



Monday, 21 September 2026

Dear Sir/Madam

A meeting of the Cabinet will be held on Tuesday, 29 September 2026 in the Council Offices, Foster Avenue, Beeston, NG9 1AB, commencing at 6.00 pm.

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

Yours faithfully

Zulfiqar Darr
Chief Executive

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

A G E N D A

1. Apologies

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

2. Declarations of Interest

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

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

3. Minutes

(Pages 5 - 8)

Cabinet is asked to confirm as a correct record the minutes of the meeting held on 8 September 2026.

4. Scrutiny Reviews (Pages 9 - 12)

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 13 - 20)

To provide Members with an update on Local Government Reorganisation (LGR) across Nottingham and Nottinghamshire.

5.2 Budget Timetable and Budget Consultation 2027/28 (Pages 21 - 30)

To advise on the budget consultation process for 2027/28 and to set out the proposed timetable and budget scrutiny process. This is in accordance with all the Council's priorities.

5.3 Capital Programme 2026/27 - Capital Budget Variations (Pages 31 - 38)

To approve a series of budget revisions to the Capital Programme for 2026/27, in accordance with all the Council's priorities.

5.4 Quarter One Complaint Report (Pages 39 - 66)

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

5.5 Christmas Free Car Parking (Pages 67 - 68)

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

5.6 Civic Activities (Pages 69 - 74)

To seek approval for new civic activities in 2027 and the associated costs.

5.7 Grant Aid Requests from Parish/Town Councils (Pages 75 - 82)

(Pages 75 - 82)

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

5.8 Grants to Voluntary and Community Organisations, Charitable Bodies and Individuals Involved in Sports, the Arts and Disability Matters 2026/27 (Pages 83 - 88)

(Pages 83 - 88)

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

6. Housing

6.1 Housing Service Improvement Plan Update (Pages 89 - 106)

(Pages 89 - 106)

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

7. Environment and Climate Change

7.1 Approval of Updated Cemeteries Rules and Regulations (Pages 107 - 162)

(Pages 107 - 162)

To seek approval for the revised Cemetery Rules and Regulations, including the associated fees for memorial garden applications.

7.2 Brinsley Headstocks (Pages 163 - 166)

(Pages 163 - 166)

To update Members on progress at Brinsley Headstocks and seek approval for additional funding.

7.3 Bramcote Hills Park Café and Toilets Project (Pages 167 - 198)

(Pages 167 - 198)

To present the feasibility study findings for enhanced visitor facilities at Bramcote Hills Park, including a café, toilets and meeting space.

8. Cabinet Work Programme

(Pages 199 - 200)

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.

CABINET

TUESDAY, 8 SEPTEMBER 2026

Present: Councillor M Radulovic MBE, Chair

Councillors: G Marshall (Vice-Chair)
R D MacRae
T J Marsh
J W McGrath
V C Smith
E Williamson

36 APOLOGIES

Apologies for absence were received from Councillors G Bunn, T A Cullen and S Paterson.

37 DECLARATIONS OF INTEREST

There were no declarations of interest.

38 MINUTES

The minutes of the meeting held on 21 July 2026 were confirmed and signed as a correct record.

39 SCRUTINY REVIEWS

Cabinet noted the matters proposed for and undergoing scrutiny.

40 RESOURCES AND PERSONNEL POLICY

40.1 LOCAL GOVERNMENT REORGANISATION UPDATE

Cabinet noted the update on the Local Government Reorganisation (LGR) following the Government's announcement to pause proceedings. It was stated that there should be a priority around delivering services in any future reorganisation and was imperative that this Council continued to work alongside Officers, Councillors and other councils in order to prepare for the future and it would continue to serve its residents. It was further stated that compensation would be sought for costs incurred during the process. The use of the Chief Executive's Urgency Powers was noted regarding legal opinion on the LGR decision.

40.2 BUSINESS PLAN AND FINANCIAL PROGRESS REPORT Q1 2026

Cabinet noted the progress made in achieving the Corporate Plan priorities and financial performance for the quarter ended 30 June 2026. Discussion centered around electrical compliance and the difficulties around gaining access to certain properties. Further discussion ensued around fire safety, and the number of remedial actions that had taken place was highlighted.

41 COMMUNITY GOVERNANCE REVIEW

A report had been submitted which sought budget approval for the anticipated costs of undertaking a Community Governance Review to consider the creation of new parish councils within the unparished areas of South Broxtowe. However, following the government's announcement to pause Local Government Reorganisation, it was stated that it was unnecessary to begin the process of creating new councils while there was uncertainty.

RESOLVED that a decision on the allocation of a budget of £50,000 towards the costs of undertaking a Community Governance Review to consider the creation of new parish/town councils within the unparished areas of South Broxtowe be deferred until there was more clarity following the government's announcement to pause Local Government Reorganisation.

Reason

The deferral would allow for clarification to be submitted from central government on plans for Local Government Reorganisation.

42 HOUSING

42.1 FIRE RISK AND ASBESTOS MANAGEMENT PROGRAMMES - LEASEHOLDER CONSULTATION AND FUTURE CHARGES

Members were informed that the Council was delivering a significant programme of Fire Risk Assessment remedial works across its housing stock.

RESOLVED that:

- 1. The Council's Housing Revenue Account meets the cost of further remedial works aligned to the remaining relevant asbestos and Fire Risk Assessment (FRA) actions identified within the recent batch of inspections, at an estimated total of £142,100.**
- 2. A Section 20 consultation commences informally with leaseholders regarding the remaining relevant asbestos and FRA actions (with no charge insisted).**
- 3. A Section 20 consultation commences formally to coincide with the next batch of asbestos and FRA inspections (with charges insisted).**

Reason

These works were essential to ensure resident safety, maintain compliance with fire safety legislation, and support the Council's wider building safety responsibilities.

43 LEISURE AND HEALTH

43.1 CHILDREN AND YOUNG PEOPLE'S CONFERENCE

Cabinet noted the Children and Young People's Conference report and the associated action plan.

44 COMMUNITY SAFETY

44.1 MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT 2025/26

Cabinet considered a report which sought approval for the annually reviewed and updated Modern Slavery Statement and for its inclusion on the website and the Home Office's published Modern Slavery statements. The Statement had been recommended to Cabinet by the Policy Overview Working Group.

RESOLVED that the Modern Slavery and Human Trafficking Statement 2025/26 be approved.

Reason

It is considered that Broxtowe Borough Council should be keen to raise awareness of slavery and human trafficking and as a large-scale local employer and provider of services, should make its position of zero tolerance in respect of slavery and trafficking clear and unequivocal.

44.2 ACTION PLANS 2026-29

Cabinet noted the Broxtowe Crime Reduction Action Plan 2026/29 and the Broxtowe Health and Wellbeing Action Plan 2026/29.

45 CABINET WORK PROGRAMME

Cabinet amended the Work Programme to reflect the Government's announcement to pause Local Government Reorganisation.

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

Reason

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

46 EXCLUSION OF PUBLIC AND PRESS

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

47 EASTWOOD HEALTH HUB AND TOWN CENTRE REDEVELOPMENT

RESOLVED that:

1. The contribution of the Nottingham and Nottinghamshire Integrated Care Board, (NHS), support in this financial year be noted and approve Officer's authorisation to continue with the project development.
2. The new design for the D H Lawrence Healthy Living Hub in Eastwood, described as Option 3b be taken forward as the proposed scheme for project for budgeting and development purposes, be approved.
3. To instruct Officers to explore the maximum price guarantee contract proposed; to report back on whether the proposed form of contract would be a suitable vehicle to move the project forwards, be approved.

Reason

This form of contract would also support the delivery of the project in this context.

48 IRRECOVERABLE ARREARS

RESOLVED that the arrears in excess of £7,500 on national non-domestic rates, council tax, rents, housing and council tax benefit overpayment and sundry debtors as set out in the report be written off and to note the exercise of the Deputy Chief Executive's delegated authority under Financial Procedure Rule 5.9.

Reason

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

49 HOUSING DELIVERY UPDATE

Cabinet noted the Housing Delivery Update.

50 KIMBERLEY BREWERY

RESOLVED that the proposals to acquire the Freehold Title of the Former Kimberley Brewery site and to proceed with the scheme for the redevelopment of the site be approved, subject to securing an agreement and/or Bond in relation to the completion of roads and footpaths that remain incomplete on previous build phases.

Reason

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

Report of the Monitoring Officer

Scrutiny Reviews

1. Purpose of Report

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

2. Recommendation

Cabinet is asked to NOTE the report.

3. Detail

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

At the Overview and Scrutiny Committee meeting held on 18 June 2026 the Committee considered the items of Lime Bikes and Missed Bins. On 7 August 2026 the Task and Finish group convened to consider Lime Bikes met to consider the topic and their findings will be reported to the Overview and Scrutiny Committee meeting to be held on 24 September 2026.

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
1.	Missed Bins	Assistant Director of Environment

2. Update Reviews

	Topic	Topic suggested by	Proposed Date to Overview and Scrutiny Committee
1.	Cemetery Memorials	Cabinet	24 September 2026
2.	Equality, Diversity and Inclusion at the Council.	Councillor S Dannheimer	19 November 2026

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Report of the Chief Executive

Local Government Reorganisation

1. Purpose of Report

To provide Members with an update on Local Government Reorganisation (LGR) across Nottingham and Nottinghamshire.

2. Recommendation

Cabinet is asked to NOTE the report.

3. Detail

Government Position

On 7 September 2026, the Government announced that a pause had been placed on the implementation of the LGR decisions announced in July 2026 while it undertakes a wider review of the LGR programme. In addition to this, the Secretary of State announced that the decisions made in the areas of Essex, Southend-on-Sea and Thurrock; Hampshire, Isle of Wight, Portsmouth and Southampton; Norfolk; and Suffolk have been withdrawn.

The Government has stipulated that the pause does not represent a decision to abandon LGR. The Government remains committed to delivering LGR and intends to move forward with implementation once the review has been completed and the future approach has been determined.

The review is intended to ensure that the LGR programme and individual proposals are robust and deliver the Government's objectives. Further direction, including the timetable and next steps for Nottingham and Nottinghamshire, is expected from MHCLG following the review. However, there have been no specific time frames provided for the completion of the review.

During the pause, councils have been advised to cease activity specifically focused on implementing the existing LGR decision, while continuing cross-cutting activity that remains useful irrespective of the eventual outcome.

A copy of the letter from the Minister for Local Government, Devolution and Regional Growth, outlining the announcement and its key details, is provided in **Appendix 1**.

May 2027 Elections

As part of the Government's approach during the review period, the May 2027 local elections will proceed on existing council boundaries and arrangements.

This means that the usual borough and district council elections will take place in May 2027. Existing councils will therefore continue to operate and exercise their democratic functions during the review period.

The Chief Executive has established a series of election planning meetings to ensure appropriate preparation for the 2027 Borough elections.

Proposed Approach for Nottingham and Nottinghamshire

It has been agreed by the Nottingham and Nottinghamshire Chief Executives that the nine councils will continue to work together during the pause, but with a change in the basis and purpose of that work.

Joint activity will move from an implementation-focused programme based on a specific LGR outcome to a neutral and outcome-independent programme. This means that:

- Work specifically designed to implement the previously announced LGR outcome will be paused;
- Councils will continue to collaborate where there is clear value in doing so.
- Shared evidence, data and analysis will continue to be developed and maintained;
- Work on areas such as finance, services, workforce, assets, contracts, ICT, risks and dependencies can continue where it is relevant to any potential future outcome;
- Joint officer work will not assume or promote a particular future council structure or geography; and
- Each council will retain its own democratic decision-making processes and individual position on LGR.

This approach is consistent with MHCLG guidance and recognises that the Government intends to return to implementation following the review.

Request for Reimbursement of Costs

At its meeting on 8 September 2026, Cabinet resolved that the Leader of the Council would write to the Secretary of State following the announcement to suspend ongoing activity relating to the LGR decision issued by the then Secretary of State in July 2026.

The letter was submitted on 17 September 2026 and sets out the costs incurred by the Council in progressing LGR-related activities. The correspondence seeks reimbursement of £250,000, reflecting consultation costs and officer time incurred since the commencement of the LGR process in December 2024. A copy of the letter is provided at **Appendix 2**.

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:

This report provides an overview of the Government's recent announcement in respect of the pause of LGR in Nottingham and Nottinghamshire. There are no specific financial implications to report at this stage, although the cost of LGR and its impact on this Council continues to be carefully monitored.

7. Legal Implications

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

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.

8. Human Resources Implications

There were no comments from the Human Resources Manager.

9. 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.

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.



Ministry of Housing, Communities & Local Government

Jim McMahon OBE MP

*Minister for Local Government, Devolution and
Regional Growth*
2 Marsham Street
London
SW1P 4DF

Leaders in Nottinghamshire and Nottingham
By email

7 September 2026

Dear Leader,

I am writing to update you on the Local Government Reorganisation programme following the comments by the Prime Minister in the House of Commons last week that the government was prepared to look at decisions.

We set out in the Cabinet Statement on Rewiring the State that local government structures are key to our devolution ambitions and filling the map. Effective and sustainable local government is vital to meeting our ambitions.

However, the government has also listened to representations about the approach and pace of reorganisation. Those relate both to the specific decisions announced in March and July and to the scale and pace of the programme more broadly. While we recognise there will always be a wide range of divergent views on the structure of councils, and so achieving perfect consensus will never be possible, now is the time to pause and reflect. It is important that this is done right.

The Secretary of State will announce later today that we are undertaking a review of the Local Government Reorganisation programme and following updated legal advice (for the avoidance of doubt no privilege is waived) that she has withdrawn the decisions made in March this year for four areas: Essex, Southend-on-Sea and Thurrock; Hampshire, Isle of Wight, Portsmouth and Southampton; Norfolk; and Suffolk.

The review, which I will lead, will look at the programme as a whole and this will include reviewing the 14 decisions made in July. Cambridgeshire and Peterborough and West Sussex, where decisions have not yet been taken, will be considered as part of the review. The new councils for East Surrey and West Surrey are unaffected and outside of this process because they are already established in law.

Until this review has concluded, I am asking you, together with your partners, to cease work on implementing the decisions that were announced in July. I want to acknowledge the work that your teams have undertaken on local government reorganisation. This decision in no way reflects the work done locally in developing plans, building consensus where it can be found, and marshalling your organisation and partners for the change ahead. But I do believe this reduces the risk of nugatory work if, after further review, we decide to change course.

While the current timetable for reorganisation envisages local elections scheduled for May 2027 being replaced by elections to the new councils, this review means elections scheduled to take place in May 2027 will go ahead to existing council boundaries.

I appreciate that this position will feel uncomfortable, but I believe it is right to consider these matters seriously and deeply given the significance of the decisions. I want to assure myself that this process is being done correctly and robustly. It will also afford the opportunity for the Devolution White Paper, which will set out our plans to rewire the state, to address the question of the role of local government in a devolved country.

I know you will be pressing for certainty as quickly as possible, so you have clarity over the future and to allow the work required to implement reorganisation. I am committing to you that I will ensure that next steps are communicated early and clearly to the sector.

I do not take this lightly and recognise the huge amount of work that has already gone into progressing reorganisation, for which I am very grateful. My officials will contact your officials shortly to discuss next steps, and I am copying this letter to your Chief Executives and MPs.

Yours sincerely,

A handwritten signature in blue ink that reads "Jim McMahon." The signature is written in a cursive, flowing style.

JIM MCMAHON OBE MP

Minister for Local Government, Devolution and Regional Growth

Ask for: Cllr. Milan Radulovic
Ext: 0115 917 7777
Email: Milan.radulovic@broxtowe.gov.uk
Our Ref: MR/MP/PS
Your Ref:
Date: 17 September 2026



**Broxtowe
Borough
COUNCIL**

The Rt Hon Angela Rayner MP
Secretary of State for Housing, Communities and Local Government

Via email to angela.rayner.mp@parliament.uk

Dear Angela,

Local Government Reorganisation – Request for Reimbursement of Costs

I am writing on behalf of Broxtowe Borough Council following the Government's recent decision to pause the Local Government Reorganisation (LGR) programme.

The Council has consistently argued that local government reorganisation should be informed by a clear and compelling service rationale, supported by evidence that it would deliver tangible benefits for residents and communities. However, in recognition of the Government's direction, we committed significant officer time and resources to the programme to ensure that the Council could engage fully with the process and effectively represent the interests of our residents.

Importantly, the Council's position has been consistent throughout. In October 2025, we wrote to the then Secretary of State setting out our concerns and calling for a pause to the LGR process. We reiterated this position in November 2025, making clear that any future consideration of reorganisation should be based upon demonstrable service need, rather than structural reform being pursued on a financial basis.

Despite these concerns, the Council continued to participate constructively and in good faith in the process, incurring significant costs as a direct consequence of that engagement. As part of this work, the Council undertook an independent consultation with its residents at a cost of £102,921. This was considered essential to ensure that local communities had a meaningful opportunity to inform the Council's response to the proposals and that resident views were properly reflected in our submissions.

Continued.



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Broxtowe Borough Council

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Continued.

As a result of participating in this Government-led process, the Council has incurred costs estimated to have exceeded £250,000. In addition to the spend associated with the resident consultation, substantial officer resources have also been dedicated to the programme. The Chief Executive, the Deputy Chief Executive and other senior officers have been extensively involved in LGR discussions and governance arrangements, including representation at both Strategic and Implementation Board level. This commitment has inevitably diverted senior management capacity from core priorities and services for Broxtowe residents. The Deputy Leader of the Council and myself have also been actively engaged and extensively involved in LGR discussions at a strategic level across the county. While it is difficult to quantify the full opportunity cost of these activities, it is reasonable to conclude that it has had an impact on the Council's capacity to deliver other priorities.

We do not believe it is reasonable for the taxpayers of Broxtowe to bear these costs now that the Government has decided to pause the programme. We are therefore formally requesting reimbursement of the reasonable costs incurred by the Council in responding to and supporting the LGR process.

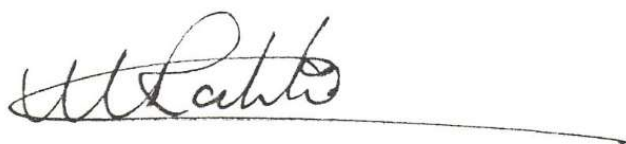
Our current estimated direct costs, excluding those costs centralised costs across Nottingham and Nottinghamshire, are:

Costing	Amount
Broxtowe Borough Council LGR Consultation	£102,921
Officer resources and the work of the Leader of the Council and the Deputy Leader	£150,000 (estimated)

The Council has acted responsibly throughout this process. Although we did not support the proposed approach, we committed the necessary resources to engage constructively and ensure that the interests and views of our residents were fully represented. Considering the Government's decision to pause the programme, we believe it is appropriate that these costs are recognised and reimbursed by Government rather than falling upon local taxpayers.

I would be grateful if you could confirm the Government's position on reimbursement

Yours sincerely,



Councillor Milan Radulovic MBE
Leader of Broxtowe Borough Council

Report of the Portfolio of Resources and Personnel Policy

Budget Timetable and Budget Consultation 2027/28

1. Purpose of report

To advise on the budget consultation process for 2027/28 and to set out the proposed timetable and budget scrutiny process. This is in accordance with all the Council's priorities.

2. Recommendation

Cabinet is asked to RESOLVE that the budget setting process for 2027/28, and the Budget Consultation questionnaire be approved.

3. Detail

The proposed budget preparation timetable and budget consultation process for 2027/28 is set out in **Appendix 1**. This will culminate in the overall budget report being recommended to Council for approval in March 2027.

Under the Constitution, it is proposed that elements of the budget are reported to the Overview and Scrutiny Committee for detailed scrutiny. An overall budget report will then be presented to Cabinet on 2 February 2027 for recommendation to Council on 3 March 2027.

The budget consultation process proposed is similar to that adopted previously, using a web-based survey that is publicised through social media. The survey is attached at **Appendix 2** includes questions relating to a resident's method of access of particular Council services, the preferred means of interacting with the Council and the impact of cost of living issues.

Promotional activity will include social media messages, 'email-me' bulletins, press releases, website promotion and direct engagement with groups, organisations and individuals on the Council's stakeholder map. All responders will be entered into a prize draw.

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:

The budget consultation with residents will provide useful feedback to inform the budget setting process that will culminate in the overall budget report being recommended to Council for approval on 3 March 2027.

7. Legal Implications

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

Section 65 of the Local Government Finance Act 1992 places a duty upon local authorities to consult representatives of non-domestic ratepayers before setting the budget. Whilst there is no specific statutory requirement to consult with residents, local authorities were placed under a general duty to 'inform, consult and involve' representatives of local people when exercising their functions by the Local Democracy, Economic Development and Construction Act 2009. This was repealed and replaced by more prescriptive forms of involvement by the Localism Act 2011.

8. Human Resources Implications

There were no comments from the Human Resources Manager.

9. Union Comments

There were no comments from UNISON.

10. Climate Change Implications

The proposed survey includes consideration of the Council's approach to tackling climate. The survey will be available online although anyone who is unable to complete the form online can send their comments direct to the Finance Services team at the Council Offices in Beeston.

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 1

Budget Timetable and Consultation Process

Date/Period	Activity
7 October 2026	Online survey published on or around this date
4 November 2026	Deadline for capital and revenue submissions
17 November 2026	Online survey closes
During October and November 2026	Compilation of Business Plans and proposed annual revenue budgets and three-year capital programme (Financial Plans)
During November and December 2026	Scrutiny of Business Plans and Financial Plans by General Management Team
1 December 2026	Setting of the Council Tax Base
5 January 2027	Results of budget consultation exercise and draft budget proposals to Cabinet
18 and 19 January 2027	Scrutiny of Business Plans and Financial Plans by Overview and Scrutiny Committee
2 February 2027	Budget proposals presented to Cabinet
3 March 2027	Budget approved by Council

Appendix 2

Budget Consultation 2027/28

Broxtowe Borough Council provides a wide range of services from housing, waste and recycling, health, leisure, business support and much more.

Every year ahead of the annual budget, we ask residents how they think we are doing in providing the services they need. We want to know what we are doing well, what needs improvement, and your ideas for how we fund services going forward.

The view of every resident counts and is of great value to us. Please take a few minutes to answer the questions below to help us create budget that works for all parts of Broxtowe.

You can read more about our strategies, plans and policies [on our webpage](#).

This survey will close on 17 November 2026.

1. What is your opinion of the following Council services over the last 12 months?

Answers: Very satisfied; Satisfied; No opinion; Dissatisfied; Not used

Categories:

- Household waste collection (black lidded bin)
- Garden waste collection (brown lidded bin)
- Kerbside recycling (green lidded bin, glass bag or red-lidded glass bin)
- Street cleanliness (litter collection, graffiti removal, fly tipping, neighbourhood wardens)
- Parks and nature conservation (parks, open spaces)
- Leisure services (leisure centres, sports development)
- Arts and Culture (including events and D.H. Lawrence Birthplace Museum)
- Planning (planning applications and planning policy)
- Economic Development (support to businesses, regeneration, Town Centre Management, business growth)
- Public Protection (licensing, food hygiene inspections, nuisance complaints)
- Revenues and Benefits (housing benefit and council tax support payments, collection of the council tax and business rates)
- Housing service (housing options advice, homelessness, provision of affordable housing, tenancies)
- Public car parks
- Community safety (anti-social behaviour, domestic abuse, alcohol awareness)
- Electoral Services (elections, voting)
- Bereavement Services (crematorium, cemeteries)

2. **What have we done to improve our services to you? Have we done something positive over the last year which has helped make a difference to you?**

Examples of delivery from this year's budget include:

- Seeking external funding opportunities to support initiatives in Eastwood, including a Healthy Living Hub.
- Securing the delivery of a new refurbished leisure centre in Bramcote, with construction starting in autumn 2026.
- Launching a new, affordable, complete funeral package at Bramcote Crematorium.
- Ongoing investment in our housing delivery programme to provide quality housing to meet social and affordable housing needs.
- Continued investment in Council homes with energy saving measures including external wall insulation, loft insulation and solar panels.
- Funding to support our town centres through grant schemes.
- Leading the way nationally to bring the property, such as the Old Rock pub in Stapleford up to a lettable standard, as part of the High Street Rental Auctions (HSRA) initiative.
- Projects to protect and enhance the Borough's history including work at Colliers Wood and the opening of Bennerley Viaduct's ramp and visitor centre.
- Continued progress on reducing our climate change footprint.

Please explain.

Open ended question.

3. **Do you pay Council Tax?**

Answers: Yes; No

4. **Council tax is an important way of raising income to provide the services that we rely on in the community. Please tell us what your preferred and least preferred approaches are to help us maintain and enhance those services that meet the needs of our community?**

Answers: Most preferred option; Second most preferred option; Third most preferred option; Least preferred option

Categories:

- Increased council tax levels
- Increased fees and charges
- Provided fewer services
- Generate income from commercial activity
- Support community wealth building approach to economic development, which redirects wealth back into the local economy and places control and benefits into the hands of local people

5. Of the following Council services, do you think we have the balance right or are there any you think should have their funding increased, decreased or stay the same?

Answers: Increased; Stay the same; Decreased

Categories:

- Household waste collection (black lidded bin)
- Garden waste collection (brown lidded bin)
- Kerbside recycling (green lidded bin, glass bag or red-lidded glass bin)
- Street cleanliness (litter collection, graffiti removal, fly tipping, neighbourhood wardens)
- Parks and nature conservation (parks, open spaces)
- Leisure services (leisure centres, sports development)
- Arts and Culture (including events and the D.H. Lawrence Birthplace Museum)
- Planning (planning applications and planning policy)
- Economic Development (support to businesses, regeneration, Town Centre Management, business growth)
- Public Protection (licensing, food hygiene inspections, nuisance complaints)
- Revenues and Benefits (housing benefit and council tax support payments, collection of the council tax and business rates)
- Housing service (housing options advice, homelessness, provision of affordable housing, tenancies)
- Public car parks
- Community safety (anti-social behaviour, domestic abuse, alcohol awareness)
- Electoral Services (elections, voting)
- Bereavement Services (crematorium, cemeteries)

6. Local authorities across the country continue to face significant financial pressures, and Broxtowe has been one of the hardest hit by reduced funding that has a direct impact on Council budgets. This means we always need to be looking for new ways to raise income and make our money go further.

Do you have any ideas about how we could increase income, reduce costs or make savings to help us balance the budget?

Open ended question

7. Overall, how satisfied or dissatisfied are you with...

Answers: Very Satisfied; Satisfied; Neutral; Dissatisfied; Very dissatisfied

Categories:

- The way in which the Council provides services
- Your local area as a place to live

8. Do you feel that the Council listens to you?

Answers: Strongly agree; Agree; Neutral; Disagree; Strongly Disagree

9. Thinking about the cost of living, other than financial assistance, is there any further support you feel the Council could provide you with?

Open ended question

10. If the Council could do one thing to make a difference to you, what would it be?

Open ended question

11. We are committed to tackling the climate crisis and have been recognised nationally for our approach. We have the goal of becoming carbon neutral by 2027 through our Climate Change and Green Futures Strategy. We remain focused on reducing emissions, improving sustainability and delivering positive environmental outcomes for Broxtowe.

Overall, how satisfied are you with the Council's approach to tackling climate change?

Answers: Very Satisfied; Satisfied; Neutral; Dissatisfied; Very dissatisfied

12. Overall, how satisfied are you with the way you can access Council services?

Answers: Very Satisfied; Satisfied; Neutral; Dissatisfied; Very dissatisfied

13. The Council delivers several services to residents on a regular basis such as bin collections, but how frequently do you access other Council services?

Answers: A few times a year; Weekly; Monthly; Daily

14. How do you prefer to contact the Council? Please select your most preferred option and least preferred option.

Answers: Most preferred; Least preferred

Categories:

- Phone
- Email
- Social Media e.g. Facebook, Twitter
- Online through the website or online forms
- In person
- By Post
- Via a Councillor
- Other

15. Please explain why these are your most preferred and least preferred methods.

Open ended question

Tell Us About You

We want to make sure that our services are provided fairly and to those who need them. The information collected helps us get a picture of who contacts us, uses or does not access our services, so will help us improve what we provide and reduce potential barriers to access.

Please answer the questions below by ticking the boxes that you feel most describes you. Some questions may feel personal, but the information we collect will be kept confidential and secure. The better the information is that we collect, the more effective our monitoring will be.

16. Which of the following areas do you live in?

- Attenborough
- Awsworth
- Beeston
- Bramcote
- Brinsley
- Chilwell
- Cossall
- Eastwood
- Greasley
- Kimberley
- Nuthall
- Newthorpe
- Stapleford
- Strelley
- Toton
- Trowell
- Watnall

17. How would you best describe your gender?

- Male
- Female
- Transgender

18. Which age group do you belong to?

- Under 18
- 18-24
- 25-29
- 30-44
- 45-59
- 60-64
- 65-74
- 75+

19. Ethnicity

- White – British
- White – Irish
- White – Other background
- Asian or Asian British – Indian
- Asian or Asian British – Pakistani
- Asian or Asian British – Bangladeshi
- Asian or Asian British – other Background
- Black or Black British – Caribbean
- Black or Black British – African
- Black or Black British – other background
- Mixed – White and Black Caribbean
- Mixed – White and Black African
- Mixed – White and Asian
- Mixed – other background
- Chinese
- Any other ethnic group

20. Do you consider yourself as disabled or have any long-term health problems that limit daily activity?

- Yes
- No

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Capital Programme 2026/27 – Capital Budget Variations

1. Purpose of Report

To approve a series of budget revisions to the Capital Programme for 2026/27, in accordance with all the Council's priorities.

2. Recommendation

Cabinet is asked to RESOLVE that the capital budget variations for 2026/27 as set out be approved.

3. Detail

The Capital Programme for 2026/27 to 2028/29 was approved by Council on 4 March 2026 following recommended by Cabinet on 3 February 2026. The total value of the original Capital Programme for 2026/27 was £27.7m (£24.0m excluding 'reserve items'). In addition to the capital budgets brought forward from 2052/56, there has since been several new budgets added, including the significant capital investment of £21.4m for the new replacement Bramcote Leisure Centre, as agreed by Cabinet on 10 March and 2 June 2026. The total Capital Programme is currently £66.8m.

Several capital schemes require amendments to the budgets to more accurately reflect expectations in the current financial year. In all cases the capital financing will not be adversely affected, with schemes either being funded by capital grants or through previously agreed prudential borrowing which will be adjusted accordingly to match spends.

These schemes include Disabled Facilities Grants, Housing Delivery, Asset and Fleet Management and UKPSF. These are set out in the **Appendix** which includes the proposed amendments to the current Capital Programme together with likely financing that will be confirmed at the end of the financial year.

Any further changes to the Capital Programme will be reported to Cabinet as necessary for approval.

4. Key Decision

This report is not considered 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 financial implications are included in the report narrative and appendices.

7. Legal Implications

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

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

8. Human Resources Implications

There were no comments from the Human Resources Manager.

9. Union Comments

Not applicable.

10. Climate Change Implications

The Council's response to Climate Change is a key consideration as part of the budget setting process.

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

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

13. Background Papers

Nil.

Capital Programme 2026/27 – Proposed Capital Budget Changes

1. Disabled Facilities Grants and Warm Homes on Prescription

The Capital Programme includes a budget of £800,000 for Disabled Facilities Grants (DFG), including the Warm Homes on Prescription scheme (WHOP). This scheme provides grants to improve facilities for disabled people living in private sector dwellings. The budget is financed by Nottinghamshire County Council through the Better Care Fund framework. Further unspent budgets of £822,500 (DFG) and £36,200 (WHOP) were brought forward from 2025/26.

The Council has since received confirmation of its DFG budget for 2026/27. An allocation of £1,220,946 is now expected (less £114,713 retained as the Council's contribution to the HPAS handyperson scheme managed by the County Council on behalf of the districts). The finalised budget brought forward from 2025/26 is £858,716. There was an underspend of £30,522 on HPAS in 2025/26 that will be shared with the Council plus a further £85,861 held on account after receiving an additional allocation in March 2026.

This gives a total rounded budget of £2,081,400 with the proposed split of £2,006,400 for DFG and £75,000 for WHOP. The additional £422,600 will be recognised in the Capital Programme and be fully funded by capital grants.

DFG Schemes	Approved Budget 2026/27 £	Budget Brought Forward £	Total Budget 2026/27 £	Revised Budget 2026/27 £
Disabled Facilities Grants	800,000	822,500	1,622,500	2,006,400
Warm Homes on Prescription	-	36,200	36,200	75,000

2. Independent Living – Speech Call Units and Lifeline Services

The analogue phone lines used for the speech call units and lifeline alarm system within the Council's Independent Living schemes will be switched off on 31 January 2027. This system is vital in ensuring the safety of vulnerable residents and it is imperative that the system is updated to digital before the switch off to ensure the continuity of service for residents.

Whilst there is a capital budget of £213,000 for this purpose, it has become apparent that this will not be sufficient to ensure that all schemes are moved onto the digital platform before the deadline. It is therefore requested to provide an additional budget of £120,000, financed by HRA prudential borrowing, to complete this work. It is proposed that £50,000 of this uplift can be funded from the HRA Capital Contingency budget.

Housing (HRA)	Approved Budget 2026/27 £	Revised Budget 2026/27 £
Speech Call Units and Lifeline services	213,000*	333,000

* Includes budget brought forward

3. Housing Delivery Programme – New Build at Hemlock Gate

The nature of the housing delivery programme means that the delivery of some new build schemes can slip or accelerate, often beyond the control of the Council and its contracted partners.

The rate of progress for the new build scheme at Hemlock Gate, off Coventry Lane ('Land at Bramcote Crematorium') has been far quicker than anticipated. Due to the slowdown in the housing market, the developer is prioritising the build of the Council's social housing units. This will result in the properties now being completed in 2026/27, far sooner than anticipated. It is also likely that most of the balance of the payments will now become due this year.

Whilst the overall cost of the scheme remains as approved at £9.366m, it will be necessary to bring forward the budget profiled in future years to cover the accelerated rate of payments being made in 2026/27. The provisional Capital Programme for 2027/28 includes the final balance of a budget at £1.838m to complete this scheme. It is therefore proposed that this budget be brought forward in 2026/27 to support the remaining payments on this scheme. It is anticipated that only a small proportion of the budget will now be required in 2027/28 to cover retentions. The scheme is being financed by a mix of Section 106 contributions and prudential borrowing.

The uplift in budget in 2026/27 does not reflect an increase in costs. The scheme is expected to be delivered on budget but in a far quicker timeframe than had been originally anticipated. This earlier delivery may help to reduce overall costs and allow for earlier lettings that will generate vital rent income for the HRA.

Housing Delivery Programme Schemes	Approved Budget 2026/27 £	Budget Brought Forward £	Total Budget 2026/27 £	Revised Budget 2026/27 £
New Build – Hemlock Gate (Land at Crematorium)	3,500,000	(191,500)	3,308,500	5,146,500

4. Capital Works – Council Offices

The Capital Programme includes a project for external works at the Council Offices in Beeston. This scheme includes scaffolding and safe access, replace and upgrade rainwater goods; replace fascias for UPVC; inspect, repair and, if necessary, replace roof tiles; and to remove all rubbish from site.

Since the initial budget submission, the cost of scaffolding has increased the total cost beyond the original budget of £75,000. The works are still required to address maintenance issues and ensure that the building is in good repair and condition. The cost of works is now quoted at up to £115,000.

The necessary budget uplift will be funded by virement from the allocation for Beeston Square Capital Works. All units at The Square are currently let and there is no immediate call for works to be carried out at this stage.

Capital Works – General Fund Schemes	Approved Budget 2026/27 £	Revised Budget 2026/27 £
Council Offices – External Works	75,000	115,000
Beeston Square Capital Works	130,000	90,000

5. Economic Regeneration – UK Shared Prosperity Fund

The Council has received UK Shared Prosperity Fund (UKSPF) for several years, most recently in 2025/26 being devolved and distributed by the Mayoral Combined Authorities, such as the East Midlands Combined County Authority (EMCCA).

A residual underspend balance of £61,500 has been carried forward into the 2026/27 Capital Programme to finalise the delivery programme. It has since been identified that a slight adjustment is required to reflect the actual grant remaining available for capital purposes. As such, it is proposed to increase the budget to £65,400. The UKPSF schemes are fully grant funded so the net impact on the Council's budget is nil.

UKSPF Schemes	Approved Budget 2026/27 £	Budget Brought Forward £	Total Budget 2026/27 £	Revised Budget 2026/27 £
UK Shared Prosperity Fund (Capital Only)	-	61,500	61,500	65,400

6. Improvements at Toton Lane Park and Ride

Following discussions with Tramlink Nottingham, the Council has contributed £10,000 towards speed ramps and signage improvements measures at the Toton Park and Ride site. Nottingham City Council also agreed to an equal share of these costs and has similarly contributed £10,000. The Council previously provided around £10,000 of financial support towards safety measures within the Toton Lane Park and Ride car park in 2024/25.

There is currently no budgetary provision for these additional works, so the cost will be funded from the General Fund Capital Contingency budget, of which £43,250 currently remains available in 2026/27 (subject to any other considerations as part of this agenda).

7. Car Parks - Replacement Pay and Display Machines

A scheme was approved in March 2024 to provide capital budget for the replacement of the pay and display machines across the Council car parks. This request was based upon the life expectancy of the machines becoming unreliable, costing more to maintain and therefore, no longer economically viable. The current machines are not meeting the public expectation in relation to payment options and are now risk critical due to majority of the terminals meeting end of life configuration support, tariffs and operational rules cannot be updated. All new ticket machines will have access to contactless card payments and will be powered via solar panels to reduce energy bills and promote carbon neutrality.

There is currently a budget of £36,000 for this scheme in 2026/27 (carried forward from 2025/26), however it is expected that a total of £72,000 will be required this financial year as work planned for 2025/26 was delayed, so both phases of the work will take place in 2026/27.

There is currently no budgetary provision for these additional works, so the uplift will be largely funded from the remaining balance of the General Fund Capital Contingency budget and be financed by prudential borrowing.

Business Growth	Approved Budget 2026/27 £	Revised Budget 2026/27 £
Car Parks - Replacement Pay and Display Machines	36,000*	72,000

* Includes budget brought forward

8. Fleet Management – Bartec System Upgrade

There is an urgent need to replace the Bartec units in the Council's vehicle fleet. The units provide the in-cab systems used by the crews, which allow managers to communicate directly with teams and enable crews to record issues and operational information while out on the rounds.

The proposal is to replace 17 units with tablet-based versions, with the quotations for this replacement being a total cost of £29,138. An available budget of £18,000 has been identified within the ICT eFacilities (Digital and Design) for this purpose, leaving a budget shortfall of £11,138.

The Council has received funding in relation to the Extended Producer Responsibility (EPR) allocations and, given the purpose of the EPR, this scheme would be an appropriate use of that funding allocation. The new units will support and improve the Council's recycling service by enabling more accurate recording of contamination, bins not being presented, access issues and other operational information. This will provide higher quality data, improve reporting, and help us identify trends and target interventions more effectively.

The overall capital cost of the scheme at £29,500 will be funded from EPR payment receipts (capital grant).

Environment and Climate Change and Resources Capital Programme	Approved Budget 2026/27 £	Revised Budget 2026/27 £
ICT eFacilities (Digital & Design)	47,800*	29,800
Fleet Management - Bartec System Upgrade	-	29,500

* Includes budget brought forward

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Report of the Portfolio Holder for Resources and Personnel Policy

Quarter One Complaint 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 1 those managed by the service areas, at stage 2, 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 trend analysis of complaints upheld at stage 2.
- **Appendix 2** provides a summary of internal complaints statistics.
- **Appendix 3** provides a summary of the complaints investigated by the Council formally under stage 2 of the formal complaint procedure.
- **Appendix 4** provides a summary of the complaints determined by the Ombudsman.

In 2026/27, of the 262 stage 1 complaints received overall, 36 were investigated under the stage 2 complaints procedure and 2 were investigated by the LGO. Under the stage 2 complaints procedure, 17 complaints (47%) were not upheld, 19 complaints (52%) were upheld and one was withdrawn (1%).

Further details can be found in **Appendix 2** and **Appendix 3**. The Ombudsman investigated 12 complaints made against the Council. Two complaints were upheld. Further details can be found in **Appendix 4**.

Included in **Appendix 1** is a trend analysis of the stage 2 complaints received that were upheld. Particular emphasis has been placed on identifying issues and reoccurring themes where complaints are upheld. Over the course of the 2026/27, the Complaints team will further monitor these areas by department to embed learning and improve the Council's processes and practices.

Previously in 2025/26, for comparative data, of the 163 stage 1 complaints received overall, 25 were investigated under the stage 2 complaints procedure and three were investigated by the LGO. Under the stage 2 complaints procedure, 13 complaints (52%) were not upheld, 12 complaints (48%) were upheld.

4. Financial Implications

The comments from the Interim Deputy Chief Executive and Section 151 Officer 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.

5. 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).

6. Human Resources Implications

Not applicable.

7. Union Comments

Not applicable.

8. Climate Change Implications

Not applicable.

9. Data Protection Compliance Implications

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

10. Equality Impact Assessment

Not applicable.

11. Background Papers

Nil.

Summary of complaints and compliments
1 April 2026 – 30 June 2026

Trend Analysis

The learning points show a clear pattern of reoccurring service issues across several teams. The dominant themes are communication failures, delays in service delivery, case management/monitoring weaknesses and complaint handling compliance.

Theme	Evidence	Frequency
Communication with residents	Reminders about responding to enquiries, acknowledging correspondence, keeping residents informed, explaining services clearly	Very High
Delays in service delivery	Follow-up repairs, pest control works, garden waste collections, contract works, escalation of cases	Very High
Case monitoring and record keeping	Monitoring repairs, action plans, ASB cases, record keeping, tracking follow-up actions	High
Complaint handling compliance	Adherence to Complaint Policy, Ombudsman Code, response times, administrative procedures	High
Staff knowledge/training	Correct diagnosis of repairs, providing accurate advice, use of correct wording with applicants	Medium
Cross-team working	Housing/Legal communication, Revenues/Customer Services coordination, tenancy/environmental issue coordination	Medium

1. Housing Repairs/Capitals Works is the highest reoccurring theme (4 learning actions)

- Timely follow-up repairs.
- Pest control follow-on works.
- Damp and mould investigations.
- Managing contractor delays and customer communication.

Trend:

Housing Repairs/Capitals Works complaints are primarily linked to **operational delays, case ownership, and communication with residents**. This suggests a need for stronger case tracking and contractor management processes.

Actions undertaken by the Housing Repairs Department:

An issue emerged in quarter one regarding the pest control contractor currently used by the Council.

Following the use of a new contractor, it was identified that the standard of work the Council expected was not being met which resulted in a influx of complaints regarding the pest control service.

In order to stop this issue, contract meetings were held with the contractor and the Council's expectations were clearly communicated. This has resulted in process changes by the contractor and no further complaints regarding pest control have been received.

2. Housing Operations is the second highest reoccurring theme (3 learning actions)

- Communication with residents.
- ASB case handling and assessment.
- Complaint response times.

Trend:

The majority of learning points relate to **customer communication and expectation management**, rather than policy failures.

3. Council Tax and Waste Services show emerging themes (2 learning actions each)

- Council Tax: record keeping, communication and complaint handling.
- Waste Services: timely collections, garden waste sticker delivery and assisted collections.

Trend:

Issues appear to stem from **administrative controls, customer responsiveness, service reliability and operational consistency**.

4. Single-occurrence learning areas

- Neighbourhood Wardens
- Customer Services
- Independent Living
- Housing Strategy
- Legal

These tend to focus on communication, documentation, escalation processes and resident engagement.

Cross-Cutting Organisational Themes

Across almost all teams, the learning points can be grouped into four reoccurring themes:

Theme	Evidence
Communication	Most frequently reoccurring learning point across Housing Operations, Housing Repairs, Legal, Housing Strategy, Council Tax and Neighbourhood Wardens
Timeliness	Delays in repairs, complaints, follow-up actions and service delivery
Case Management	Monitoring cases, recording actions, escalation and follow-up
Complaint Handling	Compliance with Complaint Policy, Ombudsman Code and response times

Emerging Organisational Issues

A. Communication is the largest single cause of complaints. Learning related to:

- Responding to residents.
- Keeping customers informed.
- Explaining decisions.
- Managing expectations.
- Acknowledging correspondence.

Implication: Communication failures are likely driving complaint escalation even when operational actions are eventually completed.

B. Delays drive customer dissatisfaction and increase complaints. Learning related to:

- Repair follow-ups.
- Pest control follow-on works.
- ASB case progression.
- Contract work actions.
- Complaint responses.
- Waste collections.

Implication: Delays are often compounded by poor communication, creating a dual failure of service and customer care.

C. Complaint handling requires continued focus and several departments were reminded about:

- Complaint Policy compliance.
- Housing Ombudsman Complaint Handling Code.
- 10-day response targets.
- Following complaint procedures correctly.

Implication: Complaint handling remains a reoccurring organisational learning area and may benefit from periodic refresher training.

Positive Indicators

The learning demonstrates that the Complaints Team are:

- Identifying root causes.
- Reviewing procedures (e.g., pest control process).
- Introducing preventative controls.
- Improving inter-team coordination.
- Considering service specification reviews.
- Planning training and reminders for staff.

Recommendations

Immediate Priorities

1. Strengthen communication standards across all services.
2. Introduce mandatory updates to residents when service delays occur.

3. Improve monitoring of follow-up actions and contractor activity.
4. Reinforce complaint handling requirements and timescales.

Medium-Term Priorities

1. Develop consistent case-management tracking across Housing services.
2. Enhance cross-service communication between teams.
3. Review service descriptions provided to residents to manage expectations.
4. Deliver refresher training on customer communication and complaint handling.

Management Summary

The complaints learning data suggests that communication failures and delays in service delivery remain the primary drivers of learning outcomes, particularly within Housing Operations and Housing Repairs. Future improvement work should therefore focus on:

1. Strengthening resident communication standards.
2. Improving case tracking and follow-up processes.
3. Ensuring complaint-handling compliance.
4. Monitoring repair and ASB actions more proactively.

This would address the majority of the reoccurring themes identified in the Q1 learning dataset.

Current Actions

The Complaints Team and the Housing Department continue to work closely together in order to improve the Complaints Process and Services within the Council as a whole.

As demonstrated above, works have been completed to ensure that the pest control Service has improved. As no further complaints relating to pest control have been received in quarter two, a marked improvement has been seen.

Further works are required to address the systemic issues highlight above, such as the repeated communication issues. Regular meetings are taking place between the Complaints Team and Housing Department to identify learnings at stage 1 and 2 of the complaint process and to embed the service improvements.

It has further been identified that the Housing Department require additional support within their Teams to handle their stage one complaints. It has been noted that there is a lack of resource within the Housing Department to deal with the increased number of complaints.

This has resulted in a number of complaints being upheld due to missed deadlines in relation to the Complaint Policy. In order to improve this, a second Complaints Officer is being recruited within the Housing Department with interviews taking place in September 2026.

Complaint Data

Departments should ensure that all complaints made to the Council are captured and recorded on the complaint database. This report includes statistics for quarter 1.

Breakdown of complaints over the last 3 years

Year	Stage 1	Stage 2	Ombudsman
2025/26	552	102	12
2024/25	429	81	7
2023/24	407	73	10

Breakdown of number of complaints upheld

The numbers in brackets show the previous quarters statistics.

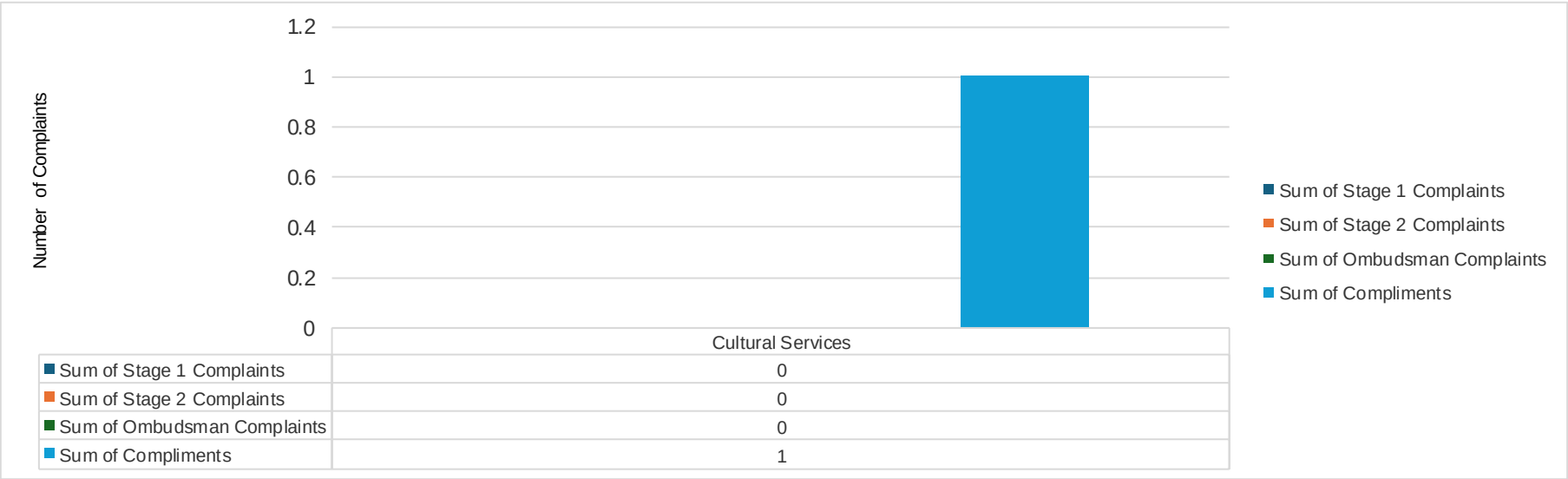
Determination	Stage 1	Stage 2	Ombudsman
Upheld	91 (39)	19 (12)	2 (1)
Not Upheld	171 (124)	17 (13)	0 (2)

Complaints received

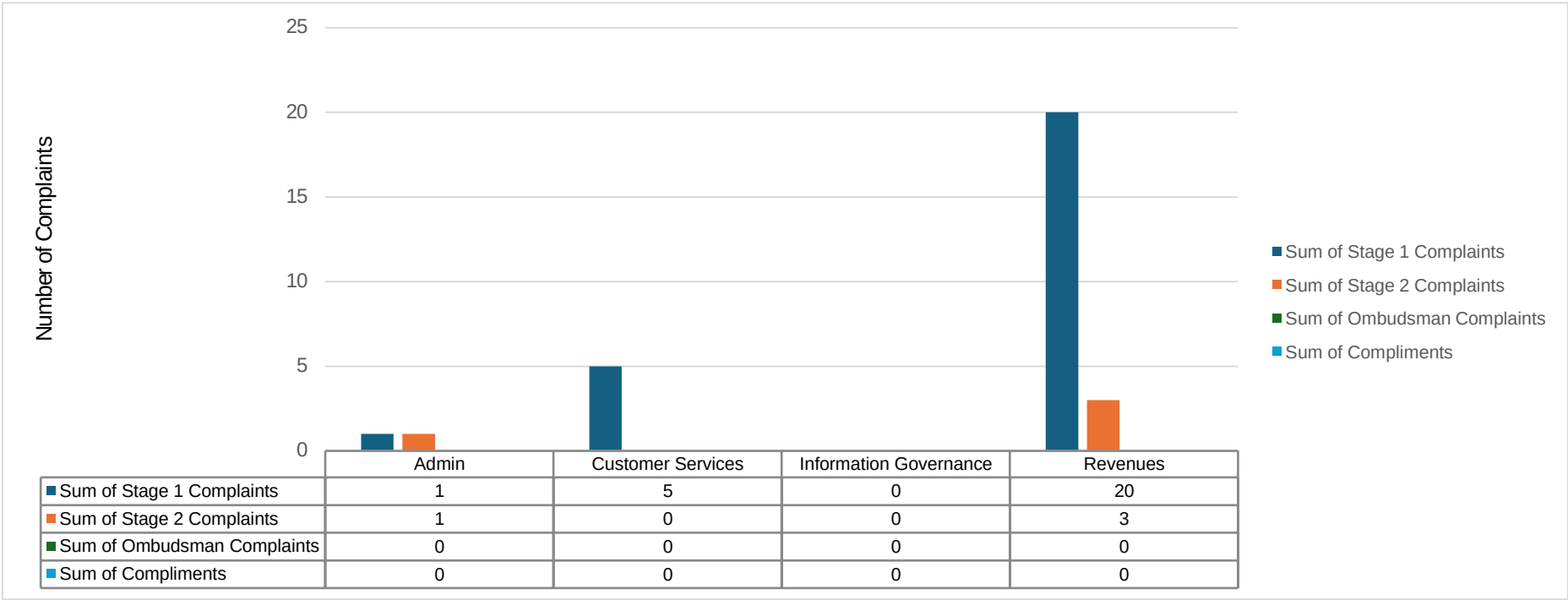
	Total	Chief Executive's Dept	Interim Deputy Chief Executive's Dept	Interim Director of Housing, Environmental Health and Communities Dept.	Interim Director of Planning and Economic Development Dept	Interim Director of Environment and Leisure Dept	Monitoring Officer Dept	Leisure
Number of Stage One complaints	262 (163)	0	26	108	13	114	1	0
Number of complaints concluded under Stage Two	36 (25)	0	4	22	3	7	0	0
Number of complaints determined by the Ombudsman	2 (3)	0	0	2	0	0	0	0

Breakdown of complaints and compliments by department and section

Chief Executive's Department

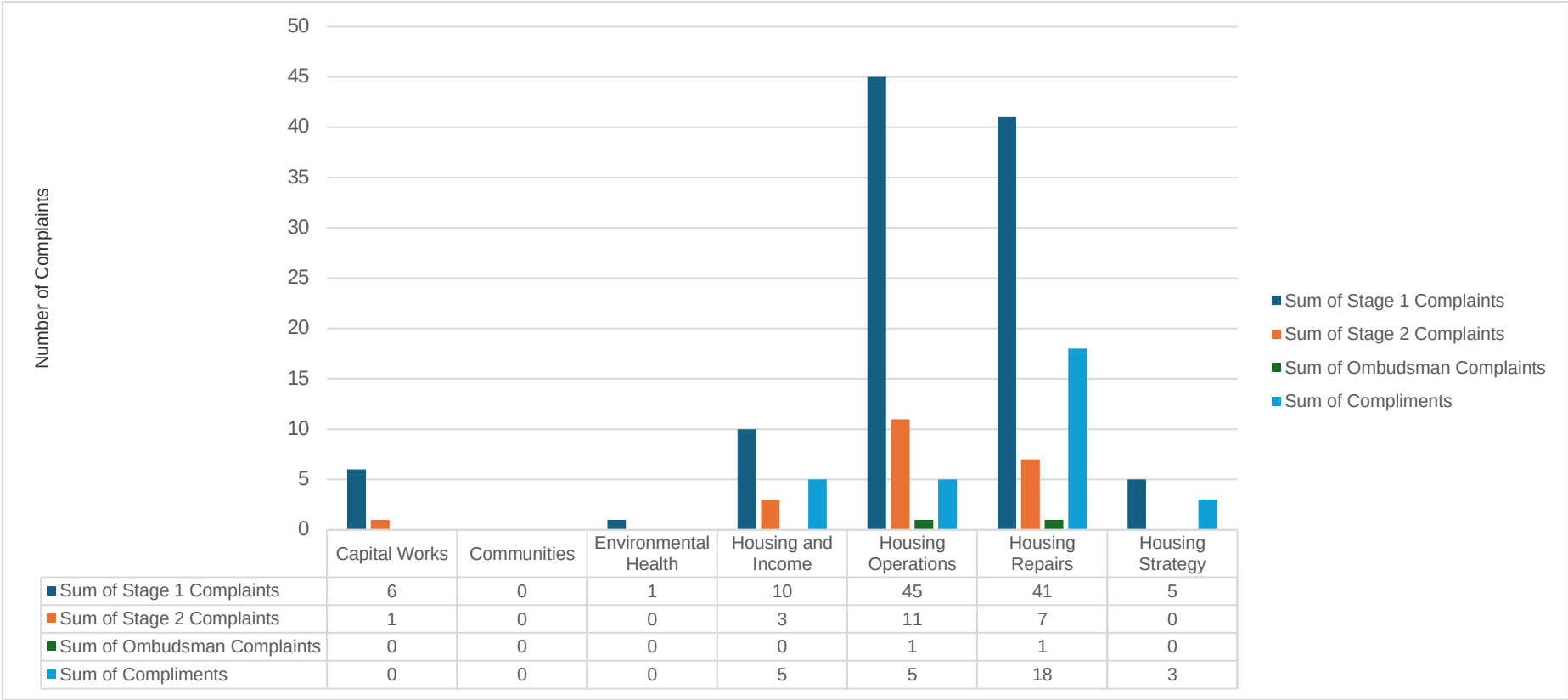


Interim Deputy Chief Executive’s Department

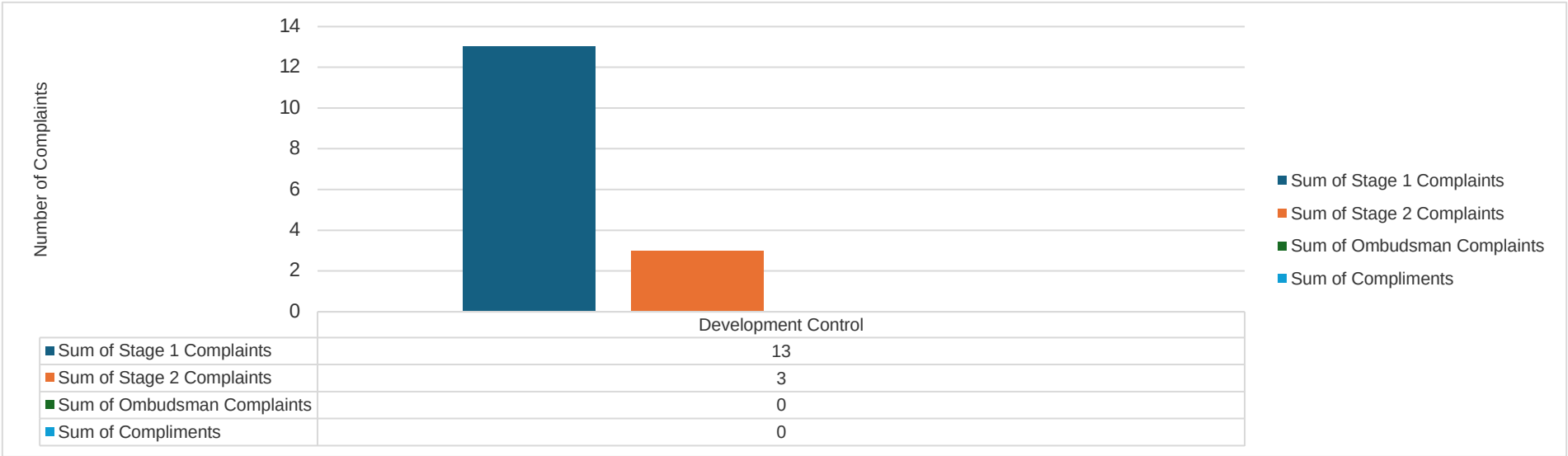


Interim Director of Housing, Environmental Health and Communities' Department

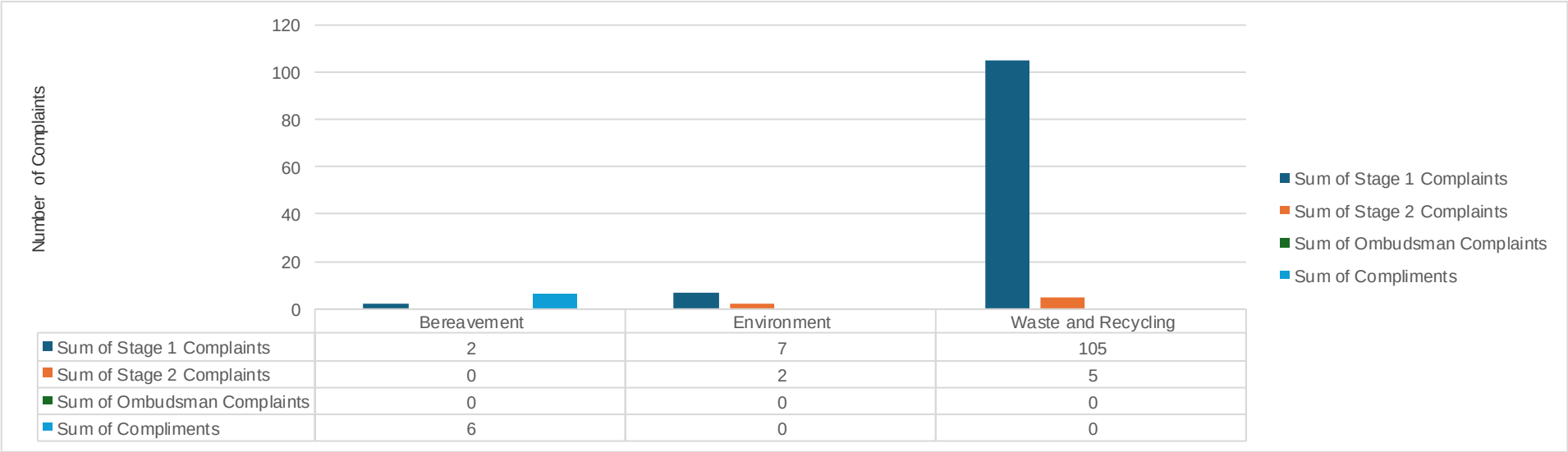
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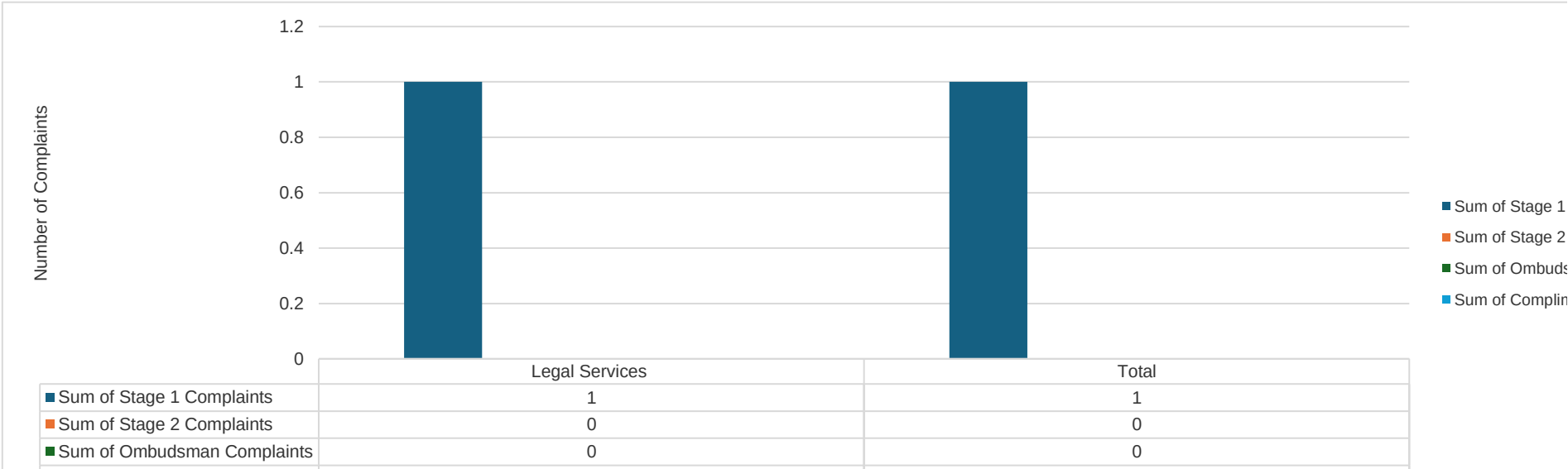
Interim Director of Planning and Economic Development’s Department



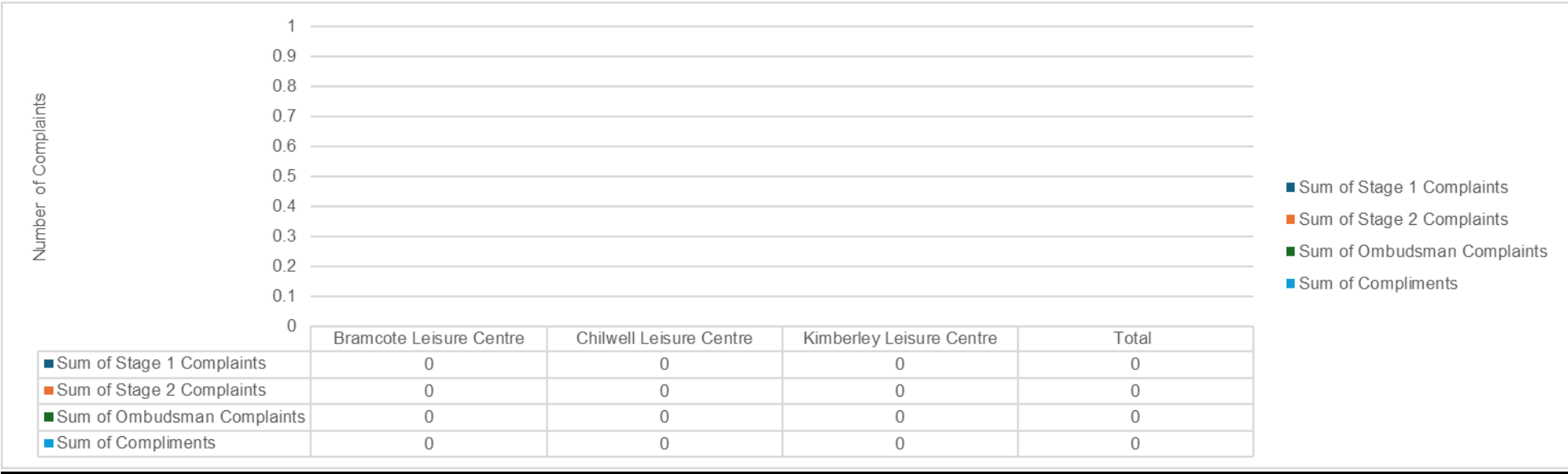
Interim Director of Environment and Leisure’s Department



Monitoring Officer’s Department

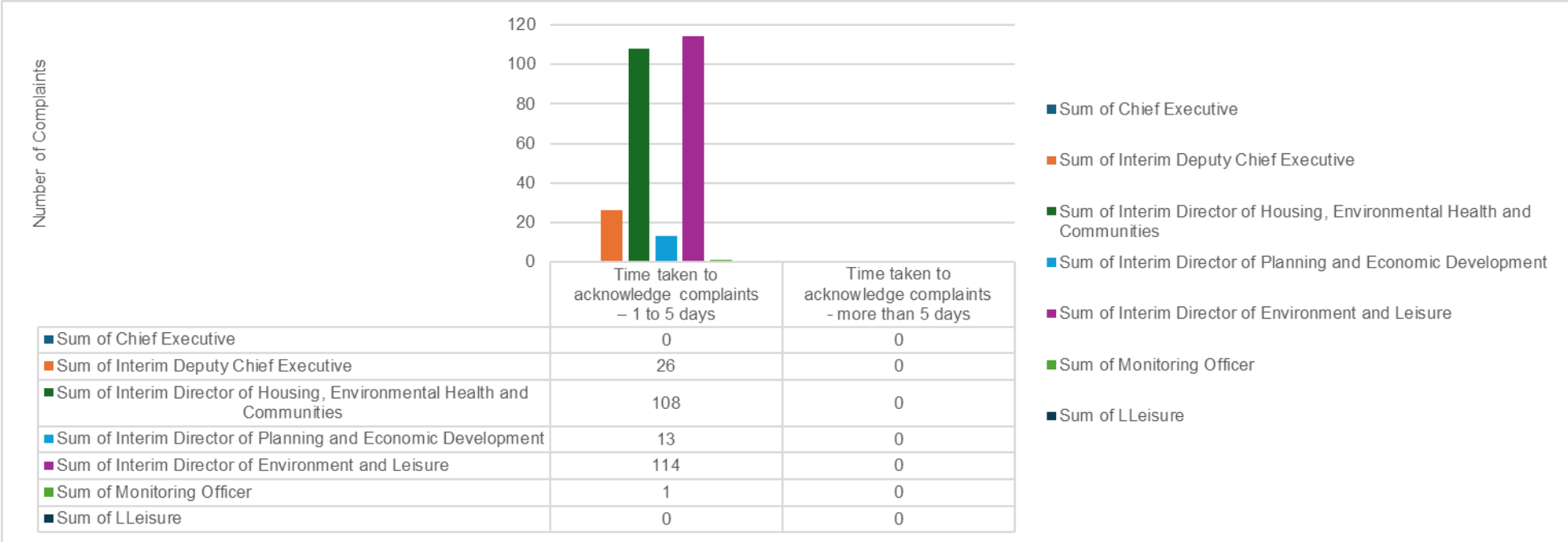


Liberty Leisure Ltd

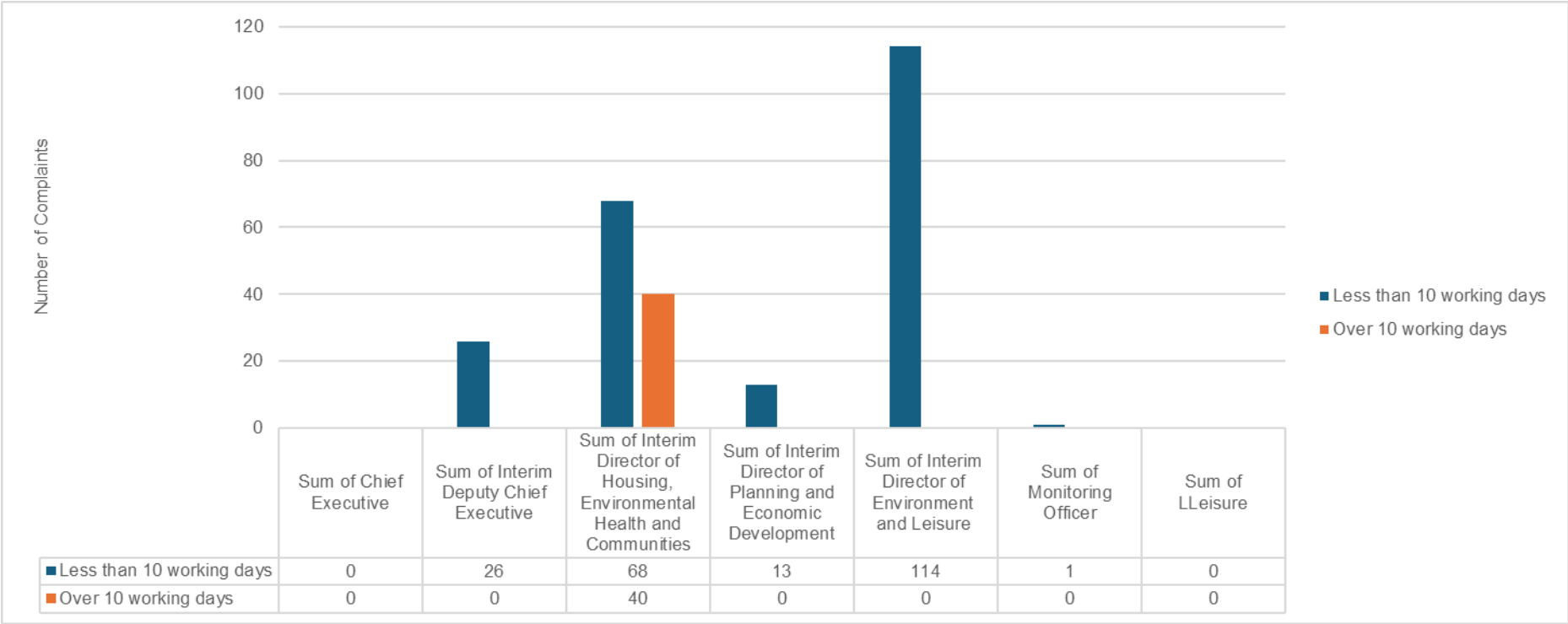


STAGE 1 - FORMAL COMPLAINTS TO THE SERVICE DEPARTMENT

Time taken to acknowledge receipt of stage one complaints:



Time taken to respond to stage one complaints:



Directorate / Section	Interim Director of Housing, Environmental Health and Communities Dept.	
	Number responded to outside of 10 working days	Number of complaints where an extension was sought
Housing Operations	15	5
Housing Repairs	23	6
Housing Strategy	1	1
Housing Income	1	0
TOTAL	40	12

It has been noted that there is a lack of resource within the Housing Department to deal with the increased number of complaints.

This has resulted in a number of complaints being upheld due to missed deadlines in relation to the Complaint Policy. In order to improve this, a second Complaints Officer is being recruited with interviews taking place in September 2026.

Compensation payments

The last three financial years compensation payment totals have been included below together with the current amount issued in 2026/27.

Year	Stage 1	Stage 2	Stage 3
2023/24	£3,500	£22,459	£6,270
2024/25	£3,100	£22,756	£4,400
2025/26	£24,685	£20,800	£1,000
2026/27	£8956.51	£3,600	£950

Stage 2 - Formal Complaints

36 formal complaints have been responded to in the first quarter; all of which were acknowledged within the 5 working day timescale.

All complaints were responded to in 20 working days.

Time taken to respond to stage two complaints:

	Total	Chief Executive's Dept	Interim Deputy Chief Executive's Dept	Interim Director of Housing, Environmental Health and Communities Dept.	Interim Director of Planning and Economic Development Dept	Interim Director of Environment and Leisure Dept	Monitoring Officer Dept	Leisure
Less than 20 working days	36	0	4	22	3	7	0	0
Over 20 working days	0	0	0	0	0	0	0	0

Housing Repairs

Complaint Detail	Outcome	Learning	Compensation/Remedy
Resident experienced a roof leak, prolonged rodent infestation, delays in pest removal, delayed replacement of loft insulation, failure to identify and block access points and a two-month delay in registering the complaint.	Upheld. The Council accepted that incorrect advice at the outset caused delays to both roofing and pest-control works. The complaint was also not registered promptly.	Better diagnosis of repair issues on first visit; improved pest-control follow-up; ensure access points are identified and blocked; improve complaint handling processes.	£1,000
Resident reported a long-term rodent problem and believed neighbouring environmental issues contributed to the infestation. Environmental concerns at the neighbouring property were not addressed promptly.	Upheld. Whilst causation could not be definitively proven, the Council accepted delayed management of environmental concerns may have exacerbated the problem.	Improve environmental risk escalation, strengthen coordination between teams and monitor long-term cases more effectively.	£300
Complaint regarding failed flooring works, disposal of laminate flooring and allegedly removed paving slabs.	Not Upheld. The Council concluded replacement works were completed appropriately and found no evidence that officers acted incorrectly.	No significant learning identified.	Re-offer of £350 goodwill payment previously offered.
Resident alleged property taps or water supply caused skin irritation.	Not Upheld. Investigations and confirmation from Severn Trent found no fault with the water supply or taps.	None identified.	None
Delays in completing chimney repairs and rodent-proofing works after scaffolding could	Upheld. Repairs team failed to proactively progress outstanding works and failed	Improve repair monitoring and ensure pest-control recommendations are	£500

Complaint Detail	Outcome	Learning	Compensation/Remedy
not initially be erected due to vegetation. Follow-up actions were not monitored effectively.	to identify and block rodent ingress points.	completed promptly.	
Resident dissatisfied with landscaping and garden works carried out by the Council.	Not Upheld. Investigation found the Council completed all works within its responsibility and no commitment existed for wider landscaping.	Inspection outcomes should be confirmed more clearly in writing.	None
Damp and mould complaint where specialist contractor recommendations were not acted upon promptly and damage to belongings was not properly recognised.	Upheld. Council accepted delays following contractor recommendations and acknowledged impact on resident's possessions.	Improve contractor management, damp investigations and communication where delays occur.	£250

Housing Operations

Complaint Detail	Outcome	Learning	Compensation/Remedy
ASB incidents involving a neighbour were reported but not properly assessed or progressed.	Upheld. Council accepted that reports were not correctly assessed despite appropriate referral to mediation.	Improve ASB decision-making and communication with residents.	£100
Complaint related to issues already investigated through previous complaints and Housing Ombudsman review.	Not Upheld. No new evidence identified.	None.	None
Resident's correspondence was repeatedly misdirected, sent to the wrong teams or lost entirely.	Upheld. Poor communication handling caused confusion and distress.	Customer Services reminded of responsibilities regarding correspondence handling. (While the complaint was relating to the Housing	£200

Complaint Detail	Outcome	Learning	Compensation/Remedy
		Operations Team, it was identified that Customer Services Team had failed in this instance).	
Housing and Legal teams failed to respond to enquiries fully or in a reasonable timeframe.	Upheld. Communication standards fell below expectations.	Improve responsiveness and ensure enquiries are answered fully. (While the complaint was relating to the Housing Operations Team, it was identified that Legal Services Team had failed in this instance).	£150
Resident was given incorrect information during housing needs interactions following the death of a family member.	Upheld. Council accepted that incorrect information and wording had been used.	Staff reminder and additional training regarding communication with applicants.	£250
Complaint about homelessness application handling.	Not Upheld. Evidence showed repeated attempts to contact the applicant and the Council followed procedure.	None.	None
Resident dissatisfied with handling of ASB case and complaint process.	Upheld. ASB investigation itself was appropriate, but complaint handling was delayed and correspondence was not acknowledged.	Improve acknowledgement of diary sheets and communication during investigations.	£100
Resident sought permission for a shed larger than policy allowed and believed expectations had not been explained.	Upheld. Lack of verbal clarity identified, but Council policy had been applied correctly.	Improve information provided during property viewings and home visits.	None
Residents challenged	Upheld. Charge was applied	Improve explanations of	None

Complaint Detail	Outcome	Learning	Compensation/Remedy
communal cleaning service charges believing no cleaning service was provided.	correctly, but communication regarding what the charge covered was poor.	communal service charges.	
Damp complaint subsequently withdrawn.	Withdrawn.	N/A	None
Complaint response exceeded statutory 10-day response timeframe and delay was not communicated.	Upheld. Complaint handling process was not followed correctly.	Strengthen monitoring of complaint deadlines and communication of delays.	£50

Housing Income

Complaint Detail	Outcome	Learning	Compensation/Remedy
Resident alleged the Housing Income Team cancelled direct debit payments.	Not Upheld. Evidence showed payments had been cancelled by the resident rather than officers.	Multiple account names may cause future payment processing issues.	None
Complaint about six-day telecare/Tunstall outage and alleged welfare concerns.	Not Upheld. Fault was attributable to Openreach infrastructure rather than the Council. Appropriate resident notification was provided.	None.	None
Challenge to tenancy termination debt after tenancy ended.	Not Upheld. Council followed correct legal process and liability remained valid.	None.	None

Council Tax / Revenues

Complaint Detail	Outcome	Learning	Compensation/Remedy
Council Tax enquiry was not answered directly and only addressed through complaint correspondence.	Upheld. Council accepted a more proactive response should have been provided.	Improve response times and ownership of customer enquiries.	Apology
Resident received court summons after communication failures between Revenues and Customer Services.	Upheld. Poor internal communication and record keeping resulted in unnecessary enforcement action.	Improve record keeping, inter-team communication and complaint administration.	Summons withdrawn and payment plan established
Resident disputed council tax recovery and enforcement action over multiple years.	Not Upheld. Investigation confirmed statutory notices were correctly issued and recovery procedures followed.	None.	None

Parks / Environment (Parks)

Complaint Detail	Outcome	Learning	Compensation/Remedy
Resident dissatisfied with delays in updates regarding enforcement action against a dog owner.	Upheld. Enforcement action was appropriate but communication was delayed.	Improve resident communications during investigations.	Apology
Complaint regarding installation of inclusive play equipment funded through a grant scheme.	Not Upheld. Decisions were made within approved funding frameworks.	Equality and diversity section added to future grant applications.	None
Objection to community events being held in a local park.	Not Upheld. Council balanced resident impact against wider community benefits.	None.	None

Environment (Waste)

Complaint Detail	Outcome	Learning	Compensation/Remedy
Complaint concerning refusal to collect tarmac and multiple missed-bin reports.	Not Upheld. Tarmac was correctly classified as non-household waste and procedures were followed.	None.	None
Resident experienced delays receiving a garden waste sticker and collection issues.	Upheld. Service standards were not met.	Improve sticker distribution and collection reliability.	Additional collection and hand-delivered sticker
Assisted collections were repeatedly missed and waste teams failed to collect several bins.	Upheld. Confusion regarding the property's location contributed to repeated service failures.	Reinforce assisted collection procedures.	£150
Complaint handling process failed because acknowledgements were not sent and investigation was incomplete.	Upheld. Administrative errors occurred although the substantive issues were addressed.	Improve complaint administration and investigation standards.	Apology

Planning

Complaint Detail	Outcome	Learning	Compensation/Remedy
Objection to planning approval due to concerns regarding flooding risk.	Not Upheld. Planning officer correctly applied national and local planning policies.	None.	None
Complaint seeking removal or relocation of Virgin Media cabinets.	Not Upheld. Cabinets constituted permitted development and Council lacked powers sought by complainant.	None.	None
Resident dissatisfied with lack of updates on an ongoing planning enforcement investigation.	Not Upheld. Investigation remained active, however communication could have been better.	Introduce proactive six-monthly updates for open cases.	None

Capital Works

Complaint Detail	Outcome	Learning	Compensation/Remedy
During nearby development works, contractor entered resident's property, used water supply and restricted driveway access for an extended period. Residents also raised concerns regarding boundaries and vermin.	Upheld. Council accepted failures regarding access arrangements and contractor conduct but found no evidence of boundary encroachment or link to vermin.	Develop written access agreements and monitor resident impacts during construction projects.	£200 , goodwill repairs and installation of privacy fencing

Administration

Complaint Detail	Outcome	Learning	Compensation/Remedy
Challenge to street naming and numbering arrangements for new-build properties.	Not Upheld. Council followed established addressing procedures correctly.	None.	None

**STAGE 3 – COMPLAINTS TO THE LOCAL GOVERNMENT OMBUDSMAN (LGO)
/HOUSING OMBUDSMAN (HO)****Stage 3 - Ombudsman Complaint****1. Complaint against Housing Repairs (complaint concluded in 2024/25) – HO****Complaint Upheld.****Complaint**

The concern raised was that the Council had not completed the damp and mould works at the complainants property.

Ombudsman's conclusion

The HO determined that Council arranged a damp and mould inspection for 27 November 2023.

This inspection was then completed on 19 January 2024 and a mould treatment carried out. This is a failing as the inspection was completed outside the landlord's policy timeframe. Although the damp and mould treatment was completed the same day, the delay in carrying out the inspection also meant this was not completed in a timely manner.

Additionally, the Council should have been more proactive in booking the appointment.

£500 was offered to complainant at stage 2 of the Council's complaint process. The HO requested that this be increased to £800. All actions were completed by the Council.

2. Complaint against Housing Repairs (complaint concluded in 2024/25) – HO**Complaint Upheld.****Complaint**

The concern raised was that the Council had investigated their report of Anti-Social Behaviour (ASB) appropriately.

Ombudsman's conclusion

The HO determined that across the ASB cases, the Council took several reasonable steps in line with its policy and used a range of methods to try and assist the resident.

However, there were service failures in that the Council did not recognise the delays in acknowledging the resident's ASB reports and inconsistent explanations about what forms of evidence it would accept.

The Council were ordered to pay £150 compensation to the complainant which has been completed.

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Report of the Portfolio Holder for Resources and Personnel Policy

Christmas Free Car Parking

1. Purpose of Report

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

2. Recommendation

Cabinet is asked to RESOLVE that the free 3-hour parking incentive for shoppers and visitors over the Christmas period be approved.

3. Detail

The Council has previously offered a free 3-hour parking incentive for shoppers and visitors in most of its car parks across the Borough during the Christmas period. It is proposed to offer a similar initiative in 2026 across Council owned car parks. The only exception would 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 three 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. The Christmas period would run from 1 December until 31 December 2026.

4. Key Decision

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

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

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

There is currently no budgetary provision for free Christmas parking. In 2025/26, a similar free parking initiative saw a net reduction in fees and charges income of around £11,200, alongside a one-off cost of £2,100 to reconfigure the machines. A similar loss of income and additional cost in 2026/27 would be contained within existing budgets.

7. Legal Implications

The comments from the Head of Legal Services / Monitoring Officer 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.

Report of the Portfolio Holder for Resources and Personnel Policy

Civic Activities

1. Purpose of Report

To seek approval for new civic activities in 2027 and the associated costs.

2. Recommendations

Cabinet is asked to RESOLVE that:

- 1. A Freedom of Entry Parade be held in March 2027.**
- 2. A delegation of representatives from Myszków be hosted in March 2027.**
- 3. An additional budget of £10,000 to support these activities be approved, with the cost being funded from General Fund Reserves.**

3. Detail

The Council has a longstanding commitment to celebrating Broxtowe's civic, military and international relationships through events that promote community pride, cultural understanding and the Borough's heritage. Cabinet approval is therefore sought for two significant civic activities to be delivered in March 2027, namely a Freedom of Entry Parade in Beeston and the hosting of a delegation from Broxtowe's friendship town of Myszków in Poland.

Since the Royal Engineers were granted the Freedom of the Borough in 2009, it has been customary for Freedom of Entry Parades to take place periodically across the Borough's towns. The most recent parade was held in Stapleford in 2024. Subject to approval, it is proposed that the next parade takes place in Beeston in March 2027, reflecting the town's close proximity to Chilwell Barracks. The parade would culminate in a commemorative service in Broadgate Park, supported by family-friendly activities and, where possible, aligned with other cultural programming taking place in Beeston.

The proposed event would be particularly significant as it would provide an opportunity to mark the forthcoming closure of Chilwell Barracks and celebrate the Borough's longstanding military heritage. It would recognise the important contribution made by generations of military personnel who have lived, trained and deployed from the site, while also acknowledging the strong relationship between the Armed Forces and the local community as part of the Armed Forces Community Covenant.

Approval is also sought to host a delegation from Broxtowe's friendship town of Myszków, Poland, in March 2027. A formal friendship agreement between the two towns has been in place since 1998 and continues to provide valuable opportunities for cultural and civic exchange.

Although a planned visit from Myszków in 2020 was cancelled due to the COVID-19 pandemic, the relationship has remained strong, particularly through the support provided by Myszków for Ukrainian refugees and the humanitarian efforts coordinated through the partnership.

In April 2026, a delegation of seven representatives from Broxtowe visited Myszków to reaffirm and strengthen this important relationship. Hosting a return delegation of up to 10 visitors, including translators, would demonstrate the Council's appreciation for the hospitality shown during that visit and recognise the support provided by Myszków in responding to the humanitarian crisis in Ukraine.

Scheduling the visit to coincide with the proposed Freedom of Entry Parade and the annual Broxtowe Voluntary Awards would maximise the value of the visit by enabling the delegation to experience two of the Borough's flagship civic events, while reducing costs by incorporating existing events. The visit would also provide an opportunity to showcase Broxtowe's heritage, culture and attractions through visits to sites such as the D.H. Lawrence Birthplace Museum, Bennerley Viaduct and Brinsley Headstocks.

Together, these activities will strengthen community cohesion, celebrate the Borough's military heritage, reinforce international partnerships and enhance Broxtowe's civic reputation. Cabinet approval is therefore requested for both events and for the associated expenditure required to deliver them successfully. Estimated costs are shown in the **Appendix**.

4. Key Decision

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

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 these two Civic events is £21,500, of which £11,500 could be met from existing Civic related budgets. If Members, were to approve the proposals, a net budget uplift of £10,000 would be required to support the activities and would be met by an allocation from General Fund Reserves.

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 each event should be subject to the necessary risk assessments and planning which should identify other requirements such as insurance cover and temporary road closures etc.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

Any climate change implications are contained within the report.

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

As this not a policy it does not require an equality impact assessment.

13. Background Papers

Nil.

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Appendix

Estimated costs

The anticipated total cost of the proposed activities is £21,500, of which £11,500 could be met through the existing Civic budgets. An additional £10,000 is therefore requested to support the activities.

Freedom Parade

Item	Estimated costs
Traffic Management	£1,600
Marshals / Security	£2,000
Crowd Control Barriers	£1,700
Hospitality and Community Activities	£2,250
First Aid	£500
Photography	£115
PA System and Generator Hire	£1,200
Radio Hire	£400
Print and Marketing	£235
Total Freedom Parade	£10,000

Myszków Visit

The costs shown are for a delegation of up to 10 people from Myszków. As is customary in Twinning visits of this kind, Myszków would be responsible for the costs of their travel to/from the UK.

Item	Estimated costs
Transportation	£3,000
Accommodation	£5,000
Hospitality	£3,500
Total Myszków Visit	£11,500

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Grant Aid Requests from Parish/Town Councils

1. Purpose of Report

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

2. Recommendation

Cabinet is asked to consider the requests and RESOLVE accordingly.

3. Detail

Several grant aid requests have been received from parish and town councils, as follows:

- Kimberley Town Council has requested up to £3,325 towards the full cost of traffic management and security for its Remembrance Sunday Event 2026.
- Stapleford Town Council has requested up to £1,150 towards the cost of traffic management and security for its Remembrance Sunday Event 2026.
- Nuthall Parish Council has requested up to £2,385 towards the cost of traffic management for its Remembrance Sunday Event 2026.

Details of the applications are included in **Appendix 1**. The agreed protocol for assessing grant aid to parish and town councils is provided in **Appendix 2** with the grants previously awarded under this scheme listed in **Appendix 3**.

4. Key Decision

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

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

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

If Members wished to support these requests, the awards could be made from the £20,000 provision for grants to parish and town councils included in the 2026/27 revenue budget, of which £17,228 currently remains available.

7. Legal Implications

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

The Council is empowered to make grants by virtue of Section 137 Local Government Act 1972 (as well as other legislation). Having an approved process in line with the legislation and the Council's Grant Aid to Parish and Town Councils Protocol will ensure the Council's compliance with its legal duties.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

No climate change implications have been identified in relation to this report.

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

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

13. Background Papers

Nil.

1. Kimberley Town Council

Kimberley Town Council has submitted a grant aid request for up to £3,325 towards the full cost of traffic management and security at its Remembrance Sunday Event 2026.

The Kimberley Remembrance Sunday Parade has been running for many years. Following the police withdrawing traffic control by way of a rolling roadblock, updated regulations require a full road closure. Kimberley's War Memorial, which is the location for the service, is situated at a mini roundabout junction in the centre of Kimberley. The Parade begins at the Holy Trinity Church and follows a busy road up to the War Memorial with the police unable to offer any level of service, Kimberley has little alternative but to employ specialised contractors for the event in order to manage a safe event. The location of the event, in the Town centre close to a high-volume shopping precinct has created additional risks and responsibilities.

Such a request is in line with the Protocol for the Consideration of Grant Aid requests from Parish and Town Councils for the following key reasons:

- Though the award would be for a revenue grant (rather than for a specific capital project), events such as the Remembrance Service Parade complement the services provided by Broxtowe Borough Council and have historically been provided by this and other parish/town councils throughout the Borough.
- The provision of events such as Remembrance Service Parades contributes towards community cohesion, helps to combat social exclusion and loneliness and assists with the development of Town Centres.

Financial Information

The closing balance of Kimberley Town Council funds as at 31 March 2026 was £1,275,997 (2025: £528,025), with cash reserves of £1,251,698 (2025: £553,016). The Kimberley Town Council annual precept for 2026/27 is £151,515 (2025/26: £146,995), an effective change of +2.0%.

2. Stapleford Town Council

Stapleford Town Council has submitted a grant aid request for up to £1,150 towards the cost of traffic management and security for its Remembrance Sunday Event 2026.

In its application, the Town Council states that "Remembrance Sunday is one of the most important events in Stapleford's calendar and is run by the Town Council every year.

The event will comprise of a parade involving the uniformed groups and procession through the Town Centre followed by a service, customary two-

minute silence and the laying of wreaths, which will be led by the Vicar of St. Helen's Parish Church. The Salvation Army band play before and after the Cadets on parade."

Such a request is in line with the Protocol for the Consideration of Grant Aid requests from Parish and Town Councils for the following key reasons:

- Though the award would be for a revenue grant (rather than for a specific capital project), events such as the Remembrance Service Parade complement the services provided by Broxtowe Borough Council and have historically been provided by this and other parish/town councils throughout the Borough.
- The provision of events such as Remembrance Service Parades contributes towards community cohesion, helps to combat social exclusion and loneliness and assists with the development of Town Centres.

Financial Information

The closing balance of Stapleford Town Council funds as at 31 March 2026 was £200,771 (2025: £138,925), with cash reserves of £200,771 (2025: £138,925). The Stapleford Town Council annual precept for 2026/27 is £249,985 (2025/26: £232,438), an effective increase of +5.0%.

3. Nuthall Parish Council

Nuthall Parish Council has requested grant aid of up to £2,385 towards the cost of traffic management for its Remembrance Sunday Event 2026.

The Remembrance Sunday Parade is "a significant and well-attended occasion within the parish, bringing together residents of all ages and backgrounds, including representatives from the Boys' Brigade, Scouts and Guides along with local schools. The Service will be led by a Methodist Minister. Last year the event was exceptionally well attended with around 200 people parading through Nuthall to the War Memorial and around 300 additional people joining the service on Basil Russell Park."

Such a request is in line with the Protocol for the Consideration of Grant Aid requests from Parish and Town Councils for the following key reasons:

- Though the award would be for a revenue grant (rather than for a specific capital project), events such as the Remembrance Service Parade complement the services provided by Broxtowe Borough Council and have historically been provided by this and other parish/town councils throughout the Borough.
- The provision of events such as Remembrance Service Parades contributes towards community cohesion and helps to combat social exclusion and loneliness.

Financial Information

The closing balance of Nuthall Parish Council funds as at 31 March 2026 was £259,835 (2025: £235,493), with cash reserves of £263,775 (2025: £240,315), the difference between reserves and cash balances being net creditors and debtors. The Nuthall Parish Council annual precept for 2026/27 is £124,610 (2025/26: £123,191), an effective change of 0.0%.

Protocol for Consideration of Grant Aid to Parish and Town Councils

The key provisions of the Protocol for the Consideration of Grant Aid requests from Parish and Town Councils are:

1. Grant aid will only be given in support of specific projects or services and not as a general grant towards the services provided by a parish/town council.
2. Revenue grant aid will only be considered towards services which act as a replacement for services which otherwise Broxtowe Borough Council would have to provide or which supplement services which the borough council provides so as to reduce the costs that Broxtowe would otherwise incur.
3. In applying for grant assistance the parish/town council will need to demonstrate how the service or project in question contributes to Broxtowe's aims and objectives as laid out in the Corporate Plan and the Sustainable Community Strategy.
4. In applying for grant aid assistance the parish/town council will need to provide evidence as to why they do not have the financial resources to provide the services or project in question and what the consequences would be for local residents and businesses if the service was withdrawn or the project not completed. This will include a requirement for the parish/town council to detail what other funding sources they have secured (or otherwise) and to provide a statement as to any reserves held and their planned use.
5. Preference will be given to support for the provision of mandatory services as compared with discretionary services.
6. Where grant aid is to cover the cost of a specified service, the parish/town council will be responsible at its own cost for providing an audited statement within six months of the end of the financial year concerned to confirm the amount of expenditure incurred and income received against which grant aid may be payable. Any grant payable would then be adjusted retrospectively if necessary following receipt of such an audited statement.
7. Grant aid will only be in respect of additional costs directly incurred by the parish/town council and will not cover the cost of any general overheads which the parish/town council would otherwise incur anyway as a result of their operations.
8. Grant aid will be cash limited in each year and the responsibility for costs increasing beyond the cash limit will normally rest with the parish/town council. Where such cost increases are considered to be unavoidable and beyond the parish/town council's control, then Broxtowe may be approached to seek a further grant award.

9. Where the parish/town council wishes to vary the service provided for which grant aid has been awarded, this should only take place after full consultation and with the agreement of Broxtowe.
10. Preference will be given towards one off capital projects rather than as a regular annual contribution towards the ongoing costs of providing services.
11. The parish/town council shall be required to provide such information as Broxtowe may reasonably request as to the actual outputs and outcomes arising from any service or project where Broxtowe makes a contribution.
12. Any grant contribution that may be awarded by Broxtowe need not be at the rate of 100% of net expenditure incurred but may be at a lesser rate to reflect such as its own corporate priorities, budgetary constraints or the availability of similar services or projects elsewhere.
13. Revenue grants will normally only be awarded for one year although an indicative amount for the following year may be given at Broxtowe's discretion. Capital grant aid will be towards the cost of a specific one-off project.
14. Requests for grant aid in respect of a particular financial year should normally be submitted by the end of October of the preceding year at the latest to assist with forward budget planning for both Broxtowe and the parish/town council. Broxtowe will endeavour to make a decision on such requests by the end of December in the year preceding that for which grant aid is requested.

Grant Aid Awards to Parish and Town Councils

The table below lists the grants awarded under this scheme since 2022/23.

Date	Council	Amount	Purpose
19/07/22	Awsworth Parish Council	£500	Platinum Jubilee Celebrations
19/07/22	Nuthall Parish Council	£2,590	New defibrillators
19/07/22	Kimberley Town Council	£6,300	Christmas lights switch-on 2021
04/10/22	Nuthall Parish Council	£2,330	Remembrance Parade
04/10/22	Nuthall Parish Council	£2,100	Cemetery Maintenance
04/10/22	Stapleford Town Council	£2,194	Remembrance Event
01/11/22	Kimberley Town Council	£1,958	Remembrance Event
25/07/23	Eastwood Town Council	£820	Summer Activities for Young People
25/07/23	Awsworth Parish Council	£5,000	Various Capital Projects
03/10/23	Eastwood Town Council	£2,250	War Memorial Maintenance
03/10/23	Kimberley Town Council	£2,059	Remembrance Event
03/10/23	Nuthall Parish Council	£2,290	Remembrance Event
05/12/23	Stapleford Town Council	£2,405	Remembrance Event
01/10/24	Kimberley Town Council	£1,996	Remembrance Event
01/10/24	Kimberley Town Council	£1,500	Christmas Market
01/10/24	Nuthall Parish Council	£2,350	Remembrance Event
01/10/24	Stapleford Town Council	£2,505	Remembrance Event
03/12/24	Eastwood Town Council	£1,722	Remembrance Event
03/12/24	Eastwood Town Council	£993	Memorial Restoration
03/06/25	Kimberley Town Council	£1,919	Kimberley Food Festival
01/07/25	Eastwood Town Council	£4,149	'Bloomin Marvellous' Festival*
30/09/25	Kimberley Town Council	£1,278	Remembrance Event
30/09/25	Kimberley Town Council	£1,743	Christmas Market
30/09/25	Stapleford Town Council	£1,085	Remembrance Event
30/09/25	Nuthall Parish Council	£1,175	Remembrance Event
30/09/25	Eastwood Town Council	£2,590	Remembrance Event
10/03/26	Awsworth and Cossall	£1,764	Village Gateway Signs
02/06/26	Kimberley Town Council	£2,773	Kimberley Food Festival
02/06/26	Nuthall Parish Council	£8,535	Children's Slide

*Grant not required as festival cancelled due to inclement weather

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 2026/27

1. Purpose of Report

To consider a request for 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

Details of the grant application received are included in the **Appendix** for consideration. The amount available for distribution in 2026/27 is as follows:

	£
Revenue Grant Aid Budget	168,800
Broxtowe Lotto Fund	23,700
Less: Provision for Rent and Related Expenses	(53,050)
Less: Grants Awarded	(105,950)
Balance Available for Distribution	<u>33,500</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 grant aid budget shown above. Members are reminded that they will need to suitably constrain grant awards in 2026/27 if the budget is not to be exceeded. The total 'cash' grants requested in this report are £5,200 with the additional sums requested in this report, when compared to the previous year, amounting to £3,200 if the applications are fully supported.

7. Legal Implications

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

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

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

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

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

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

13. Background Papers

Nil.

Appendix

Applications

The following grant application has been received for consideration:

		<u>Previous</u> <u>Grant</u> <u>Award</u> £	<u>Current</u> <u>Grant</u> <u>Request</u> £
Kimberley Swimming Club	1	2,000	1,200
Eastwood Community Football Club CIC	2	-	4,000
			<u>5,200</u>

1. KIMBERLEY SWIMMING CLUB

Kimberley Swimming Club delivers high-quality coaching that enables swimmers of all ages to achieve their full potential in a safe, supportive and inclusive environment. The club offers a huge sense of team spirit where swimmers, coaches and parents feel they are part of something meaningful. The club currently has 176 members of which 109 live in Broxtowe.

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

Financial Information

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

The club has stated its current cash reserves to be approximately £28,000.

Grant Request

For 2026/27 Kimberley Swimming Club has requested a grant of £1,200 to assist with the costs of the annual club championships, which “give every swimmer the chance to compete in a fun, friendly and supportive environment while celebrating personal achievements.

This is the second application that has been received from Kimberley Swimming Club in recent years, with £2,000 having been awarded in 2025/26 as a contribution to general operating costs.

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

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

2. EASTWOOD COMMUNITY FOOTBALL CLUB CIC

Eastwood Community Football Club CIC (Eastwood CFC) is based at Coronation Park in Eastwood and provides community football opportunities including structured coaching, training sessions, competitive fixtures, and inclusive sporting activities for local residents.

The club makes football accessible and affordable while supporting physical health, mental wellbeing, confidence and personal development by providing affordable, structured football in a safe and supportive community environment. Residents benefit from regular physical activity, qualified coaching, skill development and positive social connections.

The club is planning for a new women's team which it intends to create a pathway into organised football for women and girls who are under-represented in the sport. The proposed women's team has 17 participants of which 12 live in Broxtowe.

Financial Information

As at 30 September 2024, Eastwood CFC held current assets of £281,201 (2023: £236,550), current liabilities of £177,965 (2023: £112,712) and longer-term liabilities of £62,239 (2023: £75,649).

The club has stated its current cash reserves to be approximately £1,500, intended to provide modest operational resilience and support existing activities and commitments.

Grant Request

For 2026/27, Eastwood CFC has requested a grant of £4,000 to assist with the costs of establishing and running the new women's team. This includes a contribution towards the cost of the football kit and the provision of 70 hours of structured coaching over 35 weeks.

This is the first application received from Eastwood CFC in recent years.

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

- The services provided by Eastwood CFC benefit Broxtowe residents and are complementary to the services provided by the Council.
- The activities of Eastwood CFC provide educational and co-curricular benefits to local children and young people, with this project in particular helping to raise participation in a sporting area which is currently underrepresented by women.

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Report of the Portfolio Holder for Housing

Housing Service Improvement Plan Update

1. Purpose of Report

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

2. Recommendation

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

3. Detail

The Council continues to implement actions within the refreshed Housing and Asset Management Service Improvement Plan following the inspection from the Regulator for Social Housing (RSH) in October 2025. Progress continues to be made to meet the Regulator requirements and improve service delivery. The headlines are as follows:

- The Service Improvement Plan has been refreshed following feedback from key stakeholders. The high-level plan has been simplified with more detailed plans now available, including improvements on:
 - Fire Risk Management
 - Insight and Inclusion
 - Anti-Social Behaviour
 - Complaints improvement
- The restructure within Housing and Asset Management teams, which focuses on centralising compliance and providing stronger oversight on key function such as Repairs and Damp and Mould, is in the consultation stage. It is envisaged that the restructure is operational by October 2026.
- With regards to Fire Risk Management, Officers and contractors continue to focus on reducing the number of outstanding fire safety actions. A further 449 actions have been completed since the last update, bringing the overall total down to 1,791.
- Action within the Total Mobile project continues. The project team are currently attending workshops on system design and will be moving into system build in October 2026.
- A lessons learned exercise, deigned to identify root causes for the C3 judgement has been completed. The results of this exercise will be shared with Cabinet in the next update.

- Additional scrutiny of performance has recently been implemented, including a quarterly report to the Governance, Audit and Standards Committee plus the reintroduction of the independent consultant to support challenge.

Officers meet with representatives from the Regulator monthly. The purpose of these meetings is to give the Regulator an overview of progress aligned to the Service Improvement Plan, especially compliance and inclusion (assurance).

The attached appendices are:

- **Appendix 1** is a copy of the refreshed Service Improvement Plan.
- **Appendix 2** is a copy of the detailed plan aligned to Insight and Inclusion (as an example).
- **Appendix 3** is a copy of the safety performance report shared with Housing Improvement Board on 13 August 2026.

4. Key Decision

This report is not a key decision.

5. Updates from Scrutiny

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

6. Financial Implications

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

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

7. Legal Implications

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

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

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

8. Human Resources Implications

Not applicable.

9. Union Comments

The Union comments were as follows:

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

10. Climate Change Implications

Any climate change implications are contained within the report.

11. Data Protection Compliance Implications

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

12. Equality Impact Assessment

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

13. Background Papers

Nil.

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Code	Action	Priority	R A G	Lead Officer	Target Date	Project Plan required?	Progress	RSH judgement feedback	We know we will have achieved this when...
SIP 01(a)	Implement the approved restructure, filling critical posts and establishing clear roles, responsibilities and reporting lines to strengthen compliance and service delivery.	High		Rachel	31/10/2026	No	Cabinet approved the restructure on the 30th June 2026. Action taking place to implement (e.g. consultation / job adverts / interviews)	Fire safety: a lack of clarity about the length of time the outstanding remedial actions (3000+) had been open, as well as a lack of evidence of mitigations in place while these actions remain outstanding. Compliance data quality: Lack of assurance of data quality across areas of health and safety. Lack of clarity on the responsibility of C3 actions from EICR services	Critical posts are filled, staff understand their roles and responsibilities, governance and reporting arrangements are operating effectively, and the service has the capacity and capability to deliver regulatory requirements, improve performance and achieve better outcomes for tenants.
SIP 01(b)	Implement Fire Risk Assessment (FRA), asbestos and smoke / heat / Carbon Monoxide (CO) action plans to... * improve the accuracy and completeness of compliance data (aligned with KIM actions) * mitigate outstanding actions * maintain statutory compliance * ensure the agreed remedial actions are completed within timescales	High		Darren	30/09/2026	Yes	Action plans for FRA, asbestos, smoke etc have been developed and are currently being implemented.	Fire safety: a lack of clarity about the length of time the outstanding remedial actions (3000+) had been open, as well as a lack of evidence of mitigations in place while these actions remain outstanding. Compliance data quality: Lack of assurance of data quality across areas of health and safety.	Statutory compliance is maintained, outstanding and overdue compliance actions have been reduced to agreed levels, remedial actions are completed within target timescales, compliance data is accurate and reliable, and tenants have confidence that their homes are safe.
SIP 01(c)	Implement an independent auditing and assurance framework for Fire Safety, Asbestos and smoke / heat / CO compliance by the agreed date (reflecting Gas, EICR, Legionella and LOLER). Introduce additional lines of defence through dip-sampling and sub-contractor assurance reviews (where appropriate).	High		Tuesday	31/12/2026	No	Meeting scheduled for 11/09/26 to agree the scope and the methodology of the required audits.	Compliance data quality: Lack of assurance of data quality across areas of health and safety.	Independent assurance confirms that statutory compliance is being maintained, compliance data is accurate and reliable, contractor performance is effectively monitored, and identified issues are promptly addressed through robust audit, assurance and oversight arrangements.

Code	Action	Priority	R A G	Lead Officer	Target Date	Project Plan required?	Progress	RSH judgement feedback	We know we will have achieved this when...
SIP 02	Implement a Tenant Insight and Inclusion Plan to improve our understanding of the diverse needs of all tenants. The plan to include the collection, maintenance and use of tenant data and protected characteristic information. This insight will be utilised to tailor services, improve equitable access to services and engagement opportunities, and demonstrate fair and equitable outcomes for tenants. The plan to align with key improvement activities within the Service Improvement Plan (e.g. Total Mobile) and ensure activities cut across relevant functions, including; * customer services * complaints * repairs * damp and mould * anti-social behaviour	High		Kim D	31/12/2026	Yes	AC and KD met on the 14/07/2026 to formulate the plan. More detailed plan has been drafted.	Compliance data quality: Lack of assurance of data quality across areas of health and safety. Stock Condition: Lack of accurate and up to date information on the quality of all of its tenants' homes (including any potential hazards in homes). Engagement activities: Due to the lack of data on its tenants, we cannot provide equitable access to tenant engagement activities. does not hold data on the protected characteristics of its tenants	We have a comprehensive understanding of the diverse needs of our tenants, supported by accurate and up-to-date tenant data, and can demonstrate that services are being tailored to meet those needs. Tenants are able to access services and engagement opportunities equitably, service improvements are informed by tenant insight, and outcomes are consistent with the Regulator of Social Housing Consumer Standards and improvements in relevant Tenant Satisfaction Measures.
SIP 03	Implement a Knowledge and Information Management (KIM) improvement plan to enhance data governance, data quality and reporting. The plan to align with key improvement activities within the Service Improvement Plan.	Medium		Andy	31/12/2026	Yes	AC and KD met on the 14/07/2026 to formulate the plan. More detailed plan has been drafted.	general feedback from RSH	Data is accurate, complete and trusted, governance arrangements are embedded, performance reporting supports effective decision-making, and information is consistently used to improve services, demonstrate compliance and deliver the outcomes set out in the Service Improvement Plan.

Code	Action	Priority	R A G	Lead Officer	Target Date	Project Plan required?	Progress	RSH judgement feedback	We know we will have achieved this when...
SIP 04	Strengthen governance and scrutiny of Housing and Asset Management services. This will be achieved through various channels including; * enhancing the level of detail within performance reports (including ensuring the annual Housing report has the desired level of performance information) * sharing detail with Housing Improvement Board, Governance, Audit and Standards, and Cabinet for scrutiny * providing Member training on regulatory and health and safety responsibilities	Medium		Rachel	30/09/2026	No	Detailed performance reports continue to be shared with Housing Improvement Board. This gives the Portfolio Holder for Housing more information to scrutinise performance of Housing and Asset Management Some positive activities have been implemented, including minuted meeting with Portfolio holder Monthly report being shared with Cabinet Quarterly reports being shared with GAS. Member training to be organised External Consultant re-hired on 6 month basis	general feedback from HQN	Members receive meaningful performance and compliance information, governance bodies provide effective scrutiny and challenge, regulatory and health and safety responsibilities are clearly understood, and there is demonstrable assurance that housing services are delivering safe, compliant and continuously improving outcomes for tenants.
SIP 05	Strengthen tenant influence and scrutiny through the Housing Influence Panel (HIP) by; * agreeing with HIP and implementing a performance reporting framework * revisiting and agreeing with HIP an annual programme of service reviews * working with HIP to develop and review service standards for key housing services	Medium		Kim D	30/09/2026	No	AC and KD met on the 14/07/2026 to formulate the informal plan. Performance reporting framework has been agreed (shared in HIP update at HIB on 13/08/2026).	general feedback from HQN	Tenants have meaningful opportunities to influence housing services, the Housing Influence Panel is actively scrutinising performance and reviewing priority service areas, service standards are shaped by tenant feedback, and there is clear evidence that tenant views are informing service improvements and positive changes in customer outcomes.

Code	Action	Priority	R A G	Lead Officer	Target Date	Project Plan required?	Progress	RSH judgement feedback	We know we will have achieved this when...
SIP 06	Implement a complaints improvement plan to; * improve complaints responded to within target timescales * improve Tenant Satisfaction Measures relating to complaints handling (Peer median: 93.9%) * establish a system to capture and act on learning from complaints * ensure tenants can easily access information on how to raise a complaint.	Medium	-	Jeremy	31/12/2026	Yes	AC and JW met on the 21/07/2026 to formulate the plan. More detailed plan has been drafted.	Diverse needs: does not fully understand the diverse needs of all its tenants. no evidence of a formal plan or targets for how we will collect data for all tenants. does not hold data on the protected characteristics of its tenants unable to proactively tailor services to meet all tenants' needs, or demonstrate that tenants are receiving fair and equitable outcomes (relies on tenants to inform of additional needs when they report a repair or require another service).	Complaints are responded to within target timescales, tenant satisfaction with complaints handling has improved, lessons learned from complaints are consistently used to improve services, and tenants can easily access information and have confidence that their concerns will be listened to and acted upon.
SIP 07	Develop and implement a Tenant Satisfaction Measures (TSM) Improvement Plan to support delivery of this Service Improvement Plan (focussing on any gaps) and improve customer outcomes. Publish the TSM Action Plan, TSM results and progress updates to demonstrate how tenant feedback is driving service improvements.	Medium	-	Kim D	31/12/2026	yes	TSM information can be found on the website and is also shared via current communication channels AC and KD met on the 14/07/2026 to formulate the plan. More detailed plan requires drafting.	We also found weaknesses in the council's approach to collecting and providing performance information to tenants; there was limited performance information accessible for tenants to scrutinise the housing service's performance	Tenant Satisfaction Measures have improved in priority areas, the TSM Improvement Plan is embedded within delivery of the Service Improvement Plan, tenants can see how their feedback has influenced service improvements, and TSM results, action plans and progress updates are regularly published to demonstrate transparency, accountability and improved customer outcomes.
SIP 08	Implement Total mobile to improve the delivery and management of repairs and maintenance services, strengthen compliance monitoring, enhance data quality and operational efficiency, and provide better information to support asset management, investment forecasting and service improvement.	Medium		Andy	31/03/2027	yes	Project team and governance established Data gathering exercise commenced 'Plan on a page' created by TM Workshops arranged / commenced for config and system overview	Compliance data quality: Lack of assurance of data quality across areas of health and safety. Stock Condition: Lack of accurate and up to date information on the quality of all of its tenants' homes (including any potential hazards in homes). Complaints: limited evidence of how we identify and share lessons learnt	Repairs and maintenance services are delivered more efficiently, compliance information is available in real time, data quality has improved, operational processes are streamlined, and managers are able to use trusted information to support asset management, investment planning, performance reporting and improved outcomes for tenants.

Code	Action	Priority	R A G	Lead Officer	Target Date	Project Plan required?	Progress	RSH judgement feedback	We know we will have achieved this when...
SIP 09	Continue delivery of the 2025–2030 Asset Management Strategy, using stock condition data to prioritise investment, inform repairs and maintenance programmes, and support long-term asset planning and forecasting to improve the quality, safety and sustainability of homes.	Medium		Darren	31/12/2026	No	Asset Management 'away-day' completed with colleagues to review progress of the strategy, identify barriers that are restricting progress and opportunities for improvement A further 220 stock condition surveys have been completed New Housing Development Manager recruited	general feedback from RSH	Investment decisions are informed by accurate stock condition data, homes remain safe and well maintained, repairs and maintenance programmes are delivered effectively, asset performance and future investment needs are better understood, and there are improvements in the quality of homes, compliance outcomes and relevant Tenant Satisfaction Measures.
SIP 10	Implement and resource the Damp and Mould Policy to ensure compliance with Awaab's Law, including the timely identification, assessment and resolution of damp and mould cases, supported by clear performance measures and regular monitoring of service delivery and outcomes.	Medium		James	31/12/2026	No	Interim senior inspector has been recruited to whilst the restructure is being implemented. Review of D&M currently taking place, with findings to be shared at September HIB.	(example) Stock Condition: Lack of accurate and up to date information on the quality of all of its tenants' homes (including any potential hazards in homes).	Damp and mould cases are identified, assessed and resolved within required timescales, compliance with Awaab's Law can be demonstrated, performance is routinely monitored and reported, and tenants have confidence that concerns about damp and mould are taken seriously and addressed promptly and effectively.
SIP 11	Implement an estate walkabout improvement plan, with clear processes for recording and resolving issues, accurate updating of housing records, and regular communication of outcomes and improvements to tenants.	Medium		Kim D	31/12/2026	yes	Currently reviewing best-practice examples from other authorities to ascertain how to improve current process Pilot to commence in Sept 2026	Stock Condition: Lack of accurate and up to date information on the quality of all of its tenants' homes (including any potential hazards in homes).	Estate walkabouts are taking place regularly, issues identified during visits are recorded and resolved in a timely manner, housing records are accurate and up to date, and tenants can see and understand the improvements made as a result of their feedback and involvement.
SIP 12	Implement an ASB Improvement Plan by to; * improve tenant awareness and reporting * ensure timely and appropriate case management * improve Tenant Satisfaction Measures relating to neighbourhood management and the Council's contribution to neighbourhoods. Establish clear performance and assurance arrangements to monitor response times, outcomes and customer satisfaction.	Medium		Louise	31/12/2026	Yes	Website search terms have been simplified The link to the Housing section is more prominent on the home page Further communications being developed to highlight improvements and achievements Meeting with AC and LG arranged for 09/09/26 to refresh the plan	ASB: the accessibility of information available for tenants reporting ASB and hate crime, and how we take prompt and appropriate action. there are weaknesses in the accessibility of information available for tenants reporting ASB and hate crime, and how it is assured that it is taking prompt and appropriate action	Tenants understand how to report anti-social behaviour, cases are responded to and managed within agreed timescales, residents are satisfied that appropriate action is being taken, and there are measurable improvements in Tenant Satisfaction Measures relating to neighbourhood management and the Council's contribution to neighbourhoods. Robust performance and assurance arrangements provide confidence that ASB cases are being managed effectively and consistently.

Code	Action	Priority	R A G	Lead Officer	Target Date	Project Plan required?	Progress	RSH judgement feedback	We know we will have achieved this when...
SIP 13	Implement a People and Culture Development Programme to establish clear behavioural expectations, develop workforce skills and competencies, and improve collaboration across housing services, ensuring employees are equipped to meet regulatory standards, deliver high-quality services and support continuous improvement.	Medium		Kim D	31/03/2027	yes	AC to meet with KD to plan the next steps	Internal feedback	Employees understand the behaviours expected of them, have the skills and competencies required for their roles, and work collaboratively across services to deliver consistent, high-quality outcomes for tenants. Workforce development is embedded within the service, regulatory expectations are met, and there is evidence of continuous improvement in performance, culture and customer satisfaction.
SIP 14	Implement a policy documentation review by the agreed date, including a complete register of required documents and a review process to ensure all policies are reviewed, updated, adopted or replaced at least every three years.	Low		Andy	31/03/2027	No	To commence in October 2026	general feedback from HQN	A complete and up-to-date register of housing policies and procedures is in place, policies are reviewed and approved within agreed timescales, staff can easily access current documents, and there is assurance that governance, compliance and service delivery are supported by clear, relevant and regularly updated policies.
SIP 15	Review and improve the adaptations service by the agreed date, establishing clear service standards and performance measures with tenants, and monitoring delivery, timeliness and customer satisfaction to improve outcomes for residents requiring adaptations.	Low		Darren	31/03/2027	yes	AC to meet with Assistant Director of Asset Management to plan the next steps	general feedback from HQN	Tenants have helped to define the standards they can expect from the adaptations service, adaptations are delivered within agreed timescales, performance is routinely monitored, customer satisfaction has improved, and residents can demonstrate that adaptations have enabled them to live safely, independently and comfortably in their homes.
SIP 16	Develop and implement an annual tenancy sustainability report by the agreed date to monitor tenancy outcomes, identify trends and inform service improvements, including analysis of evictions, cases progressing to bailiff stage, failing tenancies, and introductory tenancies that are subsequently abandoned.	Low		Louise	31/03/2027	No	AC to meet with LG to agree the next steps	general feedback from HQN	The Council has a clear understanding of tenancy outcomes and the factors contributing to tenancy failure, with trends regularly reported and used to inform service improvements. There is evidence of early intervention and support being targeted effectively, resulting in improved tenancy sustainment and better outcomes for tenants.

No.	Theme	Action	Lead	Target Date	Progress
1	01 Governance	Define performance measures and targets relating to tenant insight, inclusion and equitable outcomes	Kim	31/08/2026	
2	01 Governance	Implement a regular Tenant Insight and Inclusion Performance Report for HIB (similar to the Safety Performance Report)	Kim	31/08/2026	
3	02 Quick Wins	Review customer-facing literature and forms to ensure they are accessible and inclusive	April	30/09/2026	
4	02 Quick Wins	Review language, translation and alternative format options	April	30/09/2026	Recently paid for a translator (scrutiny day) - tenancy handbook / Arabic
5	02 Quick Wins	Review website accessibility and inclusive content	April	30/09/2026	Raoul completing regular reviews of website
6	02 Quick Wins	Review customer scripts and to improve the capture of protected characteristic and support needs information (training)	Brad	31/08/2026	
7	02 Quick Wins	Review housing policies (SIP 16) and standard letters to ensure they reflect inclusion and accessibility requirements	Sian	30/09/2026	
8	02 Quick Wins	Publish information explaining why the Council is collecting tenant insight information	April	30/09/2026	
8	02 Quick Wins	Review garden maintenance scheme criteria (following recent complaints)	Kim	30/09/2026	
9	03 Tenant Data Collection	Complete telephone campaign to collect and validate tenant insight data	Complete	Complete	
10	03 Tenant Data Collection	Complete follow-up correspondence campaign	Kim	30/11/2026	
11	03 Tenant Data Collection	Undertake home visits where contact has not been achieved	Kim	30/11/2026	
12	03 Tenant Data Collection	Monitor completion rates and identify under-represented groups	Kim	30/11/2026	
13	03 Tenant Data Collection	Develop stronger Induction / BLZ / training / toolbox re: data collection	Kim	30/11/2026	
13	03 Tenant Data Collection	Develop an ongoing process for collecting and verifying tenant insight information at key customer touchpoints (e.g. contact centre / visits / repairs)	Kim	30/11/2026	
14	04 Systems, Data Quality & Integration	Arrange a Capita demonstration and options appraisal	Complete	Complete	upgrading the current system - WIP
15	04 Systems, Data Quality & Integration	Assess integration opportunities between Capita, Totalmobile and iPlans	Brad	31/08/2026	Work required re: Total Mobile / visiting officers (all colleagues externally of repairs)
16	04 Systems, Data Quality & Integration	Agree a migration plan for transferring iPlan data into Capita (if viable)	Brad	31/08/2026	Need to find where this information is to be held within Capita upgrade
17	04 Systems, Data Quality & Integration	If Capita is not suitable, agree and implement an alternative solution	Complete	Complete	

No.	Theme	Action	Lead	Target Date	Progress
18	04 Systems, Data Quality & Integration	Implement migration of tenant insight information into Capita	Brad	31/12/2026	
19	04 Systems, Data Quality & Integration	Validate migrated data and undertake quality assurance checks	Brad	31/12/2026	
20	04 Systems, Data Quality & Integration	Establish data ownership, maintenance responsibilities and review cycles	Kim	31/12/2026	
21	05 Understanding Diverse Needs	Analyse tenant data to understand demographics, protected characteristics and support needs	Kim	31/12/2026	
22	05 Understanding Diverse Needs	Identify under-represented groups and barriers to accessing services	Kim	31/12/2026	
23	05 Understanding Diverse Needs	Identify gaps in service accessibility and engagement	Kim	31/12/2026	
24	05 Understanding Diverse Needs	Include Tenant Insight information in HIB report	Kim	31/12/2026	
25	05 Understanding Diverse Needs	Develop and share recommendations for improving equity of access and outcomes with HIB (agree next steps)	Kim	31/12/2026	
26	06 Using Tenant Insight to Improve Services	Review communication methods, translation requirements and accessibility needs	April	31/12/2026	
27	06 Using Tenant Insight to Improve Services	Review how vulnerability / protected characteristic data is used within repairs processes / D&M / complaints / ASB and implement measures to improve	Kim	31/12/2026	
28	06 Using Tenant Insight to Improve Services	Review participation levels and engagement methods for under-represented groups	April	31/12/2026	
29	06 Using Tenant Insight to Improve Services	Develop a framework for recording tenant needs and reasonable adjustments	Kim	31/12/2026	
30	06 Using Tenant Insight to Improve Services	Implement and monitor agreed service improvements	Kim	31/12/2026	
31	07 Fair & Equitable Outcomes	approval and launch of the tenant engagement framework (hard to reach)	Kim	31/12/2026	
32	07 Fair & Equitable Outcomes	Develop equality and inclusion performance measures	Kim	31/12/2026	

Safety Performance Report

1. Purpose of Report

To provide Housing Improvement Board with an update on key areas of Housing and Asset management, including the 'Big 6' compliance themes (plus Damp & Mould).

2. Recommendation

To NOTE the contents of the report and provide guidance on the considerations within 'additional information' sections

3. Detail

Figure 1: Month end figures

		Feb 26	Mar 26	Apr 26	May 26	Jun 26	Jul 26	Aug 26	RAG
1(a).	FRA % compliance (assessment)	100	100	100	100	100	99		
1(b).	FRA % compliance (action)	95	95	95	95	94	97		
1(c).	FRA No. outstanding (action)	3,117	2,876	2,691	2,447	2,330	1,784		
1(d).	FRA No. overdue (action)	115	160	148	124	117	51		
2.	Gas % compliance	100	100	100	100	99.98	100		
3.	LOLER % compliance	100	100	100	100	100	100		
4.	Legionella % compliance	100	100	100	100	100	100		
5.	Electrical % compliance	98.1	98.3	98.38	97.91	98.21	98.10		
6(a).	Asbestos % communal compliance (assessment)	100	100	100	100	100	100		
7(a)	D&M No. outstanding	233	142	104	106	101	64		
7(b)	D&M No. outstanding >12 weeks	119	41	30	31	22	20		
7(c)	D&M No. new cases reported	60	67	43	26	51	25		

Fire Risk Management

1. Detail

Figure 2 highlights (as of 07/08/26) the number of current actions related to the prioritisation and risk level identified by Savills Any information in 'red' identifies the categories where actions are overdue. These actions (51 in total) are being acted upon as a matter of urgency.

Priority	Responsible function	Risk Level 1	Risk Level 2	Risk Level 3	Totals
U	Urgent	1 day (0)	1 day (0)	1 day (0)	0
A	Contractor	3 months (15 / 15)	6 months (3 / 1)	12 months (330 / 12)	348
B	Contractor	12 months (50 / 4)	18 months (4)	24 months (299)	353
C	Contractor	18 months (43)	24 months (5)	30 months (110)	158
R	Contractor Recommended	Unlimited (23)	Unlimited (1)	Unlimited (67)	91
Man1	Management function	1 month (0)	1 month (0)	1 month (0)	0
Man2	Management function	3 months (41 / 19)	12 months (4)	24 months (786)	831
Man3	Management function	6 months (0)	18 months (0)	30 months (0)	0
ManR	Management function (Recommended)	Unlimited (0)	Unlimited (0)	Unlimited (3)	3
	total	172	17	1,595	1,784

Figure 3 highlights the current state of actions.

Item	Feb 26	Mar 26	Apr 26	May 26	Jun 26	Jul 26	Aug 26
Contractor actions	1683	1440	1319	1134	1148	950	
A	(606)	(487)	(476)	(473)	(445)	(348)	
B	(620)	(539)	(492)	(466)	(434)	(353)	
C	(316)	(276)	(248)	(195)	(170)	(158)	
R	(141)	(138)	(102)	(98)	(99)	(91)	
(overdue)	(19)	(32)	(29)	(32)	(50)	(32)	
(overdue <60 days)	(34)	(16)	(15)	(3)	(9)	(196)	
Management actions	1434	1,436	1,372	1,215	1,182	834	
Man 1	(15)	(23)	(16)	(6)	(3)	(0)	
Man 2	(1,413)	(1,407)	(1,350)	(1,203)	(1,176)	(831)	
Man 3	(0)	(0)	(0)	(0)	(0)	(0)	
Man R	(6)	(6)	(6)	(6)	(3)	(3)	
(overdue)	(96)	(128)	(119)	(92)	(67)	(19)	
(overdue <60 days)	(52)	(16)	(2)	(38)	(8)	(23)	
Total	3,117	2,876	2,691	2,447	2,330	1,784	

2. Additional information

- **Mitigation**

- There has been a strong emphasis on performance scrutiny and Risk Hub data analysis over the last month, which has contributed to a significant reduction in actions. The scrutiny and analysis includes...
 - Holding contractors and colleagues to account on over-due actions
 - Contractors focusing on remedial action aligned to compartmentation
 - Completion of a number of actions aligned to signage
- An agreement has been reached with our FRA Assessor (Savills) regarding the approach to mitigating actions aligned to external wall construction. Savills have been commissioned to undertake a review of the 270 actions aligned to wall construction and report either confirming the external walls present no / limited risk or recommend that further investigation is required. The review is to take approximately 8 to 12 weeks to complete.
- The work plans created earlier in the year have been assessed and redeveloped to ensure actions are in sequence.
- A desktop exercise is also taking place to map the high-priority actions within the 2024 Firntec spreadsheet with Risk Hub

- **Risks / Issues**

- A total of 41 FRAs are to be completed before the end of the calendar year. These assessments may generate additional actions to be completed.
- There are 2 FRAs that are now overdue – these have been scheduled in with Savills
- There are 51 overdue actions that require focus
- There are 219 actions at risk of becoming overdue within the next 60 days

- **HIB to consider the following...**

- Agreeing a plan for transition to the new compliance structure
- There may be periods where the completion run rate may drop (e.g. the completion of more technical / structural actions)
- Completion of some FRA actions may generate further work or follow-up recommendations (e.g. upgrading of emergency lighting)

Gas Servicing1. Detail

100% compliance was achieved in this period.

2. Additional information

There were 570 completed services throughout the month. Three properties had a legal letter, but no cases required progression to court.

LOLER (Lifts)1. Detail

100% compliance was achieved in this period.

2. Additional information

There were no lifts inspected in this period.

Legionella1. Detail

100% compliance was achieved in this period.

2. Additional information

High risk actions will be completed within one month of the survey. Medium and low risk actions will be completed within three months of the survey. There are no concerns that these deadlines will not be met.

Electrical1. Detail

98.10% compliance was achieved in this period.

2. Additional information

There are currently 90 properties overdue.

There are no communal areas overdue.

The team continues to work with Legal regarding non-access. To be discussed as part of the HIB agenda.

Asbestos

1. Detail

Please note – all work relating to asbestos has been temporarily paused (apart from any urgent work) until a decision is made regarding leaseholder consultation (September). Our Asset Management Consultants (Focus) will continue to work with MCP and the removals specialists EAS to plan and complete the remedial action following the above.

The rolling programme of re-inspection continues with our contractor MCP (as each report is valid for 12 months). A total of 190 surveys were completed in July.

Figure 4 highlights the status of the 17 areas of removal

Building Name	Location Description	Item	Material	Status
Block 6 Martell Court	External	Debris	Cement	Complete
1-15 Bradley Court	External	Profiled roof sheets	Cement	Complete
1-15 Bradley Court	External	Profiled roof sheets debris	Cement	Complete
2-12 Manor Road	Flat 2/4 Entrance Hall 1	Floor	Thermoplastic floor tiles & bitumen adhesive	Complete
Regency Court	Electric cupboard	Flue seal	Woven product	To be programmed
Blocks 1-4 Beacon Flats	Block 1	Cowls	Bituminous product	To be programmed
Blocks 1-4 Beacon Flats	Block 1	Undercloaking	Cement	To be programmed
Blocks 1-4 Beacon Flats	Block 1	Wall panels	Cement	To be programmed
Blocks 1-4 Beacon Flats	Block 2	Cowls	Bituminous product	To be programmed
Blocks 1-4 Beacon Flats	Block 2	Undercloaking	Cement	To be programmed
Blocks 1-4 Beacon Flats	Block 2	Wall panels	Cement	To be programmed
Blocks 1-4 Beacon Flats	Block 3	Cowls	Bituminous product	To be programmed
Blocks 1-4 Beacon Flats	Block 3	Undercloaking	Cement	To be programmed
Blocks 1-4 Beacon Flats	Block 3	Wall panels	Cement	To be programmed
Blocks 1-4 Beacon Flats	Block 4	Undercloaking	Cement	To be programmed
Blocks 1-4 Beacon Flats	Block 4	Wall panels	Cement	To be programmed
1-36 Yew Tree Court	External	Roof tiles	Cement	To be programmed

Damp and Mould

1. Detail

The Housing Repairs and Compliance Manager has commenced the review into performance of this workstream to ensure readiness for increased winter demand. The findings from the review are to be shared with HIB in September, however, please refer to the interim summary.

The team continue to focus on gaining a greater understanding of the cases over 12 weeks and have developed a programme to mitigate (20 remaining). A number of these cases are larger works (damp proof course) that require tenants to temporarily decant to another property. Other actions include repairing windows / trickle vents, extractor fans and mould treatments.

Whilst the service is responding effectively to the highest-risk cases, several operational challenges continue to affect overall performance and the Council's ability to adhere to policy timescales. Challenges include:

- Difficulties gaining entry into properties can delay inspections, surveys and remedial works (monthly meeting established to review with Legal)
- Decant processes can delay completion of works
- Aligning the functionality of the tracker with the Housing Management System to verify the performance data (meeting with Housing Performance Manager scheduled to resolve)

However, the team continue to work through cases (with the additional administration), which has helped to reduce the backlog by 50% from last month.

Report of the Portfolio Holder for Environment and Climate Change

Revised Cemetery Rules and Regulations

1. Purpose of Report

To seek approval for the revised Cemetery Rules and Regulations, including the associated fees for memorial garden applications.

2. Recommendation

Cabinet is asked to RESOLVE that the revised Cemetery Rules and Regulations be approved and that a memorial application fee be set at £75 per application, with no fee to be charged for Memorial Garden applications relating to the grave of a child or young person under the age of 18 years.

Cabinet is asked to NOTE the estimated annual programme delivery cost of £59,887 per annum, with a subsequent report to be brought to Cabinet regarding the establishment of additional Cemeteries Safety Officer posts.

3. Detail

On 3 February 2026, Cabinet approved 17 recommendations received from the Overview and Scrutiny Committee relating to memorials and put forward a further four recommendations. One of the approved recommendations was the review and revision of the Council's Cemetery Rules and Regulations.

This review has now been undertaken in collaboration with the Friends of Broxtowe Cemeteries. The group's knowledge, input and ongoing support have been instrumental in the development of a significantly more comprehensive set of Cemetery Rules and Regulations, which provide greater clarity for residents and establish a clear framework for the installation, management and maintenance of memorial gardens and associated memorial items.

As part of the revised arrangements, it is proposed that applications for new memorial gardens be subject to an application fee of £75. This fee has been calculated to recover the administrative costs associated with processing applications, undertaking the necessary site inspections and assessing compliance with the Cemetery Rules and Regulations.

In recognition of the sensitive nature of memorial applications for children, it is proposed that no application fee will be charged where the memorial relates to a person who was under the age of 18 at the time of their death. An application will

still be required in these circumstances to ensure compliance with the Rules and Regulations.

Subject to approval of the revised Cemetery Rules and Regulations, a phased programme of implementation will be undertaken across the Council's cemeteries. The programme will provide support and guidance to grave owners and families to assist them in meeting the new requirements.

To ensure a proportionate and manageable approach, implementation will be undertaken on a cemetery-by-cemetery basis, commencing at Chilwell Cemetery and concluding at Beeston Cemetery. The full programme is anticipated to take approximately 18 months to complete.

The revised Cemetery Rules and Regulations are attached at **Appendix 1**. An updated Equality Impact Assessment (EIA) is attached at **Appendix 2**.

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:

It is recognised that the implementation of the revised Cemetery Rules and Regulations will give rise to additional resource and operational costs associated with memorial management, inspection and compliance activities.

Current estimates indicate that delivery of the programme would require the appointment of **two Cemeteries Safety Officers** at an estimated annual cost of **£74,612**. In addition, the Council would need to procure the **HAVSPRO hand-arm vibration monitoring system** to support safe operational delivery at an estimated annual cost of **£7,275**.

These costs would be partially offset by the removal of the current requirement to procure external memorial testing services. The Council currently budgets approximately **£22,000 per annum** for memorial testing. By employing appropriately trained and certified Cemeteries Safety Officers, this work could be undertaken in-house, reducing the net annual staffing cost to **£52,612**.

Taking account of this offset and the HAVSPRO subscription, the estimated net annual cost of delivering the service is therefore **£59,887**.

A separate report will be presented to Cabinet seeking approval for the establishment of the additional Cemeteries Safety Officer posts and any associated budget requirements.

At this stage, officers have identified that an additional Grounds Maintenance operative may be required to support service delivery, at an estimated annual cost of **£32,903**. However, it is proposed that the impact of the revised arrangements is monitored following implementation before any recommendation is made regarding the creation of this post.

The proposed application fee of £75 for memorial garden applications has been calculated to reflect the administrative costs associated with processing applications, undertaking site inspections and assessing compliance with the Council's Cemetery Rules and Regulations. As such, the fee is considered reasonable and proportionate to the service being provided. The proposal to waive the application fee for memorials relating to children under the age of 18 is noted and any associated loss of income is not anticipated to have a significant impact on the overall cost recovery of the service.

7. Legal Implications

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

There is no statutory duty on a local authority to provide burial or cremation facilities, but in doing so, they are governed by the Local Authorities' Cemeteries Order 1977. Local authorities are defined as burial authorities and/or cremation authorities and given the power to provide services by virtue of the Local Government Act 1972.

Under the Regulations a burial authority may do all such things as they consider necessary or desirable for the proper management, regulation and control of a cemetery. A burial authority may also enclose, lay out and embellish a cemetery in such manner as they think fit, and from time to time improve it, and shall keep the cemetery in good order and repair, together with all buildings, walls and fences thereon and other buildings provided for use therewith.

All local authority managed cemeteries are subject to standards and conditions known as "Cemetery Rules and Regulations". These are designed to inform all cemetery users about the management of the cemeteries and the reasonable requirements applicable to them. A burial authority may grant to a person, burial rights to a grave space or grave, on such terms and subject to such conditions as they think proper.

There are no specific statutory provisions that require a local authority/burial authority to follow a certain procedure when amending their Cemetery Rules and Regulations. It is however good practice to undertake a public consultation before deciding whether to implement any changes.

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

An Equality Impact Assessment is attached in **Appendix 2**.

13. Background Papers

Nil.



Broxtowe
Borough
COUNCIL

CEMETERY RULES AND REGULATIONS

September 2026

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1 Introduction

All local authority managed cemeteries are subject to standards and conditions known as Cemetery Rules and Regulations. These are designed to inform all cemetery users about the management of the cemeteries and the reasonable requirements applicable to them.

The regulations include the statutory requirements contained within the Local Government Act 1972 and the Local Authorities Cemeteries Order 1977, together with any other relevant legislation that governs this service.

The cemeteries are for human remains only, no pets or animal cremated remains are permitted to be interred in any of our cemeteries.

The following cemeteries are covered by these regulations:

- Beeston Cemetery, Wollaton Road, Beeston, Nottingham, NG9 2TD
- Chilwell Cemetery, Field Lane, Chilwell, Nottingham, NG9 5FF
- Stapleford Cemetery, Cemetery Road, Stapleford, Nottingham, NG9 8AP
- Eastwood Cemetery, Church Street, Eastwood, Nottingham, NG16 3HR
- Kimberley Cemetery, Broomhill Road, Kimberley, Nottingham, NG6 9GY

These regulations also applies, to the Council's 11 closed cemeteries.

Broxtowe Borough Council reserves the right to make alterations in or additions to these Rules and Regulations and the fees and charges specified herein.

Interpretation of terms throughout these Rules and Regulations:

- “The Council” means Broxtowe Borough Council.
- “Cemeteries” means the services provided and maintained by Broxtowe Borough Council.
- “Purchased Grave” means any earthen grave, where the Exclusive Right of Burial (subject to these Regulations) has been granted by the Council.
- “Public Grave” means any earthen grave, where the Council has not granted the Exclusive Right of Burial.
- “Memorials” means all memorials that are authorised to be permitted within the cemetery.

2 Contact Details

Office opening hours are: Monday to Friday 9am - 4pm

Enquiries in relation to any cemetery matter should be made to:

Bereavement Services
Bramcote Crematorium
Coventry Lane
Bramcote
Nottingham
NG9 3GJ

Telephone Number: 0115 9173630

Fax Number: 0115 9430067

Website: <https://www.bramcotebereavement.org/cemeteries/>

Email address: cemeteries@broxtowe.gov.uk

3 Cemetery opening hours

Beeston, Chilwell, Stapleford and Eastwood cemeteries are open for visitors 24 hours a day.

Kimberley cemetery is open as follows:

Month	Times
Jan, Feb, Nov, Dec	9am - 4pm
Mar, Oct	9am - 6pm
Apr, Sept	9am - 7pm
May, Jun, Jul, Aug	9am - 8pm
Sun & Bank Holidays	10am - 4pm

Table 1: Kimberley cemetery opening times

4 Hours of interment

Interments can take place during the following hours:

- 9am - 2pm on a normal working day.
- Later times can be arranged subject to additional fees (see fees and charges)

Scatterings can take place between 9am - 3pm

Interments are not permitted on Saturdays, Sundays, Christmas Day, Good Friday or other public holidays.

5 Notice for interment

All interment requests must be made on the Notice of Interment form supplied by the Council. The details provided on the form must be clear and complete. The Notice of Interment must be delivered to the office by 10.00am the working day before the burial is due to take place.

Exact Coffin Sizes (with no additional 'clearance' added) should be provided, where possible, no later than three working days before the burial, or sooner, if the digging schedules require the grave to be prepared earlier.

All graves are dug casket shape, and it is normal working practise for the Council to add 6 inches to any size supplied.

All coffins are measured in the grave. Any found to exceed the size given, which is deemed to have caused excessive or unnecessary excavation will result in the 'Excessive Digging' charge (applicable at the time) being made.

Only the current grave owner can authorise the re-opening of the grave space. Therefore, if the original grave owner is deceased, arrangements must be made to officially transfer the ownership prior to the requested opening of the grave, unless the interment is the named grave owner where the Council will assume the owner will want to be interred in the grave they own.

Any additional expense incurred by the Council because of incorrect information having been supplied, will be charged to the person making the application.

Separate arrangements apply where a burial takes place direct to a pre-excavated vault to satisfy religious or cultural requirements for a burial within 24 hours of death.

Grave depth and occupancy

Graves may be excavated to accommodate up to four interments, subject to ground conditions and operational requirements. Where appropriate, graves will normally be excavated to double depth at the time of first burial to facilitate future interments and minimise disturbance at a later date. The depth of excavation will depend on the number of interments to be accommodated and is set out in Table 2.

Interment Capacity	Depth
1 Interment	4ft 6in
2 Interments	6ft
3 Interments	8ft
4 Interments	10ft

Table 2: Interment Capacity Depth

Ashes Interments

A maximum of six ashes interments will be permitted within a grave space. Ashes must be interred in a biodegradable container.

Ashes interments may take place between coffin burials, provided sufficient depth remains and the grave has not reached its permitted capacity.

For example, in a grave intended for two coffin interments, where one coffin interment has already taken place, an ashes interment may subsequently be carried out. A second coffin interment may then take place above the ashes interment, subject to the available depth within the grave. Following completion of the coffin interments, up to five further ashes interments may be accommodated above, subject to the overall maximum of six ashes interments being permitted within the grave space.

The final arrangement of interments will be determined by grave depth, available capacity and operational requirements at the time of burial.

6 Disposal certificates

No funeral can take place without a Registrar's Certificate for Disposal or the Coroners' Order for burial. The appropriate documentation must be first provided to the Council representative at the cemetery before the interment can take place for the same day interment or by 10am the previous day. Failure to provide the necessary documentation will result in the delay of the burial until the certificate can be produced.

7 Coffins

All coffins/caskets including cremated remains must be fitted with lowering handles. Coffins will be accepted made of steel, cardboard and wicker. However, dependent on soil conditions, these coffins may be restricted to a depth of 4'6" or will be covered with a shallow grave cover prior to backfilling.

8 Ministers, clergy and celebrants

A burial can take place with or without a religious or secular service. It is the responsibility of the funeral director or bereaved family to arrange for a Minister or other persons authorised to officiate at the burial.

9 Cemetery chapels

There is a chapel available for use at Beeston Cemetery which will seat 70 people.

The time allowed for a service in the cemetery chapel is thirty minutes.

There is a chapel at Kimberley Cemetery which is available for use. To hire this facility contact Kimberley Town Council, 35 Newdigate Street, Kimberley, Nottingham.
Tel 0115 9382733.

Both chapels are locked when not in use but, with prior arrangement, can be opened for visitors or inspection on request.

10 Arrival of the funeral cortege

The time stated for a funeral must be punctually observed to prevent inconvenience or one funeral interfering with another. Any funeral arriving before the time appointed may have to wait until the time arranged.

Any funeral arriving after the appointed time must act under the direction of the Council representative as to when the burial may proceed. Late arrival may incur additional charges (see fees and charges).

All funeral corteges are under the control and direction of the Council's representative. The Council's representative will check the coffin plaque details against the appropriate certificate produced for disposal to ensure correctness.

Where car parks are available, private cars must park in these and not on any grass area of the cemetery. If no parking is available, parking is permitted on the pathways and main drive when following the cortege, but parking on/over or too close to existing graves is not permitted. Where a large attendance is expected, the Bereavement Office must be informed with as much advance notice as possible.

If many people are expected to attend a burial, the Bereavement Office should be notified as soon as possible to enable any necessary arrangements to be made.

Cemetery operatives and Bereavement Services representatives are not permitted to take an active role in the interment process. They will not remove padlocks, handle coffins or caskets containing cremated remains, or lower them into a grave.

11 Cemetery records

As soon as is reasonably practicable, all details relating to a burial will be recorded within registers held by the Council. Documentation relating to new graves will be sent direct to the purchaser within 3 months of the burial.

Area plans relating to burial sections and individual grave spaces are available for inspection and copies are available upon request. Any person who wishes to inspect the private graves register or cemetery plans must first make an appointment with the Bereavement Services to do so.

12 Purchasing a private grave space – 99-year lease

The Council does not accept requests for the pre-purchase of any type of grave space.

When 'purchasing' a grave space, the purchaser purchases the Right of Burial in the grave and not the land itself. This remains the property of the Council, and nothing shall be placed on the grave without the Council's permission. No ownership of the land is inferred, and none should be presumed.

The Council will provide a Deed of Grant titled 'Exclusive Right of Burial' upon receipt of the purchase of a new grave. This document is proof of ownership. This document must be produced to the Council when a request is made to re-open the grave. The grave rights owner must advise the Bereavement Office of any subsequent change of address or contact details.

13 Allocation of grave spaces

New grave spaces are allocated by the Bereavement Office. Applicants are unable to select the location of a new grave. New grave spaces will be allocated in accordance with cemetery plans and operational requirements. Burials may only take place within designated burial areas identified on the cemetery plans.

14 Private graves

No grave subject to an Exclusive Right of Burial may be reopened without the written consent of the registered grave owner, except where the burial is for the grave owner themselves. Where an Exclusive Right of Burial relates to an unused grave space, the owner may request that the burial rights be transferred back to the Council in accordance with the Council's procedures.

15 Transfer of grave ownership

Where the registered grave owner has died, a formal transfer of the Exclusive Right of Burial must be completed before the grave can be reopened or any memorial application considered. Any person claiming entitlement to the burial rights must apply to the Council for the transfer and pay the applicable fee in accordance with the Council's fees and charges.

16 Burial areas

The Council is committed to maintaining cemeteries that provide a respectful environment for visitors whilst allowing appropriate personalisation of grave spaces. All memorial works, kerb-sets and memorial gardens must be installed and maintained in

accordance with these Rules and Regulations and any conditions imposed by the Bereavement Office.

Kerb-sets

Approved kerb-sets may be installed on grave spaces, subject to prior approval from Bereavement Services.

Applications must be made through a registered memorial mason and accompanied by full details of the proposed design, dimensions and materials. The installation of a kerb-set must not commence until written approval has been granted by Bereavement Services and the applicable fee has been paid.

The maximum permitted size of a kerb-set is 7 feet (2.13m) in length by 3 feet (0.91m) in width. This provision applies only to graves where a memorial garden or kerb-set was previously installed.

For new graves, or graves that have not previously had a memorial garden or kerb-set, any new kerb-set must not exceed 3 feet 3 inches (1.0m) in length by 3 feet (0.91m) in width.

The Council reserves the right to refuse any application where the proposed kerb-set is considered unsuitable for the location, operational requirements, or cemetery layout.

Memorial Gardens

Grave owners may create and maintain a memorial garden within the approved grave space boundaries, subject to prior approval by Bereavement Services.

Before a memorial garden boundary (kerb-set) is installed, details of the proposed design, dimensions and materials must be submitted to Bereavement Services for approval, and the applicable fee paid. Only approved materials may be used. Permitted construction materials are set out in Appendix 2 of these Rules and Regulations.

Approval is required for the memorial garden boundary (kerb-set) only and does not extend to individual items placed within the memorial garden. However, all items placed within the memorial garden must comply with these Rules and Regulations and must not include any items listed as prohibited (Appendix 1).

The Council reserves the right to refuse any proposal that may present a health and safety risk, impede cemetery maintenance, or be inconsistent with the character of the cemetery.

Prohibited Items

Any items placed on a grave space that have not been approved by Bereavement Services or are included on the Council's list of prohibited items, may be removed without prior notice.

The Council reserves the right to remove and dispose of any unauthorised, unsafe, damaged or inappropriate items found within the cemetery.

Maintenance Responsibilities

The grave owner is responsible for maintaining any approved kerb-set, memorial garden or other authorised memorial feature in a safe and tidy condition.

The Council reserves the right to undertake maintenance work, remove items or otherwise make a grave space safe where it is considered untidy, neglected, unsafe or detrimental to the appearance of the cemetery. Where reasonably practicable, the Council will seek to contact the grave owner before undertaking such works.

Personal items left within the cemetery remain the responsibility of the grave owner. The Council accepts no responsibility for loss, theft, vandalism or damage to such items.

17 Muslim Burials

A dedicated area to facilitate Muslim burials is situated at Chilwell cemetery.

When the death occurs

Death has occurred from diagnosed natural causes at home, in hospital, or within a residential care facility or hospice, and the deceased was under the care of a General Practitioner (GP) or hospital doctor within the 14 days preceding death.

Step One

Next of kin or close family member must contact:

- The doctor who cared for the deceased
- A Funeral Director
- The Imam
- Muslim Funeral Committee

Step Two

The Medical Certificate of Cause of Death (MCCD) will be issued free of charge by the GP or hospital doctor who attended the deceased during their final illness. The certificate will be provided in a sealed envelope and must be handed immediately to the Funeral Director or a member of the Muslim Funeral Committee.

If the deceased has not been seen by their GP or the hospital doctor within 14 days prior to death, the death must be referred to HM Coroner. The Coroner is legally required to undertake their own enquiries before authorising the issue of the relevant documentation. This may result in a delay to the funeral or repatriation arrangements.

Step Three

The Funeral Director or a member of the Muslim Funeral Committee shall contact the Registrar of Births, Deaths and Marriages and Nottingham City Council Bereavement Services to arrange the death registration appointment and the allocation of the grave to be used.

Where a death is expected and it is necessary for a burial or repatriation to take place as soon as possible following death, preliminary contact may be made with the Registrar of Births, Deaths and Marriages and Nottingham City Council Bereavement Services prior to the death occurring.

Step Four

The death must be registered by the next of kin or another close family member with the Registrar of Births, Deaths and Marriages for the district in which the death occurred.

To register the death, the Registrar will require the Medical Certificate of Cause of Death and, where available, the following information:

- Date and place of death.
- Full name of the deceased.
- Date and place of birth.
- Occupation.
- Usual residential address.

Name and date of birth of the deceased's spouse or civil partner (including a surviving widow, widower or civil partner, where applicable).

NHS Medical Card (if available).

Upon completion of the registration process, the Registrar will issue the following documents:

1. Certificate for Burial or Cremation (Green Form)

This document should be provided to the funeral director or Muslim Funeral Co-ordinator to enable the burial to proceed lawfully.

2. Certificate of Registration of Death (Form BD8)

This document may be required when notifying the Department for Work and Pensions and dealing with certain benefits and pension arrangements.

3. Certified Copies of the Death Certificate

These certificates are often required for administering the deceased's estate and notifying banks, pension providers, insurers and other organisations of the death. As multiple copies may be needed, it is advisable to obtain several certified copies at the time of registration. A fee is payable for each copy issued.

Additional documentation or information may be required in certain circumstances. The Registrar will advise on any further requirements at the time of registration.

Step Five

Once the death has been registered and the Certificate for Burial has been issued, the arrangements for the burial may be finalised. These arrangements will normally be made on behalf of the family by the appointed funeral director or, where appropriate, a Muslim Funeral Committee representative.

Burial or Repatriation Where the Cause of Death Has Not Been Confirmed

Where the cause of death is unknown, or the deceased had not been under the care of a GP or hospital doctor within 14 days prior to death, the death must be referred to HM Coroner.

The Coroner is legally required to make enquiries into the circumstances of the death and may order further investigations before authorising the release of the necessary documentation. Until this process has been completed, arrangements for burial or repatriation cannot proceed.

Families should be aware that the Coroner's involvement may result in delays to burial or repatriation arrangements and should take this into account when making funeral plans.

Step one

The next of kin or a close family member should contact:

- The doctor who cared for the deceased.
- A Funeral Director.
- The Imam.
- A member of the Muslim Funeral Committee.
- The Police (where applicable).

The death must, without exception, be reported to HM Coroner where any of the following circumstances apply:

- The deceased was not attended by a GP or hospital doctor within 14 days prior to death.
- The cause of death is uncertain.
- The death was sudden, violent, or the result of an accident.
- The death occurred whilst undergoing surgery.
- The death occurred before the deceased regained consciousness following an anesthetic.
- The death was caused by an industrial disease.

Step Two

Until HM Coroner is satisfied that the cause of death has been fully established, a burial or repatriation cannot take place. These investigations may take several days, particularly where HM Coroner requires a post-mortem examination to be undertaken and/or an inquest to be opened.

Step Three

Where HM Coroner determines that the death was due to natural causes and no inquest is required, a Notification to the Registrar (Form 100B) will be issued to enable the death to be registered.

HM Coroner will also issue either:

- an Order for Burial (Form 101), where burial is to take place; or
- a Certificate of Removal, where repatriation of the deceased is to take place.

The relevant document must be passed immediately to the nominated Funeral Director or Muslim Funeral Committee representative.

Step Four

Once the death has been registered and the relevant authorisation has been received, arrangements for the burial or repatriation may be completed. These arrangements will ordinarily be made on behalf of the family by the nominated Funeral Director or a member of the Muslim Funeral Committee.

Booking a Burial

When a burial is required, Bereavement Services should be contacted as soon as possible on **0115 917 3630** to arrange a provisional burial date and time.

Burials may take place during the following hours:

April to September: Monday to Friday, 9.00am to 2.00pm.

October to March: Monday to Friday, 9.00am to 1.30pm.

Information Required When Booking a Burial

The following information must be provided when making a burial booking:

Funeral Date and Time: The date and time at which the funeral cortege is expected to arrive at the cemetery gates.

Details of the Deceased: The full name, address, and age of the deceased.

Type of Burial: Details must be provided as to whether the burial will be in a coffin, casket, or shroud.

Where a coffin or casket is to be used, the external dimensions must be supplied to ensure that the grave is prepared to the correct size. Coffin and casket dimensions must be provided in writing. The Council cannot accept responsibility for any issues arising from inaccurate information supplied after the grave has been prepared.

Burials without a coffin are permitted, provided that the deceased is conveyed to the graveside in a temporary coffin and suitable screening is used to maintain dignity and privacy during the burial. Screening provided by mourners is acceptable. A suitable wooden support must also be supplied to enable the shrouded body to be lowered safely into the grave.

Shroud-only burials will not be permitted where the deceased suffered from a contagious or notifiable disease.

Notice of Interment

A completed Notice of Interment form must be submitted to confirm the burial booking. The form is available from Bereavement Services or via the Council's website and must be received no later than **10.00am on the day of burial**.

The person submitting the application for the burial shall become the registered owner of the Exclusive Right of Burial, and the Grave Deed will be issued in their name.

Type of Grave

Applicants must specify whether an **earth grave** or **chamber grave** is required at the time of booking.

Earth Graves

Earth graves within the Muslim section are normally excavated to a single depth of approximately 4 feet 6 inches (1.37m). A double-depth grave, designed to accommodate two burials, may be provided upon request and subject to operational requirements and ground conditions. Whilst double-depth graves are not currently offered as a standard option, requests will be considered on a case-by-case basis.

Chamber Graves

Chamber graves are constructed using pre-cast concrete rings placed on concrete lintels to form a burial chamber. Typically, three concrete rings are used, creating a chamber approximately 3 feet (0.91m) in depth. The internal dimensions of the chamber are approximately 7 feet (2.13m) in length by 30 inches (0.76m) in width.

Where the depth of soil above the coffin is less than 3 feet (0.91m), burial legislation requires a sealed chamber to be formed in order to prevent the escape of gases. The pre-cast concrete chamber provides this sealed environment. Once the chamber has been sealed, the grave will be backfilled with soil to complete the burial.

Purchase of the Exclusive Right of Burial

The purchase of the Exclusive Right of Burial grants the registered grave owner the exclusive right to determine who may be buried within the grave during the term of the grant. A Grave Deed will be issued following the burial in the name of the applicant stated on the Notice of Interment.

The Exclusive Right of Burial also permits the grave owner to apply for the installation of an approved memorial, subject to the submission of the appropriate Memorial Works Application Form and payment of the relevant fee.

The Exclusive Right of Burial does not confer ownership of the land itself, which always remains the property of the Council.

Cemetery Fees

The appropriate burial fees must be paid to the Council, or through the appointed funeral director where applicable, prior to the burial taking place.

Burial fees are generally calculated by combining the applicable interment fee and the purchase fee for the Exclusive Right of Burial. Receipts will be issued for all payments made directly to the Council.

A current schedule of Fees and Charges is available from the Council's website or from Bereavement Services. Fees are normally reviewed annually and are generally revised from April each year.

For persons who were not residents of the Borough at the time of death, charges will normally be applied at the non-resident rate. Unless otherwise stated, the non-resident fee is twice the resident fee. This does not apply to fees relating to the Transfer of Burial Rights or cemetery searches.

Where a deceased person had resided outside the Borough for less than five years due to circumstances beyond their control, such as relocation for medical or care reasons, resident rates may be applied at the Council's discretion. Documentary evidence may be required to support such applications.

Legal Requirements

Before a burial can take place, Bereavement Services must receive either:

- A Registrar's Certificate for Burial; or
- A Coroner's Order for Burial.

A burial cannot proceed without the appropriate documentation unless a declaration has been completed by the funeral director in accordance with the provisions of the Births and Deaths Registration Act 1926.

The Burial Process

A member of Council staff will meet the funeral cortege at the cemetery at the agreed time and will be available to provide assistance and guidance throughout the burial process where required.

Lowering the Coffin or Shrouded Body into the Grave

Suitable lowering equipment will be provided to enable the coffin or shrouded body to be lowered safely into the grave by the appointed bearers.

Following the burial, the lowering equipment should be removed and placed safely beside the grave. Where appropriate, grave supports or shoring materials may remain in place.

Should a mourner enter the grave for religious or cultural reasons, suitable access equipment will be made available, subject to health and safety requirements and staff supervision where necessary.

Sealing a Chamber Grave

Where a chamber grave has been used, covering slabs will be provided and placed over the chamber structure to complete the burial.

Burial legislation requires that an airtight seal is formed to prevent the escape of gases. Once the chamber has been sealed, soil may be returned to the grave and formed into a mound to allow for future settlement.

Covering an Earth Grave

Where an earth grave has been used, approved grave coverings and support materials will be used to safely enclose the grave before backfilling commences.

Once the grave has been closed, soil will be returned and formed into a mound to allow for natural settlement.

Returning Soil to the Grave

Families and mourners may, if they wish, participate in returning soil to the grave as part of the burial ceremony.

Suitable tools will be made available, and Council staff will remain available to assist or complete the task if required.

Care should be taken throughout the backfilling process to minimise the risk of injury. Attention should be given to avoid overcrowding around the grave and ensuring appropriate footwear is worn.

The grave will be left slightly mounded to allow for settlement. Following the burial, Council staff will tidy the surrounding area and remove any surplus soil, equipment and materials.

18 Natural Burials

A dedicated area within Chilwell Cemetery has been set aside for those who wish to be buried in a more environmentally conscious manner within an informal setting that will, over time, develop into a natural meadow. This area is designated as a Site of Importance for Nature Conservation (SINC) due to its species-rich grassland habitat.

How does this section differ from others?

This area is managed to encourage a diverse range of wildlife and to enhance biodiversity. Wildflowers are allowed to flourish, creating a natural habitat for birds, insects, and other wildlife. Maintenance practices are designed to support and protect the ecological value of the site.

How are the burials different?

The burial process is essentially the same as in other sections of the cemetery. However, in keeping with the environmental principles of this section, environmentally friendly burial products should be used.

Coffins and urns must be made from biodegradable materials, such as cardboard, willow, or wicker, and must not contain brass or other non-biodegradable fittings.

Embalming is not permitted within this section. In addition, chemical treatments are not used by the Council in the maintenance of this area.

No memorials, ornaments, flowers, solar lights, plaques, tributes or other commemorative items may be placed within the Natural Burial Area.

Graves may be purchased for up to two interments. Fees are the same as those charged in other sections of the cemetery.

The principal difference in this section is that graves are not marked by traditional headstones or memorials.

Each November, the Council will plant a commemorative tree within the natural burial area to recognise and remember all those interred there during the previous year. Trees will be selected from the following species: Silver Birch (*Betula pendula*), Hawthorn (*Crataegus monogyna*), and Rowan (*Sorbus aucuparia*).

To maintain the natural appearance of the area and ensure the health of the trees, no ornaments, decorations, memorial items, lights, ribbons, or other objects may be attached to, hung from, or placed on any tree.

All graves will be recorded on a cemetery plan to enable future identification and location. However, families should be aware that, over time, graves will become integrated within the natural meadow and woodland environment.

Are there any restrictions on cremated remains?

Cremated remains may not be scattered within the Natural Burial Section.

Where cremated remains are to be interred, a grave space must be purchased. Each purchased grave space can accommodate up to six sets of cremated remains.

Caskets and urns used for the interment of cremated remains must be made from biodegradable materials, such as cardboard, willow, or wicker, and must not contain brass or other non-biodegradable fittings.

19 Commonwealth Graves

Commonwealth War Graves are maintained by the Commonwealth War Graves Commission. No memorial, headstone, inscription, planting, ornament or alteration affecting a Commonwealth War Grave may be undertaken without the prior agreement of the Commonwealth War Graves Commission and Bereavement Services.

20 Temporary grave markers

At the time of an interment in a new grave, the Council will provide and install a temporary grave marker identifying the grave location (with the exception of Natural Burials). This marker will remain in place until a permanent memorial is installed and approved in accordance with these Regulations.

The temporary grave marker remains the property of the Council and will be removed by Bereavement Services once a permanent memorial has been erected.

Until a permanent memorial or approved memorial garden has been installed, grave owners may place only those items permitted under these Regulations and Appendix 1. Any prohibited, unauthorised, unsafe or inappropriate items may be removed by the Council without prior notice.

The Council reserves the right to remove any item that:

- presents a health and safety risk;
- interferes with cemetery maintenance operations;
- obstructs access to neighbouring graves;
- extends beyond the grave boundaries;
- is prohibited under these Regulations or Appendix 1; or
- has become damaged, broken or unsightly

21 Maintenance of grave spaces

The Council will seed or turf all graves opened for burial following an appropriate settlement period, normally after six months.

The Council will maintain the cemeteries through a programme of regular grass cutting, grounds maintenance and weed control. Weed treatment will be carried out around headstones and memorials where appropriate to ensure that the cemeteries are maintained to a high standard for all visitors. No private maintenance may be undertaken.

Routine weeding, watering and tidying of approved graves is the responsibility of the grave owner.

Any grave space maintained by a grave owner or their representative must be kept in a safe, tidy and respectful condition and to a standard acceptable to the Council.

Where the Council considers that a grave space is not being maintained to the required standard, has become unsightly, presents a health and safety risk, or adversely affects the appearance of the cemetery, the Council reserves the right to withdraw permission for private maintenance and resume responsibility for the maintenance of the grave space. Where reasonably practicable, the grave owner will be notified before such action is taken.

To protect public safety and maintain the appearance of the cemetery, any damaged, broken, discarded or unauthorised items found within burial areas may be removed and disposed of by the Council. The Council may do so without prior notice to the grave owner.

22 Burial excavation procedures

Grave spaces may only be excavated and backfilled by Council employees. The sole exception to this is the backfilling of graves that have been pre-excavated to meet specific religious or cultural requirements. In such circumstances, backfilling must be carried out in accordance with a Council-approved Code of Practice, following appropriate instruction and under the direct supervision of Bereavement Services employees.

Graves will normally be excavated to a depth sufficient to accommodate two interments. Deeper graves may be excavated, subject to ground conditions and operational requirements, and may incur an additional charge.

All graves will be excavated to accommodate the required number of interments where practicable. However, this cannot be guaranteed, as excavation depths are dependent upon ground, weather and site conditions.

No grave may be excavated by any person other than those authorised by the Council.

As part of the grave excavation process, the Council may need to temporarily place excavated soil, plant or machinery on adjoining grave spaces while the grave is prepared and the interment takes place. Where necessary, headstones, memorials, kerb-sets, memorial garden features and other authorised items may be temporarily removed, repositioned or protected to facilitate safe excavation and burial operations.

Where a grave contains a memorial garden or other authorised items, the Council will endeavour to contact the grave owner before any items are moved. However, due to

operational requirements and funeral timescales, it may not always be possible to provide advance notice.

Any items removed for operational purposes will be carefully placed in a suitable container or storage area adjacent to, or behind, the headstone wherever practicable. Following completion of the burial and reinstatement works, the Council will return the container to the grave space. The reinstatement of memorial garden items, ornaments, plants and other authorised features shall remain the responsibility of the grave owner.

Upon completion of the burial works, the grave and any affected adjoining areas will be reinstated as near as reasonably practicable to their previous condition and left in a clean and tidy state.

Soil boxes

The Council may use soil boxes during grave excavation and interment works. Soil boxes are temporary containers used to securely store excavated soil during the burial process. Their use supports safe working practices and helps protect surrounding graves, memorials and cemetery grounds. Soil boxes will be removed following completion of the interment and reinstatement of the grave. The use of a soil box may require the temporary removal of items from a memorial garden on the grave concerned or an adjacent grave. Where this is necessary, the Council will carefully remove and place such items in a storage box behind the headstone. It is the responsibility of the grave owner to reinstate these items following completion of the works. Further information can be found in Section 30.



Images: 1,2 and 3 – Soil box in a cemetery

Whilst the Council will take reasonable care when undertaking cemetery operations, the Council shall not be liable for damage to plants, ornaments or other removable items unless caused by negligence.

23 Interment of cremated remains caskets

The interment of cremated remains is permitted within existing grave spaces, subject to the written consent of the registered grave owner where applicable. Cremated remains may also be interred within designated cremated remains plots.

Cremated remains plots are designed to accommodate up to two sets of cremated remains. In some circumstances, and subject to available space, ground conditions and the approval of Bereavement Services, an additional interment may be permitted.

All caskets, urns or containers used for the interment of cremated remains must be constructed from biodegradable materials, such as wood, cardboard or other approved materials.

The full name of the deceased must be clearly recorded on the casket, urn or container, either by inscription, label or plaque. Where the name displayed differs from the name provided on the Notice of Interment, Bereavement Services must be notified in advance. Any discrepancy may result in a delay to the interment until the identity of the remains has been verified.

No cremated remains may be interred without the attendance of a Bereavement Services representative. The representative will verify the identity of the remains before the interment takes place but will not participate in the interment itself.

24 Memorials and Personalisation of Cremated Remains Plots

Memorials, ornaments, flowers, plants and any other authorised items placed on cremated remains plots must be kept within the designated memorial area at the front of the plot and must not extend beyond the plot boundaries or obstruct access to neighbouring plots.

All memorialisation and items placed on cremated remains plots must comply with these Regulations and the list of permitted and prohibited materials and items set out in Appendix 1.

Items identified within Appendix 1 as prohibited must not be placed on cremated remains plots. The Council reserves the right to remove and dispose of any prohibited, unauthorised, unsafe, damaged or inappropriate items without prior notice.

All items placed on cremated remains plots must be maintained in a safe, tidy and respectful condition. The Council may remove any item where it:

- presents a health and safety risk;

- interferes with cemetery maintenance operations;
- obstructs access to neighbouring plots;
- exceeds the permitted memorial area;
- has become damaged, broken or unsightly; or
- is otherwise prohibited under these Regulations or Appendix 1.

Any items removed by the Council under these provisions may be retained for a reasonable period or disposed of, as determined by the Council.

25 Scattering of cremated remains

The location for the scattering of cremated remains at Bramcote Crematorium will be determined by the Council and must take place only within designated areas which are approved for that purpose.

No memorials, ornaments, flowers, plants or other items may be placed within areas designated for the scattering of cremated remains unless expressly authorised by the Council. Any unauthorised items may be removed and disposed of without prior notice.

All items placed within designated scattering areas must comply with these Regulations and the permitted and prohibited items listed in Appendix 1. The Council reserves the right to remove any item that is unauthorised, unsafe, obstructive, damaged, unsightly or which interferes with the maintenance or operation of the cemetery.

26 Grave reinstatement

Following an interment, the grave will continue to settle for a period of approximately six months, although this may be longer depending on ground and weather conditions. During this period, cemetery personnel will inspect the grave as necessary and top up or level the surface with soil to maintain a safe and tidy appearance.

No trees, shrubs, hedges or other permanent planting may be planted within a grave space or in front of a grave plot.

The Council reserves the right to remove and dispose of any tree, shrub, plant, flower or other vegetation that has been planted without authorisation.

27 Removal of floral arrangements

Natural floral tributes may be placed on graves following a burial and will normally remain in place for up to 21 days, or until such time as they become unsightly, deteriorated or interfere with the maintenance of the cemetery. Thereafter, cemetery personnel may remove and dispose of them.

Only natural flowers and foliage are permitted as floral tributes. Artificial flowers, plastic floral displays and other non-biodegradable floral items are not permitted.

Natural floral tributes may also be placed on graves to mark significant anniversaries, commemorative events and religious or cultural observances, including:

- Birthdays;
- Wedding anniversaries;
- Mother's Day;
- Father's Day;
- Remembrance Sunday;
- Chinese New Year;
- Easter;
- Christmas; and
- Other recognised religious or cultural festivals.

Except for Christmas tributes, floral displays placed to mark these occasions may remain on the grave for a period of up to 21 days following the relevant event, after which they will be removed by cemetery personnel if they have deteriorated, become unsightly or interfere with maintenance operations.

The Council will determine and publish an annual date for the removal of Christmas wreaths. Notices advising of the removal date will be displayed within the cemeteries and by any other means the Council considers appropriate. Following this date, any remaining wreaths, flowers, tributes or displays will be removed and disposed of by cemetery personnel.

The Council reserves the right to remove any floral tribute or display at any time where it is considered unsafe, damaged, deteriorated, obstructive, unauthorised, or where it interferes with the maintenance, operation or appearance of the cemetery.

28 Garden of Remembrance

The Council provides Gardens of Remembrance at Eastwood and Kimberley cemetery. No memorialisation is permitted in the gardens. All requests for scattering must be made on the forms provided by the Council and undertaken in the presence of a Council representative.

29 Maximum permissible memorial sizes (Stonemason)

All **new** memorials including all concrete foundations and plinths must not exceed the following maximum sizes:

Memorial Type	Width	Depth	Height
Kerb-set (Full - existing memorial gardens only)	3' (914mm)	7' (2,134mm)	8.3" (211mm)
Kerb-set (New installation)	3' (914mm)	3'3" (1,000mm)	8.3" (211mm)
Foundation	3' (914mm)	18" (457mm)	
Headstone	3' (914mm)	NA	4'6" (1,402mm)
Vase	12" (305mm)	NA	18" (457mm)
Cremation Plaque	18" (457mm) x 18" (457mm) and up to 22" (559mm) in height with a sub-base of 20" (508mm)		

Please note that not all areas of the cemeteries can accommodate the maximum size permitted due to land layout and soil conditions.

30 Approval of memorials

No memorial, memorial garden, kerb-set or other permanent memorial feature may be installed within any cemetery without the prior written approval of the Council and payment of the applicable fee.

Traditional Memorials

Memorials may only be erected on privately purchased graves and must be authorised by the registered grave owner.

Applications for the installation of headstones, memorial plaques, kerb-sets and other stone memorials must be submitted by an approved memorial mason on the Council's prescribed application form.

All memorials must comply with the relevant British Standards, including BS8415, and all memorial work must be carried out in accordance with the National Association of Memorial Masons (NAMM) Code of Working Practice. The Council will not permit the installation of any memorial unless a Guarantee of Conformity has been provided and a copy lodged with the Council.

Applications must include:

- Full details of the proposed memorial design;
- Dimensions and construction materials;
- Details of inscriptions;
- The method of fixing and installation; and
- Any other information reasonably required by the Council.

The Council reserves the right to impose conditions on any approval relating to the installation, maintenance, safety or future inspection of the memorial.

Memorial Gardens

Subject to the prior approval of the Council, grave owners may create and maintain a memorial garden within the approved boundaries of a grave space.

Before any memorial garden is installed, the grave owner must apply to Bereavement Services detailing the proposed design, layout, materials and any structures, edging to be included.

No memorial garden may be constructed until written approval has been granted by the Council and any applicable fee has been paid.

For memorial gardens established after the adoption of these Rules and Regulations 2026, the maximum permitted size shall be 1 metre in length, measured from the back of the headstone towards the foot of the grave, and 3 feet (0.91 metres) in width.

Memorial gardens installed before the adoption of these Rules and Regulations 2026 may remain at their existing size and configuration. However, they must be registered with and approved by Bereavement Services to ensure they comply with current safety, operational and maintenance requirements. An application fee will need to be paid.

Where an existing grave containing a memorial garden is reopened for a further interment, any approved memorial garden may remain at its existing dimensions and will not be required to conform to the revised maximum size requirements, provided it continues to meet the Council's safety and maintenance standards.

All memorial gardens must be constructed using approved materials and comply with the requirements set out in these Regulations and Appendix 2.

The Council reserves the right to approve, refuse, or attach conditions to any memorial garden application where necessary to protect public safety, facilitate cemetery maintenance, preserve the character of the cemetery, or prevent adverse impacts on neighbouring grave spaces.

Memorial items on lawned graves

Grave owners who choose not to create a memorial garden and wish to retain the grave as a lawned grave may place memorial items on the plinth only. No items shall be placed directly on the lawned area of the grave. All items placed on the plinth must comply with these Rules and Regulations and must not include any items specified on the prohibited items list.

Existing memorial gardens

From Spring 2027, the Council will undertake a phased programme across its cemeteries to ensure memorial gardens comply with these Regulations. Each cemetery will be reviewed in turn, and grave owners will be contacted where action is required.

The Council will work with grave owners to achieve compliance and will provide reasonable notice before any items are removed or relocated.

General Conditions

All memorial approvals are subject to the Council's current fees and charges.

Memorials and memorial gardens are not permitted on public grave spaces.

The Council reserves the right to inspect, require alteration to make safe or remove any memorial or memorial garden that has been installed without permission or is not maintained in accordance with these Regulations.

31 Memorial application conditions

Once an application has been approved, the Memorial Mason will be issued with a permit authorising the work to proceed.

Before installation, all memorials must have the grave number and section reference permanently inscribed on the memorial. Failure to comply with this requirement may result in permission to install the memorial being withdrawn.

All work must be carried out by a Memorial Mason who is registered with BRAMM, NAMM or another recognised professional body and is included on the Council's approved list of memorial masons.

The Memorial Mason must give Bereavement Services a minimum of 48 working hours' notice before attending the cemetery to carry out any memorial work.

The Memorial Mason is responsible for:

- Carrying out all work in accordance with the approved application and permit;
- Leaving the grave space and surrounding area in a clean and tidy condition upon completion of the work;
- Removing all surplus materials, excavated soil and turf from the cemetery;
- Repairing any damage caused to surrounding graves, memorials, paths or cemetery infrastructure as a result of the works; and
- Ensuring that all work complies with current legislation, British Standards and industry codes of practice.

The Council reserves the right to attend, inspect and monitor any memorial installation works.

Any memorial erected without the necessary approval may be removed by the Council at the expense of the grave owner and/or Memorial Mason.

Memorial Gardens Installed by Grave Owners

Where approval has been granted for a memorial garden, the grave owner must carry out the works strictly in accordance with the approved design and any conditions imposed by Bereavement Services.

No memorial garden may be installed until the application has been approved in writing and any applicable fee has been paid.

The grave owner is responsible for:

- Constructing the memorial garden in accordance with the approved plans;
- Using only materials approved by the Council and listed within Appendix 2;
- Maintaining the memorial garden in a safe, tidy and respectful condition;
- Ensuring that the memorial garden remains within the approved dimensions;
- and
- Repairing any damage caused during installation or future maintenance.

The Council reserves the right to inspect memorial gardens at any stage during or after installation to ensure compliance with these Regulations.

Where a memorial garden has been installed without prior approval or is found not to comply with the approved design, the Council may require alterations to be made or may remove the unauthorised works at the grave owner's expense.

32 Times of permitting work

The installation, maintenance, alteration or removal of memorials and memorial gardens may only be carried out between 9.00am and 4.00pm on normal working days, unless otherwise agreed by Bereavement Services.

The Council reserves the right to remove, temporarily relocate or otherwise make safe any memorial, headstone, kerb-set or memorial garden where this is necessary to:

- facilitate the excavation or reopening of an adjacent grave;
- enable burial operations to be carried out safely;
- address ground movement, subsidence or ground collapse;
- remove or reduce health and safety risk;

- undertake cemetery maintenance works; or
- comply with any legal or regulatory requirement.

Where a memorial garden or commemorative items installed by the grave owner are affected by works associated with an adjacent burial, the Council will take all reasonable steps to protect them. Where necessary, such items may be temporarily relocated and placed behind the headstone to enable burial works to be undertaken. Responsibility for reinstating these items following completion of the works rests with the grave owner.

Approved official kerb-sets installed by a memorial mason will normally remain in place. Where adjacent interments are undertaken, the Council will work around these memorials wherever practicable and will not routinely remove official kerb-sets to facilitate burial works.

The Council reserves the right to lay flat, support, cordon off, repair or otherwise make safe any memorial or memorial garden feature that is identified as unsafe, unstable or potentially hazardous during routine inspections or operational activities.

The Council may remove any memorial, memorial garden, kerb-set, ornament or other feature that has been installed without the necessary approval or which is not in accordance with these Regulations. The Council may retain removed items for a reasonable period before disposal.

Any costs incurred by the Council may be recovered from the grave owner or the person responsible for the unauthorised works.

33 Maintenance and safety of memorials

All memorials, headstones, kerb-sets and approved memorial garden features remain the responsibility of the grave owner. Grave owners must ensure that memorials are maintained in a safe, stable and good condition at all times.

The Council operates a programme of memorial safety inspections across all five cemeteries on a cyclical basis. Prior to inspection works being carried out, notices will be displayed at the entrances to the relevant cemetery and at other locations the Council considers appropriate.

Where a memorial is identified as unsafe, unstable or likely to present a risk to visitors, staff or contractors, the Council will take such action as it considers necessary to make the memorial safe. This may include, but is not limited to:

- placing warning notices on the memorial;
- establishing a temporary safety exclusion zone;

- supporting or staking the memorial;
- laying the memorial flat;
- restricting access to the area; or
- carrying out emergency works where required.

Where reasonably practicable, the grave owner will be notified and given the opportunity to arrange repairs within a period specified by the Council. Failure to undertake the necessary works within the stated timescale may result in the Council taking further action to make the memorial safe.

Where the grave owner cannot be identified, traced or contacted, the Council may undertake any work it considers necessary to remove or reduce the immediate risk posed by the memorial, including the lying flat of the headstone.

Any costs reasonably incurred by the Council in making a memorial safe, carrying out emergency works, or undertaking repairs may be recovered from the grave owner or their successor in title. The Council may register such costs against the grave and require payment before any future application relating to the grave is approved.

The Council accepts no responsibility for damage, deterioration, theft, vandalism or other loss affecting any memorial, memorial garden or authorised item, except where caused by the negligence of the Council or its contractors.

34 Fees and charges

The Council reviews cemetery fees and charges regularly, normally on an annual basis. Updated fees will be published by the Council and communicated to Funeral Directors, Memorial Masons and other relevant organisations as appropriate.

A current schedule of fees and charges is available from Bereavement Services and on the Council's website. The Council reserves the right to amend fees and charges at any time.

Unless otherwise agreed, all invoices issued by the Council must be paid within 31 days of the invoice date. The Council may determine alternative payment arrangements where appropriate.

Fees relating to the burial, interment or scattering of fetal remains, pregnancy loss remains, or human tissue released by hospitals will be considered on a case-by-case basis. Any charges will be determined by the Council having regard to the nature of the interment, the type and size of container used, and any associated operational requirements.

Where such arrangements are made through a hospital or healthcare provider, the Council may invoice the relevant organisation directly. In such circumstances, invoices will normally be issued to the hospital or healthcare provider via the Funeral Director and not to the family concerned.

The fees applicable to memorial garden applications are set out in the Council's Fees and Charges Schedule, which is available from Bereavement Services.

All applications for the installation, retention or authorisation of a memorial garden must be submitted using the prescribed application process.

Where the grave relates to a child who died before reaching the age of 18 years, an application must still be submitted for approval; however, no application fee shall be payable.

35 Conduct in cemeteries

All visitors must conduct themselves in a quiet, respectful and considerate manner appropriate to the nature of the cemetery. No person shall cause a nuisance, disturbance or obstruction, or knowingly interfere with any burial, interment, memorial service, visitor or member of staff.

Any person who damages, defaces, removes or interferes with any grave, memorial, memorial garden, planting, building, equipment or other property within a cemetery may be required to leave the site and may be liable for the cost of any repairs, enforcement action or prosecution.

Children under the age of 16 must be accompanied and appropriately always supervised by a responsible adult.

Vehicles are permitted within cemetery grounds only for purposes connected with visiting, funerals, memorial works or cemetery operations. Any person driving within a cemetery must do so with due care and consideration for other visitors, funeral corteges, cemetery staff and contractors.

The maximum speed limit within all cemeteries is 5 miles per hour. Drivers must always give priority to pedestrians and funeral processions and must comply with any directions given by Council officers, Bereavement Services staff or authorised contractors.

Vehicles must only be parked in designated areas or in locations authorised by the Council. The Council reserves the right to require any vehicle to leave the cemetery where it is being driven or parked in an unsafe, inconsiderate or unauthorised manner.

No demonstration, organised events, gatherings, religious ceremony, secular service, fundraising activity, commercial activity, filming or photography for commercial purposes

may take place within a cemetery without the prior written consent of the Council. This restriction does not apply to burial services, interments or memorial events authorised by Bereavement Services.

Visitors must comply with any reasonable instructions given by Council officers, Bereavement Services staff or contractors acting on behalf of the Council in connection with the safe operation, management and maintenance of the cemetery.

36 Advertisements or selling

No person may distribute leaflets, business cards, flyers, advertisements or any other promotional material within a cemetery without the prior written permission of the Council.

No person shall solicit, canvass, advertise, promote, offer for sale or sell any goods or services within a cemetery or at its entrances without the prior written consent of the Council. This includes, but is not limited to, memorial services, stonemasonry services, funeral services, floral services, photography services, maintenance services or any other commercial activity.

No person shall approach visitors, grave owners or funeral attendees for commercial purposes, nor seek to obtain business or personal information from them within the cemetery grounds.

The Council reserves the right to require any person undertaking unauthorised commercial, promotional or advertising activity to leave the cemetery immediately and may take such further action as it considers appropriate.

37 Alterations to these Regulations

The Council reserves the right to amend, vary, replace or introduce additional Cemetery Rules and Regulations, policies, procedures and charges from time to time as it considers necessary for the effective management, operation and maintenance of its cemeteries. Any such amendments will take effect from a date determined by the Council.

The current version of the Cemetery Rules and Regulations and the Schedule of Fees and Charges will be made available by the Council and may be updated periodically.

The Cemetery Rules and Regulations adopted by Broxtowe Borough Council in 2023 are hereby superseded and replaced by these Rules and Regulations, which shall apply from their date of adoption.

38 Appendix 1 – Prohibited items

Prohibited items

To ensure that the cemetery remains a safe, dignified and well-maintained environment for all visitors, the Council regulates what may be placed on graves. The items prohibited below have been identified as presenting risks to health and safety, causing obstructions to maintenance, creating accessibility barriers for visitors, or detracting from the respectful appearance of the cemetery.

The Council cannot accept responsibility for any loss, theft, damage or vandalism to items left on graves.

To avoid accidents, protect visitors and employees, and retain a tidy, well-kept appearance, any damaged, broken, weather-worn or discarded items found within the cemetery grounds will be removed and disposed of without notice to grave owners.

The detailed list of prohibited items is set out below.

Glass

- Glass vases
- Glass jars / containers
- Drinks glasses
- Glass bottles containing alcohol

Glass lanterns provided by stonemasons are approved.

Fencing and Borders

- Plastic picket fencing (including white PVC garden-style fencing)
- Chain-link fencing
- Metal fencing or decorative railings
- Rolled wooden fencing. Wooden fencing installed on stakes is considered acceptable, where it meets the approved specifications set out for memorials.
- Rope barriers
- Solar-light stakes arranged as a boundary
- Plastic “garden edging” styled as flowers or pickets
- Wire plant borders
- Mini-arches, gates or trellises used to demarcate the grave

- Slate chips or stones placed intentionally as a perimeter line (If used, these must be contained within the kerb-set)
- Any fencing, edging, pots, or objects placed outside the approved headstone area
- Any item placed on grassed areas maintained by Broxtowe Borough Council employees
- Any boundary marker extending widthwise or lengthwise along the grave

Only kerb materials approved by the Council may be used.

Floral Related items

- Plastic flowers
- Silk flowers
- Artificial bouquets or arrangements. Artificial floral tributes will only be permitted during the Christmas period and must be removed by the date specified annually by the Council.
- Artificial greenery or vegetation
- Plastic potted plants
- Artificial flower stakes
- Floral tributes attached to fencing, trees or council property
- No planting either inside or outside the grave area

Decorative items

- Paper decorative items
- Children's toys (plastic toys only). Up to four soft toys are permitted, provided they are placed within the grave boundary
- Windmills / spinning toys
- Balloons, including foil and latex balloons
- Hanging decorations or tributes attached to trees, fences, or Council property

Furniture

- Chairs (including plastic garden chairs)
- Settees / small sofas
- Benches not installed or authorised by the council
- (Benches must be council-approved and installed in designated areas only.)
- Stools or small personal seating
- Folding chairs or camping chairs
- Any improvised seating such as upturned boxes or crates
- Picnic tables
- Side tables or coffee tables
- Plastic or wooden patio tables

- Homemade or makeshift tables or platform

Solar lighting, lanterns and illumination

Solar lighting is permitted only within the grave's defined boundary. It must not be used to create, mark, or indicate the boundary of the grave. Any solar lighting installed must also comply with the following requirements.

Acceptable Solar Lights

To maintain dignity, safety, and consistency, the following conditions apply:

- Lights can be white or multi-coloured
- Lights must be static — no flashing, pulsing or rotating
- Lights must be low-level and unobtrusive
- Lights must be securely placed within the grave boundary, not spilling onto access paths or adjacent plots
- Lights must not create glare that affects visitors or staff during early morning/late evening visits

Lanterns

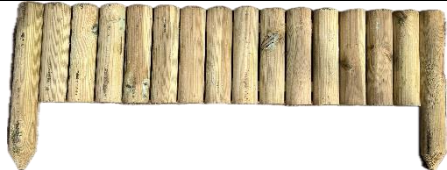
Lantern-style solar units (non-flame) are permitted under the following conditions:

- Must be stable, shatter-resistant, and made of plastic (not glass)
- Must remain within the grave boundary
- Must not be hung from trees, bushes, railings, or any Council property
- Battery-operated tea lights may be used within these units, provided the lantern meets the above requirements
- Candles are permitted only when they are fully enclosed within a lantern supplied by a stonemason

Prohibited items

- Flashing, strobe or novelty lights
- Lights mounted on fencing, trees, railings or structures
- Lights placed outside the grave boundary

39 Appendix 2 – Permitted kerb-set materials for self-installed memorial gardens

		Height	Width	Material
1.		150mm	50mm	Re-constituted cement
2.		140mm	45mm	Re-constituted cement
3.		150mm	50mm	Re-constituted cement
4.		100mm	50mm	Recycled plastic
5.		150mm	30mm	Timber
6.		70mm	70mm	Timber

The Council may permit the installation of a low-level border or edging around a grave, subject to approval and the cemetery regulations in force at the time of application.

Options 1, 2 and 3 are constructed from reconstituted cement and must be installed on a suitable concrete foundation to minimise the risk of movement or accidental damage. As concrete products, they may be susceptible to chipping, cracking or weathering over time.

Option 1 Neutral in colour and feature a scalloped profile and double-sided finish.

Option 2 Neutral in colour and feature a rope-effect top.

Option 3 Neutral in colour and feature a bullnose top.

Option 4 Neutral in colour and manufactured from a flexible, UV-resistant material designed to accommodate curved or angled layouts. The edging shall be secured using the fixing pins supplied by the manufacturer through pre-formed holes and into the ground.

Option 5 shall comprise pressure-treated timber with a traditional log-roll design and integral fixing spikes. The timber is treated to resist rot and insect attack; however, it will deteriorate over time and may require replacement. The natural timber finish may be painted or stained if desired.

Option 6 shall comprise pressure-treated timber in a natural finish and must be installed with suitable internal supporting stakes. The timber is treated to resist rot and insect attack; however, it will deteriorate over time and may require replacement.

The Council reserves the right to refuse any application where the proposed edging, border or installation method is considered unsuitable for the location, operational requirements, maintenance considerations or cemetery layout.

Equality Impact Assessment

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

The general equality duty applies to all of the decisions made in the course of exercising public functions, not just to policy development and high-level decision-making. The functions of a public authority include all of its powers and duties. Examples of this include: policy decisions, strategies, individual decision-making, budgetary decisions, public appointments, service provision, statutory discretion, employment of staff and procurement of goods and services.

Public bodies are required in it to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited under the Act
- advance equality of opportunity between people who share a protected characteristic and people who do not share it, and
- foster good relations between people who share a protected characteristic and people who do not share it.

The public sector Equality Duty came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation.

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

The Council has also decided to treat people who have care experience as if they had a protected characteristic under the law.

Having due regard means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to advance equality of opportunity involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low.

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore take account of disabled people's impairments when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they considered the aims of the Equality Duty. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Environment and Leisure	Lead officer responsible for EIA	Interim Director – Environment and Leisure
Name of the policy or function to be assessed:		Cemetery Rules and Regulations 2026	
Names of the officers undertaking the assessment:		Interim Director – Environment and Leisure	
Is this a new or an existing policy or function?		Review of the cemetery Rules and Regulations 2026	
1. What are the aims and objectives of the policy or function? Aim To provide a clear and consistent framework for the management of Council-managed cemeteries that balances the needs of bereaved families with the Council's responsibilities for accessibility, health and safety, environmental management and the long-term maintenance of cemetery spaces. Objectives • To introduce a formal process for the approval, retention and management of memorial gardens and kerbsets. • To provide clear guidance on permitted and prohibited memorial items within Council-managed cemeteries. • To establish defined responsibilities for the maintenance and upkeep of graves, memorial gardens and memorial structures. • To support safe and accessible cemeteries for all visitors, including those with disabilities and mobility impairments. • To ensure a fair and consistent approach to memorialisation across all Council-managed cemeteries. • To support bereaved families in personalising grave spaces in an appropriate and dignified manner. • To enable effective operational management and maintenance of cemetery grounds.			

To ensure that cemetery services remain compliant with relevant legislation, health and safety requirements, and equality considerations.
2. What outcomes do you want to achieve from the policy or function? The intended outcome is the adoption of a clear, transparent and enforceable set of Cemetery Rules and Regulations that balance the needs of bereaved families with the Council's responsibilities relating to accessibility, health and safety, operational management and environmental maintenance.
3. Who is intended to benefit from the policy or function? There is no single group intended to benefit directly from the revised Cemetery Rules and Regulations. The Regulations are intended to benefit all cemetery users and stakeholders by providing a clear, transparent and consistent framework for the management of cemeteries. The Rules and Regulations are intended to: - Provide greater clarity and certainty for grave owners and bereaved families regarding what memorials, memorial gardens and commemorative items are permitted. - Support visitors by helping to maintain safe, accessible and well-maintained cemetery environments. - Ensure that the needs of people with protected characteristics, including disabled visitors and those with mobility impairments, are considered through the regulation of memorial gardens, kerbsets and other features. - Support faith groups and communities by providing clear guidance on cultural and religious burial requirements, including Muslim burials. - Assist Bereavement Services and Grounds Maintenance employees in the consistent application of cemetery standards. - Promote fairness by ensuring that cemetery rules are applied consistently across all Council-managed cemeteries. - Balance the ability of families to personalise graves with the Council's responsibilities in relation to health and safety, accessibility, maintenance and operational requirements.
4. Who are the main stakeholders in relation to the policy or function? - Members - General Management Team (GMT) - Residents and Grave owners - Employees in the Council - Funeral Directors - Community Groups (Friends of Groups) - Stonemasons

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

- Approximately 9,000 graves in Borough cemeteries (this does include the graves from the 11 closed church yards).
- 5 Working Cemeteries: Beeston, Stapleford, Kimberley, Eastwood and Chilwell
- 11 Closed Cemeteries. These are managed by Parish Councils. The Parish Council has its own rules and regulations regarding memorials.

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

Public consultation undertaken from 5 January 2026 to the 16 January 2026. Total number of responses received were 127.

1. Have you ever experienced any accessibility issues at any of the Borough's cemeteries?

No	Yes
121 (95%)	6 (5%)

Comments:

Where respondents described accessibility difficulties, these were most often attributed to site conditions rather than memorial boundaries, examples included uneven or sunken ground, potholes, narrow gaps between headstones, leaf litter, and ungritted paths in winter. Requests for practical improvements included: better lighting during darker months, clearer/continuous pathways (including edge plots or path-adjacent graves for those using wheelchairs or scooters), and provision of toilets and hand-washing facilities.

By contrast, many respondents stated they had personally experienced no barriers from kerb sets or gardens, and some wheelchair users and blind/partially sighted visitors reported that defined borders can aid confidence and site navigation.

2. Do any of the proposed recommendations in the Overview and Scrutiny report create additional barriers to accessibility for visitors at the cemeteries, particularly those with disabilities, older people, or those with mobility challenges?

No	Yes
123 (97%)	4 (3%)

Comments:

Most respondents did not consider the proposed recommendations likely to create new barriers for disabled or older visitors. Those who foresaw risks tended to focus on how rules are applied: if restrictions are enforced unevenly or without clear criteria, some visitors could be disadvantaged (for example, if lower-cost materials acceptable to one family are refused for another).

3. Kerb sets and memorial boundaries (this is a low border, usually made of stone or concrete that surrounds a grave to define its boundary), are deeply personal and sensitive. How can the Council achieve the right balance between respecting this sensitivity and ensuring accessibility for all visitors?

Respondents typically stated that kerb sets and graveside gardens as deeply personal and important to grief, with many emphasising that respectful, well-kept boundaries can coexist with safe maintenance and visitor access. A recurring view was that borders help delineate plots, reduce inadvertent footfall across graves, and, particularly for some visitors with visual impairment or mobility aids, provide clearer navigation across the cemetery. Several respondents suggested controls (for example, keeping edges flush/level, limiting height or materials, and assigning upkeep to families) to balance sensitivity with safety and operational needs.

Other respondents suggested that unmanaged or DIY installations may create trip hazards or obstruct equipment, asking for consistent standards and fair, transparent enforcement.

A minority argued that kerb sets and unauthorised tributes should not be permitted at all on safety and equality grounds, favouring a single rule applied equally to all graves.

4. Do you think the proposed approach to Kerb sets and memorial boundaries as outlined in the recommendations could impact accessibility for visitors within the cemeteries?

No	Yes
117 (92%)	10 (8%)

Comments:

Many of the comments in this section repeated what had previously been raised. Ensuring level, navigable routes and adequate spacing between headstones was seen as more critical to access than removing kerb sets. Where concerns were expressed, they generally related to visibility of low borders in poor light and the need for clearly defined walking routes that avoid any need to step across graves.

5. Other suggestions or concerns.

Beyond accessibility, there was strong sentiment to respect individual grieving practices while upholding safety, tidiness and environmental considerations (for example, discouraging loose plastics, and encouraging compostable tributes).

A separate set of views prioritised consistent enforcement and legal duties of care, arguing that unmanaged surrounds can impede maintenance or grave-digging operations and elevate risk.

There was agreement across all respondents that the cemeteries would benefit from better routine maintenance, improved lighting and CCTV for security, and, where feasible, public conveniences on or near the sites.

Demographic data

How would you best describe your gender?

Female	Male	Prefer not to say
56 (64%)	31 (35%)	1 (1%)

Total number of respondents for this question was 88.

Which of the following age groups do you belong to?

18-24	25-29	30-44	45-59	60-64	65+
5 (6%)	6 (7%)	21 (24%)	31 (35%)	13 (14%)	13 (14%)

Total number of respondents for this question was 89.

Ethnicity

White English/ Welsh/ Scottish/ Northern Ireland/ British	White Gypsy or Irish Traveller	White Irish	Asian or Asian British Indian
78 (88%)	5 (5%)	5 (5%)	1 (1%)

Total number of respondents for this question was 89.

Whereabouts in Broxtowe do you live?

Beeston	Bramcote	Brinsley	Chilwell	Eastwood
35 (38%)	8 (9%)	1 (1%)	14 (15%)	8 (9%)
Greasley	Kimberley	Stapleford	Toton	Trowell

2 (2%)	5 (6%)	13 (14%)	3 (4%)	2 (2%)
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Total number of respondents for this question was 91.

Do you consider yourself as disabled or have any long-term health problems that limit daily activity?

No	Yes
75 (63%)	45 (38%)

Total number of respondents for this question was 120.

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

Public consultation was undertaken in January 2026 as part of the Overview and Scrutiny Committee's review of unofficial memorials within the Council's cemeteries. The consultation indicated that the principal accessibility concerns raised by respondents related to the general condition of cemetery infrastructure, including uneven ground, path conditions, lighting and access routes, rather than memorial gardens or kerbsets themselves.

The consultation also identified that some visitors, including people with mobility impairments and visual impairments, considered clearly defined memorial boundaries to be beneficial in assisting navigation and identifying individual grave spaces. Whilst a small number of respondents expressed concerns regarding the potential impact of memorial boundaries on accessibility, the majority did not consider the proposed approach likely to create additional barriers.

Since the completion of the consultation, the Council has worked closely with the Friends of Broxtowe Cemeteries during the development of the revised Cemetery Rules and Regulations. Several meetings have been held to review the proposed provisions, discuss operational and accessibility considerations, and identify appropriate controls relating to memorial gardens, kerbsets and prohibited items.

This collaborative approach has helped to inform the final draft of the Rules and Regulations and has supported the development of a balanced framework that seeks to respect personal memorialisation, whilst maintaining accessibility, health and safety, operational effectiveness and the overall appearance of the Council's cemeteries.

Overall, the evidence gathered through consultation and stakeholder engagement suggests that the revised Rules and Regulations are unlikely to create significant adverse equality impacts. However, the Council will continue to monitor implementation and engage with cemetery users and stakeholders to identify and address any emerging issues.

8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways? In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:

- **Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified?**

The revised Cemetery Rules and Regulations do not target or exclude any specific equality group or community. The Rules and Regulations apply equally to all grave owners, visitors, funeral directors, memorial masons and other cemetery users.

During the development of the Regulations, consideration was given to the potential impact on a range of groups, particularly disabled people, older people and those with mobility impairments. This included reviewing the findings of the public consultation undertaken in January 2026 and ongoing engagement with the Friends of Broxtowe Cemeteries. Through this process, the Council considered a range of options relating to memorial gardens, kerbsets, permitted items and maintenance requirements.

Whilst some aspects of the Rules and Regulations may affect individuals differently depending on their personal circumstances, faith requirements or accessibility needs, the Rules and Regulations have been designed to balance the interests of all cemetery users. Controls relating to the size, location and construction of memorial gardens and kerbsets have been included to support accessibility, health and safety and operational requirements whilst continuing to allow an appropriate degree of personalisation and remembrance.

The Regulations also include provisions which recognise the needs of specific groups, including arrangements relating to Muslim burials and the exemption from memorial garden application fees where the grave relates to a child who died before reaching the age of 18 years.

On balance, no disproportionate adverse impact on any protected group has been identified. The Council will continue to monitor the implementation of the Rules and Regulations and engage with stakeholders to ensure that any unforeseen impacts are identified and addressed appropriately.

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

The Cemetery Rules and Regulations are intended to apply equally to all cemetery users. However, it is recognised that some aspects of the policy may affect individuals differently, particularly disabled visitors, older people and those with mobility impairments.

The Council has sought to minimise any potential adverse impacts through the development of the Rules and Regulations. A range of mitigation measures have been incorporated, including restrictions on the size and location of memorial

gardens and kerbsets, the introduction of approved materials, the prohibition of items that may create accessibility barriers or maintenance issues, and ongoing powers for the Council to address unsafe or obstructive features where necessary.

The Rules and Regulations also establish clear maintenance responsibilities for grave owners and provide the Council with the ability to intervene where memorial items present a health and safety risk or adversely affect accessibility. These measures are intended to ensure that personalisation of grave spaces can continue whilst maintaining safe access throughout the cemeteries.

In addition, the Council will implement the new arrangements through a phased programme of engagement and support, allowing grave owners sufficient opportunity to understand and comply with the revised requirements. The impact of the Rules and Regulations will continue to be monitored, and any accessibility concerns raised by cemetery visitors will be considered as part of the ongoing management and review of the service.

Whilst the policy may not be experienced in the same way by all groups, the Council considers the approach to be proportionate, justified and supported by appropriate safeguards to minimise any potential negative impacts on equality groups.

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

During the development of the revised Cemetery Rules and Regulations, consideration was given to the potential impact on accessibility, particularly for disabled people, older people and those with mobility impairments.

Public consultation undertaken in January 2026 identified that some cemetery users experience accessibility challenges within cemeteries. These concerns were generally associated with site conditions, including uneven ground, narrow access routes and the overall layout of cemetery areas, rather than memorial gardens or kerbsets alone.

In developing the Rules and Regulations, the Council has worked closely with the Friends of Broxtowe Cemeteries to consider these issues and identify ways to minimise potential barriers. As a result, the Rules and Regulations include controls relating to the size, location and approved materials of memorial gardens and kerbsets, together with provisions enabling the Council to refuse, amend or remove features that may present a health and safety risk or impede access and maintenance.

Whilst no significant barriers have been identified because of the proposed Regulations, the Council recognises that the needs of cemetery users may change over time. The implementation of the Rules and Regulations will therefore be monitored, and ongoing engagement with residents, grave owners and stakeholder groups will continue to ensure that any emerging accessibility concerns can be identified and addressed appropriately.

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

Yes. The revised Cemetery Rules and Regulations have the potential to promote equality and foster positive relationships between different groups by providing a clear, transparent and consistent framework for the management of memorials, memorial gardens and cemetery spaces.

During the development of the Regulations, the Council has engaged with a range of stakeholders, including cemetery users, residents and the Friends of Broxtowe Cemeteries. This engagement identified differing views regarding memorialisation, accessibility, maintenance and cemetery management. The revised Rules and Regulations seek to balance these by allowing appropriate personalisation of graves whilst establishing clear rules regarding permitted memorials, maintenance responsibilities and accessibility requirements.

The Rules and Regulations also support the needs of different faith groups and communities by recognising a range of burial practices and providing specific guidance in relation to Muslim burials. By setting clear expectations and applying standards consistently across all Council-managed cemeteries, the Rules and Regulations aim to promote fairness, understanding and mutual respect between cemetery users while maintaining safe and accessible environments for all visitors.

The Council will continue to engage with stakeholders and monitor the implementation of the Regulations to ensure that they remain fair, proportionate and responsive to the needs of the communities they serve.

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

The public consultation undertaken in January 2026, together with ongoing engagement with the Friends of Broxtowe Cemeteries during the development of the revised Cemetery Rules and Regulations, has provided a reasonable understanding of the potential equality impacts associated with the proposed changes.

At this stage, no further evidence is considered essential to inform the decision to adopt the revised Rules and Regulations. However, the Council recognises that the practical impacts of the Rules and Regulations will only become fully apparent during implementation.

The Council will therefore continue to monitor the operation of the Regulations, including feedback from grave owners, cemetery visitors, faith groups, disability groups, funeral directors and other stakeholders. Any complaints, concerns or accessibility issues identified through the implementation process will be reviewed and, where appropriate, used to inform future revisions to the Rules and Regulations.

In addition, the Council will continue to assess the accessibility of its cemeteries as part of its ongoing management and maintenance responsibilities to ensure that cemetery spaces remain safe, accessible and inclusive for all users.

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:

- Monitor feedback from older residents and cemetery visitors to identify any emerging accessibility concerns.
- Ensure the implementation of the Cemetery Rules and Regulations takes account of the needs of older people and those with reduced mobility.
- Monitor the impact of memorial garden applications and associated fees, including the uptake of the child grave fee exemption.

Disability:

- Monitor the impact of memorial gardens, kerbsets and other authorised memorial features on accessibility throughout Council-managed cemeteries.
- Ensure that approved memorial gardens and kerbsets comply with the dimensions, materials and location requirements set out within the Cemetery Rules and Regulations.
- Continue to maintain clear and accessible routes through cemeteries and address any identified obstructions that may adversely affect visitors with disabilities or mobility impairments.
- Undertake periodic accessibility reviews of cemetery areas to identify and address barriers relating to site conditions, memorial gardens and memorial boundaries.
- Engage with cemetery users and relevant stakeholders to identify any emerging accessibility concerns and inform future revisions to the Rules and Regulations.
- Review complaints, incidents and feedback relating to accessibility, memorial gardens and cemetery maintenance as part of the ongoing monitoring of the policy.

Gender: No impacts have been identified at this time. The Council will continue to monitor the implementation of the Cemetery Rules and Regulations and will review any feedback, complaints or concerns raised to ensure that any unforeseen equality impacts are identified and addressed appropriately.

Gender Reassignment: No impacts have been identified at this time. The Council will continue to monitor the implementation of the Cemetery Rules and

Regulations and will review any feedback, complaints or concerns raised to ensure that any unforeseen equality impacts are identified and addressed appropriately.

Marriage and Civil Partnership: No impacts have been identified at this time. The Council will continue to monitor the implementation of the Cemetery Rules and Regulations and will review any feedback, complaints or concerns raised to ensure that any unforeseen equality impacts are identified and addressed appropriately.

Pregnancy and Maternity:

- Ensure cemetery pathways, access routes and communal areas are maintained in a safe and accessible condition for visitors who are pregnant or accompanied by young children.
- Continue to monitor the impact of memorial gardens, memorial items and cemetery infrastructure to ensure they do not create unnecessary barriers to access.
- No disproportionate impacts have been identified at this time; however, the Council will continue to monitor feedback and any emerging equality issues through the implementation of the Cemetery Rules and Regulations.

Race: No impacts have been identified at this time. The Council will continue to monitor the implementation of the Cemetery Rules and Regulations and will review any feedback, complaints or concerns raised to ensure that any unforeseen equality impacts are identified and addressed appropriately.

Religion and Belief:

- Maintain awareness of diverse religious beliefs, burial practices and graveside customs when implementing and reviewing the Cemetery Rules and Regulations.
- Ensure that the Cemetery Rules and Regulations continue to support the reasonable accommodation of faith-based memorialisation and burial practices, provided that these do not compromise health and safety, accessibility or the operational management of the cemetery.
- Continue to engage with faith groups and community representatives regarding burial requirements, memorialisation and cemetery management.
- Monitor feedback from faith groups and cemetery users to identify any emerging issues or unintended impacts arising from the implementation of the Cemetery Rules and Regulations.
- Consider equality and faith-based requirements as part of any future review of the Cemetery Rules and Regulations.

Sexual Orientation: No impacts have been identified at this time. The Council will continue to monitor the implementation of the Cemetery Rules and Regulations

and will review any feedback, complaints or concerns raised to ensure that any unforeseen equality impacts are identified and addressed appropriately.

Care Experience:

- No specific impacts have been identified for people with care experience at this time.
- The Council will continue to monitor feedback from cemetery users and stakeholders to identify any emerging issues affecting people with care experience.
- Any future review of the Cemetery Rules and Regulations will take account of equality impacts identified through monitoring and engagement activities.

Financial Inclusion:

- Keep memorial garden application fees under review to ensure they remain proportionate and do not create unreasonable barriers for bereaved families.

Chief Executive:

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: Chief Executive

Report of the Portfolio Holder for Environment and Climate Change

Brinsley Headstocks - Update

1. Purpose of Report

To update Members on progress at Brinsley Headstocks and to seek approval for additional funding to complete the scheme.

2. Recommendation

Cabinet is asked to RESOLVE that the additional budget required to complete the Brinsley Headstocks project be approved, with the total revised cost of £453,000 being funded by a mix of external capital grants, Section 106 contributions and prudential borrowing as detailed.

3. Detail

In July 2024, Cabinet approved the direct replacement of the Brinsley Headstocks following the deterioration and subsequent dismantling of the structure.

Significant progress has since been made to prepare the site for reconstruction and to enhance the wider visitor experience. A range of biodiversity and heritage improvements have been undertaken, including the creation of a bench from original Headstocks timber, the establishment of a memorial orchard commemorating the 33 miners who lost their lives at the site, extensions to onsite ponds, in partnership with Nottinghamshire Wildlife Trust, to encourage biodiversity and water voles, and access improvements to the site.

Progress has been affected by several unforeseen challenges. The most significant was the discovery of an uncharted mine shaft, which was not identified on any historic plans or records and required additional investigation. This resulted in delays to the replacement programme.

In addition, the groundworks required for the replacement structure proved substantially more complex than originally anticipated due to the extent of buried rubble and obstructions beneath the site. These works have been completed, and a new reinforced foundation has been installed. Unlike the original structure, which was set directly into the ground, the replacement Headstocks will be mounted onto a concrete plinth. This design will help protect the timber structure from moisture and significantly improve its longevity.

A procurement exercise was undertaken for the construction of the replacement Headstocks. The initial quotations received showed significantly higher costs than anticipated and did not demonstrate best value for the Council.

In order to ensure value for money, Officers subsequently engaged directly with specialist suppliers to explore alternative options. This exercise has identified potential lower-cost solutions, reducing the anticipated cost of the timber framework from around £260,000 to between £150,000 and £220,000.

The quotations received are currently being assessed, with due diligence and technical evaluation still required before a preferred option can be confirmed.

The project is now approaching the stage at which a contractor can be appointed and work commenced. It is anticipated that construction of the timber framework will largely take place off-site using specialist oak sourced from France, before being assembled on site. Subject to final approvals and contractor mobilisation, work is expected to commence later this year or early next year, with completion anticipated by Easter 2027.

Further works remain outstanding, including the restoration, shot blasting and repainting of the original metalwork. Officers continue to work closely with specialist contractors to ensure the reconstruction is undertaken sympathetically and in a manner that preserves the heritage significance of the structure.

While Officers have successfully reduced anticipated construction costs through further market engagement, the project has experienced several unavoidable cost pressures arising from site conditions, programme delays and specialist construction requirements. To ensure the successful completion of the project and provide sufficient flexibility to address any remaining unforeseen costs during delivery, an additional cost budget of £233,000 is required.

Officers will continue to actively pursue external capital funding opportunities to support delivery of the project and reduce the Council's borrowing requirement. This will include engagement with the East Midlands Combined County Authority (EMCCA) and the Coal Authority to explore appropriate funding and partnership opportunities that may contribute towards the capital costs of the Brinsley Headstocks restoration project.

The additional contingency will support completion of the Brinsley Headstocks restoration project while ensuring the Council can continue to manage risks associated with the final stages of construction and restoration.

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:

The original budget for the replacement of the Brinsley Headstocks scheme was £220,000, with the funding to be met from a mix of capital grants, Section 106 contributions and prudential borrowing.

The estimated total cost of the Brinsley Headstocks project has now increased to £453,000. External funding secured to date includes contributions from the UK Shared Prosperity Fund (£42,000), a £5,000 grant from Nottinghamshire Wildlife Trust (£5,000) and an allocation of £100,000 from developer Section 106 contributions.

The preference will always be to secure further capital grants towards the project, which could include funding bids into the East Midlands Combined Counties Authority (EMCCA) and similar. The remaining balance of funding would have to be met from prudential borrowing, to which there would be ongoing revenue implications for the Council with the cost of borrowing.

7. Legal Implications

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

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

8. Human Resources Implications

Not applicable.

7. Union Comments

Not applicable.

8. Climate Change Implications

Not applicable.

9. Data Protection Compliance Implications

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

10. Equality Impact Assessment

Not applicable.

11. Background Papers

Nil.

Report of the Portfolio Holder for Environment and Climate Change

Bramcote Hills Park Development Proposal

1. Purpose of Report

To present the feasibility study findings for enhanced visitor facilities at Bramcote Hills Park, including a café, toilets and meeting space.

2. Recommendation

Cabinet is asked to consider the feasibility study findings and RESOLVE whether to proceed with the development of enhanced visitor facilities at Bramcote Hills Park.

3. Detail

In February 2026, Cabinet approved the commissioning of a feasibility study to explore the provision of enhanced visitor facilities at Bramcote Hills Park. The study was commissioned in response to longstanding feedback from residents and park users, which consistently identified the lack of toilet facilities and visitor amenities as a key issue at the park.

Bramcote Hills Park is one of the Borough's most popular open space destinations, attracting visitors from across the Borough and beyond through its woodland, parkland, play facilities and heritage features. However, the absence of supporting facilities currently limits the length of time visitors can comfortably spend on site.

A feasibility study considered the development of a new visitor facility at the site comprising of the following:

- A café with seating for around 20 customers and light catering facilities.
- Flexible community and exhibition space.
- Public toilet provision, including accessible facilities.
- Sustainable and robust construction suitable for a park environment.
- Associated external seating areas and landscaping.

Feasibility Findings

The feasibility study assessed five potential locations within Bramcote Park and evaluated each option against design, operational, planning, cost and risk criteria. Following this assessment, Option B achieved the highest overall score at 14 out of 20 and was identified as the preferred location for further development.

Option B was recommended because:

- It provides the best visibility from, and relationship with, the main car park and play area.
- It is conveniently located for the majority of visitors.
- It offers good accessibility and operational benefits.
- It presents fewer planning challenges than some alternative locations.
- It balances cost, risk and visitor convenience more effectively than the other options considered. https://broxtowebc-my.sharepoint.com/personal/egeorgiou_broxtowe_gov_uk/Documents/Microsoft Copilot Chat Files/Broxtowe BC Feasibility Report - final.pdf

The feasibility study estimates that delivery of the proposed café, public toilets and meeting space at Option B would require a capital investment of around £1.2 million, including construction, associated infrastructure works and project contingencies.

Whilst Options C and D also performed relatively well, Option C presents greater planning risks due to its visibility from surrounding roads and the impact on significant trees, whilst Option D offers poorer visibility and connectivity for visitors. Option E scored significantly lower due to its secluded location, accessibility challenges and higher construction costs.

The feasibility study recommends progressing the project based on Option B and undertaking further design development to RIBA Stage 3, together with the appointment of specialist consultants and the commissioning of detailed site surveys and investigations. The estimated cost of this next phase of work is £100k.

Progression to RIBA Stage 3 will provide the detailed design, cost planning and technical information required to develop a robust business case for the scheme. This information will be used to pursue external funding opportunities, including investment through the East Midlands Combined County Authority (EMCCA), with the aim of reducing the Council's overall capital contribution to the project should Members wish to progress the project, the current indicative programme suggests that design development, surveys, planning and procurement activities could be undertaken during 2026 and 2027. Subject to the necessary approvals being secured, construction could commence thereafter, with the facility potentially opening during 2028. The programme remains indicative and will be refined as the project develops. A detailed assessment of all options is attached in the **Appendix**.

Risk Management

The current feasibility work identifies a preferred scheme with an estimated total project cost of around £1 million and advises that up to £1.2 million should be assumed for budgeting purposes at this stage.

In addition to governance considerations, there are also resource implications associated with progressing the project. Delivery of a scheme of this scale would require dedicated project management, procurement, contract administration and client-side oversight. At present, there is limited capacity within the Environmental Services department to undertake the delivery of a project of this size alongside current operational and other strategic priorities. Consequently, if the project progresses beyond the feasibility stage, additional internal resources and/or external professional support would need to be secured to ensure effective project delivery, programme management and risk control.

Conversely, delaying progression of the project until the new authority is established could result in the loss of momentum, increased construction costs, and missed opportunities to improve visitor facilities. As such, Members are asked to consider the balance between progressing development of the preferred scheme at this stage and the uncertainty associated with future governance arrangements, funding approvals and project delivery resources.

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:

There is no budgetary provision within the capital programme for the further development of this scheme to provide new facilities at Bramcote Hills Park.

The feasibility study has produced high-level cost estimates for each location option. Estimated total project costs range from £900k to £1.2m. The preferred Option B has an estimated total project cost of around £1.0m, comprising construction costs together with allowances for professional fees, development costs, risk and inflation.

Given the early stage of project development and the assumptions underpinning the feasibility assessment, it is advised that a total project cost of around £1.3m should be assumed for planning purposes. This includes an additional allowance of £100k above the feasibility estimate to reflect project development and delivery requirements.

The estimated costs remain subject to further design development, site investigations, utility searches, planning requirements, procurement activity and prevailing market conditions. The project budget would not include any additional internal support costs that may be required to deliver the scheme.

The cost of undertaking further design development work to RIBA Stage 3, as outlined above, is estimated at £100k and would have to be funded from the Council's own resources at this stage.

If Members are minded to proceed with the project, significant funding would need to be secured for the capital programme. The preference will always be to secure grant funding towards the project in the first instance, which could include grant funding bids to the East Midlands Combined Counties Authority (EMCCA) and similar, and allocations from existing capital development funds if this could be agreed with the respective Boards. Any shortfall would have to be met from prudential borrowing, to which there would be ongoing revenue implications for the Council. These would be in addition to any ongoing operational costs to manage and maintain the site, that would have to be considered as part of the business case.

7. Legal Implications

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

The Title should be considered and ensure that there are no restrictions in place that would prevent the proposal, alongside consideration of any relevant byelaws and enforcement alongside the normal planning requirements and permissions being granted should the proposal go ahead.

This to include but not limited to the consideration of protection of public open space, design and visual impact, highway and access matters, ecology, tree impacts, and any relevant heritage constraints etc.

Public law duties must also be considered to ensure that under the Equality Act 2010, any new facilities are accessible to everyone. Consideration also needs to be had towards a public consultation should the proposal drastically alter the public use.

Prior to agreeing any proposed lettings, the Council must first comply with the requirements of Section 123(2A) of the Local Government Act 1972, which directs that a Council may not dispose of any land consisting or forming part of an open space unless before disposing of the land they cause notice of their intention to do so, specifying the land in question, to be advertised in two consecutive weeks in a newspaper circulating in the area in which the land is situated, and consider any objections to the proposed disposal which may be made to them. The Council must comply with this procedure before granting the lease.

The public benefit of the proposal may well outweigh any limited loss of open space arising from the development footprint.

8. Human Resources Implications

Not applicable.

9. Union Comments

Not applicable.

10. Climate Change Implications

The development must balance the enhancement of visitor facilities with the protection of the park's environmental value. Any scheme should be designed to achieve high standards of sustainability, minimise environmental impacts and deliver significant biodiversity net gain.

11. Data Protection Compliance Implications

Not applicable.

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.

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EDGE

Feasibility Report

Bramcote Hills Park Café and Visitor Centre

Broxtowe Borough Council

Rev: 0

Date: 24/07/2026

Building potential into reality.

QA Sign Off

Prepared by: Lewis Donaldson

Checked by: Joanne Hardwicke

Arithmetically checked by: n/a

Gateway: n/a

Revision: -

Date: 24.07.2026

Issued by

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1.0 Executive Summary

This report has been prepared by EDGE following appointment by Broxtowe Borough Council, to review high level options and viability for a new visitor centre and café at Bramcote Hills Park in Nottingham. We have developed the project to a RIBA 1 level.

The aim of the project is to provide an amenity facility for the local community to use, both users of the park and wider community. It will accommodate a café which will make the facility financially self-sustaining in the future as well as a flexible space which can be used by the community for events or exhibitions, or overflow café seating when needed. The building will need to be robust and sustainable wherever possible.

1.1 Project Team

EDGE have been employed to develop this feasibility, including project managers, cost managers and designers. Should the client wish to proceed to the next stage of the project, we would recommend the following consultants are brought on board to join the existing team:

- Principal Designer (Building regs and CDM)
- Mechanical and Electrical Engineer
- Structural and Civil Engineer
- Specialist Surveyors and Investigations (primarily to inform planning application)

1.2 Programme

Should Broxtowe Borough Council get authorization to proceed, we envisage completing the design and procuring a Contractor by the Summer 2027. We estimate that the build will take approximately 5 months and therefore the facility could be open to the public by the end of 2027. This is assuming a single stage design and build procurement route via a compliant framework; assumptions which will be tested in the next stage.

1.3 Commercial

The range of total project costs for the 5 location options reviewed range from £916k to £1.198m (excl. VAT). The fabric build cost is consistent between them, with the variance being the extent of external landscaping and incoming services works are required.

At this stage the cost estimate is high level and should be used as a guide. This estimate is based on several assumptions which are detailed in this report, and this will need firming up in the next stages to provide a more robust cost estimate.

We would recommend that the Client assume the upper estimate of £1.2m for budgeting purposes.

1.4 Recommendation

It is our recommendation that Broxtowe Borough Council seek internal approval to progress the design of the building, based on Location Option B up to RIBA 3, including appointing a wider team of consultants (as recommended in this report) and carrying out surveys and investigations.

2.0 Brief

2.1 Project Brief

Bramcote Hills Park forms part of the developing destination of significance to Broxtowe Borough Council (hereafter Broxtowe BC), boasting extensive woodlands, parkland and heritage features attracting residents and visitors. Recent public consultation has identified the lack of amenities on site causing a constraint of the visitor experience.

In response, Broxtowe Borough Council have secured £4,000 in funding to commission the feasibility study of a proposed facility consisting of the following:

- Small café – approximately 20 seats, with a light-touch kitchen to support bought-in cold and reheated food, and hot/cold drinks.
- Community / exhibition space – accommodating circa 20 people, with flexibility to open into the café area.
- Public toilets – male, female and accessible/unisex provision (operational when the café is open)
- Durable and secure construction, appropriate to the setting and resilient to antisocial behaviour, including shuttered glazing.
- Sustainability-led design, including low-embodied-carbon materials, high insulation standards, good natural daylight, and renewable technologies (e.g. green roof, solar PV, ground-source heat pump)
- Potential external covered seating, including a cantilevered canopy or roof form.

2.2 Site Layout

Broxtowe BC wish to explore options for placing the Café and Visitor centre within the main park area that includes the car park, a play area, the walled gardens and cycle and pedestrian paths. Due to the proximity of the facilities within this area, Broxtowe BC have expressed a preference to have the centre located within a convenient distance, and with visibility, of these facilities.

Broxtowe Borough Council are currently exploring the proposal to install a cricket pavilion within a different area of the park. The client has shared these design proposals, and these will be used to inform the design proposals for the Café and Visitor Centre.

3.0 Design Overview

The outline design is shown in Appendix A – Proposed Zoning Plan and Appendix B - Proposed GA. These show a relatively simple plan, delivering a café area to accommodate 36 covers internally (including flexible exhibition space) with an additional 44no. externally. The proposed palette of materials align with the Clients sustainable and maintenance objectives, with a steel frame clad in timber cladding (chemically treated for longevity and robustness), and sedum roof.

We advise that the new facility will not be covered by permitted development and will therefore require full Planning Permission. We would recommend engaging with the local authorities planning department in the next stage to gauge their thoughts on the proposed development, and expect that the relationships between the Client and the planning department will help this process, and we have therefore not recommended a planning consultant be brought on board in the next stage.

The building will be subject to all relevant Building Regulations and the Building Safety Act, and a project team with the required experience and knowledge should be assembled to progress the design in line with these.

We have reviewed 5 potential locations for the new facility within the new park, which were advised by the Client (see Appendix C – Site Locations), and reviewed them in terms of their location / design considerations (as discussed

with the Client on the site walkaround) and the cost and planning considerations). We suggest that the base design developed as part of this feasibility is developed further to respond to the specific site requirements of the chosen site. We have reviewed the benefits of each site in the below table:

3.1 Location Option A



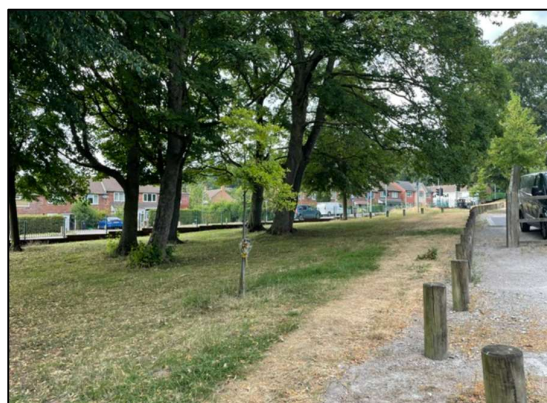
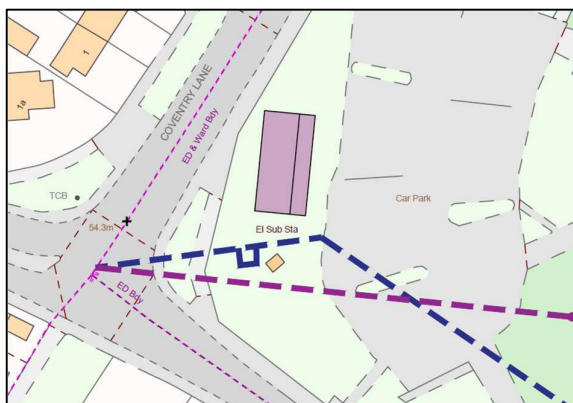
Category	Analysis	Score
Design / Location considerations	- Located within the walled garden – would remove the existing amenity space - Located adjacent to a retaining wall down to Coventry Ln. - Limited area / space for construction due to walled gardens / paths – may require modifications - Not visible from the majority of the main car park - Not visible from the play area - Moderate distance from incoming services - Proximity to data cable (would require connection over Coventry Ln) - Sloping topography	2/5
Cost	£1.067m	2/5
Planning	- Visible from surrounding public roads - Will result in loss of trees (including ones with memorial plaques) which will make Biodiversity Net Gain a greater challenge.	3/5
Risk	- Uneven site area with changing ground levels - Retaining wall risk during construction - Long connections to drainage and water mains - Likely to be a loss of parking during construction	2/5
TOTAL SCORE		9/20

3.2 Location Option B



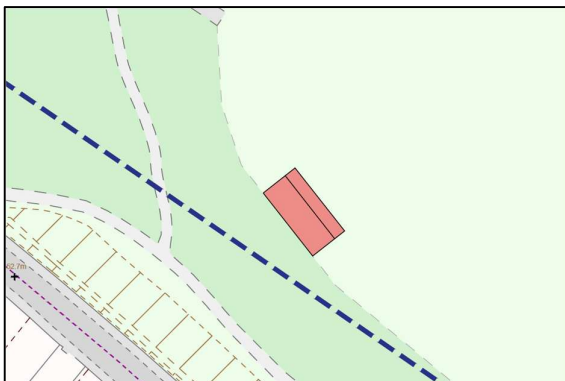
Category	Analysis	Score
Design / Location considerations	- Grass area with some trees, adjacent to main and overflow car park - Best proximity and visibility to main car park and play area - Moderate distance from incoming services - Slightly sloping topography	4/5
Cost	£1.008m	3/5
Planning	- Not very visible from surrounding public road / houses - Will result in loss of trees which will make Biodiversity Net Gain a greater challenge.	4/5
Risk	- Proximity to play area during construction - Long connections to drainage and water mains - Likely to be a loss of parking during construction	3/5
TOTAL SCORE		14/20

3.3 Location Option C



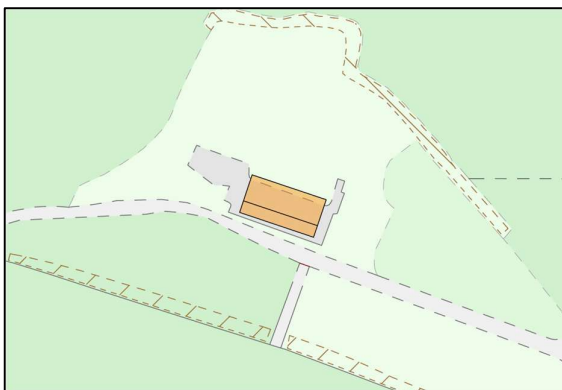
Category	Analysis	Score
Design / Location considerations	- Grass area with several significant trees, adjacent to main car park - Close proximity and visibility to main car park and play area, although lacks a clear footpath to get pedestrians safely to area - Greater visibility from surrounding roads / houses, potentially creating greater public awareness. - Sloping topography - Close to incoming services - May lead to loss of parking during construction	2/5
Cost	£917k	5/5
Planning	- Very visible from surrounding public road / houses which may make planning more contentious. - Will result in significant loss of trees which will make Biodiversity Net Gain a greater challenge.	2/5
Risk	Likely to be a loss of parking during construction	4/5
TOTAL SCORE		13/20

3.4 Location Option D



Category	Analysis	Score
Design / Location considerations	- Grass area with several adjacent trees, within main green - A short walk from main car park and play area, although lacks a clear pedestrian route which would likely need to be created - Limited visibility from car park and play area due to density of trees - Good views of the open park (beneficial for outdoor seating area) - Limited visibility from surrounding roads / houses - Moderate distance from incoming services - Less spatial restrictions during construction, although may disrupt main access route. - Flat topography	2/5
Cost	£954k	4/5
Planning	- Limited visibility from surrounding public road / houses - Limited / no loss of trees which will make Biodiversity Net Gain a lesser challenge.	4/5
Risk	- Access during construction (damage to trees) - Long connections to drainage and water mains - Proximity to general public / passing users	3/5
TOTAL SCORE		13/20

3.1 Location Option E



Category	Analysis	Score
Design / Location considerations	- In clearing where historic remains of Hills House located - Surrounded by woodland – scenic views out but limited visibility in (may be too secluded) - A few minutes walk from the main car park and play area, connected via the main cycle pedestrian path. - No visibility from main car park or play area - Limited accessibility from car park due to level difference. - No visibility of play area - Difficult access for construction	1/5
Cost	£1.198m	1/5
Planning	- Limited visibility from surrounding public road / houses - Limited / no loss of trees which will make Biodiversity Net Gain a lesser challenge. - Would require removal of a heritage asset (remains of house)	2/5
Risk	Distant from drainage system and water mains. Access during construction Disruption to main cycle / pedestrian route during construction	1/5
TOTAL SCORE		5/20

The results of the location analysis provides the following overall scores:

Option	Score (out of possible 20)
Option A	9 / 20
Option B	14 / 20
Option C	13 / 20
Option D	13 / 20
Option E	5 / 20

On this basis, locations B is the preferred location, and we recommend that the Client proceed with the next stage of design in that location, including undertaking further investigation works to check the viability of that site location.

4.0 Programme Overview

An outline programme has been produced based upon the feasibility of the design proposals. A summary of the timescales is identified below for each option.

An outline programme is included within Appendix D and the below table presents an outline of key dates based on the proposed design:

Activity	Start Date	End Date	Duration
Feasibility Report (RIBA Stage 1)	June 2026	July 2026	1.5 months
Instruction to proceed and appt of team	August 2026	September 2026	1 month
Completion of RIBA Stage 2 / 3	September 2026	December 2026	3 months
Completion of RIBA Stage 4	December 2026	March 2027	3 months
Procurement of Contractor	March 2027	June 2027	2 months
Mobilisation	June 2027	July 2027	1 month
Construction	July 2027	November 2027	5 months
Opening	December 2027	December 2027	n/a

5.0 Commercial Overview

A cost estimate has been produced based upon the feasibility of the design proposals. A summary of the costs is identified below for each option.

Option No.	Est Construction Cost	Est Project Cost
A	£607,832	£1,067,616
B*	£574,132	£1,008,424
C	£521,894	£916,672
D*	£542,874	£953,522
E	£682,087	£1,198,040

** denotes location options earlier identified as preferable.*

The following assumptions have been made in the preparation of the estimate of costs.

- Assumes 'normal' ground conditions to allow a strip foundation solution. Ground investigations will be required in the next stage to verify this.
- Assumes sufficient capacity in the sub-station and surrounding water network – no allowance has been made for upgrades to incoming services.

- No allowance has been made for provision of additional footpaths in the park for connectivity – this should be explored in the next stage.
- We have assumed that none of the trees are subject to Tree Protection Orders.
- We have made a contingency allowance of 20% which is suitable for this early stage
- We have made an allowance for professional fees and surveys of 15%
- We have excluded VAT from these costs, and request that the client seek VAT advice during the next stage to inform the costs.

A detailed cost estimate, along with the full list of assumptions and exclusions is included within Appendix E.

6.0 Risk

A summary of the top 5 risks to the projects is identified below, with a proposed mitigation strategy:

Risk ID	Description	Risk Rating	Mitigation
1	Planning – not achieving planning due to either public objection, appearance, proximity to residencies.		Early engagement with planners in RIBA 2 to gauge their opinion of location of development and overall aesthetic
2	Biodiversity Net Gain – development requires removal of biodiversity which cannot be replaced as part of development, requiring costly re-provision elsewhere		Minimise removal of biodiversity with location of footprint and re-provide where possible (ie landscaping and green roof). Consider red line boundary in terms of re-provision area
3	Construction Logistics - Access for the build and the build itself causes disruption to the park operation and public, potentially reducing use during the build period, or increasing cost to client.		Get early market involvement from Contractors to discuss logistics to reduce impact. Carry out public consultation and comms to ensure they are kept informed of plans.
4	Client Approvals / Gateways – lengthy approval periods, aligned with council meetings / gateway procedures delay the programme		Establish key milestones / cabinet meetings early on in the process to ensure these are factored in to the development programme.
5	Incoming Services – lack of capacity in current substation / water network, leading to significant increased costs		Carry out early liaison and applications to statutory bodies to establish capacity in local network and make more accurate cost allowances.

7.0 Recommendations & Next Steps

It is our recommendation that Broxtowe Borough Council seek internal approval to progress the design of the building, based on Location Option B up to RIBA 3, including appointing a wider team of consultants carrying out surveys and investigations.

Following discussion with the Client team on initial thoughts and suggestions put forward in this report, we have outlined below the key next steps and considerations to examine in the next stage:

Next steps:

1. Agreement to proceed to the next stage (up to RIBA 3)
2. The appointment of the consultants as outlined in section 1.1

3. The procurement surveys and investigations to inform the next stages
4. A review of the statutory approvals required, as advised by the project team in the next stage

Key considerations for the next stage:

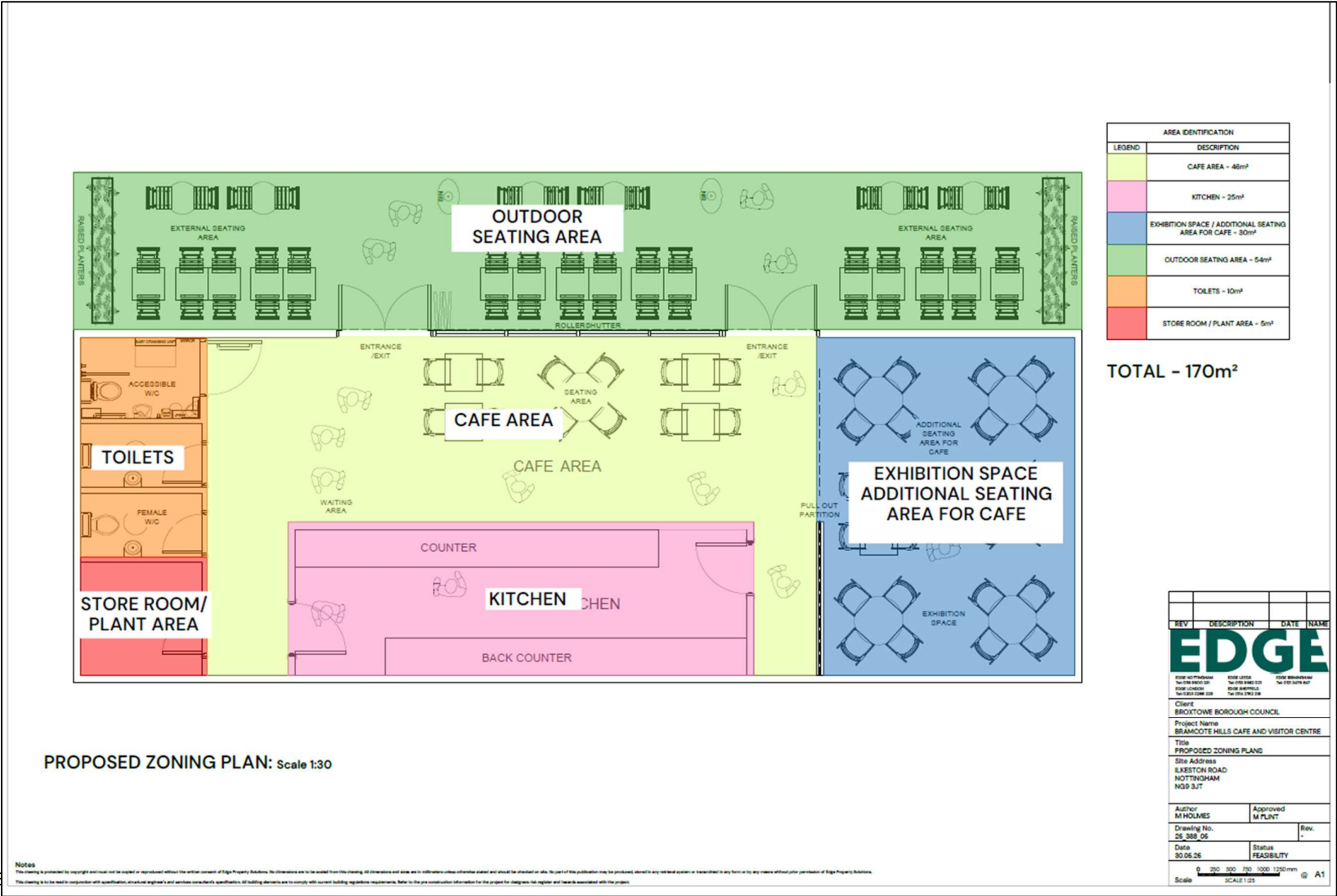
- Review of size / area in light of any budget restrictions advised by client
- Review of design in direct response to the chosen site, including accessibility, site topography and vehicle and pedestrian movements.
- Review of materials for their robustness and resistance to vandalism
- Consider inclusion of serving hatch direct to outdoors
- Consider external door to kitchen area, particularly in light of delivery and refuse proposals
- Consider inclusion of a toilet that accessible from outdoors for out of hours use
- Explore cost of Utilities via connection applications
- Consider public consultation to incorporate any public opinion and de-risk planning process

8.0 Appendices

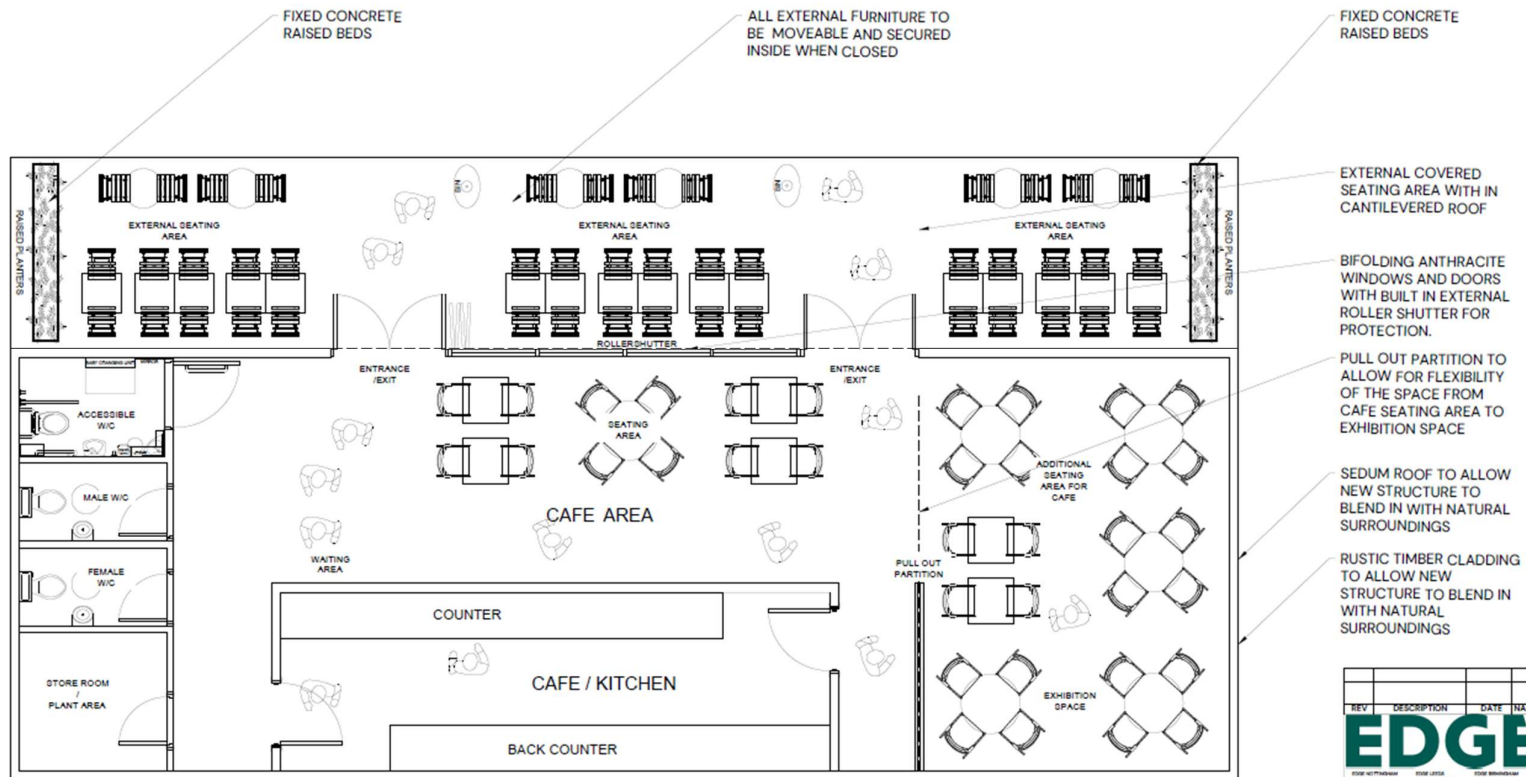
Appendix A – Proposed Zoning Plan
Appendix B - Proposed GA
Appendix C – Site Locations
Appendix D – Outline Programme
Appendix E – Order of Cost Estimate

Appendix A – Proposed Zoning Plan

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Appendix B - Proposed GA



PROPOSED GA : Scale 1:30

COVERS : INTERNAL - 36NO
EXTERNAL - 44NO

TOTAL COVERS: 80NO

Notes

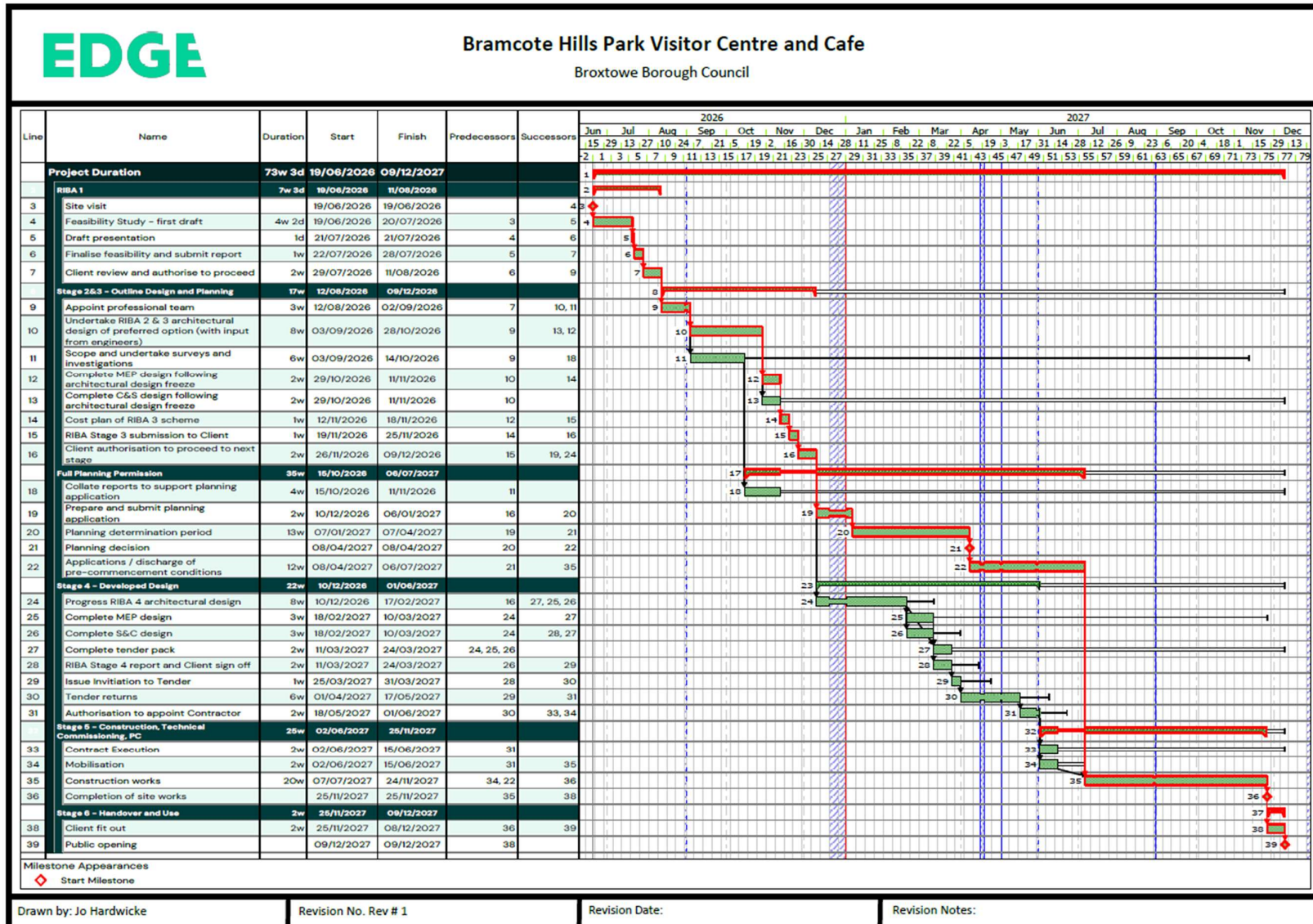
REV	DESCRIPTION	DATE	USER
EDGE			
0104 10/17/2003 0105 01/20/04 0106 04/06/03 0107 04/29/03 0108 01/29/04	0109 1/20/04 0110 4/06/03 0111 12/16/03 0112 12/16/03		
Client: BEVINGTON BOROUGH COUNCIL Project Name: BRAMCOTE HILLS CAFE AND VISITOR CENTRE Title: PROPOSED GA Site Address: ILKESBTON ROAD NOTTINGHAM NG9 3JT			
Author: M HOLMES Drawing No.: 26 389 07 Date: 30.06.06	M PLINT Status: FEASIBILITY Scale: 1:100 0m 20m 40m 60m 80m 100mm		

Appendix C – Site Locations

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Appendix D – Outline Programme



Appendix E – Order of Cost Estimate

EDGE

Order of Cost Estimate No 1

Bramcote Hills Cafe and Visitor Centre

Broxstow Borough Council

Date 22/07/2026

Building potential into reality.

Issued by

EDGEPS LIMITED (EDGE)

(Registered Office) Third Floor, The Birkin Building, 10 Broadway, The Lace Market, Nottingham NG1 1PS

Executive Summary											
1.00	Overall project cost summary										
1.01	Total estimated project cost; <table> <tr> <td>Option A</td><td>£1,067,616</td></tr> <tr> <td>Option B</td><td>£1,008,424</td></tr> <tr> <td>Option C</td><td>£916,672</td></tr> <tr> <td>Option D</td><td>£953,522</td></tr> <tr> <td>Option E</td><td>£1,198,040</td></tr> </table>	Option A	£1,067,616	Option B	£1,008,424	Option C	£916,672	Option D	£953,522	Option E	£1,198,040
Option A	£1,067,616										
Option B	£1,008,424										
Option C	£916,672										
Option D	£953,522										
Option E	£1,198,040										
1.02	The overall cost plan summary is included at Section 2 of the report, with the basis of the cost plan included at Section 1.										
1.03	The estimated project costs includes for the following principal cost headings: a) Construction Works (see below) b) Main Contractors Preliminaries c) Main Contractors Overheads and Profit d) Main Contractors Risk										
1.04	The principal assumptions within the cost estimate are as follows: a) We have assumed the building will sit on traditional strip foundations. b) We have allowed for a sustainability-led design, including renewable technologies (i.e. green sedum roof and Ground Source Heat Pumps). c) We have allowed for the building to be clad in timber cladding, Accoya or equally approved. d) We have assumed that walls are to be painted finish. We have not allowed for any feature wallpaper or timber cladding within the buildings demise e) We have made an allowance for photovoltaic (PV) panels to be installed. We have assumed these will cover half of the roof area. f) We have assumed the buildings floor finish will be a high quality slip resistant vinyl throughout. We have made no allowance for any carpeted areas. g) We have made nominal allowances for FF&E and Kitchen Equipment. It is not assumed at this stage that these are to be procured directly through the Client. h) We have assumed that the building will require telecommunications and CCTV. Allowances have been made for these provisions. i) We have assumed that a pathway will be required around the buildings perimeter. No allowance has been made to tie in pathways within the park. j) We have allowed a nominal allowance for external furniture. At this stage, we have not assumed that these will be procured directly by the Client. k) With regards to external services, we have made allowances for remedial works to the car park where trenches may be required. Please note, with the substation being in close proximity to the main entrance of the park, there may be a requirement to close of the access whilst the works are complete. l) We have assumed that the existing substation has capacity for the building. No allowance has been made for upgrading or providing a new substation to accommodate. m) We have assumed a proposed Start on Site of Q2 2027 with the works completing in Q4 2027.										
1.05	The principal exclusions from the cost estimate includes: a) VAT b) Client contingency										

- c) Professional fees and surveys
- d) Abnormal ground conditions
- e) Abnormal drainage requirements (attenuation)
- f) Major service diversions
- g) Asbestos and the removal of other contaminants
- h) Any increase in capital cost resulting from a detailed life cycle cost assessment
- i) Any costs associated with any onerous planning obligations (e.g. Section 38, 104, 106, 278 agreements)
- j) Inflation beyond the assumed mid-point of construction
- k) Legal costs
- l) Finance costs
- m) Changes to building legislation
- n) Client installed FF&E
- o) Any costs associated with the impact of COVID-19 of the construction cost of the works
- p) Implication of Brexit including change in currency exchange rates and tariffs
- q) Land purchase
- r) IT and data requirements
- s) Out of hours working
- t) Client costs
- u) Alternative locations situated within the park
- v) Costs associated with TPO's
- w) Works associated with upgrading the existing substation or providing new substation.

2.00 Schedule of areas

The below area reflect the Gross Internal Floor Area for the scheme

Floors	Total (m ²)	Total (ft ²)
Basement	N/A	N/A
Ground Floor	170	1829.863
1st Floor	N/A	N/A
2nd Floor	N/A	N/A
3rd Floor	N/A	N/A
4th Floor	N/A	N/A
Totals	170.00	1830.00

Please note that these areas are indicative and are not to be relied upon.

3.00 Assumptions and Clarifications		
3.01	Scope Assumptions:	The item descriptions included within the detailed 'construction works estimate' (Section 3) describe the assumed scope of works and specifications for the various building elements and component parts.
3.02	Delivery Assumptions:	The works will be undertaken in a single phase without any significant restrictions or constraints on working methods or practices. No allowance has been included for significant works to be undertaken out of normal working hours.

Section 1.0 – Basis of Cost Estimate		
1.00	Project Information	
1.01	Proposed project:	The proposed scheme consists of construction of new build café and visitor centre within Bramcote Hills Park.
1.02	Location:	Bramcote Hills Park, Nottingham
1.03	Programme:	Assumed programme 30 weeks
1.04	Base date:	Q3 2026
1.05	Procurement strategy:	Single Stage Competitive
1.06	Form of Contract:	JCT Design & Build 2024
2.00	Basis of Cost Estimate	
2.01	Information used:	The cost plan is based upon the drawings and reports as indicated in Appendix A.
2.02	Quantities:	The cost plan quantities have been measured from the information listed above. As such a number of provisional quantities have been included that will require developing and refinement/amendment as the design progresses and further and better information becomes available.
2.03	Units rates:	Where quantities have been taken from the drawings, the unit rates applied to these quantities have been based upon recent tender returns for other similar projects, adjusted as necessary to reflect the scope of works being provided. Where quantities have not been established, cost per m ² allowances have been used which have been derived from other similar projects.
2.04	Main Contractor Preliminaries:	Main contractor preliminaries have been included on the basis of a percentage addition; an allowance of 12% of the net construction costs has been included.
2.05	Main Contractor OH&P:	The Main Contractor OH&P has been included on the basis of the percentage addition; an allowance of 8% has been included.
2.06	Inflation:	Tender and construction inflation has been included at x% based upon BCIS indices. We have assumed a Start on Site of Q2 2027 completing in Q4 2027.
2.07	Design Fees and Professional Advisors:	Design team fees and professional advisors, including survey costs have been included on the basis of a percentage addition. An allowance of 7.5% of the net construction costs has been included.
2.08	Design and Construction Risk Allowance:	A planning contingency/risk allowance has been included on the basis of a percentage addition. An allowance of 20% of the combined total of the gross construction costs has been included. It is to be noted that this contingency allowance has been assessed on a percentage basis and no costs have been ascertained for any scheme specific risks.

2.0 – Construction Cost Estimate Summary																	
Cost Plan Base Date: Q3 2026		GIFA(m2): 170															
		OPTION A			OPTION B			OPTION C			OPTION D			OPTION E			
Ref	Building Element	Total	Cost/m²	% Age of Job	Total	Cost/m²	% Age of Job	Total	Cost/m²	% Age of Job	Total	Cost/m²	% Age of Job	Total	Cost/m²	% Age of Job	
0	Facilitating works	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	
1	Substructure	79,050	465	7%	79,050	465	7%	79,050	465	7%	79,050	465	7%	79,050	465	7%	
2.1	Frame	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	
2.2	Upper floors	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	
2.3	Roof	84,190	495	8%	84,190	495	8%	84,190	495	8%	84,190	495	8%	84,190	495	8%	
2.4	Stairs and ramps	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	
2.5	External walls	40,800	240	4%	42,840	252	4%	42,840	252	4%	42,840	252	4%	42,840	252	4%	
2.6	Windows, curtain walling and external doors	32,500	191	3%	32,500	191	3%	32,500	191	3%	32,500	191	3%	32,500	191	3%	
2.7	Internal walls and partitions	11,210	66	1%	11,210	66	1%	11,210	66	1%	11,210	66	1%	0	0	0%	
2.8	Internal doors	7,200	42	1%	7,200	42	1%	7,200	42	1%	7,200	42	1%	7,200	42	1%	
3.1	Wall finishes	4,485	26	0%	4,485	26	0%	4,485	26	0%	4,485	26	0%	4,485	26	0%	
3.2	Floor finishes	10,355	61	1%	10,355	61	1%	10,355	61	1%	10,355	61	1%	10,355	61	1%	
3.3	Ceiling finishes	2,180	13	0%	2,180	13	0%	2,180	13	0%	2,180	13	0%	2,180	13	0%	
4	Fittings and furnishings	57,500	338	5%	57,500	338	5%	57,500	338	5%	57,500	338	5%	57,500	338	5%	
5	Services	98,404	579	9%	98,404	579	9%	98,404	579	9%	98,404	579	9%	98,404	579	9%	
6	Pre-fabricated Building Units	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	
7	Works to existing buildings	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	
8.1	External Works	179,958	1,059	17%	144,218	848	14%	91,980	541	9%	112,960	664	11%	263,383	1,549	25%	
A	Total Facilitating and Building Works	607,832	3,575	57%	574,132	3,377	54%	521,894	3,070	49%	542,874	3,193	57%	682,087	4,012	57%	
9	Preliminaries:																
9a	Main Contractor's Preliminaries	12.0%	72,940	429	7%	68,896	405	6%	62,627	368	7%	65,145	383	7%	81,850	481	7%
B	Total Including Prelims	680,772	4,005	64%	643,028	3,783	64%	584,521	3,438	64%	608,019	3,577	64%	763,937	4,494	64%	
10	Overheads and profit																
10a	Main Contractor's OH&P	8.0%	54,462	320	5%	51,442	303	5%	46,762	275	5%	48,642	286	5%	61,115	359	5%
C	Total Including OH&P	735,234	4,325	69%	694,470	4,085	69%	631,283	3,713	69%	656,660	3,863	69%	825,052	4,853	69%	
11	Fees																
11a	Project/Design Team Fees	15.0%	110,285	649	10%	104,171	613	10%	94,692	557	10%	98,499	579	10%	123,758	728	10%
D	Total Including Fees	845,519	4,974	79%	798,641	4,698	79%	725,975	4,270	79%	755,159	4,442	79%	948,810	5,581	79%	
12	Project Costs																
12a	Other Development/Project Costs	3.0%	25,366	149	2%	23,959	141	2%	21,779	128	2%	22,655	133	2%	28,464	167	2%
E	Total Including Project Costs	870,884	5,123	82%	822,600	4,839	82%	747,755	4,399	82%	777,814	4,575	82%	977,275	5,749	82%	
13	Risks																
13a	Risk Allowance	20.0%	174,177	1,025	16%	164,520	968	15%	149,551	880	16%	155,563	915	16%	195,455	1,150	16%
F	Total at Base Date	1,045,061	6,147	98%	987,120	5,807	98%	897,306	5,278	98%	933,377	5,490	98%	1,172,730	6,898	98%	
14	Inflation																
14a	Inflation to midpoint of construction	2.2%	22,555	133	2%	21,305	125	2%	19,366	114	2%	20,145	118	2%	25,311	149	2%
G	Total Estimated Project Cost	1,067,616	6,280	100%	1,008,424	5,932	100%	916,672	5,392	100%	953,522	5,609	89%	1,198,040	7,047	100%	

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Report of the Leader of the Council

Cabinet Work Programme

1. Purpose of Report

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

2. Recommendation

Cabinet is asked to RESOLVE that the Work Programme, including key decisions, be approved.

3. Detail

The Work Programme for future meetings is set out below. Key decisions and exempt items are marked with *.

3 November 2026	• Local Government Reorganisation Update • Regulator of Social Housing Update • Medium Term Financial Strategy and Business Strategy 2027/28 • Play Strategy • Cultural Strategy+ (From POWG and EACH) • Communications and Engagement Strategy+ (From POWG) • Hate Crime Strategy 2026/29 (From POWG) • Annual Events Programme 2027-28+ (From EACH) • Temporary Accommodation Placement Policy (From POWG) • Temporary Accommodation Charging Policy (From POWG) • Vulnerable Person Strategy • Substance Misuse Strategy • Serious Organised Crime Strategy *Exempt* • Parks Standard • Food Waste – Expansion of Establishment* • Expansion of Refuse Fleet+ • Irrecoverable Arrears * Exempt+ • Workforce Profile 2025/26 • Additional Decarbonisation Funding Award for Broxtowe Borough Council
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4. Key Decisions

This is not key decision.

5. Financial Implications

There are no additional financial implications.

6. Legal Implications

The terms of reference are set out in the Council's constitution. It is good practice to include a work programme to help the Council manage the portfolios.

7. Human Resources Implications

There are HR implications purely from the point of view of clarifying roles and responsibilities of Council Officers and responsibilities of partner agencies as required.

8. Union Comments

Not applicable.

9. Climate Change Implications

Not applicable.

10. Data Protection Compliance Implications

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

11. Equality Impact Assessment

There are no Equality Impact Assessment issues.

12. Background Papers

Nil.