



Monday, 2 March 2026

Dear Sir/Madam

A meeting of the Cabinet will be held on Tuesday, 10 March 2026 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

Zulfiqar Darr
Interim Chief Executive

To Councillors:	M Radulovic MBE (Chair)	R D MacRae
	G Marshall (Vice-Chair)	J W McGrath
	G Bunn	H E Skinner
	C Carr	V C Smith
	T A Cullen	E Williamson

AGENDA

1. Apologies

To receive apologies for absence.

2. Declarations of Interest

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

Further information can be found at: [Member Code of Conduct of Broxtowe Borough Council](#)

3. Minutes

(Pages 5 - 14)

Cabinet is asked to confirm as a correct record the minutes of the meeting held on 3 February 2026.

4. Scrutiny Reviews (Pages 15 - 18)

The purpose of this report is to make members aware of matters proposed for and undergoing scrutiny.

5. Resources and Personnel Policy

5.1 Local Government Reorganisation (Pages 19 - 28)

To give an update report on Local Government Reorganisation (LGR) in Nottingham and Nottinghamshire

5.2 Review of Corporate Plan Progress and Financial Performance - December 2025 (Q3) (Pages 29 - 102)

To report progress against outcome targets linked to Corporate Plan priorities and objectives and to provide an update as to the latest financial performance as measured against the budget.

5.3 Council Tax Support for Terminally Ill Residents (Pages 103 - 116)

This report recommends the establishment of a discretionary Council Tax Relief Scheme to support households facing the hardship of living with a terminally ill family member when in receipt of Local Council Tax Support.

5.4 Ethical Considerations for the Pension Fund Investments, Treasury Management Activity and Banking Services (Pages 117 - 120)

Members are to note the tensions in the Middle East, with reported breaches of international law and the worsening humanitarian situation and genocide in Palestine and to propose that the Council makes representations to the Nottinghamshire Local Government Pension Fund to immediately divest any funds from companies complicit in Israel's crimes against Palestinians and to review the Council's Treasury Management Strategy and Procurement Strategy in consideration of these matters.

5.5 Grants to Voluntary and Community Organisations, Charitable Bodies and Individuals Involved in Sports, the Arts and Disability Matters 2025/26 (Pages 121 - 128)

To consider requests for grant aid in accordance with the

provisions of the Council's Grant Aid Policy.

5.6 Capital Grant Aid Request – The Royal British Legion (Beeston) Social Club (Pages 129 - 132)

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

5.7 Capital Grant Aid Request – Stapleford Combined Services Club (Pages 133 - 136)

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

5.8 Grant Aid Requests from Parish/Town Councils (Pages 137 - 142)

To consider a request for grant assistance in accordance with the protocol for the consideration of grant aid to parish and town councils.

5.9 Complaint Self-Assessment Approval (Pages 143 - 172)

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

5.10 Irrecoverable Arrears (Pages 173 - 178)

To provide Members with an overview of the recent irrecoverable arrears write offs in relation to Council Tax, Business Rates, Housing Rents and other General Fund services that have been actioned under delegated authority.

6. Economic Development and Asset Management

6.1 Houses in Multiple Occupation and Article 4 (Pages 179 - 232)

To seek approval to expand the existing Beeston Article 4 area and to create three additional Article 4 areas in Eastwood, Kimberley and Stapleford which will mean planning permission is required for the change of use from C3 (dwellinghouse) to C4 (used for between 3-6 residents). To also seek approval to undertake consultation on an update to the Houses in Multiple Occupation Supplementary Planning Document to reflect the proposed changes to Article 4 areas. This is in accordance with the Council's

Corporate Priority of Housing – a good quality home for everyone.

6.2 Old Brewery Site Kimberley (Pages 233 - 236)

The purpose of the report is to inform Cabinet of the groundwork investigations and allied reports required at Kimberley Brewery site (Phase 3) and to agree a budget for the works. Also to seek in-principle approval that negotiations to purchase the site for use as Social Housing can be commenced if the reports' conclusions indicate that the site could produce a viable social housing scheme.

7. Housing

7.1 Housing Service Improvement Plan – Update (Pages 237 - 246)

To give Cabinet an update on the Service Improvement Plan following the recent judgement from the Regulator of Social Housing.

8. Environment and Climate Change

8.1 Bramcote Hill Park Development Proposal (Pages 247 - 252)

To set out a potential development option for Bramcote Hills Park, specifically proposals for enhanced visitor amenities including a café, toilets and a meeting space.

9. Community Safety

9.1 Hate Crime Pledge (Pages 253 - 274)

To approve the renewal of the Hate Crime Pledge 2026/29. This is in accordance with The Councils vision of A greener, safer, healthier Broxtowe, where everyone prospers and its Community Safety priority of A safe place for everyone.

10. Cabinet Work Programme (Pages 275 - 276)

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 paragraphs 1, 2, and 3 of Schedule 12A of the Act.

12. New Replacement Bramcote Leisure Centre (Pages 277 - 286)

13. Development Schemes Update – Land at Cross Street Eastwood & 84 Church Street, Eastwood (Pages 287 - 290)

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CABINET

TUESDAY, 3 FEBRUARY 2026

Present: Councillor M Radulovic MBE, Chair

Councillors: 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

100 APOLOGIES

There were no apologies for absence.

101 DECLARATIONS OF INTEREST

Councillor M Radulovic MBE declared that he was pre-determined in item 4.1, minute number 104, refers.

Councillor J W McGrath declared a non-registerable interest in item 4.1 as he owns a number of cemetery plots, minute number 104 refers.

102 MINUTES

The minutes of the meeting held on 6 January 2026 were confirmed and signed as a correct record.

103 SCRUTINY REVIEWS

Cabinet noted the matters proposed for and undergoing scrutiny.

104 SCRUTINY REVIEW OF CEMETERY MEMORIALS

Members considered the recommendations from the Overview and Scrutiny Committee following its review of Cemetery Memorials. An equalities impact assessment had been included which allowed for further consideration of the item. The Friends of Broxtowe Cemeteries Group were thanked for their dignity and perseverance throughout the review and additional recommendations were proposed to be added in relation to reopened graves not being required to revert to the one-metre rule, consultation on memorial days and new memorials complying with the one-metre rule.

RESOLVED that the following be approved:

- 1. To recognise the confusion caused to some local residents and thank them for their contributions, while also commending the work of Council Officers, acknowledging the difficult work they undertake in an often-conflicting environment and also thanking them for their contributions to the work of the task and finish group.**
- 2. To allow the construction and maintenance of cemetery memorials and memorial gardens on leased grave plots in Borough cemeteries, up to a maximum length of one metre from the headstone plinth and of the equivalent width as the headstone at its base. These must be bounded by a kerbset installed by a registered stonemason (or an agreed alternative, if signed off by the Officers deemed appropriate by Cabinet), and subject to agreement on the materials used, the absence of any prohibited items, and an agreed plan of action should any issues arise. The outside of the kerbset should be in alignment with the headstone at its base.**
- 3. To therefore permit the installation of kerbsets on grave plots in Borough cemeteries, subject either to official installation by Council staff, or a suitable standard of installation and maintenance that does not unduly interfere in grounds maintenance. It is advisable that any kerbing fitted to a grave should bound the outer limit within which memorial items are permitted, up to a limit of one metre, with the width being the same as that of the headstone at its base. Any kerbset that is not officially installed must be signed off by the relevant Council Officers.**
- 4. To instruct Legal Services to review (and draft where required) any revisions to the existing Cemetery Rules and Regulations and internment forms that may be required. This will ensure compliance by the grave owners of the terms and conditions and to ensure the Council complies with their statutory obligations.**
- 5. All new graves (plots leased or dug since new Rules and Regulations take effect) should be permitted to maintain a memorial of up to one metre as stipulated in recommendations above, while older graves will be permitted to maintain memorials of more than one metre and up to a maximum length of the length of the grave plot, where these are already in place. When such older graves are reopened, they must then revert to 'the one metre rule', only maintaining memorials of up to one metre after this reopening. Any such memorials over one metre in length must still be at or below the width of the headstone at its base and bounded by an appropriate and agreed upon kerbset.**
- 6. The owners of any graveside memorials outside of those allowed under these new rules (i.e. where older graves with pre-existing memorials do not revert to 1m in length following a reopening, are too wide, or feature prohibited items, or where new graves have memorials of >1m, etc.) should be offered time and assistance to reorganise their memorials, after which time their memorials should be removed in accordance with the new regulations. Support may include notification of the grave owners that their memorial items may need to be cleared and storage of such items for a specified period of time.**
- 7. The list of items prohibited on graveside memorials is to be reviewed and agreed, in collaboration with relevant stakeholders, including the Friends of Broxtowe Cemeteries and other cemetery users and bereaved families. The list should then be strictly adhered to by all grave owners and clearly**

enforced by grounds staff to safeguard against health and safety concerns. An exception should be made for a small amount of additional decoration on birthdays (for 14 days after the deceased's birth date) and Christmas (until 4 January).

8. Planted flowers, trees or shrubs should not be permitted in graveside memorials, due to the unsettling effects that roots can have on headstones and other features. Where planted vegetation is present, grave owners should be contacted and asked to pot them. If this is not done within an agreed timespan, any such planted features should be removed.
9. To consider, in consultation with any Officers, the Friends of Broxtowe Cemeteries, and any other stakeholders as appropriate, new messaging to grave owners and cemetery visitors informing them of the changes to Cemeteries Rules and Regulations and how this may affect them, such as in relation to adjacent burials, among other areas. Consideration should be given to communications stating that the Council wishes to work with visitors to manage any new health and safety and accessibility dynamics that may arise from new regulations and that visitors are duly informed of these by entering any Borough cemetery. Input should be sought from Communications, Bereavement Services and Health and Safety to ensure accuracy and consistency.
10. Grave owners should be given a copy (paper or electronic) of the Council's Cemeteries Rules and Regulations upon signing their interment form, where this is not already the case.
11. To consider making available any additional funding necessary to implement changes to cemetery management and grounds maintenance procedures which are required to work around any memorials that will remain under the new rules, i.e. changes to shift patterns, procurement of different grass-cutting, soil boxes or other equipment, etc. This would need to be subject to specific approval by Cabinet where there would be budget implications. Use of the Council's apprenticeship scheme should be considered if it is deemed necessary to take on additional staff.
12. The feasibility of implementing a 'cooling period' of seven days or more before the signing of the interment form by grave owners should be evaluated. This would be a period in which grave owners are able to contact the Council, enquire about and potentially reconsider whether they would like to sign their interment forms assenting to the Rules and Regulations, allowing them time to properly comprehend all of the conditions while in a state of grief, though this must of course occur before and not delay interment. This may also function as an improved accessibility measure for mourners with dyslexia, ADHD etc., who may struggle to digest the form in full when they are first presented with it.
13. Grave owners should be contacted again before they are able to commission an official memorial – such as a headstone – to ensure that they are still cognisant of the Rules and Regulations and appreciate what they may and may not construct. The possibility of having them sign a document again at this stage to reiterate this should also be investigated.
14. The Council should investigate alternative possibilities to facilitate residents' mourning at Borough cemeteries, such as the creation of designated memorial gardens where more significant, personalised memorials are permitted, or augmented reality/VR offers, such as has been implemented at the D.H. Lawrence Birthplace Museum, especially where this would be helpful in managing accessibility or health and safety concerns.

15. The Council should investigate the possibility of helping to offer or signpost cemetery visitors to bereavement counselling services as part of its communications with residents on this issue.
16. To consider requesting that Bereavement Services should work closely with local funeral directors to understand their processes and procedures, if it would not duplicate work and as and when resources allow. The Council's Cemeteries Team should also consider the creation of a working group or bi-monthly catch-up meeting between themselves and local funeral directors to discuss any issues regarding communications with grave owners. This may help improve co-ordination and understanding of the Rules and Regulations and allowable memorial features among grave owners.
17. To consider, in consultation with Officers as appropriate, investigating the coordination of forms of funding for those that cannot afford funeral costs, such as helping those who cannot afford one to purchase a headstone. Monies from metals extracted during cremation should also be considered for this purpose, in collaboration with the Institute of Cemetery and Crematorium Management (ICCM), as required.
18. The formation of a working group, composed of Members, Officers, and any other stakeholders as considered appropriate, that will work to implement all new measures arising from any Cabinet resolutions on these recommendations, in a robust and compliant manner.
19. Any reopened graves would not be required to revert to the one metre stipulation.
20. To undertake consultation with concerned individuals and groups regarding the number of celebration/memorial days.
21. New memorials to comply with the one-metre rule.

Reason

The resolutions, while acknowledging the potential memorials to present a risk to cemetery visitors, the public and Council employees if not subject to adequate controls, find solutions to the concerns raised and subject these risks to adequate controls, while also serving residents and their desire to be permitted more means to express their grief through graveside memorialisation.

(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.)

104.1 BUDGET PROPOSALS AND ASSOCIATED STRATEGIES

Cabinet considered recommending to Council the capital and revenue budgets proposals together with the Capital Strategy, Prudential Indicators, Treasury Management Strategy, Investment Strategy and General Fund Medium Term Financial Strategy. The service and financial plans were considered as an integral part of the budget setting process by the Overview and Scrutiny Committee on 19 and 20 January 2026.

RESOLVED that:

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

RECOMMENDED to Council that:

2. **The Housing Revenue Account budgets as submitted be approved.**
3. **The General Fund revenue budgets as submitted be approved.**
4. **The capital submissions and priorities within them be approved and that the Interim Deputy Chief Executive and Section 151 Officer be authorised to arrange the financing of the Capital Programme as necessary.**
5. **The Council Tax Requirement for 2026/27 including special expenses (but excluding local precepting requirements) be £7,216,416.**
6. **An amount of £760,309 be withdrawn from the General Fund Reserve and an amount of £439,883 be taken from the General Fund earmarked reserves in 2026/27.**
7. **The Capital Strategy 2026/27 to 2028/29 be approved.**
8. **The Minimum Revenue Provision policy, as set out, be approved.**
9. **The Treasury Management Strategy Statement 2026/27 to 2028/29 be approved.**
10. **The Investments Strategy 2026/27 to 2028/29 be approved.**
11. **The General Fund Medium Term Financial Strategy to 2029/30 be approved.**

Reason

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

104.2 CAPITAL PROGRAMME 2025/26 – CAPITAL BUDGET VARIATIONS

Members considered the capital budget variations for 2025/26. The Capital Programme for 2025/26 to 2027/28 was approved by Council on 5 March 2025. The total value of the original Capital Programme for 2025/26 was £34.966m (£32.484m excluding 'reserve items'). Several capital schemes required amendments to the budgets to more accurately reflect expectations in the current financial year. In all cases the capital financing would not be adversely affected with schemes either being funded by capital grants or through previously agreed prudential borrowing which will be adjusted accordingly to match spends.

These schemes included elements of the Housing Delivery Programme, an element of Economic Regeneration Projects relating to the UK Shared Prosperity Fund and other General Fund capital schemes.

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

Reason

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

104.3 PAY POLICY 2026/27

Cabinet considered the Pay Policy for 2026/27 prior to its submission to full Council. The pay policy statement for 2026/27 set out the Council's policies relating to the remuneration of its senior officers, the remuneration of its lowest paid employees. Each Local Authority had a statutory obligation to publish an annual Pay Policy Statement.

RECOMMENDED to Council that the Pay Policy Statement 2026/27 be approved.

Reason

Each Local Authority had a statutory obligation to publish an annual Pay Policy Statement.

105 HOUSING

105.1 REGULATOR OF SOCIAL HOUSING - JUDGEMENT

The Regulator for Social Housing (RSH) completed a thorough inspection of Broxtowe Borough Council in October 2025, in relation to the Regulator's Consumer Standards. During the inspection, the Regulator met with tenants, officers and elected Members and reviewed a wide range of documents and data. Following the inspection, the Council received a C3 rating from RSH, meaning that the Council was not meeting the Regulator's requirements and must work to improve its position. This was the first time that the Council had been assessed in this way following the introduction of new regulations as part of the Social Housing (Regulation) Act 2023. Members noted a report which gave information on the judgement from the RSH and welcomed the report that led to the judgement.

It was stated that the repairs service had undergone wholesale improvements which would be of benefit to the residents. It was further stated that there was much context to the report and that fire safety was extremely important and the issue had been addressed fully over approximately the last year which was evidenced by full reviews of fire risk assessments, there were an estimated 6,000 actions 3,117 actions all of which were medium and low risk and a management plan was being worked through. Members were informed that over the next twelve months the situation would be hugely advanced.

105.2 NEW COMPETENCE AND CONDUCT STANDARD FOR HOUSING SERVICES

Members noted a report on the requirements of the new Competence and Conduct Standard as part of the Social Housing Regulation Act 2023. Officers stated that as part of the Social Housing Regulation Act 2023, the government was implementing a new Competence and Conduct Standard for those who worked in housing services. This was in addition to the four existing Consumer Standards that the Council had to demonstrate compliance against. All Registered Providers of social housing would need to ensure that "all staff involved in the provision of services in connection with the management of social housing have the skills, knowledge and experience to exhibit the behaviours needed to deliver a good quality service". The Regulator of

Social Housing would need to be provided with assurances that the Council was meeting the expectations set out in the standard.

105.3 HOUSING SCRUTINY GROUP REPORT - VOIDS PROCESS

As part of the Regulator of Social Housing's Transparency, Influence and Accountability Standard, there is an expectation that Registered Providers of Social Housing provide meaningful opportunities for tenants to scrutinise their landlord's strategies, policies and services.

A decision was made by the Housing Influence Panel (HIP) to create a Housing Scrutiny Group to conduct scrutiny exercises, and report back their findings and recommendations to the HIP for them to monitor. In April 2024, scrutiny training was delivered to members of the HIP to ensure that they knew how to effectively review Housing services, improve standards and to hold the Council to account through structured analysis, understanding co-regulation and developing effective recommendations.

RESOLVED that the recommendations in Appendix 1 of the report and the Lettable Standard in Appendix 2 of the report, be approved.

Reason

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

106 ENVIRONMENT AND CLIMATE CHANGE

106.1 ENVIRONMENTAL ENFORCEMENT UPDATE

In September 2024, Cabinet approved the appointment of a third-party environmental enforcement contract to support the work of the Neighbourhood Wardens. The contract was intended to complement local enforcement activities and enhance the Council's ability to enforce environmental regulations for littering, fly tipping and dog fouling (the latter when there is a PSPO in place). The arrangement was proposed as an initial 12-month trial.

RESOLVED that:

- 1. The contract with the third-party Environmental Enforcement contractor be extended for one further year be approved.**
- 2. The subject be considered by the Policy Overview Working Group.**

Reason

To provide a proactive environmental enforcement service.

106.2 ADOPTION OF BRAMCOTE QUARRY AND ALLOCATION OF SECTION 106 FUNDS

The former BIFFA sand quarry and landfill site at Bramcote was legally adopted by the Council in July 2025. Section 106 funds had been received from BIFFA for the improvement and maintenance of the restored quarry. Following the cessation of quarrying and landfill operations the site was capped and restored by BIFFA. It now comprised of a mixture of young woodland, naturalistic grassland and crushed stone paths. There was also a small car parking area with gated access. At present the gates were kept locked and only pedestrian access was possible, as keeping the gates open would make the site vulnerable to fly-tipping and unauthorised encampments.

Crushed stone paths on site had suffered erosion and wash-out in heavy rain and were not accessible. With a large-scale residential development currently taking place on the Coventry Lane, the footfall to this site was likely to increase. Members were informed that the proposed improvements included upgrading the car park and access track and incorporating a height restriction barrier at the entrance to the site to prevent unauthorised encampments. The area surrounding the car park would be more formally maintained and made more visible to discourage fly-tipping.

RESOLVED that:

- 1. That the proposed improvement works at the former Bramcote Quarry and Landfill site be approved and added to the Capital Programme in 2026/27, with the cost of £107,000 to be funded by the relevant Section 106 Contributions be approved.**
- 2. That the draft management plan for the Bramcote Quarry site be submitted for public consultation and comment be approved.**
- 3. A public consultation exercise be undertaken to name the open space be approved.**
- 4. To undertake the necessary steps to designate the site Local Nature Reserve be approved.**

Reason

The proposed designation and management of the site as a Local Nature Reserve will deliver positive climate benefits by enhancing carbon sequestration through habitat restoration and tree planting, while supporting biodiversity and ecosystem resilience. These improvements contribute to climate adaptation and mitigation objectives, aligning with the Council's Climate Change and Green Futures Strategy.

107 COMMUNITY SAFETY

107.1 PSPO RENEWAL

Members considered a report which sought approval for the renewal of the pre-existing Public Spaces Protection Orders (PSPO) for alcohol control, vehicle control, dog control and footpath gating in order to continue to deter and control issues of ASB in public spaces. It was stated that a number of cases relating to ASB had recently been recognised in Beeston Town Centre which lay just outside of the designated area. Members agreed that the designated spots be amended to include the affected areas.

RESOLVED that:

1. **Beeston Town Centre Alcohol Control PSPO be approved.**
2. **Beeston North Alcohol Control PSPO be approved.**
3. **Stapleford Town Centre Alcohol Control PSPO be approved.**
4. **Eastwood Town Centre Alcohol Control PSPO be approved.**
5. **Kimberley Town Centre Alcohol Control PSPO be approved.**
6. **Manor Park Alcohol Control PSPO be approved.**
7. **Eastwood Vehicle Control PSPO be approved.**
8. **Chilwell Vehicle Control PSPO (including extension) be approved.**
9. **Basil Russell Playing Fields Dog Control PSPO be approved.**
10. **Malthouse Close to Knapp Avenue Footpath Gating PSPO be approved.**
11. **An additional budget of £1,500, if required, be set aside from General Fund Revenue Contingencies for this purpose.**
12. **Consideration be given to the extension of the area in resolution 1 in relation to cases of ASB that have emerged in recent weeks, and if necessary, a delegation be granted to the Leader of the Council and the Portfolio Holder for Community Safety in consultation with the Head of Communities and Community Safety.**

Reason

A PSPO allows action to be taken where that behaviour causes ASB.

108 CABINET WORK PROGRAMME

Members considered the Work Programme and added updates on the Housing Regulator to the meetings to be held in March and June, in addition to information on Bramcote Leisure Centre to the March meeting.

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

Reason

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

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Report of the Monitoring Officer

Scrutiny Reviews

1. Purpose of Report

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

2. Recommendation

Cabinet is asked to NOTE the report.

3. Detail

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.

At the Overview and Scrutiny Committee meeting to be held on 26 March 2026 the Committee will consider items submitted as suggestions for scrutiny in order to formulate a work programme for 2026/27.

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 Interim Deputy Chief Executive 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.	Anti-Social Behaviour Policy – Housing	Governance, Audit and Standards Committee	All Corporate Priorities

2. Update Reviews

	Topic	Topic suggested by	Link to corporate priorities/values	Proposed Date to Overview and Scrutiny Committee
1.	D.H. Lawrence Museum	Overview and Scrutiny Committee	Invest in our towns and our people.	September 2026
2.	Equality, Diversity and Inclusion at the Council.	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.	September 2026
3.	Cemetery Memorials	Cabinet		To be confirmed by the Overview and Scrutiny Committee

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Report of the Interim Chief Executive

Local Government Reorganisation

1. Purpose of Report

To give an update report on Local Government Reorganisation in Nottingham and Nottinghamshire.

2. Recommendation

Cabinet is asked to NOTE the report.

3. Detail

Local Government Reorganisation (LGR) in Nottingham and Nottinghamshire has progressed through a defined sequence of statutory and policy milestones, beginning with the Government's invitation to develop proposals before submission in November 2025. The process was designed to develop and implement proposals to move from the current two-tier local government system to unitary authorities in Nottingham and Nottinghamshire.

The immediate next milestone is the statutory consultation which is live from 5 February until 26 March 2026. Following this, there will be ministerial consideration of all three proposals and consultation evidence, resulting in a "minded to" decision. The process will then move to the preparation and parliamentary approval of a Structural Changes Order. This report will give an overview of each stage of the process in more detail.

3.1 Invitation to submit unitary proposals

The reorganisation process formally commenced when the Ministry of Housing, Communities and Local Government issued an invitation to councils in Nottingham and Nottinghamshire to submit proposals for unitary local government. The invitation set out the statutory framework, assessment criteria and timescales for submission. At this stage, Nottinghamshire County Council, Nottingham City Council and the district and borough councils worked to develop an Interim Plan which was submitted in March 2025. This plan detailed the initial findings of potential "Core Options" and how the Council's will work together to develop more detailed options appraisals. Within this submission, Council agreed to include a detailed appendix to the government submission, highlighting the Risks and Concerns of the initial options being proposed.

3.2 Development and submission of proposals

Following the invitation, councils across Nottingham and Nottinghamshire developed and submitted formal proposals for reorganisation. Each council was permitted to submit a single proposal, either individually or jointly, and proposals were required to address governance arrangements for the whole of the affected

geography. Submissions set out the proposed unitary structures, the rationale for change, anticipated financial and service impacts, and an outline approach to transition and implementation. By the point of submission, councils were expected to ensure that proposals were supported by proportionate evidence and were internally consistent with local financial, service and workforce realities. Within Nottinghamshire, three proposals were developed. The detailed proposals can be found by accessing the link [Nottingham and Nottinghamshire | LGR](#)

Below is a summary of these proposals.

Proposal	Geographical Area
Option 1b	One authority consisting of the current Broxtowe, Gedling and Nottingham City boundaries. One authority consisting of the remaining Nottinghamshire authorities, including Nottinghamshire County Council.
Option 1e	One authority consisting of the current Broxtowe, Rushcliffe and Nottingham City boundaries. One authority consisting of the remaining Nottinghamshire authorities, including Nottinghamshire County Council
Option bii Nottingham City Expanded Boundaries	This option is being developed by Nottingham City Council. No detailed map has been produced but the expansion of the Boundaries is expected to take in some areas of Broxtowe, Gedling and Rushcliffe.

At the Council meeting on 26 November 2025, the following recommendations were made to Cabinet:

1. RECOMMENDED to Cabinet that Proposals 1b, 1e and Bii (Nottingham City expanded boundaries) be rejected.
2. RECOMMENDED to Cabinet that the Impact Assessment Report be submitted to the Secretary of State by Broxtowe Borough Council as part of this process.

Following the Cabinet Meeting on 27 November 2025, the following was duly resolved:

1. Proposals 1b, 1e and Bii (Nottingham City expanded boundaries) be rejected.
2. The Impact Assessment Report be submitted to the Secretary of State by Broxtowe Borough Council as part of this process.

3. Delegation be given to the Interim Chief Executive, in consultation with the Leader and Deputy Leader, to write to the Secretary of State to reflect the Council's position.

The letter and Impact Assessment Report were submitted to the Secretary of State on 28 November 2025. At the point of writing the report, no official response has been received.

3.3 Statutory consultation in Nottingham and Nottinghamshire

Statutory consultation represents a mandatory and pivotal stage in the reorganisation process for Nottingham and Nottinghamshire. Following the submission of proposals, MHCLG are undertaking a formal consultation to gather representations before Ministers can determine on the best proposal for Nottingham and Nottinghamshire.

The consultation seeks views on the implications of reorganisation for local communities, services and governance. Consultation includes councils across Nottingham and Nottinghamshire that will be affected by the proposals, including Broxtowe Borough Council, as well as a wider range of stakeholders. Whilst the consultation is aimed at stakeholders, it is open to the public.

The consultation focuses on issues such as geographic and economic areas, size of the proposed authorities, service quality, meeting local needs, community engagement and support devolution.

The consultation will primarily ask for opinions based on the submissions that have been made, being 1b, 1e and bii as detailed in 3.2. However, it should be noted that the Council raised concerns regarding these three options for Broxtowe residents and chose to reject all three options at Cabinet meeting on 27 November 2025.

Although MHCLG are leading the statutory consultation, local authorities in Nottingham and Nottinghamshire are expected to play an active supporting role. The Council's Communication Team are working with all of the Nottingham and Nottinghamshire authorities to ensure there is consistent and clear information being provided about the consultation phase. For those that are non-digital, there will be paper copies of the consultation provided in libraries and Council Offices across the County and City area.

A full list of the proposed organisations receiving a request for consultation on the proposals is detailed in the **Appendix**.

3.4 Ministerial consideration and "minded to" decision

Following the close of consultation, Ministers will consider the proposals for Nottingham and Nottinghamshire alongside consultation responses and any additional evidence requested. This stage commonly included the issue of a ministerial "minded to" letter, indicating that the Secretary of State was inclined to proceed with a particular proposal for reorganisation.

While the “minded to” letter does not constitute the final legal decision, it represents a significant milestone for local authorities in Nottingham and Nottinghamshire. It provides a clear position on the Government’s preferred proposals and enables councils to move from high-level proposal development to detailed implementation planning. At this point, authorities will be expected to strengthen programme governance, develop detailed implementation plans and prepare for legislative transition.

This decision is expected to be made prior to the Parliament entering summer recess, which is scheduled to commence on 16 July 2026.

3.5 Decision to implement and preparation of the Structural Changes Order

Once Ministers decide on the proposal for Nottingham and Nottinghamshire, MHCLG will begin preparing secondary legislation in the form of a Structural Changes Order. For Nottingham and Nottinghamshire, the order would establish the new unitary authorities, abolish existing councils on the relevant vesting date, and set out transitional, governance and electoral arrangements.

Local authorities are expected to work closely with MHCLG to provide technical input, support detailed drafting and ensure that the specific circumstances of Nottingham and Nottinghamshire were accurately reflected in the legislation.

3.6 Transition and implementation period

Following the making of the Structural Changes Order, local government in Nottingham and Nottinghamshire will enter a formal transition period. Existing councils continue to deliver services while preparations were undertaken to transfer responsibilities, assets, staff and budgets to the new authority or authorities.

Councils are expected to deliver a comprehensive implementation programme covering governance arrangements, service transition, workforce transfer, financial planning, assets and liabilities, ICT systems and democratic processes. Given the scale of services across Nottingham and Nottinghamshire, this phase will require strong programme management and assurance to ensure service continuity and financial stability. This programme management resource is currently being developed within the Nottingham and Nottinghamshire area with Nottingham City Council having already recruited to a LGR Director post.

3.7 Shadow Elections

Shadow elections are expected to take place in May 2027 to establish the first cohort of elected Members for the new unitary authorities created through Local Government Reorganisation in Nottingham and Nottinghamshire. These elections would normally be provided for within the Structural Changes Order. The purpose of shadow elections is to ensure that a democratically elected body is in place ahead of vesting day to provide political leadership, approve key strategic decisions and oversee preparations for the transition from existing councils into the new governance arrangements.

3.8 Vesting Day and commencement of the new unitary authorities

On vesting day, the new unitary authorities for Nottingham and Nottinghamshire become fully operational and assume all statutory functions, powers, assets and liabilities of the predecessor councils, which were formally dissolved. Vesting day is proposed to be 1 April 2028.

4. Financial Implications

The comments from the Interim Deputy Chief Executive were as follows:

The Interim Deputy Chief Executive and Section 151 Officer will continue to work with the Nottinghamshire Finance Officers Association (NFOA) on LGR matters, having previously supported the NFOA with the financial aspects of the options submitted in November 2025. This work was completed in conjunction with the consultants, PwC, and supported by CIPFA. The assumptions made by PwC have been challenged and reasonable assurances have been provided as to transition costs and potential financial savings that could be achieved by LGR.

5. Legal Implications

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

The Council was invited on 5 February 2025 to submit a proposal for unitarisation and local government reorganisation under Part 1 of the Local Government and Public Involvement in Health Act 2007 (“the 2007 Act”) across Nottinghamshire and Nottingham. This power has been actively exercised under the current government's Devolution Priority Programme, as outlined in the English Devolution White Paper published in December 2024, which sets out a renewed commitment to simplifying local government structures to improve service delivery, accountability, and efficiency. These invitations were issued pursuant to the statutory powers under the 2007 Act, supported by ministerial statements and guidance that establish criteria for assessing proposals, including local support, financial sustainability, and service improvement.

Under section 3(6) of the 2007 Act, the Council may respond to the invitation either by a) making its own proposal in accordance with the invitation; or b) making a proposal, in accordance with the invitation, jointly with any of the other authorities. In any event, the proposal will have some sort of impact on Nottinghamshire authorities, when the proposals come to be considered by the Secretary of State as a whole.

There is no statutory requirement on the Councils to consult the members of the public affected by a proposed reorganisation. However, the Secretary of State's invitation and guidance does state that ‘It is for councils to decide how best to engage locally in a meaningful and constructive way and this engagement activity should be evidenced in your proposal’ and ‘Proposals should include evidence of local engagement, an explanation of the views that have been put forward and how concerns will be addressed’. Engagement in respect of the

Councils' proposed preferred option has been undertaken, and the results of that engagement are set out in this report.

The decision is then to be made by the Secretary of State by way of a Structural Changes Order (SCO) being laid, which is to follow only after a period of consultation to be undertaken by the Secretary of State and any response to a request for review made of the Boundary Commission. The SCO will cover the initial transitional arrangements, pending elections to the new local government areas, as well as matters relating to those elections.

The approval of any proposal under the Act is an executive function in accordance with the Local Government Act 2000 Section 9D(2). The Executive will, therefore, be required to make a final decision on approving the Council's proposal for submission, taking into consideration the recommendations of the Council, which is a consultee in relation to this matter.

6. Human Resources Implications

There were no comments from the Human Resources Manager.

7. Union Comments

The Union comments were as follows:

It is probably too early at this stage to make any firm comments until the situation affecting members of staff are fully known. Regular engagement with staff to make them aware of progress and to seek their views on these important proposals is essential to maintaining good staff morale moving forward. We do accept that as the LGR progresses then the implications on staff will be clearer and then we feel that relevant feedback from Unison will thus be provided.

8. Climate Change Implications

Not applicable.

9. 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.

10. Equality Impact Assessment

Not applicable.

11. Background Papers

Nil.

Appendix

Listed below are the organisations that MHCLG will consult with in respect of the Statutory Consultation phase.

Principal Councils

- Ashfield District Council
- Bassetlaw Borough Council
- Broxtowe Borough Council
- Gedling Borough Council
- Mansfield District Council
- Newark and Sherwood District Council
- Nottinghamshire County Council
- Rushcliffe Borough Council
- Nottingham City Council

Neighbouring Councils

- Derbyshire County Council
- Amber Valley Borough Council
- Bolsover District Council
- Chesterfield Borough Council
- Derbyshire Dales District Council
- Erewash Borough Council
- High Peak Borough Council
- North East Derbyshire District Council
- South Derbyshire District Council
- Derby City Council
- City of Doncaster Council
- Leicestershire County Council
- Blaby District Council
- Charnwood Borough Council
- Harborough District Council
- Hinckley and Bosworth Borough Council
- Melton Borough Council
- North West Leicestershire District Council
- Oadby and Wigston Borough Council
- Leicester City Council
- Rutland County Council
- Lincolnshire County Council
- Boston Borough Council
- City of Lincoln Council
- East Lindsey District Council
- North Kesteven District Council
- South Holland District Council

- South Kesteven District Council
- West Lindsey District Council
- North East Lincolnshire Council
- North Lincolnshire Council
- Rotherham Metropolitan Borough Council

Strategic Authorities

- East Midlands Combined County Authority
- Greater Lincolnshire Combined County Authority
- South Yorkshire Combined Authority
- Mayor of the East Midlands
- Mayor of Greater Lincolnshire
- Mayor of South Yorkshire

Health bodies

- Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust
- East Midlands Ambulance Service NHS Trust
- NHS Nottingham and Nottinghamshire Integrated Care Board
- Nottingham University Hospitals NHS Trust
- Nottinghamshire Healthcare NHS Foundation Trust
- Sherwood Forest Hospitals NHS Foundation Trust

Police and Fire

- Nottinghamshire Police
- Nottinghamshire Fire and Rescue Service
- Nottinghamshire Local Resilience Forum
- Nottinghamshire Police and Crime Commissioner

Other Public Sector

- Midlands Connect
- Nottingham City Safeguarding Adults Board
- Nottingham City Safeguarding Children Partnership
- Nottinghamshire Association for Local Councils
- Nottinghamshire Safeguarding Adults Board
- Nottinghamshire Safeguarding Children Partnership

Education bodies

- Nottingham Trent University
- University of Nottingham
- Bilborough College
- North Nottinghamshire College
- Nottingham College
- Portland College
- Vision West Nottinghamshire College

- Lincoln College Group (Newark)
- Confetti College

VCSE

- Forever Notts (Community Foundation for Nottinghamshire)
- One East Midlands
- Bassetlaw CVS
- Mansfield CVS
- Rushcliffe CVS
- Your CVS
- Ashfield Voluntary Action
- Nottingham CVS
- East Midlands VCSE Alliance (EMVA)

Business Bodies

- CBI Midlands
- East Midlands Chamber of Commerce
- East Midlands Freeport
- FSB East Midlands
- IoD Derbyshire and Nottinghamshire

Other

- Lord Lieutenant of Nottinghamshire
- Marketing Nottingham & Nottinghamshire (LVEP)

National Bodies

- Environment Agency
- Local Government Association
- GMB Union
- National Association of Local Councils
- National Highways
- National Housing Federation
- UK Health Security Agency
- Unison
- Unite The Union
- Local Government Boundary Commission for England

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Report of the Portfolio Holder for Resources and Personnel Policy

Review of Corporate Plan Progress and Financial Performance - December 2025 (Q3)

1. Purpose of Report

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

2. Recommendation

Cabinet is asked to NOTE the progress made in achieving the Corporate Plan priorities and financial performance for the quarter ended 31 December 2025.

3. Detail

The Corporate Plan 2024-2028 was approved by Council on 10 July 2024. Business Plans are primarily linked to the five corporate priority areas of Housing, Business Growth, Environment, Health and Community Safety. In addition, the support service areas of Resources, Revenues, Benefits and Customer Services and ICT and Business Transformation are also considered. Business Plans for 2025/26 were approved by Council on 5 March 2025.

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

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

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

A summary of the financial position as at 31 December 2025 regarding salaries budgets, controllable income headings and a summary of the capital expenditure position is included in **Appendix 2**.

4. Key Decision

Not applicable.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Interim Deputy Chief Executive and Section 151 Officer were as follows:

Any financial implications are considered in the report and appendices.

7. Legal Implications

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

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

8. Human Resources Implications

There were no comments from the Human Resources Manager:

9. Union Comments

There were no Union comments in relation to this report.

10. Climate Change Implications

Climate change implications are considered as part of the business planning and budget setting process.

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

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

13. Background Papers

Nil.

Appendix 1a

Performance Management – Broxtowe Borough Council**1. Background - Corporate Plan**

The Corporate Plan 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, Leisure and 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 5 March 2025. In addition, the Business Plans for the support service areas of Resources; Revenues, Benefits and Customer Services; and ICT and Business Transformation were also approved.

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

3. Performance Management

As part of the Council's performance management framework, Committees / Cabinet and Members receive reports of progress against the Business Plans. This report provides the outturn data relating to Critical Success Indicators (CSI) for each area and a summary of the progress made to date on key tasks and priorities for improvement in 2025/26 (as extracted from the performance management system). It also provides the latest data relating to Key Performance Indicators (KPI).

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

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

Action Status Key

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

Performance Indicator Key

Icon	Performance Indicator Status
	Alert
	Warning
	Satisfactory
	Unknown
	Data Only

The Performance Indicator Status in the tables shows the position related to the frequency of reporting as described in the column titled "Frequency". Where the frequency is annually this will be for the previous year 2024/25.

Performance Summary – Priority Areas

The tables provide a summary of Business Progress for the Council's priority areas.

Priority Areas – Key Tasks and Areas for Improvement 2025/26

	Completed 	In Progress 	Warning 	Overdue 	Cancelled 
Housing	-	11	-	-	-
Business Growth	-	8	-	-	-
Environment	-	11	-	-	-
Leisure and Health	2	10	-	-	-
Community Safety	4	22	-	-	-
TOTAL	6	62	-	-	-

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

	Completed 	In Progress 	Warning 	Overdue 	Cancelled 
Housing	-	11	-	-	-
Business Growth	-	8	-	-	-
Environment	-	11	-	-	-
Leisure and Health	4	8	-	-	-
Community Safety	6	20	-	-	-
TOTAL	10	58	-	-	-

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

The summary below shows the 2025/26 quarter 3 performance information and targets. Where data is only available on an annual basis the information has been excluded from the summary table to provide an accurate summary of progress at quarter 3.

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

	Satisfactory 	Warning 	Alert 	Data Only 
Housing	9 (6)	3 (2)	3 (1)	- (-)
Business Growth	8 (4)	- (-)	- (-)	1 (-)
Environment	6 (-)	6 (2)	1 (-)	3 (-)
Leisure and Health	- (-)	- (-)	- (-)	1 (1)
Community Safety	1 (-)	- (-)	4 (-)	9 (5)
TOTAL	24 (10)	9 (4)	8 (1)	14 (6)

Forecast of 2025/26 of Performance Indicators for the Council's Priority Areas

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

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

	Satisfactory 	Warning 	Alert 	Data Only 
Housing	9 (6)	3 (2)	3 (1)	- (-)
Business Growth	8 (4)	- (-)	- (-)	1 (-)
Environment	6 (-)	5 (2)	- (-)	3 (-)
Leisure and Health	- (-)	- (-)	- (-)	1 (1)
Community Safety	2 (-)	- (-)	3 (-)	9 (5)
TOTAL	25 (10)	9 (4)	6 (1)	14 (6)

* Data is collected/calculated annually for the Performance Indicators with the position at quarter 3 2025/26 not known

Housing - Critical Success Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	HSTOP10_02 Gas Safety	Monthly	99.9%	100%	100%	100%	100% compliance was attained in Q3. HouseMark benchmarking for Q3 2025/26 for LA and ALMO is: Quartile 3 – 99.84%; Median 99.97%; Quartile 1 – 100%.
Green 	HSLocal_33 Legionella compliancy	Monthly	100%	100%	100%	100%	With a robust system, the Council has achieved its monthly target.
Green  Page 37	HSLocal_44 Asbestos compliancy	Monthly	14.5%	100%	100%	100%	Indicator linked to new regulatory requirements from the Regulator of Social Housing which is calculated annually. Number of properties requiring an asbestos survey = 4,271 Number of asbestos surveys complete = 4,022 In terms of compliance with the current Tenant Satisfaction Measures, the Council is 100% and has commenced a reinspection programme, which covers 267 blocks. An exercise is undertaken to review current asbestos data, ensuring it meets the requirements of the Control of Asbestos Regulations 2012 and conforms with best industry practice. Following review, a data cleansing exercise has taken place. A contractor was appointed following a procurement exercise to undertake the asbestos surveys. All communal areas have now been surveyed; the Council is 100% compliant. Benchmarking from HouseMark from 2024/25 for England (based on 200 landlords) is Median: 100%, Fully Compliant: 78.5% HouseMark's benchmarking for Central LA and ALMO in 2023/24 is Median: 100%, Fully Compliant: 86.8%

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	HSLocal_45 Blocks and schemes with a Fire Risk Assessment (FRA)	Monthly	70%	100%	100%	100%	<p>Indicator is linked to the new regulatory requirements from the Regulator of Social Housing, calculated annually.</p> <p>All 1,646 communal area FRS have been completed as at June 2025. (AMD)</p> <p>There are currently 3,254 FRA remedials to work through, this has reduced from 4,000. Most of these actions are low risk housekeeping issues, which are being worked through with Housing Management colleagues.</p> <p>Performance in terms of compliancy is around a valid FRA for each block with a common area, which the Council is 100% compliant. The outstanding remedial actions are high, and work is underway to address this, however this is not measured within this indicator.</p> <p>Housing Services currently has 870 (81.7% completed) outstanding properties to be tested, including difficult no accesses properties that have been passed back by the contractors. The contractors have made several attempts to contact the tenants, including phone calls, and letters.</p> <p>According to HouseMark, 67.7% of landlords in England are fully compliant (based on 200 landlords). In the Central region consisting of Local Authorities and ALMOs, 81.3% of landlords are compliant.</p>

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	AMDLocal_03 Proportion of homes (with communal areas) for which all required fire risk assessments have been carried out (%)	Monthly	-	TBC	100%	100%	New Performance Indicator to replace AMD2528_04 Fire Safety risk assessments for communal areas will all (1,646) have been refreshed by the contractor. All 1,646 communal area Fire Safety Risk surveys were completed by June 2025. Presently, all General Needs properties are covered by a simultaneous evacuation process, with communal areas covered by a smoke detection system, connected to detection within the dwellings. These properties will not require an FRA. In addition, the current Fire Safety Order legislation does not require dwellings to have an FRA completed. All-purpose built Independent Living Scheme properties are being checked, as they are part of a stay put process, to ensure they are capable to performing to the necessary standard, however as they are purpose built, this will have been covered within the design of the blocks upon construction.
Red 	AMDLocal_04 Number of outstanding Fire Safety Risk remedial actions	Monthly	-	baseline	Tracking indicator	Tracking indicator	New Performance Indicator to replace AMD2528_04 Undertake Fire Safety Risk action remediation. Currently 2,905 FRA remedials to work through. This is a reduction of 350. Of these actions the majority are low risk housekeeping issues, which are being worked through with Housing Management colleagues. A full review of all current FRAs has been undertaken.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Amber 	HSLocal_29 Electrical compliancy	Monthly	89.10%	95.50%	97.98%	100%	Housing Repairs team are proactive in working with residents and Legal Services to gain access to the remaining outstanding properties. HouseMark benchmarking for England in Q3 2025/26 is upper quartile 99.92%; median 99.70%; and third quartile 98.10% HouseMark's smaller LA/ALMOs with under 10k units in Q3 2025/26 is upper quartile 99.88%; median 98.48%; and third quartile 95.00%.
Amber  Page 40	BV66a Rent Collection: Rent collected as a proportion of the rent owed	Monthly	100.2%	99.5%	97.0%	99%	A decrease in arrears of £43.3k when comparing the December 2024 figure (£334k) and December 2025 (£291). Team expect to achieve their target by year end. The team continues to support residents who qualify with referrals for the Household Support Fund.
Green 	HSLocal_42 Homelessness cases successfully intervened or prevented rather than relieved/a main duty being accepted	Monthly	82.7%	78.4%	85.2%	70%	During Q3 2025/26, an average of 85.2% of cases were successfully intervened or prevented rather than a relieved/main duty being accepted. This is an 8.4% increase compared to Q3 last year.

Housing - Key Tasks and Areas for Improvement 2025/26

Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	HS1922_02 Refresh and implement 10-year housing new build delivery plan	Add to the social housing stock Produce affordable homes to rent	85%	Dec-2029	<p>212 properties acquired into the social housing stock since 2019. Position by 31 March 2026 will be 220 properties added to the stock.</p> <ul style="list-style-type: none"> • 8 new Council homes handed over by PJH (site off Coventry Lane also known as Hemlock Gate development site) in Q4 2025/26. • 8 new Council homes handed over by Peveril Homes at Field Farm site, Stapleford during Q2. • Inham Nook and Farm Cottage sites added a total of 20 social rent homes during Q1. <p>Development is continuing at the following sites:</p> <ul style="list-style-type: none"> • 4 dwellings on Chiltern Drive and Spring Close, Watnall • In contract to purchase 51 affordable homes at PJH. 8 properties were handed over on 17 January 2026 (4 social rent and 4 shared ownership properties). Another 8 properties handing over by 28 February 2026. <p>The Council has purchased a site to produce 8 flats in Eastwood and the purchase of another site in Eastwood is with Legal Services.</p> <p>A review of garage sites and other opportunities for potential development with feasibility assessments / appraisals is ongoing.</p> <p>Housing Delivery Plan approved by July Cabinet, active pipeline covered for the next 18 months.</p>

Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	HS2124_02.1 Implement Asset Management Strategy (AMS) 2025-2028 <i>(Asset Management and Development)</i>	Plan to fully utilise assets held within the Housing Revenue Account. Ensure all Council housing achieves the Decent Homes Standard	70%	Mar-2028	Second draft of the Asset Management Strategy (AMS) 2025-2030 was consulted on. A report was presented to Policy Overview Group in June 2025. AMS approved by Cabinet on 4 November 2025.
In Progress 	CP2326_01b Energy Efficiency Schemes (Housing Stock) <i>(Asset Management and Development)</i>	To achieve Carbon Neutral and all dwellings to be EPC level C or above	68%	Due Date is in line with the Council's net zero Target of 2027	EPC data for all Housing Stock is being collated by Nottingham Energy Assessors (circa 2,000 EPCs over 24 months). Currently 1,200 require EPCs and expect to be completed Q2 2024/25 and this data will assist in developing a programme of improving all properties to EPC C by 2030. Presently the Council has 561 properties requiring a valid EPC, with 1,475 properties under a C rating. Of these 600 properties will be improved following renewal of a Local authority Agreement. 500 more properties will be improved following a tender process funded through The Social Housing Decarb Wave 3 programme and the Council. Issues with access to some of the remaining properties is restricting progress of the improvement programme.
In Progress 	HS2427_01.1 Implement Housing Strategy 2025-28	To achieve actions to help support the corporate plan priorities, for all housing services including out landlord services	33%	Mar-2028	The 2025-28 Housing Strategy was approved by Cabinet on 4 February 2025, and the Year 1 Action Plan is currently being implemented. At the end of Q3, 83% of the Y1 actions have been completed.
In Progress 	HS2427_02 Implement Housing Improvement Board Performance Improvement Plan	To improve the services of the Housing Repairs and Capital Works team	70%	Mar-2026	The Board continues to meet regularly with an improvement plan underpinning the discussions. This includes reviewing outcomes of the Housing Ombudsman's regular Spotlight on Knowledge and Information, and exploring improvements to processes and procedures to ensure compliancy with their Complaint Handling Code.

Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	HSG2528_01 Review Lifeline Service, by undertaking consultation with current and potential customers, and adapt service accordingly	Improves service for elderly and vulnerable people in the Borough	10%	Mar-2026	Some initial benchmarking and comparison with competitors undertaken. Planned consultation has been delayed. Due date has been extended from March 2025.
In Progress 	COMS2427_02 To consider whether an additional licensing scheme for private rented dwellings would be appropriate	To determine whether the evidence exists to meet the criteria for the implementation of an additional property licensing scheme	40%	Initial scoping exercise by end January 2026 Ongoing work in 2026/27	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 are also being reviewed. The Renters Rights legislation is also likely to address one of the key benefits of an additional licensing scheme – accurately identifying such properties that may require intervention, and this in itself would assist in the evidence base required for demonstrating that any additional or selective licensing schemes would be necessary. Currently gathering information on different options and consideration of a Planning Article 4 for HIMO as a mechanism for control. Once the decision has been made on whether such controls are to be implemented and the areas they will cover, this information will be fed into any evidence on any licensing scheme. Due date extended in line with business planning cycle 2026/29.

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	Report presented to Policy Overview Working Group in March 2025. 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 (CPP). Reviews of the CPP and associated processes are regularly undertaken as business as usual on or as required by changes in legislation.
In Progress  Page 44	AMD2528_02 Develop and implement a Damp and Mould Action Plan	To ensure the Council meets the legislative requirements in relation to damp and mould Improve the health outcomes for tenants Provide information to residents Ensure compliance with legislation	80%	Ongoing	A new Damp and Mould Policy was considered by Policy Overview Working Group on 31 July 2025. This was submitted and approved by Cabinet on 2 September 2025. New Damp and Mould tracker has been introduced.
In Progress 	AMD2528_03 Undertake Asbestos Management Surveys	To ensure the Council meets the legislative requirements in relation to asbestos management	60%	Ongoing	All communal asbestos surveys have been completed, surveys within dwellings (non-statutory) are at 25%.

Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	AMD2528_04 Undertake Fire Safety Risk action remediation	To ensure the Council meets the legislative requirements in relation to Fire Safety	50%	Ongoing	<p>This task has been replaced with AMDLocal_03 Proportion of homes (with communal areas) for which all required fire risk assessments have been carried out (100%) and AMDLocal_04 Number of outstanding Fire Safety Risk remedial actions. These were introduced in June 2025 to better monitor and assess progress.</p> <p>Fire Risk Assessments for communal areas will all be refreshed through our Contractor by the end of October 2025. All action items will be on Risk Hub. Actions being allocated through the Risk Hub system, and all staff have received guidance on how to interact.</p>

Housing – Key Performance Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Amber 	HSLocal_03a Void Rent Loss	Quarterly	£239k	£245k	£226k	£300k £255k (Q3)	During Q3, the void rent loss was £59,796. The cumulative figure up to the end of the quarter was £226K. There were two rent-free weeks in December, which were included in the calculation. Number of days properties were void during the quarter was 4,879, and the cumulative number of days properties were void was 16,930.
Red 	HSTOP10_03 Average Relet Time - General Needs (<i>Time taken to relet from the end of one tenancy and the start of a new tenancy</i>)	Quarterly	63	51	43	20	Average relet time has reduced over the last 3 months. In comparison to Q3 2024/25, the average relet time has reduced by 9 days. Lettings Manager post has been vacant during this quarter and there were reduced staffing levels in the team. This has impacted on the number of properties that could be let and the average relet time.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Red 	HSTOP10_03a Average Relet Time - Independent Living (<i>Time taken to relet from the end of one tenancy and the start of a new tenancy</i>)	Quarterly	45	72	105	40	During Q3 2025/26, 10 Independent Living properties that were difficult to let (mainly due to being 1st floor properties) have been successfully let. This has significantly affected average relet time as these properties were all void for 100 or more days. If the difficult to let properties were to be excluded, the average relet time for Independent Living would be 32 days which is well within the target of 40 days.
Green 	HSLocal_BM05 Reactive appointments made and kept	Quarterly	97.7%	97.0%	98.3%	98%	During Q3 2025/26 5,102 appointments were made. Of these 5,014 were kept. The reasons for the 88 appointments not kept are as follows: 33 jobs rearranged to attend an emergency that took priority, 51 were rearranged due to operative sickness, with 4 other jobs being rearranged due to the weather.
Green 	HSLocal_46 Total number of nights bed and breakfast accommodation is used	Monthly	-	-	103	1,400 350 (Q3)	New performance indicator 2025/26. The Council currently has 22 units for Temporary Accommodation. During December, the Severe Weather Emergency Protocol (SWEP) was activated due to temperatures falling below zero, which had a slight impact. The main challenge continues to be large families in our own Temporary Accommodation units who require 4, 5 or 6 bedroom accommodation to be able to move them on. Solutions are currently being explored.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	<p>HSLocal_11 Number of cases closed in the last 3 months where a property has been returned to occupation</p> <p>This is the number returned to use with intervention from the Private Sector Housing Team, which may include at least one of the following actions:</p> <ul style="list-style-type: none"> • Correspondence by letter/ email/ meeting/ telephone with person responsible – this includes providing general or bespoke advice • Visit to assess property (external or internal) • Referral to other department or other organisation (e.g. Building Control, NCC Highways, NCC deputyship team) • Enforcement action 	Quarterly	34	18	7	24 6 (Q3)	<p>Cumulative target. This PI includes the Policy Requirement to identify five properties where partnership working is required to resolve long standing issue preventing re-occupation. In addition, this covers the work in the Empty Properties Strategy.</p> <p>Due to current vacancy in the team disrepair cases in the private rented sector are having to be prioritised over empty homes work.</p>

Business Growth – Critical Success Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	TCLocal_01a Percentage of town centre units occupied: Beeston	Quarterly	92.0% (Mar24)	93.2% (May25)	94.7% (Jan-26)	95%	There are multiple long-term vacant units that are up for sale. The significant difference is Poundland leaving the high street. The unit is for let.
Green 	TCLocal_01b Percentage of town centre units occupied: Kimberley	Quarterly	92.0% (Mar24)	92.0% (May25)	93.5% (Jan-26)	*85%	Multiple units have changed ownership with a minimal vacancy time. Occupancy rate has risen. * Target for 2025/26 reviewed and revised at mid-year review.
Green 	TCLocal_01c Percentage of town centre units occupied: Eastwood	Quarterly	86.0% (Mar24)	87.3% (May25)	90.3% (Jan-26)	90%	Some long-term vacant units have recently started refurbishments; however, the high street rental auctions process has been introduced as a corrective measure. No significant change in Q3 2025/26.
Green 	TCLocal_01d Percentage of town centre units occupied: Stapleford	Quarterly	91.0% (Mar24)	89.9% (May25)	89.5% (Jan-26)	90%	Occupancy rate has declined slightly and is now under the target. There are several long-term properties that will be empty for the foreseeable future. One long-term vacant unit has been filled by new tenants. Several units have become vacant. Work is underway as part of the High Street Rental Auctions to address this issue.

Business Growth – Key Tasks and Areas for Improvement 2025/26

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BG2023_05 Bring forward and adopt the Greater Nottinghamshire Strategic Plan [Core Strategy]	Successfully steer the Core Strategy through its examination process receiving a report recommending adoption from the appointed Planning Inspector	70%	Adoption is anticipated by end of 2026	The Strategic Plan was submitted for examination in December 2025. Hearing sessions are expected to start taking place in summer 2026, with an adoption in late 2026.
In Progress 	BG2124_01 Implement the Broxtowe Economic Growth and Regeneration Strategy 2022-2027 and review	A new framework for economic development within the Borough aligned the Mayoral Combined Authority and other plans for local and regional growth, including plans for Stapleford, Eastwood and Kimberley	12%	Mar-2027	The Strategy was completed in January 2025, and the final printed and web versions were finalised in April 2025. Implementation has commenced and the major regeneration programmes are progressing well.
In Progress 	BG2225_01 Deliver Stapleford Town Fund	Develop and deliver the 6 projects identified for Stapleford Town Deal.	88%	Mar-2026 (March 2027 for projects in contract but incomplete)	Council is the accountable body for £21.1m to be defrayed by 2025/26. Work continues for the Stapleford Towns Deal projects. Grant scheme and Library Learning Facility completed. Community Pavilion completed in October 2025 and associated works for Skate Park completed December 2025. Cricket pitch project has received planning approval and is to commence work in early spring. Pencil Works (Enterprise Hub) is in construction phase due to be completed in October 2026. Walter Parker Square is out to tender for the design and consultation. The Street scape improvement is in consultation phase to create the design code and programme on works for approval in March 2026. Collaboration work is taking place with the Parks team on the Pasture Road Recreation ground for the improvements of the paths and park accessibility. Works are due to start on Pasture Road and Albany School crossing in the next month and due to be complete in Spring 2026.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BG2326_05 Creation of a new Markets and Retail Events Programme for the Borough	Delivery of events-based model for markets and retail events. Programme for 2024/2025 requires updating based on the UKSPF resources agreed in April 2025	31%	2025/26	<p>No additional funding allocation was available for 2025/26 to provide a retail events programme. The Stapleford food and craft fair events ended in December 2024.</p> <p>Further work to explore the potential for an Eastwood market has been undertaken, with the only feasible site forming part of the Walker Street development, therefore progression of this is on hold, but forms part of the vision for the site. Depending on progress with Walker Street development, a review of opportunities will be undertaken and conversations with prospective traders started in summer 2026.</p> <p>Stapleford Market has been on hold pending the redevelopment of Walter Parker Square. A business plan is being developed to restart Stapleford Market from November 2026 onwards, after the site has been redeveloped and relaunched. The new Pencil Works development will also include the development of an events programme, including artisan markets and events to promote creative business wares.</p> <p>Ongoing staffing/resource issues mean that delivery of Markets in the Borough in 2025/26 has had to prioritise successful delivery and growth opportunities of current Beeston Markets only.</p>
In Progress 	BG2326_06a Deliver the UK Shared Prosperity Fund (UKSPF) 2025-26 Programme	Deliver all strands of the UKSPF programme actions for 2025-26	33%	May-2026	A new reduced programme is being funded in year 4 all the funding is committed and around a third of the programme has been paid out or Purchase Orders raised. A reduction in employees is having an impact on overall delivery.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	JBG1518_06 Assist in the preparation of Neighbourhood Plans	Approve Neighbourhood Plan Area designations for all parish areas where they are wanted and progress to 'adoption' of the Plans <ul style="list-style-type: none"> •Brinsley JBG1518_06.2 •Eastwood JBG1518_06.3 •Greasley JBG1518_06.4 •Kimberley JBG1518_06.6 •Stapleford JBG1518_06.9 •Bramcote JBG1518_06.10 	70%	Target dates will vary depending on the details of each emerging Plan.	Nuthall and Awsworth Neighbourhood Plans were 'made' (adopted) in previous years. Cossall Neighbourhood Plan was adopted on 12 March 2024, following a successful referendum result on 15 February 2024. The Chetwynd: Toton and Chilwell Neighbourhood Plan was adopted on 15 May 2024 following a successful referendum on 2 May 2024. Work on other Neighbourhood Plans in Eastwood, Stapleford and Bramcote is ongoing but there is uncertainty regarding further plans coming forward due to the removal of Government grants. There are not further updates at Q3 2025/26.
Progress  Page 52	AMD2528_01 Carry out condition surveys and develop a maintenance plan for all the Council's General Fund stock (including industrial units)	Completion of condition surveys and maintenance plans to ensure compliance	50%	Dec-2026	Stock condition survey has commenced with Contractor, The Property Management system is due to be launched December 2025, which will house all stock data for commercial portfolio. Due date revised at business planning 2026/29.

Business Growth – Key Performance Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	NI 157a Processing of planning applications: Major applications determined within 13 weeks or agreed timescales	Monthly	90.65%	81.78%	100%	92%	Only one major application and this was determined in time. The Council proportionally only receives a few major applications therefore if a few are not determined within the 13-week timeframe the percentage difference can be stark.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	NI 157b Processing of planning applications: Minor applications determined within 8 weeks	Monthly	91.70%	91.66%	94.00%	94%	Out of 35 applications determined during this period 33 applications were determined on time.
Green 	NI 157c Processing of planning applications: Other applications determined within 8 weeks.	Monthly	98.39%	96.81%	99.00%	98%	Out of 96 applications, 95 were determined in time.
Green 	BV204 Percentage of appeals allowed against authority decision to refuse planning permission (Delegated or Committee Decisions with Officer Recommendations)	Quarterly	36.0%	71.0%	0%	10%	2022/23 - 15 of 27 appeals allowed 2023/24 - 9 of 25 appeals allowed 2024/25 - 12 of 17 appeals allowed In Q3 2025/26, there were only two appeals, and both were dismissed.
Data Only  Page 53	DSDData_18 Percentage of appeals allowed against refusals (Committee Overturns)	Quarterly	85.7%	100%	66.6%	10%	In Q1 2025/26 there were no appeal decisions issued which were based on refusals by the planning committee. In Q2 2025/26 three appeals were refused by committee against an officer recommendation to approve. Out of those three appeals, two were allowed. In Q3 2025/26 there were no appeal decisions issued which were based on refusals by the planning committee.

Environment Critical Success Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Amber 	NI192 Household waste recycled and composted (This includes all waste and recycling material collected from households in the borough. It excludes material collected from the household waste and recycling sites)	Quarterly	35.93%	35.54%	35.82%	37.00%	Analysis indicates a 1% decline in the overall recycling rate compared with the previous year, driven primarily by reduced volumes of garden waste (-10%) and kerbside glass (-11%). Performance remains broadly stable, and there are encouraging trends within the service. Recycling collected in the green-lidded bin has increased by around 4%, reflecting positive household behaviours, and black-bin waste has fallen by 3% despite growth in the number of properties on the collection round. These shifts support ongoing progress towards waste-minimisation objectives.
Red 	PSData_09 Percentage of Parks achieving the Broxtowe Parks Standard	Annual	96%	96%	85%	98%	The proportion of parks achieving the Park Standard has reduced to 85%. Although performance has dipped, the team has already initiated a series of improvements to strengthen both the robustness and representativeness of future assessments. The sample size will be increased to provide a more balanced view, and survey methods will be widened to include face-to-face engagement and potential incentives to boost participation. Officers are currently being trained to apply a revised scoring system aligned with Green Flag judging, and they will also complete independent assessments to ensure a consistent and reliable picture of park quality.

Environment – Key Tasks and Areas for Improvement 2025/26

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%	Mar-2028	The Environment Act was mandated in November 2021. An interim high-level strategy was produced as a holding document and will be reviewed in 2025/26 to incorporate Simpler Recycling and weekly food waste collections.
In Progress 	ENV2124_02 Implement the strategic actions of the Climate Change and Green Futures programme	Decrease in Council's own operation carbon emissions. Creation of a net zero target	95%	Dec-2027	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. A refresh of the current Climate Change and Green Futures Strategy is due to be undertaken by June 2026.
Progress 	ENV1518_04.1 Implement Key Actions in Blue/Green Infrastructure Strategy 2025 -2030	Develop, improve and promote Green and Blue infrastructure in the Borough incorporating strategic actions in Climate Change and Green Futures programme and the Tree Management Strategy 2023-2027	50%	Mar-2027	The refreshed Blue/Green Infrastructure Strategy was adopted by Cabinet in November 2025. A specification has been developed for a consultant to deliver the creation of a new Parks and Play Strategy 2025-2030. It is anticipated that the revised Strategy (after public consultation and review) will be formally adopted September 2026.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	ENV2124_03.1 Wildflower sowing and meadow management	New wildflower areas created, and grass managed as wildflower meadows. New areas identified each year.	50%	Mar-2027	Review of annual bedding areas undertaken, with a view to move to sustainable perennials, including plants that are able to tolerate drier conditions. Beds are currently being prepared for the spring season, and a proportion has been rested over winter and improved with organic material. Summer bedding has been ordered with peat-free compost. Across the park's estate, areas suitable for relaxed maintenance regimes are being identified to support biodiversity. This includes the creation of a 1.5-hectare floodplain meadow at Toton, enhancement of acid grassland at Crow Hill in Bramcote, and expanded wildflower and meadow management at Bramcote Quarry.
Progress 	ENV2427_01 Implement the actions from the Tree Management Strategy 2023-2027	Work with partners, land owners and other agencies to plant 2,000 trees per year.	50%	Mar-2027	Work activities for 2025/26 and 2026/27: <ul style="list-style-type: none"> • Archers Field, Stapleford • Brinsley Headstocks • Crow Hill (Bramcote Hills) • Leyton Crescent, Beeston • Mansfield Road Rec, Eastwood • Hemlock Stone, Bramcote A key success this year was the free-tree giveaway held in January 2026, during which 300 fruit trees and 200 fruit plants were distributed to residents. The revised delivery method proved highly effective and contributed to strong community engagement. This initiative will be replicated next year given the positive feedback. Further work is ongoing to embed the wider actions within the strategy, ensuring long-term resilience and improved management of the Borough's tree stock.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	GREEN0912_14.1 Further develop sites with Local Nature Reserve status	Maintain existing 121 hectares of land identified as Local Nature Reserves. Investigate possible additional sites as opportunities arise through: <ul style="list-style-type: none"> • new housing development • the acquisition of additional open space. Increase and develop local pocket park nature sites	90%	Mar-2027	Progress continues developing further sites for Local Nature Reserve status. The former Biffa landfill site at Bramcote has now been formally adopted, marking a significant step in expanding the Borough's natural portfolio. The Environment Team has completed the draft management plan for the site. Subject to approval, public consultation is expected to begin in April 2026. Due date extended to include public consultation.
In Progress  Page 57	ENV1821_03.1 Improve Play Areas and Parks & Open Spaces	All play area improvements as identified in the Play Strategy 2017-2025 to be completed in 2023/24. Develop a new Parks and Play Strategy 2025 -2030.	25%	Mar-2027	A specification has been developed for a consultant to deliver the creation of a new Parks and Play Strategy 2025-2030. It is anticipated that the revised Strategy (after public consultation and review) will be formally adopted September 2026. Due date extended in line with consultation and review.
In Progress 	ENV2023_03.1 Identify areas of new Green Space for public use	Increase the total area of publicly accessible green space in Broxtowe	50%	Mar-2027	The former Biffa Landfill site in Bramcote has now been formally adopted. Acorn Avenue Open Space, Giltbrook is also in the process of being handed over to the Environment Team.
In Progress 	ENV2023_05.1 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.	20%	Mar-2028	Environment Act mandated in November 2021. An interim high-level strategy was produced as a holding document to be reviewed during 2025/26 to incorporate Simpler Recycling (April 2026) and Weekly Food Waste collections (October 2027)

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	ENV2528_01 Income generated through Trade Waste	Review the effectiveness of the marketing Strategy. Implementation of food waste and simpler recycling collections for trade waste customers.	75%	Mar-2026	Food Waste and Simpler Recycling collections commenced for the Council’s Trade Waste customers in April 2025. A pricing review has been undertaken for 2026/27, and this will be supported by a marketing strategy. This task is linked to performance indicators WMDData_06 and WMDData_06b .
In Progress 	TR2124_01 Implement the strategic actions of the Transport and Fuel Strand of the Climate Change and Green Futures programme	Reduce the Councils emissions from the fleet and make a positive contribution to the Councils target of being net carbon zero by 2027	75%	Mar-2027	Council fleet now includes 10 electric vehicles, marking a significant step towards lower-emission operations. As the fleet evolves, options for further EV replacement will be explored, alongside the need for expanded charging capacity at the depot to support future growth. The transition to HVO fuel has also been very positive, delivering a 26.4% reduction in the Council’s own operation carbon emissions.

Environment – Key Performance Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Data Only 	WMData_13 Percentage of Bins and Bags missed	Quarterly	0.27%	0.24%	0.21%	Tracking Indicator	Positive progress continues in reducing missed bins and bags. In Q3 2025/26, more than 5 million collections were made, with 10,534 reported as missed, representing a very low rate of 0.21%. This also reflects an 11% reduction compared with the same period last year (11,777 missed). Team continues to focus on driving further improvement and will review the current reporting method, as all collections that remain outstanding, including those due to access issues, are recorded as missed. This approach will be considered further by Overview and Scrutiny Committee.
Data Only  Page 59	WMData_03b Number of garden waste subscriptions	Quarterly	22,671	22,229	21,850	22,300	Subscriber numbers decreased by 627 households, a 2.8% reduction compared with the same period last year. Despite this modest decline, the garden waste service continues to perform strongly and generated over £1m in gross income. A key positive decision was Cabinet's agreement in November 2025, to freeze the price of the first bin at £45, helping maintain affordability. It is anticipated that this price stability will support customer retention and help reverse current attrition trends as the service moves into the new subscription period in April 2026.
Amber 	WMData_03c Income generated by Garden Waste Subscriptions	Quarterly	£925k	£1,028k	£1,054k	£1,070k	Garden-waste income is slightly below expectations, primarily due to a reduction in subscribers. Performance remains strong overall, and this has been the first year in which the service has generated over £1m in gross income, marking a significant milestone. Proposals aimed at stabilising the subscriber base were agreed by Cabinet in November 2025, including maintaining the first-bin price at £45. These measures are expected to support retention and provide a more stable platform for future growth.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	WMData_06a Income generated through Trade Waste	Quarterly	£670k	£624k	£631k	£633k	Income targets are on track, even with fewer trade accounts. The upcoming pricing review and marketing strategy for trade waste services should help strengthen performance and support future growth.
Green 	WMData_08 External income generated through Environmental Services	Quarterly	£209k	£244k	£257k	£190k	Income generated through Environmental Services has exceeded expectations this year, delivering £257k against a target of £190k. However, the recent notification from the landowners of Kimberley Precinct to cease the Council's cleansing contract will reduce external income from 2026/27 onwards. This impact will be reflected in future financial planning. Overall, the service continues to perform positively and remains well-positioned to support income-generation objectives.
Green 	NI 195a Cleanliness of the streets and open spaces within the Borough (levels of litter)	3 x per Year	96%	99%	100%	97%	The Council's cleanliness surveys use the Keep Britain Tidy Local Environmental Quality (LEQ) standards. The reported percentage reflects the proportion of sites assessed as either Grade A (no visible litter) or Grade B (predominantly clean with only minor issues).
Green 	NI 195b Levels of detritus on the public highway	3 x per Year	87%	95%	96%	96%	The Council's cleanliness surveys use the Keep Britain Tidy Local Environmental Quality (LEQ) standards. The reported percentage reflects the proportion of sites assessed as either Grade A (no visible detritus) or Grade B (predominantly clean with only minor issues).

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Data Only 	SSData_01 Reduce the number of fly tipping incidents	Quarterly	700	1,028	372	631	Introduction of WISE as Council's environmental enforcement partner in April 2025 has had a significant and positive impact on fly-tipping levels. Since the start of the contract, 372 fly tipping incidents have been recorded for the year to date, compared with 1,541 during the same period last year. This represents a 76% reduction. This improvement is mirrored in the volume of waste collected, with a 51% reduction in fly-tipped tonnage, further demonstrating the effectiveness of the new approach.
Red  Page 61	SSData_10 Number of Clean and Green events undertaken (including school visits)	Quarterly	65	381	39	150	Number of engagement events delivered this year is lower than in the previous period. This reflects a period of transition within the service following the appointment of a new officer. Positive steps are already being taken to strengthen future delivery, including the development of a structured engagement programme to ensure activities are planned, coordinated and targeted more effectively.
Amber 	BV82a(ii) Tonnes of Household Waste Recycled (<i>This is all waste and recycling material collected from households. It excludes trade waste and material collected from the household waste and recycling sites</i>)	Quarterly	7,343	7,348	5,426	7,500 5,625 (Q3)	Estimated. Total household recycling tonnage is currently just below target, influenced by a 911% reduction in kerbside glass collections. However, this has been partially offset by an encouraging 4% increase in tonnage collected through the green-lidded recycling bin.
Amber 	BV82b(ii) Tonnes of household waste composted	Quarterly	7,053.38	6,892.00	5,117	7,000 5,250 (Q3)	Composted waste is slightly below target, with the actual tonnage collected around 10% lower than for the same period last year. While performance has dipped, the service continues to divert substantial volumes of organic material from residual waste. Seasonal factors (the hot, dry summer in 2025) and participation levels are contributing factors.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	BV84a Household waste collected per head (Kgs) <i>(This is all waste and recycling material collected from households. It excludes trade waste and material collected from the household waste and recycling sites)</i>	Quarterly	349.62	349.52	256.77	340 255 (Q3)	While household waste collected per head (kg) is slightly below target, it is encouraging to note a 5% reduction compared to the same period last year.
Amber 	NI 191 Residual household waste per household (Kgs) <i>(This includes all waste collected from black lidded bins, clinical and bulky waste)</i>	Quarterly	498.77	498.87	362.31	496 372 (Q3)	Target has been achieved and shows a 4% reduction in collected kg per household compared to the same period last year.
Green 	WMDData_11 Residual (black lidded bin) Waste per household (Kg) <i>This is waste collected from the black-lidded bin only)</i>	Quarterly	460.27	462.00	335.76	460 345 (Q3)	The target has been achieved and shows a 4% reduction in collected black-lidded bin waste per household compared to the same period last year.

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Health – Critical Success Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Data Only 	ComS_091 No. of Dementia Friends trained	Quarterly	33 (not including online)	57 (not including online)	27 (Q2/3) 18 (Q1)	45 (plus, online)	Dementia Friends trained online are not counted within this figure as data from the Alzheimer's online training package is not available. Although we are unable to identify how many individuals have trained online it is expected that the combination of online and face to face training will have reached the 2025/26 target by the end of 2025/26.

Health – Key Tasks and Areas for Improvement 2025/26

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BBC2022b Work with Liberty Leisure Limited to develop and implement a Leisure Facility Strategy	Develop a financial model for identified new facilities To have a strategy that details maintaining the provision of three leisure facilities with a costed timetable to replace two of the existing facilities	60%	Ongoing	See notes for Support Services – Finance Services
In Progress 	CCCS2326_E01 Develop and deliver the Culture and Events Strategy 2023-26	Increase the number of local people accessing a cultural service	96%	Mar-2027	Actions in progress or completed 24 out of 25 for Cultural Strategy. Due to some staffing issues in the team over the last year, the remaining action around targeted marketing to specific hard to reach groups is unlikely to be delivered in 2025/26 but will be carried forward into a refresh of the Cultural Strategy which is due in 2026/27 as part of the Leisure and Health Business Plan.
In Progress 	CCCS2326_H01 Deliver Museum Strategy and Forward Plan 2023-2027	Increase the number of local people accessing the Museum	98%	Mar-2027	Actions in progress or completed 24 out of 24 for Museum Strategic Plan. Final work is being completed on creating an audience development plan as part of the scheduled Arts Council reaccreditation during 2026/27.
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	50%	Nov-2026	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. Refresh of action plan to start July 2026. It is expected that the plan will be fully completed within the timeframe of the plan

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BCRPSMA_12 Produce and implement a Broxtowe Drug and Alcohol Strategy to support the Countywide strategy	Increase in numbers of residents accessing support services	0%	Dec-2026	This action has been deferred until December 2026 due to the post being vacant for 10 months.
In Progress 	COMS2528_04 Deliver five equalities events and a voluntary sector event	Increase community cohesion	40%	Mar-2026	It is expected that the 60% of the target will be reached by Mar 2026 due to the post being vacant for 10 months.
Completed 	COMS2427_15 Maintain strong partnerships to deliver action plans	Deliver an efficient and effective service for residents	100%	Mar-2026	All the Borough partnerships are strong, and action plans are being delivered
Completed 	BHWPCYP_07 School talks on Healthy Relationships and Mental Health	Better mental health and reductions in incidents of Domestic Abuse	100%	Mar-2026	Completed.
In Progress 	BHWPAF_02 Update Armed Forces webpage	Better access to resources and information for veterans	55%	Mar-2026	Work has been deferred to the 2026/27 business plan due to the post being vacant for 10 months
In Progress 	BHWPAF_10 Update Armed Forces resources	Better access to resources and information for veterans	50%	Mar-2026	Work has been deferred to the 2026/27 business plan due to the post being vacant for 10 months
In Progress 	BHWPAF_04 Achieve Armed Forces Employer Recognition Gold Award status	Gold Award status achieved	25%	Mar-2028	Work has been deferred to the 2026/27 business plan due to the post being vacant for 10 months

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BHWPBS_01 to BHWPNB_07 Delivery of Bursary Scheme projects in North Broxtowe	Increase in active residents in North Broxtowe <ul style="list-style-type: none"> • Young Peoples Centre H&WBS_01 (Project withdrew from scheme) • Sight Loss H&WBS_02 (100%) • Boccia H&WBS_03 (100%) • Nordic Walking H&WBS_04 (100%) • Tai Chi H&WBS_05 (Project withdrew from scheme) • Intergenerational Exercise H&WBS_06 (100%) • Menopause Group H&WBS_07 (100%) 	78% For projects completed	Mar-2027	<p>Sight Loss discussed cane types & training, guided walks using sight loss apps. Volunteers running group with help of macular society. Reduced social isolation / loneliness.</p> <p>Boccia progressing well, with. Around 20 individuals play. Reduced social isolation / loneliness.</p> <p>Nordic Walking progressing well, 16 people registered. Carers and wider family attend. Reduced social isolation / loneliness.</p> <p>Intergenerational Exercise sessions well attended by young families and care home residents. Looking to extend to other care homes.</p> <p>Menopause Group WhatsApp Group created, and Menopause Directory created (to support signposting to additional services / help). Walking, yoga and planning open water swimming in Aug / Sept. Talks given on mental health, weight management / healthy eating. Supported litter pick events. Group signposted to Liberty Leisure Limited wellbeing workshops. Funding not used.</p> <p>All projects (five out seven) completed except Tai Chi and Young Peoples Centre as they withdrew their projects from the Bursary Scheme. Underspend of £6,000 (Tai Chi, Youth Centre and Menopause) has been reallocated to continue Intergenerational Exercise and create two new projects – Eastwood Parkinsons Exercise Group and Cancer Support Group.</p>

Health – Key Performance Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
-	-	-	-	-	-	-	-

Data for Leisure and Health Critical Success Indicators is calculated and reported annually and will be included in the 2024/25 Performance Outturn report.

Community Safety – Critical Success Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Data Only 	ComS_011 Reduction in reported ASB cases in Broxtowe (Nottinghamshire Police Strategic Analytical Unit)	When available	1,975	1,898	1,111	1,850	National guidelines require every complaint to be recorded so single incidents maybe recorded several times where complainant reports to multiple agencies or where multiple witnesses report to a single or multiple agencies resulting in double counting it is not possible to strip these out of data.
Data Only 	ComS_012 Number of ASB cases received by Environmental Health	Quarterly	412	433	94 2025/26 = 362	400	Q3 2024/25= 79 Q4 2024/25= 103 Q1 2025/26= 126 Q2 2025/26 = 142

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Data Only 	ComS_013 No of ASB cases received by Housing (gen Housing)	Quarterly	134	130	31 2025/26 = 124	100	Q3 2024/25= 35 Q4 2024/25= 34 Q1 2025/26= 56 Q2 2025/26 = 37 Accessibility of the Tenancy Services Team has increased, with Housing Services now hosting regular housing drop-in sessions and estate inspections throughout the Borough, Housing Officers have also attended community events. This has led to customers being able to report issues easily contributing to the rise in cases recorded
Data Only  Page 67	ComS_014 Number of ASB cases received by Community Services	Quarterly	103	114	26 2025/26 = 114	60	Q3 2024/25= 28 Q4 2024/25= 26 Q1 2025/26= 33 Q2 2025/26 = 55
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	24%	27%	20%	20%	Q3 2024/25= 13% Q4 2024/25= 27% Q1 2024/25= 11% Q2 2025/26 = 13%

Community Safety – Key Tasks and Areas for Improvement 2025/26

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	60%	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. It is expected that the plan will be fully completed by its end date of November 2026. A new plan is being created for 2026/29.
In Progress 	BCRP Produce and implement a new Broxtowe Crime Reduction Plan (including ASB action plan) (New)	Reduction in all crime types and improvements in community confidence	1%	Mar-2027	This work has commenced.
In Progress 	BCRPASB_29 Review ASB Policy (including ASB action plan – <i>this is now within the BCRP action plan and will be renewed in 2026</i>)	Deliver an efficient and effective service for residents	50%	Mar-2028	This work will commence in 2027 as part of the 3-year policy review cycle
In Progress 	BCRPASB_30 Review ASB Case Review Policy	Deliver an efficient and effective service for residents	50%	Mar-2028	This work will commence in 2027 as part of the 3-year policy review cycle
Completed 	BCRPASB_17 School talks on ASB, White Ribbon and Healthy Relationships	Better mental health and reductions in incidents of ASB and Domestic Abuse	100%	2025/26	5 visits to schools have been completed which have all been successful, however some schools are still reluctant to let us in (we think this may be they fear it will send a message to parents there is an issue at the school) a myth buster leaflet on ASB, knife crime, staying safe and information on mental wellbeing has been produced to mitigate this
In Progress 	COMS2527_01 Produce and deliver South Notts Community Safety Partnership Serious Violence Response Plan (New)	Reduce Violence across South Notts	30%	Jan-2027	It is expected they 2025/26 plan will be completed by April 2026.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BCRPDA&V_16 Develop and distribute Home Target Hardening Infographic	Infographic of measures that can be taken to make homes more secure against unwanted entry reducing referrals	35%	Mar-2026	The infographic is being prepared by the Council's partner and will be publicised once available.
Completed 	COMS2526_01 Consult, Review and renew Public Spaces Protection Orders (PSPO) (New)	PSPOs renewed where appropriate and removed where not	100%	Apr-2026	A report on the PSPO renewals was approved by Cabinet on 3 February 2026.
In Progress 	COMS2324_05.1 Review Vulnerable Persons Policy	Support vulnerable residents in the Borough	0%	Mar-2027	This work will commence in 2026 as part of the 3-year policy review cycle
In Progress 	COMS2224_08a Renew Accreditation and deliver the multi-agency partnership White Ribbon Action Plan 2024-2027	Raise awareness of and reduce Domestic Abuse and male violence against women	25%	Mar-2028	This work will commence in 2027 to meet the white ribbon reaccreditation deadline of March 2028
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	75%	Mar-2026	Ongoing. Tasks for 2025/26 are being undertaken.
In Progress 	BCRPHC_01 Renew Hate Crime Pledge	Reduce Hate Crime and improve reporting and support for victims in the borough	95%	Mar-2026	The renewed Hate Crime Pledge will be presented to Cabinet and will be formally signed on 9 April 2026.
Completed 	COMS2427_08 Deliver Serious Violence Duty	Ensure compliance with the duty	100%	Mar-2026	Tasks for 2025/26 have been completed.
Completed 	COMS2427_09 Deliver PREVENT Duty	Ensure compliance with the duty	100%	Mar-2026	Tasks for 2025/26 have been completed.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	COMS2427_12 Review and update the Hate Crime Policy	Deliver an efficient and effective service for residents	20%	Mar-2027	Work has commenced in line with the 3-year policy review cycle. Hate Crime Policy will be merged with the Hate Crime Strategy to aid more efficient management.
In Progress 	COMS2427_13 Review and update the Hate Crime Strategy	Deliver an efficient and effective service for residents	20%	Mar-2027	Work has commenced in line with the 3-year policy review cycle. Hate Crime Strategy will be merged with the Hate Crime Policy to aid more efficient management
In Progress 	COMS2427_14 Review and update the Serious Organised Crime Strategy	Deliver an efficient and effective service for residents	0%	Mar-2027	Work will commence in 2026 in line with the 3-year policy review cycle
In Progress 	COMS2324_03 Review Serious Violence and Violence Against Women and Girls Strategy	Reduce violence and violence against women and girls	0%	Mar-2028	Work will commence in 2027 in line with the 3-year policy review cycle
In Progress 	BCRPFRAUD_01 Renew Fraud Covenant	Reduce fraud and improve reporting and support for victims in the borough	0%	Mar-2028	This is to be reviewed in 2027/28.
In Progress 	BCRPDA&V_07 Review Sanctuary Policy	Deliver an efficient and effective service for residents	0%	Mar-2029	Renewed in 2025 due to significant increase in referrals the next review is planned for 2028 in line with the 3-year policy review cycle.
In Progress 	COMS2528_01 Review Prevent Strategy (New)	Deliver an efficient and effective service for residents	0%	Mar-2028	Work will commence in 2027 in line with the 3-year policy review cycle
In Progress 	BCRPDA&V_14 Review Domestic Abuse Policy	Deliver an efficient and effective service for residents	90%	Mar-2028	A new employee and a separate residents and tenants Domestic Abuse Policies have been produced to support Housing Services application for Domestic Abuse Housing Alliance (DAHA) accreditation. Both policies are expected to be presented to Cabinet in April 2026.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BCRPSMA_11 Create BLZ package for substance misuse (including nitrous oxide)	Staff awareness raised and clear referral pathways to support	0%	Mar-2027	Deferred to 2026/27 due to post being vacant for 10 months. Due date revised due to resources.
In Progress 	BCRPSMA_12 Produce and implement a Broxtowe Drug and Alcohol Strategy to support the Countywide strategy (including nitrous oxide)	Increase in numbers of residents accessing support services	0%	Mar-2026	Deferred to 2026/27 due to post being vacant for 10 months.
In Progress 	COMS2528_02 Enhance existing substance misuse action plan to support countywide strategy and action plan (New)		0%	Completion date subject to county plan being published	Deferred to 2026/27 due to post being vacant for 10 months.
In Progress 	ComS_2528_03 Review the resource allocated to Licensing Enforcement (New)	To undertake an exercise to review the resource allocated to Licensing Enforcement and ensure adequate capacity to carry out a programme of proactive and reactive monitoring of activities requiring licensing	30%	Mar-2028	Options are currently being considered and will be presented in a separate cabinet report in due course.

Community Safety – Key Performance Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Data Only 	ComS_012 Number of ASB cases received by Environmental Health	Monthly	438	433	94 2025/26 = 362	400	Q3 2024/25= 79 Q4 2024/25= 103 Q1 2025/26= 126 Q2 2025/26 = 142
Red 	ComS_012d ASB cases Environmental Health closed in 3 months	Monthly	78.6%	66.7%	68.1%	82%	64 cases closed in <3 months in Q3 2025/26. The indicator includes complex ongoing cases which require careful monitoring and may take longer than three months to close.
Data Only  Page 72	ComS_013 No of ASB cases received by Housing (General Housing)	Monthly	92	130	31 2025/26 = 124	100	Q3 2024/25= 35 Q4 2024/25= 34 Q1 2025/26= 56 Q2 2025/26 = 37 Accessibility of the Tenancy Services Team has increased, with Housing Services now hosting regular housing drop-in sessions and estate inspections throughout the Borough, Housing Officers have also attended community events. This has led to customers being able to report issues easily contributing to the rise in cases recorded
Red 	ComS_013d ASB cases Housing closed in 3 months	Monthly	69.4%	65.4%	71.0%	85%	22 cases closed in <3 months in Q3 2025/26. Closure is based on complexity of open cases.
Data Only 	ComS_014 Number of ASB cases received by Community Services	Monthly	103	114	26 2025/26 = 114	60	Q3 2024/25= 28 Q4 2024/25= 26 Q1 2025/26= 33 Q2 2025/26 = 55

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	Coms_014d ASB Cases Community Services closed in 3 months	Monthly	102.9%	86.8%	105.3%	70%	55 cases closed in <3 months in Q3 2025/26. Closure is based on complexity of open cases.
Data Only 	Coms_101 Residents feeling people from different backgrounds get on well (New)	Annually	62%	Data not yet available	-	90%	Annual survey of the Police and Crime Commissioner for Nottinghamshire
Red 	Coms_048 Food Inspections: High Risk	Quarterly	100%	100%	43%	100% (Q3)	This consists of 4 x B's and 12 x C's which will be completed in Q4 2025/26.
Red 	Coms_049 Food Inspections: Low Risk	Quarterly	100%	100%	40%	100% (Q3)	There are 24 low risk inspections overdue from Q3. Priority continues to be given to higher risk inspections, certain revisits and higher risk new premises interventions. The number of new premises registrations continues to be high. There has been a vacancy in the team since June 2025.

Support Services – Key Tasks and Areas for Improvement 2025/26

	Completed 	In Progress 	Warning 	Overdue 	Cancelled 
Finance Services	-	3	-	-	-
Legal Services	-	1	-	-	-
Democratic Services	-	1	-	-	-
Human Resources	-	3	-	-	-
Payroll and Job Evaluation	-	-	-	-	-
Asset Management and Property Services	1	3	-	-	-
Communications, Cultural and Civic Services	-	1	-	-	-
Health and Safety	-	3	-	-	-
ICT and Corporate Services	2	2	-	-	-
Revenues, Benefits and Customer Services	1	4	-	-	-
TOTAL	4	21	-	-	-

Status	Code and Action	Action Description	Progress	Due Date	Comments
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 (Finance) (New)	Internal review of the HRA 30-Year Business Plan last updated in 2023/24. Development of a new MTFS for the HRA to bridge the gap between the annual budget and long-term business plan	40%	June-2026	Progress ongoing to produce a Medium-Term Financial Strategy for the HRA to provide a link between the updated HRA 30 Year Business Plan and the annual budget setting process. Outcomes will be reported to Cabinet in Q2 2026/27. Target date updated to June 2026 at review of 2025/26 Business Plans.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	RBCS2528_04 Complete the migration and upgrade of Revenues system to the Cloud platform (Revenues/ICT) (New)	Fully operational revenue and benefits system and to provide additional business continuity arrangements	50%	Sept-2027	An upgrade to a Cloud Platform was included as part of the contract renewal. This process is in the initial phase of roll out with Civica customers with Broxtowe commencing this process in early 2026/27 financial year. Work has commenced with CIVICA to define requirements for implementation. An issue was identified that may impact project cost and quality; this is under assessment. Currently, the Cloud offering is not sufficiently developed to be used, but its suitability will be reviewed during the contract period. Target date updated from June 2026 at review of 2025/26 Business Plans.
In Progress Page 75	FP2326_02 Review and enhance the Council's contract management framework across the Council (Finance)s	Review of the corporate contract management framework to include performance management arrangements and reporting	90%	Mar-2026	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.
In Progress 	LS2528_01 Community Governance Review 2025 (Legal Services)	Revision of parish boundaries in the North of the Borough	1%	Timetable to be agreed	This is pending a review to ensure it aligns with pending Local Government Reorganisation (LGR).
In Progress 	DEM2427_01 Roll Out Phase 3 of the Committee Management System (Democratic Services) (Democratic Services)	Introduce paper light Committee meetings by using e-Agendas	15%	May-2027	Members asked to trial a paper light method of Committee meetings. A Member Working Group is considering the subject with support from the Assistant Director Corporate Services.
In Progress 	HR2326_01.1 Complete an annual review of the People Strategy 2025-29 (Human Resources)	Review the People Strategy and incorporate it into the Organisational Development Strategy	50%	Jan-2026	The annual review for 2025/26 is underway and will be completed by March 2026. The final version has been delayed due to postponement of LJCC meetings during Q3 2025/26.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	HR2427_01.2 Consolidate Family Friendly Policies (Human Resources)	Amalgamate all Family Friendly Policies (Maternity/Paternity etc.)	85%	Apr-2026	Family friendly Policies were amalgamated into the HR Policy Group by April 2025. Parental Leave changes in effect from April 2026. Awaiting final decision from the House of Lords.
In Progress 	HR2427_01.5 Armed Forces Covenant (Human Resources)	Achieve Gold Award Status	30%	Dec-2026	HR have contacted the MoD to request next steps for Gold Award application. HR attending an open day at Trent Vineyard on 22 May 2026
In Progress 	CP2124_01a Complete the installation Property Management system (Phase 1) (Asset Management and Development)	Fully operational property management system that is able to generate reporting and invoicing to ensure efficient solution.	100%	Jun-2025	A 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 All council assets have been loaded, component data in the process of being added.
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	The Property Management system has been procured, and an implementation project team has been convened. First integration session (full day) has been conducted, in line with an agreed timetable. Due date for Phase 1 has been extended to March 2026 while the system is embedded.
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%	Mar-2025	Beeston Square is now fully tenanted 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.

Status	Code and Action	Action Description	Progress	Due Date	Comments
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%	Due Date is in line with the Council's net zero Target of 2027	Faithful and Gould (now Atkins Realis) are providing feasibility on the Council's four principal assets. Unfortunately, we were unsuccessful in our bid to Phase 5 Public Sector Low Carbon Skills Fund. We are currently discussing potential funding opportunities with Atkins Realis including Phase 4 of the Public Sector Decarbonisation Scheme (expected to open to applications later this year). The decarbonisation plans currently being prepared by Atkins Realis will help identify a works programme.
In Progress  Page 77	BBC2022a Review the existing Management Agreement between Broxtowe Borough Council and Liberty Leisure Limited (LLL) (Council)	To have an updated agreement that accurately details the roles and responsibilities of Broxtowe Borough Council and Liberty Leisure Ltd (LLL) in the provision of leisure in Broxtowe	50%	Mar-2027	Work on specific priorities as follows: <ul style="list-style-type: none"> • Ongoing review of service agreements with Council services • Reserve Policy approved by the LLL Board • Repairs and renewals governance agreed at meetings with Head of Asset Management every six months. Recent issues with RAAC concrete and asbestos, in addition to the usual issues associated with a 60-year-old leisure centre. Overall, the management agreement requires a review to reflect the areas that LLL are no longer operating e.g. Kimberley Leisure Centre, Cultural Services and Events.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BBC2022c Replacement Gym Equipment (Council)	Provide a scope of the equipment required, digital capabilities, meet with suppliers, site visits, support with scoping the details of a procurement. Redesign available gym space and work with the contractor to ensure installation is to specification and on time	53%	Dec-2026	Implementation of this action has been delayed as timing of the new equipment needs to coincide with facility developments. Capital programme 2025/26 includes £120k for gym equipment replacement, most of which is required for the new Hickings Lane Community Pavilion. The wider programme will be aligned to the implementation of the Leisure Facility Strategy. LLL will review costs and timeline required to give the maximum value for money. Any equipment delivered will require consultation, procurement and lead times.
In Progress  Page 78	CCCS2326_01 Deliver Communication and Engagement Strategy 2023-26 (Communications)	Increase reach of Council's communications to encourage behaviour change and improve the Council's reputation	95%	Mar-2026	Actions in progress or completed 36 out of 38 for Communications and Engagement Strategy Recent work has included a review of the Council's existing communications channels to identify which are more effective for which groups and where there are gaps, as well as work to make the promotion of consultations more effective, from consultation through to results and outcomes stage.
In Progress 	H&S2528_01 Embed the management system to manage Asbestos and Fire Registers for the Council (Health and Safety) (New)	Ensure all relevant actions are identified as a result of the FRA and Asbestos Assessments and remedial actions are taken timely	70%	Mar-2027	A management system has been agreed (currently excel based). The work to embed the management system is now underway (using RiskHub from September 2025). This will later be moved over to a new Asset Management System on a platform hosted by Total Mobile (Implementation deferred). Due date extended due to deferral of the Asset Management System.

Status	Code and Action	Action Description	Progress	Due Date	Comments
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 (Health and 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	50%	Mar-2026	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. A report is due to go to GMT on our wider compliance position that identifies key issues that are causing performance issues across the business. Due date extended in line with business planning 2026/29.
In Progress  Page 79	H&S2528_02 Emergency Planning Proficiency (Health and Safety) (New)	Embed the Emergency Planning arrangements with all relevant Employees and Members	65%	Mar-2026	Emergency Planning Booklet updated in January 2026, with next revision is due by 30 August 2026. This is a 6 monthly review and update process. The Council's Emergency Plan is currently under review. Business Continuity Plans have been updated (May 2025) by Assistant Directors / Heads of Service and will be reviewed by 30 August 2025. The weakest of the plans will be tested via a live exercise with support from LRF Emergency Planning Team at Nottinghamshire County Council by 30 March 2026. Our new Emergency Planning Officer is holding account management meetings with all Heads of Service and Assistant Directors from Jan 2026. All SLT will be given access to Resilience Direct and training how to use the system during their account management meeting.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	IT2326_01 Digital Strategy Implementation: Implementation of the technology and processes required to provide digital services to our customers choose as their preferred channel (ICT)	To enable organisational transformation, creating customer focused online service delivery and gaining maximum business efficiency. <ul style="list-style-type: none"> • Implementation of Licensing forms • Investigate mobile technology solution for Environmental Health • Continue delivery of the appropriate technology to support agile working 	88%	Mar-2026	Four projects are captured on the BBSi programme for digital enhancements. <ul style="list-style-type: none"> • Implementation of Licensing eforms, which provide digital access to online forms • Investigate into suitable mobile technology for the Environmental Health team • FOI System automation • Email listener for FOI System
Completed  Page 80	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%	Mar-2026	The Council is PCI-DSS compliant – the expiry date was 28 Feb 2025. ICT have achieved Code of Connection (PSN) compliance and started along the CAF journey being sponsored by NCSC.
In Progress 	IT2326_03 Core Network Infrastructure: Refresh core network infrastructure (ICT)	Replacement and enhancement of current equipment to support future business growth and reliable delivery of Council services	20%	Mar-2026	The replacement of the Council core network infrastructure has started. Requirements and information gathering exercise has started.
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 across the Council to ensure arrangements are appropriate and applicable for Business needs	100%	Mar-2026	All users across the Council have access to agile remote working. Future mobile devices for service areas continue to be reviewed.

Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	RBCS1620_01 Manage the introduction of Universal Credit (UC) (Benefits)	Transfer of working age HB claims will be administered by the DWP	100%	Mar-2026	National Migration of the Working Age claimants on to UC continues. There will remain specific categories of claims that will remain with the Council, most notably those in supported accommodation.
In Progress 	RBCS2528_01 Manage the Introduction of Housing Element within Pension Credit (Benefits) (New)	Transfer of pension age HB claims to Pension Credit will be administered by the DWP.	0%	Mar-2028	The Council has received notification from the DWP of the proposal to start a migration of Pension Credit claimants on to receive their Housing Element through this benefit rather than Housing Benefit. However, to date, there have been no proposed dates for the commencement of this. Further updates will be provided when known. Due date revised in line with business planning 2026/29.
Progress  Page 81	RBCS2023_01 Business Rates Review (Revenues)	To review the relevant Rateable Value of Businesses.	95%	Sep-2027	The project continues and is working well in identifying new businesses and updated businesses to increase the Business Rates charged. The Project due date has been extended to September 2027 due to its success.
In Progress 	RBCS2124_01 Evaluate and implement OpenChannel, subject to Business Case (Revenues)	To implement the OpenChannel module giving end to end online functionality for Customers in Council Tax and Benefits	50%	Sept-2026	This project has commenced, and initial project plan has been developed breaking the role of this into four phases over the coming 12 months. Phase one and two have been implemented with the final two phases being implemented post annual billing. This will provide customers with greater facility to perform self-service in respect of Council Tax.
In Progress 	RBCS2528_03 Review of Council Tax Exemptions (Revenues) (New)	To review the level of Council Tax exemptions and recommend potential improvements to promote a return to use for empty properties	95%	Mar-2026	Analysis is still being conducted however, no additional changes are being proposed for the 2026/27 financial year.

Support Services – Performance Indicators 2025/26

	Satisfactory 	Warning 	Alert 	Data Only 
Finance Services	1 (-)	1 (-)	2 (1)	- (-)
Legal Services	4 (-)	- (-)	- (-)	- (-)
Democratic Services	5 (-)	- (-)	- (-)	1 (-)
Human Resources	3 (-)	1 (-)	- (-)	- (-)
Payroll and Job Evaluation	- (-)	- (-)	1 (1)	- (-)
Asset Management and Property Services	5 (-)	- (-)	- (-)	- (-)
Communications, Cultural and Civic Services	- (-)	- (-)	- (-)	- (-)
Health and Safety	- (-)	- (-)	- (-)	- (-)
ICT and Corporate Services	6 (2)	- (-)	- (-)	- (-)
Revenues, Benefits and Customer Services	6 (3)	- (-)	1 (1)	2 (-)
TOTAL	30 (5)	2 (1)	4 (3)	3 (-)

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Red 	CSI BV 8 Percentage of undisputed invoices paid within 30 days of receipt (Finance)	Monthly	97.4%	85.0%	87.4%	98.5%	The invoice processing procedure has been updated. Officers are reminded to authorise payments in a timely manner and to follow established procedures. Officers are also reminded straightaway when an invoice is processed for their action to review and/or authorise. The upgrade to Civica Financials and the review of processes will support efforts towards achieving the target. Business Support are working with Finance Services to achieve improvements.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Red 	FPLocal_02 Sundry debtors collected in years as a proportion of the annual debit (Finance)	Monthly	85.8%	56.3%	55.7%	88%	This key performance indicator is significantly influenced by the timing of invoices being raised and the statutory time frame for payments to be made. At the end of Q3 2025/26, there were several significant amounts outstanding relating to Section 106 contributions and one to a partner local authority for a capital investment contribution. These bills have since been paid in Q4 2025/26. It is anticipated that the year-end position will meet the target when these are factored in.
Amber 	FPLocal_09 Percentage of invoices paid within 20 days (Finance)	Monthly	94.4%	74.4%	74.8%	80% (Revised)	The Business Support invoice review and the expanded use of intelligent scanning to enhance efficiency of processes should increase the speed of paying invoices. Current focus has been on improving performance against the standard target of 30 days (CSI BV 8). As such, GMT agreed on 14 January 2026 to no longer report on this KPI beyond 2025/26. Target revised at business planning cycle 2026/29.
Green 	FPLocal_11 Procurement compliant contracts as identified in the Contracts Register (Finance)	Quarterly	96%	98%	97%	95%	Compliance by spend value is 97%. This is calculated using contract dated on the contract register. All Heads of Service are contacted to confirm details on the Contract Register with regular contact to discuss budgets and future requirements for procurement input and support.
Green 	LSLocal_002 First draft of Section 106 Agreement completed within 10 working days from receipt of full instruction (Legal Services)	Quarterly	80%	90%	90%	90%	
Green 	LSLocal_003 Review and advise on contract within 10 working days from receipt of full instruction (Legal Services)	Quarterly	80%	90%	90%	90%	

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	LSLocal_004 First draft of commercial lease completed within 10 working days from receipt of full instruction (Legal Services)	Quarterly	80%	90%	90%	90%	
Green 	ES_S1.2 Individually registered electors in the Borough (Legal Services)	Annually	84,635	85,752	85,815 (Actual 2025/26)	87,500	The annual canvass 2025 has been completed to ensure that it is as accurate as it can be.
Data Only  Page 84	GSLocal_002 Members attending training opportunities as a percentage of the whole (Democratic Services)	Quarterly	100%	78%	82%	100%	Members attend training to support them with their attendance meetings to ensure they have the knowledge to make informed decisions. A Member training programme has been created. Courses are delivered on MS Teams are being recorded to allow Members to view in their own time. Members can, in addition access learning through Broxtowe Learning Zone and external training has been offered to Members provided by East Midlands Councils, LGA, and Centre for Governance and Scrutiny.
Green 	GSLocal_006 Publish Cabinet Minutes within 3 working days of the meeting (Democratic Services)	Quarterly	100%	100%	100%	100%	KPI to be further developed with the Member Development Group.
Green 	GSLocal_007 Percentage of Call-Ins following Cabinet decisions responded to in full within legislative timescale (Democratic Services)	Quarterly	100%	100%	100%	100%	2023/24 - Two Call-ins were made during 2023/24 and were resolved within legislative timescales 2024/25 - No Call-ins were made during 2024/25. In Q3 2025/26 there were no Call-ins.
Green 	LALocal_04 Percentage of Stage 1 complaints acknowledged within the specified time (Democratic Services)	Quarterly	100%	100%	100%	100%	Officers are provided with the necessary tools to ensure complaints are handled effectively and a high level of performance is being achieved. Specific training has been provided to all Managers and Heads of Service regarding the handling of complaints under the new Complaints Policy. Furthermore, all staff are required to complete a Broxtowe Learning Zone complaint course to ensure compliance with the Complaint Policy.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	LALocal_04a Percentage of Stage 2 complaints acknowledged within the specified time (Democratic Services)	Annually	100%	100%	100%	100%	Acknowledgements to be made in five working days from May 2021 in accordance with legislation. The Complaints Team are provided with the necessary tools to ensure complaints are handled effectively and a high level of performance is being achieved.
Green 	DEM_02 Percentage of Stage 2 complaints responded to fully within 20 working days (Democratic Services) (New)	Annually	-	97%	100%	100%	New Performance Indicator 2024/25. None of the 22 complaints responded to at Stage 2 required an extension of time under the complaints procedure.
Amber 	BV16a Percentage of Employees with a Disability (Human Resources)	Quarterly	7.99%	8.33%	8.70%	9.00%	Not all employees declare a disability. Additionally, some employees may gain a diagnosis during their employment.
Green 	BV17a Ethnic Minority representation in the workforce – employees (Human Resources)	Quarterly	10.06%	10.74%	12.34%	11.00%	The value shown is for those employees who have declared their ethnicity.
Green 	HRLocal_06 Percentage of annual employee turnover (Payroll & Job Evaluation)	Quarterly	15.53%	14.94%	10.51%	13%	Turnover for 2025/26 is currently projected to be 14.01%
Green 	HRLocal_07 Percentage of employees qualified to NVQ Level 2 and above (Human Resources)	Quarterly	88%	87%	90%	89%	Learning & Development Team have identified free training for those without Level 2 qualifications however interest remains low. Increased interest for upcoming courses due to Local Government Reorganisation and upskilling. In Q3 2025/26 there have been more new starters who have attended university.
Red 	CSI BV12 Working Days Lost Due to Sickness Absence per FTE (Rolling Annual Figure) (Payroll & Job Evaluation)	Quarterly	8.86	8.85	9.79	7.50	The figures for each month in Q3 2025/26 are October at 9.30 working days per FTE, November at 9.47 days; and December at 9.79 days. The breakdown of the total figure is short-term absences at 3.13 working days per FTE and long-term absences at 5.92 working days per FTE.
Green 	CPLocal_01a Percentage of Industrial units occupied in the previous 3 months (Asset Management and Development)	Quarterly	95.35%	97.77%	92.8%	95%	Total industrial units – 43

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	CPLocal_02 Percentage of tenants of industrial units with rent arrears (one month) (Asset Management and Development)	Quarterly	2.32%	2.33%	2.4%	5%	Total industrial units – 43 Work to reduce arrears continues, little impact from the rent review earlier in 2025/26.
Green 	CPLocal_05a % Beeston Square Shops occupied in the previous 3 months (Asset Management and Development)	Quarterly	80%	85	100%	85%	All units were occupied at Q3 2025/26. Total units – 20
Green 	CPLocal_08a Percentage Occupancy of Business Hub Units - Beeston (Asset Management and Development)	Quarterly	58%	100%	100%	85%	One unit is occupied by the Council's Economic Development team. Total units – 12
Green 	CPLocal_08b Percentage Occupancy of Business Hub Units - Stapleford (Asset Management and Development)	Quarterly	89%	78%	77%	85%	Total units – 9
Green 	CCCSLocal_01 Online Transactions (Communications, Cultural and Civic Services)	Annually	469,277	*488,106	139,021	500,000 125,000 (Q3)	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. The 2025/26 target has been increased from 400,000 following the mid-year review.
Green 	CSI ITLocal_01 System Availability (ICT)	Quarterly	99.7%	99.8%	99.6%	99.5%	
Green 	ITLocal_02 Service Desk Satisfaction (ICT)	Quarterly	Not available	100%	98%	98%	Service desk reinstated in Q3 2023/24. Low numbers of Customer responses. Received 154 response, of which 6 were negative. Work happening within ICT to help promote customer feedback.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	ITLocal_04 Percentage of Capital Projects in the annual BBSi Programme completed in the current year (ICT)	Quarterly	81%	80%	62%	100% 60% (Q3)	The ICT team have worked hard over the last 6 months to complete the infrastructure projects. The programme fell behind due to several technical issues and also required engagement with third party suppliers to resolve these issues. All technical projects which fell behind, will be completed by end of March 2026.
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 (Corporate Services)	Quarterly	100%	100%	100%	100%	Regularly monitored to ensure Subject Access requests are responded to within deadlines and meet the Data Protection requirements.
Green 	LALocal_12 The percentage of Freedom of Information requests dealt with within 20 working days (Corporate Services)	Quarterly	100%	100%	99.6%	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. 2024/25 = 1,439 of 1,439 requests in time 2025/26 = 1,254 of 1,257 requests in time up to Q3 (LADData_07)
Green 	CSI BV9 % of Council Tax collected in year (Revenues)	Quarterly	97.63%	97.65%	82.95%	98.50% 82.00% (Q3)	Collection rates continue to be above target.
Green 	CSI BV10 % of Non-domestic Rates Collected in the year (Revenues)	Quarterly	97.64%	99.19%	82.44%	98.50% 80.00% (Q3)	Collection rates continue to be above target.
Green 	BV78a Average time (days) to process new Benefit claims (Benefits)	Quarterly	7.2	7.5	7.6	9.0	The Benefits Team have provided an excellent service, and this would be upper quartile performance.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Target	Notes
Green 	BV78b Average time (days) to process Benefit change of circumstances	Quarterly	4.4	3.3	2.5	4.0	The Benefits Team have provided an excellent service, and this would be upper quartile performance.
Green 	BV79b(ii) Housing Benefit Overpayments (HBO) recovered as a percentage of the total amount of HBO outstanding (Benefits)	Quarterly	23.61%	28.11%	16.18%	25.00% 8% (Q3)	The Target provided is challenging. The method of recovering Housing Benefit overpayments has significantly altered since the introduction of Universal Credit (UC). With the Council having less opportunity to recover the debt directly, it has significantly impacted on the rate of recovery. Although below the proposed target, the team have increased its collection rate from 10% in the previous quarter.
Data Only 	CSData_02 Calls Answered in the Contact Centre (Customer Services)	Quarterly	73,170	56,654	51,560	60,000	The Customer Services Team continues to perform well and is achieving the challenging target that has been set.
Data Only 	CSLocal_11 Switchboard calls answered (Customer Services)	Quarterly	45,229	39,010	25,874	48,500	The number of calls received by switchboard is reducing. This is a reflection of the improved service being provided and less customers requiring multiple calls to resolve issues.
Red 	CSI CSLocal_14 Number of online payment transactions to the Council (Customer Services)	Quarterly	78,869	*56,478	54,354	125,000 80,000 (Q3)	Online payments made through the website including Council Tax, Housing Rent, Garage Rent, Sundry Debtors, NNDR, Miscellaneous Payments, Housing Benefit Overpayment and Garden Waste Subscriptions. With the majority of transactions taking place towards the end of the financial year as a result of Garden Waste subscriptions, we anticipate this to increase significantly.
Green 	CSI FRLocal_15 Percentage of DHP contribution compared to DWP grant (Benefits)	Quarterly	143%	103%	52% 50% (Q3)	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.

Appendix 1b

Performance Management – Liberty Leisure Limited1. Background - Corporate Plan

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

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

2. Business Plans

The Liberty Leisure Limited Business Plan is reviewed annually. The Business Plan 2024/27 was approved by the Liberty Leisure Limited Board in January 2025. The Liberty Leisure Limited Business Plan 2025/28 was noted at Full Council on 5 March 2025.

The Liberty Leisure Limited Business Plan links to the Council's corporate priority of Health that was approved by Council on 5 March 2025. The Council's priority for Health is to 'Healthy and supported Communities'. Its objectives are to:

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

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

3. Performance Management

This report provides a summary of the progress made to date on key tasks and priorities for improvement in 2025/26 (as extracted from the 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 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 used 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

The Performance Indicator Status in the tables shows the position related to the frequency of reporting as described in the column titled "Frequency". Where the frequency is annually this will be for the previous year 2024/25.

Liberty Leisure Limited- Performance Indicators 2025/26

Status	Code / Indicator	Frequenc y	2023/24 Achieved	2024/25 Achieved	2025/26 Q3 Value	2025/26 Q3 Target	Notes
Data Only 	LLData_G05 Management Fee from the Council to Liberty Leisure Limited	Annually	£519k	£271k	-	£202K	No management fee has been requested to date for 2025/26. The company manage its finances through a monthly cash flow review.
Green 	LLLocal_G02 Total Attendance - Liberty Leisure Limited (All)	Monthly	927,716 (incl. KLC)	800,736	607,457 202,469 Q1 200,201 Q2 204,977 Q3	583,125 193,750 (per quarter)	Achieved target for attendance across Swim, fitness, and exercise referral. Estimated Greasley Sports and Community Centre and Bramcote Leisure Centre swim school figures due to timing delay. Annual Target = 777,500
Green 	LLLocal_G04 Operating Expenditure - Liberty Leisure Limited (Including central charges)	Monthly	-£3,907k	-£2,753k	-£1,870k -£645k Q1 -£595k Q2 -£631k Q3	-£2,300k -£770k (per quarter)	Reduction in staffing through rota efficiencies. Possible reduction in gas charges but reviewing meter readings. Council service charges yet to be invoiced for Q1/Q2 2025/26. Increase in water and electricity charges. Annual target = -£3,079k
Green 	LLLocal_G05 Total Income (excluding Management Fee) - Liberty Leisure Limited	Monthly	£3,356k	£2,582k	£2,050k £687k Q1 £642k Q2 £719k Q3	£2,060k £688k (per quarter)	Gym memberships are on track with the addition of Stapleford Pavilion. Swim memberships are currently below financial budget but increasing. Swim public is forecasting ahead of budget Annual target = £2,752k
Red 	LLLocal_G06 DD Total Number of Annual Direct Debits collected	Monthly	83,767	62,234	46,178	49,268	Annual Target = 65,950
Amber 	LLLocal_G12 Total number of members (Fitness and Swim School)	Monthly	6,166	5,513	5,615	5,778	Figures are combined totals for Fitness and Swim School Memberships and include Direct Debit and annual payers. Currently 163 memberships down from end of year total.

Liberty Leisure Limited – Actions 2025/26

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	LL2427_G02 Investigate the possibility of adopting the 'Agency Agreement' model for the operating leisure services	Review the possibility of minimising the operators VAT liability	0%	Mar-2027	This will be reviewed in the 2026/27 financial year. Due date extended in line with revised review date.
In Progress 	LL2427_G03 Review the support services and charges provided by Broxtowe Borough Council	Rationalise the support services provided to the company by BBC so that there are improved financial and operational efficiencies	71%	Mar-2027	Ongoing reviews with Heads of Service to review charges for 2025/26 and to review process moving forwards.
In Progress 	LL2427_G05a Planning, opening and operation of the new Stapleford Community Pavilion	Liberty Leisure Limited (LLL) to operate a financially sustainable facility at Stapleford Community Pavilion from 2025/26	10%	Mar-2028	Official facility opening took place on 28 October 2025 with all facilities available. Facility being well utilised and set to increase usage in coming months.
In Progress 	LL2225_G01 Support Broxtowe Borough Council in the development of a new leisure facility at the Bramcote site	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%	Summer 2027	The company has provided facility mix and financial related data to the Council's leisure consultant regarding a new build leisure centre at the Bramcote site. The new centre was granted planning permission on 14 January 2026.
In Progress 	LL2326_G01a Grow fitness memberships	To grow all areas of fitness income to support the objective of improving operational efficiencies. Specifically, at Bramcote Leisure Centre to ensure that the fitness membership at the site is sufficient to support the financial requirements of a potential future new facility and the potential opening of a gym facility at the Stapleford Community Pavilion	93%	Mar-2029	Gym membership on track to achieve end of year targets. Reviewed and improved the digital journey to increase the number of members accessing health improvement programmes as well as improving the take up for corporate health checks and workshops. Monitoring the fitness class programme across both sites to ensure high occupancy. Due date extended in line with Business Planning 2026/29.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	LL2427_G06 Expand Exercise Referral opportunities	Increase the number of people on the exercise referral programme. Specifically targeting young people to encourage exercise adoption from an earlier age	75%	Mar-2029	Exercise Referral memberships exceeding targets. Continuing to grow Exercise Referral through direct marketing being undertaken by General Practices and delivering exercise referral in the north of the Borough with Greasley Sports and Community Centre. Active Lifestyles Team 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. Starting a Parkinson Stronger exercise group in January. Due date extended in line with Business Planning 2026/29.
Progress 	LL2528_G01 Grow Swimming Income (New)	Increase the operational income from Liberty Leisure Ltd Swim School, NCC School Swimming and the public swimming programme at Bramcote Leisure Centre (BLC)	80%	Mar-2028	Monitoring the swim programme and public swim programme to increase occupancy and identify ways to improve retention and attendance. Continuing to recruit and support volunteers to enable them to become swim teachers to increase the number of available swim teachers to deliver the programme.
In Progress 	LL2427_G10a Implementation of new gym equipment at Stapleford Community Pavilion and across the estate	Capital investment to provide the gym at the Stapleford Community Pavilion (operating from 2025/26), and equipment for the new Bramcote Leisure Centre and Chilwell Olympia in 2026/27. Support the continued growth of the fitness membership to support the delivery of annual financial targets.	75%	Dec-2026	The equipment Stapleford Pavilion was procured and installed within Q3 2025/26. The equipment for Bramcote and Chilwell is included in the capital expenditure for 2026/27 The new Bramcote Leisure Centre has been pushed back slightly for a slight redesign. The gym equipment procurement for this and Chilwell Olympia will be delayed accordingly. Procurement to take place in 2026/27 and install in 2027/28.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	LL2326_G04 Manage the reduction in the allocated management fee being made to the company by Broxtowe Borough Council	Deliver a balanced financial budget for 2025/26	50%	Mar-2026	Budget forecasted to reduce which is allowed for by adding a new replacement Bramcote Leisure Centre and the Stapleford Community Pavilion, efficiencies and increasing income in other areas.

Appendix 2

Financial Performance to December 2025 Q3

1. Introduction

This report includes a summary update on financial performance in respect of employee expenses (including salaries and agency costs), income (including fees and charges) and the capital programme as at 31 December 2025.

2. Salaries Budgets

The summary position for employee budgets on 31 December 2025 is shown below. The original budget assumed 3% pay inflation in 2025/26. The budget figures shown do not include the vacancy rate target set when the original budget was approved. The total vacancy saving targets for the General Fund and the Housing Revenue Account (HRA) in 2025/26 are £750k and £250k respectively and the total underspends will need to meet these targets.

Department	Budget Salary* £'000	Budget Agency £'000	Budget Total £'000	Budget Dec 25 £'000	Actual Salary* £'000	Actual Agency £'000	Actual Total £'000	Budget Var. £'000
Chief Executive	3,978	5	3,983	2,987	2,761	90	2,851	(137)
Deputy Chief Executive	3,974	203	4,176	3,132	2,601	130	2,732	(401)
Monitoring Officer	891	20	911	683	520	106	626	(57)
Executive Director	7,572	755	8,327	6,245	5,006	693	5,699	(546)
GF Total	16,415	983	17,398	13,048	10,888	1,020	11,908	(1,140)
HRA Total	5,879	80	5,959	4,470	3,883	140	4,023	(447)
Grand Total	22,294	1,063	23,357	17,518	14,771	1,160	15,931	(1,587)

The table shows that the current budget variation on salaries and agency costs as at 31 December 2025 is an underspend of £1.587m.

The underspend on General Fund budgets is shown as £1.140m. The estimated overtime and agency to be paid in arrears reduces the saving by £41k in total.

The adjusted position for the General Fund is an underspend of £1.099m. This compares favourably with the annual vacancy rate of £750k, which pro-rata to December 2025 is a target of £563k.

The underspend on HRA budgets is shown as £447k. The overtime and agency paid in arrears reduces the saving by £5k. **The adjusted position for the HRA is an underspend of £442k.** This compares favourably with the annual vacancy rate of £250k, which pro-rata to December 2025 is a target of £187k.

The original salary budgets for 2025/26 were calculated with an assumption of a 3% uplift for the pay award. On 24 April 2025, the National Employers made an offer for 2025/26 pay award at 3.2% uplift on all NJC pay points from 2 to 43 (equivalent to the Broxtowe Local Grade 2 through to Grade 15). This pay offer was agreed and has been paid. There has been an impact of around £44k on the overall budget for the full year.

3. Income Budgets

The position to 31 December 2025 in respect of the most significant variable income budgets is as follows:

Income	Annual Budget £'000	Ledger Income to 31/12/25 £'000	Latest Projection £'000	Projected Variance to Budget £'000
Planning Fees	(475)	(741)	(741)	(266)
Pre-Planning and History Fees	(25)	(17)	(25)	-
Industrial Units Rents	(152)	(166)	(148)	4
Craft Centre Complex Rents	(35)	(33)	(35)	-
Mushroom Farm Rents	(49)	(53)	(49)	-
Garden Waste Income	(1,080)	(1,058)	(1,060)	20
Trade Refuse Income	(650)	(631)	(650)	-
Recycling Credits - Glass	(140)	(75)	(120)	20
Sale of Glass	(85)	(61)	(85)	-
Sale of Wheeled Bins	(30)	(50)	(50)	(20)
Special Collections Income	(60)	(58)	(60)	-
Car Parking Income	(420)	(327)	(427)	(7)
Off-Street Penalty Charge Notices	(25)	(2)	(25)	-
Cemeteries	(243)	(148)	(243)	-
Beeston Parks	(35)	(32)	(36)	(1)
Stapleford Parks	(13)	(19)	(20)	(7)
Eastwood Parks	(11)	(13)	(15)	(4)
Miscellaneous Legal Charges	(15)	(22)	(22)	(7)
Land Charges Income	(40)	(43)	(43)	(3)
Licensing Income	(110)	(122)	(139)	(29)
Interest on Investments	(390)	(565)	(700)	(310)
Beeston Square Rent	(908)	(965)	(904)	4
General Properties Rents	-	(3)	(3)	(3)

Income	Annual Budget £'000	Ledger Income to 31/12/25 £'000	Latest Projection £'000	Projected Variance to Budget £'000
Council Offices	-	(23)	(44)	(44)
Durban House	(43)	(6)	(6)	37
Stapleford House	-	(1)	(5)	(5)
Stapleford Hub	(9)	(5)	(9)	-
Total	(5,043)	(5,239)	(5,664)	(621)

The current projection is for net **increased** income of £621k.

Notes

The status relates to income billed rather than wholly collected income. Most of the projections are pro-rata based upon activity to 31 December 2025 and forecasts will be further refined as the financial year develops.

- i) Income from Planning Fees was lower in 2023/24 and 2024/25, when compared to 2022/23 due to larger schemes. The Council has already received five high value fees for significant schemes, which has boosted income budgets in 2025/26. This demonstrates the potential volatility with income from planning fees being skewed towards the larger development schemes.
- ii) Income for industrial unit rents is adjusted at year end as tenants are billed in advance i.e. any accruals, receipts in advance and provision for non-payments. There are currently two units vacant at Mushroom Farm but positive interest has been received for letting. Rent abatements for the units at High Hazels Court was agreed by GMT until the roof repairs are resolved. The cost of repairs to be met by the Council will be in the region of £75k.
- iii) Garden Waste income after six months increased by 2.75% compared to September 2024, which was less than the 4.6% increase on fees. This is due to a reduction of around 400 subscribers. Trade refuse income is down due to some businesses ceasing trading. Glass income had risen in 2024/25 due to a significant increase in the price per tonne of glass, but this price has since been reduced, and future forecasts may need to be revisited. Recycling credits income for glass is also expected to be lower than budgeted, although income from wheeled bins and special collections remains steady.
- iv) Car Parking income from pay and display ticket sales is £13k lower than Q3 2024/25. This has been offset by income from permit sales increasing by £5k. The forecast is still to achieve the budget target with any shortfall attributed to the successful free parking scheme at Christmas being absorbed.
- v) Income from off-street parking Penalty Charge Notice (PCN) is received from Nottinghamshire County Council at the end of the financial year. The services of an external enforcement officer had been acquired for evening patrol for two

weeks in June and two weeks in July which cost £3,800. From the first activity, 138 PCN were issued and 122 PCN issued in July which at full value is £9,100 if paid at £35 within 14 days. Half of these penalties have has gone beyond the 14-day period – likely to appeal so if waived this will be around £4,500 income received therefore generating a nominal surplus from this activity.

- vi) Cemeteries income is broadly in line with budget except for internment fees and grave purchases which are currently below budget.
- vii) Parks income received is healthy especially at Stapleford. Whilst income from Eastwood currently looks low, there are further invoices to be raised.
- viii) Legal Services are permitted to charge when instructed on certain matters, with income levels dependent on the number of instructions received. The service achieved its fees target for 2024/25, and the same is happening this year.
- ix) With the migration of the local Land Charges service, the income target for the year is still expected to be achieved.
- x) Licencing income is anticipated to be broadly in line with budgets.
- xi) Actual interest from long-term investments is fully transferred out of the interest holding account at the end of the financial year. The interest over nine months stands at £565k. The overall benefit will be shared with HRA through the 'Item 8 Calculation' which is completed at the financial year-end.
- xii) Beeston Square Rent is made up of income from both phase 1 and phase 2 units and includes allowances for vacant units.
- xiii) General property rents will be reallocated to different property types into their respective cost centres for clarity. Some of the tenants are charged on an annual basis and bills will be sent later.

4. Capital Programme

Capital expenditure to 31 December 2025 is summarised as follows:

	Budget 2025/26 £'000	Actual to 31/12/25 £'000	Proportion of Budget Spent
General Fund (GF)	8,956	2,160	24%
GF – Stapleford Towns Fund	14,837	7,804	53%
GF – Kimberley Means Business	12,886	5,956	46%
Housing Revenue Account (HRA)	11,103	4,628	42%
Housing Delivery Plan (HRA)	18,500	10,910	59%
TOTAL	66,282	31,458	47%

The table includes all capital schemes brought forward from 2024/25, approved by Cabinet on 1 July 2025, in addition to any other budget changes made up to 31 December 2025. No account has been taken of any invoices received but not yet paid or work that has taken place but where no invoices has yet been received. There is also a Reserve List of schemes totalling £2.472m for which the approval to proceed will be granted once a source of funding is identified.

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

Scheme	Budget 2025/26 £'000	Spend to 31/12/25 £'000	Comments
GENERAL FUND			
Disabled Facilities Grants	1,783	546	Ongoing with further grants committed.
Replacement Vehicles and Plant	1,459	377	Orders raised for vehicles in replacement programme.
Implementation of Food Waste Collection	831	12	On track to deliver round review in spring 2026. Some concerns over vehicle prices and delivery times given that councils are competing with similar timelines, creating a budget risk. Cabinet recently approved a trial from September 2026.
Pride in Parks	191	42	Several projects currently being developed. Eastcote Avenue paths completed. Surfacing at King George Park commencing. Play areas at Coronation Park and Eastcote Avenue to order, completion close to year end.
Refurbishment of Brinsley Headstocks	192	2	Finding an additional unmapped shaft has led to project delays. Additional biodiversity work programmed. Groundworks ordered; foundation construction to commence February.
Chilwell Quarry Stabilisation Works	290	-	Stabilisation work completed. Ongoing maintenance regime to be established.
Stapleford Cemetery Extension	150	-	Scheme delayed
Bramcote Crematorium - Cremator Replacement and Associated Works	610	251	Project completed on time and budget. Final accounts to prepare. Costs shared with Erewash BC.

Scheme	Budget 2025/26 £'000	Spend to 31/12/25 £'000	Comments
New Bramcote Leisure Centre – RIBA Stage 4	266	237	Planning application successful subject to conditions; business case for funding package being presented to Cabinet in March.
Bramcote Leisure Centre Building Conditions Repair	153	151	Roofing and asbestos work in plant room completed. Structural column inspection completed. Minor remediation works ordered to complete scheme.
Gym Equipment Replacement	120	-	In progress for Hickings Lane Community Pavilion.
Beeston Square Phase 2 Units Fitting Out Works	137	-	Fitting out works to long term vacant unit if required to encourage offers.
ICT Technical Infrastructure Architecture	215	-	Budget for new Core and Edge switch infrastructure. Work due be completed by Q4. New WAN links to be introduced at remote sites with additional infrastructure for business continuity purposes.
ICT Replacement and Development Programme	154	32	Replacement of all laptops and desktops completed for year. Remaining budget being used for new backup solution, gas suppression for comms room, tablet and mobile development across services.
ICT E-facilities Initiatives	60	12	Budget to introduce new digital systems to promote self-service, automation, Gen AI, system integration.
ICT Revenues System	47	47	Upgrade work started and due to be completed.
ICT Financial Management System	77	77	Upgrade work started and due to be completed.
ICT Total Mobile Modules	215	122	Project commenced. Additional meetings arranged with provider to ensure all work delivered is relevant. Anticipated start by February 2026
Fire Safety Works - Council Offices, Beeston	250	-	In progress with works to be completed in March 2026.

Scheme	Budget 2025/26 £'000	Spend to 31/12/25 £'000	Comments
UKSPF Shared Prosperity Fund – Capital Schemes	764	142	Schemes in progress. Around 15 small to medium sized capital projects; some delays due to permissions, sites and staffing issues. CEDARS scheme is almost complete. Business support grants ongoing.
STAPLEFORD TOWNS FUND	14,837	See below	In progress with budget allocated across project strands.
STF – Community Pavilion	Included above	6,491	Pavillion completed. Snagging issues ongoing to be resolved with final cost reports being reviewed. Cricket pitch to be presented to Planning Committee in January.
STF – Town Centre Traffic Management ‘Street Improvement Scheme’	Included above	72	Progressing. Meeting with Stapleford Town Council to discuss scheme overview and work priorities. No responses for the tenders for Walter Parker VE Square works, so open tender underway to close in January.
STF – Cycle Network ‘Active Travel/Associated Infrastructure’	Included above	359	Plans for meadows are advancing. Works on Pasture Road pathway improvements to commence in January 2026.
STF – Town Centre Enterprise Management ‘Pencil Works’	Included above	883	Main construction works have commenced although discovery of asbestos delayed start. Time risks are being mitigated within the programme where possible. Additional funding application to support 'makers space' in its final stages.
STF – Skills and Education Facility Improvements	Included above	-	Project completed; final accounts awaited.
KIMBERLEY MEANS BUSINESS	12,886	See below	In progress with budget allocated across project strands.
KMB – Bennerley Viaduct Project	Included above	383	Visitor Centre is proceeding and expected to open in April. Ramp remedials nearing completion. Additional cost approved by the Strategic Board.

Scheme	Budget 2025/26 £'000	Spend to 31/12/25 £'000	Comments
KMB – Cycle Routes	Included above	131	Active Travel routes scaled back with funding reassigned to other KMB projects as agreed with Strategic Board.
KMB – Industrial Units	Included above	3,167	Industrial units are progressing with steel frames in situ at Shilo Way. Giltbrook still requires planning permission.
KMB – New Sports Facility	Included above	435	Cricket works completed with new nets installed. Stag Ground pavilion will be completed by March. Works at Swingate also completed.
KMB – Business Grants	Included above	49	Business grants completed, with match funding to be collected.
KMB - Kimberley Laser Light Show	Included above	113	Light shows and street scene projects well underway
KMB – Kimberley Hub	Included above	1,677	Build commenced on new Hub with steels now in place. Works progressing well with target set for June completion.
HOUSING REVENUE ACCOUNT (HRA)			
Heating Replacement and Energy Efficiency Works	962	566	In progress. High volume of works coming through. Spend anticipated to be within budget although more issues expected due to cold weather. December valuation shows increase in replacements as expected.
Housing Modernisation Programme	1,445	994	Scheme includes kitchen and bathroom replacements. Works progressing with no budget concerns.
Social Housing Decarbonisation	1,963	582	On target with works progressing well.
Aids and Adaptations – Disabled Persons	675	416	Works are progressing well with more planned. Reactive budget.
Fire Safety Assessment and Remedial Works	2,036	488	In progress. Reactive budget is subject to requirements.

Scheme	Budget 2025/26 £'000	Spend to 31/12/25 £'000	Comments
Window and Door Replacement	525	172	On target for works. Units being ordered as required. Several properties awaiting installation.
Structural Remedial Repairs	250	26	In progress. Some large works occurring within this stream.
Major Relets and Emergency Insurance Works	270	103	Reactive budget. Some major works arising with insurance covering majority of costs.
Asbestos Surveys and Remedial Works	620	193	In progress. Reactive budget is subject to requirements.
Speech Call Units and Lifeline	120	20	Project progressing although some budget will need to be carried forward
Estate Impact / Decent Neighbourhoods	1,460	144	Budget may need to be carried forward. Some work schemes have long time scales due to planning etc and may not start until next year. Consultant for Ribblesdale pilot is being in the process of being procured.
HOUSING DELIVERY PLAN			
Acquisition of Properties	1,400	1,053	In progress. Further opportunities expected to progress to completion
Property Acquisition and New Build – Pamela Cottage	644	-	Initial feasibility undertaken with options for two accessible bungalows being considered. Land valuations received from the valuer being reviewed. Detailed design and tenders will be required if proceeding.
Property Acquisition – Hall Drive Chilwell	2,970	3,370	Main refurbishment works completed. Additional works being costed with amounts and programme for completion to be confirmed.
Housing Development Land Acquisition – 52 Church Street, Eastwood	800	751	In progress, final accounts to complete.
Property Acquisition – Nottingham Road, Eastwood	1,245	-	In progress.

Scheme	Budget 2025/26 £'000	Spend to 31/12/25 £'000	Comments
New Build Housing Feasibility Costs	350	16	Ongoing.
New Build – Farm Cottage	892	236	Scheme progressing with five units handed over. Site of the existing cottage being designed with proposals for two flats and procurement for an architect to progress scheme to planning.
New Build – Inham Nook Development	2,427	477	Scheme nearing completion. Units handed over to Housing for letting. Retention to be released at completion of the end of defects period.
New Build – Chilwell Garage Sites	1,506	12	Scheme completed. End of defect inspections completed, retention due to be released on confirmation of the defect works.
New Build – Watnall Garage Sites	1,385	646	Scheme progressing on site with completions expected in May 2026.
New Build – Land at Coventry Lane West (Crematorium)	2,073	3,284	Scheme involving building of 51 new homes. Phase 1 and 2 Golden Brick stage achieved and progressing well. Some budget reprofiling from future years required. First units handed over to Housing. Estimated completion of units expected in September 2027.
New Build – Field Farm	1,011	794	Scheme completed and handed over to Housing. Last phase currently in-defects. Retention will be remaining spend.
Acquisition and Development at 84 Church Street, Eastwood	1,300	-	Consultants to be procured.

* Budget figures include all approved changes up to 31 December 2025 and capital budgets brought forward from 2024/25 (approved by Cabinet on 1 July 2025). Subsequent budget changes will be reflected in the outturn report.

Report of the Portfolio Holder for Resources and Personnel Policy

Council Tax Support for Terminally Ill Residents

1. Purpose of Report

This report recommends the establishment of a discretionary Council Tax Relief Scheme to support households facing the hardship of living with a terminally ill family member when in receipt of Local Council Tax Support. The Policy Overview Working Group assessed the proposed policy and requested the additional recommendations 3 and 4 below.

2. Recommendation

Cabinet is asked to RESOLVE that the following be approved:

- 1. That the Policy to provide additional support to recipients of Local Council Tax Support who are terminally ill be implemented with effect from 1 April 2026.**
- 2. Delegate to the Assistant Director Revenues, Benefits and Customer Services the ability to decide upon the award of Terminally Ill Discretionary Support Scheme.**
- 3. The Policy Working Group work with the Assistant Director Revenues, Benefits and Customer Services to extend the proposed policy to support Terminally Ill residents that fall outside of the Local Council Tax Support Scheme.**
- 4. That the Council considers including the proposed policy within the Local Council Tax Support Scheme from April 2027.**

3. Detail

During 2024, Marie Curie, the UK's leading end of life charity, published a report that explored poverty and fuel poverty at the end of life in the UK. The report identified that in 2023, 111,000 people died in poverty, more than one in six deaths registered in England, Scotland and Wales. Within the report the charity recommended that local authorities should review council tax and discretionary support schemes to provide support to households on a low income that include someone living with a terminal illness.

There is currently no statutory council tax exemption or relief that can be awarded to residents living with a terminal illness. There is an existing statutory exemption for properties left empty by a resident living in a care or nursing home, which may remove the need for some residents with a terminal illness to be covered by any adopted discretionary scheme.

Section 13A(1)(c) of the Local Government Finance Act 1992, provides councils with discretionary powers to reduce the amount of council tax payable for

individuals, or for specific classes of council taxpayers who find themselves in similar 'exceptional' circumstances. Where the powers detailed above are invoked, it includes the power to reduce an amount to nil. The Council has already invoked this power in establishing a 'care leavers reduction scheme' providing a reduction in council tax to those people in the district defined as care leavers. Any decision made under Section 13A(1)(c) is funded locally from the general fund and cannot be passed to other council tax preceptors through the collection fund. In this respect, any decision made must be funded by Broxtowe Borough residents and be budgeted for fully in the Councils accounts. Further details of the potential financial implications are detailed below.

The Marie Curie report focuses on those that die in poverty. It has been proposed to develop a Section 13A(1)(c) scheme that supports those in receipt of Local Council Tax Support.

The Broxtowe Borough Council Local Council Tax Support scheme for 2026/27 was approved at Cabinet on 27 November 2025. This scheme continues to provide support for working age residents that mirror the level of support offered to pension age residents from the national scheme. This allows those on a low income the possibility to receive up to 100% support towards their council tax charge. In most cases of a resident receiving a terminal diagnosis they will likely be entitled to Attendance Allowance (AA) or Personal Independence Payments (PIP). Under the current Local Council Tax Support Schemes, administered by the Council, both AA and PIP would generally increase the amount of financial assistance being provided. However, there will be circumstances in which this does not cover 100% of the council tax charge.

The Policy and supporting Equalities Impact Assessment are included in **Appendix 1** and **Appendix 2** with details of the proposed scheme which will support residents that are in receipt of Local Council Tax Support, and have a member of their household with a terminal illness with a life expectancy of under twelve months, additional support through Section 13A(1)(c) up to 100% of their Council Tax charge. This proposed support will commence from 1 April 2026.

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. The decision will impact upon all wards in the Borough.

5. Updates from Scrutiny

The Policy Overview Working Group assessed the proposed policy and requested the additional recommendations 3 and 4.

6. Financial Implications

The comments from the Interim Deputy Chief Executive and Section 151 Officer were as follows:

As detailed in the report, any support awarded under Section 13A(1)(c) of the Local Government Finance Act 1992 is required to be funded by the billing authority, being Broxtowe Borough Council.

The exact funding requirements are difficult to quantify due to the information available to the Council. The Council has worked with Nottinghamshire Healthcare NHS Foundation Trust to establish with the potential number of residents that might be affected with a terminal illness within the household. Due to the nature of the Trust, this does not align with the Borough boundary. However, it is estimated that around 1,200 people may live in the Broxtowe area who have been diagnosed as being in the last year of life. Based on the 2021 census data, Broxtowe has a population of 110,900. This means that approximately 1.1% of the local population has been diagnosed with a terminal illness with life expectancy of less than one year.

To establish an approximate cost, and therefore establish an appropriate budget, the following calculation has been made:

Category	Total	Financial Value
Households receiving Council Tax Support	6,068	
Households on Council Tax Support not receiving 100% support	1,538	
Average annual outstanding balance of those not receiving 100% Council Tax Support		£630.24
Potential Council Tax Support recipients to receive Support for Terminally Ill Residents at 1.1% of those not already receiving 100% Council Tax Support	16.92	
Estimated cost of policy to the Council (16.92 multiplied by £630.24)		£10,663
Proposed budget to accommodate contingency		£15,000

7. Legal Implications

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

Section 13A(1)(c) of the Local Government Finance Act 1992, provides Councils with a discretionary power to reduce the amount of council tax payable by individuals and to allow a further reduction to those already benefitting from the council tax reduction scheme.

Section 13A(6) of the act allows the power under (1)(c) to reduce the amount to nil and Section 13A(7) allows the power to be exercised in relation to individual cases or by classes of properties.

8. Human Resources Implications

Not applicable.

9. Climate Change Implications

Not applicable.

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 new policy an equality impact assessment is included in the appendix to this report.

12. Background Papers

Nil.



Council Tax Support for Terminally Ill Residents

Document title	Council Tax Support for Terminally Ill Residents
Document version	V1
Department	Revenues, Benefits and Customer Services
Title of Author	Assistant Director Revenues, Benefits and Customer Services
Date document approved	
Review cycle	Every 2 years
Date of next review	01/04/28

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1.0 Scope

This policy applies to Council Tax Support claimants who are terminally ill and is intended to ensure that the Council's approach to council tax liability is compassionate, proportionate, and administratively simple at the end of life. The policy seeks to reduce financial anxiety for individuals and their families while maintaining consistency with the Council's wider Council Tax Support Scheme and recovery framework. The Policy will support all residents that have been diagnosed as receiving end-of-life care and the expected remaining life is less than 12 months.

2.0 Purpose

The purpose of this policy is to ensure that residents who are terminally ill are supported in a compassionate, fair, and proportionate way in relation to their Council Tax liability.

The policy aims to reduce financial stress at the end of life by providing timely Council Tax Support, minimising administrative burden, and ensuring that recovery and enforcement actions are adjusted appropriately, while remaining consistent with the Council's statutory duties, local Council Tax Support Scheme, and wider vulnerability and equality obligations.

3.0 Aims and Objectives

The aim of this policy is to prevent terminally ill residents and their households from experiencing avoidable financial hardship arising from Council Tax liability at the end of life, and to ensure the Council responds in a compassionate, timely, and proportionate manner.

This aim is informed by evidence, including 2024 research published by Marie Curie, which highlights that a significant number of people in the UK die in poverty or experience severe financial distress during the final months of life due to reduced income, increased living costs, and delays or barriers in accessing support.

4.0 Regulatory Code and Legal Framework

Section 13A(1)(c) of the Local Government Finance Act 1992, provides Councils with a discretionary power to reduce the amount of council tax payable by individuals and to allow a further reduction to those already benefitting from the authority's council tax reduction scheme. Section 13A(6) of the act allows the power under (1)(c) to reduce the amount to nil and Section 13A(7) allows the power to be exercised in relation to particular cases or by determining a class of case.

Any decision made under section 13A is funded locally from the general fund and cannot be passed to other council tax preceptors through the collection fund. In this respect, the scheme must be funded by Broxtowe Borough Council residents and budgeted for fully in the Councils accounts.

5.0 Policy Outline

Introduction

During 2024, Marie Curie, the UK's leading end of life charity, published a report that explored poverty and fuel poverty at the end of life in the UK. The report identified that in 2023, 111,000 people died in poverty, more than one in six deaths registered in England, Scotland and Wales.

Section 13A(1)(c) of the Local Government Finance Act 1992, provides Councils with a discretionary power to reduce the amount of council tax payable by individuals and to allow a further reduction to those already benefitting from the authority's council tax reduction scheme. Section 13A(6) of the act allows the power under (1)(c) to reduce the amount to nil and Section 13A(7) allows the power to be exercised in relation to particular cases or by determining a class of case.

Any decision made under section 13A is funded locally from the general fund and cannot be passed to other council tax preceptors through the collection fund. In this respect, the scheme must be funded by Broxtowe Borough Council residents and budgeted for fully in the Councils accounts.

Broxtowe Borough Council (the Council) Scheme

The Councils scheme is to provide 100% council tax relief to all households (including single person residents) who are in existing receipt of relief through the Local Council Tax Support Scheme (LCTSS) within the Broxtowe Borough Council area impacted by having been diagnosed as receiving end-of-life care or having a relative living in the household who has been diagnosed as receiving end-of-life care.

For the purposes of this scheme a relative is determined a member of another person's family if:

- he or she lives with that person as a couple
- one of them is related to the other
- or is a relative of one member of the couple.

and where

- 'couple' means two people who are married to each other or live together as husband and wife (or equivalent same sex partnership)
- 'relative' means a parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew, niece or first cousin* (*a child of a parent's sibling; nephew or niece of a parent; a child of an uncle or aunt; someone who shares common grandparents but not parents)
- a half-blood relationship is treated the same as a whole blood relationship
- a stepchild of a person is to be treated as his/her child.
- Foster Children living with the house that LCTSS is claimed.

Scheme Eligibility

As a discretionary scheme, each case must be considered individually against a set of eligibility criteria. As a minimum the criteria for eligibility to the Councils scheme is

- Your residence is in the Broxtowe Borough Council area
- You, your partner or a relative residing in your household is terminally ill
- The household is in receipt of council tax support through the Councils LCTSS scheme

- You are in receipt of a clinician completed **SR1 form**, which advises that the named person:
 - has a progressive disease, and
 - because of that disease, the expected remaining life of the patient is less than 12 months.

Scheme duration

- This scheme will start from 1st April 2026, with no relief backdated prior to that date.
- The scheme will pay the relief from the date the **SR1** applies (or 1st April 2026 where the date is earlier) and allow for relief to be paid until the end of the financial year during which death occurs, unless they die in March in which case relief will be paid to the end of the financial year and also cover April of the following financial year.
- If the named person does not die within the 12 months as anticipated, there will be no claw back of relief paid and payment of relief be on-going until they do pass, or the scheme is ended.

The Scheme will only be applied once all appropriate Discounts and Exemptions have been applied to the Households Council Tax account.

6.0 Related Policies, Procedures and Guidelines

Marie Curie – Dying in Poverty Report 2024

7.0 Review

This policy will be reviewed on a two-yearly basis to ensure it is supporting the appropriate households.

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Appendix 2

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate: **Deputy Chief Executive**

Lead officer responsible for EIA: **Assistant Director Revenues, Benefits and Customer Services**

Name of the policy or function to be assessed: **Council Tax Support for Terminally Ill Residents**

Names of the officers undertaking the assessment: **Assistant Director Revenues, Benefits and Customer Services**

Is this a new or an existing policy or function? **New**

1. What are the aims and objectives of the policy or function?

The aim of this policy is to prevent terminally ill residents and their households from experiencing avoidable financial hardship arising from Council Tax liability at the end of life, and to ensure the Council responds in a compassionate, timely, and proportionate manner.

This aim is informed by evidence, including 2024 research published by Marie Curie, which highlights that a significant number of people in the UK die in poverty or experience severe financial distress during the final months of life due to reduced income, increased living costs, and delays or barriers in accessing support.

2. What outcomes do you want to achieve from the policy or function?

The policy aims to reduce financial stress at the end of life by providing timely Council Tax Support, minimising administrative burden, and ensuring that recovery and enforcement actions are adjusted appropriately, while remaining consistent with the Council's statutory duties, local Council Tax Support Scheme, and wider vulnerability and equality obligations.

3. Who is intended to benefit from the policy or function?

This policy will benefit households in receipt of Local Council Tax Support where a member of the household is terminally ill. It provides targeted financial and administrative relief to individuals and families who are at heightened risk of hardship due to reduced income, increased living and care costs, and limited capacity to engage with standard council processes at the end of life.

4. Who are the main stakeholders in relation to the policy or function?

The main stakeholders are households in receipt of Local Council Tax Support where a member of the household is terminally ill. This includes terminally ill residents themselves, as well as their carers, family members, or authorised representatives who may manage council tax matters on their behalf.

5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?

The Council already provides one of the most generous Local Council Tax Support Schemes in the Country. This policy aims to support that scheme by providing a top up for those having been diagnosed with end-of-life care and the expected remaining life is less than 12 months. Data has been obtained from Nottinghamshire Healthcare NHS Foundation Trust that indicates an approximate 1,200 residents in the Borough have received this diagnosis.

6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?

The Council has access to the numbers in receipt of Local Council Tax Support and the levels of assistance they are provided. This has been used in the calculation of the proposed financial exposure to the Council.

7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?

No Stakeholder consultation has been conducted.

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?

No, the policy will support any household that is in receipt of Local Council Tax Support with the Council and where they have a resident in that property that has been diagnosed as receiving end-of-life care and the expected remaining life is less than 12 months.

Does it affect some equality groups or communities differently? If yes, can this be justified?

Yes, the policy affects some equality groups and communities differently, and this differential impact is justified. The policy is designed to provide targeted support to households in receipt of Local Council Tax Support where a member of the household is terminally ill. Terminal illness meets the definition of disability under the Equality Act 2010, meaning disabled people are more likely to 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?

No, the policy is not likely to be equally accessed by all equality groups or communities. Access to the policy is intentionally limited to households in receipt of Local Council Tax Support where a member of the household is terminally ill. As a result, disabled people (for whom terminal illness meets the definition of disability) and older people are more likely to access the policy than other groups.

Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?

Yes, there are potential barriers to accessing the policy for some equality groups or communities, but these are mitigated. Barriers may include limited capacity to engage due to illness or disability, reliance on carers or representatives, digital exclusion, language barriers, and lack of awareness of entitlement. The Council will work with support groups and Social Services to promote the scheme to maximise assistance

Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?

Yes. By providing targeted and compassionate support to households in receipt of Local Council Tax Support where a member is terminally ill, the policy helps reduce financial inequality and removes barriers faced by a clearly defined vulnerable group.

What further evidence is needed to understand the impact on equality?

No further evidence is required.

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 further action required.

Disability: No further action required.

Gender: No further action required.

Gender Reassignment: No further action required.

Marriage and Civil Partnership: No further action required.

Pregnancy and Maternity: No further action required.

Race: No further action required.

Religion and Belief: No further action required.

Sexual Orientation: No further action required.

10. Assistant 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 of Assistant Director:

Report of the Portfolio Holder for Resources and Personnel Policy

Ethical Considerations for Pension Fund Investments, Treasury Management Activity and Banking Services

1. Purpose of Report

Members are to note the tensions in the Middle East, with reported breaches of international law and the worsening humanitarian situation in Palestine. It is proposed that the Leader of the Council makes representations to the Nottinghamshire Local Government Pension Fund to express concerns regarding potential investment exposures to environmental, social and governance (ESG) and human rights matters and request that the administering authority review such investments in accordance with its own statutory fiduciary duties to divest any funds from companies complicit in Israel's crimes against Palestinians. The report also considers whether to review the Council's Treasury Management Strategy and Procurement Strategy and to do this through the appropriate constitutional decision-making route where any amendment to the Policy Framework documents is required.

2. Recommendation

Cabinet is asked to RESOLVE to approve to:

1. **Express concern and urge representatives on the Nottinghamshire County Council Pension Fund Committee and the Local Pension Board to request that they divest any funds from companies complicit in Israel's crimes against Palestinians. This includes companies producing weapons and military technology used by Israel in its attacks on Palestinians; financial institutions providing investment and loans to these arms companies; and companies conducting business activity in the occupied Palestinian territories which benefit the occupier, to ensure that any funds invested are consistent with their fiduciary duties and responsible investment policies.**
2. **Request that the Leader of the Council meets with the Chair of the Nottinghamshire Pension Fund Committee and LGPS Central Limited senior leadership, to convey Cabinet's concerns and urge them to:**
 - a. **Extend investment exclusions and restrictions to the prescribed activities and implement an escalation-to-exclusion protocol where engagement fails, consistent with the recommendations of the UN Special Rapporteur on the situation of human rights in the Palestinian territories to end financial flows to the 'economy of concern'.**

movements, such as the Anti-Apartheid Movement in South Africa and Swadeshi Movement in India, in raising global awareness, exerting economic pressure and building international solidarity with oppressed peoples fighting for basic human rights. A petition to Nottinghamshire County Council for pensions divestment from human rights violations has received over 6,000 signatures.

It is proposed that the Leader of the Council urges representatives on the Nottinghamshire County Council Pension Fund Committee and the Local Pension Board to divest any funds from companies that are complicit in Israel's reported crimes against Palestinians.

The Nottinghamshire Pension Fund should not be investing in companies that facilitate Israel's reported breaches of international law. This should include companies producing weapons and military technology used by Israel in its attacks on Palestinians; financial institutions providing investment and loans to these arms companies; and companies conducting business activity in the occupied Palestinian Territories which benefit the occupier.

The Council should also review its own strategies relating to procurement and treasury management to incorporate, wherever possible and in line with applicable legislation, the UN Principles for Responsible Investment (UN PRI) and the UN Guiding Principles on Business and Human Rights (UNGPs) for selection of suppliers, investments, financial institutions, and counterparties.

The Council should also commit to consulting with its employees with pensions held with the Nottinghamshire Pension Fund to seek their views on matters relating to the investment of their pension contributions and to present the results of the consultation to the Pension Fund.

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 of the Interim Deputy Chief Executive and Section 151 Officer were as follows:

Any changes to the Council's Procurement Strategy and Treasury Management Strategy must have due regard to the relevant legislation, which may preclude certain specific exemptions being applied. Any changes would need to be considered through the appropriate constitutional decision-making routes.

In terms of Treasury Management, the Council aims to be a responsible investor and will consider environmental, social and governance (ESG) aspects in its treasury management activity. ESG considerations are increasingly a factor in global investors' decision making, but the framework for evaluating investment opportunities is still developing. As such, it is not currently possible to include ESG scoring or other real-time ESG criteria at an individual investment level.

The Council does monitor ESG aspects for its treasury management activities. When investing in banks and funds, the Council prioritises those counterparties that are signatories to the UN Principles for Responsible Banking and funds operated by managers that are signatories to the UN Principles for Responsible Investment (UN PRI), the Net Zero Asset Managers Alliance and/or the UK Stewardship Code. This is set out in the approved Treasury Management Strategy Policy Statement.

7. Legal Implications

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

The Council's treasury management activities must conform to the Local Government Act 2003 and related regulations.

The Nottinghamshire Local Government Pension Fund is administered by Nottinghamshire County Council under the Local Government Pension Scheme Regulations. Whilst Cabinet has no power to direct investment decisions, Cabinet can express concerns, make recommendations and review Council policies and strategies, it must avoid fettering the discretion of the Local Government Pension Scheme decision makers and not require representatives to act contrary to fiduciary duties owed to scheme members.

Cabinet is responsible for executive functions not reserved to full Council, may determine the Council's response to external bodies and other authorities, has portfolio oversight in respect of resource and finance governance and may commission reviews of policy frameworks and make recommendations to full Council where required.

Any changes to the Treasury Management Strategy and/or the Procurement Strategy would need to be submitted to full Council for consideration and formal approval where required by legislation and under the Council's budget setting and policy framework.

8. Human Resources Implications

There were no comments from the Human Resources Manager.

9. Union Comments

Not applicable.

10. Climate Change Implications

Climate change implications are considered as part of environmental, social and governance (ESG) aspects in the Council's treasury management activity.

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 at this stage, an equality impact assessment is not required.

13. Background Papers

Nil.

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Report of the Portfolio Holder for Resources and Personnel Policy

Grants to Voluntary and Community Organisations, Charitable Bodies and Individuals Involved in Sports, the Arts and Disability Matters 2025/26

1. Purpose of Report

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

2. Recommendation

Cabinet is asked to CONSIDER the requests and RESOLVE accordingly, including a potential additional budget allocation from General Fund Reserves in 2025/26.

3. Detail

Details of the grant applications received are included in the **Appendix** for consideration. The amount available for distribution in 2025/26 is as follows:

	<u>£</u>
Revenue Grant Aid Budget	168,800
Additional Budget Allocation (Cabinet November 2025)	45,000
Less: Grant Awards to Date	(202,666)
BALANCE AVAILABLE FOR DISTRIBUTION	<u>11,134</u>
Grants requested in this report	(25,850)
Grant requested (item 4) relating to 2026/27	11,200
FORECAST YEAR-END DEFICIT	<u>(3,516)</u>

4. Key Decision

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

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Interim Deputy Chief Executive and Section 151 Officer were as follows:

Any grant awards will be met from the established grant aid budget shown above. There is only limited budgetary provision remaining in 2025/26. The total grants requested in this report would over-commit the grant aid budget and potentially restrict the amount available to apply elsewhere. If Members were to approve the requests in full, a revenue development of up to £4,000 would need to be funded from the General Fund Revenue Contingency budget, for which £38,000 remains available in 2025/26.

7. Legal Implications

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

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

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

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

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

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

13. Background Papers

Nil.

Appendix

Applications

The following grant applications have been received for consideration:

		<u>Previous Grant Award</u> £	<u>Current Grant Request</u> £
2 nd Kimberley Scout Group	1	7,000	7,000*
Kimberley Swimming Club	2	-	2,000
Chilwell Community Association	3	3,150	3,150*
Stapleford Community Group	4	10,700	11,200*
DH Lawrence Music Festival	5	2,500	2,500
			<u>25,850</u>

*Note: These requests are for primarily for grants to cover the cost of rental for Council owned premises and, as such, are non-cash grants awarded via an internal transfer in the Council's financial systems. Of these, the application from Stapleford Community Group also includes a request for a 'cash grant' contribution towards general running costs of £3,000.

1. 2ND KIMBERLEY SCOUT GROUP

The 2nd Kimberley Scout Group was established in 1986 and is based in Council owned premises at Kettlebrook Lodge on Eastwood Road in Kimberley. The Group continues to thrive and has over 120 members (both junior members and voluntary helpers), all from within Broxtowe.

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

Financial Information

The latest accounts for the year ended 31 March 2025 showed receipts of £37,709 (2024: £42,242) being generated from grants, donations, subscriptions, fundraising and other activities, including premises rental. Payments amounted to £30,560 (2024: £35,649) which included maintenance, utilities, meetings, events and other expenses. The General Fund is represented by cash and bank balances, which at 31 March 2025 amounted to £27,667 (2024: £20,518).

Grant Request

For 2025/26 the 2nd Kimberley Scout Group has requested a grant of £7,000 to cover the market rental of Kettlebrook Lodge. This grant would be for a period of one year and would be matched by allowances within the premises income budget and therefore leave the Council's overall budget unchanged.

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

2024/25	£7,000
2023/24	£7,000
2022/23	£7,000
2021/22	£7,000

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

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

2. KIMBERLEY SWIMMING CLUB

Kimberley Swimming Club provides swimming sessions for children, young adults and people with disabilities in a safe space with the objective of helping people to lead an active lifestyle and enter into competitions. The club currently has 164 members of which 141 live in Broxtowe.

Since the closure of Kimberley Leisure Centre, the club has had no permanent base for its activities and has been obliged to make use of facilities outside of the Borough in Heanor, Ilkeston, Harvey Haddon and Bulwell, leading to a general increase in costs.

Financial Information

In the year ending 30 September 2025, Kimberley Swimming Club generated income of £51,257, primarily from pool sessions, membership fees, gala fees and other fundraising activities. Total expenditure for the year was £64,648, primarily consisting of pool hire, lifeguard costs, gala costs and purchase of trophies. Total funds held at 30 September 2025 were £29,823 (2024: £41,865).

Grant Request

For 2025/26 Kimberley Swimming Club has requested a grant of £2,000 to assist with its general running costs. This is the first recent application that has been received from Kimberley Swimming Club.

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

- The services provided by Kimberley Swimming Club benefit Broxtowe residents and are complementary to the services provided by the Council.
- The activities of Kimberley Swimming Club provide educational and co-curricular benefits to local children and young people.

3. CHILWELL COMMUNITY ASSOCIATION

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

The aim of the Association is to provide facilities at a reasonable cost to enable local community groups and individuals to use the premises for a variety of purposes including occasional events. The main user of the facility is the Nottinghamshire County Council Library Service and this provides an important resource and meeting place for the community. Educational space is also offered during term-time for vulnerable students.

Financial Information

For the year ended 31 March 2025, the Chilwell Community Association generated receipts of £14,370 (2024: £13,200) almost entirely from fees. Payments amounted to £18,141 (2024: £13,144) including rent, wages, property maintenance, utilities, insurance and other miscellaneous costs. Cash and bank balances as at 31 March 2025 were £62,260 (2024: £62,879). These funds are earmarked towards the enhancement of facilities at the Community Centre and to provide initial financial support to newly formed groups using the Centre in order for them to become established for long-term use.

Grant Request

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

2024/25	£3,150
2023/24	£3,150
2022/23	£3,150
2021/22	£3,150

For 2025/26, the Association has requested a similar grant of £3,150 to cover the market rent of the Chilwell Community Centre. This grant award would be for a period of one year and would have no effect on the Council's overall budget, with the award being matched in the premises income budget.

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

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

4. STAPLEFORD COMMUNITY GROUP

Stapleford Community Group was established in 2011 and was formally constituted with a management committee from June 2013. The aim of the Group is to improve the quality of life for local residents and to act as an advocate and representative for Stapleford residents and businesses.

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

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

Financial Information

For the year ended 31 January 2026, income of £8,520 (2023: £13,990) was generated primarily from grants and donations. Annual expenditure of £10,520 (2023: £14,920) related to equipment purchase, utilities, charitable donations, transport and other running expenses. The closing cash balance as at 31 January 2026 was £6,610.

Grant Request

Stapleford Community Group has requested a grant of £8,200 to cover the assessed rental cost for one year. In addition, a further £3,000 has been requested to assist with utilities and other operating costs for the centre. If approved, the rental component of the grant would be 'paid' via an internal transfer within the Council's financial systems. Accordingly, the only 'cash' element of this application is £3,000.

The Council has previously supported Stapleford Community Group, as follows:

2025/26	£10,700
2024/25	£10,700

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

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

5. D H LAWRENCE MUSIC FESTIVAL

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

The festival runs over the course of one day, bringing around 150 individual artists into the area, performing their original music. Twelve stages at venues across Eastwood are planned for the festival this year which takes place on 5 September 2026 (to coincide with the birth date of D H Lawrence on the 11 September).

Financial Information

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

The applicant has provided a budget for the festival which estimates the cost of the festival at approximately £2,500. This consists primarily of promotional material, decoration throughout venues (banners and other advertising), programmes, expenses payments to artists (£1,100) and organisers' time (£350) with regards to administration and on-the-day running of the event.

Officers are sufficiently assured that the 'not-for-profit' aims of the festival and the promotional nature of this local event, with its links to music and the arts, is sufficient for the request to be considered for an award under the policy.

Grant Request

For the 2026 event, a grant of £2,500 has been requested by the D H Lawrence Music Festival towards / to cover the costs of promoting and organising the festival as detailed above.

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

2024/25	£2,500
2023/24	£2,500
2022/23	£2,500

2021/22

£2,500

In addition to the local economic and cultural benefits, an award for the 2026 festival would be in line with the Council's Grant Aid policy for the following key reasons:

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

Report of the Portfolio Holder for Resources and Personnel Policy

Capital Grant Aid Request – The Royal British Legion (Beeston) Social Club

1. Purpose of Report

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

2. Recommendation

Cabinet is asked to CONSIDER the request and RESOLVE accordingly.

3. Detail

An application for capital funding of up to £2,000 has been received from The Royal British Legion (Beeston) Social Club. This has been considered in accordance with the provisions of the Council's Grant Aid Policy. Details of the application are included within the **Appendix** to this report.

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 Interim Deputy Chief Executive and Section 151 Officer were as follows:

No budgetary provision exists for capital grants to voluntary organisations. Any grant award would have to be funded from Capital Contingencies in 2025/26 of which £83,000 currently remains available (subject to any other considerations as part of this agenda).

7. Legal Implications

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

The Council is empowered to make grants to voluntary organisations by virtue of Section 48 Local Government Act 1985 (as well as other legislation). Having an

approved process in line the legislation and the Council's Grant Aid Policy will ensure the Council's compliance with its legal duties.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

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

13. Background Papers

Nil.

Appendix

Royal British Legion (Beeston) Social Club

The Royal British Legion (RBL) was formed in the aftermath of the First World War when four organisations came together to fight the injustices faced by those returning home after service. These became the British Legion in 1921. From the beginning, it campaigned for fair treatment of those who had given so much for their country and provided much needed welfare support and comradeship. Today, RBL continues to respond to the changing needs of the Armed Forces community, providing small interventions to life-changing and sometimes lifesaving support.

The Royal British Legion (Beeston) Social Club (“the Club”) was formed in 1949 and is located on Hall Croft in Beeston. The Club is a ‘not for profit’ registered society, which provides a social, community and entertainment venue and activities for residents of Beeston, Chilwell, Toton, Bramcote and the surrounding areas. The club provides a social space for residents, support for mental health, exercises, support for veterans and a venue for events.

The Club is currently refurbishing its premises (leased from The Royal British Legion (Regional Office Property Management)).

Financial Information

The Annual Return to the Financial Conduct Authority (as required by all Co-operative and Community Benefit Societies) for the year ended 30 September 2024 states total income for the year as £44,351 (2023: £69,675) which was derived from sales and bingo / sundry receipts. Total expenditure for the year was £43,033 (2023: £79,083), comprising primarily of wages and salaries, repairs and renewals, purchases, net stock utilisation and sundry utilities. Total funds as at 30 September 2024 were £20,923 (2023: £19,597), including £8,859 in cash.

Grant Request

The Royal British Legion (Beeston) Social Club has requested a capital grant of up to £2,000 for repairs to the roof of its premises where water has been noted to be leaking in on three separate locations.

Due to the nature of this scheme, any approved grant would normally be made on the basis of 25% of the actual costs incurred, given that it relates to a non-Council owned asset, with a maximum figure specified in appropriate circumstances.

This Council has provided The Royal British Legion (Beeston) Social Club with a number of capital grants in recent years, as follows:

June 2021	£8,645	Electrical safety works
May 2022	£6,000	Electrical safety works
January 2023	£5,200	Safety flooring in public areas
October 2024	£6,500	Replacement Windows and other smaller items

Such a grant award would be in line with the Grant Aid Policy for the following key reasons:

- Welfare Organisations are a specific category of groups welcomed to apply for financial assistance.
- The services provided and facilitated by the Club benefit the people of Broxtowe and are complementary to those services provided by the Council.
- The activities of the Club target the needs of vulnerable sections of the community, helping to reduce social isolation and loneliness.

Report of the Portfolio Holder for Resources and Personnel Policy

Capital Grant Aid Request – Stapleford Combined Services Club

1. Purpose of Report

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

2. Recommendation

Cabinet is asked to CONSIDER the request and RESOLVE accordingly.

3. Detail

An application for capital funding of up to £2,000 has been received from Stapleford Combined Services Club. This has been considered in accordance with the provisions of the Council's Grant Aid Policy. Details of the application are included within the **Appendix** to this report.

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 Interim Deputy Chief Executive and Section 151 Officer were as follows:

No budgetary provision exists for capital grants to voluntary organisations. Any grant award would have to be funded from Capital Contingencies in 2025/26 of which £83,000 currently remains available (subject to any other considerations as part of this agenda).

7. Legal Implications

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

The Council is empowered to make grants to voluntary organisations by virtue of Section 48 Local Government Act 1985 (as well as other legislation). Having an

approved process in line the legislation and the Council's Grant Aid Policy will ensure the Council's compliance with its legal duties.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

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

13. Background Papers

Nil.

Appendix

Stapleford Combined Services Club

The Stapleford Combined Services Club was formed in 2001 and comprises of ex-military personnel and veterans who are proud to have served their country. Their respect and camaraderie binds these members and the Club respectfully remains committed to honouring their legacy.

The main objectives / benefits of the Club are to:

- Support veterans, serving personnel and their families
- Offer a safe environment and companionship
- Unite communities and groups.
- Offer global connections allowing families to reunite
- Positive feedback for Broxtowe and increase footfall to Stapleford

The Club states that *'Throughout the year, the Club actively raises awareness of significant military anniversaries through commemorative events, community gatherings, and educational outreach. These occasions serve not only to remember the sacrifices made, but also to foster understanding and appreciation among civilians and younger generations awareness and education.'*

Financial Information

Stapleford Combined Services Club is informally constituted and as such does not prepare annual accounts which could be made available for detailed scrutiny.

The treasurer has, however, provided copy bank statements which show a balance of £3,500 as at the date of this application, with the transaction history indicating relatively small transactions of a type to be reasonably expected from a small group of this nature.

Grant Request

Stapleford Combined Services Club has requested a capital grant of up to £2,000 as a contribution towards the cost of banners celebrating the contribution of those who served and returned during the War, to be displayed, in a similar manner to the recent 'History of the Fallen' banners, in the four weeks around VE Day in April / May 2026.

This is the first application for funding from Stapleford Combined Services Club. In addition to this application, funding has also been sought from / pledged by the Royal British Legion (£3,000), the Nottinghamshire County Council Divisional Fund (£1,000), with the balance of the total cost (£8,000) to be met from the Club's own reserves.

Such a grant award would be in line with the Grant Aid Policy for the following key reasons:

- Welfare Organisations are a specific category of groups welcomed to apply for financial assistance.
- The services provided by the Club benefit the people of Broxtowe and are complementary to those services provided by the Council.
- The activities of the Club target the welfare of vulnerable sections of the community, helping to reduce social isolation and loneliness.

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 joint request from Awsworth and Cossall Parish Councils has been received for a grant of up to £1,764 as a 50% contribution towards the cost of installing three Village Gateway signs following the recent boundary review.

Details of the application is 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 Interim Deputy Chief Executive and Section 151 Officer were as follows:

If Members wished to support these requests, the awards could be made from the £20,000 provision for grants to parish and town councils included in the 2025/26 revenue budget, of which £6,061 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

Not applicable.

9. Union Comments

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 or a new policy an equality impact assessment is not required.

13. Background Papers

Nil.

Appendix 1

1. Awsorth and Cossall Parish Councils

A joint request from Awsorth and Cossall Parish Councils has been received for up to £1,764 as a 50% contribution towards the cost of installing three Village Gateway signs.

The proposed signs will be double-sided 'Awsorth / Cossall' signs where the shared boundaries between the two parishes meet following the boundary changes in April 2023.

The Parish Councils state that:

This project will benefit residents of both Awsorth and Cossall Parishes, hopefully by helping to enhance a sense of civic pride and community identity through the provision of new and thoughtfully designed village name markers.

Locations have been carefully chosen so that the main 'Gateways' to the two Parishes on the A6096 are appropriately marked. Each sign will show the name of the Parish/village in capital letters in addition to the wording 'Welcome to' (above the name) and 'Please drive carefully' (below the name). Awsorth intend to insert their Parish Crest within their three bow-topped signs. Cossall are considering what to insert on their two signs.

As this review was initiated by Broxtowe Borough Council, the Parish Council feel it appropriate that Broxtowe should contribute to help us meet the costs of providing new parish boundary markers. Our joint approach has the added benefit of the two Parish Councils being able to share any residual costs not met by contributions from other sources.

Financial Information

The closing balance of Awsorth Parish Council funds as at 31 March 2025 was £46,509 (2024: £40,682), represented entirely by cash, in addition to property with a carrying value of £466,005. The Awsorth Parish Council annual precept for 2025/26 is £92,299 (2024/25: £88,469), an effective change of +2.53%.

The closing balance of Cossall Parish Council funds as at 31 March 2025 was £11,008 (2024: £7,711), represented entirely by cash. The Cossall Parish Council annual precept for 2025/26 is £14,385 (2024/25: £13,700), an effective change of +3.46%.

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	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
01/07/25	Eastwood Town Council	£4,149	'Bloomin Marvellous' Festival*
30/09/25	Kimberley Town Council	£1,278	Remembrance Event
30/09/25	Kimberley Town Council	£1,743	Christmas Market
30/09/25	Stapleford Town Council	£1,085	Remembrance Event
30/09/25	Nuthall Parish Council	£1,175	Remembrance Event
30/09/25	Eastwood Town Council	£2,590	Remembrance Event

*Grant not required as festival cancelled due to inclement weather

Report of the Portfolio Holder for Resources and Personnel Policy

Complaint Self-Assessment Approval

1. Purpose of Report

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

2. Recommendation

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

3. Detail

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

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

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

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

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

Throughout 2025/26 the Council has continued to embed with employees the treatment of complaints as opportunities for learning and to treat expressions of dissatisfaction as complaint submissions. More resource has been dedicated to the role through a Democratic Services restructure to allow further time to be committed to complaints.

All investigating Officers are trained to prioritise and respond to complaints in a timely manner. To achieve this a dedicated role has been established in Housing to facilitate the stage 1 process.

Further training has been given to officers at stage 1 in offering appropriate remedies. The Council has widened its consideration of dealing with complaints through the formation a Housing Improvement Board which now has Member representation. There is also a Tenants' Complaints Panel which provides feedback on the complaints process.

4. Key Decision

Not applicable.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

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

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

7. Legal Implications

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

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

8. Human Resources Implications

The comments from the Human Resources Manager were as follows:

Not applicable.

9. Union Comments

The Union comments were as follows:

Not applicable.

10. Climate Change Implications

Not applicable.

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

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Appendix 1

Appendix A: Self-assessment form

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	This was formally adopted on 12 March 2024 and implemented on 1 April 2024. The Council's Complaints Policy includes this definition.	The Council has formally adopted this definition and welcomes a standardised definition for all councils to adhere to. The Policy has been updated to show the date of approval and which meeting approved it.
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	The Council's Policy allows for complaints to be submitted without the need to state it is a complaint. Third parties are permitted to submit complaints on behalf of other residents.	The Council recognises that complaints can be submitted in any format without the word "complaint". The Policy defines this and allows third parties to register complaints on behalf of other individuals.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be	Yes	The Council's Policy defines the difference between a request for service and a complaint. The Policy states that all requests for service must be recorded.	The Council has held training sessions for employees throughout 2025/26 on the importance of recognising complaints and requests for service. When in doubt, Officers are encouraged to request

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	recorded, monitored and reviewed regularly.			clarification. Requests for service are being recorded and monitored.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	The Policy states that complaints should be raised when dissatisfaction is stated toward a request for service. Emphasis is placed on completing the request for service despite there being an active complaint open.	The Council has provided training to ensure that requests for service are followed through and not effectively put on hold while the complaint is investigated. This has been further implemented throughout 2025/26
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	The Council publishes its Complaint Policy which includes survey information.	The Council's complaint procedure is on the website for individuals to access and register complaints.

Section 2: Exclusions

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

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	The Policy gives clear indication toward the 12-month deadline for complaint acceptance. The Policy also states that complaints made outside of this deadline still require consideration as to whether they must be investigated.	This is included within the Policy and is reviewed for all complaints.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	The Policy provides guidance on the information required to be given to complainants where complaints are not accepted.	The Council provides this information in accordance with the Policy and as part of any correspondence when rejecting complaints.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	The Policy requires all complaints to be dealt with on their individual merit.	The Council reviews all complaints and treats them on their individual merit.

Section 3: Accessibility and Awareness

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

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

Section 4: Complaint Handling Staff

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

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

Section 5: The Complaint Handling Process

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

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

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

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

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

Section 6: Complaints Stages

Stage 1

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

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

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

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	This is included within the Policy.	The Council has a stage 2 process. All complaints are escalated when requested unless they are exempt as per the exclusion section of the Policy. Further resource will be available in 2026/27 to assist with the stage 2 process.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	yes	This is included within the Policy.	The Council acknowledge complaints in line with the Policy.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	This is included within the Policy.	The Council does not request a reason for the escalation of a complaint to stage 2.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	This is included within the Policy.	The Complaints Team is independent and does not respond to stage 1 complaints.

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

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

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	This is included within the Policy. The Council also has a Compensation Policy to assist and provide consistency when remedying complaints.	<p>All investigating Officers are trained on the appropriate steps to remedy complaints.</p> <p>The Council has a formal Complaints Compensation Policy to deal with this issue.</p> <p>Further training has been given to officers at stage 1 in offering appropriate remedies</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	This is included within the Policy. The Council also has a Compensation Policy to assist with remedying complaints.	<p>All investigating Officers are trained on the appropriate steps to remedy complaints.</p> <p>The Council has a formal Complaints Compensation Policy to deal with this issue.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	This is included within the Policy. The Council also has a Compensation Policy to assist with remedying complaints.	All investigating Officers are trained on the appropriate steps to remedy complaints. The Council has a formal Complaints Compensation Policy to deal with this issue.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	This is included within the Policy. The Council also has a Compensation Policy to assist with remedying complaints.	All investigating Officers are trained on the appropriate steps to remedy complaints. The Council has a formal Complaints Compensation Policy to deal with this issue. The Council uses the guidance of the HO to assist with remedying complaints.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:	Yes	This is reported to the Council's Cabinet, and Governance, Audit and Standards Committee on a quarterly and annual basis.	The Council produces a quarterly and annual report for the Governance, Audit

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<p>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</p> <p>b. a qualitative and quantitative analysis of the landlord’s complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;</p> <p>c. any findings of non-compliance with this Code by the Ombudsman;</p> <p>d. the service improvements made as a result of the learning from complaints;</p> <p>e. any annual report about the landlord’s performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>		<p>Following the assignment of a Lead Member for complaints, reports are produced for the Council’s Cabinet on a quarterly basis along with an annual summary.</p>	<p>and Standards Committee and Cabinet meetings.</p>
8.2	<p>The annual complaints performance and service improvement report must be reported to the landlord’s governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body’s</p>	Yes	<p>The Policy states where the annual performance report will be published. This is also reported to the Governance, Audit and Standards Committee and, Cabinet.</p>	<p>The Council produces a quarterly and annual report for the Governance, Audit and Standards Committee and Cabinet meetings.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	response to the report must be published alongside this.			
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	This is included within the Policy.	The self-assessment is carried out after each significant restructure and annually.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	This is included within the Policy.	The Council will undertake the self-assessment as requested.
	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	This is included within the Policy.	The Council will notify the necessary individuals and the HO when the self-assessment is unable to be completed.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	This is included within the Policy.	The Council continuously looks to improve from complaints and look for systemic issue that may be causing the complaints.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	This is included within the Policy.	<p>The Council welcomes complaints and has facilities in place to accommodate a positive complaint handling culture.</p> <p>The Council has a Housing Improvement Board to learn from complaints which now has Member representation.</p> <p>There is a Tenants' Complaints Panel which provides feedback on the complaints process.</p>
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	An annual and quarterly reports are produced for the Council's General Management Team, Governance, Audit and Standards Committee and Cabinet. The number of complaints, at each stage, are reported to Members on a quarterly basis.	The Council produces a quarterly and annual report for the Governance, Audit and Standards Committee and Cabinet meetings.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	yes	The Council's Director of Legal and Democratic Services (Monitoring Officer) has departmental responsibility for complaints.	The Director is supported by the Head of Democratic Services, the Complaints Officer and the Democratic Services Manager in their duties.
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	The Council's Portfolio Holder for Resources and Personnel Policy was appointed as the Lead for complaints on 18 March 2024.	The Council's Portfolio Holder for Resources is responsible for complaints and reporting to Cabinet. The Council's Constitution was amended to accommodate this.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	An annual and quarterly reports are produced for the Council's General Management Team, Governance, Audit and Standards Committee and Cabinet. The number of complaints, at each stage, are report to Members monthly.	The Council's Portfolio Holder for Resources is the Member responsible for complaints and reporting to Cabinet.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;	Yes	An annual and quarterly reports are produced for the Council's General Management Team, Governance, Audit and Standards Committee and Cabinet. The number of	The Council's Portfolio Holder for Resources and Personnel Policy is responsible for complaints and reporting to Cabinet.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.		complaints, at each stage, are report to Members monthly.	The Council produces a quarterly and annual report for the Governance, Audit and Standards Committee and Cabinet meetings.
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: <ul style="list-style-type: none"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body. 	Yes	This is included within the Policy.	The Council actively deals with all complaints fairly and work positively to remedy and learn from issues where a fault has been identified.

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Report of the Portfolio Holder for Resources and Personnel Policy

Irrecoverable Arrears

1. Purpose of Report

To provide Members with an overview of the recent irrecoverable arrears write offs in relation to Council Tax, Business Rates, Housing Rents and other General Fund services that have been actioned under delegated authority.

2. Recommendation

Cabinet is asked to NOTE the report.

3. Detail

In accordance with Financial Procedure Rule 5.9, the details provided in this report identify the debts to the Council that have been written off since the previous report to Cabinet on 2 September 2025. In each case all necessary enquiries have been made and all reasonable steps taken to recover the sums outstanding within the limits of resources available. The defaulters who can be traced have little or nothing in the way of assets. If new information subsequently becomes available regarding the current whereabouts of the defaulters, the accounts may be reinstated and further efforts made to recover the debt.

Members will note that this report also includes an exercise to ensure an accurate reflection of the write-offs of Penalty Charge Notices (PCN) in respect of car parking are accurately reflected. This exercise was conducted following a recent review and has identified cases dating back to 2014/15 that are now classified as untraceable within the car parking management system. In each case, all appropriate investigations have been conducted, and every reasonable effort was made to recover the amount. Details of the summary amounts to write-off in respect of each financial year are detailed in the **Appendix**.

The PCN process has been developed to ensure a high achievement of payments being received. Parking Services has requested annual reports from Nottinghamshire County Council (NCC) to monitor the effective management of unresolved cases. Payment plans for individuals struggling to make full payment are introduced at early stages of the process. The implementation of a secondary bailiff attempt is designed to further support the recovery of outstanding debts classified as irrecoverable.

It should be noted that any surplus revenue generated from PCN is strictly ringfenced, ensuring it is solely reinvested into parking service provision and not allocated to other Council services or functions.

There are no debts in excess of £7,500 requiring authorisation from Cabinet for approval.

4. Financial Implications

The comments of the Interim Deputy Chief Executive and Section 151 Officer were as follows:

All debts within this report have been authorised in line with Financial Procedure Rule 5.9, delegating the authority to the Deputy Chief Executive. However, it is important for Members to be aware of the levels of irrecoverable arrears being actioned by the Council. The table below provides more detail on the various funds.

	£
1. National Non Domestic Rates	34,694.32
2. Council Tax	174,487.83
3. Rents	7,736.97
4. Housing/Council Tax Benefit Overpayments	18,209.61
5. Sundry Debts	4,735.80
6. Penalty Charge Notices	22,769.14
Total	262,633.67

The appropriate bad debt provisions and revenue budgets are in place to contain the amount to be written off. Further details are provided in the Appendix.

5. Legal Implications

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

The report recommends that the debts as set out in the report, be written off in accordance with the Council's procedure on debt write-off. The report has set out circumstances whereby debts can lawfully be written off by the Council and these include circumstances when a debt is time barred, where the debtor is deceased or gone away or is unable to be traced. In such circumstances to pursue the debt would be a very difficult and costly exercise with little or no chances of success.

6. Human Resources Implications

Not applicable.

7. Union Comments

Not applicable.

8. Climate Change Implications

Not applicable.

9. 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.

10. Background Papers

Not applicable

Appendix

Summary Position

Irrecoverable Arrears Not Exceeding £7,500

In accordance with Financial Procedure Rule 5.9, the Interim Deputy Chief Executive and Section 151 Officer has exercised his delegated authority to write off individual irrecoverable debts not exceeding £7,500 as follows:

	£
1. National Non-Domestic Rates	34,694.32
2. Council Tax	174,487.83
3. Rents	7,736.97
4. Housing and Council Tax Benefit Overpayments	18,209.61
5. Sundry Debts	4,735.80
5. Penalty Charge Notices	22,769.14
Total	262,633.67

Irrecoverable Arrears Over £7,500

	£
1. National Non-Domestic Rates	0.00
2. Council Tax	0.00
3. Rents	0.00
4. Housing and Council Tax Benefit Overpayments	0.00
5. Sundry Debts	0.00
Total	0.00

The amount for write-off in respect of National Non-Domestic Rates is reflected in the Business Rates Retention Scheme with the impact being shared between Central Government, Nottinghamshire County Council, Nottinghamshire Fire Authority and the other local authority members of the Nottinghamshire Business Rates Pool. A total bad debt provision of £415k existed as at 31 March 2025.

Only 8.2% of the Council Tax amount to be written off is effectively allocated to Broxtowe, with the remainder being apportioned between the other major preceptors Nottinghamshire County Council, Nottinghamshire Police and Nottinghamshire Fire and Rescue. A total bad debt provision of £875k existed as at 31 March 2025.

A bad debt provision of £179k was in place for Housing Rents as at 31 March 2025.

Write-offs in respect of Housing and Council Tax Benefits overpayments effectively falls on this Council, although subsidy can still be received depending upon the circumstances causing the benefit overpayment in the first place. Bad debt provisions of £521k for sundry debtors and £263k for benefit overpayments were in place as at 31 March 2025. These will be utilised to cover the remaining amounts to be written off under benefit overpayments and sundry debts.

Irrecoverable arrears for Penalty Charge Notices

The table below identifies 251 historic outstanding Penalty Charge Notice (PCN) cases deemed untraceable for the periods dating back from 2014/15 to 2024/25. PCN are issued at £70 (high level) or £50 (low level) with discounts to £35 and £25 if paid within 14 days. Additional recovery costs occur as the case escalates through the lifecycle of a PCN.

All endeavours to retrieve arrears have been completed and to pursue individual cases further would be a difficult and costly exercise with little to no chance of success

Penalty Charge Notice Year	Total Cases	Write off Value (£)
2014/15	2	164.00
2016/17	2	144.14
2017/18	3	249.00
2018/19	38	3,514.00
2019/20	70	6,321.00
2020/21	48	4,409.00
2021/22	34	2,969.00
2022/23	17	1,488.00
2023/24	30	2,796.00
2024/25	7	715.00
Total	251	22,769.14

The total value of the write-off is £22,769.14 and with these relating to small value debts these have been written off under delegation. It should be noted that these transactions have not yet been reflected in the Council's financial accounts, so this write-off has not required any adjustments to budgets or provisions.

The value of PCN write-off in the most recent years 2022/23 to 2024/25 equates to an average of 6.8% of the total PCN amount collected.

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Report of the Portfolio Holder for Economic Development and Asset Management

Houses in Multiple Occupation and Article 4 Directions

1. Purpose of Report

To seek approval to expand the existing Beeston Article 4 area and to create three additional Article 4 areas in Eastwood, Kimberley and Stapleford which will mean planning permission is required for the change of use from C3 (dwellinghouse) to C4 (used for between 3-6 residents). To also seek approval to undertake consultation on an update to the Houses in Multiple Occupation Supplementary Planning Document to reflect the proposed changes to Article 4 areas. This is in accordance with the Council's Corporate Priority of Housing – a good quality home for everyone.

2. Recommendation

Cabinet is asked to RESOLVE that:

- 1. Directions under Article 4 of the Town and Country Planning (General Permitted Development Rights) (England) Order 2015 are issued, together with relevant notices, to remove permitted development rights to convert dwellinghouses to homes in multiple occupancy for 3 to 6 people in the areas depicted in Appendix 1;**
- 2. Consultation on the proposed Article 4 areas is carried out for six weeks.**
- 3. Consultation on the updated Houses in Multiple Occupation Supplementary Planning Document (SPD) is carried out for six weeks.**

3. Detail

Broxtowe Borough Council's approach to Houses in Multiple Occupation (HMOs) is largely based on the Article 4 Direction, which came into force in March 2022, and the Supplementary Planning Document (SPD), which was adopted in July 2022.

Concerns have been raised about the increasing numbers of HMOs in other areas. These concerns include the impact on the local character, antisocial behaviour, and the strain on local services and infrastructure. However, it should be noted that HMOs also provide an important source of housing for a range of people including young professionals.

An Article 4 direction is a legal tool used by local planning authorities to remove or restrict permitted development rights, meaning certain works normally allowed without planning permission require formal consent. In this context, it means that

planning permission is required for the change of use from C3 (dwellinghouse) to C4 (used for between 3-6 residents). Outside of the existing Article 4 area, this change does not currently require planning permission. Introducing an Article 4 Direction does not mean that the Council can prevent new HMOs but does require planning applications to be submitted which must then be assessed against relevant planning policies and other material considerations which includes the adopted SPD.

The Council has undertaken a review of HMOs across the Borough to identify further concentrations of HMOs. This review has informed recommendations in respect of expanding the Article 4 area, creating additional Article 4 areas and whether changes are required to the adopted SPD.

Through the Greater Nottingham Joint Planning Advisory Board, the Council is also working with neighbouring authorities to ensure a consistent approach across the wider area and to share data to identify wider trends in respect of the number of HMOs and their location. As part of this work, it has been identified that Erewash Borough Council are proposing to introduce Article 4 Directions to cover the Long Eaton and Ilkeston Urban Areas.

It is important to note the Government's policy in the National Planning Policy Framework (NPPF, paragraph 54) that directions should "apply to the smallest geographical area possible". The Secretary of State has the option of cancelling or modifying any Direction, "at any time before or after its confirmation".

Government policy also requires that any Direction should be "based on robust evidence". For the current Direction, the Council commissioned evidence and advice from external consultants, as part of the housing evidence for the Greater Nottingham Strategic Plan (GNSP). The Council now maintains geographical data in relation to the location of HMOs.

The procedure for implementing an Article 4 Direction is set out in Schedule 3 of the General Permitted Development Order 2015. This requires notice of the direction to be published in a local newspaper and by site notices in the affected areas giving interested parties a minimum of three weeks to lodge representations. The notice must also be served on the Secretary of State.

The direction cannot come into effect until it is confirmed and cannot be confirmed without taking into account any relevant representations made. Consequently, should it be decided that the directions should be issued, a report considering the relevant consultation responses would be brought back to Cabinet at a future date to allow determination of whether or not the direction should be confirmed.

Compensation is payable to affected landowners if an Article 4 direction comes into effect within 12 months of having been confirmed. Accordingly, the direction will come into effect in 2027.

A number of options were presented to Policy Overview Working Group in January.

- Option 1: For the Beeston Article 4 area to remain as existing.
- Option 2: For the Beeston Article 4 area to be extended to include the whole of Beeston North, Beeston West and Beeston Rylands wards (as well as Beeston Central, as existing). These areas have seen an increase in the number of HMOs.
- Option 3: To introduce Article 4 areas to cover the main towns of Broxtowe (Beeston and Chilwell, Eastwood, Kimberley and Stapleford). This could be based on existing ward boundaries or based on boundaries of the built-up areas of these towns.
- Option 4: To introduce a 'Borough Wide' Article 4 area.

Following extensive discussion, it was resolved that Option 3 was preferred by the majority of Members, subject to amendments to the boundaries as it was considered that ward boundaries were too arbitrary and large to be used as the basis for the Article 4 boundary areas. It was also resolved that the Houses in Multiple Occupation Supplementary Planning Document should be updated and for there to be separate work to set clear guidance in respect of Purposes Built Student Accommodation.

The four Article 4 areas are included in Appendix 1, with justification for the areas and the boundaries provided in a separate paper (Appendix 3).

- **Beeston:** Expanding the existing Article 4 to the west to Cator Lane and the south to cover Beeston Rylands.
- **Eastwood:** To cover the area to the north and south of the town centre and to the east to cover Hill Top.
- **Kimberley:** To cover the area to the north and south of the town centre.
- **Stapleford:** To cover the town centre, areas east and west of Church Street and south of Brookhill Street.

The evidence demonstrates that:

- Beeston remains under significant HMO pressure, and an extension to the Article 4 boundary is justified.
- Eastwood, Kimberley, and Stapleford exhibit early but accelerating HMO growth, with clusters forming around older housing stock and transport corridors.
- The housing characteristics of these areas make them especially vulnerable to rapid conversion.

- Strong public transport connectivity further enhances their attractiveness to HMO developers.
- Cross-boundary restrictions in Nottingham City, together with emerging Article 4 controls in Long Eaton and Ilkeston, present a substantial displacement risk.

Introducing three new Article 4 Directions, covering Eastwood, Kimberley, and Stapleford, and extending the Beeston Article 4 area is necessary to protect local amenity, maintain balanced communities, and ensure proper planning across the Borough.

Houses in Multiple Occupation - Supplementary Planning Document (SPD)

The SPD was adopted in July 2022 and applies to all planning applications in relation to HMOs, including those outside of the existing Article 4 area. However, there are a number of specific references to the existing Article 4 area which need updating. Minor changes to wording and diagrams have also been made. The updated SPD is contained in Appendix 4. Key changes are summarised below:

- Reordered and expanded structure, including clearer section headings and refined numbering.
- New section on Purpose-Built Student Accommodation (PBSA), setting out how PBSA should be considered alongside HMOs when assessing cumulative impacts.
- Wider policy context, with explicit references to the Greater Nottingham Strategic Plan (GNSP) and its emerging policies, including space standards.
- Updated definition and explanation of HMOs, including clearer explanation of Use Classes, Permitted Development Rights, and Article 4 Directions.
- Refined principles for clustering, radius tests and sandwiching, now labelled as Principles 1–3.
- Refined wording in relation to car parking and cycle parking to align with national and local policy requirements.

A consultation on the updates to the SPD will be undertaken with the results reported to a future Cabinet.

Licensing

Broxtowe Borough Council operates a mandatory HMO licensing scheme. Landlords must get a licence if the HMO has 5 or more unrelated people live in it who form 2 or more separate households. HMOs don't need to be licensed if they are managed or owned by a housing association or co-operative, a council, a health service or a police or fire authority or if the HMO does not meet the threshold for requiring a licence.

The Renters Rights Act 2025 will require landlords to register each property they own and provide certain information to the Local Authority in which the property is located. This provision expected late 2026/early 2027 will allow Private Sector Housing Teams to identify privately rented properties and use the information to target compliance interventions.

Purpose Built Student Accommodation

Purpose Built Student Accommodation (PBSA) can provide an important source of housing supply and can assist in reducing demand for Houses in Multiple Occupation for students. There have been a number of recent developments within Beeston which have provided a range of cluster and studio flats and the development at Beeston Square, providing 419 bedspaces, is due for completion in September 2026.

It is noted that a number of authorities, including Nottingham City Council, has produced specific guidance in relation to purpose built student accommodation including the proportion of clusters and studios which should be provided within a scheme and requirements in relation to room sizes.

Broxtowe does not have any specific policy in relation to purpose built student accommodation which could be used as the basis for introducing specific standards through a supplementary planning document. However, informal planning guidance will be produced to provide clarity in respect of how the Council considers applications for purpose built student accommodation and provide guidance in respect of internal standards expected to provide acceptable levels of accommodation for future occupiers.

Future Policy

It should be noted that the Council is proposing a strengthening of planning policy in relation to HMOs through the Greater Nottingham Strategic Plan (as part of policy 8, 'Housing Size, Mix and Choice'):

"6. Planning permission will not be granted for development, including changes of use and / or the erection of buildings to create new Houses in Multiple Occupation (HMOs), if it would undermine the objective of maintaining balanced, inclusive and mixed communities.

7. In Broxtowe, attention will be given, among other considerations, to the concentration of HMOs in the vicinity of an application site and, at a more local level, the 'clustering' of HMOs and the 'sandwiching' of non-HMO dwellings, with further details set out in Supplementary Planning Documents."

The policy also states: "All residential developments should contain adequate internal living space as set out in the Nationally Described Space Standard." This will include HMOs.

4. Key Decision

This report will be a is a key decision for Cabinet as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 as it affects more than two Wards in the Council's area.

5. Updates from Scrutiny

This report was discussed at Policy Overview Working Group with the outputs summarised within the main report.

6. Financial Implications

The comments from the Interim Deputy Chief Executive and Section 151 Officer were as follows:

The costs in terms of the Planning Policy resources are contained within existing budgets. There are financial risks associated with any potential compensation claims arising from landlords claiming that this process would hinder their rent earning potential. As in previous guises, however, if the Article 4 is advertised and promoted for at least 12-months before its inception, then these threats are significantly mitigated. Further details are provided in the report.

7. Legal Implications

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

An Article 4 Direction is a direction under Article 4 of the General Permitted Development Order which enables local planning authorities to withdraw specified permitted development rights across a defined area. The statutory procedure for making Article 4(1) Directions is set out in Schedule 3 of the Town and Country Planning (General Permitted Development) (England) Order 2015. Paragraph 54 of the 2024 National Planning Policy Framework states that: The use of Article 4 directions to remove national permitted development rights should... b) in other cases, be limited to situations where an Article 4 direction is necessary to protect local amenity or the well-being of the area... c) in all cases, be based on robust evidence, and apply to the smallest geographical area possible

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

There are not considered to be any significant climate change implications.

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

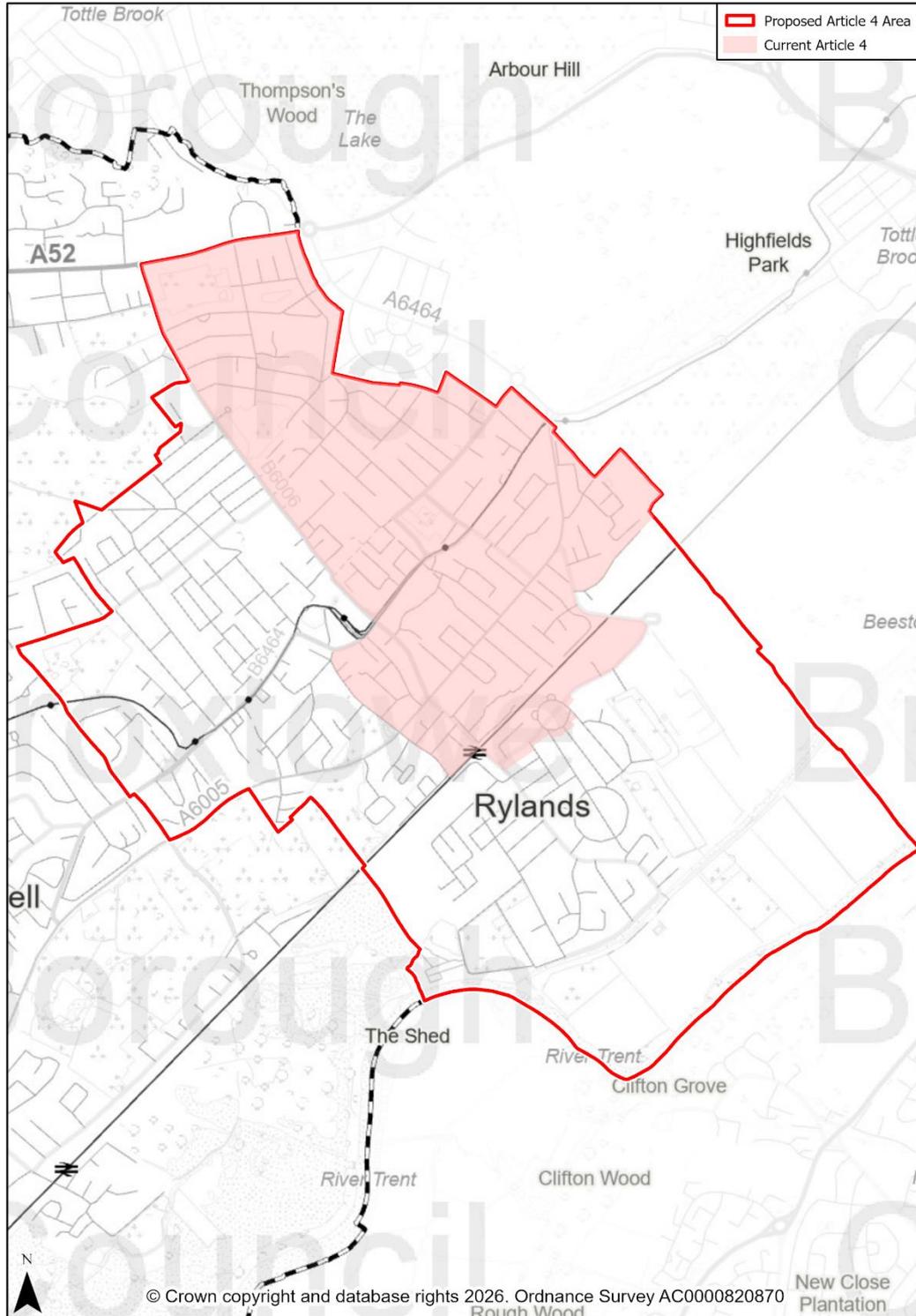
An Equality Impact Assessment is included as an appendix to this report.

13. Background Papers

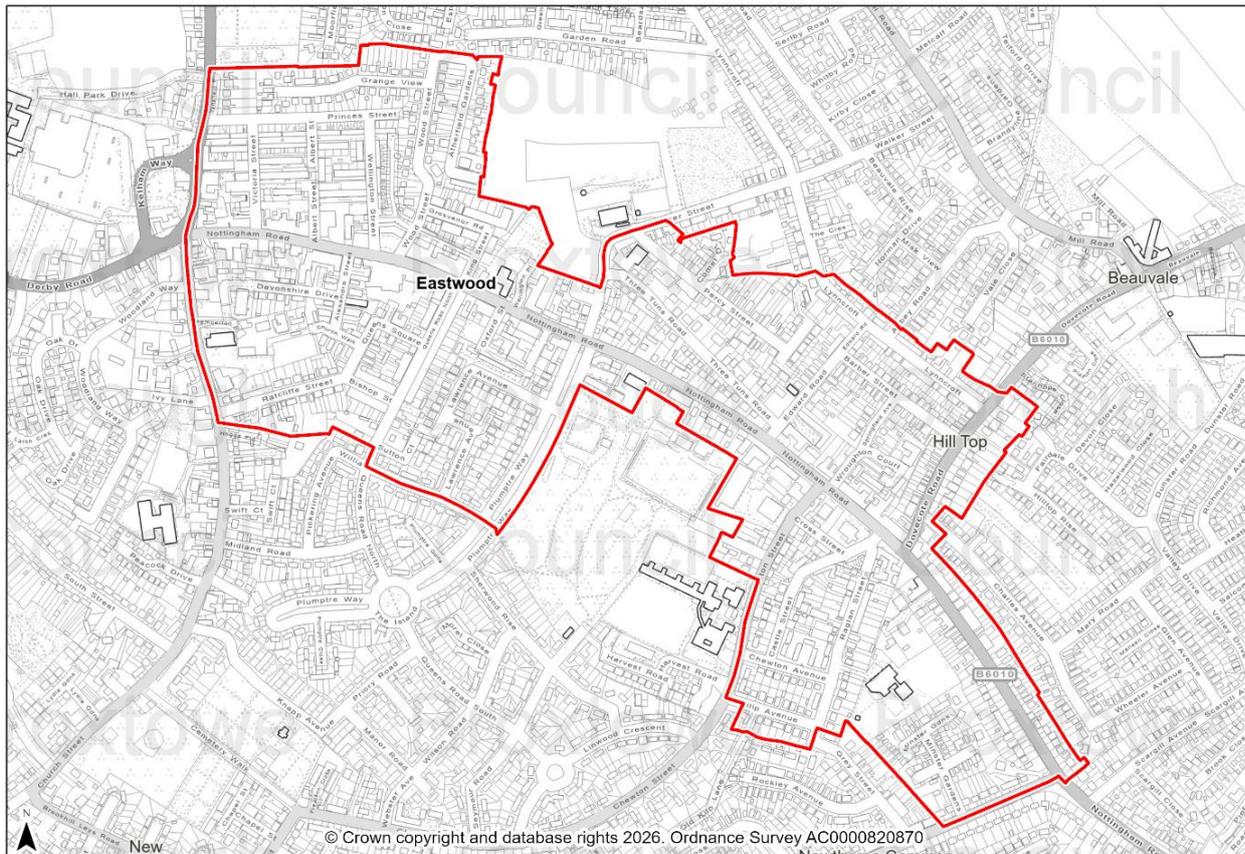
Nil.

Appendix 1

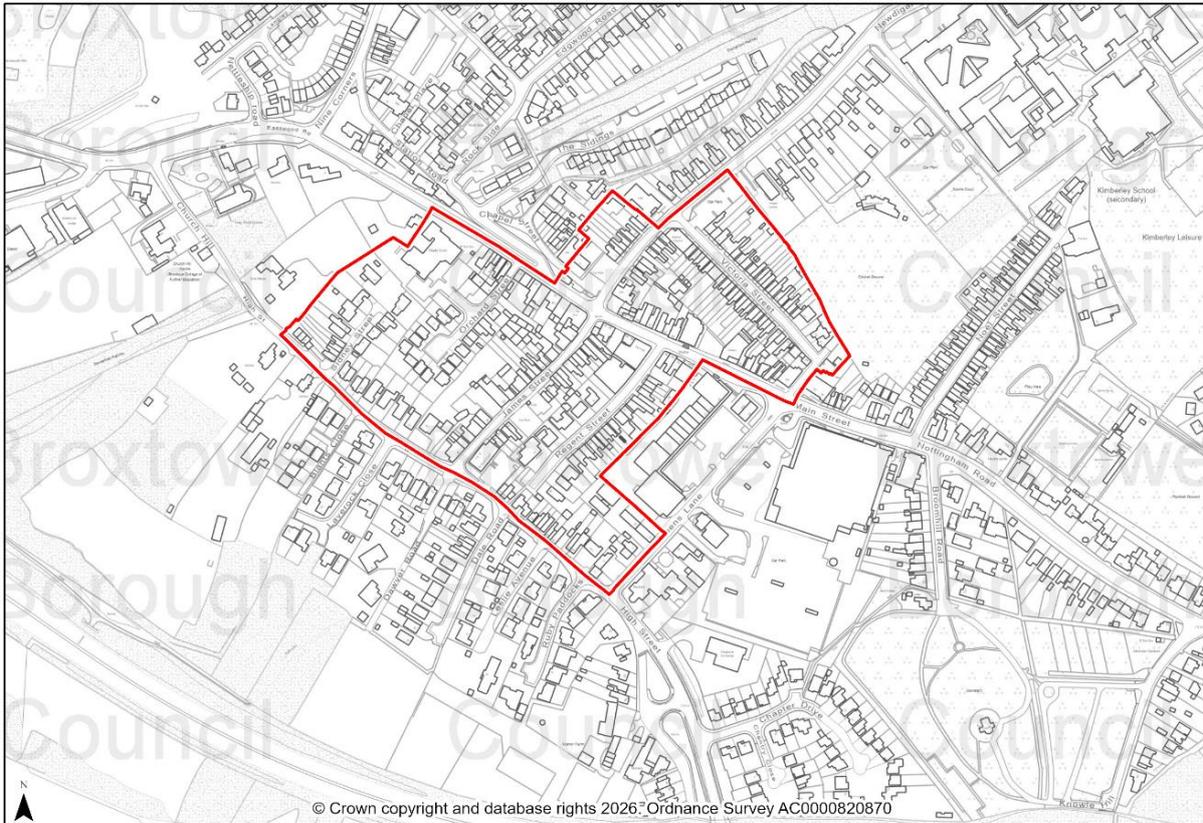
Map 1: Beeston Article 4 Area (Proposed Expansion)



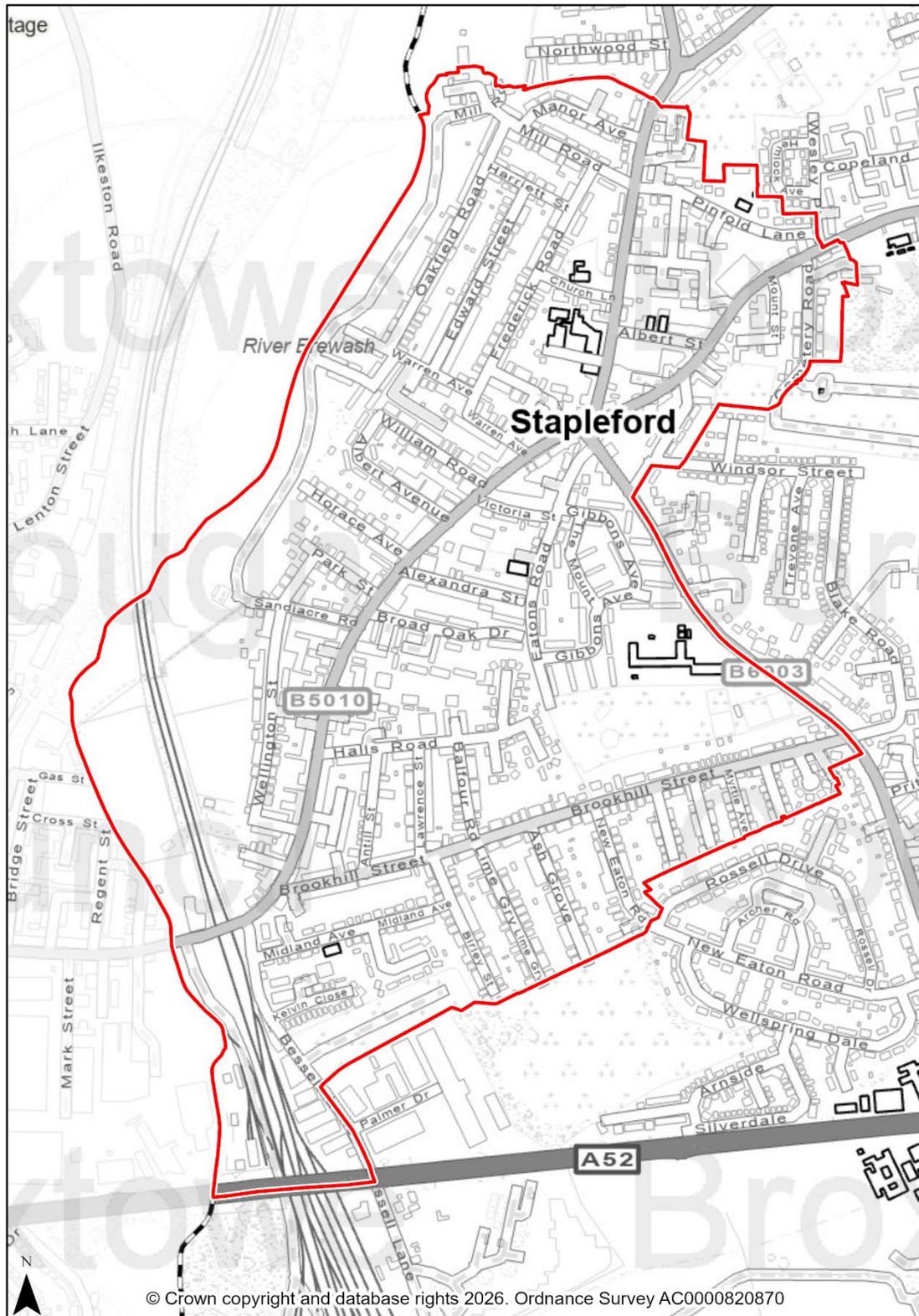
Map 2: Eastwood Article 4 Area (Proposed)



Map 3: Kimberley Article 4 Area (Proposed)



Map 4: Stapleford Article 4 Area (Proposed)



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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.

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	Assistant Director, Planning and Economic Development.
Name of the policy or function to be assessed:		Potential expansion of the area covered by the Article 4 Direction regarding Houses in Multiple Occupation (HMOs) and/or a potential new Direction covering additional area(s) and updates to the Houses in Multiple Occupation SPD.	
Title of the Officer undertaking the assessment:		Team Leader, Planning Policy.	
Is this a new or an existing policy or function?		Existing, with potential new additions.	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The Article 4 Direction requires that planning permission is obtained for a change of use from a Class C3 Dwellinghouse to a Class C4 House in Multiple Occupation, within the specified area(s). (The Direction currently covers parts of Beeston). This is with the objective of 'creating and maintaining sustainable, inclusive and mixed communities', in accordance with paragraph 3.8.8 of the Part 1 Local Plan (Aligned Core Strategy). The Houses in Multiple Occupation Supplementary Planning Document provides guidance in respect of how the Council will consider planning applications for HMOs.</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>To ensure that the Article 4 Direction covers the most appropriate area(s), by considering various options and there is clear guidance for how HMO applications will be considered by the Council.</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>Local communities.</p>			

Directorate:	Chief Executive's.	Title of the Lead Officer responsible for EIA	Assistant Director, Planning and Economic Development.
4. Who are the main stakeholders in relation to the policy or function?			
Local residents and landlords.			
5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?			
Information about the location of existing HMOs.			
6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?			
Information about the location of existing HMOs.			

7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?
Stakeholder consultation will be carried out once decisions have been taken about the extent of the area(s) proposed to be covered by the Article 4 Direction and the contents of the updated HMO.
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:
<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?
The Article 4 Direction and HMO SPD do not, and would not, target or exclude any specific equality group or community.
The only protected characteristic that it is considered could potentially be relevant is age, because the majority of residents in HMOs are likely to be relatively young.
However, the Direction does not, and would not, involve any distinction on the basis of age (or any other protected characteristic) with regard to the need for planning permission.

The Direction and the SPD are not, and would not be, intended to reduce the overall amount of housing that is available for younger people, rather it gives the Council the opportunity to consider concentrations of HMOs in particular areas, in the interests of maintaining mixed and balanced communities. This provides justification for the approach.

The effects would be of the same kind whichever option was chosen, although the number of people potentially affected would depend on the choice of options.

Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?

Yes.

Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?

No.

Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?

It is hoped that the Direction and update SPD does, and will continue to, help to maintain good relations between different groups in the community by enabling the Council to avoid undue concentrations of HMOs in particular areas.

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?

Age: None.

Disability: None.

Gender: None.

Gender Reassignment: None.

Marriage and Civil Partnership: None.

Pregnancy and Maternity: None.

Race: None.

Religion and Belief: None.

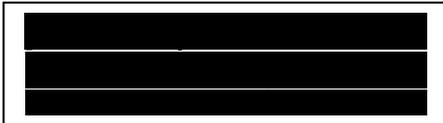
Sexual Orientation: None.

Care Experience: None.

Executive Director: R Dawson

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:

A rectangular box containing a solid black redaction, used to hide the signature of the Executive Director.



Broxtowe
Borough
COUNCIL

Houses in Multiple Occupation (HMO)

Supplementary Planning Document (SPD)

March 2026

Page 201

www.broxtowe.gov.uk

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1. Introduction and Scope

1.1 This Houses in Multiple Occupation (HMO) Supplementary Planning Document (SPD) sets out the Council's expectations for new HMO-related development across the Borough. It provides supplementary planning guidance for those seeking to create new HMOs or extend existing ones. It will assist applicants, including landowners and developers, in designing their proposals and preparing planning applications and supporting information. It seeks to promote 'best practice' by consolidating guidance for HMO development and will aid the Council in making consistent and transparent decisions when determining planning applications.

1.2 This SPD is a 'material consideration' in the determination of relevant planning applications.

1.3 This planning guidance applies in cases of both the development of new HMOs and the extension of existing ones. This could include the creation of HMOs by converting existing buildings, currently within other uses. The guidance within this document should assist landlords and developers in designing high-quality schemes, whether these schemes require planning permission or not.

1.1 What is an HMO?

1.1.1 A property is an HMO if

- at least 3 tenants live there, forming more than 1 household, **and**,
- They share toilet, bathroom or kitchen facilities with other tenants

[\[https://www.gov.uk/private-renting/houses-in-multiple-occupation\]](https://www.gov.uk/private-renting/houses-in-multiple-occupation)

Types of HMO and their Use Classes

1.1.2 Some HMOs require planning permission. Most residential properties in the Borough are dwellinghouses (which fall within Class C3 of Schedule 1 of the Town and Country Planning (Use Classes) Order 1987 (as amended)).

1.1.3 Schedule 1 of the 1987 Act defines 'Class C4' as the 'use of a dwellinghouse by not more than six residents as a "house in multiple occupation". This is often referred to as a 'Small HMO). Schedule 2, Part 3, Class L of the Town and Country Planning (General Permitted Development) (England) Order 2015 permits a change of use from Class C3 to Class C4, in certain conditions, without planning permission.

1.1.4 Article 4 Directions can in effect withdraw these 'Permitted Development Rights', meaning that planning permission to change from a Class C3 dwellinghouse to a Class C4 Small HMO would be required within the areas which they apply to. These Directions are explained further within this SPD.

1.1.5 Large HMOs (consisting of seven or more tenants) fall within a ‘Sui Generis’ use (Latin for "of its own kind") and these **always** require planning permission.

1.1.6 It is important to note that Use Classes C3 and C4 set out the number of ‘tenants’ occupying the property, and not the number of bedrooms.

1.1.7 HMOs are a significant part of the housing mix within Broxtowe Borough. The Council recognises their important role for providing accommodation to a range of individuals, including students and young professionals, particularly those who would struggle to afford to buy or rent a house early in their career.

1.1.8 However, as with other types of development, an over concentration of a single type of dwelling may cause harm to an area and can make it difficult to create a sense of community cohesion, and as stated within the ‘justification’ text of Policy 8 of the Aligned Core Strategy, the increased numbers of student households and Houses in Multiple Occupation (HMOs) has altered the residential profile of some neighbourhoods dramatically, and has led to unsustainable communities and associated amenity issues.

1.1.9 The sections within this SPD therefore seek to provide guidance to manage the development of HMOs and their impact on character and appearance in addition to ensuring that they provide a high standard of living for existing and prospective residents and be in accordance with paragraph 3.8.8 of Policy 8’s emphasis of ‘creating and maintaining sustainable, inclusive and mixed communities’.

1.1.10 Property owners who wish to use their premises for HMO purposes under Permitted Development Rights (where no planning permission is required) are also strongly encouraged to consider these principles so as to ensure a healthy living environment.

1.2 Article 4 Direction

1.2.1 The Council has introduced Article 4 areas removing the permitted development right that allows a change of use from a dwellinghouse to what is sometimes called a ‘small HMO’ for use by up to six persons. The use of an Article 4 direction does not mean development would not be allowed, it instead removes certain Permitted Development Rights, meaning that a planning application would be required, so that proposals can be assessed by the Council to ensure that they comply with national and local planning policies and other material considerations, such as this SPD. It should be noted that HMOs for the use of more than six persons is a Sui Generis Use and planning permission for such use is always required across the whole of the Borough.

1.2.2 Maps showing the areas covered by Article 4 Directions can be found on the Council’s website at the following link: <https://www.broxtowe.gov.uk/for-you/planning/planning-policy/article-4-directions/>

1.3 Making a Planning Application

1.3.1 All planning applications relating to HMOs, either through new buildings, extensions or changes of use will need to have regard to national planning policy, the policies of the Local Plan (including the Part 1 Local Plan Aligned Core Strategy, Part 2 Local Plan and any future revisions to these Plans) and any applicable Neighbourhood Plans. They should also have regard to other material considerations, including the guidance and principles set out within this SPD.

1.3.2 Prior to proceeding with a project or submitting a planning application it is recommended that applicants seek Pre-Application Advice from the Council. Whilst there is a charge for this service, this can help to reduce the risk of costs or delays at a later stage and help to ensure a good standard of development is achieved for the benefit of both existing and prospective residents. This will enable an officer to provide a site-specific written guidance regarding the likelihood of a proposal for an HMO being acceptable. Further information is available on the Council's website at the following link: <https://www.broxtowe.gov.uk/for-you/planning/planning-applications-advice/>.

1.3.3 It is also good practice to discuss any proposals with the owners and occupiers of neighbouring properties as this can help to reduce delays at a later stage and is helpful in maintaining good relations. Owners and occupiers should consider how their proposals might impact existing residents.

1.3.4 Before submitting an application, applicants are strongly encouraged to consider the proximity of existing HMOs to the application site and how any adverse impacts may be addressed and mitigated.

1.3.5 Planning applications will need to be accompanied by the relevant supporting plans and other supporting documents. Details of these requirements are set out within the listed within the Council's Validation List, which can be viewed on the Council's website at the following link <https://www.broxtowe.gov.uk/for-you/planning/submit-a-planning-application/validation-requirements/> ..

1.4 HMO Licensing

1.4.1 The Housing Act 2004 introduced the requirement for certain HMO properties to be licensed. This is a separate procedure from applying for planning permission. However, securing a licence does not necessarily mean that planning permission will be granted, and gaining planning permission does not necessarily mean that a licence will be granted.

1.4.2 It is the responsibility of landlords to ensure that their property is operating with the correct licence and failure to do so is a criminal offence.

1.4.3 Further information on licensing and Broxtowe Borough Council's HMO Property Standards can be obtained the Council's Private Sector Housing Team. Information can also be found on the Council's website at the following link:

1.5 Planning Policy Context

1.5.1 This SPD has been informed by national and local policies.

1.5.2 The National Planning Policy Framework (NPPF) sets out that achieving sustainable development means that the planning system has three overarching objectives: Social, Environmental and Economic. This SPD helps to ensure that within Broxtowe Borough, these roles can be balanced to create and support strong, vibrant and healthy communities.

1.5.3 This SPD expands on and provides guidance on the application of the following policies contained within the adopted Aligned Core Strategy (2014), and replacement policies within subsequent Plans, and Broxtowe Borough Council's Part 2 Local Plan (2019), as applicable to HMOs:

- Aligned Core Strategy Policy 8: Housing Size, Mix and Choice
- Aligned Core Strategy Policy 10: Design and Enhancing Local Identity
- Part 2 Local Plan Policy 17: Place-making, Design and Amenity

1.5.4 Policy 8 of the Aligned Core Strategy references the importance of residential properties maintaining, providing and contributing to a mix of housing tenures, types and sizes in order to create sustainable, inclusive and mixed communities. It further notes that this will be partly informed by redressing the housing mix within areas of concentration of student households and Houses in Multiple Occupation (4e). This is supported by Policy 10 of the Aligned Core Strategy which states that all development should make a positive contribution to the public realm and sense of place as well as create an attractive, safe, inclusive and healthy environment – which in turn is strengthened by Policy 12 which seeks to support Healthy Lifestyles.

1.5.5 Broxtowe Borough Council's Part 2 Local Plan expands upon the policies within the Aligned Core Strategy at a more localised level. Policy 17 includes that development will be granted permission which integrates into its surroundings; and provides sufficient, well-integrated, parking and safe and convenient access; and provides adequate external storage and amenity space; as well as ensures a satisfactory degree of amenity for occupiers of the development and neighbouring properties. This will therefore be an important consideration when assessing any application received relating to an HMO.

1.5.6 The Greater Nottingham Strategic Plan (GNSP) is currently being prepared. Policy 8.6 refers to the importance of maintaining balanced, inclusive and mixed communities. Policy 8.7 states that within Broxtowe attention will be given to the concentration of HMOs and to 'clustering' and 'sandwiching', as set out in sections 2.1-2.3 of this SPD. Subject to a proposed Main Modification being agreed, policy 8.1 will also specify that the Nationally Described Space Standards will apply to HMOs.

2. Maintaining Balanced, Inclusive and Mixed Communities

2.1 The SPD aims to ensure that the demand for HMO accommodation can be met in a way that does not lead to adverse impacts on the character of the area through a saturation of a single type of home. Achieving an appropriate housing mix to meet Broxtowe Borough's needs is vital to create the sustainable, inclusive and mixed communities envisaged within the Local Plan.

2.2 The strong influence of nearby higher education facilities, including the University of Nottingham, Nottingham Trent University and other colleges and schools has resulted in a relatively large student population within Broxtowe Borough. However, an over-concentration of HMO accommodation can lead to identifiable impacts on amenity including: increases in waste management associated issues; the potential for noise complaints and anti-social behaviour; visual impacts such as increased 'clutter' within garden areas; unsympathetic security measures; and parking issues, resulting in cumulative impacts on residential amenity. This SPD will therefore seek to address, prevent and mitigate the impact of these issues.

2.3 This SPD is intended to support the creation of sustainable, inclusive and mixed communities and minimise cumulative impacts on amenity by avoiding an over-concentration of HMOs in any single area. The following will be considered as indicators of over-concentration. Officers will also assess character and impact based on a site visit, representations and any other material considerations. When considering character and impact, the presence of any Purpose-Built Student Accommodation (PBSA) will be taken into account.

2.4 The following principles will be applied in determining planning applications for or in respect of HMOs:

2.1 Preventing 'Clustering'

2.1.1 Concentration of HMOs is commonly expressed as a percentage figure of the dwelling stock of a particular area, or street within that area.

PRINCIPLE 1

Assessments of proposals for the development of houses in multiple occupation, will give consideration to the impact of the following:

- **more than 3 known consecutive and/ or adjacent HMOs on the same street or adjoining street (in the event of an application property being situated on a corner plot); or**

Figure 1



- **more than 2 known consecutive HMOs positioned opposite to 2 or more known consecutive HMO properties.**

Figure 2



2.2 Concentration: The Radius Approach

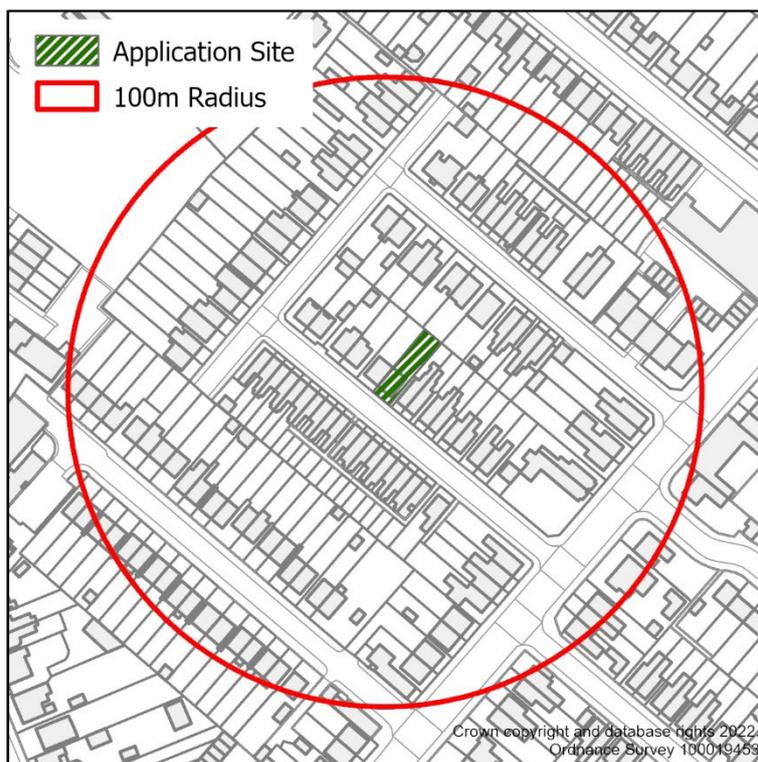
2.2.1 The radius will be measured in a straight-line distance from the centre point of the front of the building. If any part of a property boundary falls within the radius, that property will be included in the calculations.

PRINCIPLE 2

Assessments of proposals for the development of houses in multiple occupation, will give consideration to the impact of the following:

- **The total number of known HMO properties exceeding 20% relative to the total number of properties within a 100m radius of the application property.**

Figure 3



2.3 Preventing ‘Sandwiching’

2.3.1 A harmful concentration can arise at a localised level when an existing dwelling is sandwiched between two HMOs. This can intensify impacts on individual households even if few HMOs exist locally and can create an imbalance between HMOs and other housing at a street level.

PRINCIPLE 3

Assessments of proposals for the development of houses in multiple occupation, will give consideration to the impact of the following:

- **A standard dwelling being positioned in-between two known houses in multiple occupancy either adjacently or to the front and rear.**

Figure 4



Figure 5



3. Creating a Safe and Healthy Living Environment

3.1 The majority of HMOs within the Borough of Broxtowe are formed through the conversion of existing residential properties. It is important that conversions result in a high-quality living environment for residents, taking into consideration space and facilities including room sizes, natural light and ventilation, internal layouts and access to open space. This will ensure that HMOs will contribute towards achieving relevant Local Plan Policies.

3.2 Any HMO Development must also be compliant with Building Regulations. It is very strongly recommended that applicants contact the Borough Council's Building Control Department for advice at early stage in preparing any proposals.

3.1 Living Space and Layout

3.1.1 Not every property will be suitable for conversion or extension. When considering if a property may be suitable for use as an HMO, the quality of the overall living space will be a key consideration. In general, properties will need to provide tenants with privacy, natural light and ventilation, appropriate facilities and suitable communal spaces commensurate with the size of the HMO and proposed number of occupants.

PRINCIPLE 4

Where properties are undergoing significant change, careful consideration should be given to the configuration of spaces to provide a high-quality living environment, including accommodation that may be suited to prospective tenants with physical disabilities. In general, this will include:

- **Opportunities to maximise natural light and ventilation;**
- **The avoidance of narrow corridors or configurations that lead to unsafe layouts;**
- **Ensuring that bedrooms are located away from kitchens and communal spaces, where possible.**

3.1.2 Where possible, external alterations such as the addition or removal of windows should be avoided to minimise harm to the character of the street. However, modest alterations and the addition or relocation of window and door openings may be appropriate in some cases, for example, where they would improve privacy for local residents or future tenants or to ensure safety. Desirably, these would be discussed as part of the pre-application process and would be considered having regard to relevant policies of the Local Plan and other design guidance.

3.1.3 Further useful information on this can be found in Broxtowe Borough Council's HMO Property Standards: <https://www.broxtowe.gov.uk/media/5884/broxtowe-hmo-property-standards.pdf>

3.2 Ensuring Safe Access and Adequate Parking

PRINCIPLE 5

Proposals for new HMOs should ensure that they can be safely accessed. New HMOs (and the addition of new HMO bed spaces in existing HMOs) should make provision for adequate car parking.

3.2.1 This should be provided off-street within the curtilage of the property and with due regard to any impact on the street scene and character of the area, for example, the excessive 'concreting over' of gardens would be discouraged. It would also be favourable for on-site parking to be independently accessible from the application property. Spaces which are directly accessed from the highway must have an appropriate dropped kerb crossover.

3.2.2 If car-parking spaces cannot be provided off-street, the applicant should submit a parking survey with the planning application setting out availability of parking provision on neighbouring streets (covering a range of times over evenings and weekends). This should also include details of access to public transport and any opportunities to promote active travel such as cycling. Discussions between the landlord and tenants regarding car usage and parking expectations should also be encouraged.

3.3 Cycle Storage

PRINCIPLE 6

To help encourage and support residents to make sustainable choices, and to reduce additional motor vehicles occupying the street (with their likely impact upon neighbour amenity) proposals for the development of houses in multiple occupation should provide safe access and secure storage for bicycles at a rate of 1 space per bedroom.

3.3.1 If it is not possible or appropriate to provide cycle storage internally, external storage in a secure locker or shed (located to the rear of the property) may be acceptable, having regard to access, space and the visual amenity and character of the area.

3.4 Bin Storage and Waste

PRINCIPLE 7

HMO proposals, in line with the National Planning Policy for Waste (NPPW), should make sufficient provision for waste management and this should:

- **Promote good design to secure the integration of waste management facilities through providing sufficient, discreet and unobtrusive bin storage to facilitate a frequent household collection service. These should still be readily available to residents and collectors and should also be readily accessible whilst all parking spaces are occupied.**

3.4.1 It should be noted that disposal of waste is a mandatory condition of HMO licensing and so applicants are advised to seek further advice from Environmental Health in relation to household waste.

3.5 Sound Reduction Measures

3.5.1 Proposals for the development of HMOs may be subject to building regulations requirements relating to sound reduction. In some circumstances a condition seeking sound reduction may be attached to a planning permission for new HMO development in addition to building regulations requirements.

3.5.2 Prior to submitting an application, the Council would advise all applicants to consider the provision of a range of easy to install sound reduction measures where appropriate. Measures could include:

- Use of soft-closers on both internal and external doors;
- Sound-deadening material on stair treads;
- Sound insulation in partitions, floors and party walls;
- Location/design of bathroom sanitary ware to avoid noise transmission through party walls;
- Plan layouts that avoid positioning of communal rooms opposite bedrooms in adjoining properties.

3.5.3 Any measures proposed must also conform with all other relevant Building Regulations, such as, but not limited to, in relation to fire prevention and suppression. Applicants are strongly recommended to contact the Council's Building Control Team to discuss these issues.

3.6 Purpose Built Student Accommodation (PBSA)

3.6.1 In areas of Beeston and Beeston Rylands, where both Houses in Multiple Occupation (HMOs) and Purpose-Built Student Accommodation (PBSA) are present or proposed, careful consideration must be given to the cumulative impact of these forms of accommodation on residential amenity and the wider community. PBSA can help to reduce pressure on the existing housing stock and limit the conversion of family homes into HMOs. However, where HMOs and PBSA are located in close proximity, there is potential for intensified activity, increased transient populations, and associated amenity concerns. These may include elevated noise levels, increased pressure on local facilities, and changes to neighbourhood character.

PRINCIPLE 8

Applicants should demonstrate that any new HMO in close proximity to PBSA will not contribute to harmful concentrations of similar accommodation or undermine housing mix.

Applicants should also address how management arrangements, design, and site layout will mitigate potential amenity impacts where HMOs are located adjacent to, or in the immediate vicinity of, PBSA.

4. Monitoring and Review

4.1 The implementation of guidance within this document and the impact of the Article 4 directions relating to HMOs will be monitored and reported on an annual basis as part of the Authority's Monitoring Report (AMR).

5. Further Information

Telephone: 0115 917 7777

Planning Duty Planner Service: pabc@broxtowe.gov.uk

Private Sector Housing: psh@broxtowe.gov.uk

Environmental Health: health@broxtowe.gov.uk

Erewash Borough Council Building Control: buildingcontrol@erewash.gov.uk



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JUSTIFICATION FOR ADDITIONAL ARTICLE 4 DIRECTIONS IN BROXTOWE BOROUGH

**EASTWOOD, KIMBERLEY,
STAPLEFORD, AND THE
EXTENSION OF THE BEESTON
ARTICLE 4 AREA**

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1. Introduction

This report sets out the justification for introducing three new Article 4 Directions in Broxtowe Borough covering parts of Eastwood, Kimberley, and Stapleford together with an extension to the existing Article 4 area in Beeston. The purpose of these Directions is to remove permitted development rights for the change of use from C3 (dwellinghouses) to C4 (small Houses in Multiple Occupation) where the evidence indicates:

- A significant or increasing concentration of HMOs;
- A housing stock particularly vulnerable to conversion;
- High accessibility to public transport, services, and employment;
- Potential displacement pressures from neighbouring authorities' Article 4 controls.

Collectively, this evidence demonstrates a clear risk of harm to local amenity and the well being of the area, consistent with national guidance on the use of Article 4 Directions.

2. Existing and Emerging HMO Pressures in Broxtowe

2.1 Licensed HMO Distribution

The map of licensed HMOs shows a clear concentration in and around Beeston, particularly in Beeston Central, Beeston North, and Beeston West.

Other parts of the Borough currently have lower numbers, but the growth trend in Eastwood, Kimberley, and Stapleford is evident when comparing licensed and unlicensed data and mapping clusters.

Map 5 shows the location of licenced Houses in Multiple Occupation and Map 7 shows the number of all Houses in Multiple Occupation by ward.

2.2 Rising HMO Numbers Beyond Beeston

Across Eastwood, Kimberley, and Stapleford, the recent increase in HMOs represents the early stages of similar patterns seen previously in Beeston, although these properties are not generally meeting need generated by student demand. Growth is also being driven by short term housing needs. These areas have:

- Older terraced and pre-war semi-detached housing
- Lower purchase prices than Beeston and other parts of the south of the Borough
- Strong bus links to Nottingham, Beeston, and Ilkeston
- Proximity to employment.

These characteristics make them increasingly attractive locations for HMO investment.

3. Justification for Proposed Article 4 Directions

In drawing the boundaries for the three new Article 4 areas, Eastwood, Kimberley and Stapleford, and the extension to the Beeston Article 4 area, a consistent methodology has been applied. The National Planning Policy Framework requires that Article 4 Directions be limited to situations where it is necessary to protect local amenity or the well-being of the area and be based on robust evidence, and apply to the smallest geographical area possible. The following principles have therefore shaped each boundary:

A: Focus on Older, Highly Convertible Housing Stock

Boundaries deliberately concentrate on the pre-war terraces, Victorian/Edwardian grids, and compact semi-detached homes where HMOs are most viable and financially attractive to investors. These dwelling types typically offer:

- Lower purchase prices
- Straightforward internal subdivision
- Layouts suited to multiple occupation

Newer estates, uniform suburban cul-de-sacs, or low-density modern developments have been excluded because they:

- offer larger floorplates less suited to cost-effective HMO conversion
- typically include design features (integral garages, open-plan layouts) that limit subdivision
- demonstrate little or no evidence of HMO activity

B. Alignment With Strong Public Transport Corridors

Each boundary closely follows areas within easy walking distance of frequent bus routes, town centres, or tram-adjacent corridors. These locations provide the accessibility characteristics that make HMOs viable and attractive for residents without cars.

Areas further from bus corridors or with weaker transport links were excluded because the risk of conversion pressure is markedly lower.

C. Boundary Edges Follow Logical Physical Features

Roads, watercourses, and changes in housing character are used as clear, defensible edges. This ensures interpretation is straightforward for residents, landlords, enforcement officers, and planning decision-makers.

D. Targeted Intervention to Address Identified Clusters

The boundaries have been kept tightly drawn around:

- Streets containing existing HMOs

- Streets where HMO licence applications have recently increased

This ensures proportionate intervention aligned with NPPF requirements.

3.1 Eastwood

The Eastwood proposal covers the older central neighbourhoods and Hill Top. The evidence supports an Article 4 Direction due to:

Growth in HMO Numbers

While Eastwood currently has modest HMO numbers, mapping shows that new HMOs are forming in clusters along the main transport corridors and traditional terraced streets. These areas are particularly susceptible to further conversions due to the affordability and layout of properties.

Housing Stock Characteristics

Eastwood's central neighbourhoods consist predominantly of:

- Victorian and Edwardian terraces
- Compact semi-detached dwellings
- Densely built street patterns

These properties lend themselves to easy conversion into small HMOs, with minimal structural alterations.

Public Transport Accessibility

Eastwood benefits from frequent, direct bus services to Nottingham, Ilkeston, Langley Mill, and surrounding employment areas. High accessibility increases attractiveness for HMO occupation.

Cross-boundary Displacement Risk

The introduction of new Article 4 areas in Long Eaton and Ilkeston, combined with longstanding restrictions in Nottingham City, creates a credible risk of displacement of HMO investment to nearby, unrestricted areas such as Eastwood.

Proposed Boundaries

The Eastwood Article 4 boundary encloses the older central neighbourhoods around Hill Top and the historic town centre grid, where the housing stock is predominantly Victorian terraces and pre-war semi-detached dwellings. These streets represent the locations most susceptible to further HMO growth.

The boundary stops at key arterial roads such as Nottingham Road, Derby Road and Lynncroft because housing beyond these points transitions into:

- later-20th-century suburban estates
- lower-density cul-de-sacs
- larger family homes less suited to HMO conversion

The area is also tightly drawn to include only those streets within a short walk of the high-frequency Rainbow One and other bus routes, which represent a key attractor for shared accommodation demand. The approach ensures the boundary remains proportionate and excludes areas with limited HMO pressure.

3.2 Kimberley

The proposed Kimberley Article 4 area focuses on the older parts of the town centre and surrounding residential streets.

Evidence of Emerging HMO Activity

The HMO map shows early signs of clustering, particularly around the town centre. Although absolute numbers remain lower than in Beeston, early intervention is considered justified.

Suitability of Housing for Conversion

Kimberley contains:

- Traditional terraced housing
- Smaller-format pre-war properties
- Relatively low house prices compared with Beeston or parts of the south of the Borough.

This creates an environment where rapid HMO growth could occur, particularly as neighbouring authorities tighten controls.

Strong Bus Connectivity

Frequent services run through Kimberley to Nottingham and Eastwood. This boosts the attractiveness of the area for shared housing and rental investment.

Regional Displacement Pressure

Kimberley lies between Nottingham City and Ilkeston/Long Eaton, both areas with or proposing Article 4 controls. As additional measures to control HMOs currently apply or will apply to these areas, Kimberley becomes a logical “next area” unless preventative measures are taken.

Proposed Boundaries

The Kimberley Article 4 boundary encompasses the older terraced streets radiating from the town centre. The boundary edges follow key roads including Hardy Street, Eastwood Road, Greens Lane and Swingate, where character clearly shifts from older compact housing to modern family estates. These streets are characterised by a high density of small, pre-1919 terraces..

The boundary purposely excludes:

- the large post-1990 estates around Kimberley School
- the low-density suburban areas west of the town centre

These neighbourhoods feature larger, modern homes unlikely to be viable for HMO conversion.

3.3 Stapleford

The proposed Stapleford Article 4 area is centred around the older pre-war housing stock north of the A52 and around the town centre.

Concentration of Existing HMOs

Maps show a growing number of HMOs emerging in Stapleford, particularly in areas closest to the A52 corridor and bus routes into both Nottingham and Beeston.

Highly Convertible Housing Stock

Stapleford contains:

- Rows of terraced houses
- Compact semi-detached properties ideal for conversion
- Lower purchase costs than Beeston and other parts of the Borough.

Accessibility

Stapleford benefits from:

- Fast bus services to Nottingham
- Immediate access to the A52
- Proximity to the Toton/Chilwell tram terminus

These transport links make Stapleford a highly sustainable HMO location, increasing development pressure.

Anticipated Displacement from New Article 4 Areas

With Long Eaton and Ilkeston adjoining Stapleford, the introduction of Article 4 controls in these areas is likely to push interest eastwards into Broxtowe unless action is taken.

Proposed Boundaries

Stapleford's proposed Article 4 boundary covers the older residential blocks north of the A52 and includes the compact terraced and grid-pattern streets close to the town centre and bus routes.

The boundary follows the River Erewash and major local distributor roads, providing logical edges and ensuring it remains easily interpreted and proportionate. Newer housing estates with larger houses are excluded.

3.4. Proposed Extension to the Beeston Article 4 Area

Beeston already contains the overwhelming majority of HMOs in Broxtowe and has long experienced market pressure associated with proximity to the University of Nottingham, the tram network, and major employment hubs.

Justifications for Extension

Continuing Growth at the Edges of the Existing Article 4 Boundary

Mapping of licensed HMOs shows numbers forming just outside the current boundary, particularly towards:

- Beeston Rylands
- Beeston North
- Areas south of Queens Road and east of Station Road

These fringe areas are vulnerable to conversion as the market seeks opportunities not covered by the existing Direction.

Intensification Risk

Without extension, high concentrations of HMOs in parts of Rylands and North Beeston will continue to fragment communities, alter the local housing mix, and put pressure on parking, noise, and amenity.

Transport Links Increasing Pressure

The tram, rail station, and major bus routes continue to make Beeston one of the most attractive HMO locations in the region. Demand remains strong and unregulated areas are increasingly targeted.

Proposed Boundaries

The proposed boundaries include the existing Article 4 Area but encompass areas to the west and south which have experienced growth in HMO numbers. The A52 acts as a boundary to the north.

4. Cross-Boundary Policy Context and Displacement Risk

4.1 Nottingham City

Nottingham City Council is covered by a City-wide Article 4 area, which includes restricting HMOs in large areas in the western side of the City around:

- Lenton
- Dunkirk
- Wollaton Park

These longstanding restrictions continue to push HMO development outward into adjoining districts such as Broxtowe.

4.2 Proposed Article 4 Areas in Long Eaton and Ilkeston

Neighbouring Erewash Borough Council is progressing Article 4 Directions for Long Eaton and Ilkeston. When implemented, these will require planning permission for small HMOs in these locations.

4.3 Resulting Pressure on Broxtowe

Collectively, the cross-boundary restrictions create a strong likelihood of:

- Increased speculative investment in Broxtowe neighbourhoods with good transport links
- Targeting of the most convertible properties, typically older terraces and smaller pre-war homes
- Accelerated HMO growth in Eastwood, Kimberley, Stapleford, and fringe areas of Beeston.

This displacement effect provides a robust strategic justification for pre-emptive controls.

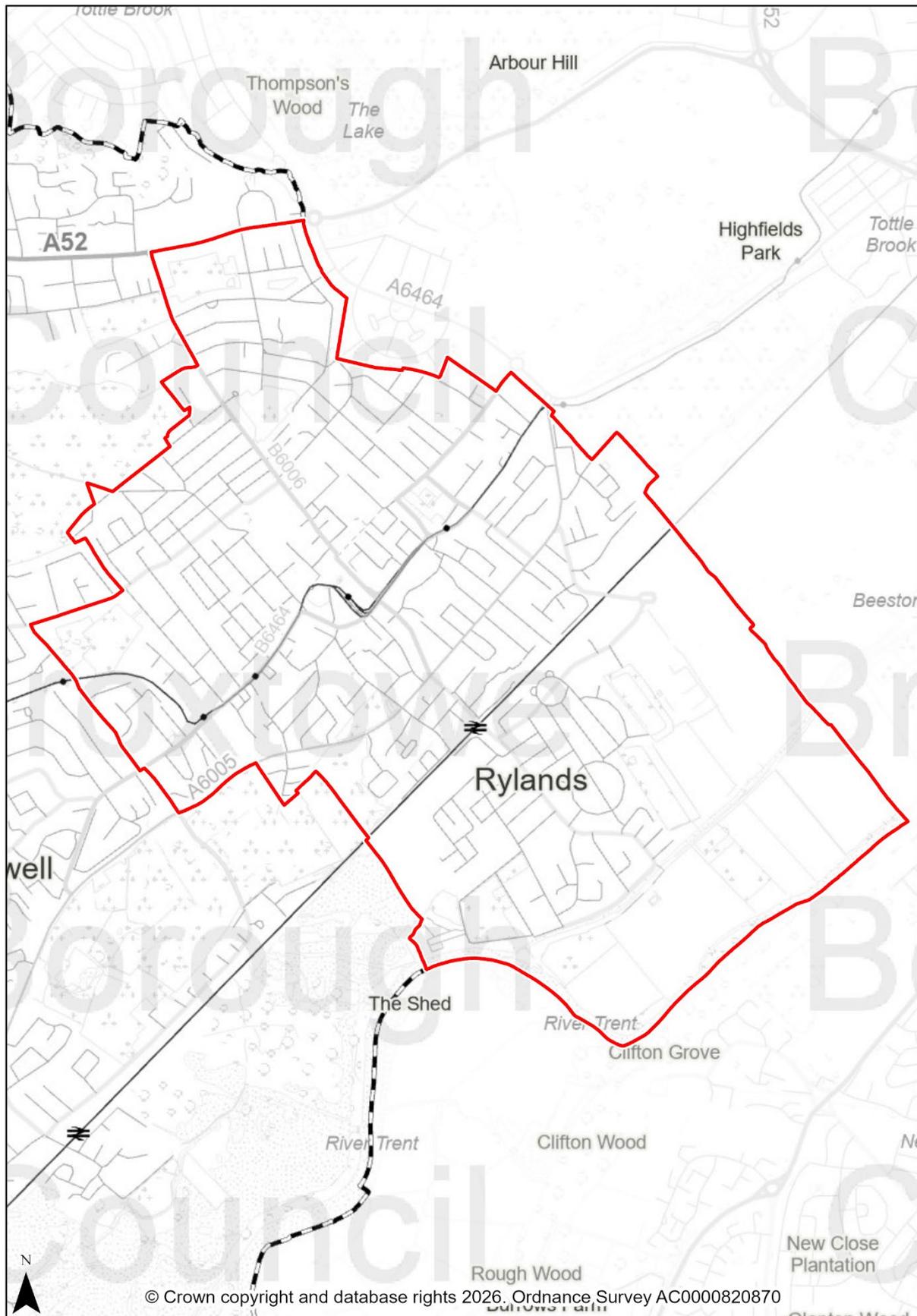
5. Summary and Conclusions

The evidence clearly demonstrates that:

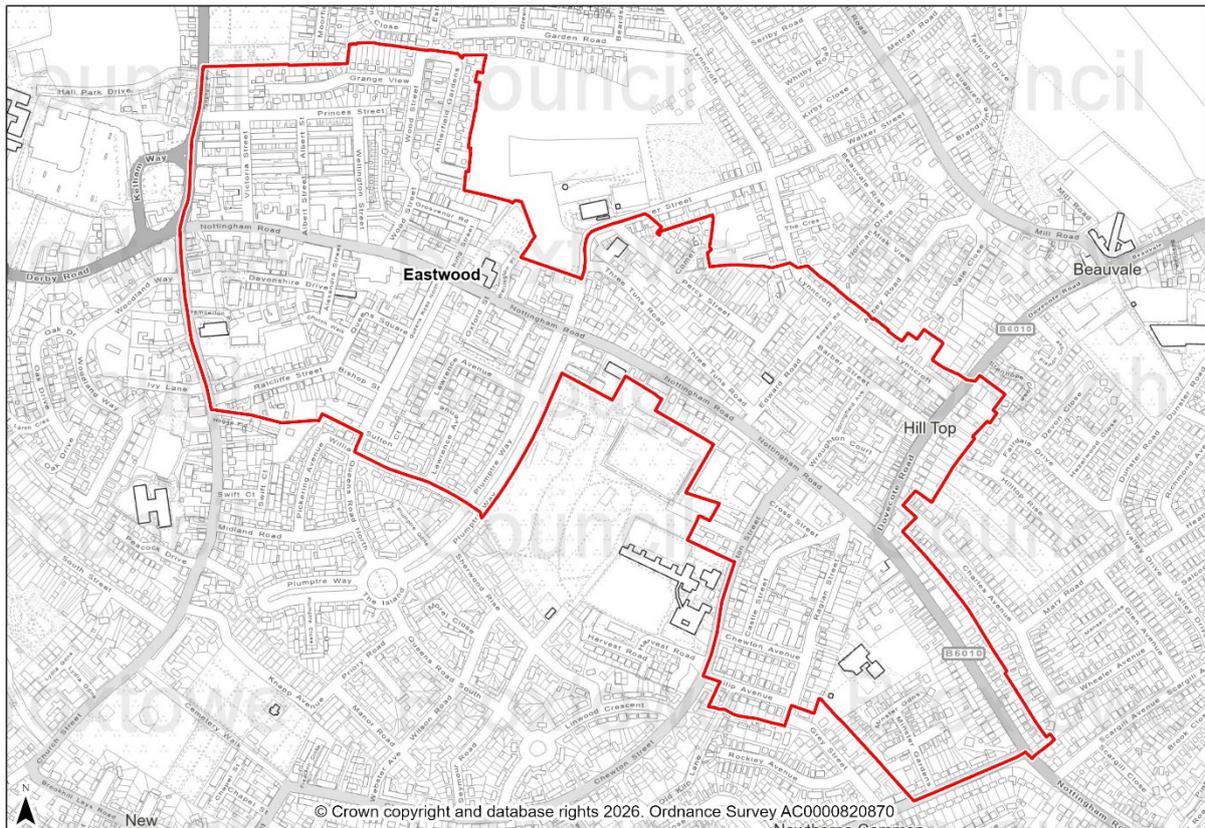
- Beeston remains under significant HMO pressure, and an extension to the Article 4 boundary is justified.
- Eastwood, Kimberley, and Stapleford exhibit early but accelerating HMO growth, with clusters forming around older housing stock and major transport corridors.
- The housing characteristics of these areas make them especially vulnerable to rapid conversion.
- Strong public transport connectivity further enhances their attractiveness to HMO developers.
- Cross-boundary restrictions in Nottingham City, together with emerging Article 4 controls in Long Eaton and Ilkeston, present a substantial displacement risk.

Introducing three new Article 4 Directions, covering Eastwood, Kimberley, and Stapleford, and extending the Beeston Article 4 area is necessary to protect local amenity, maintain balanced communities, and ensure proper planning across the Borough.

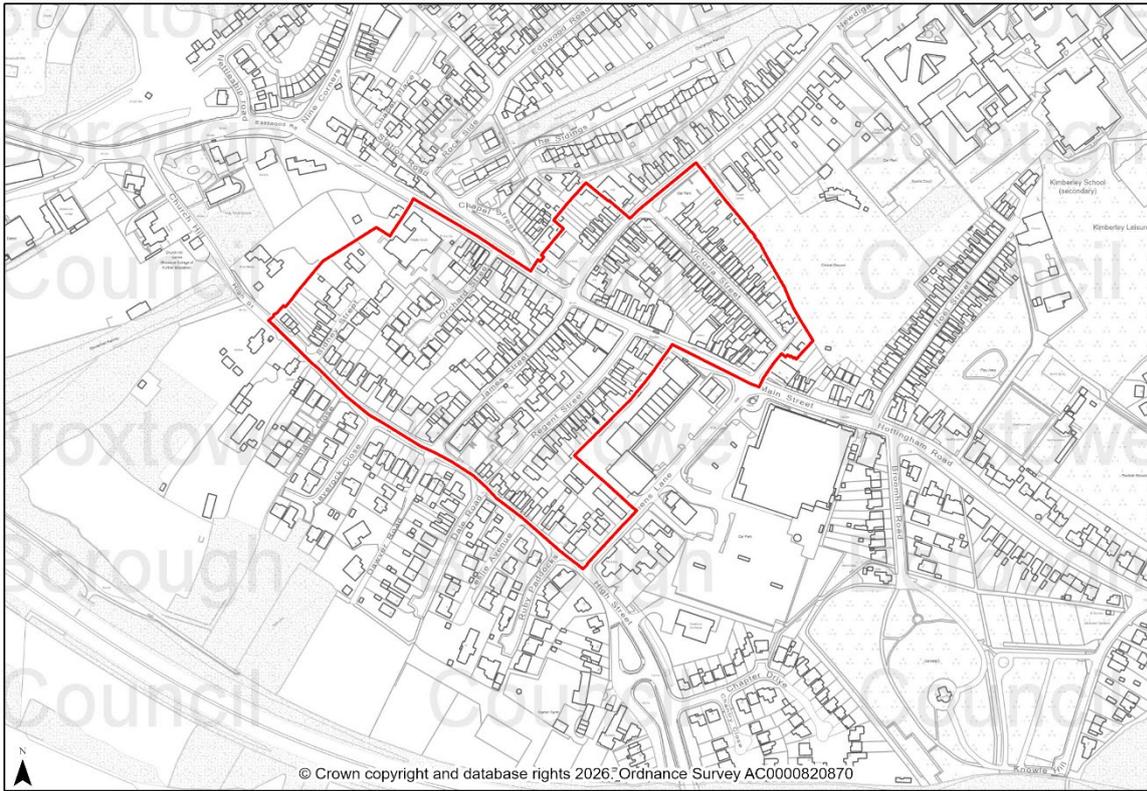
Map 1: Beeston Article 4 Area (Proposed Expansion)



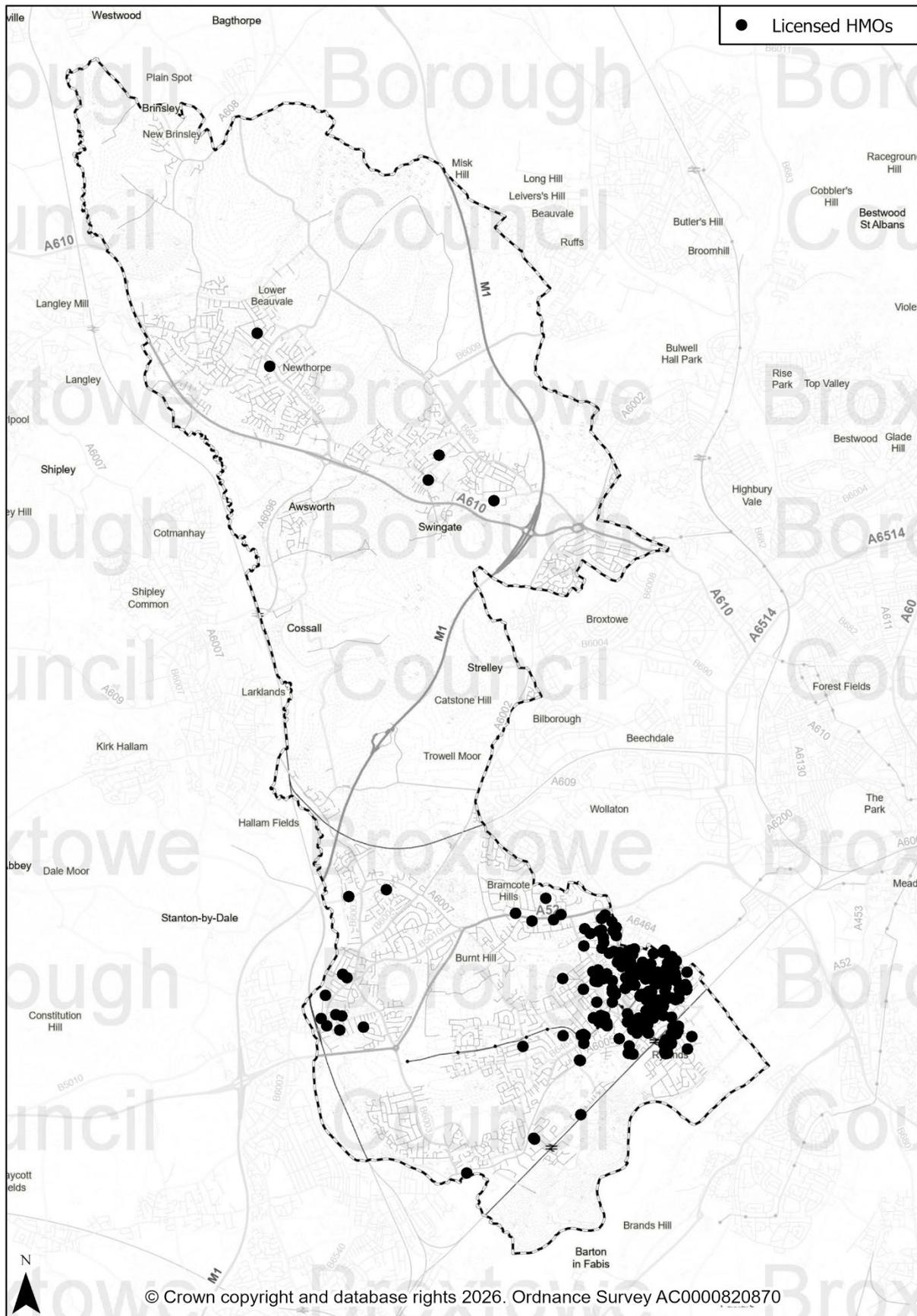
Map 2: Eastwood Article 4 Area (Proposed)



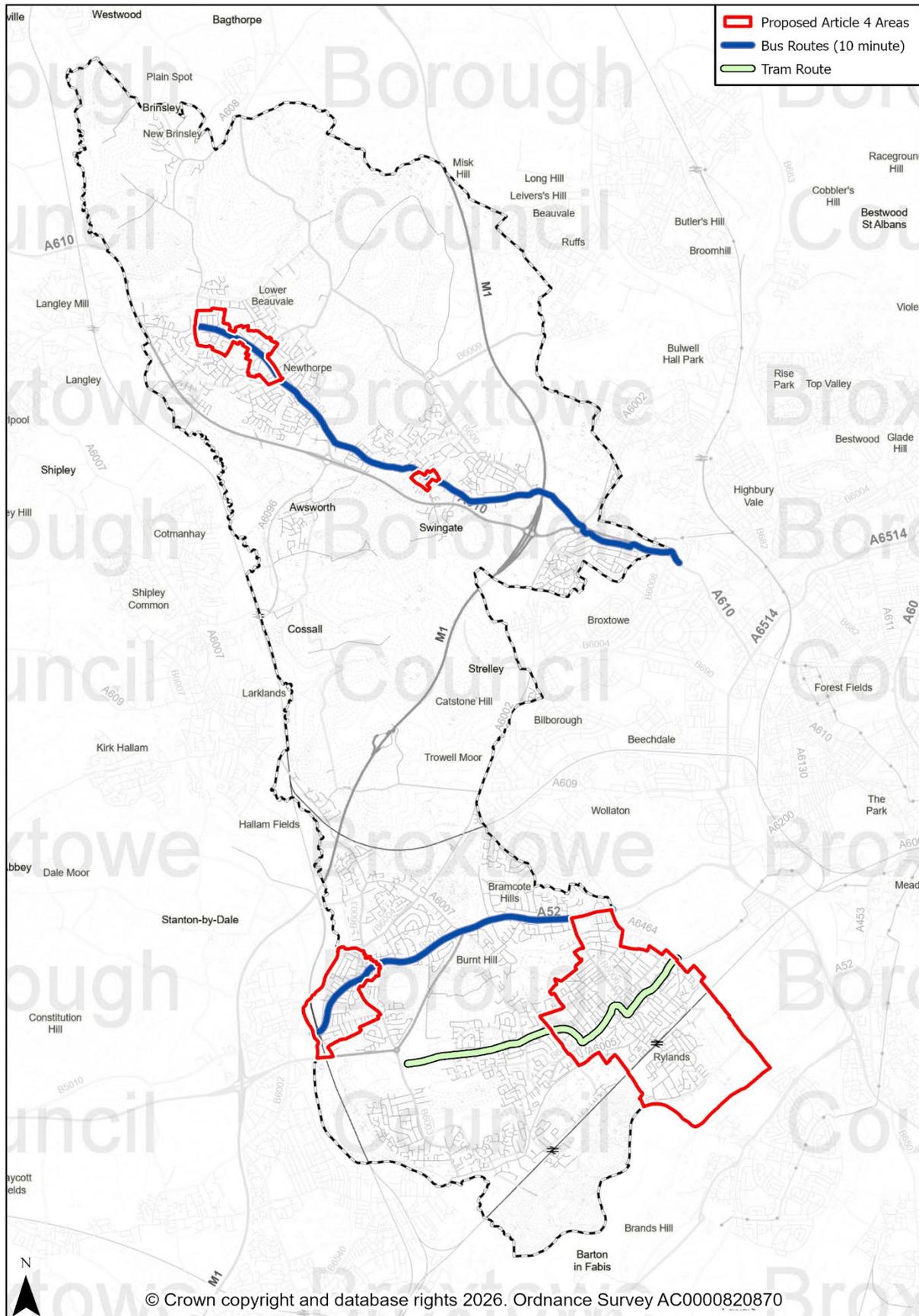
Map 3: Kimberley Article 4 Area (Proposed)



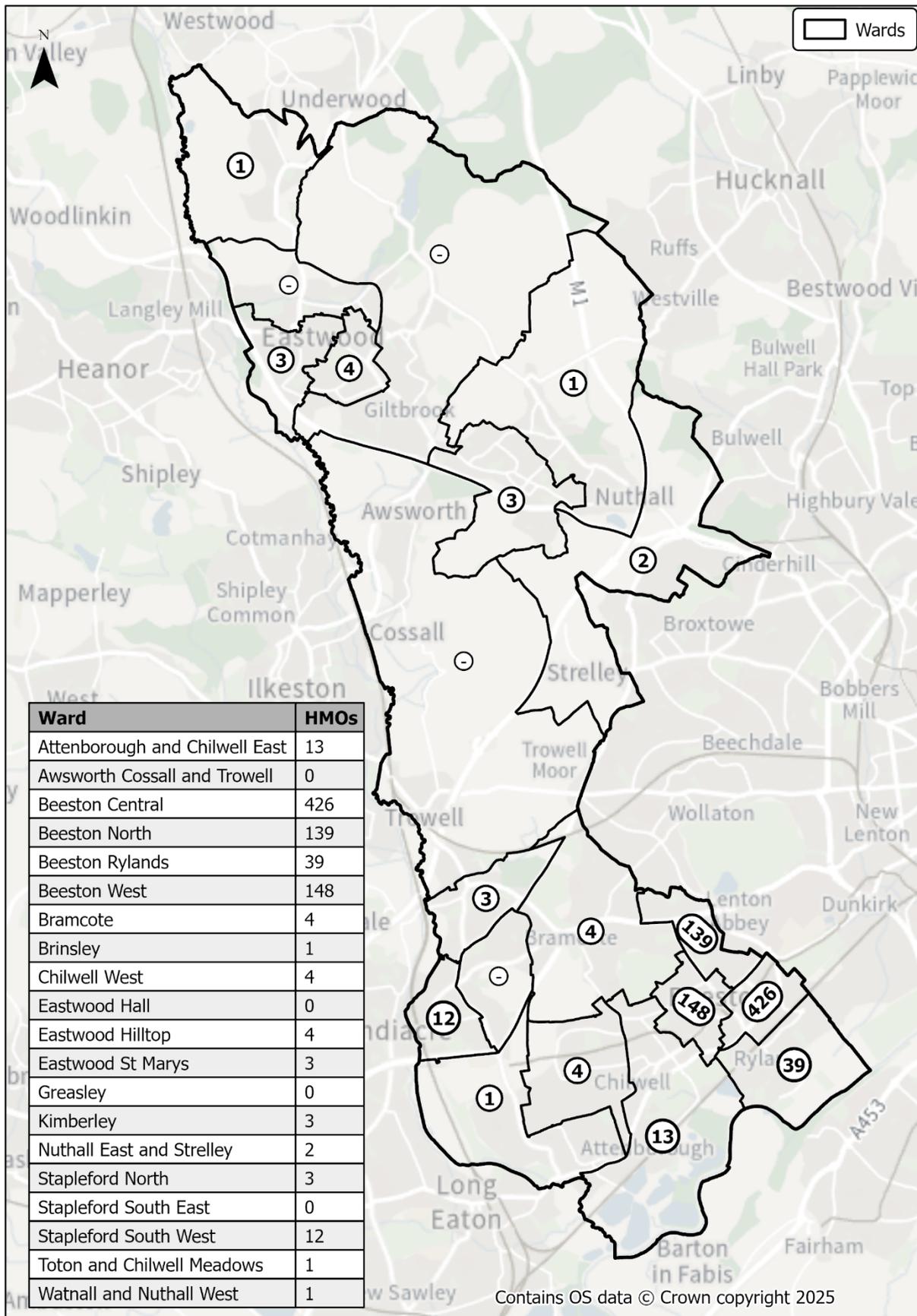
Map 5: Licenced Houses in Multiple Occupation



Map 6: Proposed Article 4 Areas and Main Transport Routes



Map 7: All Houses in Multiple Occupation By Ward





**Broxtowe
Borough
COUNCIL**

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in large print upon request

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Joint report of the Portfolio Holder for Economic Development and Asset Management and the Portfolio Holder for Housing

Groundwork Investigations at Former Kimberley Brewery Site (Phase 3)

Purpose of Report

To inform Cabinet of the groundwork investigations and allied reports required at the Kimberley Brewery site (Phase 3) and to agree a budget for the works. Also to seek in-principle approval that negotiations to purchase the site for use as Social Housing can be commenced if the reports' conclusions indicate that the site could produce a viable social housing scheme.

Recommendation

Cabinet is asked to RESOLVE that:

- 1. The appointment of suitably qualified and experienced companies to undertake groundwork and building investigations at Kimberley Brewery site be approved.**
- 2. A budget of £18,000 for the initial survey works, which includes the two quoted sums plus an estimated £10,000 for the additional GPR PAS 128 survey be approved and funded from Revenue Contingencies in 2025/26.**
- 3. If the survey merited further work, the preparation of a bid to purchase the site, subject to budget approval, contract and independent valuation, for presentation to the Administrator/Receiver be approved.**

Detail

Two companies were invited to submit quotations for undertaking investigative surveys at the Old Brewery Site at Kimberley.

The first was requested to provide a quote for estimating the cost of works listed in the Planning Condition for the site, with specific attention to the remedial works for repair of the malt kilns (Building 5), which is a listed building.

These remedial works must be completed prior to the Planning Condition being discharged

The operator estimated the work will take approximately five days to complete a detailed cost estimate. The work includes a site visit, measurement and costing, presentation of cost estimate and final adjustment prior to issue. Fees have been identified as approximately £3,000 plus VAT.

Timescales for the work have been estimated at around three weeks.

A further operator was requested to provide an estimate based on the following brief:

- A detailed report to cover ground conditions, access rights, and the locations of any underground services within Phase 3 of the site, especially those that link to either or both of the earlier phases of the scheme.
- Status of any section agreements required by the Planning Consent relating to all phases of the scheme; especially those for services which cross Phase 3.
- Any other information available from desktop work regarding ground conditions or services in Phase 3.

The operator's quote outlined budget costs for the following works:

- Determine the status of any Section agreements relating to all phases of the scheme, especially those for services which cross Phase 3 at approximately £2,00 plus VAT.
- Desktop study regarding ground conditions and a utility search of services in Phase 3 at approximately £3,500 plus VAT.

The operator also recommended a GPR PAS 128 survey when site access is available to identify and verify the presence of any below ground services as well as a geo-environmental investigation to identify if any contamination is present. As fees were not provided for this work, an interim estimate of £4,000 has been included in the budget recommendation request.

Key Decision

This is not a key decision

Updates from Scrutiny

Not applicable.

Financial Implications

The comments from the Interim Deputy Chief Executive and Section 151 Officer were as follows:

There is no budgetary provision in place for the cost of undertaking groundwork and building investigations at Kimberley Brewery site. An allocation of £18,000 has therefore been requested from the General Fund revenue contingencies budget in 2025/26, of which £38,000 currently remains available (subject to other

requests on this agenda). Any additional commitments in terms of funding a wider capital investment scheme for the Kimberley Brewery site would require a further report to and approval by Cabinet.

Legal Implications

The comments from the Monitoring Officer / Head of Legal Services will be distributed at the meeting if necessary.

Human Resources Implications

Not applicable.

Union Comments

Not applicable.

Climate Change Implications

Not applicable.

Data Protection Compliance Implications

This report does not contain OFFICIAL(SENSITIVE) information.

Equality Impact Assessment

This report does not require an Equality Impact Assessment as it is not a change to policy nor is it a new policy.

Background Papers

Nil.

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Report of the Portfolio Holder for Housing

Housing Service Improvement Plan Update

1. Purpose of Report

To provide Cabinet with an update on the Housing Service Improvement Plan following the recent judgement from the Regulator of Social Housing.

2. Recommendation

Cabinet is asked to NOTE the report and the key activities aligned to the revised Housing Service Improvement Plan.

3. Detail

The Council has reviewed and refreshed the Housing and Asset Management Service Improvement Plan following the inspection from the Regulator for Social Housing (RSH) in October 2025.

The Plan focuses on five key themes, which are:

- **Compliance:** strengthening governance and assurance to meet regulatory standards.
- **Knowledge and Information Management (KIM):** improving data quality to support informed decision-making.
- **Asset Management and Development:** continuing with the implementation of actions aligned to the Asset Management Strategy.
- **Housing:** continuing with the implementation of actions aligned to the Housing Strategy.
- **Staff Engagement:** developing behaviour and engagement principles to enhance cohesion and continuous improvement.

Progress has been made since the inspection in October 2025 to meet the Regulator requirements and improve service delivery. This includes:

- Colleagues contacting tenants to check that their records are up to date. This is helping the Council to clarify the diverse needs of our tenants, which will enable us to proactively tailor services. Officers have now contacted over 1,800 General Needs tenants (an increase of 300 since last month). The aim is to reach out to all relevant tenants by 31 May 2026.
- The implementation of the system that captures and distributes each fire safety action to colleagues and contractors, alongside more robust programme governance, has contributed to the reduction of fire safety actions to circa 3,000 (a reduction of circa 400 actions since last month).

These actions have been allocated to contractors (circa 1,700) and internal teams (circa 1,300) for completion, which include:

- Replacing identified common area doors and frames with ones that meet the E30S (FD30S) standard
 - Installing fire resisting glazing where required
 - Updating signs and notices
 - Sealing identified gaps with suitable fire-stopping material
 - Checking compartmentation within identified roof spaces over common areas to confirm that there is adequate separation.
- Detailed performance reports are now being shared with Housing Improvement Board. This gives the Portfolio Holder for Housing more information to scrutinise performance of Housing and Asset Management.
 - A further 140 stock condition surveys have been completed since last month's update.

Meetings continue to take place with the Leader of the Council, the Deputy Leader and the Portfolio Holder for Housing, with colleagues receiving the key message that improvement to meet the Regulatory standards is a top priority.

Officers are also meeting with representatives from the RSH on a monthly basis to share progress and give assurance.

Please refer to the **Appendix** for an overview of the key activities within the revised Service Improvement Plan.

4. Key Decision

This report is not a key decision.

5. Updates from Scrutiny

This report is not required to be considered by the Policy Overview Working Group or the Overview and Scrutiny Committee.

6. Financial Implications

The comments from the Interim Deputy Chief Executive and Section 151 Officer were as follows:

There are no financial implications to consider for the Housing Revenue Account (HRA) at this stage. Any uplift in costs going forward that cannot be contained within existing resources would require approval by Cabinet.

7. Legal Implications

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

The legislative powers of the Regulator of Social Housing are set out in the Social Housing (Regulation) Act of 2023 however S.193 of the Housing and Regeneration Act 2008 introduced the inspection programme which states that the 'regulator may set Standards for registered providers as to the nature, extent, safety, energy efficiency and quality of accommodation, facilities or services provided by them in connection with social housing'.

The regulatory judgement is a formal process as part of the assessment on the Council's Landlord functions. The report sets out the details around the judgement and actions required. Failure to adhere to the recommendations of the Regulator will have consequences. It is imperative that the Regulators recommendations are considered and implemented as soon as practicably possible.

8. Human Resources Implications

Not applicable.

9. Union Comments

The Union comments were as follows:

This report did not contain any direct or negative impact on Broxtowe employees so no further comment required by Unison.

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 not a change to or a new policy an equality impact assessment is not required.

13. Background Papers

Nil

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Appendix

Service Improvement plan – Key Activities

The Council's focus remains on delivering safe, high-quality homes for our residents. It is committed to learning from the inspection and demonstrating progress. The Council will continue to work closely with the Regulator as officers continue to implement actions within the Service Improvement Plan over the coming months. The plan focuses on a number of activities to improve service delivery, including:

	Action	Update
Compliance	<ul style="list-style-type: none"> Review the governance and associated structure aligned to compliance 	<ul style="list-style-type: none"> Recommendations paper submitted to GMT Next steps to be agreed by March 2026
	<ul style="list-style-type: none"> Development and implementation of a written and clear interim action plan to resolve the issues aligned to FRA and Asbestos 	<ul style="list-style-type: none"> Action plans for both FRA and asbestos have been developed and currently being implemented
	<ul style="list-style-type: none"> Clarify the responsibility of C3 actions from EICR services - and implement the process 	<ul style="list-style-type: none"> Added as an agenda item for the Housing Improvement Board (HIB) in March 2026
	<ul style="list-style-type: none"> Ensure there is external and internal auditing for the 'Big 6' (including Co2 and Fire) 	<ul style="list-style-type: none"> External and internal auditing in place for Gas and EICR. Replication for other compliance streams to be developed by May 2026
	<ul style="list-style-type: none"> Create a safety performance report for frequent review 	<ul style="list-style-type: none"> Performance reports for FRA, Gas, EICR, Legionella and LOLER now in place Report for asbestos to be developed by May 2026
Knowledge and Information	<ul style="list-style-type: none"> Review of the governance, structure and procedures aligned to record-keeping / KIM 	<ul style="list-style-type: none"> Added as an agenda item for HIB in March 2026

	Action	Update
Management (KIM)	<ul style="list-style-type: none"> Development and implementation of a written and clear action plan to resolve the issues aligned to KIM 	<ul style="list-style-type: none"> To be developed following guidance from HIB
	<ul style="list-style-type: none"> Develop a clear plan for collection and use of tenant data and ensure there is a tested process so that any changes required to Capita system are easily implemented 	<ul style="list-style-type: none"> Investigation currently taking place on how data within iPlans can be linked with Capita system
	<ul style="list-style-type: none"> Strengthen the scrutiny of Housing, Repairs and Asset Management performance 	<ul style="list-style-type: none"> Detailed performance reports are now being shared with Housing Improvement Board. This gives the Portfolio Holder for Housing more information to scrutinise performance of Housing and Asset Management
	<ul style="list-style-type: none"> Create a definitive list of policies and procedures that either need updating or creating 	<ul style="list-style-type: none"> To commence in July 2026
	<ul style="list-style-type: none"> For learning purposes, consider introducing an annual report on tenancy outcomes 	<ul style="list-style-type: none"> To commence in July 2026
	<ul style="list-style-type: none"> Development and implementation of a written and clear action plan to fully understand the diverse needs of all our tenants so we can tailor services to meet needs 	<ul style="list-style-type: none"> Colleagues continue to contact our tenants to check that their records are up to date. Officers have now contacted over 1,800 General Needs tenants (an increase of 300 since last month's update). The aim is to reach out to all relevant tenants by 31 May 2026.

	Action	Update
	<ul style="list-style-type: none"> Improve performance / learning in responding to complaints 	<ul style="list-style-type: none"> Standard agenda item at the quarterly Housing Management Team performance meeting Discussions taken place with the Complaints Group (aligned with the Housing Influence Panel) on how we can learn from complaints and implement changes Planning meeting arranged with the following: <ul style="list-style-type: none"> Head of Democratic Services Complaints and Compliments Officer Housing Services and Strategy Manager Change Delivery Manager Housing Performance Manager
	<ul style="list-style-type: none"> Improve the visibility of reporting on analysis and associated service improvements. This includes TSM action plan being published for tenants online 	<ul style="list-style-type: none"> TSM information can be found on the website and is also shared via current communication channels TSM action plan progress report to be sent to the Housing Influence Panel for feedback in May '26
	<ul style="list-style-type: none"> Implementation of Total Mobile Solutions 	<ul style="list-style-type: none"> Final Statement of Works to be signed-off by the end of February 2026 Internal resource plan to be approved by HIB March 2026 Reset meeting with Total Mobile to be scheduled for end of March 2026
<p>Asset Management and Development</p>	<ul style="list-style-type: none"> Continue with the implementation of the 2025-2030 asset management strategy. Developed from and aligned to the stock condition survey and the future investment program 	<ul style="list-style-type: none"> Asset Management 'away-day' completed with colleagues to review progress of the strategy, identify barriers that are restricting progress and opportunities for improvement A further 140 stock condition surveys have been completed since last month's update

	Action	Update
	<ul style="list-style-type: none"> Review the adaptations service – agree clear service measures with tenants, implement and monitor service delivery 	<ul style="list-style-type: none"> To commence in July 2026
Housing	<ul style="list-style-type: none"> Refresh the new Damp and Mould Policy so that the timescales are presented better 	<ul style="list-style-type: none"> Policy to be refreshed and approved via the relevant governance process by end of March 2026
	<ul style="list-style-type: none"> Ensure the Damp and Mould Policy is fully resourced to enable all desired action aligned to Awaab's Law 	<ul style="list-style-type: none"> Interim senior inspector has been in position for the last four months with plan to make this position permanent
	<ul style="list-style-type: none"> Implement estate walkabouts as promised 	<ul style="list-style-type: none"> Currently reviewing best-practice examples from other authorities to ascertain next steps
	<ul style="list-style-type: none"> Develop a clear lettable property standard, publish for tenants 	<ul style="list-style-type: none"> Standard recently approved at Cabinet and currently being implemented
	<ul style="list-style-type: none"> Improve management of void properties – to support providing homes to more people (considering the recommendations from Housing Influence Panel review) 	<ul style="list-style-type: none"> In-house tracker system developed that gives colleagues an overview of pinch-points within the process to then implement mitigation
	<ul style="list-style-type: none"> Improve the information available for tenants reporting ASB and hate crime, to enable the Council to take prompt and appropriate action 	<ul style="list-style-type: none"> Website search terms have been simplified The link to the Housing section is more prominent on the home page Further communications being developed to highlight improvements and achievements

	Action	Update
Staff engagement	<ul style="list-style-type: none"> Develop and implement a staff engagement and behaviour guidance document / code of conduct (aligned to the upcoming additional Standard) that defines expected behaviours and engagement principles aligned to organisational values (including continuous improvement) 	<ul style="list-style-type: none"> Meeting scheduled with the Assistant Director of Housing and Assistant Director of Asset Management to plan next steps
	<ul style="list-style-type: none"> Complete a service-wide training needs analysis and produce a role-based training needs matrix (e.g. operatives) in preparation for the upcoming additional Standard 	<ul style="list-style-type: none"> Being developed as part of the appraisal process
	<ul style="list-style-type: none"> Introduce mechanisms to improve team cohesion and collaboration 	<ul style="list-style-type: none"> Meeting scheduled with the Assistant Director of Housing and Assistant Director of Asset Management to plan next steps

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Report of the Portfolio Holder for Environment and Climate Change

Bramcote Hills Park Development Proposal

1. Purpose of Report

To set out a potential development option for Bramcote Hills Park, specifically proposals for enhanced visitor amenities including a café, toilets and a meeting space.

2. Recommendation

Cabinet is asked to RESOLVE that a budget of £4,000 for the commissioning of concept drawings and initial capital cost estimates for the proposed visitor facilities at Bramcote Hills Park be approved and funded from Revenue Contingencies in 2025/26.

3. Detail

Bramcote Hills Park, together with the recently adopted Bramcote Quarry site, now forms a developing destination of Borough-wide significance. The combined area consists of extensive woodland, parkland and key heritage features, attracting high levels of use from both residents and visitors. Public consultation has repeatedly identified the lack of toilet facilities and supporting amenities as a major constraint on the visitor experience.

In response, the Council is proposing to advance initial design and costing work for a new sustainable visitor facility, incorporating a café, meeting space and accessible toilets. A sum of £4,000 is required to commission concept drawings and firmed-up cost estimates, which will inform a further report to Cabinet. Any full proposal would be subject to planning approval and financial business case, and external funding opportunities will continue to be explored following confirmation that Section 106 contributions and FCC funding are not available for this phase.

Work is also progressing on wider site connectivity, including refinement of a proposed walking route linking five Local Nature Reserves within 5km, and early exploration of Parkrun opportunities. Further detail on the park's existing features, consultation findings, sustainability requirements, funding considerations and associated project work is provided in the **Appendix**.

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. At this stage the report does not result in the Council incurring revenue or capital expenditure or savings of £250,000 or more.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Interim Deputy Chief Executive and Section 151 Officer were as follows:

There is no budgetary provision in place for the cost of commissioning a feasibility study into a potential development opportunity for Bramcote Hills Park. An allocation of £4,000 has therefore been requested from the General Fund revenue contingency budget in 2025/26, of which £38,000 currently remains available. Any commitment in terms of funding a capital investment scheme for Bramcote Hills Park would require a further report to and approval by Cabinet.

7. Legal Implications

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

There are no direct legal implications arising from this report, however, further legal implications will need to be considered as the project progresses.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

Not applicable.

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

Appendix

Background

Bramcote Hills Park is approximately 27 acres in size and comprises a diverse landscape of mixed woodland and Parkland. It is recognised as one of a key number of park sites in the southern part of the Borough and contains a wide range of notable features. These include the Holocaust Memorial Garden, a designated cycle path, extensive areas of mixed woodland, areas of open Parkland, and a dedicated sensory garden. The site also contains several important historical assets, such as the Icehouse and the Walled Garden. Visitor facilities within the park include a children’s play area, cricket square, picnic areas, and seating throughout the site. Additional detail relating to these features can be seen in Image 1.



Image 1: A map of Bramcote Hills Park.

In July 2025, the Council adopted the Bramcote Quarry site, which adjoins Bramcote Hills Park. A public consultation on the future of the quarry site, including its proposed name, is scheduled to take place from 2 to 31 March 2026. With the incorporation of this additional land, into the wider Bramcote Hills footprint, the area is expanding significantly and is increasingly functioning as a destination site for both local residents and visitors from further afield.

Feedback gathered through multiple rounds of public consultation on Bramcote Hills Park, including the most recent consultation undertaken in 2023, has consistently highlighted a lack of toilet facilities as a key issue affecting visitor experience. Historically, the potential introduction of toilet facilities and a small café was explored in 2018 but the proposals did not progress due to cost constraints at that time.

Given the expansion of the overall site and continued calls for improved amenities, it is now proposed that work commences on the development of new visitor facilities within the park. The outline requirements for this provision includes:

- A café to support day-to-day park users and enhance the destination offer.
- A meeting room capable of accommodating up to 40 people, supporting community use, education sessions, volunteer groups, and partner organisations.
- Associated support spaces, such as storage or small ancillary rooms, as required.
- A dedicated toilet block, accessible to all users of the site, including visitors not using the café.

Initial discussions with Asset Management indicate a ballpark capital cost in the region of £1 million for a development of this scale. Given the highly sensitive location of the proposed facility, positioned within a key green space at the heart of the park, it will be essential to ensure that any new building is designed and delivered to the highest possible environmental standards.

Accordingly, the new facility should adopt a sustainable, low-carbon (or net-zero) design approach, potentially incorporating:

- Passivhaus principles or equivalent
- A green (living) roof to enhance biodiversity
- Solar PV to support on-site renewable energy generation
- High-performance insulation and glazing
- A ground-source heat pump or similar low-carbon heating solution
- Natural ventilation and maximised daylight
- High-quality, durable materials that complement the character of the park

Delivering the building to these standards is considered essential to ensure it sits sensitively within its landscape setting, minimises operational carbon emissions, and reflects the Council's broader environmental commitments. As Bramcote Hills Park and the adjoining quarry continue to develop as a destination of Borough-wide significance, the provision of high-quality, sustainable visitor facilities will be critical in supporting current and future usage.

In addition to providing improved amenities, the facility also presents opportunities for income generation. This would include potential revenue from the café operation, likely to be delivered through a concession arrangement, as well as income from the proposed meeting room. The meeting space would benefit from an attractive, high-quality setting within the park, offering strong potential to appeal to community groups, organisations, and small businesses seeking a well-located venue.

To progress the proposed facility, a sum of £4,000 is being sought to commission initial concept drawings and obtain more detailed cost estimates for the scheme. These early-stage design and costing activities are essential to establish a realistic budget and to ensure that any future proposal brought forward is both viable and deliverable.

Once the required fee has been secured and the drawings and costings have been completed, a further report will be presented to Cabinet, setting out the details of the proposed project in full. This will include design concepts, revised financial implications, deliverability considerations, and a recommended delivery route. Progression of the scheme will remain subject to planning permission, as well as the necessary financial approvals.

The Environment Team has already undertaken initial checks on potential funding mechanisms. It has been confirmed that Section 106 contributions cannot be used for this project. In addition, FCC funding has recently been utilised for previous enhancement works within the park and is not available for this phase. However, a range of other external funding opportunities will continue to be explored to support delivery of the proposed facilities.

Walking Route and Parkrun opportunities – Project update

The Environment Team is developing a new integrated walking route that will link five Local Nature Reserves (LNRs) within a 5-kilometre circuit. The indicative route is shown in Image 2.

The LNR's are already connected through a network of Public Rights of Way, and planned path improvement works at Pit Lane, Trowell, and Stapleford Hill will further enhance accessibility and continuity. The team is in the process of refining the route as a potential promoted walk that will showcase green infrastructure in this part of the Borough and will improve opportunities for residents to engage with nature.

This work will support wider strategic aims, contributing to the delivery of the Council's Blue-Green Infrastructure Strategy and the Climate Change and Green Futures Strategy, while also offering wellbeing benefits through increased access to high-quality natural spaces.

In addition, following the adoption of the quarry site, the Council is exploring the feasibility of establishing a Parkrun event within the Bramcote Hills and quarry area. This exploratory work is at an early stage, and any proposal would need to address route safety, accessibility, and compatibility with existing park infrastructure before any progression.

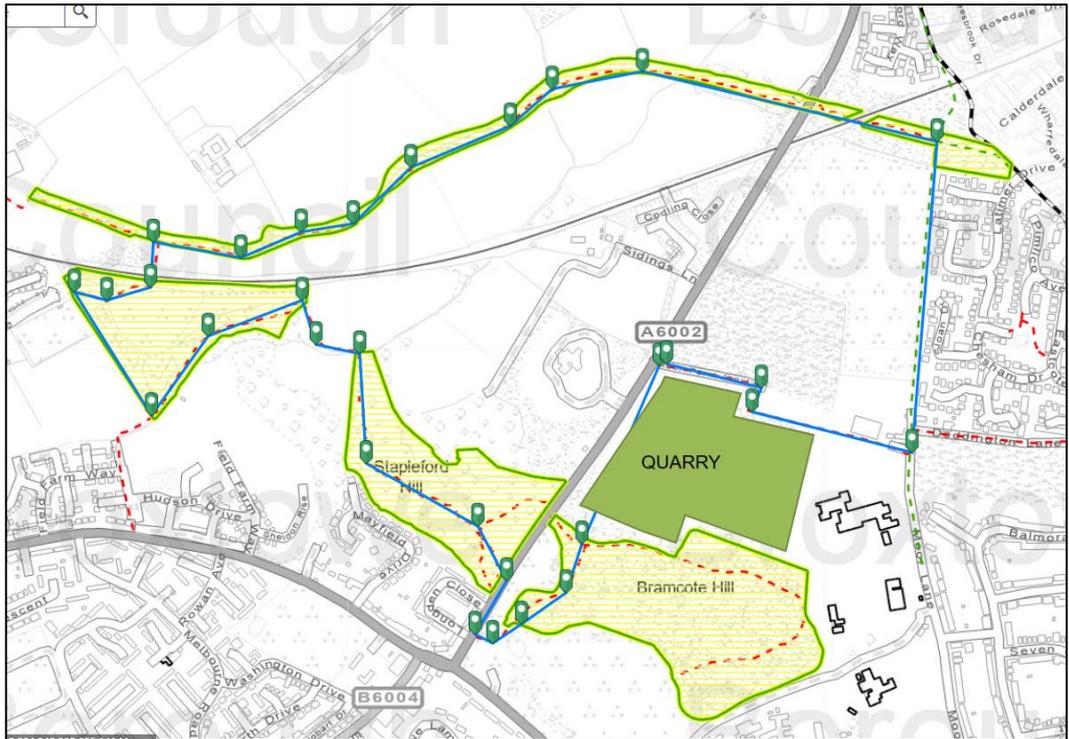


Image 2: Proposed 5 LNR's in 5km route (Blue line).

Report of the Portfolio Holder for Community Safety

Hate Crime Pledge

1. Purpose of Report

To approve the renewal of the Hate Crime Pledge 2026/29. This is in accordance with The Council's vision of A greener, safer, healthier Broxtowe, where everyone prospers and its Community Safety priority of A safe place for everyone.

2. Recommendation

Cabinet is asked to RESOLVE that the Hate Crime Pledge 2026/29 be approved.

3. Detail

Hate crime is an issue which needs to be tackled by every organisation in Nottinghamshire and requires partnership working with Police and other organisations.

A Hate Crime Pledge is a public commitment by individuals and/or organisations to combat prejudice, support victims, and promote respect. It supports the Council's Hate Crime Strategy, Policy and Action Plan which focuses on actions to improve reporting pathways, raise awareness, support those targeted, and foster community understanding.

The Hate Crime Strategy and Policy are currently being merged for ease of management. The Hate Crime Action Plan is being updated within the Broxtowe Crime Reduction Plan and both will be presented to Members for approval in 2026/27.

The Hate Crime Pledge can be found at **Appendix 1**.
The Hate Crime Policy can be found at **Appendix 2**.
The Hate Crime Strategy can be found at **Appendix 3**.

4. Key Decision

This report a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 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

This report has not been through pre-scrutiny or the Policy Overview Working Group.

6. Financial Implications

The comments from the Interim Deputy Chief Executive and Section 151 Officer were as follows:

There are no additional financial implications to consider with any costs being contained within existing budgets. Any significant budget implications in the future, over and above virement limits, would require approval by Cabinet.

7. Legal Implications

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

There are no direct legal implications arising from this report.

8. Human Resources Implications

The comments from the Human Resources Manager were as follows:

Not applicable

9. Union Comments

The Union comments were as follows:

Not applicable.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

An equality impact assessment is not required.

13. Background Papers

Nil



Say 'No to Hate!' Our Organisational Pledge

1. Be mindful of the language used by our organisation, our behaviour, to reduce the likelihood of causing offence, and act inclusively in our dealings with people so no-one feels left out.
2. Challenge inappropriate language/banter within our personal, social and work environments and speak out against all forms of prejudice and discrimination.
3. Be a visible advocate for those experiencing hate crime/incidents and do our best to tackle prejudice and to stop those who, because of hate or ignorance, would hurt anyone or violate their dignity.
4. Try at all times to be aware of our own prejudices and seek to gain understanding of those who we may perceive as being different from ourselves.
5. Reach out to support those who are targets of hate, recognising that small acts of kindness to those at risk of being victims of hate crime/incidents make a difference.
6. Encourage all our employees to behave in the manner outlined above; ensure all our employees are trained to be aware of hate crime issues and know how to respond to victims who report incidents.
7. Share information about hate crimes that come to the attention of our organisation with the Safer Nottinghamshire Board Hate Crime Steering Group to contribute to creating a better picture of hate crime in the County and City.
8. Ensure that policies and procedures developed within our organisation deal effectively with hate crime or incidents that occur, whether against members or the public or staff or between employees in the workplace.
9. Think about specific ways our organisation and all those who work for us can promote respect for all people and make Nottinghamshire a place where people feel safe.
10. Promote and implement policies in our organisation that promote diversity and equality and challenge all forms of discrimination.

We know that one person can make a difference and that everyone has a part to play in achieving equality and social justice. By signing the pledge below, I commit myself to saying 'No to Hate!'

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Broxtowe Borough Council Hate Crime Policy 2023

CONTENTS

- 1.0 Introduction and context**
- 2.0 Definitions of hate crime**
- 3.0 Types of hate crime**
- 4.0 Impact of hate crime**
- 5.0 Policy scope**
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- 7.0 Policy objectives**
- 8.0 Responsibilities**
- 9.0 Actions and reporting**
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1.0 Introduction and Context

Every year tens of thousands of people in Britain suffer prejudice because of their identity or perceived 'difference'. This can include acts of physical violence, as well as forms of harassment such as being spat at, being called an abusive name and being threatened. Hate crime is a criminal offence and affects all kinds of people from all walks of life. It can cause enormous damage to victims, to their families and friends and to wider communities.

Broxtowe Borough Council's (the Council's) vision for the Borough is that it "A greener, safer, healthier Borough, where everyone prospers"

Community Safety is one of the Council's priorities "Community Safety – A safe place for everyone"

This policy sets out the Council's commitment to tackling hate crime and hate incidents and how it will support this through its decision making, service delivery and by the actions it will develop to implement the policy.

The Council recognises the seriousness of hate crime in all its forms and its impact on the victim/s and community.

The Council will not tolerate any form of hate crime. Everyone who visits, lives or works in Broxtowe has the right to be treated with dignity and respect and live without fear or discrimination.

The Council has a duty to act positively to create and promote access to services to all citizens, irrespective of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, ethnicity/culture, religion or belief, gender or sexual orientation.

2.0 Definitions of Hate Crime

Police and the Crown Prosecution Service have agreed a common definition of hate crime. A hate crime is *"Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity."*

There is no legal definition of "hostility" so the everyday understanding of the word is used which includes all ill-will, spite, contempt, prejudice, unfriendliness, antagonism, resentment, and dislike.

The definition of a hate incident is *"A hate incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender."*

Hate incidents can feel like crimes (although no crime has been committed) to those experiencing them. For example, a launderette refuses to let a member of the gypsy or travelling community use their facilities.

“Mate crime” is the term used for a relatively new phenomenon where vulnerable people (e.g. elderly people or those with learning disabilities) are befriended and then taken advantage of. Mate crime is not a nationally monitored category but is most likely to be included under disability hate crime.

Nottinghamshire Police define hate crime as any incident (which may or may not constitute a criminal offence) which is perceived by the victim or any other person as being motivated by prejudice or hatred. All hate crime and hate incidents reported to the Police in Nottinghamshire are given a crime occurrence number but are categorised separately as “crime” and “non-crime” dependent on the circumstances of each incident.

Nottinghamshire Police record misogyny as a separate category of hate crime. The designation of misogyny as a hate crime is supported by Broxtowe Borough Council.

As detailed above, hate crimes and hate incidents are motivated by prejudice or hate. Prejudice can be based on:

- Race/ethnicity and nationality
- Gender or gender identity
- Gender reassignment
- Disability
- Religion, faith or belief
- Sexual orientation
- Age
- Appearance/lifestyle
- Marriage and civil partnership
- Pregnancy and maternity.

3.0 Types of hate crime

Types of behaviour which could be classed as hate crimes are listed below. This list is not exhaustive.

- Verbal abuse
- Threatening or abusive behaviour towards any person
- Harassment
- Damage or threats of damage to property (including arson)
- Writing threatening, abusive or insulting messages by letter, graffiti or on social media
- Distributing and or displaying racist leaflets, posters or notifications and posts on social media (Twitter, Facebook etc.)
- Physical assault
- Jokes/'banter'
- Malicious phone calls or text messages
- Bullying at school/college or in the workplace.

In terms of recording by the Police, there are five centrally monitored strands of hate crime. They are:

- race or ethnicity
- religion or beliefs
- sexual orientation
- disability
- transgender identity

4.0 Impact of hate crime

Anyone can be a victim of a hate crime. Hate crime can cause a person to feel humiliated, embarrassed or angry. Repeated episodes may lead to severe distress, making life intolerable; in extreme circumstances they can cause death or injury and will almost certainly cause stress, ill health and fear. They can create a climate of fear and can stop people from taking part in everyday life.

Incidents of hate crime are not only significant for an individual, family or group; they have widespread implications for the whole community.

5.0 Policy Scope

This policy is relevant to:

- Victims
- Witnesses
- Any third parties (e.g. trade unions) representing victims and witnesses.

The policy relates to any hate crime or hate incident occurring:

- On Council premises
- During the delivery of a service by the Council
- During the delivery of a service on behalf of the Council
- Within the community that a member of the public or employees wishes to report.

The policy gives due regard to other existing Council policies and procedures including:

- Grievance Policy
- Anti-bullying and Harassment Policy
- Disciplinary Policy
- Health & Safety Policy
- Equality and Diversity Policy
- Whistleblowing Policy
- Safeguarding Adults Policy
- Safeguarding Children Policy

The Council operates a Code of Conduct which stipulates employees who fail to adhere to the Code may be subject to disciplinary investigation and action. Therefore, if an allegation of a hate crime is believed to have been perpetrated by one employee or employees against another employee(s) or service user(s), this will be addressed by the appropriate existing Human Resources Policy and not the Hate Crime Policy.

6.0 Policy Statement

The Council has a duty to act positively to create and promote access to services to all citizens, irrespective of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, ethnicity/culture, religion or belief, gender, or sexual orientation.

The Council is committed to ensuring that all individuals are treated fairly, with dignity and respect and valued equally.

The Council's actions and policies will be governed by this commitment in its dealings with its own employees, residents, visitors and any other persons it comes into contact with.

The Council is fully committed to tackling all hate crimes and hate incidents by creating a culture of reporting, recording, challenging and eradication of such incidents.

7.0 Policy objectives

The objectives of this policy are to:

- Raise awareness within the Council of what hate crimes and hate incidents are and why reporting is important.
- Provide guidance to all employees on how to respond to a hate incident they witness or are subject to, and the procedure to follow. To ensure that all such incidents are reported and are dealt with promptly, appropriately and effectively.
- Raise awareness across the Borough to encourage users of the Council's services to report any hate incident and ensure they have confidence in the response received, regardless of who in the Council they report it to.
- To improve the response to a hate incident to ensure any victims or witnesses are supported appropriately and individuals' needs are met.
- Provide a consistent approach across the Council for recording, reporting, investigating and monitoring a hate incident, including triggering a multi-agency approach.
- Ensure that hate incidents are proactively identified, managed and challenged within the Council, including the services provided.
- Provide a safe place in Council buildings open to the public where vulnerable people with learning disabilities can go if they get into trouble or feel unsafe, frightened or bullied.

8.0 Responsibilities

8.1 Police and Crime Commissioner

The Police and Crime Commissioner is responsible for setting the strategic framework of policing in the county. In the Nottinghamshire Police and Crime Plan 2021-2025, the Commissioner has made a pledge to *“work with you to Make Notts Safe...My three core objectives are: preventing crime and protecting people from harm; responding efficiently and effectively to community needs; and supporting victims, survivors, witnesses and communities to be safe and feel safe.*

8.2 Safer Nottinghamshire Board

The Safer Nottinghamshire Board is a countywide strategic group that is required under the Crime and Disorder (Formulation and Implementation of Strategy) Regulations 2007 to ensure the delivery of shared priorities and a community safety agreement. It supports local community safety partnerships, which were set up as statutory bodies under the Crime and Disorder Act 1998, and aims to bring together agencies and communities to tackle crime and anti-social behaviour in local areas.

The Safer Nottinghamshire Board has a series of Delivery Groups which support the Board to implement the community safety strategies. One of these is the Hate Crime Delivery Group. The work of this group includes the allocation of funding from the Police and Crime Commissioner to enable free attendance at the “No to Hate” conferences in the county.

8.3 Elected Members

Elected members are responsible for the monitoring and review of this policy, as well as adhering to best practice, participating in relevant training and reporting any disclosure, concern, incident or allegation.

8.4 General Management Team

The General Management Team, led by the Chief Executive, will lead the authority with regard to hate crime responsibilities. The General Management Team will ensure that this policy and the associated procedures are properly implemented to ensure the Council’s duties and responsibilities with respect to hate crime are properly discharged.

8.5 Chief Communities Officer

The Head of Communities and Community Safety is responsible for:

- Writing, reviewing, and implementing the Council’s Hate Crime Policy
- Reporting to General Management Team and Portfolio Holder for Community Safety every six months on the number of hate crime and hate incidents, training, and any changes to policy or guidance.
- Championing training and the dissemination of this policy and associated guidance across the Council.
- The Chief Communities Officer is responsible for facilitating the Complex Case Panel.

8.7 Heads of Service and Senior Managers

Although it is the responsibility of all employees to report and challenge episodes of hate crime and incidents, management have a specific responsibility to ensure that they do everything they can to support and protect service users/employees from intimidation and harassment. Other roles of officers at this level include:

- Ensure that employees understand the procedures for recording and reporting hate crime
- Make new employees aware of the policy and procedures as part of their induction programme
- Put in place a process to review and discuss hate crime and its resulting implications within their service
- Ensure that line managers are able to support employees who are affected and advise them on the actions that can be taken to support complainants in taking action against alleged perpetrators
- Clearly state to members of the public who harass employees or other service users due to a protected characteristic that their behaviour will not be tolerated
- State that the service may be withdrawn, if necessary and appropriate, in order to protect employees and other service users
- Invoke the Council's Health & Safety Policy as appropriate
- Support and advise employees who experience hate crime from service users by protecting them and by offering assistance where needed, including reporting the incident
- Ensure that all complaints of hate crime and incidents are taken seriously and investigated as quickly and as effectively as possible and/or referred to Nottinghamshire Police for investigation
- Make employees who are the subject of a hate crime aware of the support available including the Council's confidential counselling service, Occupational Health service and Trade Union support
- Make employees who are the subject of a hate crime aware of the Council's stance that where appropriate, formal action will be taken against members of the public/perpetrators to prevent a recurrence
- Ensure that when working in partnership with others or contracting out services, that outside organisations acting on behalf of the council adhere to the principles of the Council's Hate Crime Policy

8.8 Human Resources Manager

The Human Resources Manager is responsible for receiving and acting on all concerns of hate crime or hate incidents allegedly being perpetrated by employees or members.

8.9 Communities Officer Equalities and Diversity

The Equalities and Diversity Assistant has responsibility for:

- Collating and producing reports on all information received relating to hate crimes and incidents.
- Receiving and acting on all reports of hate crime received by the Council
- Ensuring the effective implementation of the Hate Crime Policy throughout the Council
- Working to assess and reduce risks in relation to hate crime
- Raising awareness of hate crime amongst employees
- Establishing and maintaining effective multi-agency working with the Police, the Safer Nottinghamshire Board Hate Crime Delivery Group, other district councils, and other relevant statutory and non-statutory agencies
- Identifying and providing for employees training needs

8.10 Learning and Development Officer

The Learning and Development Officer will work with the Equalities and Diversity Assistant to source, create, and deliver appropriate training

8.11 All Employees

Employees who work for (or are contracted to) the Council have a duty to report a hate crime or incident if:

- They have a crime or incident perpetrated against them
- Witness a hate crime or incident
- Have a hate crime or incident reported to them by a victim or a witness

Employees should always pay due regard to their own health and safety when reporting a crime or incident.

8.12 Contractors and other Agencies

The Council will take reasonable care that contractors and other agencies undertaking work on its behalf are monitored appropriately. Any contractor, sub-contractor, or other agency engaged by the Council should have its own Equalities Policy.

8.13 Police

The Police will take the lead in assessing whether or not a hate crime has taken place, and the subsequent action to be taken. The Police will undertake a risk assessment in each case to establish if the victim should be referred to the Complex Case Panel. This is a multi-agency panel facilitated by the Council and will result in agencies identifying services it is appropriate for the victim to access for support.

9.0 Actions to implement this Policy

9.1 Reporting Hate Incidents and Crimes

Irrespective of whether it is a victim or a witness to a hate crime or a hate incident, the reporting mechanisms are the same and are detailed below.

9.2 On-line Reporting

An online reporting facility called “True Vision” is available at http://www.report-it.org.uk/your_Police_force This allows for the reporting of hate crimes online if you do not want to report directly to the Police. The Police take hate crime very seriously and will record and investigate this offence even if the person reporting does not want to give their details. However, it must be noted that the investigation and ability to prosecute the offender(s) is severely limited if the Police cannot contact the person reporting.

The person reporting may also specify how they want to be contacted and if contacting them would cause any difficulties. The Police will not pass on personal details without consent and may ask a person reporting to consider giving their details confidentially.

9.3 Reporting direct to the Police

Direct reporting to the Police is possible and can be done by telephoning the 101 non-emergency number or by visiting any Police station.

9.4 Reporting to Broxtowe Borough Council

All victims and witnesses of hate crime are encouraged to report the matter directly to the Police in one of the methods outlined above. However, there may be witnesses or victims who, for whatever reason, do not wish to do this directly. They may just want to discuss the matter or seek further advice. They can do this through the Council’s Communities Officer Equalities and Diversity.

9.5 Reporting to other Organisations

It is recognised that certain groups within our society are more likely to become victims of hate crime than the population generally. There are a number of other ways that reports can be made. The information in Section 10 contains details of other people and agencies that victims can speak to. They will take concerns seriously and will ensure that information remains confidential, and they will only share it with any partner agencies that the victim is comfortable with.

9.6 Reporting a Member of Employees or Elected Member

Any concerns about a hate crime being perpetrated by a member of employees should be reported to the Human Resources Manager.

Any concerns about a hate crime being perpetrated by an elected member should be reported to the Council’s Monitoring Officer.

9.7 Hate Incident or Hate Crime by a Service User

Any member of employee’s subject to a hate incident by a service user should report the matter to their line manager. The incident should be reported by the line manager to the Police. The perpetrator should be advised that the matter has been reported to the Police, and that further sanctions may be applied, including the potential withdrawal of service, as appropriate.

9.8 Training

The Council will ensure that all employees are aware of this policy and the role they play in reporting and recording hate crime through use of e-learning modules and

other appropriate materials. Managers will make appropriate arrangements with none office based employees or employees that require additional support.

9.9 Support for victims

In order to protect victims, a risk assessment will be completed in cases of hate crime reported to the Police (with consent provided). In cases where the risk is assessed as 'high' a referral will be made to the Complex Case Panel. This is a multi-agency forum where all information relevant to the case will be shared with partners to agree the most appropriate response, responsibilities and actions.

10.0 Organisations and Contacts

TellMAMA

<http://tellmamauk.org/>

This project provides a means for hate crimes and incidents against Muslims to be reported, recorded and analysed, working to ensure this data is accurate and reliable and the victims and witnesses affected receive support. This project also works with Police forces across England, Wales and Scotland in order to ensure access to justice for victims through the prosecution of perpetrators.

Healthy Gay Nottingham

www.healthygaynottingham.org.uk

A gay and bisexual men's health service providing a range of services including counselling and one-to-one support on mental health, emotional wellbeing, sexuality and sexual health issues. They also offer third party reporting of homophobic incidents, advocacy and follow-up support.

Nottingham & Nottinghamshire Lesbian & Gay Switchboard

www.nottslgs.org.uk

0115 934 8485

The Switchboard provides information on social facilities, support groups, coming out, accommodation, legal issues, HIV/AIDS or you can just call for a talk. The switchboard also offers third party reporting of homophobic incidents and follow-up support.

Victim Support

<https://www.victimsupport.org.uk/help-victims/ive-been-affected/hate-crime>

08 08 16 89 111

Victim Support has specially trained volunteers who can provide practical and emotional support and practical information to help deal with the impact of hate crime. Its services are free, independent and totally confidential.

Ann Craft Trust

www.anncrafttrust.org

0115 951 5400

Ann Craft Trust is a national charity that is dedicated to the protection of adults and children with learning disabilities from any form of abuse. They can also provide

advice on other local support services for adults and children with learning disabilities.

True Vision

<http://www.report-it.org.uk/home>

True Vision is a Police funded web site designed to provide information about hate crime along with a simple reporting procedure.

Smile, Stop Hate Crime

<https://www.nottinghammencap.org.uk/smile-stop-hate-crime>

0115 920 9524

Smile, Stop Hate Crime (SSHC) is a partnership Project between Nottingham Mencap, Nottingham City and Nottinghamshire County Councils. SSHC raises awareness and tackles Hate Crime against adults with learning disabilities and ensures that everyone is equipped with the skills and knowledge to address Hate Crime effectively.

Equality Advisory & Support Service (EASS)

www.equalityadvisoryservice.com

0808 800 0082

Advises and assists individuals on issues relating to equality and human rights across England, Scotland and Wales

Broxtowe Borough Council Employee Assistance Programme (PAM Assist)

www.pamassist.co.uk

0800 882 4102

A confidential help-line for employees of Broxtowe Borough Council

Strategy: Hate Crime

Author:	Iqra Kataria / Marice Hawley
Division:	Chief Execs / Communities
Date:	2021
Review Date:	2026

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1. Background

Broxtowe is a diverse borough where people generally get along and have a strong sense of community. However, like many places, there is a minority of people who may target others based on their identity. There are also some vulnerabilities to extremist views, and narratives in communities around refugees, migration and changing demographics amongst other things which may contribute to prejudice developing.

Hate crime has no place in our society. It affects people based on their race, faith or religion, sexual orientation, transgender or disability. It can disempower victims, destabilise their lives, create fear and weakens community cohesion.

What is striking about this type of crime is the level of under-reporting suggested by current figures. So our strategy aims to raise awareness of hate crime, whilst increasing confidence in the community to report incidents.

We are committed to working with our partners to tackle all forms of crime in our borough. This five-year strategy sets out our commitment to supporting victims of hate crime and holding perpetrators to account. It also focusses on how we will work with partners to prevent hate crime, support victims, and prosecute perpetrators.

Broxtowe Borough Council takes an all-round approach to preventing and tackling all forms of intolerance and hate and we aim to engage all stakeholders who may come into contact with 'intolerance' engaging and equipping them to be active agents against hate crime.

Nottinghamshire recognises the seriousness of Hate Crime in all its forms and its impact on the victim/s and community and has committed to the 'No to hate!' pledge (Appendix 1).

Our strategy for tackling hate crime takes all of the above into account. It is centred on reinforcing and celebrating the boroughs values while at the same time taking a zero tolerance approach to hate crime when it does happen.

The Broxtowe Hate Crime Strategy complements the National Hate Crime Plan published in July 2016, which focuses on five key areas:

1. Preventing hate crime by challenging beliefs and attitudes through education for young people
2. Responding to hate crime with the aim of reducing incidents through security funding and other measures
3. Increasing reporting of hate crime
4. Improving support for victims
5. Building understanding of hate crimes through data collection and analysis.

2. Aims

The strategy aims to:

- Prevent hate crime by dealing with the beliefs and attitudes that can lead to hate crime.
- Respond to hate crime in our communities with the aim of reducing the number of hate crimes and incidents.
- Increase the reporting of hate crime.
- Improve support for the victims of hate crime.
- Build our understanding of hate crime.

3. Vision

Our vision is to strengthen the borough by creating a unified and connected community where diversity is valued. We want our borough to be a place that embraces strong and positive relationships between people of all backgrounds and identities. Our borough is a champion of all people, inclusive of race, faith, disability, sexuality and gender identity

4. What is a Hate Crime?

A hate crime (also known as a bias-motivated crime or bias crime) is a prejudice-motivated crime which occurs when a perpetrator targets a victim because of their membership (or perceived membership) of a certain social group or race. It is any crime which is perceived, by the victim or anyone else, to be motivated by hostility and prejudice towards a person because of any of the following protective factors:

- Age
- Disability
- Gender reassignment or transgender identity
- Marriage and civil partnership
- Pregnancy and maternity
- Race or ethnic group
- Religion or belief

- Gender
- Sexual orientation
- Lifestyle choice

Nottinghamshire Police define a hate crime (including hate incident) as ‘Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being motivated by prejudice or hate.’

Nottinghamshire Police recognised and monitor the below strands of hate crime:

- Race
- Religion/faith
- Sexual orientation
- Disability
- Transgender-identity
- Misogyny (incidents targeted at women because they’re women)
- Alternative sub-cultures (e.g. goth or emo sub-culture)

These crimes can be against individuals or their property or belongings.

5. What form can Hate Crimes take?

The following can all be considered as a hate crime;

- Physical assault – violence against you such as punching, pinching, spitting, hitting
- Harm or damage to property/belongings - arson, offensive graffiti, damaging cars, throwing litter on your garden
- Threatening attack – Offensive telephone calls, texts, emails or letters, intimidation and untrue malicious complaints

- Verbal abuse – direct offensive language, offensive jokes, offensive posters, bullying at school or workplace
- Bullying via social media through Facebook or twitter.

6. How to report a Hate Crime

You can report whether you are a victim, a witness or reporting on behalf on someone else.

We want everyone to feel safe at home, at work or school/college and on the streets of Broxtowe. Only by recording incidents can we build up a complete picture of hate incidents in the area and do something to stop it. If you or someone you know has been the victim of a hate incident, we want to know about it.

We encourage all victims of hate crime to report this by ringing 101 and speaking to Nottinghamshire Police about the incident. They should then arrange for an officer to come and visit you at a time and place you feel most comfortable.

If you're not comfortable speaking to someone directly, you can [make a report online via the True Vision website](#).

Nottinghamshire Police also has the Pegasus scheme which offers a greater number of ways to contact the police and helps individuals who may find the usual ways of reporting a crime difficult. You can either register [online](#) or by filling in an application form, which can be obtained by emailing pegasus@nottinghamshire.pnn.police.uk.

7. Delivery

The council has developed an action plan (Appendix 2) to deliver the following key themes;

- Raise awareness of hate crime and hate incidents through media campaigns
- Increase confidence amongst victims to report hate crimes or hate incidents through improving responses and building confidence
- Support victims by ensuring they are signposted or referred to support services
- Challenge and re-educate perpetrators through referral to the ASB panel taking enforcement action where possible
- Increase community cohesion and reduce community tensions through targeted events in response to community tensions

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Report of the Leader of the Council

Cabinet Work Programme

1. Purpose of Report

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

2. Recommendation

Cabinet is asked to RESOLVE that the Work Programme, including key decisions, be approved.

3. Detail

The Work Programme for future meetings is set out below. Key decisions and exempt items are marked with *.

2 June 2026	<ul style="list-style-type: none"> • Attendance Management Policy • Grievance Policy • Disciplinary Policy • The Anti-Bullying and Harassment Policy • Sexual Harassment Policy • Blue/Green Infrastructure Audit • Income Collection Policy • Rent Setting Policy • Financial Inclusion Policy • Allocations Policy • Economic Development Reorganisation
30 June 2026	<ul style="list-style-type: none"> • Glyphosate 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 as required.

8. Union Comments

Not applicable.

9. Climate Change Implications

Not applicable.

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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