



Wednesday, 19 November 2025

Dear Sir/Madam,

A meeting of the Cabinet will be held on Thursday, 27 November 2025 in the Council Offices, Foster Avenue, Beeston, NG9 1AB, commencing at 6.00 pm.

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

Yours faithfully,

Zulfiqar Darr
Interim Chief Executive

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

A G E N D A

1. Apologies

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

2. Declarations of Interest

(Pages 5 - 12)

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

3. Minutes

(Pages 13 - 18)

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

4. Scrutiny Reviews (Pages 19 - 22)

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 23 - 26)

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

5.2 Council Tax Base 2026/27 (Pages 27 - 32)

To approve the Council Tax Base for the year 2025/26.

5.3 Local Council Tax Support Scheme 2026/27 (Pages 33 - 36)

To seek approval for arrangements to operate in 2026/27 in respect of the Local Council Tax Support Scheme (LCTSS). This is in accordance with all of the Council's corporate policies.

5.4 Housing Benefit - War Disregard (Pages 37 - 40)

To seek approval for the continuation of the War Pension Disregard in respect of Housing Benefit claims in 2026/27. This is in accordance with the Council value of having a strong, caring focus on the needs of all communities.

5.5 Use of Generative AI (Pages 41 - 52)

To seek Cabinet approval for the adoption of the 'Use of Generative Artificial Intelligence' Policy, which provides a governance framework for the ethical and secure use of GenAI tools such as Co-Pilot or virtual agents by council employees.

5.6 Grants to Voluntary and Community Organisations, Charitable Bodies and Individuals Involved in Sports, the Arts and Disability Matters 2025/26 (Pages 53 - 70)

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

- 5.7 Capital Grant Aid Request (Pages 71 - 74)
- To consider a request for capital grant aid in accordance with the provisions of the Council's Grant Aid Policy.
- 5.8 Quarterly Complaint Report (Pages 75 - 100)
- To provide Members with a summary of complaints made against the Council.
- 5.9 Christmas Free Car Parking (Pages 101 - 102)
- To inform Cabinet of the arrangements for free parking across the Borough over the Christmas period. This is in accordance with 'Business Growth' to invest in our towns and out people.
- 5.10 Review of Corporate Plan Progress and Financial Performance - September 2025 (Q2 202526) (Pages 103 - 172)
- 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.
6. Leisure and Health
- 6.1 Events Programme 26/27 (Pages 173 - 192)
- To seek approval for the Council's Events Programme for 2026/27.
7. Environment and Climate Change
- 7.1 Garden Waste Subscription Fees 2026/27 (Pages 193 - 200)
- To seek approval for the 2026/27 garden waste subscription fees.
- 7.2 Food Waste and Simpler Recycling Implementation (Pages 201 - 214)
- To update Cabinet on developments relating to Simpler Recycling and weekly food waste collections. It also seeks approval for the implementation of a food waste trial round,

commencing in September 2026.

- 7.3
- Climate Change and Green Futures Interim Report
- (Pages 215 - 230)

To provide Cabinet with an interim update on the Council's progress toward carbon neutrality.

- ## 7.4 Citizen Visioning (Pages 231 - 304)

To provide an update on the Citizen Visioning resident engagement project completed in July 2025.

8. Cabinet Work Programme (Pages 305 - 306)

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.

- ## 9. 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 items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 1, 2, and 3 of Schedule 12A of the Act.

10. Fire Safety Works at Council Offices, Foster Avenue (Pages 307 - 340)

Report of the Monitoring Officer

DECLARATIONS OF INTEREST

1. Purpose of Report

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

Part 2 – Member Code of Conduct

General Obligations:

10. Interest

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

Section 29 of the Localism Act 2011 requires the Monitoring Officer to establish and maintain a register of interests of Members of the Council. The register is publically available and protects you by demonstrating openness and willingness to be held accountable.

You are personally responsible for deciding whether or not you should disclose an interest in a meeting which allows the public, Council employees and fellow Councillors know which of your interests gives rise to a conflict of interest. If in doubt you should always seek advice from your Monitoring Officer.

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

Advice from the Monitoring Officer:

On reading the agenda it is advised that you:

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

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

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

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

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

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

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

1. DISCLOSABLE PECUNIARY INTERESTS (DPIs)

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

2. OTHER REGISTERABLE INTERESTS (ORIs)

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

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

3. NON-REGISTRABLE INTERESTS (NRIs)

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

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

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

Declarations and Participation in Meetings

1. DISCLOSABLE PECUNIARY INTERESTS (DPIs)

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

Action to be taken

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

2. OTHER REGISTERABLE INTERESTS (ORIs)

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

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

3. NON-REGISTRABLE INTERESTS (NRIs)

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

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

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

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

BIAS and PREDETERMINATION

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

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

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

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

BIAS

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

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

PREDETERMINATION

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

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

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Registerable Interests

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

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

Disclosable Pecuniary Interests

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

Other Registerable Interests

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

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

No

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

No

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

No

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

No

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

No

You must:

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

You must:

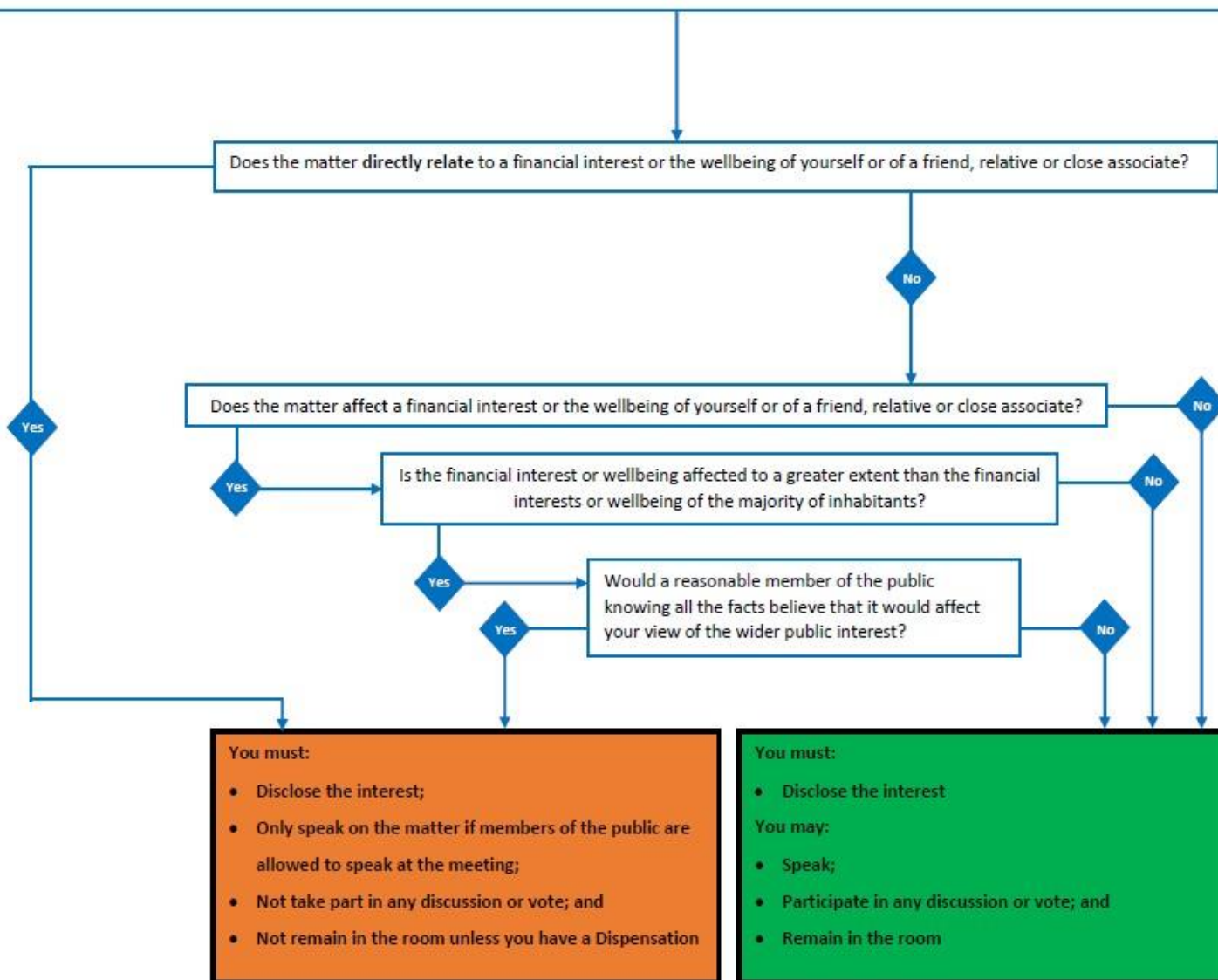
- Disclose the interest;
- Only speak on the matter if members of the public are allowed to speak at the meeting;
- Not take part in any discussion or vote; and
- Not remain in the room unless you have a Dispensation

You must:

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

Non-Registerable Interests

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



CABINET

TUESDAY, 4 NOVEMBER 2025

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

61 APOLOGIES

An apology for absence was received from Councillor E Williamson.

62 DECLARATIONS OF INTEREST

There were no declarations of interest.

63 MINUTES

The minutes of the meeting held on 30 September 2025 were confirmed and signed as a correct record.

64 SCRUTINY REVIEWS

Cabinet noted the matters proposed for and undergoing scrutiny.

65 RESOURCES AND PERSONNEL POLICY

65.1 LOCAL GOVERNMENT REORGANISATION

Members noted the report on Local Government reorganisation and stated that the result of the consultation regarding the matter would be debated at an extraordinary Full Council meeting on 26 February prior to a Cabinet decision on 27 November. It was further stated that the Council would act in accordance with the residents of Broxtowe's wishes.

65.2 MEDIUM TERM FINANCIAL STRATEGY AND BUSINESS STRATEGY 2026/27

Cabinet was updated on the Council's Medium Term Financial Strategy and the progress with the delivery of the Business Strategy. There were a number of significant issues concerning local government finance that would have a major impact upon the financial position of the Council. They included the current and ongoing economic impact of inflation on pay and prices and uncertainty on the Business Rates Pool in relation to National Non-Domestic Rates.

RESOLVED that the updated Medium Term Financial Strategy and the Business Strategy 2026/27 be approved.

Reason

To be accountable for all activities and actions and to ensure that the Council conforms to all financial regulations. The Medium Term Financial Strategy was the Council's key financial planning document.

65.3 CAPITAL PROGRAMME 2025/26 – CAPITAL BUDGET VARIATIONS

Cabinet was informed that a number of capital schemes required re-profiling of the budgets to more accurately reflect delivery 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 would now be moved back into later periods to match spends.

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

Reason

The variations would more accurately reflect delivery expectations in the current financial year.

65.4 FREEMEN AND ALDERMEN CEREMONY

Members considered holding a Freeman and Alderman Ceremony in 2025/26. It was proposed that the ceremony take place on 28 January 2026, to allow time for appropriate preparations to take place. As in the previous ceremony in January 2024, the Council makes use of the relevant legislation to include the titles of both Freeman/Alderman and Freewomen/Alderwoman for those who wish to use them.

RESOLVED that:

- 1. The official admittance to the office of Honorary Freeman/Alderman of the Borough will take place at a special meeting of the Council to be held on 28 January 2026.**
- 2. Cost option 1 of £5,650, as detailed in the report, be the preferred option, to be met from the existing Ceremonial Events Budget.**

Reason

It is feasible for the event to take place within the Council Chamber, providing that there were no more than four new Freeman or Aldermen to be admitted in order to meet the safe capacity limits of the space.

Options considered and rejected

Option 2 – event to take place at an external venue with an additional budget requirement of £12,000.

66 ECONOMIC DEVELOPMENT AND ASSET MANAGEMENT

66.1 ASSET MANAGEMENT STRATEGY - FULL DOCUMENT

The Asset Management Strategy sets out how the Council plans to fully utilise assets held within the Housing Revenue Account, how all Council housing will achieve the Decent Homes Standard and how all dwellings are to meet climate standards.

It was stated that the Strategy would assist the Council in meeting the complex needs of more and more residents. Officers were commended for the work that had been put into this important document and it was further stated that this Strategy would work alongside other Council policies.

RESOLVED that the Asset Management Policy be approved.

Reason

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

66.2 MODERNISATION TEAM APPRENTICE RECRUITMENT

To seek approval from Cabinet to recruit a new Modernisation Apprentice, using under used Apprenticeship Levy, within the Asset Management & Development Team, and outline the strategic benefits, onboarding process and expected outcomes of the appointment. It is intended that this role is targeted at an ex-offender, as part of the Council's ongoing commitment to recruiting hard to reach groups, set out in the Recruitment Policy.

RESOLVED unanimously that the recruitment of an Apprentice for the Asset Management and Development Team, be approved.

Reason

The role also helps to further utilise unused apprenticeship levy and continues to support the tradition the Authority has in developing colleagues from within. It allows the Council to ensure there is sufficient cover for these positions.

67 ENVIRONMENT AND CLIMATE CHANGE

67.1 BLUE/GREEN INFRASTRUCTURE STRATEGY

The revised Strategy is structured around the principles set out in Natural England's Green Infrastructure Framework, with four key themes: Thriving and Prosperous, Nature Rich and Beautiful, Resilient and Climate Positive, and Active and Healthy. An integral element of the revised strategy is blue infrastructure, which has been incorporated as a cross-cutting theme rather than a stand-alone section. This helps to

highlight its importance across all four theme areas and reflects the Council's commitment to integrate blue infrastructure within the Borough's broader Environmental agenda.

Members stated that it was important to have a collaborative approach between environmental and planning plans.

RESOLVED that the Blue/Green Infrastructure Strategy 2025-30 be approved.

Reason

This is in accordance with the Council's Corporate Priority of Environment – Protect the environment for the future.

68 COMMUNITY SAFETY

68.1 SANCTUARY SCHEME POLICY

The Sanctuary Scheme Policy sets out the approach that the Borough Council takes when a referral for assistance from the Sanctuary Scheme is received. This has been updated following the significant increase in referrals over the last two years which due to the very high cost of some referrals may result in the scheme being withdrawn before the end of the financial year.

RESOLVED that the Sanctuary Scheme Policy be approved.

Reason

The Policy provides a framework for how requests will be processed and the steps that the Council should take when processing a request. The Sanctuary Scheme applies to owner occupiers, Council tenants and tenanted properties, rented properties in the private sector and those that belong to registered providers.

69 CABINET WORK PROGRAMME

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

70 EXCLUSION OF PUBLIC AND PRESS

RESOLVED that, under Section 100A of the Local Government Act, 1972, the public and press be excluded from the meeting for the following 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.

71 CIVICA PROPERTY MAINTENANCE ESTATES ADDITIONAL MODULE PURCHASE

RESOLVED that the purchase of the additional Project Management Modules, as set out in the report, be approved.

Reason

This in accordance with the Council's corporate value of continuous improvement and delivering value for money.

72 OPPORTUNITY TO PURCHASE A PROPERTY FOR HOUSING CONVERSION

RESOLVED unanimously, in principle, that the purchase of the building detailed in the report be approved and that delegation be given to the Deputy Chief Executive and Section 151 Officer, in consultation with the Leader of the Council, the Portfolio Holders for Housing, and Resources and Personnel Policy, and members of the opposition, to negotiate the suitable purchase price.

Reason

This is in accordance with the Council's corporate priority of Housing, a good quality home for everyone.

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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

The Committee formed a Task and Finish group to consider the issue of Cemetery Memorials. The group met in July to scope the review and work is under way to collect evidence which has involved numerous meetings with the relevant officers, members of the public and site visits. It was initially hoped to consider the report into the issue at the meeting on 20 November 2025, however, due to the large amount of research taking place it is expected that the report will be submitted to a meeting of the Committee in January 2026.

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

4. Key Decision

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

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the 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.	Budget Consultation	Overview and Scrutiny Committee	All Corporate Priorities
2.	Cemetery Memorials Review	Cabinet	Community Safety – A safe place for everyone.
3,	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.	Markets in the Borough	Overview and Scrutiny Committee	Invest in our towns and our people	November 2025
2.	D.H. Lawrence Museum	Overview and Scrutiny Committee	Invest in our towns and our people.	September 2026
3.	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

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Report of the Interim Chief Executive

Local Government Reorganisation

1. Purpose of Report

For Cabinet to consider the recommendation made at full Council on 26 November 2025 on the three proposals being submitted by Nottinghamshire Council's in relation to and to Local Government Reorganisation (LGR) resolve accordingly. Due to requirement to submit the Council's response on 28 November 2025, a call-in period would prevent the submission within the required timeframe. The Chair of the Overview and Scrutiny Committee, in accordance with the Constitution, has given permission for the item to be excluded from call in based on the reasons stated. A notice was published on 18 November 2025.

2. Recommendation

Cabinet is asked to RESOLVE on the recommendations made by full Council on 26 November 2025 in relation to proposals 1b, 1e and 1bii

Cabinet is asked to RESOLVE to supply the Impact Assessment to government highlighting the potential implications to Broxtowe residents.

3. Detail

At the full Council meeting held on 26 November 2025, Members debated the three LGR proposals to be submitted to government on 28 November 2025. The proposals are:

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 1bii 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.

Cabinet is asked to formally endorse the recommendations approved by full Council on 26 November 2025. If approved, these recommendations will be communicated to government in line with the three LGR proposals being submitted by Nottingham and Nottinghamshire councils.

Broxtowe Borough Council has also produced an Impact Assessment report outlining the potential implications for residents and households in Broxtowe arising from a possible merger with Nottingham City Council. This report was presented to members at full Council on 26 November 2025.

4. Financial Implications

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

The Interim Deputy Chief Executive and Section 151 Officer has worked with the Nottinghamshire Finance Officers Association (NFOA), in supporting with the financial aspects of the options being appraised. 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 Comments

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

There are no direct climate change implications contained within the report.

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

No equality impact assessment issues at this stage.

11. Background Papers

Nil.

Report of the Portfolio Holder for Resources and Personnel Policy

Council Tax Base 2026/27

1. Purpose of Report

To approve the Council Tax Base for the financial year 2026/27. This is in accordance with all of the Council's corporate policies.

2. Recommendation

Cabinet is asked to RESOLVE that based on the number of Band D equivalent properties and in accordance with the Local Authorities (Calculation of Council Tax Base) (England) Regulations 2012, Broxtowe Borough Council calculates its Council Tax Base for the financial year 2026/27 as follows:

1. For the whole of its area 36,201.43
2. In respect of Parish Precepts and Special Expenses for those parts of its area mentioned in the table below, the amounts specified therein:

<u>Part of the Council's Area</u>	<u>Area Council Tax Base</u>
Awsworth	629.28
Brinsley	786.40
Cossall	237.99
Eastwood	3,183.61
Greasley	3,807.97
Kimberley	1,918.98
Nuthall	2,284.63
Stapleford	4,378.60
Strelley	176.23
Trowell	849.81
<u>Special Expenses Area</u>	
Beeston Area	17,947.93
Total	36,201.43

3. Detail

The 2026/27 Council Tax Base has been calculated in accordance with the Local Authorities (Calculation of Council Tax Base) (England) Regulations 2012.

The calculated Council Tax Base for the Borough for the full year commencing 1 April 2026, assuming a collection rate of 98.5%, is 36,201.43. Separate calculations have been made for the parishes and the special expenses area. Further details are given in the **Appendix**.

4. Key Decision

This report is a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 as it is significant in terms of its effects on communities living or working in an area comprising two or more Wards or electoral divisions in the Council's area.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

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

The proposed Council Tax Base has been prudently estimated in terms of growth and reliefs and discounts. It is broadly in line with the assumptions made in the Medium Term Financial Strategy and the Business Strategy approved by Cabinet on 4 November 2025, which assumed an increase in the Council Tax Base of 1% with the additional income that would be generated following a review of discounts and exemptions, particularly linked to second homes. These have been reflected in the overall Tax Base position.

7. Legal Implications

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

The calculation of the tax base is a legal requirement and an essential part of the tax setting process. As stated in paragraph 3 the tax base calculations for a particular financial year must comply with the Local Authorities (Calculation of Council Tax Base) Regulations 2012 and be determined by no later than 31st January in the preceding financial year. These regulations have been made under the Local Government Finance Act 1992, as amended (LGFA 1992). The Local Government Finance Act 2012 (LGFA 2012) includes several amendments to the LGFA 1992 that affect the calculation of the Council Tax base. These amendments require the Council to operate a Council Tax Support Scheme (as a replacement of Council Tax benefit) and gave powers to determine further discounts and set premiums.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

Not applicable.

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

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

13. Background Papers

Nil.

Appendix

Further Information

The Council Tax Base is calculated on the estimated full year equivalent number of chargeable dwellings expressed as the equivalent number of band D dwellings in the Council's area after allowing for dwelling demolitions and completions in the year, exemptions, discounts, disabled reliefs and premiums, and estimated collection rates.

Under the Local Council Tax Support Scheme (LCTSS), the Council Tax Base is affected by whether persons living in a dwelling within an area are in receipt of a Council Tax reduction awarded under the Scheme, as the billing authority foregoes Council Tax income from those dwellings. These local reductions are reflected in the calculation of the Council Tax Base, in order to calculate the correct amount of band D Council Tax for the billing and precepting authorities in the area.

The calculated Council Tax Base for the Borough for the year commencing 1 April 2026, assuming a 98.5% collection rate, is 36,201.43. Separate calculations are required to be made for the parishes and special expenses areas. The table below gives a comparison of the Council Tax Base for 2025/26 with the proposed figures for 2026/27 so that Members can see the growth between years. There has been some movement too between areas with recent changes to parish boundaries

Part of Council's area	Council Tax Base Actual 2025/26	Council Tax Base Proposed 2026/27	Change
Awsorth	607.40	629.28	3.60%
Brinsley	773.41	786.40	1.68%
Cossall	246.43	237.99	-3.42%
Eastwood	3,088.63	3,183.61	3.08%
Greasley	3,756.84	3,807.97	1.36%
Kimberley	1,898.97	1,918.98	1.05%
Nuthall	2,258.62	2,284.63	1.15%
Stapleford	4,274.82	4,378.60	2.43%
Strelley	175.30	176.23	0.53%
Trowell	842.43	849.81	0.88%
Beeston Special Expenses Area	17,645.38	17,947.93	1.71%
TOTAL	35,568.23	36,201.43	1.78%

The Council Tax Base figures will be notified to the parish and town councils in order that they may calculate their precepts. The overall summary for the Borough Council area broken down by band of property is shown below.

Band	No of Dwellings	% of Total	Chargeable Dwellings	Equivalent Discounts at 25%	Second Homes Premium	Empty Homes Premium 100%	Empty Homes Premium 200%	Empty Homes Premium 300%	Equivalent No of Dwellings	Ratio to Band D	Chargeable Band D Equivalent Properties	CTS Reduction on average Band D	LCTSS Adjustment Band D Equivalent	No of Dwellings Relevant to Band D
(1)	(2)	(3)	(4)	(5)	(5a)	(6)	(6a)	(6b)	(7)	(8)	(9)	(10)	(11)	(12)
A DPR	0	0	43	14		0	0	0	39.50	0.56	21.94	6.82	3.79	18.16
A	16930	32.34%	16369.5	8350	107	108	16	33	14546.33	0.67	9697.56	2968.23	1978.82	7718.74
B	13679	26.13%	13470	4695	103	59	12	3	12472.92	0.78	9701.16	875.60	681.02	9020.14
C	11246	21.48%	11076	3265	67	27	6	9	10368.42	0.89	9216.37	356.65	317.02	8899.35
D	6254	11.95%	6119	1446	14	18	10	3	5802.50	1.00	5802.50	112.29	112.29	5690.21
W	2855	5.45%	2812	507	11	4	0	0	2699.92	1.22	3299.90	43.73	53.45	3246.45
W	844	1.61%	812	150	3	6	2	0	785.83	1.44	1135.09	10.13	14.63	1120.46
W	514	0.98%	510	109	3	4	0	6	496.08	1.67	826.81	1.16	1.93	824.87
W	34	0.06%	27	17	1	0	0	0	24.08	2.00	48.17	0.00	0.00	48.17
Totals	52356	100.00%	51238.5	18553	309	226	46	54	47235.58		39749.49	4374.61	3162.96	36586.53

CALCULATION OF COUNCIL TAX BASE 2025/26

Council Tax including estimated collection rate of 98.5%	36,037.73
Add: Band D equivalents for class O dwellings	163.70
Council Tax Base for Broxtowe Borough Council	<u>36,201.43</u>

NOTES (figures may not add up exactly due to rounding)

1. Column 4 equals column 2 less estimated exempt properties.
2. Column 7 equals column 4 less 25% of column 5 plus column 5a, 6, 6a and 6b.
3. Column 9 equals column 7 multiplied by column 8.
4. Column 12 equals column 9 less column 11.

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Report of the Portfolio Holder for Resources and Personnel Policy

Local Council Tax Support Scheme 2026/27

1. Purpose of Report

To seek approval for arrangements to operate in 2026/27 in respect of the Local Council Tax Support Scheme (LCTSS). This is in accordance with all of the Council's corporate policies.

2. Recommendation

Cabinet is asked to RECOMMEND to Council that the current Local Council Tax Support Scheme remains in place for 2026/27.

3. Detail

Members will recall that council tax benefit ceased at the end of 2012/13 and was replaced by a LCTSS defined by each local authority. The Broxtowe scheme was first approved by Council on 19 December 2012. The new scheme was effectively the government's default scheme with due allowance being made to allow the continuation of the discretionary policy relating to the treatment of war pensions.

The current scheme allows for up to 100% of the council tax liability to be paid in council tax support. The majority of local authorities have not adopted this approach and most have passed on some of the reduction in funding to LCTSS recipients. The Council had benefitted from the overall bill for LCTSS falling in early years as the numbers of claimants requiring support reduced. However, with aspects such as the pandemic and subsequent rise in the cost of living, the level of support provided in recent years has increased.

Should Members wish to make any alterations to the scheme then any changes would have to go through a formal consultation process. This would require planning of an alternate scheme and consultation with residents of the Borough before the deadline of March 2026.

The LCTSS does not provide a direct cost to the Council with the scheme incorporated within the Council Tax Base calculation. Further detail is included in the **Appendix**.

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

Not applicable.

6. Financial Implications

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

There are no direct financial implications arising from the proposals in respect of LCTSS. The revenue budget for 2026/27 will be set on the basis of existing estimates of take-up and collection.

7. Legal Implications

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

There are no direct legal implications arising from this report.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

Not applicable.

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

Appendix

Council Tax Support to Date

The Council has maintained a consistent approach to the administration of LCTSS, which has been influential in the continued high level of Council Tax collection. Many local authorities adopted schemes which required all those Council Taxpayers receiving support to pay a minimum of 8.5% up to 100% of their liability.

In doing this, they have seen a significant increase in the number of small levels of Council Tax required to collect, with the associated costs that come with this approach. The methodology at Broxtowe of continuing with a scheme almost identical to Council Tax Benefit has ensured a greater understanding for residents of the Borough, whilst also seeing an improvement in relation to collection.

The estimated charge for the LCTSS in 2025/26 is £8,017,789. The table below shows the comparison between the years:

Year	LCTSS charge (£)
2024/25	7,671,742
2023/24	7,739,723
2022/23	7,278,206
2021/22	7,304,375
2020/21	7,889,034
2019/20	6,858,435
2018/19	6,786,378
2017/18	6,676,016

Proposals for 2026/27 Onwards

The current scheme has worked successfully with no administration issues. Although the overall LCTSS spend has increased, it is still felt that this outweighs the increase in expenditure that would be incurred in recovering or writing off small amounts of Council Tax charge.

From 2014/15, the LCTSS grant to local authorities has not been separately identified but has been subsumed within the overall funding assessment. The government has on several occasions indicated that it has made no moves to further reduce funding towards the LCTSS, but this cannot be quantified due to the lack of a financial breakdown.

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Report of the Portfolio Holder for Resources and Personnel Policy

Housing Benefit - War Disregard

1. Purpose of Report

To seek approval for the continuation of the War Pension Disregard in respect of Housing Benefit claims in 2026/27. This is in accordance with the Council value of having a strong, caring focus on the needs of all communities.

2. Recommendation

Cabinet is asked to RESOLVE that the continuation of the current Local Scheme Disregarding War Pensions for Housing Benefit Applications in 2026/27 be approved.

3. Detail

The Housing Benefit and Council Tax Benefit (War Pensions Disregards) regulations 2007 allow for Local Authorities to develop a local scheme that can disregard War Pension income from the calculation of Housing Benefit.

Since the introduction of Housing Benefit, the Council has always disregarded this income when calculating a claim for Housing Benefit. The Department for Works and Pensions has recently requested that each local authority has their local scheme approved each year.

The local scheme is discretionary and, as a result, the Council is expected to meet the cost. However, under the Housing Benefit subsidy arrangements, the government reimburses the Council 75% of the expenditure where a local scheme is implemented.

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 in terms of its effects on communities living or working in an area comprising two or more Wards or electoral divisions in the Council's area.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

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

The table below shows the amounts awarded and the associated cost to the Council in recent years. The latest 2025/26 figures are not available until the end of the financial year.

Year	Amount Awarded	Total Cost to Broxtowe (25% of amount awarded)
2024/25	£5,445	£1,361
2023/24	£9,687	£2,422
2022/23	£15,664	£3,916
2021/22	£14,828	£3,707
2020/21	£15,411	£3,853

7. Legal Implications

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

The Regulations providing for this are the Housing Benefit Regulations 2006 paragraph 40(2) and schedule 5, and Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006 paragraph 33(9). Sections 134 and 139 of the Social Security Administration Act 1992 provide the Council with the discretion to modify the Housing Benefit scheme by disregarding a further amount, or all, of specified war disablement pensions and payments.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

Not applicable.

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

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Report of the Portfolio Holder - Resources and Personnel Policy

Use of Generative AI

1. Purpose of Report

To seek Cabinet approval for the adoption of the 'Use of Generative Artificial Intelligence' Policy, which provides a governance framework for the ethical and secure use of GenAI tools such as Co-Pilot or virtual agents by council employees.

2. Recommendation

Cabinet is asked to APPROVE the new Use of Generative Artificial Intelligence Policy:

- 1. Approve the Use of Generative Artificial Intelligence Policy v1.3.**
- 2. Authorise its publication on the Council's intranet and integration into the Information Security Policy Centre.**
- 3. Endorse the policy's inclusion in the broader ICT governance framework and its alignment with existing data protection and ethical standards.**
- 4. Approve to review this policy every 6 months to ensure the latest developments in AI technology is continually reviewed and included.**

3. Detail

The policy was developed in response to the increasing use of GenAI tools across local government and the need for clear guidance on their responsible use. It draws on the LGA template and incorporates feedback from internal stakeholders including ICT, Legal, and Information Governance teams. The policy is scheduled for Cabinet consideration following its inclusion in the Chair's briefing pack.

Policy Summary:

The policy outlines:

- Governance and oversight mechanisms for GenAI use.
- Vendor and copyright considerations.
- Confidentiality and ethical use provisions.
- Legal compliance, bias mitigation, and data protection safeguards.
- Responsibilities of users and enforcement protocols.

Copy of this policy is attached as an appendix.

GenAI tools will only be installed or used after receiving approval from the Chief Information Officer. All users are required to complete council-approved training beforehand.

4. Key Decision

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

N/A

5. Updates from Scrutiny

N/A

6. Financial Implications

There are no direct financial implications arising from the adoption of this policy. Any future procurement of GenAI tools will be subject to separate approval and budgetary consideration.

7. Legal Implications

The policy ensures compliance with relevant legislation including GDPR, the Data Protection Act 2018, and aligns with the Council's Information Governance framework.

8. Human Resources Implications

The comments from the Human Resources Manager were as follows:

HR support the proposals and will monitor use of AI in relation to HR matters and will review any relevant policies accordingly.

9. Union Comments

N/A

10. Climate Change Implications

N/A

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

The policy includes provisions to mitigate bias and discrimination in GenAI outputs and supports inclusive use of technology.

13. Background Papers

Nil.

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Use of Generative Artificial Intelligence Policy

POLICY: USE OF GENERATIVE ARTIFICIAL INTELLIGENCE

Owner: CIO
Author: Greg Dwyer
Service Area: ICT
Date: October 2025
Review Date: May 2026

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1.0 Purpose

The purpose of this policy document is to provide a framework for the use of Generative Artificial Intelligence Large Language Models (GenAI) such as ChatGPT, Bard, Bing or other similar tools by council employees, contractors, developers, vendors, temporary staff, consultants or other third parties, hereinafter referred to as 'users'.

This policy is designed to ensure that the use of GenAI is ethical, complies with all applicable laws, regulations, and council policies, and complements the council's existing information and security policies.

The pace of development and application of GenAI is such that this policy will be in a constant state of development to ensure it continues to meet the needs of the council.

2.0 Scope

This policy applies to all users with access to GenAI, whether through council-owned devices or BYOD (bring your own device) in pursuit of council activities.

Use of GenAI must be in a manner that promotes fairness and avoids bias to prevent discrimination and promote equal treatment and be in such a way as to contribute positively to the council's goals and values.

Users will only use GenAI for work-related purposes subject to written approval, and adherence to this policy. This includes tasks such as generating text or content for reports, emails, presentations, images, and customer service communications.

Particular attention must be given to governance, vendor practices, copyright, accuracy, confidentiality, disclosure, and integration with other tools.

3.0 Policy

3.1 Governance

Users are prohibited from accessing or using GenAI tools for council activities without prior written approval from the Chief Information Officer (CIO) of their intention to use, the reason for use, and the expected information to be input as well as the generated output and distribution of content. All departments to register AI systems in use, including generative models, with details on purpose, data sources, and risk level with the Information Governance Team. This supports transparency and accountability. Overall governance will be monitored and managed via the Corporate Information Governance Group (CIGG).

3.2 Vendors

Any use of GenAI technology in pursuit of council activities must be done with full acknowledgement of the policies, practices, terms and conditions of developers/vendors.

3.3 Copyright

Users must adhere to copyright laws when utilising GenAI. It is prohibited to use GenAI to generate content that infringes upon the intellectual property rights of others, including but not limited to copyrighted material. **All programmes must be pre-approved, if a user is unsure whether a particular use of GenAI constitutes copyright infringement, they must contact the legal team or Chief Information Officer before using GenAI.**

3.4 Confidentiality

It is strictly prohibited to enter confidential and personal information into a GenAI tool, as information may enter the public domain. Users must follow all applicable data privacy laws and organisational policies when using GenAI. **All programmes must be pre-approved, if a user has any doubt about the confidentiality of information, they must not use GenAI and contact the Chief Information Officer.**

3.5 Ethical Use

Users must not use GenAI to generate or disseminate content that is discriminatory, offensive, or in violation of council policies or applicable laws. **All programmes must be pre-approved, if there are any doubts about the appropriateness of using GenAI in a particular situation, users must consult with the HR team, Legal team, or the Chief Information Officer.**

3.6 Disclosure

Content produced via GenAI must be identified and disclosed as containing GenAI-generated information.

Example: This document contains content generated by Artificial Intelligence (AI). AI generated content has been reviewed by the author for accuracy and edited/revised where necessary. The author takes responsibility for this content.

3.7 Integration with other tools

Application programming Interface (API) and plugin tools enable access to GenAI and extended functionality for other services to improve automation and productivity outputs. Users must follow [OpenAI's Safety Best Practices](#):

- Adversarial testing
- Human in the loop (HITL)
- Prompt engineering
- "Know your customer" (KYC)
- Constrain user input and limit output tokens
- Allow users to report issues
- Understand and communicate limitations
- End-user IDs.

API and plugin tools must be rigorously tested for:

- Moderation – to ensure the model properly handles hate, discriminatory, threatening, etc. inputs appropriately.

- Factual responses – provide a ground of truth for the API and review responses accordingly.

4.0 Risk

Use of GenAI carries inherent risks. A comprehensive risk and Data Protection Impact assessments must be completed for any project or process where the use of GenAI is proposed. The risk assessment must consider potential impacts including legal compliance; bias and discrimination; security (including technical protections and security certifications); and data sovereignty and protection.

4.1 Legal Compliance

Data entered into GenAI may enter the public domain. This can release non-public information and breach regulatory requirements, customer or vendor contracts, or compromise intellectual property. Any release of private/personal information without the authorisation of the information asset owner could result in a breach of relevant data protection laws. Use of GenAI to compile content may also infringe on regulations for the protection of intellectual property rights. **Users must ensure that their use of any GenAI complies with all applicable laws and regulations and with council policies.**

4.2 Bias and Discrimination

GenAI may make use of and generate biased, discriminatory, or offensive content. Users *must* use GenAI responsibly and ethically, in compliance with council policies and applicable laws and regulations.

4.3 Security

GenAI may store sensitive data and information, which could be at risk of being breached or hacked. The council *must* assess technical protections and security certification of GenAI before use. **All programmes must be pre-approved, if a user has any doubt about the security of information input into GenAI, they *must* consult with the HR team, Legal team, or the Chief Information Officer.**

4.4 Data Sovereignty and Protection

While a GenAI platform may be hosted internationally, under data sovereignty rules information created or collected in the originating country will remain under jurisdiction of that country's laws. The reverse also applies. If information is sourced from GenAI hosted overseas, the laws of the source country regarding its use and access may apply. GenAI service providers must be assessed for data sovereignty practice by any organisation wishing to use their GenAI. **All programmes must be pre-approved, if a user has any doubts, they *must* consult with the Legal team, or the Chief Information Officer.**

Users *must* ensure that any GenAI tools being used are hosted in the UK or EEA countries.

5.0 Responsibilities

The Chief Information Officer has overall accountability and authority for the policy.

Use of Generative Artificial Intelligence Policy

All Assistant Directors are responsible for the implementation of this policy in each of their respective service areas.

All users have the responsibility to adhere to this policy.

6.0 Related Policies, Standards and Guidelines

This policy *must* be read in conjunction with the:

- BYOD Policy
- Computer Usage Policy
- Data and Information Policy
- Data Protection Impact Assessment Policy
- Data Protection Policy
- Encryption Policy
- Information Classification Policy
- Information Security Policy
- Legal Responsibilities Policy
- Personal Data Subject Access Policy
- Risk Management Strategy
- System Access Policy
- Third Party Access Control Policy
- Third Part Data Sharing Protocol
- User Access Policy

All users *must* complete council-approved training on ethical, legal, and technical aspects of GenAI before being granted access to any GenAI tools.

7.0 Enforcement

The use of Generative Artificial Intelligence (GenAI) tools will be monitored and audited by the council, and users should have no expectation of privacy when using these systems. Any suspected breaches of this policy will be subject to investigation. All investigations will be reviewed on a case-by-case basis, taking into account the specific circumstances and context of each incident. Any user found deliberately contravening this policy or caught jeopardising or abusing the security of information *will* be dealt with under the Council's Disciplinary Procedure. If a criminal offence is considered to have been committed further action *will* be taken to assist in the prosecution of the offender(s).

If you do not understand the implications of this policy or how it apply to you, seek advice from your line manager, the HR team, Legal team, or the Chief Information Officer.

8.0 Review

This document *will* be reviewed on a bi-annual basis as a minimum or wherever there *are* changes of influencing circumstances due to the speed in which GenAI is changing.

Use of Generative Artificial Intelligence Policy

Policy review *will* be undertaken by the Chief Information Officer, and will require reporting through CIGG before GMT and Overview Working Group sign off.

9.0 Acknowledgment

By using GenAI, users acknowledge that they have read and understood these guidelines, including the risks associated with the use of GenAI.

10.0 Document Attributes

Document Information

Title	Use of Generative Artificial Intelligence
Identifier	Use of Generative Artificial Intelligence
File Location	https://intranet.broxtowe.gov.uk/document-central/policies-procedures/information-management-policies/
Description	Details the policy, users responsibilities when using generative artificial intelligence
Keywords	GenAI; Generative Artificial Intelligence; Risks; Policy; Responsibilities
Format	MS Word
Author	Greg Dwyer
Owner	Chief Information Officer
Classification	OFFICIAL
Date Created	07 October 2025
Last Review Date	06 November 2025
Next Review Date	May 2026
Date to Dispose	12 months after later version produced

Document History

Date	Summary of Changes	Version
10/09/2025	Draft	0.1
07/10/2025	Final release	1.0
04/11/2025	Amended policy to be explicit as requested by the Overview Working Group	1.1
06/11/2025	Amended to change May to Will, bi-annual reviews, and approval through Overview Working Group.	1.2
17/11/2025	Amended Enforcement	1.3

Document Approval

Date	Name & Job Title of Approver(s)	Version
07/10/2025	Greg Dwyer – Assistant Director of Corporate Services	1.3

Distribution

Name / Group	Title
GMT	
Assistant Directors	
Heads of Service	

Coverage

Group
All users in the Council

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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
Less: Provision for rent awards and related expenses	(10,150)
Less: Grant Awards to Date	(108,765)
BALANCE AVAILABLE FOR DISTRIBUTION	<u>49,885</u>
Grants requested in this report	(93,774)
FORECAST YEAR-END DEFICIT	<u>(43,889)</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, an additional one-off revenue development of up to £45,000 would be needed to be funded directly from General Fund balances in 2025/26.

7. Legal Implications

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

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

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

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

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

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

13. Background Papers

Nil.

Appendix

Applications

The following grant applications have been received for consideration:

		<u>Previous</u> <u>Grant</u> <u>Award</u> £	<u>Current</u> <u>Grant</u> <u>Request</u> £
2 nd Beeston Sea Scouts	1	2,150	2,150*
Stapleford Community Association	2	3,000	3,000*
Beeston Film Festival	3	3,000	3,000
Bramcote Cricket Club	4	1,000	1,000*
Eastwood People's Initiative	5	2,500	2,500*
Phoenix Community Foundation	6	10,000	13,000*
Toton Coronation Hall Community Association	7	7,000	7,000*
Broxtowe Women's Project	8	13,000	13,000*
Age Concern Eastwood	9	10,000	9,000*
Hope Nottingham	10	12,000	12,000
The Helpful Bureau	11	17,000	18,124
Beeston Rylands Community Association	12	8,500	10,000
			93,774

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

- Eastwood People's Initiative - £750
- Broxtowe Women's Project - £10,000
- Age Concern Eastwood - £5,150

1. 2ND BEESTON SEA SCOUTS

The 2nd Beeston Sea Scouts was established in 1928 and is based at Lilac Grove in Beeston. The group serves the South West Nottinghamshire Scout District, including Attenborough, Beeston South, Beeston Rylands and the west of Nottingham City. It currently has 109 members (including 80 junior members) with the majority living in Broxtowe.

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

Financial Information

For the year ended 31 December 2024, 2nd Beeston Sea Scouts generated receipts of £124,657 (2023: £57,508) from grants, donations, sales and fundraising activities. Total payments amounted to £97,403 (2023: £44,910) and included premises expenses, boat maintenance, youth programme activities (e.g. camps), purchase of equipment and capitation. The cash and bank balances at 31 December 2024 increased to £208,422 (2023: £181,167).

Funds raised for the construction of a new headquarters are ring-fenced and not available for general use. Cash available for general purposes at 31 December 2024 was £2,000 (2023: £8,301), with the balance being held in the ring-fenced reserve for the new headquarters.

Grant Request

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

2024/25	£2,150
2023/24	£2,150
2022/23	£2,150
2021/22	£2,150

For 2025/26, the 2nd Beeston Sea Scouts has requested a grant of £2,150 to cover the market rental of the Lilac Grove premises. This grant award would be for a period of one year and would have no effect on the Council's overall budget, with the potential award being matched by allowances within the premises income budget. Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

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

2. STAPLEFORD COMMUNITY ASSOCIATION

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

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

Financial Information

For the year ended 31 December 2024, income of £13,625 (2023: £11,484) was generated primarily from hall lettings. Annual expenditure amounted to £13,408 (2023: £17,729) and included rent, repairs and renewals, cleaning and sundry expenses, insurance, heating and lighting, water charges and depreciation. Cash and bank balances at 31 December 2024 totalled £33,951 (2023: £33,259).

Grant Request

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

2024/25	£3,000
2023/24	£3,000
2022/23	£3,000
2021/22	£3,000

For 2025/26, Stapleford Community Association has requested a similar grant of £3,000 to cover the rental of the Community Centre on Cliffe Hill Avenue in Stapleford. This grant award would be for a period of one year and would have no effect on the Council's overall budget, with the award being matched in the Council's premises income budget. Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

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

3. BEESTON FILM FESTIVAL

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

Preparations for the next Festival in summer 2026 are currently underway. Although details are in the early stages of planning, for the 2025 Festival around 60 filmmakers attended 20 sessions, with over 800 bookings being taken.

Beeston Film Festival states that it believes in:

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

Financial Information

Beeston Film Festival has provided a draft budget for the 2026 Festival. Excluding the contributions of volunteers and other 'in-kind' support, total income is expected to be £15,350 generated largely from film submission fees and sponsorship. Total expenditure is anticipated at £14,300, with the majority of this being promotional materials and activity and events costs such as catering, awards and travel.

Beeston Film Festival has stated its current reserves to be £5,050.

Grant Request

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

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

A similar award was made by this Council for the 2025 festival which enabled the attendance of 27 (including seven international) filmmakers.

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

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

4. BRAMCOTE CRICKET CLUB

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

The Club is open to anyone interested in playing or coaching cricket and currently has around 70 members, the majority of whom live in Broxtowe. In addition, a further 100 juniors regularly attend the club to play and practice, as do other visiting clubs from around and outside the Borough.

Financial Information

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

Grant Request

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

2024/25	£1,000
2023/24	£1,000
2022/23	£1,000
2021/22	£1,000

For 2025/26, Bramcote Cricket Club has requested a similar revenue grant of £1,000 towards the total cost of its annual rent obligations. This award would be for a period of one year and would be matched by allowances within the premises income budget, leaving the Council's overall budget unchanged. Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

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

5. EASTWOOD PEOPLE'S INITIATIVE

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

Eastwood People's Initiative fulfils this objective by providing:

- Benefits advice and support
- Clothing, bedding and food to those in need
- Jobsearch and CV assistance
- Short courses.

In so doing, Eastwood People's Initiative works with other local groups including the Durban House Hub and Connect.

Financial Information

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

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

As the accounts available are over 12 months old, an update as to current balances has been provided. As at the time of this application, working reserves have been stated as £10,680, with a further £15,600 being held in the investment account.

Grant Request

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

2024/25	£2,500
2023/24	£2,500
2022/23	£2,500
2021/22	£2,500

For 2025/26, Eastwood People's Initiative has requested a similar grant of £2,500 to cover the market rent and buildings insurance (£1,750) and other associated premises costs (£750). Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

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

6. PHOENIX COMMUNITY FOUNDATION

The Phoenix Community Foundation is a community group which has developed out of Phoenix Inham Football Club, a football team formed in 2015, and was formally constituted in May 2021. Both the Foundation and Football Club are based at the Council's recreation ground at Inham Nook, Chilwell.

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

- Emergency food (foodbank and parcels)
- Community Café
- Mental Health advice 'drop-in'
- Sporting activities for children and young people

There are currently approximately 400 regular users across the above activities, the majority of whom are resident in Broxtowe and under 18.

Financial Information

The Foundation has provided accounts for the 2025 year to date. Over this period, the Foundation has generated total income of £676 (2024: £2,501) consisting primarily of income from a café run at the pavilion and room hire. Over the same period, expenditure totalling £1,188 (2024: £1,720) was incurred, including £570 for insurance, £375 in Companies House fees and smaller miscellaneous expenses. Current reserves are stated as £700 (2024: £1,220).

Grant Aid Request

For 2025/26, the Phoenix Community Foundation has requested a grant of up to £13,000 to cover the market rent of £1,000 plus utilities costs for the Inham Nook pavilion. This grant would be for a period of one year.

The Council has regularly supported Phoenix Community Foundation with grants towards its rent and utilities costs. The grants awarded since their occupation of the Inham Nook pavilion being:

2024/25	£10,000
2023/24	£7,500
2022/23	£3,900 (part year)

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

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

7. TOTON CORONATION HALL COMMUNITY ASSOCIATION

The Toton Coronation Hall Community Association ('TCHCA') is responsible for the management and operation of the Coronation Hall on Portland Road in Toton which opened in 1953 and is owned by this Council.

The Hall offers dancing, Zumba, Fitsteps, karate and a sewing group, as well as being available for private parties and other small functions.

Financial Information

TCHCA has provided its annual accounts for the year ended 31 July 2025 for scrutiny. Annual income amounted to £20,256 (2024: £18,943), comprising almost entirely of rental income for the hall and Grant Aid (£7,000) from this Council. Expenditure of £17,955 (2024: £24,638) included rent (£7,000), utilities (£5,553), heating repairs (£2,966) and insurance (£474). Cash and bank balances at 25 September 2025 were £12,603. TCHCA has indicated that reserves are earmarked towards upkeep and general repairs.

Grant Aid Request

For 2025/26, Toton Coronation Hall Community Association has requested a grant of £7,000 to cover the market rental of the Coronation Hall. This grant award would be for a period of one year, with the potential award being matched by allowances within the premises income budget. Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- The services provided by TCHCA benefit Broxtowe residents and are complementary to the services provided by the Council.
- TCHCA and the groups which operate from Coronation Hall 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 TCHCA are a specific category of organisation welcomed to apply for Grant Aid.

The Council has previously supported TCHCA with grant aid towards its premises rental 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

8. BROXTOWE WOMEN'S PROJECT

Broxtowe Women's Project (BWP) is a support, advice and advocacy charity for women, children and young people affected by domestic abuse, predominantly covering Broxtowe. BWP aims to empower women to regain domestic control and lead independent, fulfilling, safe and positive lives. BWP nurtures children and young people affected by domestic abuse to build resilience and understand healthy relationships and emotions. In addition, BWP challenges the stigma associated with domestic abuse, advocates for women and their families, raises awareness and campaigns for an end to domestic abuse.

Over time, BWP has grown and developed a range of services. These include:

- Women's Outreach
- Drop-in Support Services
- Helpline
- Wellbeing Programmes
- Developing Employability Skills and Support
- Children's and Young People's Service
- Family Wellbeing
- Person Centred Counselling
- The Survivor Programme – Training
- Legal and Court support
- Volunteering

- Food/poverty/crisis parcels and support
- Awareness Raising and Campaigning
- Signposting to a range of other support services
- Partnership working
- Business training and support packages
- Lead campaigns that help to reduce and end domestic abuse

BWP are the only domestic abuse charity in the UK to achieve the White Ribbon Accreditation and are currently leading the Broxtowe White Ribbon campaign alongside this Council's Community Safety and Housing Teams, Nottinghamshire Fire and Rescue and Nottinghamshire Police.

Financial Information

BWP has provided its accounts for the year ended 31 March 2025 for scrutiny. Total income for the year was £295,821 (2024: £362,938) comprising primarily of grants and donations and other small sundry amounts including fees and shop trading income. Total expenditure for the year was £311,902 (2024: £355,859) which included wages and salaries, consultancy fees, advertising and other sundry expenses including rent, room hire, training, utility costs and communications.

Please note that the comparative data for 2024 referred to above relates to the fifteen-month period 1 April 2023 to 30 June 2024 as BWP moved its year-end date to 30 June during that accounting period. Total unrestricted reserves at October 2025 have been stated as £62,000.

Grant Aid Request

For 2025/26, BWP has requested grant aid of £13,000 to help meet its core operating costs (£10,000) and its rental obligations in respect of a Council-owned property in Eastwood (£3,000) where BWP operates a charity shop. As the charity shop is within Council-owned premises, £3,000 of this would be 'paid' via an internal transfer within the Council's financial systems. Accordingly, the total cash grant payable would be £10,000.

The Council has supported BWP for many years, with the grants awarded in the past four years being as follows:

2024/25	£13,000
2023/24	£8,000
2022/23	£8,000
2021/22	£8,000

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

- The services provided by BWP benefit Broxtowe residents and are complementary to the services provided by the Council.
- BWP targets the needs of vulnerable and disadvantaged sections of the community. Caring Organisations such as BWP are a specific category of organisation welcomed to apply for grant aid.

Members should note that the grant aid policy requires that grant awards of £5,000 or above may be subject to a Service Level Agreement.

9. AGE CONCERN EASTWOOD

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

Age Concern Eastwood provides welfare facilities to local elderly residents. Its clientele includes some disabled users, others who are suffering with dementia and other conditions and those who may be isolated. This is achieved through the following activities:

- Luncheon club
- Dancing and seated exercise
- Vocalists
- Bingo
- Transport service
- Mental Health support

Financial Information

For the year ended 31 March 2025, income totalling £80,409 (2024: £71,194) was generated from meals and drinks receipts, grants and donations, transport receipts, fundraising and other activities. Annual expenditure of £85,299 (2024: £83,908) mainly related to wages, transport, equipment, repairs and renewals, meals and catering, rent, utilities, insurance and other general running costs. Cash at bank and in hand at 31 March 2025 was £65,156 (2024: £70,137).

Grant Request

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

2024/25	£10,000
2023/24	£9,000
2022/23	£9,000

2021/22

£9,000

For 2025/26, Age Concern Eastwood has requested a grant of £9,000 towards its running costs, including the rental of the Edward Road premises of £3,850. This grant award would be for a period of one year and the rental element of £3,850 would have no effect on the Council's overall budget, with the potential award being matched by allowances already made within the grant aid budget.

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

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

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

10. HOPE NOTTINGHAM

Hope Nottingham is project that is operated from Hope House at the Boundary Road Community Centre in Beeston with approximately 1,100 individuals benefitting from the service each year.

Hope Nottingham aims to enable local communities to work together to overcome poverty, be it food, financial or social poverty, through a network of 14 volunteer-supported foodbanks across Nottingham in partnership with Trussell Trust. One of the foodbanks is in the Community Hub in Beeston. The charitable objects of Hope Nottingham are the relief of poverty, sickness and distress and to advance the Christian faith.

Hope House in Beeston is open six days a week, offering a warm space, free drop-in café, friendship group, youth café, toddler group, an allotment that supports a food-club (low priced fresh surplus food) and a monthly 'pay what you can' community meal. In addition, to support local residents with skills development and one to one support, Hope Nottingham offers weekly (term time) ESOL and Literacy groups and runs three job clubs in Broxtowe at Hope House, Beeston Library and Stapleford Library.

Financial Information

Hope Nottingham has provided the latest accounts for the year ended 30 June 2024 for scrutiny. The charity separates its accounts between restricted fund and unrestricted funds.

Total income generated amounted to £915,271 (2023: £875,751) which mostly related to grants and donations. Significant restricted and unrestricted grants (in addition to those from this Council) were received from Nottingham City Council (£207,000), The Trussell Trust (£88,858), the UK Government Cost of Living Fund (£75,000), Garfield Weston (£30,000) and Nottinghamshire County Council (£21,440), in addition to private individual donations totalling £158,542.

Total expenditure amounted to £823,542 (2023: £755,643) which included salaries and associated employer costs (£295,570) for an average of 12 employees with no employee receiving more than £60,000 during the period, and miscellaneous premises expenses and other operating costs.

Total funds as at 30 June 2024 were £476,971 (2023: £385,242) including unrestricted funds of £304,613 (2023: £283,240). Total cash at bank and in hand was £478,046 (2023: £372,233).

As the formal financial statements of Hope Nottingham are over 12 months old, an update has been provided as to the current position of the organisation. Hope Nottingham has stated its current level of unrestricted reserves to be approximately £195,000.

Grant Aid Request

For 2025/26, Hope Nottingham has requested a grant of £12,000 towards the general cost of operating the projects. Such an award would be in line with the Council's Grant Aid policy for the following key reasons:

- Hope Nottingham is based within Broxtowe.
- The services provided by Hope Nottingham benefit Broxtowe residents and are complementary to the services provided by the Council.
- Hope Nottingham targets the needs of disadvantaged sections of the community.

The Council has regularly supported Hope Nottingham, with the grants awarded in the past four years being as follows:

2024/25	£12,000
2023/24	£12,000
2022/23	£12,000
2021/22	£10,000

Members should note that the grant aid policy requires that grant awards of £5,000 or above may be subject to a Service Level Agreement.

11. THE HELPFUL BUREAU

The Helpful Bureau (THB) is a registered charity and not for profit organisation currently based on Derby Road in Stapleford. Originally established in 1978, THB formally registered as a charity from 2001.

THB provides services which support and encourage older and/or disabled residents to live safely and independently in their own homes including befriending, practical services, social activities, transport scheme and support services. Its work, including positive signposting, supports people to make choices about their lives. The activities provide opportunities for people to socialise and keep active, helping people to feel less isolated and maintain both physical and mental wellbeing; preventing costly interventions. The charity has approximately 2,000 clients, the majority being residents of Broxtowe over the age of 60.

Financial Information

The Helpful Bureau has submitted its Annual Report and Financial Statements for the year ended 31 March 2024 for scrutiny. The charity splits its accounts between restricted and unrestricted funds. Total income generated in the year amounted to £272,847 (2023: £197,886), including £150,659 as unrestricted funds, from fees and services (£105,836), donations and fundraising. Restricted grants totalling £122,188 were received in from the National Lottery Community Fund (£40,426) Nottinghamshire County Council (£31,944) and other institutional funders. Total expenditure was £272,011 (2023: £215,791), including £51,007 from the unrestricted fund, and related to wages (£195,081, split between restricted and unrestricted funds for an average of 15 employees), rent and services and other running costs.

Total bank balances at 31 March 2024 were £76,999 (2023: £78,234), with Total Funds declared at £88,157 including £74,310 as unrestricted funds.

As the formal financial statements of THB are over 12 months old, an update has been provided as to the current position of the organisation. THB has stated its current level of reserves to be approximately £67,500.

Grant Request

For 2025/26, The Helpful Bureau has requested a grant of £18,124 towards the operating costs of providing its 'Autumn Years' activities. These primarily relate to the staff costs for the activities co-ordinator, a cook, and premises costs totalling £28,867, less fees and sales income of £10,743.

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

- The services provided by The Helpful Bureau benefit Broxtowe residents and are complementary to the services provided by the Council.
- The activities of The Helpful Bureau target the needs of vulnerable and disadvantaged sections of the community, in particular helping to combat loneliness and social exclusion within the Borough and improving the mental health and well-being of residents.
- Caring Organisations such as The Helpful Bureau are a specific category of organisation welcomed to apply for Grant Aid.

The Council have supported The Helpful Bureau for several years with the grants awarded in the past four years being as follows:

2024/25	£17,000
2023/24	£9,500
2022/23	£9,000
2021/22	£10,000

Members should note that the grant aid policy requires that grant awards of £5,000 or above may be subject to a Service Level Agreement.

12. BEESTON RYLANDS COMMUNITY ASSOCIATION

Beeston Rylands Community Association ('BRCA') runs two community hubs in the Beeston Rylands area at Leyton Crescent and the Plessey Centre. In so doing, BRCA provides a location for groups, including local Community Interest Companies, which target and support the most disadvantaged in the community to improve health and wellbeing across the Rylands area.

In particular, BRCA enables support for older people, people with disabilities and mobility issues which may prevent them accessing services which are not available in the local area. BRCA also works with the Hong Kong community, helping with resettlement, employment training and other activities.

Financial Information

The draft accounts submitted by BRCA state that for the year ended 31 March 2025, BRCA generated income of £77,603 (2024: £83,095) primarily from hall hire (£34,030) sales and fees (£21,635) and grants and donations (£19,423). Total expenditure amounted to £84,152 (2024: £97,281) which included staff costs (£53,568), activities and trips (£10,345) and utilities (£9,798). Total bank balances as at 31 March 2025 were £2,341 (2024: £8,890).

Grant Request

For 2025/26, Beeston Rylands Community Association has requested an increased grant of £10,000 to assist with general operating costs, including

utilities and wages. This is an increase from the previous year's grant of £8,500, which was the first grant awarded to the Association.

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

- The services provided by Beeston Rylands Community Association benefit Broxtowe residents and are complementary to the services provided by the Council.
- The activities of Beeston Rylands 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.
- Community Associations such as Beeston Rylands Community Association are a specific category of organisation welcomed to apply for Grant Aid.

Members should note that the grant aid policy requires that grant awards of £5,000 or above may be subject to a Service Level Agreement.

Report of the Portfolio Holder for Resources and Personnel Policy

Capital Grant Aid Request – Broxtowe Youth Homelessness

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 grant funding of up to £1,643 has been received from Broxtowe Youth Homelessness for the installation of an updated CCTV system at its premises at Church Walk in Stapleford. Further 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 were as follows:

No budgetary provision exists for capital grants to voluntary organisations. Any grant award would have to be funded from General Fund Capital Contingency of which £87,000 currently remains available in 2025/26 (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

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

Broxtowe Youth Homelessness

Broxtowe Youth Homelessness is a registered charity that was established in 1984, which supports young people (16-25) within the Borough and the wider Nottinghamshire area who are homeless or at risk of homelessness. The charity's services and activities include:

- Emergency Parcel Scheme
- Free training opportunities
- Homelessness prevention workshops delivered in secondary schools
- Housing advice and referrals into accommodation

In addition, Broxtowe Youth Homelessness can provide ongoing one-to-one support for young people in crisis or at risk of losing their home including mental health, substance misuse and unemployment.

Broxtowe Youth Homelessness states that it *“provides a lifeline to young people at risk of homelessness, helping them to secure safe housing, develop life skills, and avoid becoming part of the long-term homeless population. By doing so, we help to alleviate hunger and poverty, reduce pressure on local housing and emergency services, improve the wellbeing, safety, and life chances of vulnerable young people and Contribute to a safer, more resilient community where young people are supported rather than marginalised.”*

Approximately 350 young people access the services provided by Broxtowe Youth Homelessness each year, with around 33% of these being residents of Broxtowe. All services are provided free of charge.

Financial Information

Broxtowe Youth Homelessness has provided its most recent accounts for scrutiny. Total income for the year ended 31 March 2025 was £154,780 (2024: £188,500) consisting primarily of a significant grant from the Big Lottery Fund (£115,000), bank interest and other smaller grants and donations. Total expenditure was £173,430 (2024: £180,150) and comprised primarily of payroll costs (£131,520), rent and related office expenditure.

Total funds as at 31 March 2025 were £119,450 (2024: £138,100). It is the policy of the charity to build up and retain an amount representing between six and nine months of its running costs to ensure continuity and the ability to meet commitments during periods of uncertainty in funding.

Grant Request

Broxtowe Youth Homelessness has requested a grant of up to £1,643 to replace its current CCTV system at its premises at Church Walk in Stapleford. The charity states that *“the new installation will include high-quality external cameras, modern recording equipment and an intercom device”* and that such an upgrade is *“essential*

to ensure the ongoing safety of vulnerable young people, staff, and volunteers who use our facilities.”

Members should note that the Grant Aid Policy provides that “*although it is typical for [capital] grants to be awarded at the 25% or 50% level the final decision rests with the relevant Committee, which has the discretion to award a grant at a higher or lower level.*” The amount requested by Broxtowe Youth Homelessness would cover 100% of the cost of a new CCTV system.

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

- The services provided by Broxtowe Youth Homelessness benefit the people of Broxtowe and are complementary to those services provided by the Council.
- The activities of Broxtowe Youth Homelessness target the needs of vulnerable sections of the community, helping to reduce social isolation and loneliness.

Report of the Portfolio Holder - Resources and Personnel Policy

Quarterly Complaints Report

1. Purpose of Report

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

2. Recommendation

The Committee is asked to NOTE the report.

3. Detail

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

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

Of the 167 stage one complaints received overall, 31 were investigated under the stage 2 complaints procedure and three were investigated by the LGO.

Under the stage two complaints procedure, 17 complaints (53%) were not upheld, 13 complaints (41%) were upheld and two (6%) were withdrawn during the course of the investigation. Further details can be found in **Appendix 2**.

The Ombudsman investigated five complaints made against the Council. Two complaints were recorded as not upheld, resulting in no further action being required by the Council, and three complaints were upheld. Further details can be found in **Appendix 3**.

4. Key Decision

Not Applicable.

5. Updates from Scrutiny

Not Applicable.

6. Financial Implications

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

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

7. Legal Implications

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

Whilst there are no direct legal implications arising from this report, it is important to note that the Council's approach to handling complaints is within the parameters of the following key pieces of legislation: Part III of the Local Government Act 1974 and Chapter 6 of the Localism Act 2011 (for Housing Services complaints).

8. Human Resources Implications

The comments from the Human Resources Manager were as follows:

Not applicable.

9. Union Comments

The Union comments were as follows:

Not applicable.

10. Climate Change Implications

Not applicable.

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

**Summary of complaints and compliments
1 July 2025 – 30 September 2025**

Complaints and Compliments received

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Leisure
Number of Stage One complaints	167	88	11	66	0	2
No. of complaints concluded under Stage Two	31	21	3	7	0	0
No. of complaints determined by the Ombudsman	5	5	0	0	0	0
Number of compliments	74	63	0	11	0	0

Breakdown of complaints and compliments by department and section

Chief Executive's department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Development Control	7	3	2	0
Housing and Income	9	1	0	7
Housing Repairs	32	5	3	12
Housing Operations	33	8	0	39
Housing Strategy	3	1	0	5
Environmental Health	4	3	0	0
Total	88	21	5	63

Deputy Chief Executive's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Customer Services	0	0	0	0
Capital Works	2	1	0	0
Revenues	9	2	0	0
Total	11	3	0	0

Executive Director's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Communications	0	0	0	3
Environment	4	0	0	0
Waste and Recycling	60	6	0	4
Bereavement	0	0	0	4
Information Governance	2	1	0	0
Total	66	7	0	11

Monitoring Officer's Department

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

Liberty Leisure Ltd

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

STAGE 1 - FORMAL COMPLAINTS TO THE SERVICE DEPARTMENT**Time taken to acknowledge receipt of stage one complaints:**

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure
Time taken to acknowledge complaints – 1 to 5 days	167	88	11	66	0	2
Time taken to acknowledge complaints - more than 5 days	0	0	0	0	0	0

Time taken to respond to stage one complaints:

	Total	Chief Executives	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Less than 10 working days	126	47	11	66	0	2
Over 10 working days	41	41	0	0	0	0

Directorate / Section	Chief Executive	
	Number responded to outside of 10 working days	Number of complaints where an extension was sought
Housing Income	2	2
Housing Operations	17	17
Housing Repairs	19	19
Housing Strategy	3	3
TOTAL	41	41

Stage 2 - Formal Complaints

32 formal complaints have been responded to in the first quarter; all of which were acknowledged within the 5 working day timescale, and 100% were responded to within the 20 working day timescale.

Time taken to respond to stage two complaints:

	Total	Chief Executives	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Less than 20 working days	31	21	3	7	0	0
Over 20 working days	0	0	0	0	0	0

Planning**1. Complaint against Planning**

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team had not correctly enforced a Tennis Club's operating hours.

Council's response

It was determined that an appropriate level of service was provided as the Planning Team had correctly investigated the concerns raised about the tennis club and the increased running time.

As the tennis club does not have a restrictive condition on the length of the club activities there has been no breach in planning conditions. Therefore, the Council was unable to take any further action.

Assistant Director Comments

The Planning Team had correctly assessed the operating hours of the tennis club.

2. Complaint against Planning

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team had incorrectly authorised a massage business under Class E.

Council's response

It was determined that an appropriate level of service was provided as the Planning Team had appropriately used Government Guidance in designating the massage business under Class E.

Class E allows for a premises to be changed from offering a professional service to one that offers medical or health services.

Assistant Director Comments

The Planning Team had correctly applied Government Guidance when designating the massage business.

3. Complaint against Planning

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team had not correctly investigated a breach of their right of way to their property.

Council's response

It was determined that an appropriate level of service was provided as the Planning Team had appropriately investigated the alleged breach.

The works undertaken have occurred on private land and would not require planning permission. Therefore, no further action could be undertaken.

Assistant Director Comments

The Planning Team had correctly investigated the issued. This remains a civil dispute between two private land owners.

Housing Repairs

1. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that an issue of damp and mould had not been rectified at their property.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not correctly schedule a damp survey with a specialist contractor in a timely manner.

While the Housing Repairs Team had inspected the property and the damp, by not booking a survey with the specialist damp contractor this further extended the period in which the complainant had reside in the property with a damp issue.

Furthermore, the Housing Repairs Team incorrectly booked a treatment for the damp that would not tackle the root cause of this problem.

The correct survey was booked and the works were undertaken to remove the damp and mould from the property.

An apology and £2,000 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not correctly booking the works to remove the damp and mould at the property.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to effectively communicate with individuals.
- The Housing Repairs Team has been reminded of their responsibility to correctly identify and book works, especially where specialist contractor involvement is required, in a timely manner.
- The Housing Repairs Team has been reminded of the necessity to identify any damp issue before the commencement of an individual's tenancy.

2. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that they were not notified of works to the communal lighting that caused them disruption.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not notify the complainant of the works to replace the communal lighting at the Whiteley Close flats.

The responsibility of informing residents of the need to replace this lighting was passed to the contractor. However, the Housing Repairs Team did not monitor this communication and subsequently the complainant was not informed of the works taking place.

An apology and £250 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not communicating with resident correctly.

Complaint Team Recommendations/actions

- The Housing Repairs Team have been reminded of their responsibility to notify Leaseholders as per the clauses set out in their leases.
- The Housing Repairs Team have been reminded of their responsibility to effectively communicate with Leaseholders where access and works are required.
- The Housing Repairs Team have been instructed to continue to review their communication methods in order to ensure that this service improves.

3. Complaint against Housing Repairs

Response – 20 working days

Withdrawn

Complaint

The complainant contacted the Council and complained that an issue of damp and mould had not been rectified at their property.

Council's response

This complaint was withdrawn during the course of the investigation.

4. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that an issue of a crack at the their property had not been correctly investigated.

Council's response

It was determined that an appropriate level of service was provided as the Housing Repairs Team had promptly investigated the issue of cracking at the complainant's home.

The Housing Repairs Team had attended the property and reviewed the cracks. These cracks were cross-referenced with the previous inspection and it was noted that they had not gotten any worse.

Assistant Director Comments

The correct actions were undertaken to review the cracks. The property remains structurally sound and no further action is required.

5. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that their property was in a state of disrepair when let.

Council's response

The Housing Repairs Team had completed all major works and cleaning of the property before it was let.

The Council's records show that the cleaning was completed to a satisfactory standard.

Furthermore, additional works identified during the viewing of the property were completed in a timely manner following the signing of the tenancy. The Council's records indicate that the complainant agreed that these works would be completed once they had signed the tenancy and moved into the property. The works were subsequently completed in a timely manner following the signing of the tenancy.

Assistant Director Comments

The Housing Repairs Team had appropriately undertaken the cleaning and repairs to the property before it was let.

Housing Operations

1. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had not dealt with an issue of Anti-Social Behaviour.

Council's response

It was determined that an appropriate level of service was provided as the Tenancy Services Team are unable to act upon instances of Anti-Social Behaviour (ASB) without the necessary evidence.

In this instance, as the complainant had not provided any evidence to substantiate the alleged ASB they were experiencing, the Tenancy Services Team were unable to undertake any action.

Assistant Director Comments

The Council had acted appropriately and inline with Policies to investigate the Anti-Social Behaviour reports.

2. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had inappropriately registered their housing needs as requiring one bedroom.

Council's response

It was determined that an appropriate level of service was provided as the Housing Allocations Team have determined the application in line with the information the complainant had submitted.

The information the complainant had submitted did not support that a two-bed property was required.

Assistant Director Comments

The Council had acted appropriately and inline with the Allocations Policy.

3. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had not dealt with an issue of Anti-Social Behaviour and the removal of a fence.

Council's response

It was determined that an appropriate level of service was provided as the Tenancy Services Team had acted appropriately in removing the fence and returning it to its original position.

The Council recognises that this was undertaken due to the complainant's safety concerns. However, as this was undertaken without permission and was causing access issues for other residents, this could not be allowed to remain in the new position.

The Council's records indicate that the reports of Anti-Social Behaviour had been investigated promptly.

Assistant Director Comments

The Council had acted appropriately and inline with Policies to investigate the Anti-Social Behaviour reports.

4. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had inappropriately entered their temporary accommodation property to check on their wellbeing.

Council's response

It was determined that an appropriate level of service was provided as the Temporary Accommodation Team acted upon reports of the complainant's property being unsecure and the fire alarm sounding in a prompt manner.

The Temporary Accommodation Team undertook this action due to genuine concerns for the complainant's safety and acted appropriately to ensure they and their child were safe.

Assistant Director Comments

The Council had acted appropriately on safeguarding concerns to ensure that the resident and their family was safe.

5. Complaint against Housing Operations

Response – 20 working days

Complaint upheldComplaint

The complainant contacted the Council and complained that the Council had recorded inappropriate comments about them.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Options Team inappropriately included an opinion based record on to the complainant's housing file which stated that they were a racist.

These entries onto housing application should not have taken place as there is no evidence to suggest that this record required entry.

The record has now been deleted from the housing application.

However, due to the language used in the complainant's complaints of Anti-Social Behaviour (ASB), there was sufficient concern from the Housing Department to make a note of their submissions.

An apology was offered to the complainant.

Assistant Director Comments

It is recognised that the opinion based evidence should not be placed on to individual's housing files if these cannot be substantiated.

6. Complaint against Housing Operations

Response – 20 working days

Complaint not upheldComplaint

The complainant contacted the Council and complained that the banding decision from their Housing Application has been made incorrectly.

Council's response

The information submitted by the complainant does not support that a two-bed property is required. They are currently appropriately banded.

Assistant Director Comments

The Housing Allocations Team had appropriately banded the complainant in line with the Allocations Policy.

7. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that their tenancy as ended despite no termination form, valid notice or key return.

Council's response

The Tenancy Service attempted to make contact with the complainant on multiple occasions to determine if they are still residing at the property. As no contact had been made by complainant, over several months, it was determined that they were no longer living at the property.

The Tenancy Services Team served the correct Notices against the complainant to notify of them of the intention to terminate their tenancy and dispose for the remaining items at the property should they not confirm their residence.

Assistant Director Comments

The Housing Allocations Team appropriately contacted the tenant to determine their tenancy. As no confirmation had been received and the property was empty, the tenancy was terminated.

8. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Allocations Team has refused to award them a band 1 priority on the Housing Register twice.

Council's response

The Housing Options Team have determined that the complainant was not in priority need for housing and have subsequently discharged its homelessness duty.

Assistant Director Comments

The Housing Allocations Team had appropriately banded the complainant in line with the Allocations Policy.

Housing Strategy

1. Complaint against Housing Strategy

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that they had been issued a warning for installing a fence at their Leasehold Property despite having planning permission.

Council's response

It was determined that an appropriate level of service was provided as the Housing Strategy Team had appropriately enforced the conditions of the Lease.

The alterations the complainant had made to the property were not permitted as per the terms of the Lease.

Assistant Director Comments

The correct actions were undertaken to enforce the terms of the Lease. While planning permission may have been granted, the Council remain the owner of the land and permission has not been granted to alter the property.

Housing Income

1. Complaint against Housing Income

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that they had not received a response to their enquiry over a bedroom size. Furthermore, they believed the bedroom was too small to qualify for the spare room subsidy they were paying.

Council's response

It was determined that an appropriate level of service was not provided as the outcome of the review of the spare bedroom was not provided in an appropriate amount of time.

The full response was subsequently provided as part of the stage 1 complaint response.

The spare bedroom meets the minimum required standard as set by the Houses in Multiple Occupation guidance.

While the complainant lives in a Council property, these standards are applied to the Council's housing stock.

As the spare bedroom exceeds the standard bedroom size as set out by the Houses in Multiple Occupation guidance it is considered that this room is acceptable and is not exempt from spare room subsidy.

An apology was offered for the delayed communication.

Assistant Director Comments

The Council recognises the inconvenience of not providing the response to the enquiry in a timely manner.

Environmental Health

1. Complaint against Environmental Health

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Licensing Team inappropriately granted a license to a massage business.

Council's response

It was determined that an appropriate level of service was provided as the Licensing Team had appropriately considered the application for the massage and special treatment business.

No objections were raised by Nottinghamshire Police and as part of this process the Environmental Health Team considered the application and had no objections.

Due to this, there was no justification for the license to be refused.

Assistant Director Comments

The correct actions were undertaken to review the license. There was no evidence to suggest that the license should be refused.

2. Complaint against Environmental Health

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Environmental Health Team have not dealt with an issue of rubbish accumulation in a neighbouring garden.

Council's response

It was determined that an appropriate level of service was provided as the Environmental Health Team have appropriately investigated the issues raised regarding the neighbour's garden.

The Environmental Health Team had undertaken the appropriate visits in a timely manner and had issued the correct warnings and notices following the investigation of the garden.

Assistant Director Comments

The correct actions had been taken to investigate the issue raised. These were undertaken promptly and Notices were issued to ensure that the garden is tidied.

3. Complaint against Environmental Health

Response – 20 working days

Complaint upheldComplaint

The complainant contacted the Council and complained that the Licensing Team had extended a pubs closing time.

Council's response

It was determined that an appropriate level of service was not provided as the Licensing Team had not provided responses to the complainant's enquiries.

Repetitious or similar issues that had been raised were not responded to.

The Licensing Team had not increased the Pubs closing times to 1am. This closing time had been established since 2005 and a minor amendment has been agreed by the Environmental Health Team to limit the length of time the garden can be used by patrons.

An apology was offered for the poor communication.

Assistant Director Comments

While the correct actions had been taken to investigate the issue raised, it is recognised that the communication had been poor.

Capital Works**1. Complaint against Capital Works**

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Capital Works have refused to install a fence at their property to protect their privacy and their new build property had been built incorrectly.

Council's response

It was determined that an appropriate level of service was provided as the Council and its contractors have correctly built the property in accordance with the approved plans.

The Council was unable to erect a fence around the property as this would interfere with the public highway, the communal access to the properties and would sit flush with the windows.

Furthermore, a fence can only be installed up to 1m on a public highway. Any fence higher than 1m would require planning permission.

There was no information to suggest that the Council had acted inappropriately when constructing the property or in contravention of the Housing Ombudsman Guidance and Housing Act 1996.

Assistant Director Comments

The property has been constructed in accordance with the approved plans and remains a safe place to reside.

Revenues, Benefits and Customer Services**1. Complaint against Council Tax**

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council Tax Team did not appropriately update a forwarding address which resulted in enforcement action being undertaken.

Council's response

It was determined that an appropriate level of service was provided as the Council Tax Team had correctly issued the Council Tax bills to the address that had been provided.

As notification had not been received of the need to change the forwarding address, the bills continued to be sent to the last known address.

Assistant Director Comments

The Council Tax acted appropriately by continuing to send the Council Tax bills to the last known address.

2. Complaint against Benefits

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Benefits Team had failed to undertake their duties in relation to sections 1, 2, 9, 18 and 42-44 of the Care Act 2014 and has failed to make reasonable adjustments under the Equality Act 2010.

Council's response

It was determined that an appropriate level of service was provided as the Benefits Team had correctly provided the complainant with assistance when making a benefit claim.

There was no evidence information to suggest that the Benefit Team had acted inappropriately toward the complainant or acted outside of the scope of the Care Act and Equality and Diversity Act.

Assistant Director Comments

There is no evidence to suggest the complainant had been treated poorly during their benefit claim.

Environment

1. Complaint against Environment

Response – 20 working days

Withdrawn

Complaint

The complainant contacted the Council and complained that grass cutting had taken place on their property that they did not request.

Council's response

This complaint was withdrawn during the course of the investigation.

Assistant Director Comments

N/A

2. Complaint against Environment

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Waste Team had failed to collect their garden waste bin on the correct day.

Council's response

It was determined that an appropriate level of service was not provided as the garden waste bin had not been collected correctly.

While the Council had attempted to collect the bin, access issues have prevented this from occurring.

Assistant Director Comments

The Council recognises the inconvenience of not collecting the bin on the designated day.

3. Complaint against Environment

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Waste Team had failed to collect their waste bin on the correct day.

Council's response

It was determined that an appropriate level of service was not provided as the garden waste bin had not been collected on the correct day.

This was a service error and the bin was collected following its reporting.

Assistant Director Comments

The Council recognises the inconvenience of not collecting the bin on the designated day.

4. Complaint against Environment

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that they had been inappropriately given a littering fine.

Council's response

It was determined that an appropriate level of service was provided as the WISE Team were correct in issuing the Fixed Penalty Notice as they had observed the complainant incorrectly disposing of a cigarette.

The body camera footage showed the complainant incorrectly disposing of the cigarette.

Assistant Director Comments

The Council issued the fine correctly as there was clear evidence of littering having occurred.

5. Complaint against Environment

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Waste Team had failed to collect their waste bin on the correct day.

Council's response

It was determined that an appropriate level of service was not provided as the garden waste bin had not been collected on the correct day.

This was a service error and the bin was collected following its reporting.

Assistant Director Comments

The Council recognises the inconvenience of not collecting the bin on the designated day.

6. Complaint against Environment

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Waste Team had failed to collect their waste bin on the correct day.

Council's response

It was determined that an appropriate level of service was not provided as the waste bin had not been collected on the correct day.

This was a service error and the bin was collected following its reporting.

Assistant Director Comments

The Council recognises the inconvenience of not collecting the bin on the designated day.

STAGE 3 – COMPLAINTS TO THE LOCAL GOVERNMENT OMBUDSMAN (LGO)
/HOUSING OMBUDSMAN (HO)

Stage 3 - Ombudsman Complaint

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

Complaint Upheld.

Complaint

The concern raised was that the Council did not repair a leaking ceiling in a timely manner.

Ombudsman's conclusion

The HO found that in accordance with paragraph 53(b) of the Housing Ombudsman Scheme, the Council had made an offer of redress prior to investigation which, in the Ombudsman's opinion, satisfactorily resolves the complaint about its handling of a roof leak at the resident's property.

There was a lack of attention to detail in the stage 1 response as the wrong block number was referred to and the Council addressed some unrelated issues that had been mentioned in the December 2015 email that had already been resolved some time ago.

Given it accepted some failings it would have been appropriate for the Council to have offered compensation in its stage 1 response. It is noted however that this was remedied in the Council's stage 2 response where it made an appropriate offer of compensation in line with the remedies guidance for the delays in resolving the roof leak.

The Council was ordered to pay £300 for the handling of the stage 1 complaint. This has been completed.

2. Complaint against Housing Repairs (complaint concluded in 2024/25)

Complaint Upheld.

Complaint

The concern raised was that the Council did not handle a boiler repair appropriately.

Ombudsman's conclusion

The HO found that In accordance with paragraph 53(b) of the Housing Ombudsman Scheme, the Council provided reasonable redress in response to the resident's complaint about its handling of boiler repairs. A payment of £250 compensation was issued at stage 2 of the Council's complaint process.

The resident raised concerns about whether the Council considered her mother's vulnerabilities when it responded to the boiler issues. The HO would expect the Council to

consider a resident's needs and vulnerabilities when responding to a boiler not working. The Council attended a day earlier than was required and this indicates that the Council had given the repair an additional priority but did not communicate this clearly to the resident.

The Council acknowledged there were failures in how it responded to the boiler issues and these include:

- The out of hours phone line did not work on the Easter bank holiday Friday.
- Its contractor did not bring overshoes to appointments.
- There was poor communication about when the contractor would be coming for follow up appointments.
- Its contractor did not initially identify why the new boiler was not working.

Overall, the HO were satisfied that the acknowledgement of its failures, apology, and compensation provided by the Council represents reasonable redress for the failures in respect to its handling of the boiler repairs. The compensation that it had paid is in line with what the HO may have awarded for this type of issue and, in their opinion, is proportionate to the impact to the residents.

3. Complaint against Housing Repairs (complaint concluded in 2024/25)

Complaint Upheld.

Complaint

The concern raised was that the Council did not handle a report of a blocked drain.

Ombudsman's conclusion

The HO found that in accordance with paragraph 52 of the Scheme, there was maladministration in the landlord's handling of the repair of blocked drain.

Despite the multiple reports of the same issue and different contractors attending the property, the issue was not resolved to the resident's satisfaction.

It is reasonable for Council to rely on independent and professional contractor's advice. However, as this issue was repeatedly reported and there was a clear dispute on what was causing the blockage, the Council should have considered at an earlier stage an alternative approach or done more to investigate the resident's concerns.

This is particularly important as the resident reported significant inconvenience that they were unable to use their shower for months and the inconvenience caused by the multiple visits. Despite a contractor recommending cameras should be used, this was not done. It would have been appropriate to follow the expert advice. Its failure to consider an escalated response was therefore unreasonable in the circumstances.

The Council was ordered to pay £300 for the handling of the reports of the blocked drain. This has been completed.

4. Complaint against Planning (complaint concluded in 2024/25)**Complaint not Upheld.**Complaint

The concern raised was that the Council did not consider a planning application correctly.

Ombudsman's conclusion

The LGO would not investigate this complaint about how the Council dealt with a planning application. This is because they were unlikely to find fault.

In this case, the LGO were satisfied the Council properly assessed the acceptability of the development, including the impact on the complainant's, the character of the area and the impact on highway visibility, before granting planning permission. The case officer's report referred to the objections received and explains why the Planning Officer considers the proposal overcomes these.

5. Complaint against Planning (complaint concluded in 2024/25)**Complaint not Upheld.**Complaint

The concern raised was that the Council did not consider a planning application correctly.

Ombudsman's conclusion

The LGO would not investigate the complainant's complaint because they have the right to appeal to the Planning Inspector.

The complainant has complained about how the Council dealt with his planning application.

They disagreed with how the Council reached its decision to request additional information to support the application and believes it has been dishonest. The complainant says the Council has misinterpreted planning policies and it has approved similar applications in the area.

However, the complainant can choose not to provide the information requested if they does not agree with the Council's reasons for requesting it.

The complainant would have the right to appeal to the Planning Inspector if the Council subsequently decides to refuse permission for the development. The LGO consider it would be reasonable for the complainant to use their right to appeal.

The Ombudsman will not usually investigate when someone has a right to appeal to the Planning Inspector, even if the appeal would not address all the issues complained about.

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Report of the Portfolio Holder for Resources and Personnel Policy

Christmas Free Car Parking

1. Purpose of Report

To inform Cabinet of the arrangements for free parking across the Borough over the Christmas period. This is in accordance with 'Business Growth' to invest in our towns and out people.

2. Recommendation

Cabinet is asked to NOTE the report.

3. Detail

The Council will be offering free parking in most of its car parks across the Borough over the Christmas period from 8 December until 31 December 2025. The only exception will be the car parks at Technology Drive and Station Road in Beeston, which mainly serve train station users. In designated car parks, ticket machines will issue free tickets for the first two-hours, with normal charges applying after that period. This approach will allow Parking Services to continue to monitor usage and helps prevent commuters from taking advantage of all-day free parking.

4. Key Decision

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

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

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

The introduction of free parking for two-hours during the Christmas period would see an estimated reduction in net revenue income of around £14,000, alongside a one-off cost of £2,500 to reconfigure the machines. The loss of income and additional costs will be contained within existing budgets.

7. Legal Implications

There are no direct legal implications arising from this report.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

Not applicable.

11. Data Protection Compliance Implications

Not applicable.

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

Report of the Portfolio Holder for Resources and Personnel Policy

Review of Corporate Plan Progress and Financial Performance - September 2025 (Q2)

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 30 September 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 2024/25 were approved by Council on 6 March 2024.

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

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

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

A summary of the financial position as at 30 September 2025 with regard to the employee budgets, controllable income headings and a summary of the capital expenditure position is included in **Appendix 2**.

4. Key Decision

Not applicable.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the 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 this is no change to policy an equality impact assessment is not required.

13. Background Papers

Nil.

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

The Corporate Plan 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	1	11	-	-	-
Leisure and Health	1	10	-	-	-
Community Safety	1	26	-	-	-
TOTAL	3	67	-	-	-

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

	Completed 	In Progress 	Warning 	Overdue 	Cancelled 
Housing	4	7	-	-	-
Business Growth	-	8	-	-	-
Environment	1	11	-	-	-
Leisure and Health	5	6	-	-	-
Community Safety	11	16	-	-	-
TOTAL	21	49	-	-	-

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

The summary below shows the 2025/26 quarter 2 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 2.





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

	Satisfactory 	Warning 	Alert 	Data Only 
Housing	8 (6)	2 (1)	5 (2)	- (-)
Business Growth	7 (4)	- (-)	1 (-)	1 (-)
Environment	7 (1)	4 (-)	1 (-)	3 (-)
Leisure and Health	- (-)	- (-)	- (-)	1 (1)
Community Safety	2 (-)	- (-)	3 (-)	9 (5)
TOTAL	24 (11)	6 (1)	10 (2)	14 (6)

Forecast of 2025/26 Progress of Performance Indicators for the 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 (7)	3 (2)	3 (-)	- (-)*
Business Growth	7 (4)	- (-)	1 (-)	1 (-)
Environment	8 (1)	4 (-)	- (-)	3 (-)
Leisure and Health	- (-)	- (-)	- (-)	1 (-)
Community Safety	2 (-)	2 (-)	1 (-)	9 (5)
TOTAL	26-(12)	9 (2)	5 (-)	14 (6)




* Data is collected/calculated annually for the Performance Indicators with the position at quarter 2 2025/26 not known

Housing - Critical Success Indicators 2025/26



Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	HSTOP10_02 Gas Safety	Monthly	99.85%	100%	100%	100%	During Q2, 100% compliance was attained. HouseMark benchmarking for Q2 2025/26 for LA and ALMO is: Quartile 3 – 99.65%; Median 99.92%; 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 109	HSLocal_44 Asbestos compliancy	Monthly	14.5%	100%	100%	100%	Performance 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. The Council have undertaken an exercise to review their 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 authority 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 Q2 Value	2025/26 Target	Notes
Green 	HSLocal_45 Blocks and schemes with a Fire Risk Assessment (FRA)	Monthly	70%	100%	100%	100%	<p>Performance Indicator 2023/24 is linked to the new regulatory requirements from the Regulator of Social Housing which is calculated annually.</p> <p>All 1,646 communal area FRS have been completed as at June 2025. (AMD)</p> <p>Over 4,000 FRA remedials to work through, including around 800 physical work items. The majority of these actions are low risk housekeeping issues, which are being worked through with Housing Management colleagues.</p> <p>The performance measure in terms of compliancy is around a valid FRA for each block with a common area, which the authority is 100% compliant on. 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 have 870 (81.7% are completed) outstanding properties to be tested, and these include the 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 Q2 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) be refreshed by a contractor by the end of October 2025. All 1,646 communal area Fires 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	-	TBC	TBC	TBC	New Performance Indicator to replace AMD2528_04 Undertake Fire Safety Risk action remediation. Over 4,000 FRA remedials to work through, including around 800 physical work items. The majority of these actions are low risk housekeeping issues, which are being worked through with Housing Management colleagues. A full review of all current FRAs is being undertaken, with a view that the 4,000 current position will reduce significantly.





Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Amber 	HSLocal_29 Electrical compliancy	Monthly	89.10%	95.50%	97.5%	100%	At the end of Q2, 4310 / 4420 properties were compliant. The Repairs team are proactively working with residents and Legal Services to gain access to the remaining outstanding properties. HouseMark benchmarking for England in Q2 2025/26 is: <ul style="list-style-type: none"> • Upper quartile = 99.91% • Median = 99.59% • Third quartile = 98.17% HouseMark's Central ALMO and LA group in Q2 2025/26 is: <ul style="list-style-type: none"> • Upper quartile = 99.59% • Median = 98.65% • Third quartile = 97.39%
Red 	BV66a Rent Collection: Rent collected as a proportion of the rent owed	Monthly	100.2%	99.5%	92.1%	99%	There has been a decrease in arrears of £77k when comparing the September 2024 figure of (£565k) and September 2025 (£488k). This is a positive improvement, and the team are working hard to ensure arrears are collected and tenants are supported. The team continue to deal with an increasing number of Universal Credit cases which can be challenging as tenants experience may face changes in circumstances that can impact them financially and may impact how they manage/receive their household income.
Green 	HSLocal_42 Homelessness cases successfully intervened or prevented rather than relieved/a main duty being accepted	Monthly	82.7%	78.4%	89.4%	70%	During Q2 2025/26, an average of 89.4% of cases were successfully intervened or prevented rather than a relieved/main duty being accepted. A new Triage Officer was recruited and joined the team in July 2025, and they are having a positive impact.


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	83%	Dec-2029	196 properties have been acquired into the social housing stock since 2019. During Q1 2025/26 the Inham Nook and Farm Cottage sites added a total of 20 social rent homes. Development is continuing at the following sites: <ul style="list-style-type: none"> • 4 dwellings on Chiltern Drive / Spring Close, Watnall • 8 new Council homes will be handed over by Peveril Homes at Field Farm site, Stapleford during Q2 2025/26. The Council is now in contract with Peter James Homes for the construction 51 new dwellings on land off Coventry Lane, Bramcote following Member approval in 2021. The Council has purchased a site to produce 8 flats in Eastwood and the purchase of another site in Eastwood is with Legal Services. A review of garage sites and other opportunities for potential development with feasibility assessments / appraisals is ongoing. Housing Delivery Plan approved by July Cabinet, active pipeline covered for the next 18 months.
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 2025-2030 is to be consulted on. A report was presented to Policy Overview Group in June 2025. Overview of the AMS was approved by Cabinet on 3 June 2025, full document scheduled to go to Cabinet for final approval on 30 September 2025.




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Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	CP2326_01b Energy Efficiency Schemes (Housing Stock) (Asset Management and Development)	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 authority has 561 properties requiring a valid EPC, with around 1,475 properties under a C rating. Presently the authority has 561 properties requiring a valid EPC, with around 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	10%	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.
In Progress 	HS2427_02 Implement Housing Improvement Board Performance Improvement Plan	To improve the services of the Housing Repairs and Capital Works team	55%	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.
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 has been undertaken. Planned consultation has been delayed. Due date has been extended from March 2025.


Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	COMS2427_02 To consider whether an additional licensing scheme for private rented dwellings would be appropriate	To determine whether the evidence exists to meet the criteria for the implementation of an additional property licensing scheme	25%	Mar-2026	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 – identifying such properties that may require intervention. Currently gathering information on different options and consideration of a Planning Article 4 for HMOs as a mechanism for control. Due date reviewed and extended from September 2025.
In Progress 	COMS2427_03 Produce a policy on HMO licensing	To provide a framework to support the existing procedures for HMO Licensing	75%	Mar-2026	A report was presented to the Policy Overview Working Group in March 2025. The review of HMO licences and processes to support development of a Policy on HMO 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.
In Progress 	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	This task has been replaced with the performance indicators 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. 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.





Housing – Key Performance Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Amber 	HSLocal_03a Void Rent Loss	Quarterly	£239k	£245k	£201k	£300k	During Q2 2025/26, the void rent loss was £102,207 and was based on 8,202 total void days. £193k The cumulative number of days' properties were void during (Q2) 2025/26 was 16,018 days.
Red 	HSTOP10_03 Average Relet Time - General Needs	Quarterly	63	51	55	20	During Q2 the Lettings Team have been working to clear a backlog of properties from earlier in the year, this has resulted in an average relet time which is higher than target. The average was particularly impacted by a property at The Lilacs which was relet in August following 155 days void.
Red 	HSTOP10_03a Average Relet Time - Independent Living	Quarterly	45	72	81	40	During Q2 the Lettings Team let a property at Cloverlands Court which was void for 310 days, which has contributed to an average relet time which is higher than target. Various actions were taken to try and let this property, including holding an open day.




Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	HSLocal_BM05 Reactive appointments made and kept	Quarterly	97.7%	97.0%	97.9%	98%	During Q2 2025/26 3,395 appointments were made. Of these 3,310 were kept. The reasons for the 85 appointments not kept are as follows: 56 jobs rearranged to attend an emergency that took priority, 24 were rearranged due to operative sickness, with 5 other jobs being rearranged due to the weather.
Green  Page 117	HSLocal_46 Total number of nights bed and breakfast accommodation is used	Monthly	-	-	73	1,400 350 (Q1)	New performance indicator 2025/26. During Q2, 7 households were in bed and breakfast accommodation. During Q1 and Q2, cumulatively there were 143 nights bed and breakfast accommodation was used. All placements were made as no other suitable accommodation was available at that time. As soon as space becomes available in our own Temporary Accommodation or other suitable temporary accommodation, we will work toward moving people out of hotels as soon as possible. The main challenge is four large families in our own Temporary Accommodation units require 4-, 5- or 6-bedroom accommodation to be able to move them on.


Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Red 	HSLocal_11 Number of cases closed in the last 3 months where a property has been returned to occupation 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: <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	8	24	The target is a cumulative target. This PI includes the Policy Requirement to identify 5 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. Due to current vacancy in the team disrepair cases in the private rented sector are having to be prioritised over empty homes work.



Business Growth – Critical Success Indicators 2025/26



Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	TCLocal_01a Percentage of town centre units occupied: Beeston	Quarterly	92.0% (Mar24)	93.2% (May25)	95.0% (Sept25)	95%	There are multiple long-term vacant units that are up for sale with one unit under offer. Multiple units have changed ownership with limited vacant time.
Green 	TCLocal_01b Percentage of town centre units occupied: Kimberley	Quarterly	92.0% (Mar24)	92.0% (May25)	90.7% (Sept25)	*85%	Vacancy rate in Kimberley is relatively steady but with the loss of Poundland imminent a change is expected. * 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% (Sept25)	90%	Some long-term vacant units have recently started refurbishments; however, the high street rental auctions process has been introduced as a corrective measure.
Green 	TCLocal_01d Percentage of town centre units occupied: Stapleford	Quarterly	91.0% (Mar24)	89.9% (May25)	90.5% (Sept25)	90%	Vacancy rate has risen slightly and exceeding the target. There are several long-term properties that will be empty for the foreseeable future. Multiple long-term vacant units have been filled by new tenants. Several vacant properties are available to let.

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	60%	Adoption is currently anticipated by end of 2026	A further Regulation 19 consultation was undertaken in 2025 due to Gedling BC withdrawing from the Strategic Plan. The remaining Councils are aiming to submit the Strategic Plan for examination in late 2025, 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 specific 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.	80%	Mar-2026 (March 2027 for projects in contract but incomplete)	The Borough is the accountable body for £21.1m which must be defrayed by 2025/26. Work continues on the Stapleford Towns Deal projects. The grant funding scheme and Library Learning Facility is fully completed. The Community Pavilion is almost fully completed and associated works for the Skate Park have commenced, due to be complete by December. The cricket pitch project is due to go to Planning in November. The Pencil Works (Enterprise Hub) has commenced following enabling works delays. Works on Walter Parker Square is due to go to tender in the coming weeks. Collaboration work is taking place with the Parks team on the Pasture Road Recreation Ground active travel scheme and works are due to start on Pasture Road and Albany School crossing later this year, due to be complete in Spring 2026.



Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BG2326_02 Deliver the Kimberley Means Business Fund Programme	Develop and deliver the three projects identified for Kimberley Levelling Up Programme	75%	Mar-2026 (March 2027 for projects in contract but incomplete)	<p>The Borough is the accountable body for £16m which must be committed by the end of the 2026/27 financial year.</p> <p>The Bennerley Ramp project is now largely remediated with a ramp re-opening date to be anticipated in mid/late-November 2025. However, the cost has overrun significantly and due to the nature of the Design and Build contract Broxtowe are disputing payment to the contractor. This is likely to require discussions and possible mediation between parties. The Visitor Centre works have been mothballed pending completion of the ramp works, although the opening of the centre will be delayed due to the ongoing works the situation on construction remains stable.</p> <p>The active travel element of the project has now been abandoned except for a short stretch of the Great Northern Path. This is to allow for changing priorities and cost overruns on other projects. The cycle route design/planning has been completed. Construction on both the Stag Ground pavilion and the new Parish Hub are well underway with no major delays or cost overruns expected.</p> <p>Industrial unit construction at Bennerley is also progressing well with cladding nearing completion. Additional land for industrial units has been purchased at Giltway with a planning application being drafted.</p> <p>Town Centre work for Kimberley is largely completed. Business grants are now fully administered, and the illuminations project is entering its second full annual cycle of events.</p>

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	The Stapleford food and craft fair events were continued until December 2024 but were on hold until the new car park re-opened in spring 2025. Beeston Market continues to run well and some enquiries from new traders are coming through. Plans for a food fair in Eastwood halted due to feedback from businesses that inviting additional food vendors into the town centre would not be welcomed. Eastwood plans include a launch event for the D.H. Lawrence Birthplace Museum augmented reality app and audio trail. The 'Beeston's Local Food and Produce Market' is being re-launched with new imagery and social media plan, due to launch in summer 2025. A back to university/fresher's pack is being prepared and a bee trail to stimulate independent trade. Parking was scheme launched in town centres to help drive footfall and a successor is being planned. Market's Business Plan is currently in development.
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.	The Nuthall and Awsworth Neighbourhood Plans were 'made' (adopted) in previous years. The Cossall Neighbourhood Plan was adopted on 12 March 2024, following a successful referendum result on 15 February 2024. The Chetwynd: The Toton and Chilwell Neighbourhood Plan was adopted on 15 May 2024 following a successful referendum on 2 May 2024. Work on other Neighbourhood Plans 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 Q2 2025/26.
In Progress 	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%	Mar-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.

Business Growth – Key Performance Indicators 2025/26






Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 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%	Out of 2 applications, 2 were 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.
Green 	NI 157b Processing of planning applications: Minor applications determined within 8 weeks	Monthly	91.70%	91.66%	100%	94%	Out of 29 applications determined during this period 29 applications were determined on time.
Green 	NI 157c Processing of planning applications: Other applications determined within 8 weeks.	Monthly	98.39%	96.81%	97.80%	98%	Out of 91 applications, 89 were determined in time.






Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Red 	BV204 Percentage of appeals allowed against authority decision to refuse planning permission (Delegated or Committee Decisions with Officer Recommendations)	Quarterly	36.0%	71.0%	66.6%	10%	2022/23 - 15 of 27 appeals allowed 2023/24 - 9 of 25 appeals allowed 2024/25 - 12 of 17 appeals allowed In Q2 2025/26, 4 out of 6 appeals were allowed.
Data Only 	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



Environment Critical Success Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	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%	37.18%	37.00%	There has been a slight decrease in the recycling rate compared to the same period last year. The main contributing factors are a 17% reduction in collected composted waste, and a 9% drop in kerbside glass. These changes have impacted overall performance. What is positive is the amount collected through the green-lidded recycling bin has increased by 8% and that there has been in a decrease in collected black bin weights (-4%).



Environment – Key Tasks and Areas for Improvement 2025/26








Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	COMS2223_05.2 Produce DEFRA Annual Air Quality Status Report 2025	Council has a fit for purpose Air Quality Status Report	100%	Jun-2025	The 2025 Air Quality Report was approved by Cabinet on 29 July 2025 and was approved by DEFRA in August 2025
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.
In 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	25%	Mar-2027	The refreshed Blue/Green Infrastructure Strategy will be presented to Cabinet for adoption on the 4 November 2025.
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.	25%	Mar-2027	Work is being undertaken to seed highway verges with a native wildflower mixture. This will be across the Borough. A review of annual bedding areas has been undertaken, with a view to move to sustainable perennial planting. This will include plants that are able to tolerate a drier climate. Areas on the Councils Parks and Open Spaces are currently being identified, so that an appropriate relaxed maintenance regime can be implemented allowing grasses and wildflowers to thrive.






Status	Code and Action	Action Description	Progress	Due Date	Comments
In 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
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-2026	The former Biffa Landfill site in Bramcote has now been formally adopted and the Environment Team are currently in the process of finalising its management plan.
In Progress 	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.	15%	Mar-2026	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.
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	30%	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	The Environment Act was mandated in November 2021. An interim high-level strategy was produced as a holding document and will 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.	10%	Mar-2026	Food Waste and Simpler Recycling collections commenced for the Council's Trade Waste customers in April 2025. A review of the service will be undertaken before the end of 2025. 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	Nine electric vehicles now form part of Broxtowe's fleet with a tree inspector electric van on order. In April 2024, the fleet transitioned to using Hydrogenated Vegetable Oil (HVO), this has reduced fleet emissions by 86% for 2024/25.


Environment – Key Performance Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	WMDData_13 Percentage of Bins and Bags missed	Quarterly	0.27%	0.24%	0.21%	Tracking Indicator	This performance indicator captures data to assess how effective service delivery is year on year. In the first six months 2025/26, nearly 3.5 million bags and containers were collected. 7,180 bins and bags were reported as missed over the same period. Number of missed bins per 100,000 is 209. Compared to the same period last year there has been a 14% reduction in missed bin collections (8,349 (2024/25) compared to 7,180 (2025/26)).
Data Only 	WMDData_03b Number of garden waste subscriptions	Quarterly	22,671	22,229	21,709	22,300	Subscriber numbers have declined by 1,094 since 2023/24, including a drop of 768 compared to this time last year. However, proposals to address this trend, will be presented to Cabinet in November 2025 to help stabilise and reverse the attrition.




Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Amber 	WMData_03c Income generated by Garden Waste Subscriptions	Quarterly	£925k	£1,028k	£1,054k	£1,070k	Garden waste income is currently slightly below expectations, primarily due to subscriber attrition. However, proposals aimed at improving retention will be presented to Cabinet in November 2025 as part of a broader strategy to stabilise garden waste income.
Green 	WMData_06a Income generated through Trade Waste	Quarterly	£670k	£624k	£492k	£633k	Income targets are on track, even with fewer trade accounts. The upcoming pricing review and marketing push for trade waste services should help strengthen performance and support future growth.
Red 	WMData_08 External income generated through Environmental Services	Quarterly	£209k	£244k	£31k	£190k £48k (Q2)	Invoicing for grounds maintenance works is currently underway, with income expected to align with targets.
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 Councils 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 Councils 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).
Data Only 	SSData_01 Reduce the number of fly tipping incidents	Quarterly	700	1,028	124	631 316 (Q2)	WISE began environmental enforcement in late April 2025. Since then, fly-tipping incidents have reduced compared to the same period last year, a positive sign that the approach is having an early impact.
Green 	SSData_10 Number of Clean and Green events undertaken (including school visits)	Quarterly	65	381	28	150	The number of Clean and Green events is currently lower than the previous year. A new officer has recently been appointed and is in the process of creating a delivery programme.






Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
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	7,343.16	7,348.00	3,694.25	7,500 3,750 (Q2)	Estimated. Total household recycling tonnage is currently just below target, influenced by a 9% reduction in kerbside glass collections. However, this has been partially offset by an encouraging 8% increase in tonnage collected through the green-lidded recycling bin.
Green 	BV82b(ii) Tonnes of household waste composted	Quarterly	7,053.38	6,892.00	3,743.13	7,000 3,500 (Q2)	Garden waste tonnage is currently on target, which is a positive. However, waste collected for composting has decreased by 17% compared to the same period last year, likely influenced by drier weather.
Amber 	BV84a Household waste collected per head (Kgs) (<i>This is all waste and recycling material collected from households. It excludes trade waste and material collected from the household waste and recycling sites</i>)	Quarterly	349.62	349.52	174.52	340 170 (Q2)	Estimated. While household waste collected per head (kg) is slightly below target, it is encouraging to note a 6.2% 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	241.05	496 248 (Q2)	Estimated. Target has been achieved and shows a 5.5% 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	225.01	460 230 (Q2)	Estimated. The target has been achieved and also shows a 4.3% reduction in collected black-lidded bin waste per household compared to the same period last year.






Health – Critical Success Indicators 2025/26


Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	ComS_091 No. of Dementia Friends trained	Quarterly	33 (not including online)	57 (not including online)	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.

Health – Key Tasks and Areas for Improvement 2025/26

Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	COMS2223_05.2 Produce DEFRA Annual Air Quality Status Report 2023	Council has a fit for purpose Air Quality Status Report	100%	Jun-2025	The 2025 Air Quality Report was approved by Cabinet on 29 July 2025 and was approved by DEFRA in August 2025
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	88%	Mar-2026	Actions in progress or completed 23 out of 26 for Cultural Strategy. Highlights during 2024/25 included an increase in museum visitors, and an international award for the CCity Recipe Book. Remaining actions include work on capturing and analysing more data about event attendees in order to produce appropriate targeted marketing.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	CCCS2326_H01 Deliver Museum Strategy and Forward Plan 2023-2027	Increase the number of local people accessing the Museum	96%	Mar-2027	Actions in progress or completed 23 out of 24 for Museum Strategic Plan. Highlights in 2024/25 included an extended D.H. Lawrence Festival which increased attendance from 6,857 in 2023/24 to 7,483 in 2024/25. Work has also been undertaken to increase engagement with schools which resulted in 1,262 children being engaged through outreach work and visits to the museum. £10,000 funding was secured to replace the Blue Line Trail.
In Progress  Page 131	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 • Learning Disabilities	50%	Nov-2026	The Health and Wellbeing Plan is a 3-year dynamic multi-agency plan which relies on external partners for updates on progress and it is therefore problematic to accurately assess progress. Refresh of action plan to start July 2026
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%	Mar-2026	Post vacant since Jan 2025 this work will commence when the new officer starts
In Progress 	COMS2528_04 Deliver five equalities events and a voluntary sector event	Increase community cohesion	0%	Mar-2026	Post vacant since Jan 2025 this work will commence when the new officer starts
In Progress 	COMS2427_15 Maintain strong partnerships to deliver action plans	Deliver an efficient and effective service for residents	50%	Mar-2026	All the Borough partnerships are strong, and action plans are being delivered

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BHWP CYP_07 School talks on Healthy Relationships and Mental Health	Better mental health and reductions in incidents of Domestic Abuse	50%	Mar-2026	
In Progress 	BHWP AF_02 Update Armed Forces webpage	Better access to resources and information for veterans	55%	Mar-2026	Post vacant since Jan 2025 this work will commence when the new officer starts
In Progress 	BHWP AF_10 Update Armed Forces resources	Better access to resources and information for veterans	50%	Mar-2026	Post vacant since Jan 2025 this work will commence when the new officer starts
In Progress 	BHWP AF_04 Achieve Armed Forces Employer Recognition Gold Award status	Gold Award status achieved	0%	Mar-2028	
In Progress 	BHWP BS_01 to BHWP NB_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 (0%) • Sight Loss H&WBS_02 (55%) • Boccia H&WBS_03 (70%) • Nordic Walking H&WBS_04 (50%) • Tai Chi H&WBS_05 (Project withdrew from scheme) • Intergenerational Exercise H&WBS_06 (55%) • Menopause Group H&WBS_07 (70%) 	71% For projects started	Nov-2025	Young Peoples Centre Not Started. Post was vacant – now recruited to post awaiting update. Sight Loss discussed cane types & training, guided walks using sight loss apps. Volunteers running group with help of macular society. Reduced social isolation / loneliness. Boccia progressing well, with. Around 20 individuals play. Reduced social isolation / loneliness. Nordic Walking progressing well, 16 people registered. Carers and wider family attend Reduced social isolation / loneliness. Tai Chi partner withdrew project from bursary scheme. Intergenerational Exercise sessions well attended by young families and care home residents. Looking to extend to other care homes. continued






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 (<i>Continued</i>)	Increase in active residents in North Broxtowe <ul style="list-style-type: none">• Young Peoples Centre H&WBS_01 (0%)• Sight Loss H&WBS_02 (55%)• Boccia H&WBS_03 (70%)• Nordic Walking H&WBS_04 (50%)• Tai Chi H&WBS_05 (Project withdrew from scheme)• Intergenerational Exercise H&WBS_06 (55%)• Menopause Group H&WBS_07 (70%)	71% For projects started	Nov-2025	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. Have held talks on mental health, weight management / healthy eating. Supported litter pick events. Group signposted to Liberty Leisure Limited wellbeing workshops

Health – Key Performance Indicators 2025/26









Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q1 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 Q2 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	-	1,850	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	142	400	Q2 2024/25= 137 Q3 2024/25= 79 Q4 2024/25= 103 Q1 2025/26= 126
Data Only 	ComS_013 No of ASB cases received by Housing (gen Housing)	Quarterly	134	130	37	100	Q2 2024/25= 37 Q3 2024/25= 35 Q4 2024/25= 34 Q1 2025/26= 56 The 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 	ComS_014 Number of ASB cases received by Community Services	Quarterly	103	114	55	60	Q1 2024/25= 28 Q2 2024/25= 32 Q3 2024/25= 28 Q4 2024/25= 26 Q1 2025/26= 33
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%	13%	20%	Q2 2024/25= 37% Q3 2024/25= 13% Q4 2024/25= 27% Q1 2024/25= 11%

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.
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	0%	Mar-2027	This work will commence later in the year
Completed 	BCRPASB_28 Create Poster/Signage for E-Scooters, Cycles and Off-Road Bikes	Increased safety for users of High Road Beeston and hot spots throughout Borough	100%	Mar-2026	
In Progress 	BCRPASB_29 Review ASB Policy (including ASB action plan)	Deliver an efficient and effective service for residents	50%	Mar-2028	This work will commence in 2026 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
In Progress 	BCRPASB_17 School talks on ASB, White Ribbon and Healthy Relationships	Better mental health and reductions in incidents of ASB and Domestic Abuse	50%	Mar-2026	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	Plan produced and approved by the Violence Reduction Partnership. Delivery of the plan has started.
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	25%	Mar-2026	The infographic is being prepared by the Council's partner and will be publicised once available.






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	COMS2526_01 Consult, Review and renew Public Spaces Protection Orders (PSPO) (New)	PSPOs renewed where appropriate and removed where not	25%	Apr-2026	The review, consultation and renewal of PSPO commenced in April 2025.
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	60%	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	0%	Mar-2026	Post vacant since January 2025 This work will commence later in the year to meet the deadline of March 2026
In Progress 	COMS2427_08 Deliver Serious Violence Duty	Ensure compliance with the duty	70%	Mar-2026	Ongoing. Tasks for 2025/26 are being undertaken.
In Progress 	COMS2427_09 Deliver PREVENT Duty	Ensure compliance with the duty	70%	Mar-2026	Ongoing. Tasks for 2025/26 are being undertaken.
In Progress 	COMS2427_12 Review and update the Hate Crime Policy	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 	COMS2427_13 Review and update the Hate 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 	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

Status	Code and Action	Action Description	Progress	Due Date	Comments
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-2028	Work will commence in 2027 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	The Domestic Abuse Policy has been reviewed, updated and rewritten. Housing Services are applying for Domestic Abuse Housing Alliance (DAHA) accreditation. This may require amendments to the policy before it is submitted to Cabinet for approval.
In Progress 	BCRPSMA_11 Create BLZ package for substance misuse (including nitrous oxide)	Staff awareness raised and clear referral pathways to support	0%	Mar-2026	Post vacant since January 2025 this work will commence once the new post holder is in post
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	Post vacant since January 2025 this work will commence once the new post holder is in post
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	Post vacant since January 2025 this work will commence once the new post holder is in post






Status	Code and Action	Action Description	Progress	Due Date	Comments
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	10%	Mar-2028	Discussions have commenced to outline the parameters of the review.


Community Safety – Key Performance Indicators 2025/26





Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	ComS_012 Number of ASB cases received by Environmental Health	Monthly	438	433	142	400	Q2 2024/25= 137 Q3 2024/25= 79 Q4 2024/25= 103 Q1 2025/26= 126
Red 	ComS_012d ASB cases Environmental Health closed in 3 months	Monthly	78.64%	66.74%	55.63%	82%	79 cases closed in <3 months in Q2 2025/26. Closure is based on complexity of open cases.
Data Only 	ComS_013 No of ASB cases received by Housing (General Housing)	Monthly	92	130	37	100	Q2 2024/25= 37 Q3 2024/25= 35 Q4 2024/25= 34 Q1 2025/26= 56 The 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
Green 	ComS_013d ASB cases Housing closed in 3 months	Monthly	69.40%	65.38%	86.49%	85%	32 cases closed in <3 months in Q2 2025/26. Closure is based on complexity of open cases.







Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	ComS_014 Number of ASB cases received by Community Services	Monthly	103	114	55	60	Q1 2024/25= 28 Q2 2024/25= 32 Q3 2024/25= 28 Q4 2024/25= 26 Q1 2025/26= 33
Green 	Coms_014d ASB Cases Community Services closed in 3 months	Monthly	102.91%	86.84%	94.32%	70%	53 cases closed in <3 months in Q2 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%	30%	100% (Q2)	Only a total of 31 high risk premises outstanding which will be prioritised in Q3. The majority of C's overdue from Q2 were due end of September so still fall in the +/-28 days of inspection range. and additional 64 inspections overdue from Q1 (2 X B, 24 x C, 32 x D and 8 X E) were completed. Officers have been concentrating on undertaking high risk visits from the first quarter and unrated businesses assessed as being high risk.
Red 	Coms_049 Food Inspections: Low Risk	Quarterly	100%	100%	30%	100% (Q2)	Prioritising the high-risk inspections. Currently a vacant post within the team. Responding to Health and Safety cases has resulting in service of Prohibition Notices and sampling of spa pools.




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	1	-	-	-
Human Resources	-	3	-	-	-
Payroll and Job Evaluation	-	-	-	-	-
Asset Management and Property Services	-	4	-	-	-
Communications, Cultural and Civic Services	-	1	-	-	-
Health and Safety	-	3	-	-	-
ICT and Corporate Services	-	5	-	-	-
Revenues, Benefits and Customer Services	1	4	-	-	-
TOTAL	2	25	-	-	-




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	35%	Dec-2025	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. The outcomes will be reported to Cabinet in Q3. Target date updated to December 2025.






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%	Mar-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 to March 2027
In Progress  Page 141	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. Target date updated to March 2026.
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 currently being reviewed and need 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	10%	May-2027	Members asked to trial a paper light method of Committee meetings. A Member Working Group has been convened to provide insight with the indicator which will next meet in December 2025. The group will be supported by the Assistant Director Corporate Services.





Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	DEM2528_01 Complaint Handling Annual Self-Assessment Form (Democratic Services) (New)	The Complaint Handling Annual Self-Assessment form be completed and published by April 2025 as recommended by the Joint Complaint Code. From April 2025 to update the annual self-assessment as required by the Joint Complaint Code	100%	Apr-2025	Final confirmation from the Housing Ombudsman to confirm that the Council is compliant with the Code was received in October 2025.
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 the deadline.
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
In Progress 	HR2427_01.5 Armed Forces Covenant (Human Resources)	Achieve Gold Award Status	30%	Dec-2025	HR have contacted the MoD to request next steps for Gold Award application. MoD have not yet responded to contact about next steps.
In Progress 	CP2124_01a Complete the installation Property Management system (Asset Management and Development)	Fully operational property management system that is able to generate reporting and invoicing to ensure efficient solution.	30%	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 which should have the software fully live in 6 months at the latest. 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%	Sept-2025 (subject to business case)	The Property Management system has now been procured, and an implementation project team has been convened. First integration session (full day) has been conducted, in line with an agreed timetable which should have the software fully live in 6 months at the latest.

Status	Code and Action	Action Description	Progress	Due Date	Comments
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, pending the agreement of legal documentation. The attraction of a dentist and foot clinic has gone some way to meet the commitments to bring more health orientated businesses to the town, the addition of a play group and bar / restaurant business will further support the local economy.
In Progress 	CP2326_01a Energy Efficiency Schemes (Asset Management and Development)	To achieve Carbon Neutral on all Commercial premises and to be EPC level C or above	10%	Mar-2027	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 	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	40%	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 144	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	84%	Mar-2026	Actions in progress or completed 32 out of 38 for Communications and Engagement Strategy Highlights during 2024/25 included a recycling campaign featuring employees from the Refuse Team, supporting residents to recycle. There were over 95,000 views, 484 reactions and 235 comments and it supports a reduction in the contamination rate from 18.5% to 14.1%. Remaining actions include work on improving engagement with middle managers and dispersed workers and reviewing the Council's existing communications channels to identify improvements or new developments to pursue.
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	60%	Mar-2026	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 by 30 January 2026. The Dashboard format has been agreed (August 2025), and work is underway to populate. This has been delayed and is 2.5 months behind schedule. The Dashboard will be reviewed by the Health and Safety Sub Committee on 15 September 2025.


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	40%	Jan-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 from June 2025 whilst the framework to becomes fully integrated.
In Progress  Page 145	H&S2528_02 Emergency Planning Proficiency (Health and Safety) (New)	Embed the Emergency Planning arrangements with all relevant Employees and Members	30%	Mar-2026	The Emergency Planning Booklet was updated in January 2025, and the next revision is due by 30 August 2025. 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.
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 	0%	Mar-2026	Two 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 Work on these projects are not scheduled to start until September 2025.








Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	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 	2%	Mar-2026	The Council is PCI-DSS compliant – the expiry date was 28 Feb 2025. ICT has arranged the annual penetration test for August to assess and evaluate the effectiveness of the Council's cybersecurity measures. The 'code of connection' will be up for renewal in September 2025.
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	0%	Mar-2026	The replacement of the Council core network infrastructure is not scheduled to start until September.
In Progress 	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	0%	Mar-2026	All users across the Council have access to agile remote working. Future mobile devices for service areas continue to be reviewed.
In Progress 	RBCS1620_01 Manage the introduction of Universal Credit (UC) (Benefits)	Transfer of working age HB claims will be administered by the DWP	95%	Mar-2026	National Migration of the Working Age claimants on to UC 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-2026	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.






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	RBCS2023_01 Business Rates Review (Revenues)	To review the relevant Rateable Value of Businesses.	95%	Sep-2027	The project continues and is working well in identifying new businesses and updated businesses to increase the Business Rates charged. It is expected that this project will continue beyond September 2026. The target date has been extended for a further year.
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 will be implemented before January 2026. This will provide customers with greater facility to perform self-service in respect of Council Tax.
Completed 	RBCS2528_02 Single Person Discount Review (Revenues) (New)	To review all Single Person Discount accounts on Council Tax	100%	Oct-2025	This project is complete and identified over 600 accounts having their discount removed. This has generated approximately £275k in additional Council Tax charge, of which Broxtowe will be eligible for their share of 9%.
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	10%	Mar-2026	Further work is being conducted on the evaluation of the potential changes to Council Tax Exemptions.









Support Services – Performance Indicators 2025/26






	Satisfactory 	Warning 	Alert 	Data Only 
Finance Services	1 (-)	- (-)	3 (1)	- (-)
Legal Services	4 (-)	- (-)	- (-)	- (-)
Democratic Services	5 (-)	- (-)	- (-)	1 (-)
Human Resources	1 (-)	2 (-)	- (-)	- (-)
Payroll and Job Evaluation	1 (-)	- (-)	3 (3)	- (-)
Asset Management and Property Services	5 (-)	- (-)	- (-)	- (-)
Communications, Cultural and Civic Services	1 (-)	- (-)	- (-)	- (-)
Health and Safety	- (-)	- (-)	- (-)	- (-)
ICT and Corporate Services	5 (2)	- (-)	1 (-)	- (-)
Revenues, Benefits and Customer Services	5 (3)	- (-)	2 (1)	2 (-)
TOTAL	28 (5)	2 (-)	9 (5)	3 (-)







Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 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%	86.9%	98.5%	A review of processes across the Council is underway. Officers are reminded to authorise payments in a timely manner and to follow established procedures. An 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 Q2 Value	2025/26 Target	Notes
Red 	FPLocal_02 Sundry debtors collected in years as a proportion of the annual debit (Finance)	Monthly	85.8%	56.28%	71.1%	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. Over half of the total bills created in Q2 were raised in September 2025 and, as such, these bills will not be overdue until Q3. Performance is expected to be in line with the target at the end of the year.
Red 	FPLocal_09 Percentage of invoices paid within 20 days (Finance)	Monthly	94.4%	74.4%	74.0%	98.5%	The business support invoice review and expanded use of Intelligent Scanning to enhance efficiency of the payment process should increase the speed of paying invoices.
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%	On target
Green 	LSLocal_003 Review and advise on contract within 10 working days from receipt of full instruction (Legal Services)	Quarterly	80%	90%	90%	90%	On target
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%	On target
Green 	ES_S1.2 Individually registered electors in the Borough (Legal Services)	Annually	84,635	85,752	Available Dec-2025	87,500	The annual canvass is currently being undertaken which will update the register and ensure that it is as accurate as it can be.





Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	GSLocal_002 Members attending training opportunities as a percentage of the whole (Democratic Services)	Quarterly	100%	78%	X.x%	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. The data for Q1 and Q2 2025/26 is being analysed.
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 The 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 Q2 2025/26 there were no Call-ins.
Green 	LALocal_04 The percentage of Stage 1 complaints acknowledged within the specified time (Democratic Services)	Quarterly	100%	100%	100%	100%	Officers are provided with the necessary tools to ensure complaints are handled effectively and a high level of performance is being achieved. Specific training has been provided to all Managers and Heads of Service regarding the handling of complaints under the new Complaints Policy. Furthermore, all staff are required to complete a Broxtowe Learning Zone complaint course to ensure compliance with the Complaint Policy.
Green 	LALocal_04a The percentage of Stage 2 complaints acknowledged within the specified time (Democratic Services)	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.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	DEM_02 The 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 32 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%	8.55%	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%	11.76%	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%	7.61%	13%	Turnover for 2025/26 is currently projected to be 15.22%
Amber 	HRLocal_07 Percentage of employees qualified to NVQ Level 2 and above (Human Resources)	Quarterly	88%	87%	87%	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.
Red 	CSI BV12 Working Days Lost Due to Sickness Absence per FTE (Rolling Annual Figure) (Payroll & Job Evaluation)	Quarterly	8.86	8.85	9.08	7.50	The figure for each month in Q2 2025/26: <ul style="list-style-type: none"> • July = 9.26 • August = 9.15 • September = 9.08
Red 	CSI HRLocal_17 Working Days lost (per FTE) for short term absence (Payroll & Job Evaluation)	Quarterly	3.25	2.93	2.92	3.00	The figure for each month in Q2 2025/26: <ul style="list-style-type: none"> • July = 3.31 • August = 3.00 • September = 2.92
Red 	CSI HRLocal_18 Working Days lost (per FTE) due to longer term absence (Payroll & Job Evaluation)	Quarterly	5.61	5.92	6.16	5.00	The figure for each month in Q2 2025/26: <ul style="list-style-type: none"> • July = 5.95 • August = 6.15 • September = 6.16

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	CPLocal_01a Percentage of Industrial units occupied in the previous 3 months (Asset Management and Development)	Quarterly	95.35%	97.7%	97.7% (Q1)	95%	2 Vacant Units Total industrial units – 43 Performance indicator and target reviewed following outturn report 2024/25. Replaces CPLocal_01 % Industrial units vacant for more than 3 months
Green 	CPLocal_02 Percentage of tenants of industrial units with rent arrears (one month) (Asset Management and Development)	Quarterly	2.32%	2.33%	5%	5%	One industrial tenant is in arrears. Total industrial units – 43 Work to reduce arrears continues, little impact from the rent review earlier in 2025/26.
Green  Page 152	CPLocal_05a % Beeston Square Shops occupied in the previous 3 months (Asset Management and Development)	Quarterly	80%	85	85% (Q1)	85%	Position remains static from Q4.2024/25. A number of interested parties have engaged with the authority in respect of Unit 4, which has now been readvertised. Further discussions with other businesses have commenced relating to terms of lease. Phase I - one unit (unit 38) vacant but this is expected to be occupied by August 2025. Phase II - one unit (unit 4) remains vacant since construction completion April 2021. Terms have been agreed with a tenant, and the process is progressing, expected occupation is within 4 – 6 months Total units – 20 Performance indicator and target reviewed following outturn report 2024/25. Replaces CPLocal_05 % Beeston Square Shops vacant for more than 3 months
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%	89% (Q1)	85%	One room currently vacant. Total units – 9

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	CCCSLocal_01 Online Transactions (Communications, Cultural and Civic Services)	Annually	469,277	*488,106	139,021	500,000 125,000 (Q2)	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%	On target.
Green 	ITLocal_02 Service Desk Satisfaction (ICT)	Quarterly	Not available	100%	97%	98%	Service desk reinstated in Q3 2023/24. The overall Q2 2025/26 figure was due to a lack of responses to customer satisfaction surveys for this quarter and also due to temporary staffing issues. The latter is being actively addressed by employing permanent staff members.
Red 	ITLocal_04 Percentage of Capital Projects in the annual BBSi Programme completed in the current year (ICT)	Quarterly	81%	80%	33%	100% 50% (Q2)	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%	On target.
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.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	LALocal_12 The percentage of Freedom of Information requests dealt with within 20 working days (Corporate Services)	Quarterly	100%	100%	100%	85%	ICO guidance suggests a target of 85% of requests being sent a response within the appropriate timescales is acceptable. Target set in Business Plan matched to the ICO suggested target. 2024/25 = 1,439 of 1,439 requests in time 2025/26 = 452 of 452 requests in time during Q2 2025/26, to date there have been 906 Freedom of Information requests (LADData_07)
Green 	CSI BV9 % of Council Tax collected in year (Revenues)	Quarterly	97.63%	97.65%	57.71%	98.5% 55% (Q2)	Collection rates continue to be above target.
Green 	CSI BV10 % of Non-domestic Rates Collected in the year (Revenues)	Quarterly	97.64%	99.19%	57.01%	98.5% 55% (Q2)	Collection rates continue to be above target.
Green 	BV78a Average time (days) to process new Benefit claims (Benefits)	Quarterly	7.2	7.5	7.5	9.0	The Benefits Team have provided an excellent service, and this would be upper quartile performance.
Green 	BV78b Average time (days) to process Benefit change of circumstances	Quarterly	4.4	3.3	2.6	4.0	The Benefits Team have provided an excellent service, and this would be upper quartile performance.
Red 	BV79b(ii) Housing Benefit Overpayments (HBO) recovered as a percentage of the total amount of HBO outstanding (Benefits)	Quarterly	23.61%	28.11%	6.29%	25.00% 8% (Q2)	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 the Target has been adapted from 10.60% (Q2 2025/26) to reflect this change, it is difficult to profile completely due to the fact that the Council was unaware of which cases would migrate to UC and when.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	CSData_02 Calls Answered in the Contact Centre (Customer Services)	Quarterly	73,170	56,654	36,559	60,000	The Customer Services Team continues to perform well and is achieving the challenging target that has been set. In comparison to 2024/25, the Customer Services Team had answered 28,086 at the end of Q2.
Data Only 	CSLocal_11 Switchboard calls answered (Customer Services)	Quarterly	45,229	39,010	18,588	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  Page 155	CSI CSLocal_14 Number of online payment transactions to the Council (Customer Services)	Quarterly	78,869	*56,478	12,140	100,000 25,000 (Q2)	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. *The total in 2024/25 is excluding February and March 2025 as there is a technical issue to be resolved. It is expected that once these are added in to the totals then the amounts will be above target as Garden Waste subscriptions will be included. The 2025/26 target has been increased from 400,000 following the mid-year review.
Green 	CSI FRLocal_15 Percentage of DHP contribution compared to DWP grant (Benefits)	Quarterly	143%	103%	52% 50% (Q2)	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.

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Performance Management – Liberty Leisure Limited**1. 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 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 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	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Q2 Target	Notes
Data Only 	LLData_G05 Management Fee from the Council to Liberty Leisure Limited	Annually	£519k	£271k	-	-	No management fee has been requested to date for 2025/26. The company manage its finances through a monthly cash flow review and the management fee is requested when balances fall below £250k.
Green 	LLLocal_G02 Total Attendance - Liberty Leisure Limited (All)	Monthly	927,716 (incl. KLC)	800,736	202,201 202,469 (Q1)	193,750 193,750 (Q1)	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	-£1,240k -£645k (Q1) -£595k (Q1)	-£1,539k -£770k (Q1) -£769k (Q2)	Reduction in staffing. Possible reduction in gas charges but reviewing meter readings. Increase in water and electricity charges Annual target = -£3,079k
Amber 	LLLocal_G05 Total Income (excluding Management Fee) - Liberty Leisure Limited	Monthly	£3,356k	£2,582k	£1,330k £648k (Q1) £682k (Q2)	£1,376k £688k (Q1) £688k (Q2)	Gym memberships are on track with the addition of Stapleford Pavilion. Swim memberships are currently below financial budget but increasing. Swim public is forecasting well ahead of budget Annual target = £2,752k
Amber 	LLLocal_G06 DD Total Number of Annual Direct Debits collected	Monthly	83,767	62,234	30,653	32,845	Direct marketing swim school memberships to increase uptake. Annual Target = 65,950
Amber 	LLLocal_G12 Total number of members (Fitness and Swim School)	Monthly	6,166	5,513	5,574	5,778	Figures are the combined totals for Fitness and Swim School Memberships and include Direct Debit and annual payers. Currently 204 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-2026	Further discussions required with Finance Services to review feasibility
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 Service Leads to review charges for 2025/26 and to review process moving forwards.
In Progress 	LL2427_G05 Planning, opening and operation of the new Hickings Lane Pavilion	Liberty Leisure Limited (LLL) to operate a financially sustainable facility at Hickings Lane from 2025/26	88%	Mar-2028	Procurement of gym equipment and appointment of staff completed in Q2 2025/26. Soft open from start of September 2025, particularly for football. Padel courts to be completed in October 2025. Facility opening day is planned for 28 October 2025. Further detailed planning and implementation taking place in the build up to opening of the gym.
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%	Mar-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 has been approved to be revised to include a deeper deep-end and main pool viewing area. This is to be submitted to Planning in Q3 2025/26.

Status	Code and Action	Action Description	Progress	Due Date	Comments
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 Hickings Lane Pavilion	93%	Mar-2026	Continuing with planned marketing activities to encourage new people to join at one of the leisure centre sites 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. Supported on a Parkinsons funding bid by sending questionnaires out to people with specific health needs.
In Progress  Page 161	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-2026	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.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	LL2528_01G01 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)	30%	Mar-2028	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 Currently reviewing the cancellation process of Swim School leavers Monitoring the swim programme and public swim programme to increase occupancy and identify ways to improve retention and attendance
In Progress  Page 162	LL2427_G10a Implementation of new gym equipment at Hicking's Lane and across the estate	Capital investment to provide the gym at the Hickings Lane 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 Q2 2025/26. Delays to pre-sales and the gym opening due to ICT concerns have now been overcome and the gym is set to open in November 2025. The new Bramcote Leisure Centre has been pushed back slightly for a minor redesign. The gym equipment procurement for BLC and Chilwell Olympia will be delayed accordingly. Procurement to take place in 2026/27 and install in 2027/28.
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 Hickings Land Community Pavilion, efficiencies and increasing income in other areas.

Appendix 2

Financial Performance to September 2025 Q2

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 30 September 2025.

2. Employee Position

The summary position for employee budgets on 30 September 2025 is shown below. The original budgets 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 for the General Fund and the Housing Revenue Account (HRA) in 2025/26 are targets of £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 Sep 25 £'000	Actual Salary* £'000	Actual Agency £'000	Actual Total £'000	Budget Var. £'000
Chief Executive	4,011	5	4,016	2,008	1,846	51	1,897	(111)
Deputy Chief Executive	3,974	203	4,176	2,088	1,749	88	1,837	(251)
Monitoring Officer	891	20	911	456	346	57	403	(53)
Executive Director	7,572	755	8,327	4,164	3,333	483	3,816	(347)
GF Total	16,449	983	17,431	8,716	7,275	678	7,953	(763)
HRA Total	5,879	80	5,959	2,980	2,578	50	2,628	(352)
Grand Total	22,328	1,063	23,391	11,695	9,853	728	10,581	(1,114)

The table shows that the current budget variation on salaries and agency costs at 30 September 2025 is an underspend of £1.114m. This position needs to be adjusted for the General Fund and HRA and is considered further below.

a. General Fund

The current underspend on General Fund budgets is shown as £763k. The estimated overtime and agency to be paid in arrears reduces the saving by £43k. **The adjusted position for the General Fund is an underspend of £720k.** This compares favourably with the vacancy rate of £750k, which pro-rata to 30 September 2025 is a target of £375k.

b. Housing Revenue Account (HRA)

The current underspend on HRA budgets is £352k. The estimated overtime and agency to be paid in arrears reduces the saving by £3k. **The adjusted position for the HRA is an underspend £349k.** This compares favourably with the annual vacancy rate of £250k, which pro-rata to 30 September 2025 is a target of £125k.

c. Pay Awards – Further Pay Inflation Pressure

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 award offer was agreed and has been paid. There has been a impact of around £44k on the overall budget for the full year.

3. Income Budgets

The position to 30 September 2025 in respect of the most significant variable income budgets is as follows:

Income	Annual Budget £'000	Income to 30/09/25 £'000	Latest Projection £'000	Projected Variance £'000
Planning Fees	(475)	(490)	(550)	(75)
Pre-Planning and History Fees	(25)	(12)	(25)	-
Industrial Units Rents	(152)	(150)	(152)	-
Craft Centre Complex Rents	(35)	(19)	(35)	-
Mushroom Farm Rents	(49)	(22)	(49)	-
Garden Waste Income	(1,080)	(1,054)	(1,060)	20
Trade Refuse Income	(650)	(492)	(625)	25
Recycling Credits - Glass	(140)	(38)	(128)	12
Sale of Glass	(85)	(41)	(85)	-
Sale of Wheeled Bins	(30)	(35)	(35)	(5)
Special Collections Income	(60)	(42)	(60)	-
Car Parking Income	(420)	(215)	(420)	-
Off-Street Penalty Charge Notices	(25)	(2)	(25)	-
Cemeteries	(243)	(95)	(201)	42
Beeston Parks	(35)	(24)	(36)	(1)
Stapleford Parks	(13)	(15)	(16)	(3)
Eastwood Parks	(11)	(10)	(14)	(3)

Income	Annual Budget £'000	Income to 30/09/25 £'000	Latest Projection £'000	Projected Variance £'000
Miscellaneous Legal Charges	(15)	(11)	(15)	-
Land Charges Income	(40)	(28)	(40)	-
Licensing Income	(110)	(88)	(110)	-
Interest on Investments	(390)	-	(500)	(110)
Beeston Square Rents	(908)	(782)	(892)	16
General Properties Rents	(9)	(23)	(48)	(39)
Total	(4,991)	(3,688)	(5,161)	(121)

The current projection is for net **increased** income of £121k.

The status relates to income billed rather than wholly collected income. Most of the current annual projections are pro-rata based upon activity to 30 September 2025 and these forecasts will be further refined as the financial year develops.

- i) Income from Planning Fees was lower in both 2023/24 and 2024/25, when compared to 2022/23 where larger schemes that took place which resulted in an over-achievement of income. In 2025/26, the Council has already received four significant fees notably £51k and £125k in April, £48k in May and £40k in June. These include the development of 1,455 new homes in Stapleford and 93 dwellings in Chilwell. This is providing a boost to income budgets in 2025/26. It also demonstrates the potential volatility with income from planning fees being skewed towards the larger development schemes.
- ii) Income for industrial unit rents will be 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 three units vacant at Mushroom Farm but there is interest in all of them. Rent abatements for the six units at High Hazels Court were agreed by GMT until the roof repairs can be resolved.
- iii) Garden Waste income after six months income had only increased by 2.75% compared to September 2024. This was partly due to a reduction of around 400 subscribers. Trade refuse income is down due to losing some businesses that have ceased trading. Glass income was higher in 2024/25 due to a significant increase in the price per tonne of glass from January 2024, but this price has since reduced and future forecasts may need to be revisited accordingly. 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 sales is £6k lower than the same period in 2024/25. This has been offset by permit sales increasing by £4k.
- 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 was acquired for evening patrols for two weeks

in June and two weeks in July which cost £3,800. Overall, 260 PCN were issued which at full value is £9,100 if paid within 14 days. Half of these penalties are expected to appeal, so if waived this will see receipts of around £4,500.

- 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 to date is healthy especially for Stapleford. Whilst income from Eastwood currently looks low, there are further invoices still to be raised.
- viii) Legal Services are permitted to charge when instructed on certain matters, with the level of income being dependent on the number of instructions received. The service achieved over its fees target for 2024/25, although income to September 2025 is lower than this time last 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 six months stands at £340k. 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 30 September 2025 is summarised as follows:

	Budget 2025/26 £'000	Actual to 30/09/25 £'000	Proportion of Budget Spent
General Fund (GF)	7,258	1,390	19%
GF – Stapleford Towns Fund	14,837	6,305	42%
GF – Kimberley Means Business	12,886	3,435	27%
GF – UK Shared Prosperity Fund	764	46	6%
Housing Revenue Account (HRA)	11,105	2,949	27%
Housing Delivery Plan (HRA)	17,200	9,646	56%
TOTAL	64,050	23,772	37%

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 30 September 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 30/09/25 £'000	Comments
GENERAL FUND			
Disabled Facilities Grants	1,390	341	Ongoing with further grants committed.
Replacement Vehicles and Plant	1,459	306	Orders raised for vehicles in replacement programme.
Implementation of Food Waste Collection	831	12	On track to deliver round review by April 2026. Some concerns over vehicle prices and delivery times given that local authorities are competing with similar deadlines. Report to Cabinet in November proposing a trial in September 2026.
Pride in Parks	191	12	Several projects currently being developed. Eastcote Avenue paths completed.
Refurbishment of Brinsley Headstocks	192	1	Finding an additional unmapped shaft has led to project delays. Additional biodiversity work programmed. Foundation works in hand. Aim for project to be completed by April 2026.
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	208	Project completed, on time and budget. Final accounts to prepare. Costs shared with Erewash BC.
New Bramcote Leisure Centre – RIBA Stage 4	266	71	In progress.

Scheme	Budget 2025/26 £'000	Spend to 30/09/25 £'000	Comments
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	150	-	Fitting out works to commence 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	23	Replacement of all laptops and desktops completed for 2025/26. Remaining budget being used for new backup solution, gas suppression for comms room, tablet and mobile development across services.
ICT E-facilities Initiatives	60	6	Budget to introduce new digital systems to promote self-service, automation, Gen AI, system integration.
ICT Revenues System	47	47	Upgrade work started and to be completed in Q3.
ICT Financial Management System	77	77	Upgrade work started and to be completed in Q3.
ICT Total Mobile Modules	215	85	Project commenced.
STAPLEFORD TOWNS FUND			
STF – Community Pavilion	4,166	5,966	Projects nearing completion, with final cost reports being reviewed. Further budget re-profiling across STF schemes is still required.
STF – Town Centre Traffic Management 'Street Improvement Scheme'	2,352	57	Progressing. Project scaled back to budget but continues to meet defined outcomes.

Scheme	Budget 2025/26 £'000	Spend to 30/09/25 £'000	Comments
STF – Cycle Network ‘Active Travel/Associated Infrastructure’	3,672	27	Plans for meadows are advancing. Visual impairment improvements completed on the cycle track.
STF – Town Centre Enterprise Management ‘Pencil Works’	3,780	254	Construction has commenced although discovery of asbestos delayed start.
STF – Skills and Education Facility Improvements	597	-	Project completed; final accounts awaited.
KIMBERLEY MEANS BUSINESS			
Kimberley Means Business	12,886	See below	In progress with budget allocated across project strands.
KMB – Bennerley Viaduct Project	Included above	372	Visitor Centre is proceeding well. Ramp remedials are nearing completion, however these will cost substantially more so will need Strategic Board approval.
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	1,887	Industrial units are progressing with steel frames in situ at Shilo Way and procurement request lodged for Giltbrook.
KMB – New Sports Facility	Included above	155	Cricket work well underway with new nets to be installed shortly. The Stag Ground pavilion foundations now set. Work at Swingate also completed.
KMB – Business Grants	Included above	47	Business grants completed, with match funding to be collected.
KMB - Kimberley Laser Light Show	Included above	113	Wider Streetscape project now completed and deployed.
KMB – Kimberley Hub	Included above	730	Build commenced on new Hub with steels now in place. Works progressing.
UKSPF			
UK Shared Prosperity Fund – Capital Schemes	764	47	Schemes in progress.

Scheme	Budget 2025/26 £'000	Spend to 30/09/25 £'000	Comments
HOUSING REVENUE ACCOUNT (HRA)			
Heating Replacement and Energy Efficiency Works	762	456	In progress. High volume of works coming through. Plan has been developed to resolve in the next month. Budget pressure.
Housing Modernisation Programme	1,645	506	Work is underway; no concerns.
Social Housing Decarbonisation	1,963	405	On target with works progressing well.
Aids and Adaptations – Disabled Persons	425	329	In progress.
External Decoration, Pre-Paint Repairs, Soffit/Fascia Renewal	120	11	In progress.
Fire Safety Assessment and Remedial Works	2,036	139	In progress.
Window and Door Replacement	525	134	On target for works. Units being ordered as required
Structural Remedial Repairs	150	12	In progress. Some large works occurring within this stream.
Major Relets and Emergency Insurance Works	270	2	Reactive budget. Some major works arising with insurances covering majority of costs.
Asbestos Surveys and Remedial Works	620	76	Reactive budget – in progress.
Speech Call Units and Lifeline	120	20	Project progressing well.
Estate Impact / Decent Neighbourhoods	1,460	126	Budget may need to be carried forward. Some of the work schemes have long time scales due to planning etc and may not start until next year.
HOUSING DELIVERY PLAN			
Acquisition of Properties	1,400	1,041	In progress. Further opportunities expected to progress to completion
Property Acquisition and New Build – Pamela Cottage	644	-	Initial feasibility undertaken. Two accessible bungalow options being considered. Detailed design and tenders will be required if proceeding.

Scheme	Budget 2025/26 £'000	Spend to 30/09/25 £'000	Comments
Property Acquisition – Hall Drive Chilwell	2,970	3,370	Main refurbishment works completed. Final accounts and budget profiling to complete.
Housing Development Land Acquisition – Eastwood	800	751	In progress, final accounts to complete.
Property Acquisition – Nottingham Road, Eastwood	1,245	-	In progress.
New Build Housing Feasibility Costs	350	5	Ongoing.
New Build – Farm Cottage	892	236	Scheme progressing on site.
New Build – Inham Nook Development	2,427	505	Scheme ongoing. 15 properties completed June 2025 handed over to Housing for letting.
New Build – Chilwell Garage Sites	1,506	9	Scheme progressing on site.
New Build – Watnall Garage Sites	1,385	323	Scheme progressing on site.
New Build – Land at Coventry Lane West (Crematorium)	2,073	2,361	Scheme involving building of 51 new homes. Phase 1 and 2 Golden Brick stage achieved and progressing well on site. Some budget reprofiling from future years required. Estimated completion of phases 1 and 2 in August 2026.
New Build – Field Farm	1,011	790	Scheme completed. End of defects retention will be remaining spend.

* Budget figures include all approved changes up to 30 September 2025 and capital budgets brought forward from 2024/25 (approved by Cabinet on 1 July 2025). Subsequent budget changes will be reflected in the Q3 report.

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Report of the Portfolio Holder- Leisure and Health

Events Programme 2026/27

1. Purpose of Report

To put forward proposals for the Council's Events Programme for 2026/27.

2. Recommendation

Cabinet is asked to RESOLVE that the Council's Events Programme for 2026/27 be approved, with the associated costs and funding being included in the budget setting process for 2026/27.

3. Detail

As part of the Cultural Strategy 2023-2026, the Council organises an annual programme of cultural events each year as a means to promote social cohesion, improve health and wellbeing, support economic growth, provide educational opportunities and reduce anti-social behaviour.

Alongside the event programme, the Communications, Cultural and Civic Services Team work with local cultural groups and organisations to promote the rich culture and heritage already present in the Borough through projects including the CCity project.

The event programme is designed to provide free, community events targeted at specific areas of need, such as free family activities in areas of deprivation.

The Council has a well-established Safety Advisory Group (SAG) with representatives from the Emergency Service (Police, Fire and Ambulance) and Transport Authorities. SAG members review all events being organised and provide further advice and guidance to ensure all events are delivered with high levels of safety and welfare.

Twelve events took place as part of the core 2025/26 programme, with attendance expected to reach 35,800, which is an 11% increase on 2024/25. The highlights include:

- The introduction of Beeston Summer Fete with a community parade through the town, homegrown produce and activities, attracting over 1,200 attendees.
- Friday18 returned in Beeston for eight weeks with a finale two-hour event. with a growing audience of over 1,000 people and a pilot event taking place across venues in Kimberley for seven weeks.
- Culture and Events Team being highlighted as gold standard for Event Safety Management by the county-wide Safety Advisory Group.

- Income of £37,278 is expected to have been generated by the end of the programme, which is an increase on 2024/25, which is used to support further enhancements to the event activities.

A full analysis of this year's event programme is shown in **Appendix 1**.

The annual budget for the Council's Events Programme is £112,000. This is supplemented with external contributions from event partners including Town and Parish Councils, County Council Divisional Funds and sponsorship to enhance the events. In 2025/26, a further £20,000 was secured from the UK Shared Prosperity Fund (UKSPF) to deliver additional Proms in the Park and outdoor theatre events.

Whilst the current event programme has consistently delivered successful and well-attended activities, its format has remained largely unchanged for a number of years and it is becoming increasingly vulnerable to the challenges of rising costs, inclement weather conditions and limited opportunities to engage with people across the whole year rather than just at peak times in the summer and leading up to Christmas.

With this in mind, the 2026/27 programme includes core events known and enjoyed by residents, but with some adjustments to keep the programme fresh and address the challenges faced. The proposed programme is detailed in **Appendix 2**.

The wider Communications, Cultural and Civic Services Team and other Council services also organise events throughout the year which enhance the event programme and a list of these is shown in **Appendix 3**.

4. Key Decision

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

5. Updates from Scrutiny

Not applicable

6. Financial Implications

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

The total cost of the proposed events programme for 2026/27 is estimated at £167,900. The net cost to the Council, after external funding contributions, would be £137,500, which is an uplift of around £32,000 on the 2025/26 events

programme. If approved, the total cost and funding will be recognised as part of the budget setting process for 2026/27.

7. Legal Implications

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

There are no direct legal implications arising from the report

8. Human Resources Implications

Not applicable

9. Union Comments

Not applicable

10. Climate Change Implications

Not applicable

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

An Equality Impact Assessment is shown in Appendix 4.

12. Background Papers

Nil.

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APPENDIX 1

2025/26 Events Programme Analysis

The Programme has been reviewed using the data captured, including factors such as turnout, feedback and costs.

Event	Date	Corporate priority	Turnout	Cost to Council (event budget)	Total cost (including external income)	Comments
Hemlock Happening	Jun	Health/ Environment	7,500	£17,500	£26,203	There was some inclement weather on the day which resulted in the cancellation of the planned Red Devils Display Team and which contributed to 1,500 less attendees than in 2024/25. £8,703 in external income was secured to enhance the event budget.
Stapleford Play Day	Aug	Health	1,500	£6,000	£8,885	The event was run in the same way as in previous years. There was a decrease of 300 in attendance which could be attributed to extreme heat on the day of the event. £3,000 financial contribution from Stapleford Town Council.
Eastwood Play Day	Aug	Health/ Environment	1,200	£6,000	£8,627	The event was run in the same way as in previous years. £3,000 financial contribution from Eastwood Town Council.
Chilwell Play Day	Aug	Health	800	£6,000	£7,239	The event was run in the same way as in previous years. £440 external income was secured to enhance the event budget. Some activities had to be reduced due to high wind speeds on the day.
Nuthall Play Day	Aug	Health	1,200	£6,000	£7,454	The event previously held in Kimberley was moved to Nuthall due to venue availability. £1,000 was contributed by Nuthall Parish Council
Beeston Summer Fete	Aug	Health	1,200	£6,000	£9,900	A new event inspired by the previous Beeston Carnival which included a community parade, and quintessential British fete traditions such as vegetable growing competitions and a dog show, as well as live music performances.

Event	Date	Corporate priority	Turnout	Cost to Council (event budget)	Total cost (including external income)	Comments
Friday18 series	Jun-Aug	Business Growth, Health, Community Safety	1,293	£1,500	£2,489	New for 2025/26, Friday18 was expanded to Kimberley where performances took place across eight different indoor hospitality venues in the town. The Beeston finale was also a specially extended two-hour event. The additional elements increased the costs compared to previous years.
D.H. Lawrence Festival	Aug-Sept	Health/ Business Growth	6,439	£1,500	£1,809	The festival continued to run for an extended six-week period for the second year, including the D.H. Lawrence Music Festival, which opened with a special museum garden set and the launch of the new D.H. Lawrence Walking, AR and Audio Trails. £500 external income was secured from Eastwood Town Council.
Green Festival	Sept	Environment	250	£0	£0	The cost to run this event is met through the Environment budget. An additional £5,000 from UKSPF supported this year's event. The turn out was impacted by inclement weather.
Gin and Gaslight	Nov	Health, Business Growth	40 expected	£360 expected	£360 expected	This is the cost for two events, the next event due to take place on 7 November 2025. Attendance is limited to small, intimate event due to the space available at the Museum. Admission is charged for this event, making the event cost neutral.
Stapleford Christmas Lights Switch On	Nov	Business Growth	2,700 expected	£6,500 expected	£13,500 expected	Event due to take place on Saturday 29 November. £6,000 external income has been secured so far to enhance the event. Plus, a further £300 is projected in ground rents making a total of £6300 income. There are some changes to the event due to the Pencilworks construction so some final costs TBC

Event	Date	Corporate priority	Turnout	Cost to Council (event budget)	Total cost (including external income)	Comments
Eastwood Christmas Lights Switch On	Nov	Business Growth	3,500 expected	£7,300 expected	£18,735 expected	Event due to take place on Saturday 22 November. This year the event was moved to a weekend during the day from mid-week evening following feedback from residents so that more families could attend. Road closures in the town are more complex so require additional spending. Projected income is £10,480.
Beeston Christmas Lights Switch On	Nov	Business Growth	5,000 expected	£13,300 expected	£15,140 expected	Event was due to take place on Saturday 15 November. Beeston is allocated an increased budget due to having no Town or Parish Council to provide further financial support in comparison to the other two towns. £1,005 has been secured in sponsorship, an increase of £550 from previous year plus a projected £800 ground rent income.
Wellbeing Walks	Ongoing	Health	200	£0	£0	11 wellbeing walks have taken place or are scheduled to take place by end 2025/26. These have included an NHS Social Prescriber and their patients as part of their treatment plans. Costs to run the events are met within existing Museum budgets.
C City Project	Ongoing	Business Growth, Health, Community Safety	3,000	£20,000	£20,000	Work included a research project entitled 'The Effect Of Art On Happiness Project' which assessed the wellbeing of individuals before, during and after participating in a visual arts project, an art exhibition across the five CCity areas and the D.H. Lawrence Children's Writing Competition which attracted the highest number of entries to date at over 600. There was also a music exchange trip for local musicians and a CCity stage at Oxjam which took place in Beeston in October. The recipe book which was created during 2024/25 as part of the project also won an international cookbook award.

Event	Date	Corporate priority	Turnout	Cost to Council (event budget)	Total cost (including external income)	Comments
Other events costs	N/A	N/A	N/A	£7,500	£7,500	Other costs are associated with running the events programme but cannot be attributed to specific events including the licences required to play live or recorded music at events, van hire to transport equipment to and from events etc.
TOTAL	N/A	N/A	35,802 expected	£105,460 expected	£147,841 expected	

Additional events

£20,000 UKSPF funding was secured to support additional events.

Event	Details	Estimated Costs
Proms in the Park, Dovecote Lane, Beeston	Cancelled due to wet and windy conditions. Due to be rescheduled in the spring due to the winter season.	£5,000
Proms in the Park, location in the north of the Borough TBC	Planned to take place in the spring due to the winter season.	£5,000
Outdoor Theatre	Two events, one in the north of the Borough and one in the south. Expected to take place in the spring due to availability of theatre groups and winter season.	£10,000

APPENDIX 2**Proposed 2026/27 Events Programme**

The proposed programme would deliver some of the popular outdoor events delivered in the 2025/26 programme but these will be complemented by a number of slight changes, including indoor events to provide greater resilience to address the challenges of:

- Vulnerable to weather disruption and cancellation – over the last two years eleven events (30% of programmed events) have been impacted by weather conditions, resulting in a reduction in attendance, a reduction in the activities able to be provided or complete cancellation.
- Increasing costs associated with providing the infrastructure to keep outdoor events legal and safe as well as the introduction of Martyn's Law, which reduces the scope for the activities to make the events enjoyable and attractive to visitors.
- Long periods in the year with no events, which limits opportunities to engage with residents and harder to reach groups.

The programme has also been designed to

- Build on the good balance of events across the Borough into more rural areas such as Brinsley.
- Continue to provide family focused around peak times like the summer holidays and Christmas but create more regular opportunities for participation during other times of the year.
- Provide well-established events that existing visitors enjoy.
- Provide opportunities to showcase local community groups and talent.
- Balance indoor and outdoor provision, reducing weather-related risks and costs without compromising on quality activities.
- Provides opportunities to support the local economy during quieter periods.
- Utilise new culture and heritage facilities such as Brinsley Headstocks, Stapleford Skatepark and Pavillion and Bennerley Viaduct.

The associated costs are estimated to be £137,500 based on the current increases in infrastructure costs to make the events legal and safe, which stands at approximately 10% per year and adding four additional events to the programme.

Event	Date	Corporate priority	Expected Turnout	Expected Cost to Council (event budget)	Expected Total cost (including external income)	Comments
Friday18 Stapleford	January - February	Business Growth	200	£1,500	£1,500	This event would replicate the format of the Kimberley Friday18 events in local venues. The event would take place early in the new year to help support businesses in the town at a time when footfall is typically lower. This event may run for a shorter period in its first year before extending if renewed the following year.
Inside, Outside Play Day - Nuthall	Easter half term	Health	400	£4,500	£5,500	Location is not yet confirmed, to be explored in both Nuthall and Kimberley. An indoor play event which will take inspiration from the traditional outdoor events which have taken place historically. Moving the event indoors will help address some of the challenges presented by the weather, as well as the fact there are currently no events taken place in other school holidays outside of the summer holidays. Some activities will take place outside where possible at this venue.
Proms in the Park at Brinsley Headstocks	April	Health	400	£6,000	£6,000	This will form part of the official opening of Brinsley Headstocks. This is an additional event based on feedback in previous years requesting this kind of event. In 2025/26, the costs were met through UKSPF funding.
Museum Late	May	Health/Business Growth	50	£100	£250	Common practice across the museum industry, the Museum Late will give visitors chance to access the museum out of hours and provide additional opportunities for income generation through the museum shop. The event would take place in the late spring to make use of the outdoor space on site.

Event	Date	Corporate priority	Expected Turnout	Expected Cost to Council (event budget)	Expected Total cost (including external income)	Comments
Hemlock Happening	June	Health/Environment	9,000	£23,000	£31,500	This event will follow the same format as in previous years. This is an increase in budget due to increases of instructor, traffic management, safety and other costs.
Outdoor Theatre, Bennerley Viaduct	June	Health	300	£5,000	£5,100	This is an additional event based on feedback in previous years requesting this kind of event. In 2025/26, the costs were met through UKSPF funding.
Beeston Summer Fete	July	Health	1,600	£5,550	£2,000	This event will follow the same format as in 2025.
Outdoor Play Day - Eastwood	July - August	Health	1,200	£6,000	£9,500	This event will follow the same format as in previous years.
Outdoor Play Day - Chilwell	July - August	Health	1,200	£6,000	£8,000	This event will follow the same format as in previous years.
Friday18 Beeston	June - August	Health/Community Safety	1,200	£2,000	£2,000	This event will follow the same format as in previous years. A slight increase to reflect an increase in artist payment rate.
Friday18 Kimberley	July - August	Health/Business Growth	300	£2,000	£2,000	This event will follow the same format as in 2025/26. A slight increase to reflect an increase in artist payment rate.
D.H. Lawrence Festival	August - September	Health	6,600	£1,500	£2,000	This event will follow the same format as in previous years.
Proms in the Park, Beeston	August/September	Health	200	£6,000	£6,000	This is an additional event based on feedback in previous years requesting this kind of event. In 2025/26, the costs were met through UKSPF funding.

Event	Date	Corporate priority	Expected Turnout	Expected Cost to Council (event budget)	Expected Total cost (including external income)	Comments
Green Festival	September	Environment	750	N/A	N/A	This event will follow the same format as in previous years. The costs are met through the Environment budget.
Inside, Outside Play Day – Stapleford	October half term		400	£4,500	£5,500	An indoor play event which will take inspiration from the traditional outdoor events which have taken place historically. Moving the event indoors will help address some of the challenges presented by the weather, as well as the fact there are currently no events taken place in other school holidays outside of the summer holidays.
Gin and Gaslight	November	Business Growth	20	£250	£250	This event will follow the same format as in previous years and is a charged admission event. It is proposed to have one Gin and Gaslight with a new addition of a Museum Late Night for 2026/27.
Beeston Christmas Light Switch On	November	Business Growth	5,000	£16,300	£18,500	This event will follow the same format as in previous years.
Eastwood Christmas Light Switch On	November	Business Growth	4,000	£10,050	£19,050	This event will follow the same format as in previous years. Receive £9,000 from Eastwood Town Council.
Stapleford Christmas Light Switch On	November	Business Growth	3,000	£9,250	£15,250	This event will follow the same format as in previous years. Receive £6,000 from Stapleford Town Council.
Wellbeing Walks	Ongoing	Health	200	£0	£0	These events will follow the same format as in previous years.

Event	Date	Corporate priority	Expected Turnout	Expected Cost to Council (event budget)	Expected Total cost (including external income)	Comments
CCity Project	Ongoing	Health/Business Growth/Community Safety	3,000	£20,000	£20,000	The main activities for 2025/26 are the CCity conference, which was approved by Cabinet in September 2024, including additional funding outside of the Events programme budget. Oxjam, Beeston will also be supported through a CCity stage and the annual D.H. Lawrence Children's Writing Competition.
Other events costs	N/A	N/A	N/A	£8,000	£8,000	Other costs are associated with running the events programme but cannot be attributed to specific events including the licences required to play live or recorded music at events, van hire to transport equipment to and from events etc.
			37,920	£137,500	£167,900	

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APPENDIX 3

Other annual events organised by the Council which can be promoted as part of our wider events offer.

D.H. Lawrence Museum

- Exhibition launch events
- Heritage Open Days
- Pop Up Museum

Civic Office

- Remembrance
- Freedom Parades
- Holocaust Memorial Day
- Civic Service
- Armed Forces Flag Raising
- Mayor's charity events
- Mayor's community events
- Broxtowe Voluntary Awards

Environment

- Days of action: Combined Housing and Environment events
- Waste Action Days
- Clean and Green Community Litter picks
- School Engagement Events
- Local Community Talks including CAT Meetings
- Dog Fouling Prevention Events
- Bulb/Tree Planting/Play area Events
- Bramcote Crematorium Open Days and Services

Community Safety

- Cultural and community cohesion events
- Anti-social behaviour prevention and engagement events
- Partner events including health and wellbeing and dementia
- Dementia Friends Training events
- Holiday Activities and Food Programme
- White Ribbon Events

Economic Development

- Food and Drink events
- Markets
- Community events e.g. launch events for new facilities

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EQUALITY IMPACT ASSESSMENT (EIA)

Directorate: **Communications, Cultural and Civic Services Manager**

Lead officer responsible for EIA: **Principal Communications and Cultural Services Officer**

Name of the policy or function to be assessed: **Events Programme 2026-27**

Names of the officers undertaking the assessment: **Principal Communications and Cultural Services Officer**

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

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

Aim

To deliver a programme of events activity which attracts a wide range of visitors from the local community and supports the aims of the Cultural Strategy 2023-26.

Objectives

Provide a diverse programme of cost-effective Council organised events for the local community to enjoy.

Promote and enhance the wider cultural events and activities that take place in the Borough.

Provide engagement opportunities for local groups, businesses, artists and creative practitioners to promote their work.

Provide engagement opportunities to support wider objectives to support the Borough such as education, reducing anti-social behaviour, economic development and health and wellbeing.

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

Well attended, cost effective event programme.

Opportunities for a diverse group of people to take part in cultural events.

Positive impacts on education, reducing anti-social behaviour, economic development and health and wellbeing.

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

Residents

Employees

Volunteers

Partner bodies and organisations

Business community

Local groups

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

Residents

Community Groups

Business Community

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

Turnout figures

Data on the reach of promotion and advertising

Number of groups engaged with

Museum visitor figures

Research from Arts Council, The Cornerstones of Culture: Commission on Culture and Local Government report

The Museum Development England Annual Museum Survey: East Midlands Report

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

Ward profiles

Electoral data

Cultural map

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

Resident, steering group and Town Council partner feedback is utilised to make positive changes to each event within the programme.

During the 2026/27 programme more attendee feedback will be captured.

8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways?

In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:

Does the policy or function target or exclude a specific equality group or community?

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

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

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

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

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

Where barriers are identified, reasonable adjustments are made to ensure that these can be removed or the impact lessened. The cultural map will further support this by providing better engagement opportunities with different groups when planning the event programme.

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: Engaging with specific community groups such as lunch clubs and youth groups in this area to better understand the barriers to engagement and the types of cultural events which could be considered to provide a range of age groups with opportunities to attend.

Disability: Engagement and consultation on the event programme and planning of the events via the Disability Forum to identify barriers to engagement and make improvements.

Gender: Identifying specific groups to engage with on barriers to engagements such as women's and men's activity and support groups.

Gender Reassignment: Identifying specific groups to engage with on barriers to engagements.

Marriage and Civil Partnership: Listening and responding to feedback to ensure that this group is engaged. Proactive engagement with appropriate groups and stakeholders who have a special interest in this area.

Pregnancy and Maternity: Listening and responding to feedback to ensure that this group is engaged. Proactive engagement with appropriate groups and stakeholders who have a special interest in this area.


Race: Identifying areas in the Borough with higher populations of different ethnic groups and engaging with them on the event programme, including promotion of their own cultural events as part of the wider cultural programme and understanding their needs.

Religion and Belief: Identifying areas in the Borough with higher populations of different religious and belief groups and engaging with them on the event programme, including promotion of their own cultural events as part of the wider cultural programme and understanding their needs

Sexual Orientation: Identifying specific groups to engage with on barriers to engagements.

10. Head of Service:

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 Head of Service: 

Report of the Portfolio Holder for Environment and Climate Change

Garden Waste Subscription fees 2026/27

1. Purpose of Report

To seek approval for the 2026/27 garden waste subscription fees.

2. Recommendation

Cabinet is asked to RESOLVE that:

- 1. The subscription fee for the first garden waste bin remains at £45.**
- 2. The subscription fee for each additional garden waste bin be increased by £2 to £28.**
- 3. From 1 October 2026, the subscription fee for the first garden waste bin be reduced to £27 and any other additional bins be discounted by 50%.**

3. Detail

The collection of garden waste is a non-statutory recycling service. The aim of the garden waste subscription fee is to assist the Council in the delivery of this service to those residents who choose to subscribe.

On 23 October 2023, the Department for Food, Environment & Rural Affairs (DEFRA) provided an update on the anticipated waste reforms stemming from the 'Our Waste Our Resources: A Strategy for England', published in December 2018. In the update, DEFRA confirmed that local authorities could continue to charge for garden waste collections.

An income target of £1,080,000 was set for the 2025/26 garden waste subscription period. As of 1 November 2025, 21,777 properties have subscribed to the current season generating an income of £1,057,000, just below target. Compared to the previous financial year, the number of subscribers has decreased by 2.85% (640).

The options relating to the proposed fees for the 2026/27 garden waste collection service are outlined in the **Appendix**.

4. Key Decision

This report is a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 as it effects communities living or working in an area comprising two or more Wards or electoral divisions in the Council's area.

5. Updates from Scrutiny

Not applicable

6. Financial Implications

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

The garden waste scheme has seen a slight downturn in subscribers in recent years. The Business Strategy, approved by Cabinet on 4 November 2026, recognised that additional income will be generated by increasing service users with the price of the first bin being frozen at £45 per annum. This price is still within a mid-range across Nottinghamshire and is far lower than in other parts of the region. Further income of around £6,000 could be generated by increasing the annual price of each additional bin from £26 to £28 with no further attrition. This would contribute positively to the overall financial sustainability of the service, helping to offset rising operational costs. By maintaining the current price of the first bin, subscriber numbers should stabilise, and the risk of further attrition will be reduced. This balanced approach aims to protect the core customer base while ensuring the service continues to offer good value for money to residents.

7. Legal Implications

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

The Council is the waste collection authority for the Borough with a duty to collect specified forms of waste. Section 45(3) of the Environmental Protection Act 1990 states “no fee shall be made for the collection of household waste except in cases prescribed in regulations made by the Secretary of State”. Section 4 of Schedule 1 of the Controlled Waste (England and Wales) Regulations 2012 states that fees may be made for the collection of household garden waste. Additionally, Section 45(3) (b) of the Environmental Protection Act 1990 requires that collection authorities make a reasonable fee for the collection of household garden waste.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

The garden waste collection scheme encourages appropriate diversion of waste away from the black-lidded bin, thus helping to mitigate against additional carbon emissions.

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

Fees for 2026/27Comparison of fees

Table 1 below shows the current fees for the kerbside garden waste collection service for all district councils within Nottinghamshire.

Local Authority	First bin price (2025/26)	Additional bin price (2025/26)	Cost per collection (First Bin)	Service Provision
Broxtowe Borough Council	£45	£26	£1.96	Fortnightly from March to November, monthly from December to February. Discount is offered to those signing up from 1 October (£26 for the first bin and then £13 for the second bin).
Ashfield	£35	£20	£1.75	Fortnightly March to December.
Bassetlaw	£38	£38	£2.11	Fortnightly March to November.
Gedling	£45	£23	£2.25	Fortnightly April to March – no service January and February. Currently have a waiting list for the service.
Mansfield	£42	£20	£2.10	Fortnightly March to November, one in December and no collections in January and February.
Newark and Sherwood	£38	£38	£1.81	Fortnightly March to November, monthly December to February.
Rushcliffe	£47	£37	£1.96	Fortnightly but no collections over the Christmas and New Year period.

Table 1: Current garden waste subscription fees across Nottinghamshire

The current fee of £45 for the first bin in Broxtowe is slightly above the average price of £41 across all Nottinghamshire districts. There are differences in the subscription fees for additional bins. The Council's current fee for an additional bin is £26, which is below average (£29) across the Nottinghamshire districts.

As of 1 November 2025, 2,493 subscribers across the Borough have paid for the use of additional bins. This is a 5% increase on the previous year (2,374).

Comparative pricing for garden waste subscription fees has also been extended outside of the Nottinghamshire boundary but in areas still local to the Borough (Table 2). This was to evaluate the competitiveness of the current garden waste fees. The findings show that the Council's subscription fee for the first bin, is lower than districts outside of, but still local to, Nottinghamshire.

Local Authority	First bin price (2025/26)	Additional bin price (2025/26)	Cost per Collection	Service Provision
Amber Valley - Derbyshire	£48	£26	£2.40	Collections run fortnightly from February to November. Residents also pay a one-off fee of £28 to purchase the bin and have it delivered.
Derbyshire Dales - Derbyshire	£58	£58	£2.52	Fortnightly throughout the year.
Erewash – Derbyshire	£37	£27.75	£1.85	Collections run from February through to November.
Charnwood - Leicestershire	£55	£55	£2.20	Fortnightly throughout the year (Except Christmas and New Year). £55 via direct debit. £60 other payment methods.
Harborough - Leicestershire	£61	£61	£3.39	Collections run fortnightly April to November and then the following March. (Nine Months).
Boston - Lincolnshire	£52.50	£31.20	£2.63	
South Holland - Lincolnshire	£59.50	£59.50	£2.48	

Table 2: Current garden waste subscription fees for districts outside of Nottinghamshire but local to the Council.

Payment mechanisms

Residents can currently subscribe to the service in two ways:

- Online
- By telephone (both via customer services)

Approximately 83% of Broxtowe subscribers use the online payment system (4% increase on the previous year). Online subscription is by far the cheapest and easiest payment method.

The breakdown for payments received are as follows:

Method	Amount	Percentage
Self-Service - Online	£843,552	83.1%
Self-Service – Automatic Telephone Payment	£1,125	0.1%
CRM	£166,711	16.5%
Cash/Cheque	£3,175	0.3%

Table 3: Breakdown of payment avenues for garden waste subscriptions (This breakdown is for payments received up until the 31 October 2025).

Proposed subscription fees

Over recent years, the annual subscription fee for the garden waste collection service has gradually increased. These adjustments have been necessary to reflect rising operational costs, including those associated with staffing, materials, and fuel. This approach has enabled the Council to continue delivering a reliable service to residents while ensuring the financial sustainability of the service.

However, over the past two years, there has been a decline in the number of subscribers. Since the start of the 2023/24 financial year, the service has seen a reduction of just over 1,000 subscribers. This trend is likely linked to broader cost-of-living pressures affecting household budgets. In response, it is proposed that the subscription fee for the first bin remains at the current rate of £45. This is intended to help stabilise subscriber numbers and support efforts to reverse the recent decline. In contrast, a modest increase is proposed for additional bins. Broxtowe's current charge for a second bin (£26) is below the average for Nottinghamshire districts. It is therefore recommended that the fee for any additional bins be increased to £28. This adjustment will still mean that the price for the second bin remains below the current Nottinghamshire average of £29 (prior to any future review), ensuring it continues to offer good value for money.

First bin

Fee options for 2026/27 are shown in tables 4 and 5 below. Current subscriber numbers have been used to assist in the forecast of the financial projections.

	£45 Current and proposed price	£46 (+£1)
	£979,965	£1,001,742
Potential additional income against current subscription price.	£0	£21,777
Cost per Collection (23 collections per season)	£1.96	£2.00

Table 4: First garden bin subscription fee options

Additional bin prices

Number of additional bins	Number of subscribers	Number of bins	£26 (current price)	£28 (+ £2)
1	2,178	2,178	£56,628	£60,984
2	212	424	£11,024	£11,872
3	70	210	£5,460	£5,880
4	15	60	£1,560	£1,680
5	9	45	£1,170	£1,260
6	2	12	£312	£336
7	4	28	£728	£784
8	0	0	£0	£0
9	0	0	£0	£0
10	1	10	£260	£280
11	0	0	£0	£0
12	2	24	£624	£672
Potential additional income			£77,766	£83,748

Table 5: Additional garden bin subscription fee options

Autumn/Winter discount

From 1 October, subscription fees for garden waste are reduced to encourage residents that haven't already done so, to sign up to the service. At this time, there are approximately ten collections remaining until the end of the season.

Currently, subscribers signing up from the 1 October pay £26 on the first bin and any additional bins ordered are half price. There have been an additional 90 subscribers to the garden waste service since the 1 October 2025 (29% increase on the previous year). For the season 2026/27, it is proposed to increase the autumn discount price by **£1** to **£27**, but further additional bins would continue to be half price (£14).

Risks

While the proposal to maintain the current subscription fee of £45 for the first garden waste bin is intended to prevent further decline in subscriber numbers, there remains a potential risk of attrition among residents who subscribe to additional bins. The proposed increase in the fee for second and subsequent bins, from £26 to £28, may lead some households to reconsider their participation, particularly in the context of ongoing cost-of-living pressures.

The key challenge is to retain the existing customer base while ensuring the service remains financially viable considering rising operational costs, including employee wages, fuel, and fleet maintenance. It is important to acknowledge that the garden waste service continues to offer good value for money and provides residents with a convenient and environmentally sustainable method of disposing of garden waste. Nonetheless, careful monitoring of subscriber trends will be essential following implementation to assess the impact of the revised fee structure and to inform any future adjustments.

Report of the Portfolio Holder for Environment and Climate Change

Food Waste and Simpler Recycling Implementation

1. Purpose of Report

The purpose of this report is to update Cabinet on developments relating to Simpler recycling and weekly food waste collections. It also seeks approval for the implementation of a food waste pilot, commencing in September 2026. This is in accordance with the Council's Corporate Priority for Environment – 'Protect the environment for the future'.

2. Recommendation

Cabinet is asked to note the report and RESOLVE that:

- 1. The implementation of a pilot food waste round, commencing September 2026, be approved.**
- 2. The pilot rollout of food waste collections proceeds without Council provision of liners be approved.**

3. Detail

In November 2023, a report was presented to Cabinet outlining the Council's position on Simpler Recycling and the status of mandated food waste collections. At that time, a transactional agreement had been agreed, confirming October 2027 as the rollout date for mandatory weekly food waste collections across Nottinghamshire.

Since that initial report, the policy landscape has progressed, and the Council is now preparing for Borough-wide delivery of food waste services. A decision is being sought from Cabinet to approve a pilot food waste collection round in September 2026. The pilot will provide invaluable insights into service design, operational logistics, and resident engagement. Further details on the proposed pilot are provided in the **Appendix**.

In support of this, a comprehensive round review is currently underway. This review is critical in laying the operational foundations for future food waste collections. It will also address long-standing pressures on the waste and recycling collection service, as highlighted in the 2023 report. The Borough has experienced significant development growth, and a round review was last undertaken in 2018. The updated round structure is scheduled to be in place by April 2026, and further details are included within the **Appendix**.

The rollout of weekly food waste collections will present additional financial and resource implications. Further details are provided in the **Appendix**. These considerations are essential to ensure a sustainable and effective transition.

The report also provides an update on Simpler Recycling implementation and the implications for trade waste services, including the requirement for all businesses to participate in food waste and Simpler Recycling collections from March 2027.

4. Key Decision

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

It will result in the Council incurring revenue and capital expenditure of £250,000 or more and will be significant in terms of its effects on communities living or working in an area comprising two or more Wards or electoral divisions in the Council's area.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

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

New Burdens Funding will be used to support both capital and revenue costs as appropriate and aligning with current government guidance.

The estimated capital shortfall of around £490,000 and the ongoing revenue requirement of over £1 million per annum will require careful monitoring, particularly considering inflationary pressures and potential changes to funding conditions. Work is underway with the Assistant Director - Environmental Services, to develop appropriate funding packages, and these proposals will be brought back to Cabinet in future reports.

The inclusion of the Trade Waste collection vehicle in the Capital Programme for 2026/27 will need to be agreed at a future Cabinet meeting.

Continued engagement with Government consultations and close alignment with other Nottinghamshire districts will be essential to ensure financial resilience and service efficiency.

Further updates will be required as more detail becomes available, particularly regarding the second consultation on funding reform and the performance-based assessment framework linked to EPR allocations from 2026/27.

7. Legal Implications

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

The Council has a statutory duty, as set out in the Environment Act 2021, to implement weekly food waste collections and to offer trade waste services within the Borough. The proposed pilot and subsequent borough-wide rollout are consistent with these obligations. Any changes to service delivery or funding mechanisms arising from future government consultations will be reviewed to ensure ongoing legal compliance.

8. Human Resources Implications

The comments from the Human Resources Manager were as follows:

9. Union Comments

Not applicable.

10. Climate Change Implications

The introduction of weekly food waste collections and the anticipated increase in recyclable materials captured through the green-lidded recycling bin will contribute positively to the Council's climate change objectives. These measures align with the Council's broader environmental commitments and will help to reduce the Borough's overall carbon footprint.

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

Background

In November 2021, the Environment Act was mandated. One of the key outcomes from the Act was the introduction of consistent waste and recycling collections (branded as 'Simpler Recycling') and a mandate for local authorities to collect food waste from the kerbside on a weekly schedule.

Initially, it was understood that under Simpler Recycling, local authorities would be required to introduce a separate collection for paper and card. However, further clarification has confirmed that this is no longer necessary, if glass continues to be collected separately, which is already the case for the Council. This development means that residents will not be required to accommodate an additional bin for this waste stream.

In October 2021, the Government declared the availability of a £295 million of new burdens funding for local authorities to implement food waste collection programmes. The funds would be allocated on a formula-based system rather than individual local authorities submitting applications to bid for the funds. In 2024/25, the Council received capital funding totalling just over £1 million through the Government's New Burdens Fund to support the implementation of food waste collections. It has become increasingly evident that this funding has not allowed for inflationary pressures or the full capital requirements of the scheme. As detailed in this report, there remains a significant shortfall, currently estimated at £490,000. A funding package is currently being explored in consultation with the Deputy Chief Executive and the Section 151 Officer to address the identified shortfall. A report will be brought back to Cabinet in due course, and lobbying of central government for additional financial support will continue.

Food Waste Pilot

Given that food waste represents a new waste stream for the Council, it is considered both prudent and operationally necessary to undertake a pilot ahead of full Borough-wide implementation. The pilot will enable the Council to gather invaluable insights into service delivery, resident participation, and the operational impact on existing waste streams. The Environment team is proposing that the pilot be based on one food waste collection round, covering approximately 1,700 properties. The area identified for the pilot is the Larkfields Estate in Nuthall, which offers a suitably mixed demographic for initial rollout.

Following research and sector guidance, autumn has been identified as the most effective time to introduce a new waste stream. As such, the proposed start date for the pilot is 18 September 2026. The pilot will help assess the operational performance of the service, including vehicle routing, crew productivity, and the effect on residual waste volumes. Based on WRAP modelling, it is anticipated that the pilot will achieve a set-out rate of approximately 45%, with each participating household generating an average of 1.5 kilograms of food waste per week. This equates to just over one tonne of food waste collected weekly, or approximately 60 tonnes over the course of the year. The financial implications of the pilot will be

covered by the New Burdens Funding received by the Council, and no additional budget allocation is required at this stage.

As this is a pilot, the Council is working collaboratively with other Nottinghamshire districts that are also undertaking similar pilots at the same time. Learning from each district will be shared to inform best practice and support a consistent approach to future service delivery.

Containers

Given the potential implications of local government reorganisation, it was agreed that a unified food waste system would be more efficient than each district adopting its own bespoke solution. While existing waste streams are managed using locally determined containers, it was felt that food waste, as a new and potentially shared service area, should be approached with greater alignment across the county.

Following discussions with the Portfolio Holder and having agreement from other district leads, it has been confirmed that each participating household will receive a 23-litre black external caddy for presenting food waste at the kerbside. In addition, households will be provided with a 7-litre silver-grey internal kitchen caddy. The choice of a neutral silver-grey colour for the internal container was informed by research, which suggests that neutral tones are more likely to be kept in visible kitchen spaces, thereby encouraging regular use. For properties in multiple occupancy or flats, a 140-litre communal bin will be provided for external food waste collection, alongside individual internal caddies for residents to use within homes.

Liners

While consensus on container types and caddies has been straightforward, agreement on a consistent approach to liners has proven more challenging. The Council will be taking its food waste for processing to a facility in Derby, although this may change to a plant in Colwick. Both disposal partners have confirmed that residents may use plastic bags in their caddies and containers if they wish to keep them clean, provided the bags are transparent and not black or white. Although this may seem counterintuitive compared to using biodegradable liners, research and operational feedback indicate that plastic bags remain intact and can be easily removed by sorting equipment, after which they are typically sent for energy recovery through incineration. In contrast, biodegradable bags often cause operational issues as they can become sticky and entangle machinery, are costly to remove, and may break down into microplastics that contaminate the final compost product.

Discussions with Nottinghamshire counterparts have highlighted differing views on liner provision. Three options were circulated for consideration:

- Do not supply liners and advise residents they may use their own transparent plastic bags if desired.
- Provide a starter pack of approximately 10 bags and then ask residents to continue using their own.
- Permanently supply liners, with the Council covering the ongoing cost.

From the Council's perspective, it is felt that providing additional plastic items for a food waste collection service is counterintuitive, particularly given the Climate Change and Green Futures Strategy. Furthermore, once liners are supplied, there is likely to be an expectation for ongoing provision, which would create a recurring budget pressure. The cost of supplying liners even in the first year is estimated at over £50,000, and removing this provision later could negatively impact participation and resident satisfaction.

While research suggests participation rates are higher when liners are provided, the recommendation for Members is that the pilot proceeds without supplying liners. Households will be advised that they may use their own transparent plastic bags if they wish to keep containers clean, in line with guidance from the designated disposal facility. This approach avoids creating long-term expectations for ongoing liner provision, which would result in recurring budget pressures and potential environmental concerns. The pilot will provide an opportunity to assess participation levels and operational impacts without liners, and findings will inform future decisions ahead of the Borough-wide rollout.

Financial Implications for the Pilot Scheme

The estimated total cost of running the food waste pilot is **£157,500** in capital expenditure and **£21,200** in revenue costs (Table 1). Delivery of containers, caddies, and bins to the pilot area is anticipated to be undertaken by the Council's own team. It is expected that this work will take a maximum of seven working days. Completing the delivery in-house will save approximately £500 compared to using an external contractor and will ensure that local knowledge of rounds and properties is applied, reducing the likelihood of errors.

The pilot will operate as a weekly collection service on one designated day per week. In the short term, this will be covered by existing staff, with agency support used to backfill where necessary. This approach ensures that teams familiar with the Borough and collection rounds deliver the service, maintaining continuity and quality.

Looking ahead to full Borough-wide rollout, there will be a requirement to expand the Council's establishment. This will include additional operational staff, back-office support, and garage capacity to maintain an enlarged fleet of at least eight to nine additional vehicles. This expansion will place considerable pressure on resources, and a further report will be brought to Cabinet detailing the staffing and infrastructure requirements. In the interim, options such as outsourcing some garage functions during the transition period will be explored, with a business case to be developed for Member consideration.

Pilot Costs	
1 x Food Waste Vehicle	£137,000
23 litre Food Caddies	£10,900
7l Food Caddies	£3,200
140 litre Bins	£1,800
Delivery	£4,400
Total	£157,300

Employee Costs - Agency to be used 1 day per week.	
Driver	£8,600
Loader	£7,300

Communications	
Leaflets x 2	£4,000
Stickers	£1,000
Delivery of one leaflet, other will go with the containers (based on two grade 3)	£300

Total Capital	£157,300
Total Revenue	£21,200

Table 1: Pilot costs

The costs associated with delivering the pilot are already accounted for, with funding secured through the New Burdens Fund.

Financial Implications – Borough-wide Roll Out

In 2024/25, the Council received its allocation from the Government's New Burdens Fund to support the capital expenditure required for the implementation of food waste collections. This allocation totalled **£1,074,000**. Prior to receiving this funding, concerns were raised that the amount provided would not be sufficient to cover the full cost of the infrastructure required for rollout, and this has now been confirmed. The allocation does not account for inflationary increases in vehicle and container costs, nor does it cover the full scope of capital investment needed.

Based on current estimates for vehicles, caddies, and bins, the total capital requirement for Borough-wide implementation is just over **£1.5 million** (see Table 2). This leaves a funding gap of approximately **£490,000**. A funding package is currently being explored in consultation with the Deputy Chief Executive and the Section 151 Officer to address the identified shortfall.

It is important to note that other areas of the waste and recycling service will also require investment and careful financial planning. It is anticipated that the Extended

Producer Responsibility (EPR) payments, which are expected to commence this year, will help to offset some of these costs.

In particular, the ongoing round review may identify the need for additional operational resources, including vehicles and additional teams to support service delivery. This is especially relevant given the continued housing development growth across the Borough, with several large-scale housing sites currently under construction and further land allocated for future development. Ensuring that collection services remain efficient and resilient in response to these changes will be a key priority for the service.

Item	Cost
8 x 7.5/11t food waste vehicles	£1,096,000
7l food caddies	£90,300
23l food caddies	£277,700
140l bins	£99,800
Total	£1,563,800
New Burdens Funding Allocation	£1,074,000
Potential funding gap	£489,800

Table 2: Initial roll out costs (Capital)

It should be noted that the scale of the Borough-wide rollout will be slightly reduced if Members approve the proposed pilot round. The pilot, covering 1,700 properties, will mean that one round is already operational ahead of full implementation, thereby marginally reducing the overall capital requirements for the final rollout.

While the capital funding for the pilot rollout has been secured through the New Burdens Fund, the longer-term revenue implications of delivering a Borough-wide food waste collection service remain under review.

It is estimated that the annual revenue cost of delivering the Boroughwide food waste service will be approximately **£1.3 million** for year 1 (see Table 3), with ongoing costs expected to be just over **£1 million** per year thereafter. These figures are based on current prices and will be subject to inflationary pressures.

Revenue	Cost
Delivery of containers and bins	£151,800
Communications	£75,000
Employee Costs	£833,300
Replacement Container costs	£28,100
Operational running costs for vehicles	£181,500
Total	£1,269,700
Year 2 revenue costs	£1,042,900

Table 3: Revenue costs. NB: Rows highlighted green show indicate ongoing revenue costs following initial roll out

All confirmed government funding to date, including allocations from the New Burdens Fund, is summarised in Table 4.

Funding	
New Burdens (Capital)	£1,074,000
New Burdens (Revenue) Container Delivery (2024/25)	£149,200
New Burdens (Revenue) Project Management (2024/25)	£67,000
New Burdens (Revenue) Procurement (2025/26)	£2,000
New Burdens (Revenue) Communications (2025/26)	£86,600
Total Capital	£1,074,000
Total Revenue	£304,800
Total	£1,378,800

Table 4: Funding

Extended Producer Responsibility (EPR)

From 2026/27, local authority performance will be assessed to determine whether efficient and effective recycling services are being provided for materials in scope of EPR. Each local authority has been grouped with similar councils based on geographic and demographic characteristics, with separate groupings for residual and dry recycling (Image 1 and image 2). If a council's performance falls within the bottom 10% of its grouping, it will be deemed ineffective, and the Scheme Administrator may deduct up to 20% of the EPR funding allocation. Local authorities identified in this category will be required to participate in an improvement action plan process, led by the Scheme Administrator. Further details on this process remain limited at this stage.

R3	Arun District Council, Bolton Metropolitan Borough Council, Bournemouth, Christchurch and Poole Council, Bristol City Council, Broxbourne Borough Council, Broxtowe Borough Council , Bury Metropolitan Borough Council, Calderdale Metropolitan Borough Council, Castle Point Borough Council, Chesterfield Borough Council, Crawley Borough Council, Darlington Borough Council, Dundee City Council, Eastbourne Borough Council, Exeter City Council, Gloucester City Council, Gosport Borough Council, Gravesham Borough Council, Harlow District Council, Hastings Borough Council, Milton Keynes Council, Newcastle City Council, North Lanarkshire Council, North Tyneside Council, Norwich City Council, Oadby and Wigston Borough Council, Oldham Metropolitan Borough Council, Plymouth City Council, Portsmouth City Council, Renfrewshire Council, Rochdale Metropolitan Borough Council, Rushmoor Borough Council, Salford City Council, Sheffield City Council, Solihull Metropolitan Borough Council, South Lanarkshire Council, South Ribble Borough Council, Southampton City Council, Southend-on-Sea Borough Council, Stevenage Borough Council, Tameside Metropolitan Borough Council, Telford & Wrekin Council, Thanet District Council, Torbay Council, Warrington Borough Council, West Dunbartonshire Council, Wigan Metropolitan Borough Council, Worcester City Council, Worthing Borough Council
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Image 1: Residual group for EPR payments

D9	Ashfield District Council, Bamsley Metropolitan Borough Council, Basildon Borough Council, Bath and North East Somerset Council, Birmingham City Council, Blackburn with Darwen Borough Council, Blackpool Borough Council, Bolton Metropolitan Borough Council, Broxtowe Borough Council , Burnley Borough Council, Bury Metropolitan Borough Council, Chesterfield Borough Council, Doncaster Metropolitan Borough Council, Dundee City Council, East Dunbartonshire Council, East Renfrewshire Council, Fife Council, Gateshead Metropolitan Borough Council, Gloucester City Council, Isle of Wight Council, London Borough of Bromley, London Borough of Croydon, London Borough of Merton, London Borough of Redbridge, London Borough of Richmond upon Thames, London Borough of Sutton, Luton Borough Council, Manchester City Council, Medway Council, Midlothian Council, Milton Keynes Council, Newcastle City Council, North Ayrshire Council, North Lanarkshire Council, North Tyneside Council, Nottingham City Council, Nuneaton and Bedworth Borough Council, Oldham Metropolitan Borough Council, Pendle Borough Council, Preston City Council, Redcar and Cleveland Borough Council, Renfrewshire Council, Rhondda Cynon Taf County Borough Council, Rochdale Metropolitan Borough Council, Rossendale Borough Council, Rotherham Metropolitan Borough Council, Royal Borough of Kingston upon Thames, Rushmoor Borough Council, Salford City Council, Sheffield City Council, Solihull Metropolitan Borough Council, South Lanarkshire Council, South Tyneside Council, Southampton City Council, Southend-on-Sea Borough Council, Stockport Metropolitan Borough Council, Stoke-on-Trent City Council, Sunderland City Council, Tameside Metropolitan Borough Council, Telford & Wrekin Council, Thanet District Council, Torbay Council, Torfaen County Borough Council, Trafford Metropolitan Borough Council, Wigan Metropolitan Borough Council
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Image 2: Recycling group for EPR payments

Round Review

As highlighted in the report, the Environment team is currently undertaking a comprehensive round review in preparation for the Borough-wide rollout of food waste collections in 2027. Since the last round review was completed in 2018, there has been significant development and growth across the Borough that has resulted in unbalanced and increasingly inefficient collection rounds. The current review is essential to ensure operational readiness and service resilience. The review is progressing well, with staff consultation due to commence shortly. Implementation of the revised round structure is anticipated for April 2026.

As part of this transition, the usual delivery of annual bin collection calendars in November has been paused. Instead, Christmas collection arrangements will be distributed to all households in November (Image 3 and 4). A new bin collection calendar will be issued in February/March 2026 to reflect the revised round structure. While the extent of changes to individual collection days is not yet known, residents will be informed in advance through targeted communications. The new calendar will cover collections through to the end of November 2026, after which deliveries of the calendars will move back to its original format.



Image 3: Christmas leaflet (front)



Image 4: Christmas leaflet (back)

It is acknowledged that there may be some disruption during this period of change. However, these adjustments are necessary to ensure the service is prepared for the introduction of food waste collections. Every effort will be made to implement the changes as smoothly as possible.

Simpler Recycling Update

By 31 March 2026, the Council will be required to collect additional recyclable materials from the kerbside, including foil, Tetra Pak cartons, and plastic pots, tubs and trays. These materials will be collected in the green-lidded recycling bin. While current regulations require paper and card to be collected separately, the Council will be completing a TEEP (Technically, Environmentally and Economically Practicable) assessment, which will enable paper and card to continue to be collected with the other dry recyclables in the green-lidded bin. Glass will remain a separate collection stream.

Communications to residents will be issued in the new year and will be aligned with the round review calendar updates. A comprehensive leaflet will be distributed, covering changes to recycling collections, the garden waste service, and any adjustments to collection days. This approach ensures that residents receive clear and coordinated messaging ahead of service changes.

Looking ahead, soft plastic film will also need to be collected by March 2027. Officer groups are currently exploring options for how best to deliver this requirement, and further updates will be provided in future reports.

Trade Waste

The Council has a statutory duty to offer trade waste collection services to businesses within the Borough. While businesses are not obliged to use the Council's service and may choose their own provider, the Council must ensure that a compliant service is available. Unlike household waste collections, trade waste

operates on a transactional basis, with businesses entering into service agreements directly.

Under current regulations, only businesses with more than nine employees are required to have access to food waste and Simpler Recycling collections. Micro-businesses (with nine or fewer employees) are currently exempt, and this group represents a significant proportion of the Council's trade waste customer base. Since April 2025, there are 50 businesses receiving food waste collections from the Council. To date they have recycled over eight tonnes of food waste.

From March 2027, all businesses, regardless of size, will be required to have food waste and Simpler Recycling arrangements in place. This does not necessarily need to be provided by the Council, but there is a requirement to offer a compliant service.

Food waste collections for trade customers are currently undertaken once per week using the glass collection vehicle as it offers a sealed body. To support future service expansion, the purchase of a dedicated food waste vehicle for trade waste has been included in the capital programme for 2026/27.

Summary

While there is still uncertainty around future revenue contributions and the conditions attached to funding streams, the Council is actively planning to ensure services are ready, resilient, and compliant. Continued engagement with residents, businesses, and other key stakeholders will be essential to delivering these changes effectively. Further updates will be provided as implementation progresses. As highlighted in this report, the Environment service will continue to work closely with the Interim Deputy Chief Executive and the Section 151 Officer regarding funding packages, particularly to address shortfalls in the delivery of food waste services.

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Report of the Portfolio Holder for Environment and Climate Change

Climate Change and Green Futures Interim Report

1. Purpose of Report

To provide Cabinet with an interim update on the Council's progress toward carbon neutrality, including:

- Half-year Scope 1 and 2 emissions for 2025/26.
- Full-year Scope 3 emissions for 2024/25.
- Key developments in carbon sequestration.

2. Recommendation

Cabinet is asked to NOTE the report.

3. Detail

There are now 764 days remaining for the Council to achieve its carbon neutral target by 31 December 2027. Since 2018/19, the Council has achieved a 54% reduction in carbon emissions from its own operations as reported for 2024/25. These emissions include heating and lighting of buildings, fuel used in fleet vehicles and machinery, and business miles travelled. This progress reflects significant operational changes, including the transition to lower-carbon fuels and improved energy efficiency measures.

The Council has committed to reporting carbon emissions data on a half-yearly basis. However, due to electricity and gas billing cycles being in arrears by at least one-month, complete data for the first half of the current reporting year will not be available until December. Once calculations are finalised, the full Scope 1 and 2 emissions for 2025/26 will be reported to Cabinet at the next available opportunity. In the meantime, emissions from the Council's vehicle fleet and machinery, along with business travel for the first half of 2025/26, have been calculated at 100 tCO₂e, with full details provided in **Appendix 1**.

It is important to note that during preparation for the mid-year review, an issue was identified with the reporting of fleet emissions for 2024/25. The original figures assumed that nearly all fleet fuel used during the year was Hydrotreated Vegetable Oil (HVO), whereas in reality, the fleet operated on a combination of HVO, diesel, and unleaded petrol. This discrepancy overstated the reduction in emissions initially reported. While the correction does not alter the positive direction of travel, it means the reduction for 2024/25 is less significant than first indicated. Measures have since been implemented to improve data accuracy and reporting processes. Further detail is provided in **Appendix 1**.

Scope 3 emissions for 2024/25 have been calculated at 28,927 tCO₂e, representing a 26% increase compared to 2023/24. This rise is primarily driven by Purchase Goods and Services (PG&S), which continues to be one of most significant contributors to Scope 3 emissions. While other categories remain stable or show reductions, the increase in PG&S highlights the complexity of managing supply chain emissions and the importance of improving data quality. Full details of Scope 3 emissions analysis are presented in **Appendix 2**.

4. Key Decision

This report is a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. It is a decision that is likely to be significant in terms of its effects on communities living or working in the area comprising two or more Wards or electoral divisions in the Council's area.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

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

There are no additional financial implications for the Council with regards to this noting report. Appropriate budget provisions have already been made in the respective revenue and capital budgets for 2025/26.

7. Legal Implications

The Climate Change Act 2008 (2050 Target Amendment) Order 2019 introduced a target for at least a 100% reduction of greenhouse gas emissions (compared to 1990 levels) in the UK by 2050. This is a legally binding target. Section 111 of the Local Government Act 1972 enables the Council to do anything that is calculated to facilitate, or which is conducive or incidental to, the discharge of their functions. Furthermore, section 2(1) of the Local Government Act 2000 introduced a power that permits local authorities to do anything that they consider likely to promote or improve the economic, social and environmental well-being of their area

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

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Appendix 1

2024/25 Council own operation carbon emissions

On 1 July 2025, a report was submitted to Cabinet detailing the Council's operational carbon emissions for the 2024/25 reporting year. This report highlighted a significant reduction in emissions, attributed in part to the transition to Hydrotreated Vegetable Oil (HVO) across the Council's fleet from April 2024. An overall reduction of 31% in the Council's carbon footprint was reported, with fleet emissions initially stated as having decreased from 812 tCO₂e to 40 tCO₂e, a 95% reduction. However, during preparation for the mid-year data review, it was identified that the 2024/25 fleet emissions had been reported incorrectly. The data had been reported on the basis that nearly all fleet fuel used during 2024/25 was HVO, whereas in reality, the fleet operated on a combination of HVO, diesel, and unleaded petrol. While this discrepancy does not alter the positive direction of travel, it does mean the emissions reduction for 2024/25 is less significant than originally reported. Measures have since been implemented to improve data accuracy and reporting processes. Despite this correction, the Council's overall carbon footprint still reflects a 26.4% reduction (See table 1) on the previous year (89% reduction on fleet emissions), demonstrating continued and meaningful progress towards carbon neutrality.

Emission	tCO ₂ e			Difference %
	2023/24	2024/25		
Gas for own consumption	1,014	1,033	2	↑
Vehicle Fleet and Machinery	812	109	-87	↓
Purchased Electricity	426	487	14	↑
EV fleet	5	6	20	↑
Business travel	43	43	0	
Losses due to Electricity T&D (Buildings)	37	43	16	↑
Total	2,337	1,721	-26.4	↓

Table 1: Updated Council own operation emissions data 2024/25

Broxtowe Borough emissions update

Borough emission data was updated by the Department for Energy Security and Net Zero (DESNZ) in July 2025. This data is always two years behind.

In 2023, the Borough of Broxtowe was calculated to have emitted 392 kilotonnes carbon dioxide equivalent (ktCO₂e), which is a 7% reduction compared to the previous year. This reduction is as a result of reduced emissions from the UK electricity supply, a continued decrease in electricity demand and an increased share of renewables to meet

remaining demand (reference: [UK local and regional greenhouse gas emissions statistics, 2005-2023](#)).

Figure 1 provides a breakdown of the key sources of the Borough's carbon emissions for 2023. The figure illustrates that emissions from transport make 35% followed closely by domestic at 33% and non-domestic at 31%. Emissions from agriculture and waste management across the Borough remain minimal at 0.5% and 0.01% respectively.

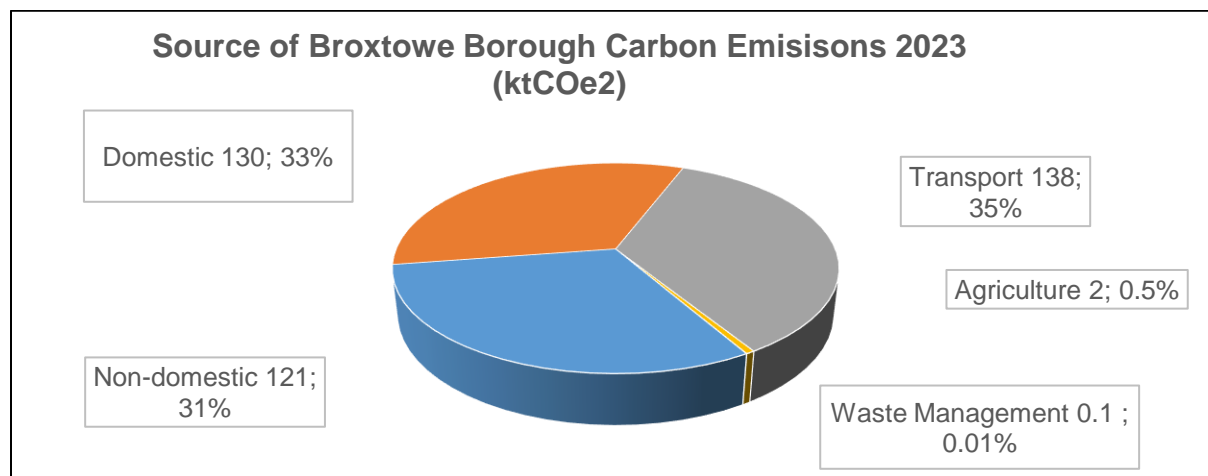


Figure 1 – Source of carbon emissions for the Borough of Broxtowe 2023

A summary of the Borough's carbon emissions from 2005 to 2023 can be seen in Figure 2. The graph shows that Borough emissions have fallen 39% from 642 ktCO₂e in 2005 (6 tCO₂e per capita) to 392 ktCO₂e in 2023 (3.5 tCO₂e per capita).

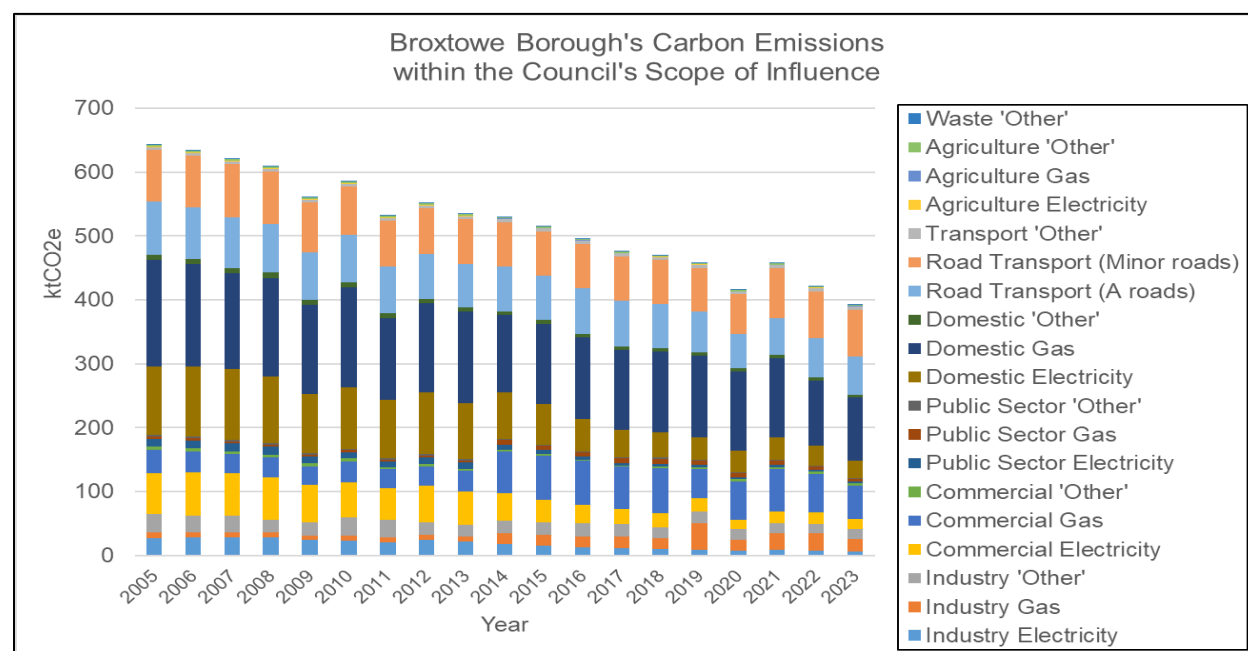


Figure 2 – Broxtowe Borough's carbon emissions within the Council's scope of influence

Council own operation carbon emissions April to September 2025

As highlighted at the outset of this report, utility data essential for calculating Scope 1 and 2 carbon emissions are typically received several months after the reporting period ends. Consequently, it has not been possible to produce a complete carbon footprint assessment for the half-year period. An updated report will be brought forward once full-year data becomes available, aligning with the refresh of the Climate Change and Green Futures Strategy in the new year.

Figure 3 illustrates the half-year carbon emissions arising from council-owned operations, excluding utility data. As shown, the largest contributor to emissions is fuel used in fleet and machinery, accounting for 83% of the total. This is followed by business mileage, which represents 14%, and electric fleet emissions, which contributes the remaining 3%. The data highlights the significant impact of fleet operations on the Council's overall carbon footprint during this period. The total carbon emissions for April to September 2025 has been calculated at 100 tCO₂e.

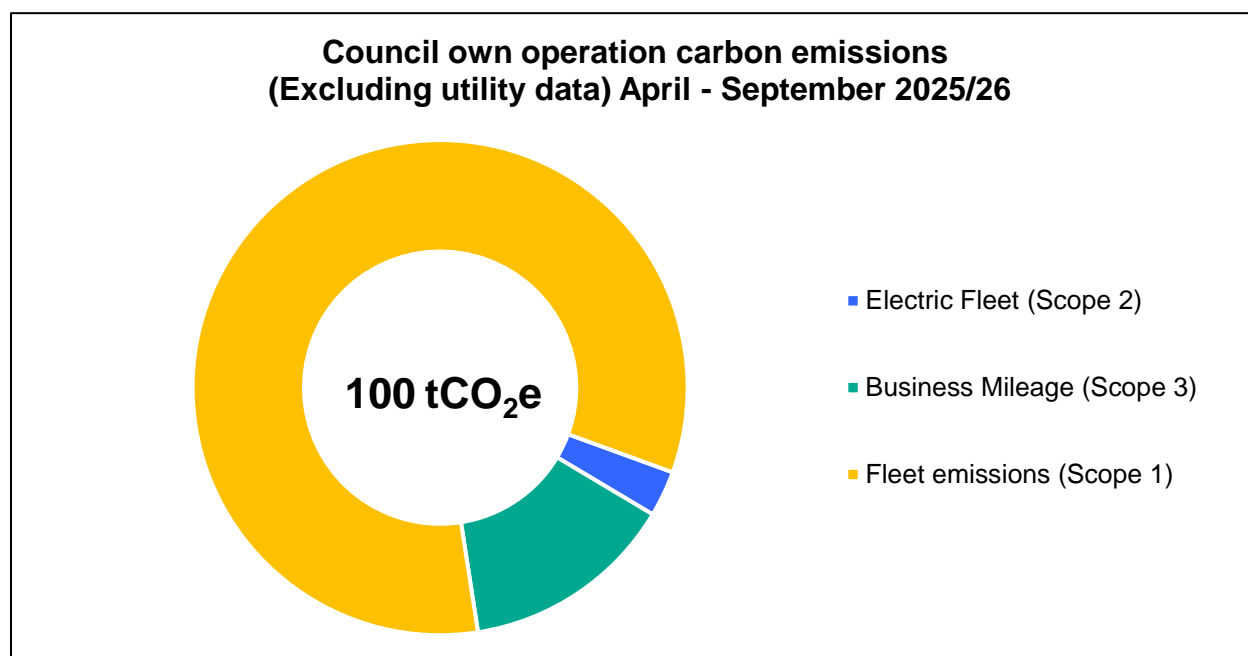


Figure 3: Council own operation carbon emissions. April – September 2025/26

A comparative analysis (April to September 2024/25 and 2025/26) has been undertaken (see Table 2 and Figure 4) using available data, including fuel consumption from fleet and machinery, electricity usage for electric vehicles, and business mileage. When compared to the same period in the previous year, this analysis indicates a 45% increase in overall carbon emissions. This rise is primarily attributable to increased DERV usage within the fleet, which has resulted in an 89% increase in fleet-related emissions. Positively, the data also shows a 36% reduction in business mileage emissions, reflecting progress in reducing travel-related impacts.

	tCO ₂ e			
	2024/25	2025/26	% Difference	
Electric Fleet (Scope 2)	3	3	0	↔
Business Mileage (Scope 3)	22	14	-36%	↓
Fleet (Scope 1)	44	83	89%	↑
Total	69	100	45%	↑

Table 2: Comparison of half year data - April – September.

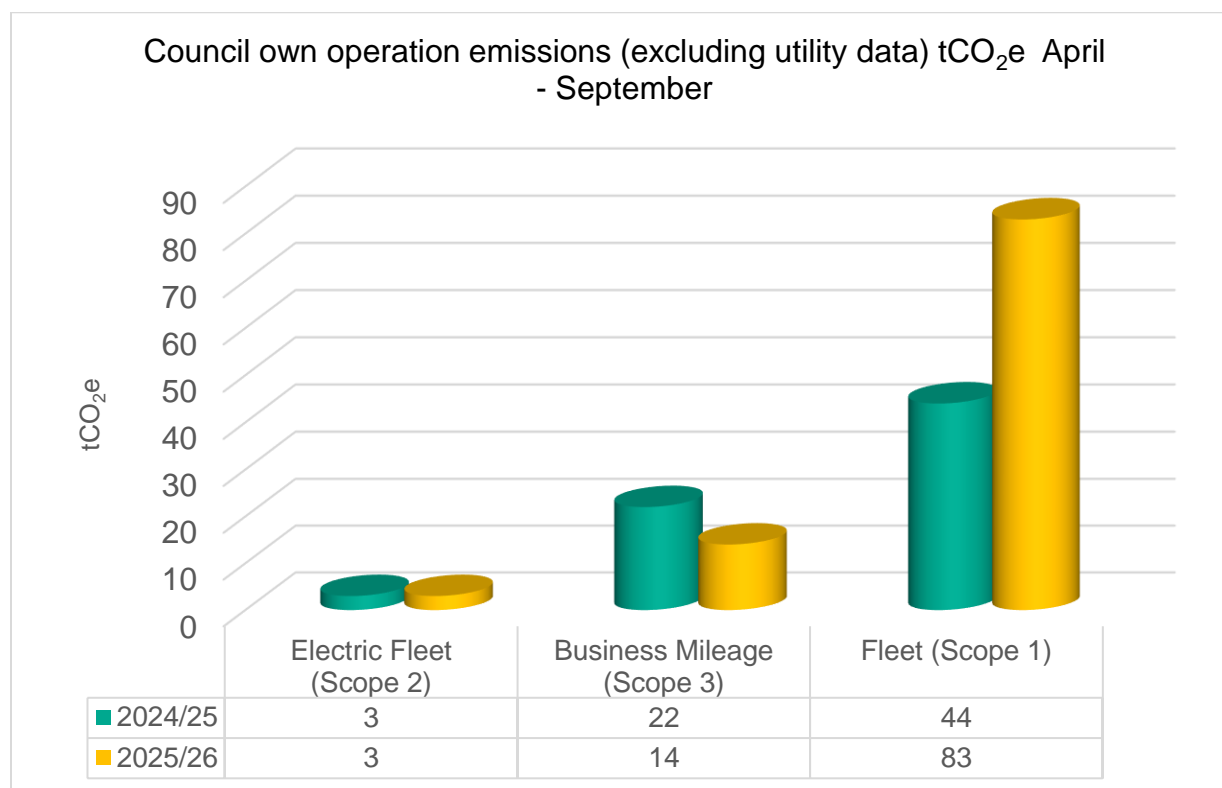


Figure 4: Comparison of half year carbon emission data 2024/25 and 2025/26

Table 3 and Figure 5 present a comparison of different fuel types used across the Council fleet between April to September 2024/25 and 2025/26. Overall, there has been a 5% decrease in total fuel usage, which is a positive trend. However, diesel usage has increased, while HVO usage has declined. This shift is primarily due to a temporary issue with one of the fuel pumps at the depot, which was out of service for several weeks and necessitated the use of diesel instead of HVO. Additionally, hire vehicles used during this period are contractually required to operate on diesel.

The pump issue has since been resolved. It is worth noting that one of the operational risks associated with HVO is its limited availability, unlike diesel, it cannot be sourced from standard petrol stations in the event of a depot pump failure. Nonetheless, a key

advantage is that vehicles can switch between HVO and diesel seamlessly, without any mechanical issues.

	Litres		% Difference	
	2024/25	2025/26		
HVO	157,727	133,823	-15%	↓
Unleaded	6,747	5,455	-19%	↓
DERV	9,560	25,874	171%	↑
Total	174,034	165,152	-5%	↓

Table 3: Comparison of fleet fuel used, April – September

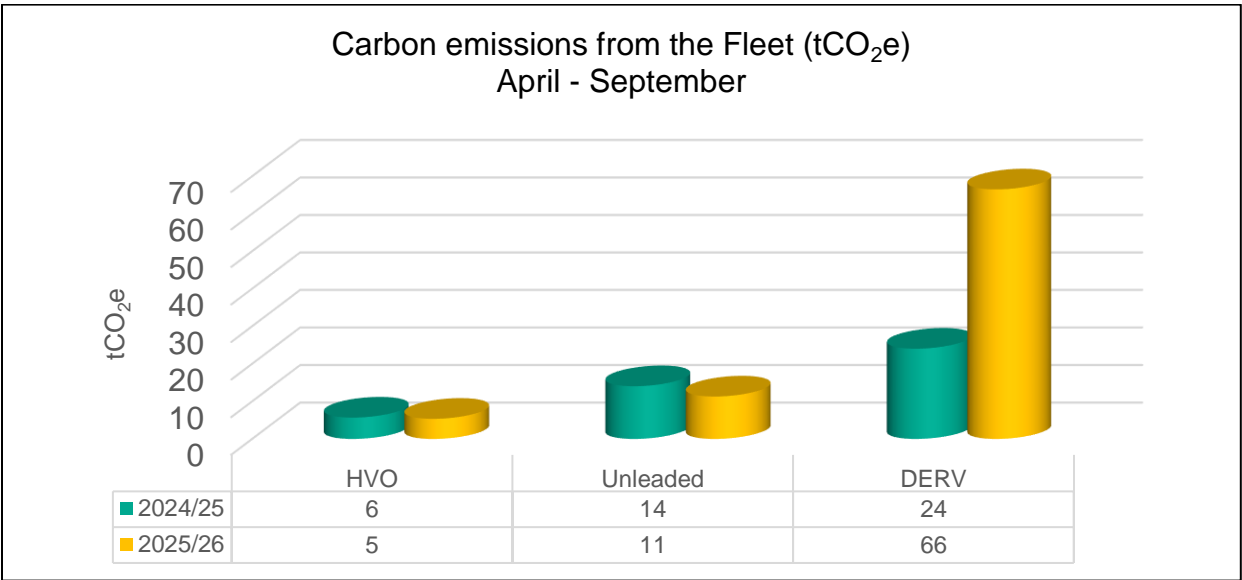


Figure 5: Comparison of different fuel carbon emissions for the fleet.

Table 4 and Figure 6 illustrate the changes in business mileage across different travel modes. Overall, there has been a 36% reduction in business mileage compared to the same period last year, which is a very positive outcome. While electric vehicle mileage has decreased slightly, the most notable improvement is in cycling for business travel (not detailed in the table), which has seen a 229% increase, rising from 12 miles in 2024/25 to 287 miles in 2025/26. This marks a significant and encouraging shift toward sustainable travel, demonstrating growing support for active and low-carbon transport options within the Council.

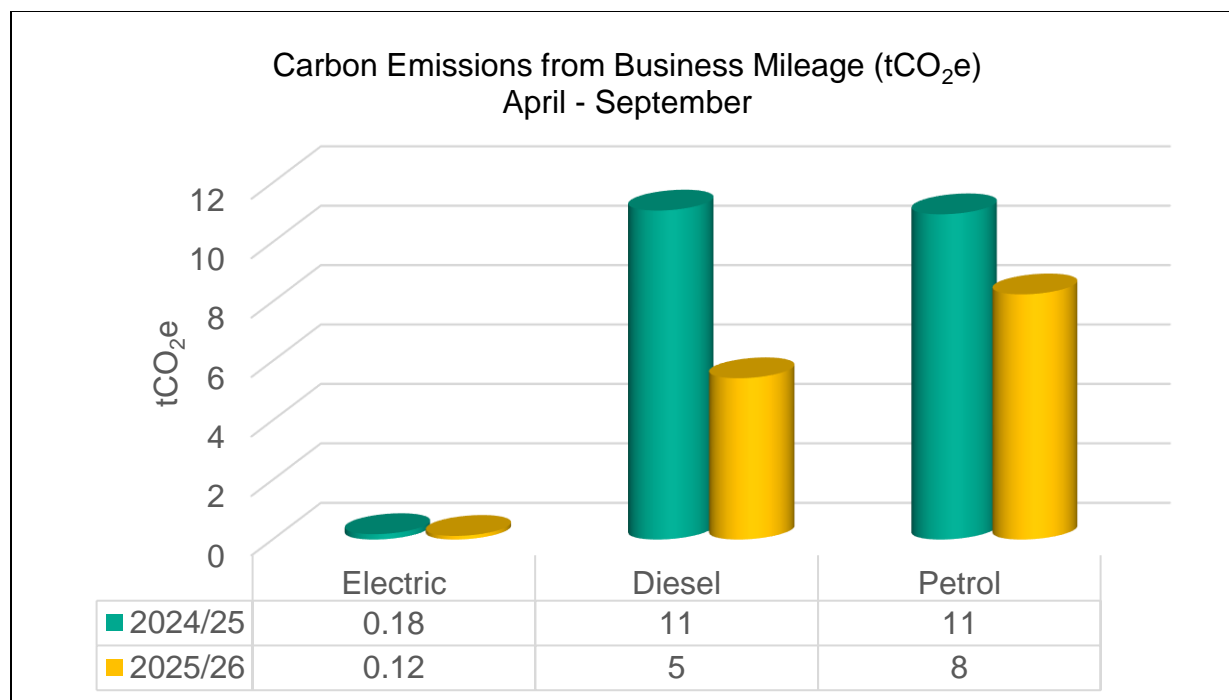


Figure 6: Comparison of business mileage fuel types

	Mileage		% Difference	
	2024/25	2025/26		
Cycle	12	287	2292%	↑
Electric	2,580	2,084	-19%	↓
Diesel	40,500	31,491	-22%	↓
Petrol	41,338	19,471	-53%	↓
Total	84,418	53,046	-37%	↓

Table 4: Comparison of business mileage fuel types. Cycle mileage has not been included in the overall total.

The data presented in this section of the report highlights both challenges and encouraging progress in the Council's carbon reduction efforts. While overall emissions have increased, primarily due to fleet-related factors, there are notable positives, including a 36% reduction in business mileage and a 2,292% rise in cycling for work purposes, reflecting a growing shift toward sustainable travel. Operational issues such as fuel pump failures have impacted fuel choices, but the flexibility of the fleet to switch between HVO and diesel has helped mitigate risks. These insights will inform the refresh of the Climate Change and Green Futures Strategy and support continued efforts to reduce emissions across council operations.

Progress towards Carbon Neutral 2027

Progress toward the Council's carbon neutrality target accelerated in 2024/25, driven significantly by the transition to HVO fuel across the fleet, as illustrated in Figure 7. With just 764 days remaining until the carbon neutral target date of 31 December 2027, it is vital to maintain momentum and explore further measures to reduce emissions.

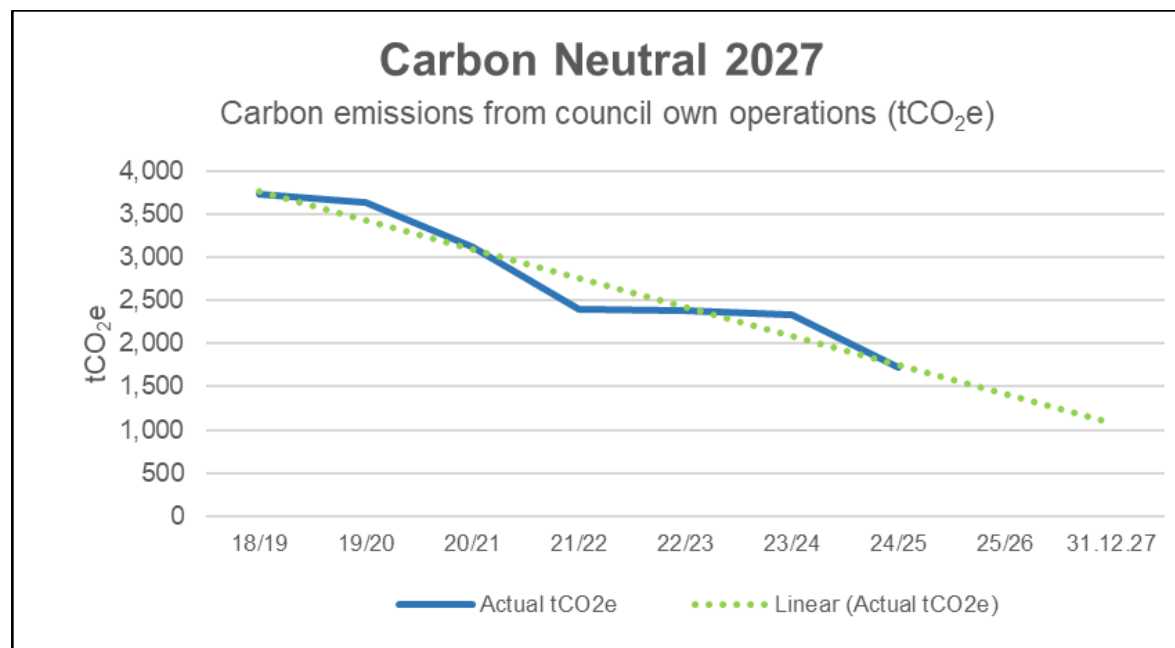


Figure 7: Progress towards carbon neutrality

In 2024/25, the Council moved to a 100% renewable green energy tariff, a key milestone in the Councils' sustainability journey. While carbon emissions reporting continues to follow a location-based approach, as recommended by the Carbon Trust, a market-based scenario, which accounts for the renewable tariff, demonstrates a substantial reduction in emissions, as shown in Figure 8.

Definitions

- **Location-Based Approach:** This method calculates emissions based on the average carbon intensity of the electricity grid in the geographical area where the energy is consumed. It reflects the environmental impact of electricity use regardless of the specific energy supplier or tariff. This approach is recommended by the Carbon Trust as it helps maintain awareness of energy consumption and encourages continued efforts to reduce usage across the council estate.
- **Market-Based Approach:** This method accounts for the specific energy contracts or tariffs an organisation has in place, such as purchasing electricity from renewable sources. It reflects the emissions associated with the actual energy purchased, which can significantly lower reported emissions if the organisation is on a certified green tariff.

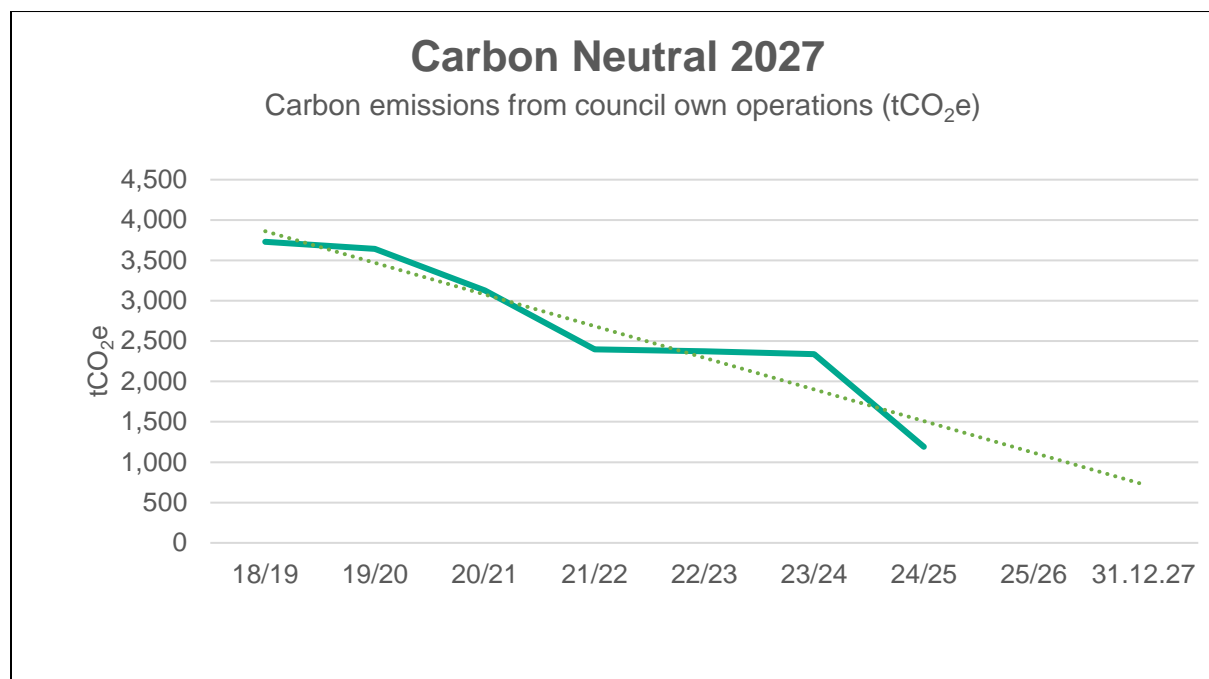


Figure 8: Progress towards carbon neutrality using a market-based approach for the purchase of electricity.

Moving forward this dual approach helps maintain awareness of energy consumption while also illustrating the potential impact of strategic decisions on the pathway to carbon neutrality. As the Council approaches the carbon neutral target date, a transition to market-based reporting will be considered to better reflect the Council's progress.

Residual Emissions

It is inevitable that residual emissions will remain. These are defined as the emissions that are difficult to avoid or difficult to fully eliminate due to technological, financial or other limitations. For the Council, these are anticipated to be from utilities, fleet and business travel. Such emissions will require to be balanced out through compensation mechanisms, which may include carbon sequestration (the process of capturing and storing atmospheric carbon using the Council's own natural estate) or carbon offsetting (involving paying others to reduce or remove carbon emissions), or both. Actions to remove residual emissions also come with their own associated carbon emissions and costs.

Carbon Sequestration

The Council's approach to achieving carbon neutrality by 2027 includes a strong emphasis on natural climate solutions, particularly through carbon sequestration across the Borough. The Council has undertaken a detailed assessment of its natural assets, including woodlands, grasslands, and waterbodies, using mapping data and site-specific knowledge. This analysis, informed by the "Rewilding and Climate Breakdown: how restoring nature can help decarbonise the UK" produced by the Rewilding Britain, estimates that these habitats collectively sequester approximately 1,471 tonnes of CO₂ equivalent annually. The methodology, while not yet formalized or governed by a recognised industry body, represents a pragmatic and evolving approach to quantifying nature-based carbon capture. It highlights the importance of habitat quality and management, with woodlands (including scrub, hedgerows, and parkland) being the most effective carbon sinks at 3.5 tonnes of carbon per hectare per year, followed by ponds and wetlands (1.4 t/ha/yr) and species-rich grasslands (1 t/ha/yr).

Since 2009, Broxtowe has planted approximately 138,000 trees, a significant contribution to its sequestration potential. While the precise sequestration value per tree varies depending on species, age, and growing conditions, a general estimate based on woodland averages suggests that each tree could sequester around 0.03 to 0.06 tonnes of CO₂ per year over its lifetime. This equates to an estimated annual sequestration of 4,140 to 8,280 tonnes of CO₂ from these trees alone, underscoring the long-term value of sustained tree planting initiatives. This figure has not been captured individually within Figure 9, which focuses on habitat-based sequestration, but it represents an additional and substantial contribution that strengthens the Council's pathway toward carbon neutrality.

As the Environment team continues to explore the use of this evolving methodology, Figure 9 illustrates where the sequestration value sits within the Council's overall carbon neutrality commitment. The analysis shows that natural habitats across Broxtowe, particularly woodlands, play a critical role in offsetting emissions. While this approach is not yet formalised, it provides a strong evidence base for how habitat management and tree planting can support the Council's 2027 carbon neutrality target.

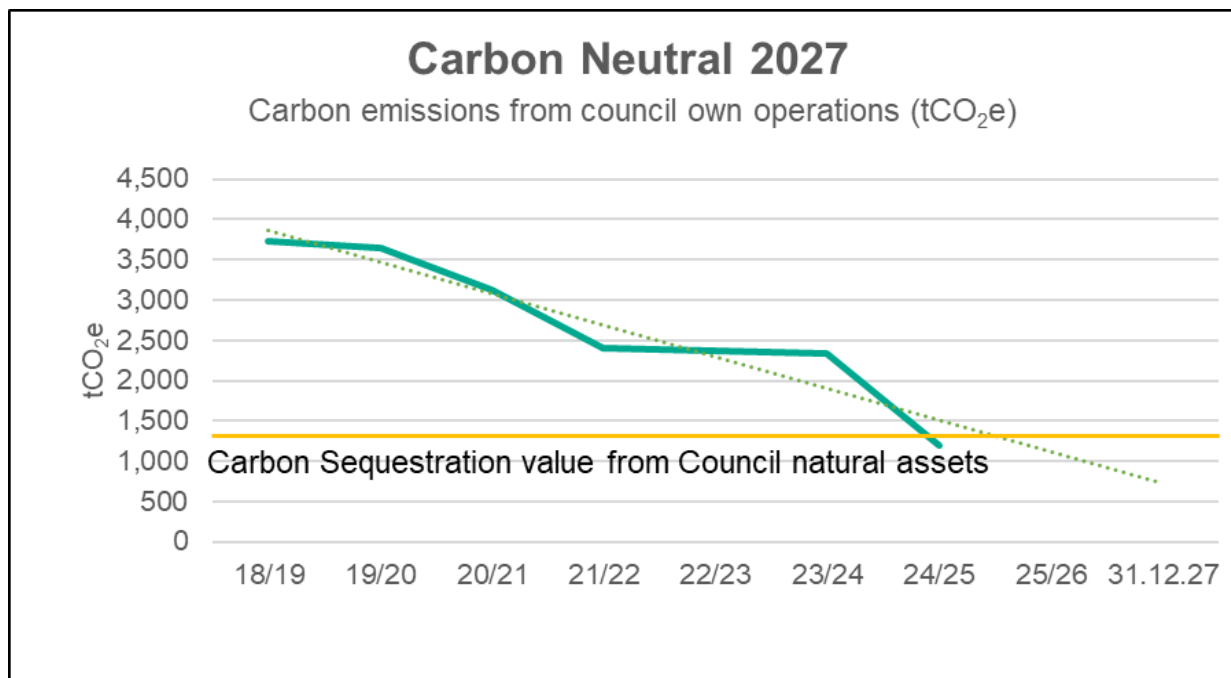


Figure 9: Progress towards carbon neutrality using a market-based approach for electricity and the potential sequestration value from the Councils' own natural assets.

ISO 14068 – Carbon neutrality

As the Council moves toward its 2027 carbon neutrality goal, it will be important to secure formal sign-off for any carbon neutrality claim. ISO 14068 provides a structured and internationally recognised framework for making such claims. The benefits of adopting ISO 14068 include:

- Credibility – Aligns with global standards and best practice.
- Transparency – Clear rules for measuring, reducing, and offsetting emissions.
- Scientific Validity – Ensures claims are evidence-based and verifiable.
- Risk Reduction – Minimises reputational and compliance risks.
- Clear Roadmap – Defines five steps: Measure, Set Targets, Reduce, Offset, Verify.

The Environment team will explore the indicative costs and resources required to complete this standard, with a view to presenting recommendations to Cabinet. This will ensure that when the Council does declare carbon neutrality, it will do so with assurance.

Appendix 2

Scope 3 emissions 2024/25

The total carbon footprint for the Council's own operations in 2024/25 was 30,438 tCO₂e (Figure 1). Notably, Purchase Goods and Services (PG&S) represent a significant proportion of Scope 3 emissions and has shown a marked increase compared to the previous year, contributing to an overall 29.6% rise in Scope 3 emissions.

While other categories remain stable or decrease, the increase in PG&S highlights the complexity of managing supply chain emissions. Scope 3 emissions are inherently challenging to quantify due to data gaps and variability in supplier reporting. These fluctuations are expected at this early stage of measurement, and improving data quality will be critical moving forward.

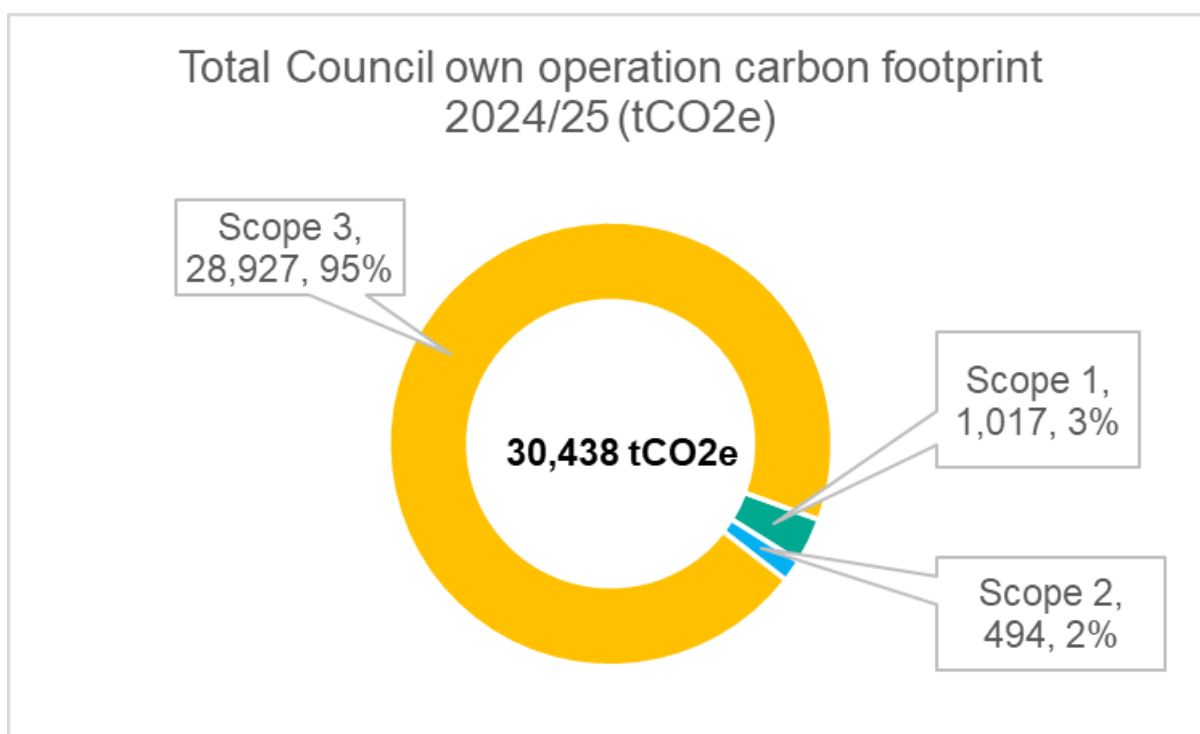


Figure 1: Total Council own operation carbon footprint 2024/25

Figure 2 illustrates the Council's Scope 3 emissions over the past three reporting years, highlighting a clear upward trend. While year-on-year variations are expected at this early stage due to data quality and the complexity of capturing indirect emissions, the overall increase underscores the significance of Scope 3 within the Council's carbon footprint. The most notable contributor to this rise is PG&S, which has more than doubled compared to the previous year. This reinforces the need for targeted action in procurement and supply chain engagement.

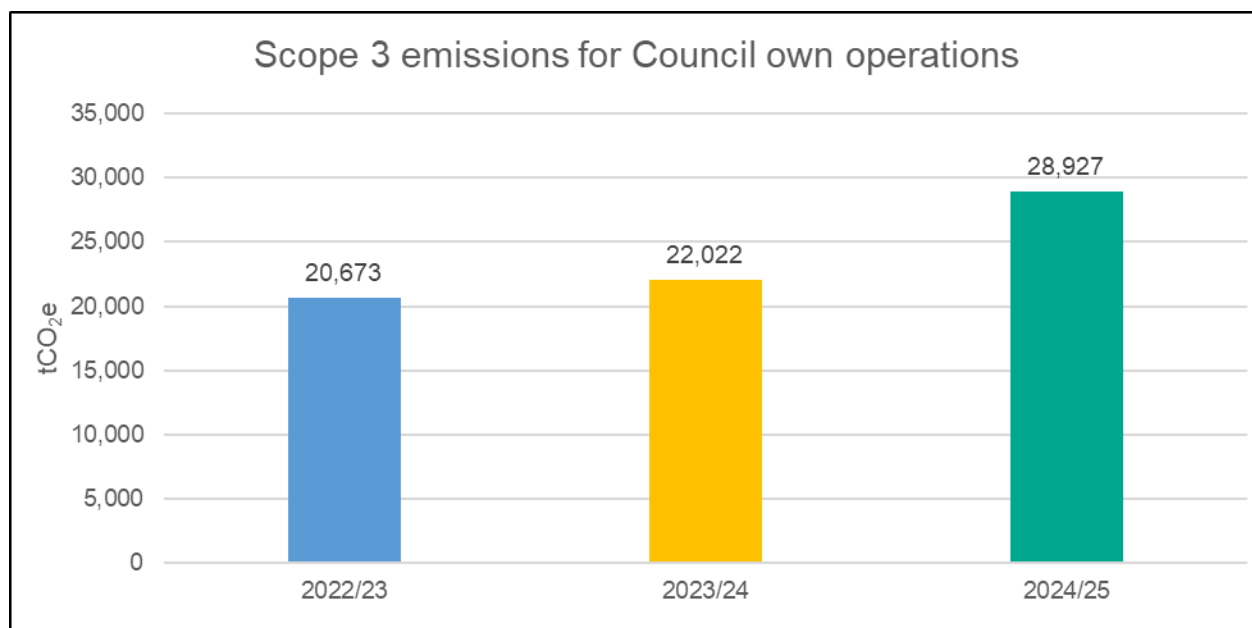


Figure 2: Scope 3 emissions for Council own operations

Table 1 provides a snapshot of key Scope 3 categories for 2023/24 and 2024/25, showing percentage changes year-on-year. It is important to note that this does not represent the full Scope 3 inventory but focuses on major contributors at this stage to illustrate where increases and decreases are occurring. The most significant change is in PG&S, which more than doubled (+105.6%), driving the overall increase in Scope 3 emissions. Other categories show minor fluctuations, with reductions in waste (-64.3%) and stability in areas such as working from home (0%).

	2023/24	2024/25	% Difference
Water	4.6	5.7	23.1% ↑
PG&S	6,161.9	12,666.1	105.6% ↑
Commuting	234.3	235.6	0.6% ↑
Business Travel	54.1	53.9	-0.4% ↓
Leased Buildings	15,537.8	15,549.7	0.1% ↑
Waste	7.2	2.6	-64.3% ↓
WFH	22.0	22.0	0.0% →

Table 1: Scope 3 comparison

Scope 3 emissions for 2024/25 increased by 29.6% compared to the previous year, driven primarily by a significant rise in PG&S. While this analysis currently covers only major categories, it provides an important early benchmark for tracking progress and identifying priority areas for reduction.

Report of the Portfolio Holder for Environment and Climate Change

Citizen Visioning

1. Purpose of Report

To present the final report of the Broxtowe Citizens' Climate Panel and outline the proposed next steps for integrating its recommendations into Councils Climate Change and Green Futures strategy.

2. Recommendation

Cabinet is asked to NOTE the report.

3. Detail

Broxtowe Borough Council was selected as one of 25 local authorities to participate in the Innovate UK Net Zero Living Fast Followers programme, which provided fully funded support to establish a Citizens' Climate Panel. This initiative aimed to place local voices at the heart of climate decision-making, with a particular focus on flooding, a key issue following the storm events of 2023.

The Council worked in partnership with Involve, Forum for the Future, Ipsos, and Quantum Strategy & Technology Ltd to deliver the project. The only resource requirement from the Council was officer time, with the total value of the project estimated at £80,000.

The Panel met across four in-person sessions in June 2025, engaging 22 residents selected to reflect the demographic makeup of the Borough. The guiding question was:

“What should Broxtowe Borough Council prioritise to tackle flooding in a fair way?”

The final report (**Appendix 1**) contains eight recommendations for what the Council should do and seven recommendations for how the Council should do it. These were shaped through a mix of expert insights, personal experiences, and conversations among participants. The report reflects the voices of residents, offering valuable insight into public perceptions and expectations.

A key theme that emerged during the panel sessions was the misunderstanding among residents regarding the division of responsibilities for flood management. Many participants assumed that Broxtowe Borough Council was the lead authority for flood response, when in fact it is Nottinghamshire County Council. Several recommendations raised by the panel relate to functions that fall outside the Council's jurisdiction, including those led by the Environment Agency and the County Council.

While Broxtowe Borough Council cannot directly deliver all the actions proposed, it can play a vital role in influencing, supporting, and facilitating coordination between key stakeholders. The panel expressed a strong desire for the Council to have greater powers at the local level, particularly in relation to response and preparedness, citing the value of local knowledge and proximity to affected communities.

Next Steps

The following actions are proposed to be undertaken over the next year:

- Share the final report with internal and external stakeholders, including elected members, partner organisations, and community groups.
- Separate the recommendations into those that fall under the Council's direct control and those requiring influence or partnership.
- Incorporate relevant recommendations into the refresh of the Climate Change and Green Futures Strategy, scheduled for later in 2025/26. This will include strengthening the adaptation and mitigation sections.
- Provide a six-month update to panel participants via email, outlining progress and actions taken.
- Host a twelve-month in-person event with panel members to share further updates and maintain engagement.

Link to Blue Infrastructure Audit

Members will be aware that the Environment team have recently completed the Blue Infrastructure Audit. The findings of this audit will be presented to Cabinet in the new year.

Given the increasing importance of flood-related work, particularly considering recent incidents, it is proposed that an annual update on blue infrastructure and climate adaptation be brought to members to ensure ongoing oversight and strategic alignment.

The Citizens' Climate Panel has provided a valuable and inclusive foundation for shaping Broxtowe's approach to climate adaptation, particularly in relation to flooding. The next steps outlined in the report will ensure that the insights and recommendations from residents are embedded into the Council's Climate Change and Green Futures Strategy and that progress in this critical area continues.

4. Key Decision

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

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

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

The cost of the Citizen Visioning engagement project was fully grant funded at around £80,000. As such, there are no additional financial implications for the Council at this stage. Any significant budget implications that extend from the work of the report 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

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

The report addresses climate change engagement with residents across the Borough which forms a fundamental element of the Climate Change and Green Futures Strategy and Carbon Management Action Plan. Residents who have taken part in the Citizen Visioning workshops have been invited to join a new network of climate change influencers within the Borough.

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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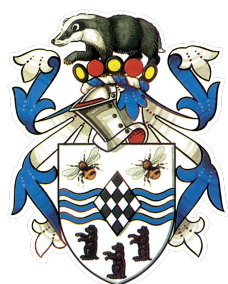
Final report July 2025

Broxtowe Borough Council's Citizens' Climate Panel

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Broxtowe Citizens' Climate Panel



Broxtowe
Borough
COUNCIL



involve



Quantum



Some of the Residents and facilitators who consented to having their picture taken.
*All photo credits in this report go to **Broxtowe Borough Council**.*

With thanks

With thanks to the 21 Residents who contributed their time, energy and ideas:

Arthur, Beth, Bijaya, Catherine, Chris, Claire, Colin, Joan, Joseph, Katie, Katrina, Lisa, Luke, Mariselvan, Mark, Martha, Miguel, Paul, Rachel and Vivian.

With thanks to Sathish for providing interpretation throughout the Panel.



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The icon to the right will bring you back to this page throughout the document.





Definitions

Broxtowe Citizens' Climate Panel

The name of the Panel is 'Broxtowe Citizens' Climate Panel'. The area that this refers to is the *Borough of Broxtowe*. Participants all come from the Borough and Officers from *Broxtowe Borough Council* have been part of building process.

While "Broxtowe Citizens' Climate Panel" is used throughout this report, this is not to be confused with the area within Nottingham also called Broxtowe.

Sessions

'Sessions' will be used to describe the meetings or instances at which the Citizens' Climate Panel convened.

Residents

The Climate Panel was made up of 21 Residents from the area. Throughout the process, we have referred to the Residents as 'Panel Members'. However, throughout this report, they will be referred to as Residents, so as to not be confused with Members of the Council (Councillors).

Recommendations

Through the sessions, Residents agreed on various recommendations. These are suggestions from the Residents, presented to the Council.

The Council are committed to reviewing these recommendations and will make clear to the Residents what they can and cannot take forward when providing updates at agreed points following the completion of the project.



Executive Summary

In 2023 and 2024 severe floods hit the Borough of Broxtowe and left an ongoing impact on homes and businesses. Different parts of the Borough were able to respond to the crisis to different degrees, raising real questions about fairness in the area.

The Council, as one of the [Fast Followers](#) project partners, was invited to be one of 25 Local Authorities in the UK to complete a Citizen Visioning Engagement project. The objective is to identify hopes and fears for the future of the Borough and identify how net zero strategies can align with these. The Fast Followers project aim is to deliver an efficient, scalable route to net zero for Derby Derbyshire Nottingham and Nottinghamshire (D2N2).

Broxtowe Borough Council worked with Involve, Forum for the Future, Ipsos, and Quantum to run a **Citizens' Climate Panel**. The aim was to put citizen ambitions for the future of their area at the heart of the Council's updated *Climate Change and Green Futures Strategy 2023-27*, to answer the question:

"What should Broxtowe Borough Council prioritise to tackle flooding in a fair way?"

21 Residents from across the Borough were recruited through sortition to broadly reflect the population of the Borough of Broxtowe. Together they made up the **Broxtowe Citizens' Climate Panel**.

The Panel met four times for a total of 19 hours in person, in June 2025. During the sessions they heard from speakers on a variety of topics related to flooding and climate change. They discussed, deliberated and wrote up a response to the guiding question.

Together they agreed on:

- **8 recommendations for what the Council should prioritise to tackle flooding in a fair way**
- **7 recommendations for how the Council should get there**

This report captures those recommendations in participants' own words.

The Council are committed to provide the Residents with a 6 month update, and to reconvene in 12 months.

Additionally, to prepare for the Climate Panel, a Climate Change Forum was first held in March 2025 to guide the shaping questions. This was followed by an Advisory Group, made up of members from across community and voluntary sector partners and Council departments. The Advisory Group met between April - May 2025 to advise on learning content, help situate the Panel in the wider context of work happening locally, and provide feedback on draft recommendations.



Background



Project origins

Why the Climate Panel?

The Broxtowe Citizens' Climate Panel is part of **Innovate UK's Net Zero Living programme** - a major UK wide project to help local authorities engage their citizens on how to get to Net Zero in partnership with Involve, **Forum for the Future**, **Ipsos**, and **Quantum Strategy and Technology Ltd**.

Broxtowe Borough Council is one of 25 local authorities across the Country which is creating a citizen vision for their area. Real climate action starts with real people and Citizen Visioning puts local voices at the heart of the conversation, reflecting local knowledge, lives and places. It meets people where they are, acknowledging barriers to climate action, tapping into community strengths and making space for future-focused thinking.





Project origins

Why flooding?

In 2023-2024 severe floods hit the Borough of Broxtowe and left an ongoing impact on homes and businesses in the area. Different parts of the Borough were able to respond to the crisis to different degrees, raising real questions about fairness in the Borough.

During 2025/2026 Broxtowe Borough Council are updating their [Climate Change and Green Futures Strategy 2023-2027](#). For the first time, the strategy will include a section on adaptation and mitigation.

To ensure public input from an early stage, the Council decided to focus the Panel on flooding, so that the Panel recommendations can inform the refresh of the Strategy.





Project origins

What did the Panel set out to do?

The Climate Panel brought together Residents to answer:

What should Broxtowe Borough Council prioritise to tackle flooding in a fair way?

Across four sessions, the Panel deliberated, agreed on and wrote up 8 recommendations for what the Council should prioritise to tackle flooding in a fair way, and 7 recommendations for how the Council should get there.



Broxtowe Citizens' Climate Panel

The question

What should Broxtowe Borough
Council prioritise to tackle flooding
in a fair way?



Overview of the Citizens' Climate Panel process

Learning

Residents learned about the topic from a range of speakers, including those with personal experience of flooding. Topics covered Climate Change, Fairness and Flooding, the role of the Council and Preventing, Preparing and Responding to floods.

Deliberation

Residents asked questions and discussed the information they had heard to develop key ideas and draft recommendations.

Decision making

Residents used the learning from the range of speakers plus feedback from the Council and Advisory Group to finalise their recommendations. This included ideas on both *what* the Council should do and *how* they should do it.



What we did

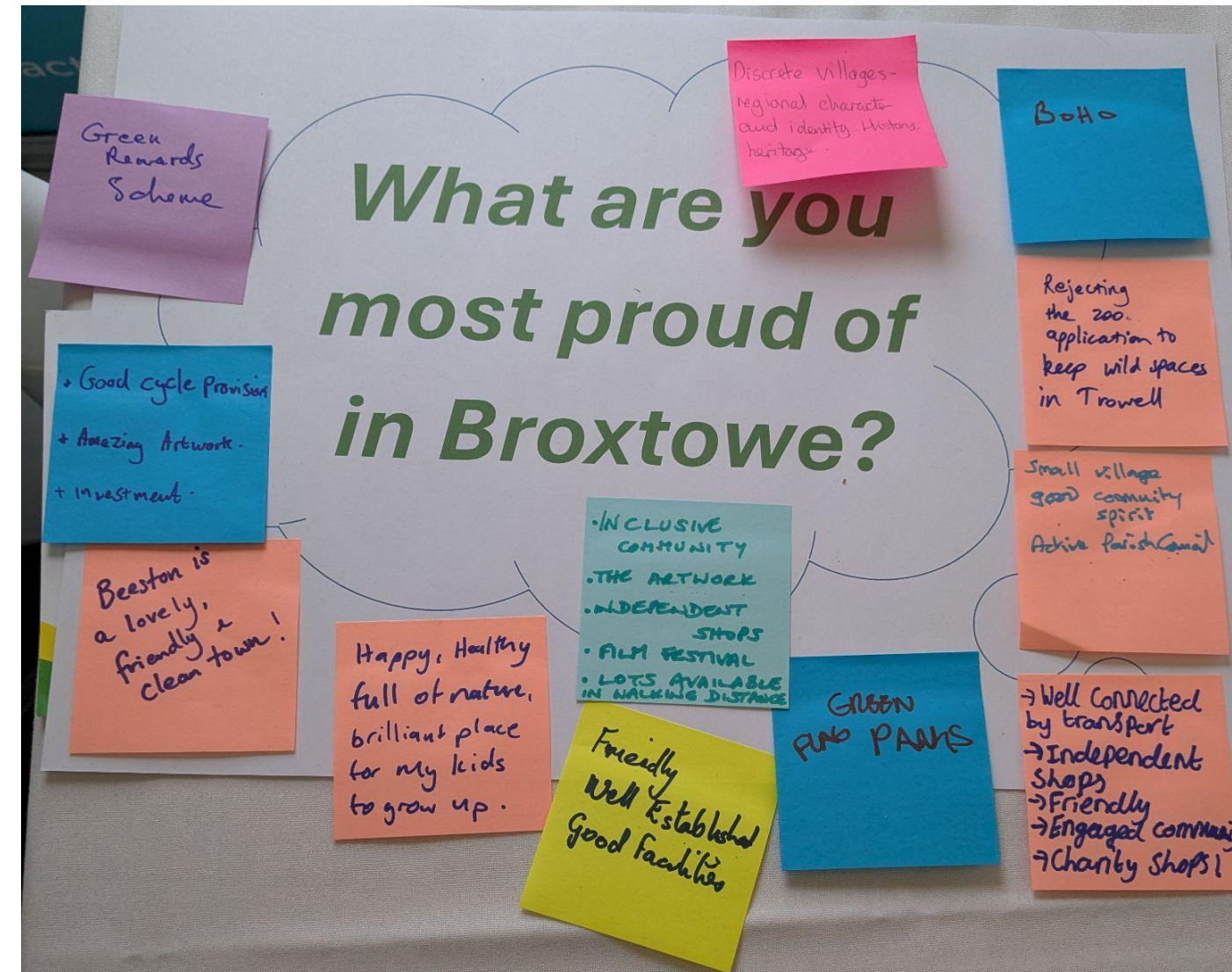
The Climate Change Forum

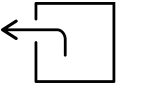
The Climate Change Forum was hosted by Broxtowe Borough Council in March 2025 and brought together 134 attendees including key stakeholders and community groups to discuss critical questions:

- What do people need to learn about Net Zero?
- Who are the 'Climate Leaders' locally?
 - Identifying individuals and groups leading on climate issues within Broxtowe Borough and surrounding areas.
- How can people get involved in local climate action?

Those at the Forum were offered to attend 3 out of 4 breakout sessions, one of which included discussions about the Citizen Visioning Conversations. Outcomes from the Forum informed Council decisions ahead of the Citizens' Climate Panel.

The forum reached a wide range of audiences to gain insight also from those outside of the Citizens' Climate Panel.





What Happened

The Advisory Group

The Advisory Group met three times between April and July 2025. Their role was to:

- Advise on learning content for Residents including topic areas and potential speakers to ensure the evidence is fair and balanced
- Act as a sounding board for potential activities or decisions about the process or content
- To situate the Citizens' Climate Panel within the wider context of work happening locally and make connections with past, ongoing and future initiatives

The Group included members from across community and voluntary sector partners and Council departments relevant to the question being asked of the citizens' panel.

Thank you to our Advisory Group Members:

- Faye Ellis, Principal Communications and Cultural Services Officer, Broxtowe Borough Council,
- Alex McLeish, Communities Officer (Health), Broxtowe Borough Council
- Raoul de Sousa, Engagement Coordinator, Housing, Broxtowe Borough Council
- Sue Clifford, Tenant Representative
- Mike Spencer, Beeston Civic Society
- Julie Bryant, Primary Care Network
- Sir Martin Poliakoff, Research Professor of Chemistry, University of Nottingham
- Ryan Mellor, Curate at St Barnabas Church in Chilwell
- Councillor Helen Skinner, Portfolio Holder Environment and Climate Change, Broxtowe Borough Council

What Happened

The Panel met four times, over two evenings and two full days in June 2025. Sessions included a mix of individual reflection, group discussion and activities, presentations and question & answer sessions.

Staff from Involve included a lead facilitator (who, for example, gave instructions at the front of the room and kept the group to time) table facilitators (who facilitated smaller groups on tables to ensure groups were staying on topic and that nobody was dominating the conversations), and a support person (who ensured that Residents had what they needed to take part in the sessions).



Broxtowe Citizens' Climate Panel





What Happened

Session One, June 4th 2025:

At the first session, the Panel were welcomed by the Involve team and *Councillor Helen Skinner*, who introduced the panel to the process and discussed its importance and purpose. Residents got to know each other through some ice breaker games and agreed on conversation guidelines for the following sessions.

Page 250 First, the Panel focused on the Borough of Broxtowe, with discussions taking place at three tables arranged to ensure an even spread of demographics across the room. Participants talked about what they like and value about the Borough, as well as what they would like to see change or improve.

Then the Panel were given an introduction to climate change. They heard from *Franziska Schrod*t, Professor of Earth Systems Sciences at the University of Nottingham who gave a presentation. The Panel also took part in a “climate role play” activity and a short climate quiz.

Before wrapping up for the evening there was an opportunity for Q&A and reflections.

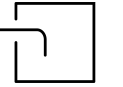
Session Two, June 5th 2025:

The following evening, the Panel started the day by sharing and reflecting on their personal experiences of flooding and marked on a map where they had experienced flooding in the area.

Then they heard an introduction to flooding across the Borough from *Stephen Marwood*, the Sustainable Growth Manager at the Environment Agency, followed by a presentation on Broxtowe Borough Council and flooding from *Sarah Robertson*, the Climate Change Manager at Broxtowe Borough Council.

After some time to reflect and have a break, the Panel were given a presentation on Fairness and Flooding by *Frieda Wignall*, who works for Ashden, a climate change charity. After this, each group were given an opportunity to ask questions on tables for three “carousel rounds” of Q&A.

After some time to reflect, each group discussed their initial thoughts on fairness, noting down *what is fair and why*, to begin drafting recommendations for the calling question; “What should Broxtowe Borough Council prioritise to tackle climate change in a fair way?”.





What Happened

Session Three, June 14th 2025:

The third session was a full day, and focussed on preventing and preparing for floods.

The Panel sat on three tables with different people than in the previous sessions. The session began with the Panel reviewing and refining the outputs from sessions one and two, including combining similar ideas that emerged across the tables.

During this session they heard from various speakers who focused on prevention to reduce flood risk. First from *Dr Lucy Clarke* a Senior Lecturer in Geography at Nottingham Trent University who spoke about both natural and engineered flood management, followed by a presentation about the role of community groups in helping prevent flooding by *Alison Slack*, the Chair of a local charity called Stapleford and Trowell Boundary Brook Action Group and *Trevor Jones*, one of group's members with lived experience of flooding.

After a break, the Panel heard from *Paul Nathanail* (among other things) a Chartered Geologist and the Chair of Bramcote Neighbourhood Forum and *Joshua Wells*, the Principal Flood Risk Management Officer at Nottinghamshire County Council. They spoke about planning and flooding.

After all the presentations, the Panel had the opportunity to ask questions to all speakers in two separate Q&A sessions.

After a lunch break, the Panel worked in their three groups to add to their draft recommendations based on the information around preventing flooding and reducing flood risk that they had heard that morning.

Then the Panel learned about different ways that people can prepare for flooding, through Council posters, leaflets and a website.

After this they returned to working in groups on their draft recommendations, this time based on the information and discussions around preparing for flooding.

After some time to reflect, it was time to wrap up before the final session two weeks later.





What Happened

Session Four, June 28th 2025:

The final session was another full day, and began with a warm up game, personal facts bingo.

The morning session focused on responding to flooding. To provide the Residents with different perspectives on what responding to flooding involves and what is and isn't working, they heard from a panel of people who were involved in different ways in the 2023/2024 floods (the "Response Panel"). The Response Panel consisted of *Emma Georgiou, Assistant Director - Environmental Services, Broxtowe Borough Council, Alex McLeish, Communities Officer (Health), Broxtowe Borough Council, Louise Gealy, Housing Operations Manager, Broxtowe Borough Council, Lynn, local resident who has been flooded and written answers from Philip Sudlow - Assistant Director Revenues, Benefits and Customer Services, Broxtowe Borough Council.*

After reflecting and a break, the Citizens' Panel were given an opportunity to ask questions to the Response Panel, after which they worked in small groups of four to add to their recommendations based on what they had heard that morning.

After lunch the Residents moved into three new groups, and spent the afternoon finalising and fine tuning the recommendations. They also reviewed any suggested additions to the recommendations provided by the Advisory Group and responded to any queries from the Council and Advisory Group on the draft recommendations to ensure their meaning was clear throughout.

They also spent some time reviewing and giving feedback on a Council Flooding leaflet, based on their lived experience and the expertise they had gained over the panel sessions.

The three groups rotated throughout the afternoon to ensure that all Residents had the opportunity to review each recommendation.

To celebrate and conclude the day and the Citizens' Climate Panel, Residents presented their final recommendations at the front of the room. This was followed by a short thank you from Councillor Helen Skinner and the Mayor of Broxtowe Borough Council, Councillor Robert Bullock, who thanked the Residents for their time, energy and recommendations.

After some final group reflections at tables, it was time to wrap up the panel.

Thank you to our speakers:

- Councillor Helen Skinner
- The Mayor of Broxtowe, Robert Bullock
- Franziska Schrodt
- Stephen Marwood
- Sarah Robertson
- Frieda Wignall
- Dr Lucy Clarke
- Alison Slack
- Trevor Jones
- Paul Nathanail
- Joshua Wells
- Emma Georgiou
- Alex McLeish
- Louise Gealy
- Lynn
- Philip Sudlow





Who took part?

Who took part?

In total, 22 people were recruited to broadly reflect the population of Broxtowe. 21 people took part in the panel.

Letters, inviting people to take part, were sent to 6,600 randomly selected residential addresses across the whole of Broxtowe Borough. Residents for the Climate Panel were selected from the 156 Residents registered their interest to take part.

Residents were given a gift of thanks of £300 (in line with the [National Living Wage](#)) for taking part in all sessions, to make participation accessible to all and in recognition of their time.

Residents' travel and caring costs were also provided, as well as interpreters for language support where needed.

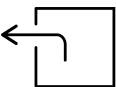
How were participants selected?

Residents were selected by our Partners the [Sortition Foundation](#) using a type of civic lottery called sortition.

Residents completed a form to express their interest in taking part. Personal details were removed and a group selected using a computer program to be broadly reflective of the area in terms of their:

- Age
- Gender
- Ethnicity
- Disability
- Education
- Views on Climate Change
- Type of housing tenure
- Geography (ward group - see page 23 for Ward groups used)

Recruitment criteria were agreed between Involve and Broxtowe Borough Council to ensure the final group would have a good spread across demographics.





The Broxtowe Citizens' Climate Panel in numbers

21

participants

*took part, broadly
reflective of the area
across demographics*

15

speakers

*provided information and
evidence*

8

Priority
recommendations
for
what the
Council should do

*deliberated on, agreed and
written in participants' own words*

7

recommendations
+ for how the Council
should
get there

19

in person hours

*of learning, conversations,
deliberation and writing
recommendations*

Recommendations

"The panel's recommendations are important because they include our informed opinions (...) informed by professionals and those with first-hand experience, which we took onboard and discussed/debated at length, working to greater understand the idea of fairness, even within our group."

- Miguel, Panel Member



What should Broxtowe Borough Council prioritise to tackle flooding in a fair way?

Our recommendations ...

Our priorities for **what the** **Council should do** (in no particular order)

1. Support the less fortunate and the vulnerable
2. Ensure all at-risk areas get the same level of consideration
3. Harness community effort
4. Use communication to build community understanding, promote individual responsibility and improve transparency
5. Incentivise individual responsibility
6. Protect people from flooding
7. Maximise co-benefits
8. Respond to flooding events well and speedily

Our priorities for how the Council should do it (in no particular

- 1. Be more accountable for decisions about flooding**
- 2. Employ a wide range of solutions, including learning from other areas**
- 3. Lead and act with urgency**
- 4. Ensure a coordinated approach between all relevant organisations**
- 5. Speak to those with experience of flooding to inform Council actions**
- 6. Ensure people have an opportunity to share their views in an accessible way**
- 7. Broxtowe Borough Council should have more responsibility for tackling flooding**



Our priorities for what the Council should do:

Detailed thoughts



Our recommendation

What we want the Council to prioritise

Our ideas

A pool of ideas about how to take forward our recommendation for the Council to draw on

Because

Why our recommendation is important

Recommendation:

Support the less fortunate and the vulnerable

By the 'vulnerable' we mean: a) people who live in areas at high risk of flooding; b) people who live in those areas and have an additional vulnerability (please see below); c) people who have flooded.

By an additional vulnerability, we mean people who are less able to prepare for flooding and/or are at higher risk from it because of:

- *Physical health conditions, including elderly people who may be frail;*
- *Mental health conditions, including hoarders;*
- *Disabilities;*
- *Financial disadvantage;*
- *Dependents / caring responsibilities;*
- *Difficulty accessing or giving information (reading, writing, speaking), for example because of language skills, learning disabilities, or digital exclusion;*
- *Living in single storey buildings;*
- *Homelessness.*

Recommendation:

Support the less fortunate and the vulnerable

Ideas:

- **Supporting people less able to protect themselves to prepare for flooding:**
 - Equal access to flood defences (i.e. measures people can put in place at home).
 - Ensuring that everyone has access to insurance, regardless of their income. This should include contacting people, especially the vulnerable and digitally excluded, to help them get insurance. Broxtowe Borough Council should make content insurance compulsory for social housing residents (current and new), by including it within rents.
 - Explore how to support homeless people, so they are protected when flooding takes place.
- **Ensure access to information about preparing, and planning for flooding:**
 - Prioritise communicating the 'prepare' check list to people in highest flood risk areas.
 - Ensure information reaches people in high risk areas who are less likely to see and/or be able to access information through usual Council channels, for example because of digital exclusion, language skills or learning disabilities. This includes making clear how at risk and vulnerable residents can access stockpiled sandbags. The Council needs to look at delivering sandbags to residents who wouldn't be able to collect them themselves.
- **Creating an optional (opt-in) database or other mapping of support needed in high-risk flood areas.** This should be done before flooding occurs. It should be an opportunity for people to report vulnerability during the storm-warning period.
- **Some sort of central (i.e. Broxtowe wide) funding pot which people can access - a "flood fund".** If the necessary funds are available, this should help people prepare for flooding (i.e. help them pay for flood prevention measures at their properties) and help people who are flooded. We note that financial support is already available as part of the flooding response. The fund could be created from flooding-related fines (see recommendation: 'incentivise individual responsibility') and Council tax as flooding becomes more common.
- **Supporting people who are (more) vulnerable because they have flooded:**
 - Provide practical support for those who are flooded.
 - Provide mental health support for those who are flooded. This includes offering an immediate trauma response at the time of flooding, which the Council could organise itself. The Council should then check-in with people 6 weeks later, making them aware of signs of trauma to look out for and signposting them to mental health services and other relevant support.
 - People who have flooded should get an automatic physical health check-up with their GP and be made aware of relevant physical health symptoms to look out for.
 - Explore how to support people who become homeless due to flooding. This includes looking at what it can do for people evicted from private rented homes because of flooding. For example, the Council could earmark places near high risk areas that are likely to be available as temporary or permanent accommodation.
 - Supporting people who are reliant on foodbanks, either because they were already reliant on them before the flood or because flooded people have moved in with them, creating additional financial pressures. This includes ensuring access to formula milk for babies and possibly also pet food. It could include, for example: offering Tesco vouchers; liaising with food banks and food redistribution schemes to put on an emergency response; or having food tents in town squares).
- **There should be an alert system that kicks into action when flood alerts are issued,** particularly for affected areas with high(er) concentrations of vulnerable people. This should communicate what the alert means and what might happen. It should also encourage people to collect survival kits (see recommendation: 'Respond to flooding events well and speedily'). Communication could involve cars with loud speakers, signs at traffic lights, and the use of community hubs (see recommendation on communication).

Recommendation:

Support the less fortunate and the vulnerable

Because:

- The impact of flooding is inequitable.
- Flood defences shouldn't be just for those who can afford them.
- Some people don't have a choice about living in cheaper areas that are at higher flood risk.
- The Council needs to recognise and address the needs of working class people.
- It's important to ensure those who are vulnerable and need support get it.
- Some people who are vulnerable during flooding are not necessarily economically disadvantaged (e.g. elderly people who are less able to evacuate).
- People need to know what help is available to them.
- Everyone needs help with natural disasters.

Recommendation:

Ensure all at-risk areas get the same level of

We are aware of inequalities within the Borough of Broxtowe. Some areas, such as Beeston, are wealthier and seem to receive more investment and attention. Others, such as Stapleford, are less wealthy and seem to receive less investment and attention. We refer to these less cared for parts of the Borough as 'neglected areas' below.

The level of consideration and protection each area of Broxtowe receives in relation to flooding should be determined by its level of flood risk.

One benefit of this approach will be that making the necessary flood-related investments in neglected areas will bring them additional benefits.

Recommendation:

Ensure all at-risk areas get the same level of consideration

Ideas:

- Identify which areas are neglected, and why.
- Set up a review body to look at (a) the impact of flooding in neglected areas, and (b) how that neglect affects the flooding.
- Prioritise neglected areas for the maintenance of natural course ways, drains and gutters.

Because:

- No area should be forgotten - all areas should receive attention.
- Officials must know where the gaps are. They should prioritise filling them.
- Poorer areas need more funding to reach the same levels as better off areas.
- Nature has no boundaries. Class divides should not affect solutions to problems.
- Prevention is better than the cure.
- People's access to flood protection should not be affected by where they live.
- It supports regeneration.

Recommendation:

Harness community effort

Ideas:

Make use of volunteering

- Volunteering that helps prevent flooding:
 - Community mobilisation (e.g. schemes in Australia where people planted reeds to stop flooding).
 - Tree planting.
 - Scheme for Years 10 and 11 with certificate at the end. Could link to philosophy lesson.
 - The Council could fund measures like rain gardens, but volunteers could build them for their community.
- Volunteering that helps **prepare for flooding**:
 - Target support to help the less mobile and to distribute materials such as sandbags.
- Volunteering that helps **when there are flood alerts**:
 - Empower volunteers to knock on doors when there is a flood alert.
 - Putting out bins for those who can't (so empty at times of flooding, rather than full bins tipping over into flood water).
- Volunteering that helps with **responses to flooding**:
 - Support at times of crisis - volunteers could be trained or use existing skills. For example training could be provided to volunteers so that they can help the fire service to check properties, help ambulance staff with medical aid and spot early signs of potential floods.
 - Volunteers could hand out flood packs containing food, water, candles etc.
 - Volunteers could staff an action line so there is someone on call 24hrs to provide advice during the flooding season - like a reserve service.
 - Offering free rooms to people displaced from their homes.

- Thoughts on **how volunteering could work**:

- Create enriching volunteering opportunities - for example, ones that lead to career opportunities (e.g. fire volunteering that counts towards a fire-fighting qualification, links to job opportunities in the Council or government). Include a celebration at the end of volunteering courses.
- Create flooding teams from the most willing first.
- Community-led volunteering to support at-risk areas.
- Use uniforms and/or lanyards to create a volunteer identity.
- Teach simple practical skills to young volunteers - e.g. sand-bagging, first aid etc.
- Could involve rewards or incentives - e.g. prize draws, small voucher (£5-10), certificate for school-age people, reduction in Council tax, free use of public transport, cash incentive structures for training courses, or recognition rather than reward. Could have loyalty programmes for returning volunteers with vouchers and/or rewards of recognition.
- The Council needs to be careful about how it communicates volunteering so as not to put people off. Ideally, volunteering would be community-led with Council coordination and support, but this may not be realistic.
- Form a group of Council officers and volunteers to coordinate services and needs.

Recommendation:

Harness community effort

Other ideas (beyond volunteering):

- Community groups focussing on co-benefit projects - sponge gardens, rain gardens etc - funded or sponsored.
- Create flood survivors support groups - could be called 'flood friends'?
- Local schools assisting with community gardens/ litter picking: incentive/ reward could be school resources.
- Education in primary and secondary schools to engage children in what they can do to protect the environment and look after our planet. Ten week course.
The Council could have a team of staff to provide this service if funding could be found.
- Formal neighbourhood flood watch.
- Action line so people can contact the right person at the right time. As per above this could be staffed by volunteers.
- Clearer communication channels, not just digital, so everyone can get in touch with the right person at the right time.
- Engaging with local businesses as access points for resources like sandbags and the ability to deliver e.g. local DIY shops.
- Engage local firms to train employees.
- Use of existing community hubs (i.e. community buildings, community groups like the Scouts, Guides, church groups). They could help spread information about prevention and preparedness, and help 'plant the seed' of volunteering. They are also a way of getting feedback. Think about how they can be used.

Recommendation:

Harness community effort

Because :

- It's an entire area that's affected, not just one house. Flooding doesn't discriminate so we all need to work together to solve it.
- Community groups have power to build momentum and make a difference.
- It needs community support. It can't be solely a Council effort.
- Gives a voice to affected communities and leads to the sharing of beneficial experience and knowledge.
- It would educate children in behaviours that would help tackle flooding from a young age (e.g. around bins and drains). Even if only some learned new behaviours, it would help.
- Educating early would help prevent some environmental issues and raise awareness from an early age.

On volunteering specifically:

- Everyone and everything benefits - the volunteers, the people receiving support, the environment.
- It allows wealthier / more fortunate people help people who are less fortunate / desperate.
- For young people, it can add to their CV and employability, be motivating and engaging, and help them find interests that may lead to a future career.
- It's a strong driver of green skills.

Recommendation:

Use communication to build community understanding, promote individual responsibility and improve

Ideas:

- **Communicate more** about flooding and flood prevention **through more channels**
- **Clearly communicate what is being done to tackle flooding and what has changed:**
 - Live updates on works being done to tackle flooding, with a log.
 - Targeted information for people about their locality, including changes taking place.
 - Better communication of flood schemes.
 - Show environmental improvements in pie charts of where Council tax is spent.
- **Run awareness raising programmes to promote individual responsibility:**
 - What to not put down drains and keeping drains clear - send out leaflet like you do for bin timetable.
 - Impacts of certain behaviours.
 - How people can help.
- **Make people aware of the 'prepare' checklist:**
 - Concentrate on the areas most at risk, using targeted communication strategies.
 - Tell people their flood risk, rather than relying on people to check their own. This also helps gets past digital exclusion.
 - If telling people their flood risk isn't feasible, then run a big campaign around people checking their flood risk, on the basis that people who find out they are at high risk will then take preventative measures. However, we are ensure if this is the most effective method of achieving change.
 - Create a priority list of what people should do in low, medium and high risk areas, and target that information at the relevant people.
 - Put information on the bottom of bin information letters/ the bin collection schedule.
 - MPs and Councillors remind people (e.g. at meetings, surgeries etc) to check their flood risk. This is part of a coordinated approach.
- **Amend the Council flooding leaflet - please see the separate page on this at the end of our recommendations.**

- **Improve flood alerts and access to them:**
 - Lobby national governments about alerts needing to be pushed (not pulled) - i.e. come to you, without you signing up to them. Texts, automatic calls etc.
 - The Council could set up a small stand or tent in the town centre (such as Beeston, Eastwood, Kimberley and Stapleford) or any community areas, with staff members actively helping people to register for flood alerts and check their flood risk, on top of more general awareness raising. This would particularly help people who find it difficult to navigate the internet. It would also promote flood discussion within the community. Face-to-face interaction with the public can be very helpful.
 - Add flood warning light as additional light above traffic lights, like they have in some other countries.
 - Display flood warnings on electronic train/tram/bus signs.
- **Build understanding of the need to invest in flooding infrastructure**, including amongst communities who are not at high risk themselves.
- **Thoughts on communication channels**
 - Put information at the bottom of bin letters.
 - Put information directly on bins (learning from Australia).
 - Reach out to people in a way appropriate to them, including finding ways to communicate to people if they don't have internet or phone.
 - Send leaflets directly to homes.
 - Use people's real experience of flooding and their thoughts on how it affected them to dominate in a leaflet to homes for people who don't use the internet.
 - Hold open public forums to inform and engage people.
 - "Broxtowe's conversation on flooding" - a possible campaign title? It's about creating a two-way conversation on flooding. The Council should use active listening: it needs to show it understands and also to check that residents understand. It should start with a two-way conversation between the Council and those most affected.
 - Information sharing in high traffic areas, bus shelters, shopping areas, health centres, high streets, supermarkets, McDonald's, public areas, billboards.
 - TV, radio, local news, social media and internet. Use videos of people's real experience of flooding.
 - Propose national awareness raising to national government.
 - Use of existing community hubs (i.e. community buildings, community groups like the Scouts, Guides, church groups). They could help spread information about prevention and preparedness, and help 'plant the seed' of volunteering. They are also a way of getting feedback. Think about how they can be used.

Recommendation:

Use communication to build community understanding, promote individual responsibility and improve transparency

Because :

- When you don't see it, it's not there.
- To create self awareness and empathy.
- Flooding can happen to anyone and everyone should be ready.
- It's important to make flood alerts accessible, including to people who are not tech savvy.
- No one knows when the Council has averted a flood and therefore cannot thank them
- Letting people know what is being done (e.g. flood defences in new builds) means people won't be people so angry when new builds go up.
- Creating an understanding of timelines and setbacks helps to manage expectations.
- It's important to be transparent about how taxes are spent.
- How flooding resources are allocated affects everyone, so everyone needs to know.

Recommendation:

Ensure all at-risk areas get the same level of consideration

Ideas:

- Have **warnings and consequences** for people whose (lack of) actions are causing problems with flooding:
 - e.g. households
 - e.g. builders' who are not bagging their rubble so it gets washed into drains and blocks them)
 - Be aware of who owns land so you can hold them to account. Fines for no actions.
- Explore what to do about **people upstream** releasing water from their yards and properties, creating flooding downstream.
- **Funding schemes** for installing permeable drives and surfaces.
- **Incentivise flood protection measures** like net zero measures are incentivised (e.g. grants for electric cars and heat pumps etc).
- **Introduce bin collections for oils and biodegradable food.** Some residents felt this should be at no extra cost to the tax payer.
- **Reward good flood behaviour** - free things or monetary incentives if you fulfil all steps for flood prevention.

Because:

- We all have responsibility for our activities. Everyone should take ownership of what they can do. The community needs to take responsibility too.
- We all need to be responsible for our actions and need to deter poor behaviour.
- Incentives are important to getting people to do things. Same principle as 5p reward you used to get for returning bottles for recycling. It was the incentive that made people do it.

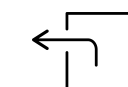
Recommendation:

Protect people from flooding (prevent, prepare, respond AND protect)

Ideas:

Page 274

- **Improve prevention efforts:**
 - Learn from flooding and put in preventative measures, don't just repair it as it was
 - The Council should issue water butts to each house (like they did with green bins). Among other benefits, this would limit the amount of water that needs to go into drains in the first place. The Council should explore whether there are other measures that might similarly limit the amount of water that needs to go into drains.
 - Increase checks on gullies and drains.
 - Improve drainage to reduce problems with standing water.
 - Investigate water drains on private property to check they are not blocked.
 - Preventative measures should be taken consistently all year round, not just in winter. They should be in-place before storms hit.
 - Let the public inform what priorities should be for their neighbourhood - if you live there you know what the problem is.
- **Audit the quality of work undertaken by Council contractors**, building contractors and contractors like VIA to ensure they are doing what they should be to help prevent flooding (e.g. bagging up waste materials so that they don't run into drains).
- Look at what can be done to **stop developers overriding local authority and Environment Agency advice**.
- **Use an ESCROW bond for developers** (meaning developers don't get their money until they fulfil requirements).
- **Lobby national government to introduce required flood defence standards, like with Energy Performance Certificates**. This would force house builders to take action, promote landlord responsibility, and provide homeowners with the information they need to improve their home. Standards should be equal for social and private housing.
- **Distribute selective licensing scheme for landlords** in specific areas and make a condition of that flood proofing.
- **Support local businesses not just homes**.
- **Make better thought through planning decisions:**
 - Prioritise the climate.
 - Require developers to build in to new developments features that protect against flooding (holistic preparation), including permeable drives/surfaces, flood proof doors, and links to drains (not soakaways). Costs of putting these in at the time of construction are fairly minimal for house builders.
 - Ensure new homes use materials for drives/ outside space to let water drain away safely.
 - Require homes in high-risk areas to be more elevated to prevent water ingress.
 - End a situation where developers leave with all their money and when the floods come, they are nowhere to be seen.
 - SuDS to be a requirement for new developments to assist with future flood management.
- **Help improve the flood resilience of old homes:**
 - Provide support on refurbishment in flood-risk areas and for people who have already been affected. Information and resources.
 - Provide support around house renovations - people should be able to ask for advice. For example, the Council could send out housing officers to provide advice.
- **Do more to make sure people know about flood risk when considering housing, across all housing types/tenures:**
 - Lobby national government to make sure information on flood risk is more prominent and accessible when people are buying a house, like Energy Performance Certificates.
 - Provide drainage / natural drainage surveys for house ownership.
 - Make it a requirement to tell people about flood risk when they are looking to rent a property.
 - Provide renters with information about what is their responsibility and what is their landlords' responsibility so that they know their rights.
- **Avoid disproportionate costs to house owners:**
 - Support schemes to help fund insurance and make it affordable.
 - Support schemes that support adaptation to properties.
 - Create a way for people to report behaviour of others that is causing flood risk (see recommendation on 'incentivise individual responsibility').
 - *See also actions relating to developers above.*
- **Develop a support package for at-risk areas that is distributed when flood alerts go out** (e.g. via local community hubs like pubs). This would be a structured package developed with the community (+survival kit). Work with the community of local faith-based organisations and local buildings (e.g. pubs and hotels) to see what is possible.



Recommendation:

Protect people from flooding (prevent, prepare, respond AND protect)

Because:

- We need to provide protection for communities and future generations, and save them from flooding.
- We need to provide longevity for threatened communities.
- It is an important responsibility of the Council to ensure the safety of the community and meet community needs.
- We have the right as taxpayers to expect experts in the Council to make good decisions.
- You mustn't forget the human - the person who flooded.
- Flooding has knock-on effects on people's lives.
- Flooding affects us all: we can't get the services we normally access.
- Homeowners shouldn't have to pay for someone else's actions.

Recommendation:

Maximise co-benefits

Ideas:

- **Green spaces:**
 - Protect green spaces to help slow down water. Green spaces also help people's mental health and are also nice to look at.
 - Use approaches like SuDS and rain gardens where appropriate. Rain gardens create open spaces for people to enjoy.
 - The Council could fund measures that maximise co-benefits, like rain gardens, but volunteers could build them for their community.
- **Put money saved from flood defences working back into community assets.**
- **When commissioning flood-related projects, maximise any opportunities for local jobs and/or skills development**, particularly in the parts of Broxtowe where this is most needed. *See also our ideas on linking volunteering to career opportunities in the emergency services (where needed) - these are under the recommendation 'Harness community efforts'.*

Because:

- We are all one community. It helps everything and everyone.
- A co-benefits approach will draw in people who wouldn't otherwise get involved.

Recommendation:

Maximise co-benefits

Ideas:

- **Be prepared** so you can act quickly when it's urgent. The Council should have a plan in place that is activated when a storm is coming.
- **Be clear on the early warning signs for flooding** so that you can act as soon as they appear.
- **Create a way to call / access people (e.g. a phone number) to report what is happening when flooding is expected.**
- **Respond proactively to flood warnings:**
 - Develop a support package for at-risk areas that is distributed when flood alerts go out (e.g. via local community hubs like pubs). This would be a structured package developed with the community (+survival kit). Work with the community of local faith-based organisations and local buildings (e.g. pubs and hotels) to see what is possible.
 - Knowledge shared - people readied to respond - materials stockpiled.
- **Improve financial support post response:**
 - Review flooding grant accessibility and how information is available e.g. to make sure people who are digitally excluded can access it.
 - Provide more financial support for flood victims.
- **Make sure waste removal supports all residents** re: disposing used flood defences, e.g. you should help dispose of gel bags.
- **Make sure flood response services are available for all** - after care services as well as emergency responses, and that they are reaching those who need them.
- **On sand and sand bags:**
 - Recycle sand from the city centre's urban beach.
 - Make clear in advance who is/is not eligible for stockpiled sand bags.
 - Sand bags should be mandated in the same way as fire extinguishers.
- **Incentivise insurance companies to behave better.**

Because:

- If flooding is reported quickly, help will get there faster.

(Below are additional suggestions from individual Residents after the process):

- Improved preparation may avert or limit flood damage, with benefits to all
- Effective communication about a flood risk empowers people to protect valuable assets and properties.
- Provision of sandbags can help limit floods. Making sure people know who is/is not eligible means people know if they should look to the council or source their own.
- During a flood event individuals may not prioritise their own wellbeing; a support package may protect their physical and mental wellbeing in the immediate day(s) after.
- Knowledge of, and access to, flood support can support during the first few days and weeks, particularly whilst awaiting insurance assessment.
- Council led waste removal ensures potentially toxic and hazardous waste is safely removed. This may also help the psychological recovery from flooding.



Our priorities for how the Council should do it:

Detailed thoughts



Our recommendation

What we want the Council to prioritise

Our ideas

A pool of ideas about how to take forward our recommendation for the Council to draw on

Because

Why our recommendation is important

Recommendation:

Be more accountable for decisions about flooding

Ideas:

- **Admit mistakes** - i.e.:
 - Be transparent about what's not working and clear around the actions needed and what's being implemented.
 - Learn from past mistakes.
 - Learn from the "lessons learned" and then show "lessons applied".
 - Be the adult in the room, i.e. lead and take responsibility to resolve matters
- **Put right what has not been factored in** - i.e.:
 - Implement what had not been considered previously - e.g. acknowledge new ideas and solutions, and factor these in. This includes implementing new technology and ideas.
 - As above, learn from the "lessons learned" and then show "lessons applied".
- **Hold others to account better:**
 - Check and enforce building regulations.
 - Require developers to come back and rectify issues that occur post-build.
 - Require (natural) drainage surveys for house ownership- i.e. pre-purchase survey that advises on where water will go and which advises on flood risk. *See also our related recommendations under 'Protect people from flooding'.*
 - Check on private landowners who have duties to take approved remedial action - e.g. dredging a brook effectively to ensure drainage.
- **Lobby other levels of government to be more accountable too**, including neighbouring Councils whose decisions affect flooding in Broxtowe.
- **Hold an independent review of how flooding resources are allocated.**
- **Hold an independent review of flood risk.**

Because:

- It helps to build trust and that's really needed.
- We pay Council tax.
- Nottingham County Council needs to be held accountable for their responsibilities, not being "asked nicely" to uphold their part in partnership working.

Recommendation:

Employ a wide range of solutions, including learning from other areas

Ideas:

- Annual meetings between City and County Councils to explain and decipher what works and what doesn't work, and to gain inspiration from each other about possible ideas or solutions for a way forward. Publish the findings of these meetings.
- Lobby for a national body to be set-up that brings together affected places to learn from each other.
- Work more closely with local Town and Parish Councils and neighbourhood forums. They have local knowledge and also provide links into the community.

Because:

Employing a wide range of solutions

- One size fits all doesn't work (e.g. for flood management) - different ideas are good for different purposes.
- *Using a mix of flood management approaches allows you to maximise co-benefits (e.g. green space).*
- *Gives the Council more choice in how it responds to the issues.*

Learning from other areas

- It would show the Council and public what's possible (e.g. how to fund measures). Multiple approaches to solutions could be gained from looking at real examples.
- It would transfer learning, allowing Broxtowe to learn from others' mistakes and get it right first time. Experience of flooding yields valuable lessons.
- It would support the sharing of good practice.

Recommendation:

Lead and act with urgency

Ideas:

- Keep trying and do not give up.
- Make brave decisions and put your heads above the firing line - i.e.:
 - Don't be afraid to speak out about issues.
 - Evidence due diligence.
 - Be clear who has made decisions - i.e. which person.
- Prioritise the needs of the Borough above Council culture and hierarchies,
- Look inwards for ideas and new approaches - shake up the leadership / Council cultures.
- Overcome inaction - some action is better than nothing.
- Mitigate the problem at the source, the start of the flooding process
- Be innovative.
- Consider radical solutions, for example developers putting funding aside for insurance.
- Get developments right first time (e.g. drainage).
- Ensure money is in place for facing flooding issues, if they arise.

Because:

- We can't wait - time is running out.
- It gives people confidence, if you act with conviction. You need to sell what you do.
- It shows that concern is there and something is happening.

Recommendation:

Ensure a coordinated approach between all relevant organisations

Ideas:

- Identify and communicate who is responsible for leading a coordinated approach across organisations, in relation to preventing, preparing for and responding to flooding.
- Remove blocks to solutions that everyone knows work - e.g. Seven Trent Water checking pumps.

Because:

- Preventing, preparing for and responding to flooding all require a coordinated approach between the organisations involved and potential partners.
- It is unclear whose role it is to coordinate between these organisations.
- Without clear roles and responsibilities there is a risk that coordination does not happen.

Recommendation:

Speak to those with experience of flooding to inform Council actions

Ideas:

- Engagement should take place on the terms of the individuals impacted, not on the Council's terms.
- Engagement needs to be meaningful, not lip service.
- Engagement needs to help inform the range of solutions used by the Council.

Because:

- Lessons need to be learnt and applied. First hand experience helps with future planning.
- You are not informed if you haven't heard people's experience and knowledge, including what they did.
- Real experiences reach those listening in a different way.

Recommendation:

Ensure people have an opportunity to share their views in an accessible

Ideas:

- Provide a variety of accessible ways for people to share their feedback and ideas - email inbox, PO box, phone line, kiosk at Council building.
- Provide an online channel of some sort where people can share their constructive views and have their say on the matter - through Council website or social media.
- Avoid listening to the loudest voices, e.g. at town halls.

Because:

- People need to have a voice and be heard.
- It's the Council's job to listen to communities.
- It prevents apathy - people will give up if they are not heard.
- It's critical to ensuring fairness. It empowers vulnerable members of the community to be involved and access services. It helps them be heard.
- It's inclusive.
- An inclusive approach promotes partnership working with communities. It helps people live in harmony.

Recommendation:

Broxtowe Borough Council should have more responsibility for tackling flooding

Ideas:

- We are aware that Broxtowe Borough Council cannot enforce this recommendation and that budgets for flooding are linked to current responsibilities. However could Broxtowe Borough Council:
 - Lobby the national government for more devolved responsibility.
 - Lobby the county council for more responsibility.
- We would like Broxtowe Borough Council to be responsible for areas including:
 - Sandbag provision.
 - Allocating flooding grants (without waiting for Nottingham County Council to say yes or no).
 - Reviewing maintenance schedules and regularly inspecting prevention / defence systems.
 - Areas that it makes common sense for them to be responsible for.

Because:

- The Borough Council is on the ground locally. The county Council is too remote.
- It's better for decisions and provisions to be at the point of need. It skips the "faff".
- It would speed up response times.
- It would aid accountability.
- It would enhance public trust.



Our comments on the Council's flooding leaflet

Our comments on the Council's flooding leaflet

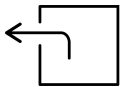
A. What's good?

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- Like how it's divided into 3 sections.
- Good information.
- The Environment Agency levels of flood alert and information on how to sign up.
- Front page is eye-catching (*not everyone agreed with this - some felt it could be more eye-catching*).
- Use of local photos.

B. What could be improved / changed?

- **Make flooding feel relevant:**
 - Doesn't feel relevant nor imminent.
 - Front photo should be of flooding in a house to bring the reality home to residents.
 - Needs to lean into the emotional aspect of flooding – this needs to be emphasised.
 - Use more pictures of local familiar areas in Broxtowe - they make it more relatable (*not everyone agreed that there should be more photos, but all agreed that photos should be local*).
 - Could title leaflet "Broxtowe area flooding" and include a map and advice.
- **Make it easier to read and more accessible:**
 - Use bullet points.
 - Use simple clear language.
 - Titles for sections too small - make them easier to see. Need big clear headings for: prepare; during; if you have been affected.
 - Accessibility and different formats - not just the internet.
 - It's very "busy" - there is a lot going on.
 - Too many photos - use the space better - check lists, dos don'ts.
- **Making actions clearer:**
 - a. Sandbags section waffle and unclear - should you get your own or wait?
 - b. Confused messages around who to call when - 999-111-EA- BCC-NCC?
 - c. If you have been affected by flooding (section) refers to generic NCC website?! And multiple links - why?
- **Better distribution** - so many people hadn't received or weren't aware of the leaflet.
- **Could there be more than one leaflet?** E.e. risk for the area, then prepare for flood and during. Then if a flood happens, an emergency one.



Our comments on the Council's flooding leaflet

C. What should be added?

- Mental health and counselling info.
- Put a map of the area.
- Add stratified/ local flood risk, e.g. low, med, high - clearly warns people of the chance of flooding which is important for, e.g., people newly moved to the area.
- Could add locations of community hubs (or perhaps links of where to find them?), safe spaces.
- Non-digital solution? Add a local cheat-sheet/ reference content list to the main leaflet (could be low production value and essential information only).
- Add QR for further info on preventing flooding.
- Checklists for what to do for preparing/ experiencing floods. Needs to be more detailed. Highlight practical solutions .e.g. take valuables upstairs.
- A column for ideas to reduce flooding. This could be a a checklist for residents of what to do and what not to do (dos and don'ts) - e.g. toilet - no wipes/ nappies, not put oils/waste down the sink, ensure household waste is in the bin. Use a slogan.

D. Anything else?

- Are there examples of leaflets from other local authorities?
- Improve it while there's time. Preempt, don't react.
- Wheelie bin sticker with key information would be a good idea.

Insights

Participant experience qualitative responses



Residents were asked:

What would you tell someone who has never taken part in a citizens' climate panel about what it was like? If they ever got the opportunity to take part in a citizens' climate panel, would you recommend that they say yes? Below are a sample of responses.

"It's incredibly constructive and positive - you feel like a group of people can come together and make a difference in how ideas are put forward to local government" - Miguel, 40

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*"(It) is an opportunity to learn, listen and ultimately propose how your local council could/should tackle a growing burden. It is accessible, fun and enjoyable."
- Panel Member*

*"Informative, non judgemental, educational and relaxed + quite a fun thing to participate in, meeting people and learning!
Also chips provided :)"
- Chris, 56*

*"It was interesting and when concluded I felt we had achieved something" -
Catherine, 73*

"(The Climate Panel) was a great way to hear about other people's opinions and experiences" - Martha, 17

"(...) You get informed, consult with your peers and arrive at thoughtful, meaningful conclusions together. A Democratic Process" - Paul, 71

"An interesting opportunity to discuss climate change and other issues in your local community with a group you wouldn't otherwise encounter and to feel able to contribute to changes" - Beth, 26

"(The Climate Panel) was an amazing opportunity to learn, engage with the community and hopefully contribute to a better society" - Panel Member

Residents were asked:

What would you tell people in the Borough of Broxtowe about why the final recommendations of this panel are important? Below are a sample of responses.

The recommendations are important because...

"A cross section of our residents listened, discussed and considered what was fair regarding a flooding strategy, having been given access to experts." - Katrina, 56

"They have been carefully considered by people from all walks of life, areas of Broxtowe and experience" - Katie, 25

"Flooding can affect anyone" - Colin, 67

*"This benefits us all = in Broxtowe and beyond"
- Joseph, 63*

"Local community deserves a louder voice in issues which affect them" - Beth, 26

*"It gives opinions of locals who know what it feels like"
- Martha, 17*

*"It's had community input and the council are listening"
- Luke, 40*

"We are all living with climate change, so being prepared is extremely important" - Paul, 71

*"It's grown from individual views and ideas"
- Claire, 55*






Appendix



Appendix 1:

Recruitment Letter



Dear Resident,

Our world is getting warmer. In July 2019 Broxtowe Borough Council declared a Climate Change Emergency and consequently set up a Climate Change and Green Futures Strategy, an updated Carbon Management Plan and a delivery programme. We recognise the importance of engaging with a wide range of people across the Borough to help climate action and this is where we need your help!

You could be one of 20 people selected to take part in our Citizens' Climate Panel, answering the question:

What should Broxtowe Borough Council prioritise to tackle climate change in a fair way?

This Citizens' Climate Panel will bring together a diverse range of our residents with the aim of gathering and discussing the issues around climate change. The group will make recommendations on how to tackle and mitigate climate change in a fair way. **We are committed to taking forward the recommendations from this panel to help shape the next refresh of our Climate Change and Green Futures Strategy 2023-2027.**


The panel, funded by Innovate UK, will take place over four in person sessions on: **4 and 5 June 2025** from 6 to 9pm at a venue in the south of the Borough (venue to be confirmed), and **14 and 28 June** from 10am to 4.30pm in Eastwood. If you take part, we will give you £300 to thank you for your time. This payment is in addition to covering your travel and other expenses, including childcare (please see FAQs overleaf). **You will need to attend all four sessions to receive your thank you payment.**

You don't need any prior climate change knowledge to take part in the panel. You just need to be willing to listen to the information presented and share your honest opinions with us and the other people taking part.

Everyone aged 16 and over who is a resident at this address can sign up. You can sign up by visiting www.sortition.uk/broxtowe, calling Freephone 0800 009 6486 or scanning the QR code overleaf. The deadline to register is **Monday 5 May 2025**. The participants will then be selected by lottery. Please see overleaf for details. We want to hear from a real cross-section of people in the Borough, so please do sign up!

This is a fantastic opportunity for you to help shape what the Council's climate change priorities are, and we hope you will be interested in joining the panel.

Yours faithfully,



Kevin Powell, Executive Director
Broxtowe Borough Council

FREQUENTLY ASKED QUESTIONS: Citizens' Climate Panel

What is a citizens' climate panel?

The Broxtowe Borough Citizens' Climate panel will follow an established democratic process used all over the world. It brings together a group of people selected by lottery, who broadly reflect the entire community. The people who attend will learn about the issues and then discuss them with one another. They will then make recommendations about what should happen and how things should change.

The four organisations running this event are:

Broxtowe Borough Council aims to create a greener, safer, healthier Borough, where everyone prospers.

Involve is a public participation charity, working to create a healthier and more vibrant democracy, with people at the heart of decision-making.

The Sortition Foundation is a not-for-profit organisation. They specialise in recruiting for these kinds of events. They select people by lottery, in a way that is representative of the wider population.

Innovate UK, the UK Government's innovation agency, are funding this work as part of a programme called Net Zero Living. This aims to help councils accelerate the transition to net zero.

When and where are the sessions?

- Wednesday 4 June, 6.00 - 9.00pm
- Thursday 5 June, 6.00 - 9.00pm
- Saturday 14 June, 10am - 4.30pm
- Saturday 28 June, 10am - 4.30pm

The sessions will take place in person. The evening sessions on the 4 and 5 June will be in the south of the Borough. The Saturday sessions on the 14 and 28 June will be in Eastwood. Both will be at an accessible venue with disabled parking available. We will work with you to plan how you'll get there, including paying for taxis if required.

What will taking part involve?

If you are selected to take part, you will have the opportunity to meet with people from all walks of life who live in and around Broxtowe Borough. You will hear from engaging speakers, and then discuss the issues involved in small groups. Each group will have a facilitator to make sure everyone has their voice heard. You do not need to have any knowledge of the topics – all the information you need will be provided during the day.

How will you ensure that the event is accessible?

The meetings will be held at an accessible venue with disabled parking available. Food will be provided, and we will reimburse you for any travel expenses you incur getting to and from the venue (e.g. public transport tickets, petrol costs etc). We will also be able to arrange and pay for a taxi to the venue if you are unable to get there by yourself.

We will also reimburse you for any childcare or respite care costs you incur because of taking part in the event. If you need extra support, like translation or help with accessibility, we will do our best to provide it. If you are selected, please let us know about your specific requirements when we contact you.



To register your interest visit:
www.sortition.uk/broxtowe
or call Freephone **0800 009 6486** (8am–8pm every day)
by **Monday 5 May**



FREQUENTLY ASKED QUESTIONS: Citizens' Climate Panel

Everyone will have access to a prayer room or quiet space during the day. There is no dress code so please wear whatever feels comfortable.

The information provided during the event will be as jargon-free as possible. There will be opportunities to ask speakers to explain what they mean if what they are saying is not clear.

If you are selected to take part, you will receive £300 as a bank transfer or voucher of your choice to compensate you for your time. This payment is **in addition** to covering the cost of your travel and other expenses. You are still welcome to take part if you prefer not to accept this gift of thanks.

If you receive benefits, please speak to your benefits advisor to see if this monetary gift will impact your benefits. You can choose to receive this as a voucher of your choice if you prefer.

Who can apply?

Anyone 16 or older by the close of registrations can apply, apart from the exceptions below. You must live at an address that has received this letter that is in the **Borough of Broxtowe**. You can apply if you live there full or part time, including as a student. Please note only one person from a household will be selected.

The following people cannot apply. Elected representatives from any level of government, paid employees of any political party, and council employees in any politically restricted post.

How was I selected to receive this invitation?

Your household was one of 6,600 addresses in the Broxtowe Borough Council area, selected by lottery from the Royal Mail address database.

After I register my interest, what happens next?

Once registration has closed, 20 people will be selected by lottery from those who registered their interest, to take part in the event. The lottery process is done in a particular way to make sure that there are people from all across the community attending.

If you are selected, we will contact you by text and email from Tuesday 6 May 2025 to let you know and agree a suitable time to call you. We will then call you to confirm that you can attend and explain what happens next.

What will happen after the event?

A report will be written by Involve and the recommendations will be used by Broxtowe Borough Council as part of the Climate Change and Green Futures Strategy 2023-2027 refresh taking place during 2025/26. This sets out the Council's plan to tackle the climate emergency.

Where can I get more information?

If you would like more information about the panel before registering, please call the Freephone number at the bottom right-hand corner of this page below or email broxtowe@sortitionfoundation.org



To register your interest visit:
www.sortition.uk/broxtowe
or call Freephone **0800 009 6486** (8am–8pm every day)
by **Monday 5 May**



Appendix 2:

Net Zero Living

Programme

Net Zero Living programme

This project was funded by Innovate UK as part of the [Net Zero Living](#) programme which aims to help regional authorities accelerate the transition to net zero.

Involve, Forum for the Future, Ipsos and Quantum Strategy & Technology were appointed to support 25 'Fast Follower' local authorities with their work on **visioning and citizen engagement**.

Around a third of the UK's carbon emissions are dependent on sectors that are directly shaped or influenced by local authority practice, policy or partnerships. Many of the technological solutions needed to move places to net zero already exist, but local authorities face many challenges and barriers when trying to deliver these solutions at the scale needed.

The cohort of 52 funded places across the UK are delivering projects to overcome the non technological barriers to delivering net zero in a place.

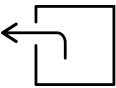


Appendix 3:

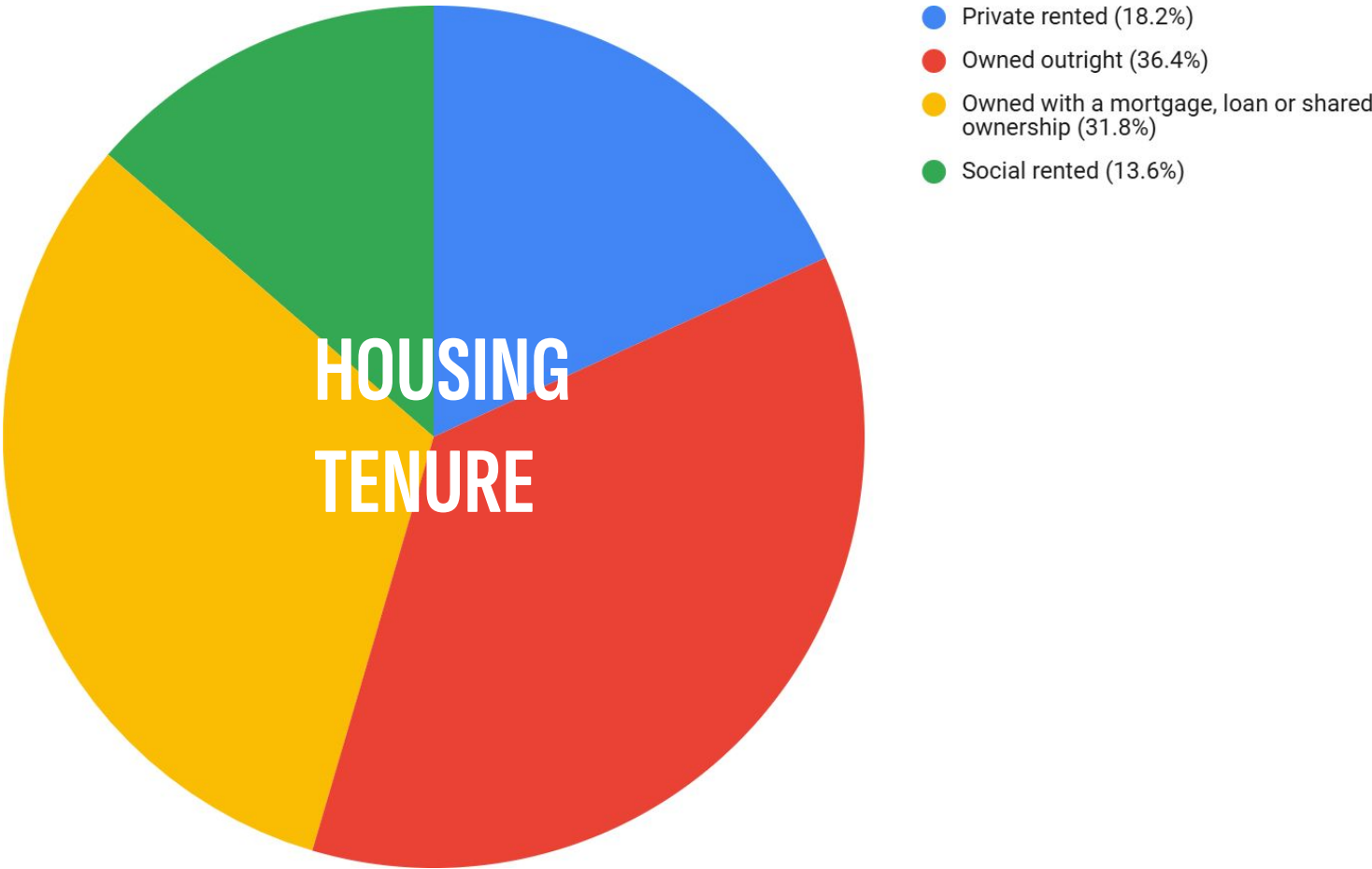
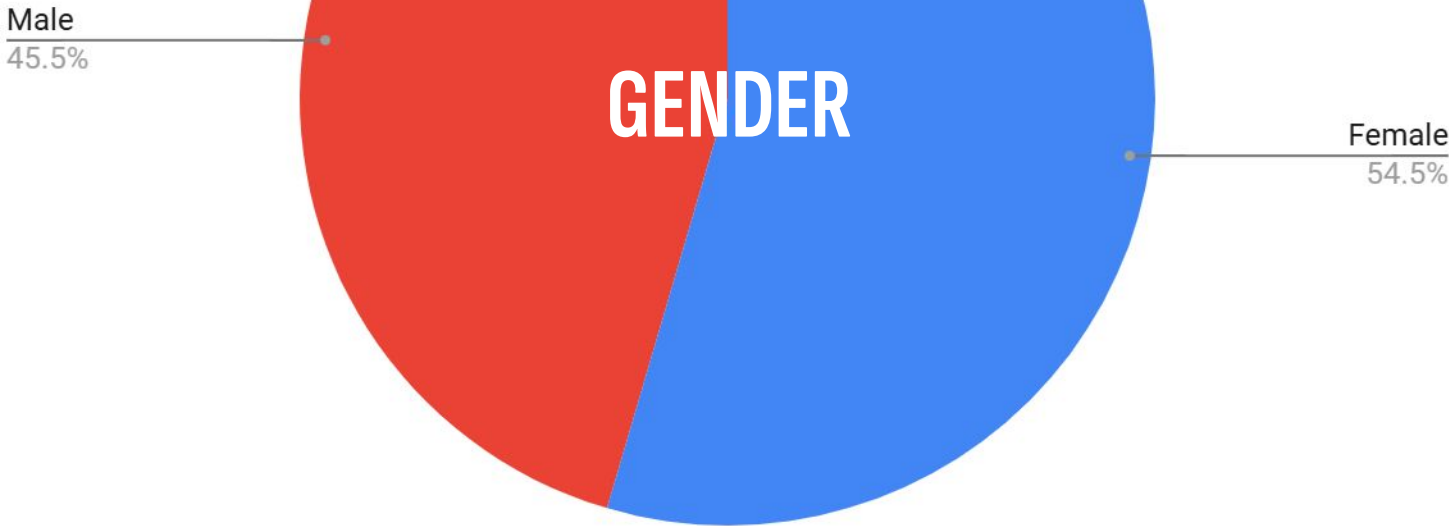
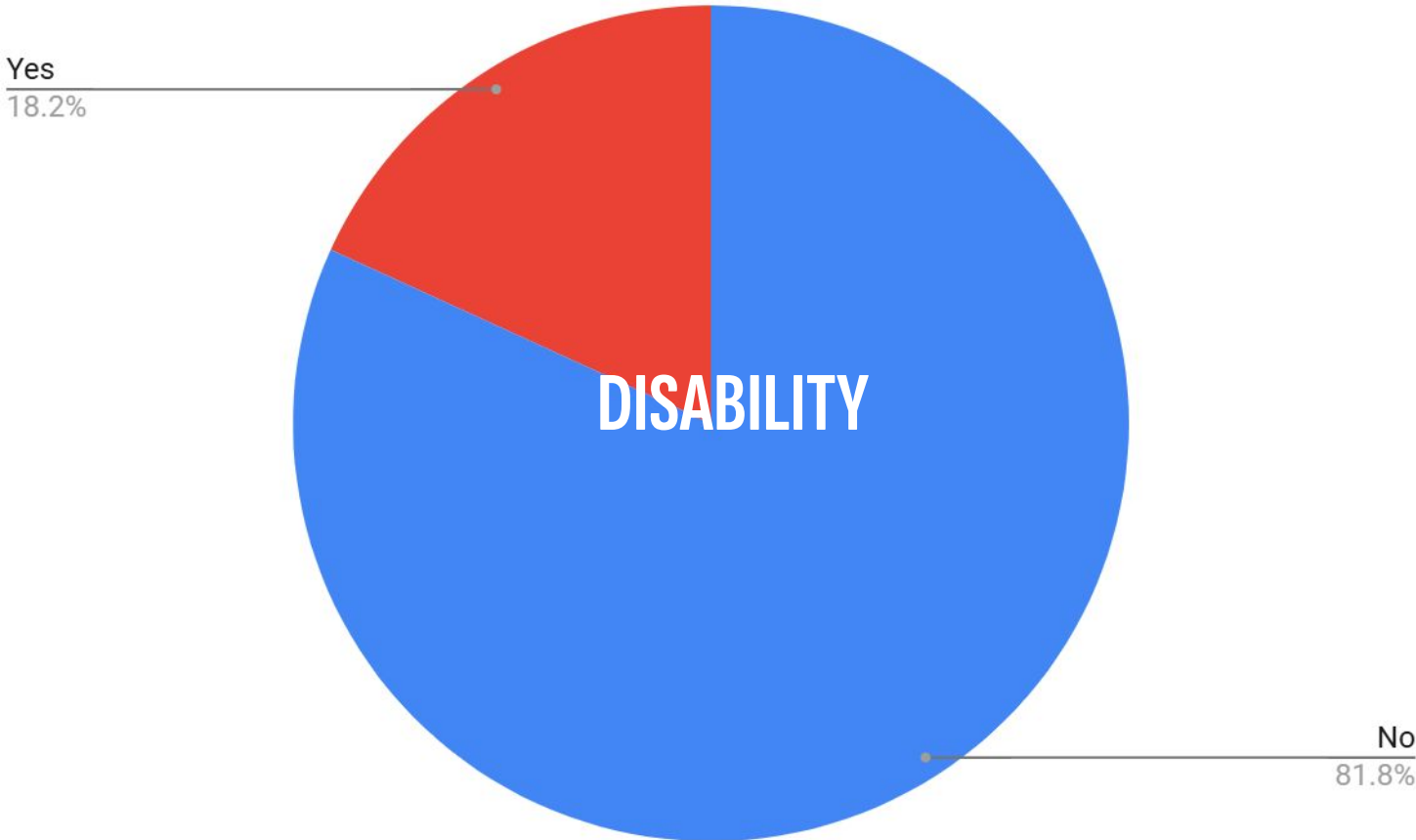
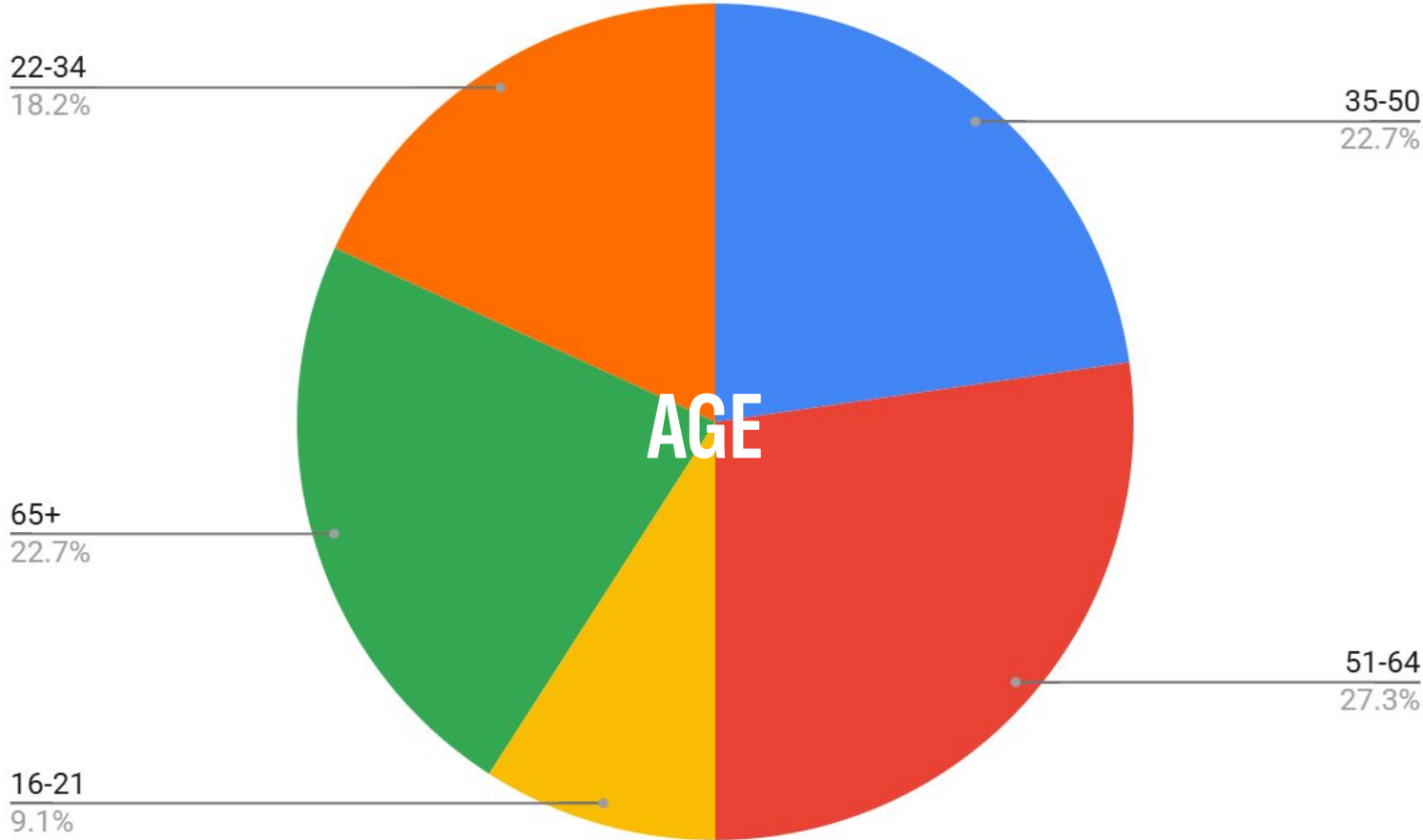
Recruitment Details

(make up of the group)

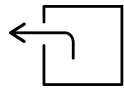
Make up of the group at a glance



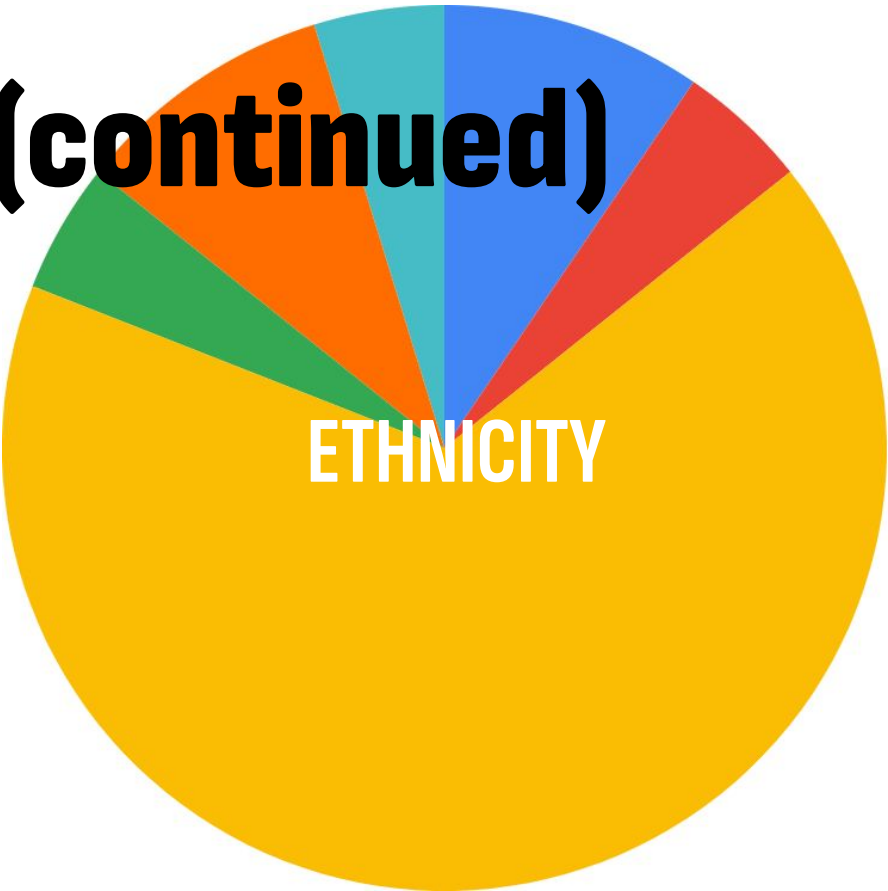
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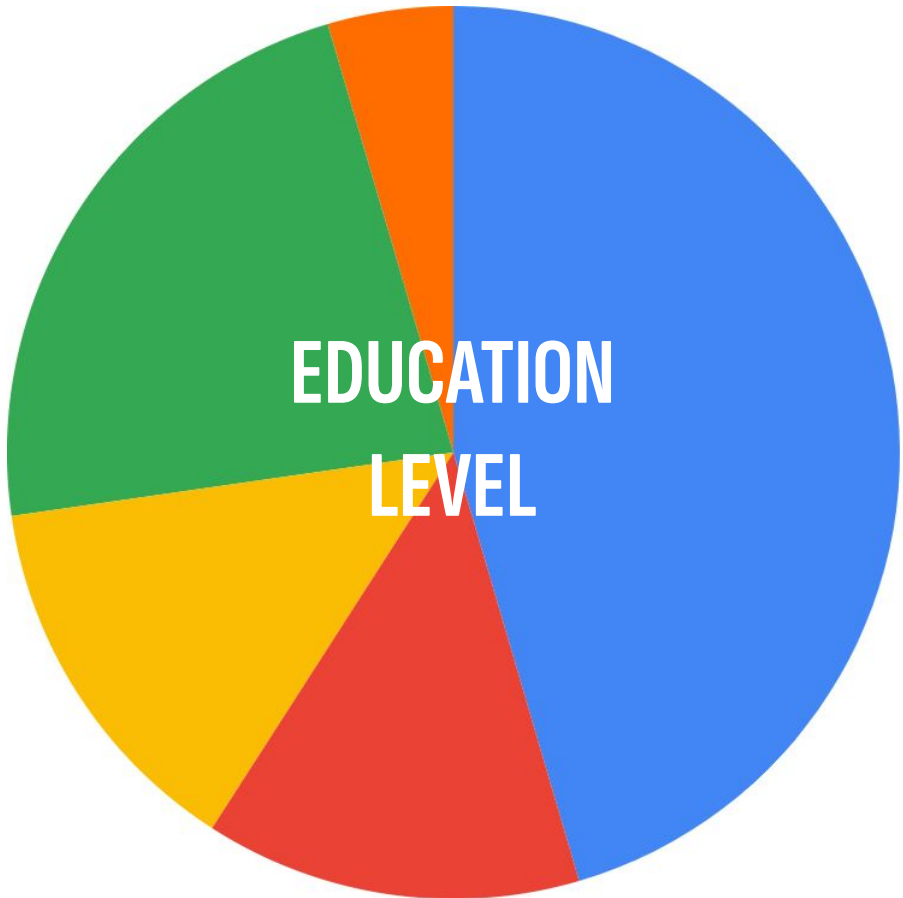
Make up of the group at a glance



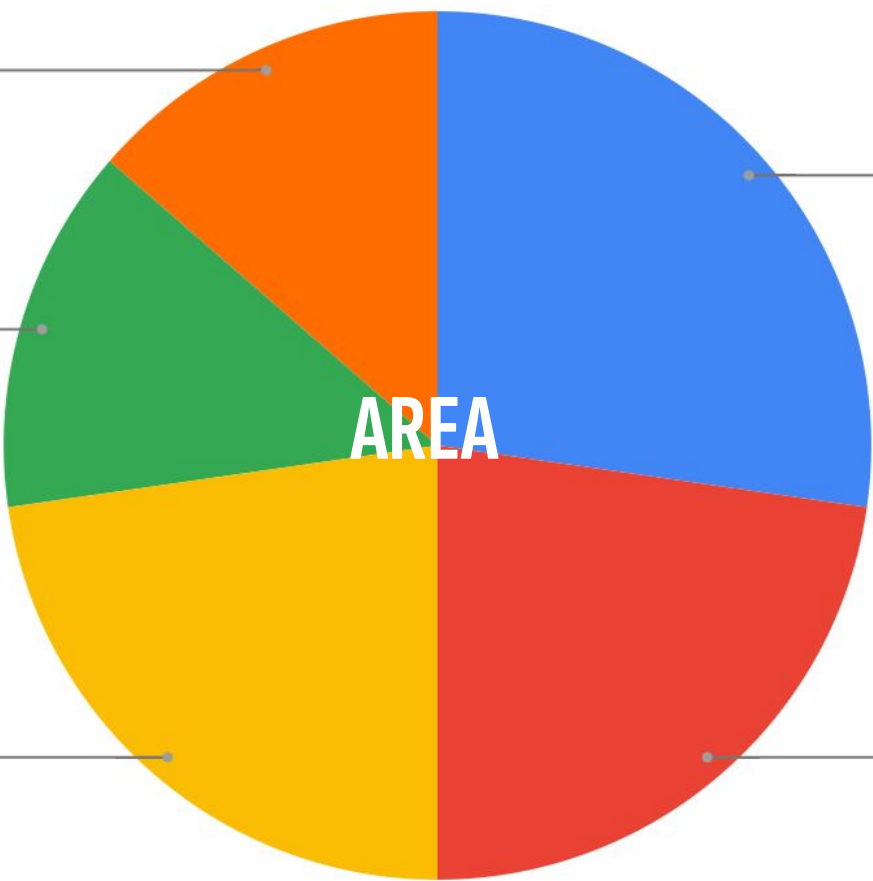
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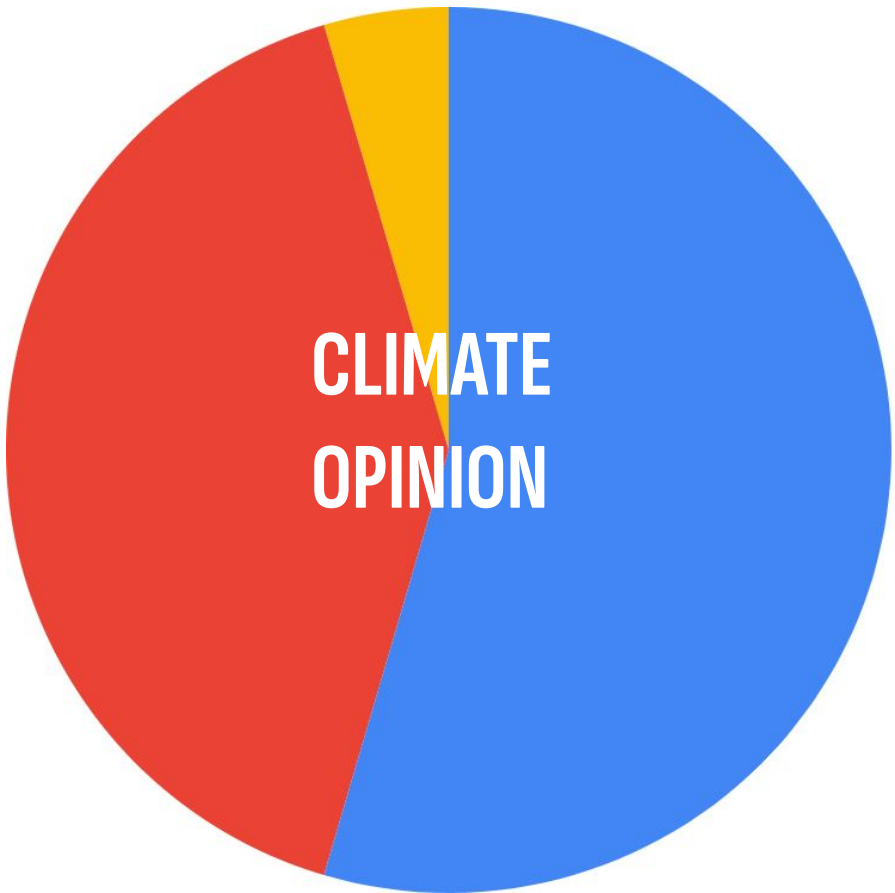
- Mixed or Multiple ethnic groups (9.5%)
- White Other (4.8%)
- White British (66.7%)
- Other ethnic group (4.8%)
- Asian or Asian British (9.5%)
- Black or African or Caribbean or Black British (4.8%)



- Level 4 and above (45.5%)
- Level 1 (13.6%)
- Level 2 (13.6%)
- Level 3, Apprenticeship, Other (22.7%)
- No qualification/ none yet (4.5%)



- Area 5
13.6%
- Area 2
13.6%
- Area 1
22.7%
- Area 4
27.3%
- Area 3
22.7%



- Fairly concerned (54.5%)
- Very concerned (40.9%)
- Not at all/not very concerned (4.5%)

- Area 1:** Brinsley, Eastwood, Eastwood St Marys, Eastwood Hilltop, Greasley
- Area 2:** Watnall & Nuthall West, Kimberly, Awsworth, Cossall & Trowell, Nuthall East & Strelley
- Area 3:** Stapleford North, Stapleford South West, Stapleford South East, Bramcote
- Area 4:** Beeston North, Beeston West, Beeston Central, Beeston Rylands
- Area 5:** Toton & Chilwell Meadows, Chilwell West, Attenborough & Chilwell East

Recruitment detail

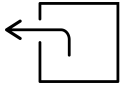
Age	Target %	Target #	Group %	Group #
16-21	7.6 %	1-2	9.1%	2
22-34	19.7 %	4-5	18.2%	4
35-50	23.5 %	5-6	22.7%	5
51-64	22.7 %	5-6	27.3%	6
64+	26.3 %	5-6	22.7%	5

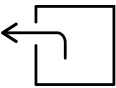
Ethnicity	Target %	Target #	Group %	Group #
Asian or Asian British	5.5 %	1-2	9.5%	2
Black or African or Caribbean or Black British	1.7 %	0-1	4.8%	1
Mixed or Multiple Ethnic Groups	2.5 %	0-1	9.5%	2
White British	84.5 %	18-19	66.7%	15
White Other	4.4 %	0-1	4.8%	1
Other ethnic group	1.3 %	0-1	4.8%	1

Housing tenure	Target %	Target #	Group %	Group #
Owned outright	39.9%	8-9	36.4 %	8
Owned with a mortgage, loan or shared ownership	31.6%	6-7	31.8%	7
Private rented	17.4%	3-4	18.2%	4
Social rented	11%	2-3	13.6%	3
Other	0.1	0-1	0	0

Disability	Target %	Target #	Group %	Group #
Yes	18.9%	4-5	18.2 %	4
No	81.1%	17-18	81.8 %	18

Gender	Target %	Target #	Group %	Group #
Female	50.8 %	11-12	54.5%	12
Male	48.8 %	10-11	45.5%	10
Non-binary or other	0.4 %	0-1	0	0





Recruitment detail (continued)

Climate views	Target %	Target #	Group %	Group #
Not at all/ not very concerned	19%	15-6	4.5%	1
Fairly concerned	43%	9-10	54.5%	12
Very concerned	37%	8-9	40.9%	9
Don't know	1	0-1	0%	0

Ethnicity	Target %	Target #	Group %	Group #
No qualification/ none yet	17.4%	3-4	4.5%	1
Level 1	9.5%	2-3	13.6%	3
Level 2	12.4%	2-3	13.6%	3
Level 3, Apprenticeship, Other	26.6%	5-6	22.7%	5
Level 4 and above	34.2%	7-8	45.5%	10

Ethnicity	Target %	Target #	Group %	Group #
Area 1 Brinsley, Eastwood, Eastwood St Marys, Eastwood Hilltop, Greasley	19%	4-5	22.7%	5
Area 2 Watnall & Nuthall West, Kimberly, Awsworth, Cossall & Trowell, Nuthall East & Strelley	19.2%	4-5	13.6%	3
Area 3 Stapleford North, Stapleford South West, Stapleford South East, Bramcote	20.5%	4-5	22.7%	5
Area 4 Beeston North, Beeston West, Beeston Central, Beeston Rylands	20.6%	4-5	27.3%	6
Area 5 Toton & Chilwell Meadows, Chilwell West, Attenborough & Chilwell East	20.5%	4-5	13.6%	3



Written by Linnéa Erasmie-Jones and Yasamin Alttahir, July 2025.

Involve are the UK's public participation charity, with a mission to put people at the heart of decision-making.

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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

16 December 2025	<ul style="list-style-type: none"> • HMO Article 4 • Submission of the greater Nottingham Strategic Plan for Examination* • Acquisition in Church Street Eastwood* • Eastwood Health Centre • Recruitment of Quantity Surveyor
6 January 2026	<ul style="list-style-type: none"> • Budget Consultation 2026/27 • Grants to Voluntary and Community Organisations • University of Nottingham Retrofit and Decarbonisation Roadmap* • Park Standard Survey Results • Environmental Enforcement Update • Update on the Housing Regulator Visit
3 February 2026	<ul style="list-style-type: none"> • Budget Proposals and Associated Strategies • Pay Policy • Irrecoverable Arrears* • Broxtowe Design Code Householder Development* • Blue Infrastructure Audit • HMO Article 4* • Grievance Policy • Disciplinary Policy • The Anti-Bullying and Harassment Policy • Sexual Harassment Policy • Update on the Housing Regulator Visit

10 March 2026	<ul style="list-style-type: none"> • Grants to Voluntary and Community organisations • Complaints Report Q3 • Complaints Assessment Report • Hate Crime Pledge • Substance Misuse Strategy • Electric Vehicle Infrastructure Strategy*
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exempt items are marked with *.

4. Key Decisions

This is not key decision.

5. Financial Implications

There are no additional financial implications.

6. Legal Implications

The terms of reference are set out in the Council's constitution. It is good practice to include a work programme to help the Council manage the portfolios.

7. Human Resources Implications

There are HR implications purely from the point of view of clarifying roles and responsibilities of Council Officers and responsibilities of partner agencies.

8. Union Comments

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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