategies likely to be developed during the lifespan of the Broxtowe BGI Strategy 2025 – 2030.

National

National Planning Policy Framework (NPPF) (2024)

A.2 The NPPF (updated December 2024) [**See reference 1**] emphasises the importance of placing green infrastructure (GI) at the heart of plan making, reinforcing the value of taking a strategic approach to maintain and enhance networks of GI, and planning for the enhancement of natural capital at a catchment or landscape scale across local authority boundaries (Paragraph 188). GI is identified as a tool to help meet the challenge of climate change, notably in relation to incorporating GI and sustainable drainage within new development (Paragraph 164) and to promote healthy, inclusive and safe communities (Paragraph 96).

A.3 Paragraph 103 of the NPPF states that ‘access to a network of high-quality open spaces and opportunities for sport and physical activity is important for the health and wellbeing of communities and can deliver wider benefits for nature and support efforts to address climate change. Planning policies should be based on robust and up-to-date assessments of the need for open space, sport and recreation facilities (including quantitative and qualitative deficits and surpluses) and opportunities for new provision. Information gained from the

assessments should be used to determine what open space, sport and recreational provision is needed, which plans should then seek to accommodate.

A.4 Paragraph 104 states that: 'existing open space, sports and recreational buildings and land, including playing fields and formal play spaces, should not be built on unless:

- an assessment has been undertaken which has clearly shown the open space buildings or land to be surplus to requirements; or
- the loss resulting from the proposed development would be replaced by equivalent or better provision in terms of quantity and quality in a suitable location; or
- the development is for alternative sports and recreational provision, the benefits of which clearly outweigh the loss of the current or former use'.

A.5 The NPPF also provides a mechanism by which local authorities can protect some open spaces through 'Local Green Space' designations (Paragraph 107). Policies and decisions for managing development within a Local Green Space should be consistent with national policy for Green Belts (paragraph 108).

Levelling Up and Regeneration Act (2023)

A.6 The Levelling Up and Regeneration Act received Royal Ascent in October 2023, resulting in significant changes to the planning system. Regarding the provision of BGI the following changes are important:

- Requirements for design codes to accompany Local Plans;
- Strengthening protection of the historic environment through the planning system, including giving registered parks and gardens the same statutory protection as conservation areas; and
- Placing more weight on neighbourhood plans in decision making.

Environment Improvement Plan (EIP) (2023)

A.7 The EIP builds on the 25 Year Environment Plan vision and sets out how government, landowners, communities and businesses can deliver goals for improving the environment, aligned with interim targets to measure progress. The delivery of GI will contribute to the delivery of several of the updated targets the EIP sets against the 25YEP's 10 goals. The headline targets within the EIP which GI will contribute to include:

- Restoring and enhancing habitats;
- Improving air quality by tackling NO₂ hotspots;
- Contributing to climate change mitigation and adaptation;
- Reducing flood risk;
- Meeting greenspace access targets ensuring everyone has access to greenspace within a 15-minute walk of their home; and
- Improving active travel and increasing the number of journeys cycled or walked to 50%.

Environment Act (2021)

A.8 The Environment Act requires the development of targets by government to enact change, and drive a landscape-scale, network-led response. The Act addresses four 'priority areas' of air quality, water, biodiversity and resource efficiency / waste reduction. The legislation also outlines the requirement for a minimum 10% Biodiversity Net Gain (Biodiversity Net Gain). In addition, the Act includes a duty on local authorities to review every five years all policies regarding nature conservation.

UK 25 Year Environment Plan (25YEP) (2018)

A.9 The 2018 25YEP sets the direction for the Environment Act, including long-term targets for environmental improvement. It includes a commitment to a national GI framework, a network of 'nature recovery areas' and to embed the principle of 'environmental net gain' to development (see later subheadings). These emerging approaches will become established during the lifespan of this Strategy. The 2023 Environmental Improvement Plan builds on the 25YEP vision, setting out how government, landowners, communities and businesses should deliver each goal for improving the environment. This is matched with interim targets to measure progress.

Regional

Draft Greater Nottinghamshire Strategic Plan (2024)

A.10 The Greater Nottinghamshire Planning Partnership comprises Broxtowe Borough, Gedling Borough, Nottingham City and Rushcliffe Borough Council. The Partnership is currently in the process of undertaking a review of their Aligned Core Policies, with the publication of the Regulation 19 Draft Greater Nottingham Strategic Plan **[See reference 2]** published in Autumn 2024.

- Spatial Objective 11 'protecting and improving natural assets' focuses on improving and providing BGI by enhancing and developing the network of multi-functional green spaces for the benefit of people and wildlife. It is supported by Policy 16: Blue and Green Infrastructure, Parks and Open Space and Policy 17: Biodiversity which set out requirements for BGI and biodiversity.

Draft Biodiversity Net Gain Supplementary Planning Document (2024) (emerging)

A.11 Nottinghamshire County Council are currently consulting on their Draft BNG Supplementary Planning Document (SPD) [See reference 3]. It sets out guidance for the delivery of biodiversity enhancement in line with national statutory requirements for all development, unless exempt, to deliver 10% BNG. The SPD sets out local principles and priorities for BNG in Nottinghamshire including signposting relevant guidance, setting out validation, determination and post-determination requirements, and identifying key plans and strategies to inform the delivery of BNG priorities, including the emerging LNRS.

A Biodiversity Net Gain Framework for Nottinghamshire and Nottingham (2024)

A.12 This regional BNG framework [See reference 4] was produced collaboratively by the Environment Agency, Natural England, Nottinghamshire Biodiversity Action Group, Nottinghamshire Wildlife Trust, and constituent local authorities. It sets out a vision for meeting the aims of the Nottinghamshire Biodiversity Action Plan and delivering exemplary BNG in the region. While the statutory minimum BNG requirement is 10%, this partnership and framework sets out that it will encourage developments to provide a higher minimum of 20% BNG where possible, taking account of evidence and viability considerations.

A.13 The framework sets out ten over-arching principles for delivering BNG. It also sets out other considerations relevant to BNG in Nottinghamshire including key priorities, pre-application advice, use of the BNG metric, measuring significant on-site enhancement, assessing strategic significance (including signposting LNRS), off-site compensation, approaches for delivering the right habitat in the right place, BNG validation and determination requirements, and associated guidance and tools.

Greater Nottingham Blue-Green Infrastructure Strategy (2022)

A.14 The Greater Nottingham Planning Partnership produced a regional-level BGI strategy [**See reference 5**] to inform the preparation of the Greater Nottingham Strategic plan and the development of policies and plans within it. The plan sets out ten key priorities for BGI, key national and local planning priorities, and regional and local BGI initiatives. Across the Greater Nottingham region, the Strategy identifies:

- ‘Primary Strategic Networks’ which have regional or sub-regional significance (such as the Trent Valley or the Erewash Canal / river Erewash);
- ‘Secondary Strategic Networks’ which may have significance due to their connectivity with the primary network, provision of cross-boundary links between neighbouring authorities, importance for outlying settlements/wider rural areas, or other strategic importance due to their land use, connectivity or function.
- ‘Urban Fringe GI Enhancement Zones’ surrounding the main urban area of Nottingham. These zones are identified to represent a significant resource for urban communities and already experience urban edge pressures.
- ‘Local / Neighbourhood Networks’ generally connect local communication within settlements or urban areas or provide links to other areas of the BGI network.
- ‘Biodiversity Opportunity Areas’ are based on the existing ecological network, including biodiversity focal areas and existing areas of connectivity.

Nottinghamshire Local Biodiversity Action Plan

A.15 Nottinghamshire Biodiversity Action Group produced a Local Biodiversity Action Plan (LBAP) [**See reference 6**] which sets out the overall goal for

conserving and enhancing the County's unique variety of wild species and natural habitats, to contribute to the conservation of both UK and global biodiversity. It sets out three key objectives for delivery of the LBAP:

1. To conserve and where appropriate to enhance Nottinghamshire's unique variety of wild species and natural habitats, in particular: a) internationally and nationally important species and habitats; b) species and habitats that are characteristic of Nottinghamshire and its distinctive Regional Character Areas (section 3.4); and c) species and habitats that are rare or threatened in the County.
2. To increase public awareness of, and involvement in, conserving biodiversity.
3. To contribute to biodiversity conservation on a national, European and global scale.

A.16 The LBAP sets out threats, issues and opportunities in Nottinghamshire, generic actions for biodiversity, implementation and monitoring measures, Habitat Action Plans for the County's various habitats and Species Action Plans for priority species.

Local Nature Recovery Strategy (LNRS) for Nottinghamshire (emerging)

A.17 LNRSs are an England-wide system of spatial strategies introduced by the Environment Act 2021. Nottinghamshire County Council is developing an LNRS which seeks to help reverse the decline of nature in the county and help to deliver Biodiversity Net Gain (BNG) locally. The final LNRS for Nottinghamshire is expected to be published in Autumn 2025 **[See reference 7]**.

Severn Trent Gateway Strategy (2020)

A.18 The EA and partnerships produced a strategic landscape vision and masterplan for the Trent Gateway [**See reference 8**], covering a 75km length of the river Trent between Erewash and Newark. The Trent Gateway Strategy aims to deliver a functioning watercourse that reduces flood risk, creates and connects habitats, and complements the aims of a range of stakeholders, while supporting sustainable growth and local economic priorities. The Strategy identifies both larger-scale strategic opportunities for the Trent Gateway, as well as smaller scale projects targeting local habitats, species and recreational opportunities. The strategic objectives for the river Trent corridor are to:

- Achieve a natural, functioning and healthy river through creation of a high-quality and well-connected environment.
- Bring key partners together to align initiatives that achieve multiple outcomes and transform the river in the most sustainable and relevant way.
- Pro-actively coordinate and influence activities to develop opportunities and set an agenda for future change.

A.19 Of key relevance to Broxtowe, identified interventions include:

- Improved access and interpretation within Attenborough Nature Reserve to maintain and increase usage by a wider population leading to improved wellbeing and health. The Attenborough Nature Reserve is identified as a key case study and one of the most important sites for wildlife in the East Midlands. It is also a key resource for the community and visitors.
- Wetland habitat creation / enhancement along the river Trent including enhanced wetland habitat creation to reinforce GI along the river Erewash leading to Toton Fields Nature Reserve.
- Improve surfacing and seating provision along the 'Big Track', linking Beeston Marina to Victoria Embankment in Nottingham, to improve accessibility and encourage increased usage.

6Cs Green Infrastructure Strategy (2010)

A.20 The 6Cs GI Strategy [**See reference 9**] provides an evidence base of data and information for the regional context. The document is comprised of a strategic framework and action plan. The '6Cs' refer to the 3 cities and 3 counties that make up the study area Derby; Leicester; Nottingham; Derbyshire; Leicestershire; and Nottinghamshire. The document identifies existing GI assets, and the strategic infrastructure needs of the region and identifies opportunities for enhancing connectivity of the natural greenspace network across the region Strategic GI Network, informing the preparation of the previous Broxtowe Borough Council GI Strategy.

Borough

Adopted Greater Nottingham Aligned Core Strategies Part 1 Local Plan: Core Strategy (2014)

A.21 The Aligned Core Strategy [**See reference 10**] forms part of the adopted Broxtowe Local Plan and sets out the vision, objectives, spatial strategy and strategic policies for the Borough up to 2028. Neighbouring councils have worked together to ensure that core planning policies are consistent across Greater Nottingham. The Core Strategy covers:

- **Section A: Sustainable Growth** reinforces the presumption in favour of sustainable development, contained within NPPF, ensuring that development proposals are considered against the core policies related to climate change, strategic spatial growth, the Green Belt, employment provision and economic development, town and local centres, and regeneration priorities.

- **Section B: Places for People** sets out the principles of good development relating to housing provision, design principles, the historic environment, local services and healthy lifestyles, culture, tourism and sport, travel demands and transport infrastructure priorities.
- **Section C: Our Environment** sets out priorities for the environment and biodiversity in a strategic and comprehensive way, including Policy 16: 'Green Infrastructure, Parks and Open Space' which supports the delivery, protection and enhancement of GI through a network of regional and sub-regional GI corridors and assets.

Adopted Broxtowe Part 2 Local Plan 2018 - 2028 (2019)

A.22 BCC adopted the Part 2 Local Plan in 2019 [**See reference 11**]. It sets out specific site allocations required to meet the housing need, as set out in the Core Strategy, as well as Borough level planning policies. Of key relevance to the delivery of BGI in the Borough:

- Site allocation policies include site-specific considerations and requirements for proposals, including key site sensitivities, infrastructure requirements and contributions to the strategic GI network.
- Policy 27: Local Green Space allocates the field off Cornwall Avenue, Beeston Rylands, as Local Green Space, in accordance with NPPF.
- Policy 28: Green Infrastructure Assets sets out requirements for proposals likely to lead to increased use of any GI asset in the Borough. Proposals are required to take reasonable opportunities to enhance these assets.
- Policy 29: Biodiversity Assets sets out the requirements for biodiversity net gain and contributions to the Borough's ecological network.

Reduction of Carbon in New Development: Supplementary Planning Document (2024)

A.23 Broxtowe Borough Council and Nottingham City Council have produced this joint SPD **[See reference 12]** to provide detailed advice and guidance for new development in meeting low carbon requirements through improving energy efficiency and sustainable construction. Of relevance to the delivery of BGI in the Borough, the SPD sets out best practice guidance related to:

- The Urban Heat Island Effect (UHIE) including suggested mitigation measures, and the requirement for applicants to demonstrate they have incorporated measures to combat UHIE.
- Incorporating green roofs to mitigate heat gain.
- Incorporating trees for shading and green spaces into development to increase biodiversity, reduce overheating and promote outdoor recreation.

Broxtowe Borough Council Corporate Plan 2024 – 2029 (2019)

A.24 The Corporate Plan **[See reference 13]** sets the vision for the borough to be a ‘greener, healthier Broxtowe where everyone prospers’. It sets out aims and priorities for the Borough in relation to housing, the environment, business growth, community safety, leisure and health, and communications and engagement. Relevant to the delivery of BGI in the Borough, the Plan sets out ambitions for:

- Reducing carbon emissions and improving air quality including working with stakeholders to create climate resilience against extreme weather events (such as against flooding through measures such as sustainable urban drainage).
- Investing in parks and open spaces, including enhancing BGI corridors and ensuring biodiversity net gain positively enhances the environment.

- Promoting active and healthy lifestyles in every area of Broxtowe.
- Improving public safety including the public realm and cycle security infrastructure.

Broxtowe Economic Development and Regeneration Strategy 2022 – 2028 (2024)

A.25 The Broxtowe Economic Development and Regeneration Strategy [**See reference 14**] sets out the strategic direction for future activity that will support the local economic and improve the prosperity and wellbeing of Broxtowe, without compromising the environment. Of key relevance to the delivery of BGI in the Borough, points of the 10-point framework of the strategy include:

- 2) Deliver place-making and sustainable town centres: Help town centre businesses and services adapt to changing consumer demands and patterns, alongside the need for digital transformation. Place-making, pedestrian improvements and the expansion of markets across the Borough are part of this aim to maintain and improve footfall, improve perceptions of Broxtowe, and drive tourism and the visitor economy.
- 4) Develop sustainable and active green travel around the Borough: Work with residents, businesses and specialised organisations to encourage greater uptake of sustainable methods of transport, such as public transport, cycling, other forms of non-motorised users and walking.

A.26 The Strategy sets out key priorities for supporting town centres in the Borough as economic, social and cultural hubs. The 'K.E.B.S+ (Kimberley, Eastwood, Beeston and Stapleford) approach aims to keep the Borough's main towns vibrant, prosperous and adaptable. The '+' reflects that objectives must also reflect challenges and opportunities in the Borough's other neighbourhoods and economic hinterlands.

A.27 The Strategy sets out major projects committed to take place in the Borough, provides a SWOT analysis of Broxtowe and lists other relevant local

strategies for investment, development, the visitor economy, health and wellbeing, and business.

Broxtowe Climate Change and Green Futures Strategy 2023 – 2027 (2024)

A.28 The Climate Change and Green Futures Strategy [**See reference 15**] sets out the plan protecting the environment for the future of Broxtowe. This includes three key priorities relevant to the delivery of BGI in the Borough:

- Reduce carbon emissions and improve air quality; and
- Continue to invest in our parks and open spaces.

A.29 The Strategy sets out strategic aims for the Borough, organised by ten themes. Of key relevance to the delivery of BGI in the Borough:

- 1) Climate Strategy:
- 2) Transport and Travel
 - Improve air quality
 - Raise awareness and influence behaviour change to increase uptake of active travel options.
- 7) Natural Environment
 - Identify opportunities to enhance biodiversity across the Borough.
 - Maximise opportunities through Biodiversity Net Gain.
 - To establish a sequestration value for the Council's natural assets using an appropriate methodology.
 - To continue to work with relevant stakeholders in order to bring about improvements in local air quality.
- 8) Communities

- Support Town/Parish Councils and local community groups to take climate action.
- Formulate appropriate climate adaptation strategies to support health and wellbeing.
- Develop a green social prescribing model in Broxtowe.

Tree Management Strategy 2023 – 2027

A.30 The Council's first Tree Management Strategy [**See reference 16**] was adopted in 2023 and sets out a proactive approach to the management of the Council's own trees. It aims to enhance and safeguard the environment, establish green spaces and effectively mitigate against the impacts of climate change. The strategy includes key objectives to improve landscape enhancement, biodiversity, physical environmental benefits, climate change mitigation and adaptation, and delivery of health and wellbeing benefits in the Borough.

Neighbourhood

A.31 Several local communities are currently in the process of preparing Neighbourhood Plans, which once 'made' will sit alongside the Local Plan and take precedence over non-strategic policies. The following Neighbourhood Plans have been adopted and so form part of the Development Plan for their respective neighbourhoods:

- **Awsorth Neighbourhood Plan 2015 – 2030** (adopted 2021) [**See reference 17**]. Key objectives and policies of relevance include:
 - Policy GI 1: Green and Blue Infrastructure Network
 - Policy GI 2: Local Landscape Character Areas
 - Policy GI 3: Biodiversity
 - Policy GI 4: Designated Local Green Spaces

Appendix A Policy Context

- Policy GI 5: Local Woodlands, Tree Belts and Hedgerows
- Chetwynd Neighbourhood Plan 2020 – 2040 (adopted 2024) [See reference 18]. Key policies of relevance include:
 - ENV01: Local Green Space
 - ENV02: Natural Environment
 - ENV03: Green and Blue Infrastructure Requirements
 - INF02: Active Travel
- Cossall Neighbourhood Plan 2022 – 2037 (adopted 2024) [See reference 19]. Key policies of relevance include:
 - Policy 2: Protecting landscape character
 - Policy 3a: Protecting and enhancing blue and green infrastructure
 - Policy 3b: Protecting and enhancing biodiversity
- **Nuthall Neighbourhood Plan 2015 – 2030** (adopted 2018) [See reference 20]. Key objectives and policies of relevance include:
 - Policy 4: New and Enhanced Green Infrastructure Network.

Appendix B

Developer Checklist

B.1 The following checklist for development provides a concise set of questions related to BGI provision within new development. These can act as a guide for both developers and decision-makers, ensuring that BGI is considered from the beginning of the design process.

B.2 It is recommended that developers complete and submit a copy of this checklist with their planning application stating whether or not each requirement has been met and providing further information or justification where necessary.

Table B.1: Developer Checklist

	Yes / No / Not Applicable	Additional Information / justification
Understanding the site and wider context		
Has the BGI Strategy been reviewed to identify any specific opportunities in the specific BGI zone or within the vicinity of the development?		
Has the development masterplan landscape-led (meaning it is context-driven by an understanding of the surrounding landscape character and main BGI features on and surrounding the site and have these been integrated into the earliest stages of design)?		
Has the project team directly engaged with local stakeholders with regards to BGI plans, including the Council as local planning authority and the local community?		
Does the development proposal result in loss or fragmentation of the BGI network?		
Does the development prejudice the retention, use, enhancement, or further development of the BGI network?		
Has long-term stewardship of BGI been discussed at the earliest stages of design, to ensure stewardship in perpetuity? Have delivery partners been identified?		
Ensuring BGI is protected, enhanced and incorporated into design		

Appendix B Developer Checklist

	Yes / No / Not Applicable	Additional Information / justification
Does the development considered the Headline Standards of the Natural England Green Infrastructure Framework ?		
Has the development proposal considered the Building with Nature standards?		
Improved water management		
Have opportunities to improve water quality and natural flood management on the development site and in the wider catchment been considered? Do the proposed measures provide an important contribution to Flood Risk Management and Water Framework Directive objectives for each watercourse ?		
Have high quality Sustainable Drainage Systems (SuDS) considered at the earliest stages of concept planning and selected for site characteristics (topography, ground conditions, surface water runoff destination, and character of the setting) integrated into the development which maximise multi-functional benefits including water quality and recreational access?		
Nature-rich and beautiful		
Has the proposal evidenced how the development strengthens habitat connectivity opportunities within the site and the wider area, including those identified in the emerging Nottinghamshire Local Nature Recovery Strategy ?		
Has the site layout and design been oriented to maximise opportunities for improved habitat linkages and enhancement of adjacent / nearby wildlife assets and networks?		
Does the design prioritise the retention of existing trees, woodlands and hedgerows? Are any losses adequately compensated?		

Appendix B Developer Checklist

	Yes / No / Not Applicable	Additional Information / justification
Do BGI proposals follow the mitigation hierarchy to approach habitat and species protection and creation, and do they deliver an enhancement of biodiversity (i.e. 10% Biodiversity Net Gain)?		
Active and healthy		
Does the scheme connect effectively into the wider walking and cycling networks and greenways, so that people of all ages and abilities can access important daily destinations (including schools, shops and leisure centres) without a private car?		
Are walking and cycling routes attractive and integrated with BGI assets of all scales?		
Have opportunities to enhance education and interpretation of BGI been explored?		
Are play areas multi-functional, nature-based, inclusive and accessible?		
Has the scheme considered the provision of designated space to enable effective community growing with appropriate environmental considerations in terms of aspect, shelter, drainage and soil provision?		
Has the development been designed to minimise disturbance and protect amenity against noise and air quality?		
Resilient and climate-positive		
Does the development deliver multi-functional BGI which effectively integrates opportunities for climate change mitigation and adaptation, including flood risk and urban heating?		

Appendix B Developer Checklist

	Yes / No / Not Applicable	Additional Information / justification
Does the proposal 'make space for water' through the delivery of new BGI to sustainably manage flood risk for the duration of the anticipated lifespan of the development? Has an allowance for climate change been made in line with Environment Agency guidance?		
Thriving and prosperous		
Does the development seem to retain, protect and incorporate existing landscape / townscape and cultural heritage features as part of BGI proposals?		
Does the development deliver high-quality design and an attractive environment with a distinctive sense of place?		
Planning submission		
Has a BGI Plan been prepared (as a standalone document or incorporated into the Design and Access Statement)? Does it set out how BGI is managed, maintained and monitored within the development, for a period of at least 30 years?		
Does the development comply with the relevant Local Plan policies?		

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Appendix 3

Introduction

The Council's first Green Infrastructure Strategy 2015-2030 was developed to create a clear strategic framework for the management, enhancement and sustainable development of the Borough's green spaces.

A review of the Strategy in 2024, highlighted significant changes in legislative direction that had the potential to influence the scope and delivery of the green infrastructure initiatives, for example, the introduction of Biodiversity Net Gain (BNG) requirements. Following this, it was agreed to refresh and update the Strategy to ensure that it remains relevant and effective in addressing environmental priorities.

The first draft of the revised Strategy is now complete, and the Council is seeking the input of stakeholders to help shape the final version. This consultation provides an opportunity for you to share your views, ensuring that the Strategy aligns with local needs and aspirations.

No personal information will be collected.

This survey will close on **15 August 2025**.

	Question	Multi-choice answers	Comments
	Are you responding to this consultation as a:	<ul style="list-style-type: none"> ■ Member of the public ■ Agent, developer or landowner ■ District, county or town / parish councillor ■ Town / parish council ■ Neighbourhood Planning Group ■ Community or interest group ■ Statutory body (Environment Agency, National Highways, Natural England etc.) ■ Utility company or infrastructure provider ■ Business / organisation ■ Another planning authority ■ Other (please specify below) 	Optional. Pick one. Free text box next to 'other'.
	If you are responding on behalf of an organisation,		Optional. Free text box

	Question	Multi-choice answers	Comments
	what is the name of that organisation?		
1	<p>On average, how often do you visit / experience the following types of blue and green infrastructure?</p> <ul style="list-style-type: none"> ■ Formal parks ■ Natural greenspace ■ Public rights of way / active travel routes ■ Blue spaces (e.g. rivers, streams, canals, wetlands etc.) 	<ul style="list-style-type: none"> ■ At least once a day ■ A couple of times a week ■ Every week ■ Every few weeks ■ Every month ■ Less than once a month ■ Never 	Optional. Matrix style question. Pick one answer for each open space type.
2	<p>Are you happy with the distance you have to travel to reach the following types of blue and green infrastructure?</p> <ul style="list-style-type: none"> ■ Formal parks ■ Natural greenspace ■ Public rights of way / active travel routes ■ Blue spaces (e.g. rivers, streams, canals, wetlands etc) 	<ul style="list-style-type: none"> ■ Yes ■ No ■ I don't visit this type of blue and green infrastructure ■ I don't have access to this type of blue and green infrastructure 	Optional. Matrix style question. Pick one answer for each open space type.
3	<p>What benefits do you get from the blue and green infrastructure you visit / see? (Respondents are then given options 1-5 (i.e. not a sliding bar), with 1 being no benefit and 5 being a major benefit)</p> <ul style="list-style-type: none"> ■ Physical health benefits ■ Mental health benefits ■ Contact with nature ■ Opportunities for play ■ Aesthetic benefits ■ Opportunities for socialising ■ Other 	<ul style="list-style-type: none"> ■ 1 ■ 2 ■ 3 ■ 4 ■ 5 	Optional. Matrix style question. Pick one answer for each open space type

	Question	Multi-choice answers	Comments
4	What challenges prevent you visiting / enjoying blue and green infrastructure in Broxtowe?	<ul style="list-style-type: none"> <input type="checkbox"/> No suitable space nearby <input type="checkbox"/> No reason for visiting <input type="checkbox"/> Difficulty in accessing blue and green infrastructure <input type="checkbox"/> Lack of time <input type="checkbox"/> Bad weather <input type="checkbox"/> Antisocial behaviour <input type="checkbox"/> Poor maintenance / uncleanliness <input type="checkbox"/> Other_____ 	Optional. Multi-choice. No cap, no ranking.
5	Which of these statements best describes what you think of the overall provision of the following features in Broxtowe? <ul style="list-style-type: none"> <input type="checkbox"/> Street trees <input type="checkbox"/> Green roofs / walls <input type="checkbox"/> Woodlands <input type="checkbox"/> Species-rich grasslands <input type="checkbox"/> Rivers / streams / canals / wetlands 	<ul style="list-style-type: none"> <input type="checkbox"/> These features are present and generally in good condition <input type="checkbox"/> These features are present but generally not in good condition <input type="checkbox"/> I would like to see more of these features <input type="checkbox"/> I would like to see less of these features <input type="checkbox"/> These features are not present 	Optional. Matrix style question. Multiple check boxes answer for each open space type
6	What are your thoughts on the content of the Broxtowe Blue Green Infrastructure Strategy?		Optional. Free text box
7	Are there any projects listed in the action plans within the Broxtowe Blue Green Infrastructure Strategy that you consider should be prioritised?		Optional. Free text box
8	Are there any projects in the action plans within the Broxtowe Blue Green Infrastructure Strategy that you do not support?		Optional. Free text box

	Question	Multi-choice answers	Comments
9	Do you have any ideas / suggestions for further projects that could be included in the action plans within the Broxtowe Blue Green Infrastructure Strategy?		Optional. Free text box
10	Please let us know if there is anything else you would like to tell us about blue and green infrastructure within Broxtowe. This could be things you like, dislike, or anything else you would like to say.		Optional. Free text box

Appendix 4**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	Assistant Director – Environment Services
Name of the policy or function to be assessed:		Blue/Green Infrastructure Strategy.	
Title of the Officer undertaking the assessment:		Assistant Director – Environment Services.	
Is this a new or an existing policy or function?		This is a refresh of an existing strategy.	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The overarching aim of the Blue Green Infrastructure Strategy is to guide the planning of a network of multifunctional blue and green networks within the borough, helping to deliver a range of environmental, economic and societal benefits. The document underpins wider objectives of the Council, bringing together policies and strategic goals influencing decision making and direction.</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <ul style="list-style-type: none"> • Improved Biodiversity • Climate resilience and Sustainability • Enhanced accessibility and inclusivity • Community engagement and wellbeing. • Informed Planning and Decision Making. 			
<p>3. Who is intended to benefit from the policy or function?</p> <p>Everyone who lives or works in the Borough of Broxtowe.</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <ul style="list-style-type: none"> • Members • General Management Team (GMT) • Employees in the Council • Residents • Nottinghamshire County Council 			

- Nottinghamshire Wildlife Trust
- Environment Agency

5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?

The median age of the population in Broxtowe is 43 years, higher than the average for the East Midlands (41 years) and England (40 years). Between 2011 and 2021 the population aged between 65 and 74 increased by 19%. 18.3% of residents in the Borough identify as being disabled.

The Indices for Multiple Deprivation identify pockets of deprivation within the Health and Disability domain, including within parts of Chilwell West and Eastwood Hilltop and Eastwood St Mary's, which are in the 20% most deprived areas nationally.

The sensitivity layer in the *ClimateJust* mapping identifies populations most susceptible to climate change based on their health and ages. Areas of Beeston, a pocket of north-west Stapleford and land bordering the A610 in Eastwood are described as exhibiting an acute sensitivity to climate change within the Borough.

The Borough has the highest rate of hospital admissions for mental health conditions for under 18 year-olds in the East Midlands. Children aged 3-11 report lower levels of happiness, life satisfaction and life worthwhileness compared to children in the rest of Nottinghamshire and across England.

44% of children and young people in the Borough are physically active, which is lower than the regional and national averages of 45.7% and 47.8% respectively.

6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?

Accessible greenspace in Broxtowe includes parks and gardens, informal amenity space, playing pitches and natural greenspaces. The Borough includes a total provision of 572 hectares, equating to 5.16 hectares per 1,000 of the population. Natural England recommends that local authorities have at least three hectares of publicly accessible green space per 1,000 of the population. Accessible green space offers spaces for physical activity, an enhanced connection with nature and opportunities for social connection which can improve wellbeing.

There are over 210 km of Public Rights of Way (PRoW) within the Borough, with particularly dense networks located at Brinsley, Eastwood and Kimberley. A high density of PRoW are also evident crossing the landscape immediately south the A610 corridor, stretching southwards to Cossall. These routes promote physical activity including walking, running and cycling. Many of these follow field boundaries, railway lines and water courses, and allow people to access the wider rural landscape.

The Play Strategy 2025 will be revised in the next year, alongside a development programme, that will include accessible, inclusive facilities and engaging activities tailored at children and young people.

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7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?

Direct public consultation regarding this strategy is due to be undertaken in July/August 2025. However, a wider budget setting consultation undertaken in November 2024 covered the issues of green space.

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?

No

- ☐ 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 public consultation undertaken in July/August 2025 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: No impacts identified.
Disability: To ensure the Blue/Green Infrastructure is inclusive to those with disabilities, the Council, where possible, will prioritise accessible and inclusive design features, promoting equitable access and useability for all.
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:

<p>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.</p>

<p>Signature: Executive Director</p>

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 *.

29 July 2025	<ul style="list-style-type: none"> • Annual Air Quality Status Report and Action Plan • Menopause in the Workplace (LJCC) • Safeguarding Children's Policy 2025 • Safeguarding Adults Policy 2025 • Slavery Statement • Empty Homes Strategy 2025-2030 • Contaminated Land Strategy 2025-2030 • Annual Food Safety Service Plan 2025/26 • Trade Waste Review • Asset Management Strategy • House Building Delivery Plan • Local Government Reorganisation Update • Bramcote Leisure Centre • Compliance Report 2024/25
2 September 2025	<ul style="list-style-type: none"> • Irrecoverable Arrears *Exempt • Alterations and Improvement Policy • Housing University Study EG • Local Government Reorganisation Update
30 September 2025	<ul style="list-style-type: none"> • Budget Timetable and Consultation 2026/27 • Grants to Voluntary and Community organisations • Local Government Reorganisation Update.

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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