



Civic Centre,  
Arnot Hill Park,  
Arnold,  
Nottinghamshire,  
NG5 6LU

# Agenda

## Overview and Scrutiny Committee

Date: **Monday 18 September 2017**

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Time: **5.30 pm**

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Place: **Chappell Room**

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For any further information please contact:

**Helen Lee**

Democratic Services Officer

0115 901 3894

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# Overview and Scrutiny Committee

## Membership

**Chair** Councillor Meredith Lawrence

**Vice-Chair** Councillor Paul Feeney

Councillor Bruce Andrews  
Councillor Sandra Barnes  
Councillor Tammy Bisset  
Councillor Kevin Doyle  
Councillor Roxanne Ellis  
Councillor Helen Greensmith  
Councillor Barbara Miller  
Councillor Marje Paling  
Councillor Stephen Poole  
Councillor Alex Scroggie  
Councillor John Truscott

## **AGENDA**

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- 1 Apologies for Absence and Substitutions.**
- 2 To approve, as a correct record, the minutes of the meeting held on 17 July 2017** 5 - 16
- 3 Declaration of Interests.**
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Report of the Democratic Services Officer.
- 5 Review of Complaints received by the Council and Annual Review Letter from the Local Government Ombudsman 2016/17** 39 - 40  
Report of the Democratic Services Officer.
- 6 Council Plan 2017/19: Overview of Quarter 1** 41 - 54  
Director of Organisational Development and Democratic Services.
- 7 Scrutiny Work Programme** 55 - 64  
Report of the Democratic Services Officer.
- 8 Reports and Notices received by the Chair of Overview and Scrutiny** 65 - 66  
Report of Democratic Services Officer.
- 9 Any other item which the Chair considers urgent.**

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## **MINUTES OVERVIEW AND SCRUTINY COMMITTEE**

**Monday 17 July 2017**

Councillor Meredith Lawrence (Chair)

Councillor Paul Feeney	Councillor Helen Greensmith
Councillor Bruce Andrews	Councillor Barbara Miller
Councillor Sandra Barnes	Councillor Marje Paling
Councillor Tammy Bisset	Councillor Stephen Poole
Councillor Kevin Doyle	Councillor John Truscott
Councillor Roxanne Ellis	

Apologies for absence: Councillor Alex Scroggie

Officers in Attendance: J Robinson, H Barrington and H Lee

Guests in Attendance Councillors J Clarke and M Payne

### **1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS.**

Apologies were received from Councillor Alex Scoggie.

### **2 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 8 MAY 2017**

#### **RESOLVED:**

That the minutes of the above meeting, having been circulated, be approved as a correct record.

### **3 DECLARATION OF INTERESTS.**

None.

### **4 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE**

The Committee welcomed John Clarke, Leader of the Council and Michael Payne, Deputy Leader and Portfolio Holder for Resources and Reputation to discuss a range of issues relating to their areas of responsibility. They were accompanied by the Chief Executive, John Robinson.

Councillor Clarke provided information on a range of issues identified by Members

- **Have there been any business contingency, emergency planning or business continuity strategies developed? For example to respond to drought or changes in the economic climate.**

In total there are over fifty Local Resilience Forum plans covering Business Continuity and Emergency Planning requirements. The Councils emergency plan received a complete re-write in January 2017, and Emergency Planning on call arrangement was revived and training delivered to all senior managers in 2017.

Flooding is one of Gedling's greatest risks and we have specific emergency plans for dealing with flooding, this is scheduled to be reviewed in June 2018.

In the event of drought the Local Resilience Forum has plans for water supplies, which were activated recently for the Severn Trent Water shortage in June 2017.

During discussion the following points were made:

- Members should be included in training as members of the community may look to them for assistance
  - It would be useful to have an information pack which contained relevant contact details in the event of an emergency
  - Lessons need to be learnt from the actions of the authority responsible for the Grenfell fire response
  - The first 12 – 24 hours are critical in any emergency and the need for good communications with the public was paramount
  - Members would find it useful to be informed about police incidents in their ward
  - It is vital to build relationships with other organisations and to work together to provide coordinated responses to emergencies.
- **In relation to building and developing relationships with partners at a local, regional, national and international level. What relationships have been formed, at what level and what benefits have been derived?**

Gedling has a large number of partners and is involved in a wide range of partnerships for many different reasons. At a local level we are in

partnership with the police, health, housing associations, local businesses and an array of voluntary and community groups. This helps to improve people's lives and the challenges presented by homelessness, anti-social behavior, unemployment, debt and housing growth can't be addressed by any single organisation operating on its own. We also provide services to other Councils for example payroll as a means of generating income in addition to operating as a landlord to a wide range of organizations, partly to generate rental income and partly to improve access to services.

At a regional level we are active within the arena of the D2N2 Local Enterprise Partnership, the main purpose of which is to ensure that the priorities of Gedling are taken into account in the allocation of funding. Gedling secured the largest allocation (£10.8 million) for a transport scheme for the Gedling Access Road. The Leader also sits on two Executive Boards of East Midlands Councils and the Chief Executive is the East Midlands lead for the national Syrian Resettlement programme and also is the Modern Slavery Lead for Nottingham and Nottinghamshire. At a national level, the Leader is a member of the National Council for the Association of Public Service Excellence and the Deputy Leader is the Chair of the Local Government Information Unit and the Deputy Chair of the LGA Labour Group. These high profile positions raise the profile of Gedling and provide access to best practice. Internationally we are a partner with a number of countries to deliver the ERASMUS programme, which aims to generate additional apprenticeships and share good practice. The authority is always looking to establish new relationships and although we are no longer involved in Twinning arrangements seek to work co-operatively with other countries.

Members were concerned the withdrawal of the County Council financial support for unaccompanied child migrants could have an adverse effect on the resettlement of Syrian refugees, they were reassured that this would not make any difference to the number that Gedling will assist to resettle. Members expressed their disappointment that the withdrawal of County Council funding appeared to have been taken without any discussion; it needed cross party discussion with the City, districts, East Midlands Council's and Government Ministers.

It was noted that Councillor Wheeler's contribution to the Health and Wellbeing Board has been significant but the loss of borough representatives on the Joint Health Scrutiny Committee was a disappointment.

- **To enhance the building, and maintaining, of positive relationships between elected Members and employees could a target be set advocating a reply times.**

When a Member passes a query or a question to a service area, it is expected that the relevant officer will respond promptly. A target has never been set but is an arrangement that generally works well. However, as services are under increasing pressure and it may not always be possible to react as quickly as people would like. If there is a constant problem Members should raise this with the relevant Director or Chief Executive.

Members commented that that if a quick response is not possible a holding email to indicate receipt of the email and a date when a response would be available would be helpful. The usefulness of a visit to the Contact Centre to enable Members to learn how it operated was suggested.

- **L1006 Working Days lost to sickness. What measures are being considered that may have a positive impact? Should a target figure of nine days be considered? What are the main reasons for absence?**

A number of measures to address this issue are being considered and should have a positive impact. Following discussion at SLT a report went to the last meeting of the Joint Consultative and Safety Committee in May. This outlined some specific measures to tackle this issue including:

- Continuation of case management meetings designed to review how long term absences are being managed. Meetings are attended by relevant directors, service managers and HR
- A review of monthly sickness information
- Introduction an employee assistance programme
- Introduction access to 'fast track' physiotherapy support
- Introduction into our policy the themes of the 'Dying to Work Charter'
- Review of the policy to limit the period of absence
- Review of trigger points.

Further consultation will take place with Trade Unions before approval. The target level of ten days has been set as a performance indicator for 2017/18, but based on the year outrun 2016-17 of around 11.7 days this represents a challenge. Absence rates were high last year due in part to a high number of long term absences. There has been an improvement in the first two months of this year with an outrun of 11.38 days for April/May, however it will be necessary to replace the higher levels of

absence over the last 12 months with very low levels of absence during quarters 2-4 in order to meet a target of nine days at year end.

In the last financial year the causes of the three highest rates of absence with depression/anxiety (20.6%), recovery from surgery (16.6) and muscular/skeletal problems (16.3%)

Councillor Payne then provided information regarding a range of questions identified prior to the meeting.

- **L1057 Are there any plans to increase the target when the current target has been exceeded.**

This performance indicator needs to be looked at in conjunction with L1052 Percentage of calls to the contact Centre answered (or call back made) The reason for this is that customer service advisers are moved from telephones to booths in order to deal with demand. The targets set in the Gedling Plan for 2017/18 seek to maintain current standards, which do not reflect any lack of ambition but recognition of the financial challenges facing the Council.

- **LI017 Percentage of Business Rates collected: noting that the percentage collected for 2016/17 is at 98.71% and is slightly below target of 98.90%, can the Deputy Leader give the balance owed in monetary terms, and explain what measures are taken to recover it.**

This is the second highest collection rate in Nottinghamshire District Councils. The collection of business rates within Gedling is difficult because it has significant number of smaller businesses, whereas other districts have the advantage of collecting from large organisations. Despite this there has been a high collection rate of 98.71%. The target is a challenging one and at the year-end performance fell short by 0.29% or £32,000. Any balances remaining are recovered in subsequent years. The total amount uncollected in respect of 2016/17 was £292,000 (compared to a 100% collection rate). Business rate arrears for all previous years total £488,000. There is still uncertainty what is happening to business rate revenue in the future.

- **LI016 Percentage of Council Tax collected: noting that the percentage collected for 2016/17 is at 98.40% and is slightly below target of 98.50%, can the Deputy Leader give the balance owed in monetary terms, and explain what measures are taken to recover it.**

This is the third highest collection rate in Nottinghamshire. The target set is ambitious and it was missed by 0.1% or £45,000. The 98.4% is the collection rate within the year against Council Tax that was raised; any remaining balances are collected in subsequent years using effective recovery procedures reminders, magistrates court, enforcement agencies etc. The total amount uncollected in respect of 2016/17 was £1,1300,000 (i.e. compared to 100% collection rate). The total council tax arrears for all previous years total £3,093,000

The team that deals with this issue has lost staff but has remained very effective. Members commented that the closure of small businesses in the borough must have affect collection rates.

- **How does the council ensure it gets the best deal when negotiating developer contribution**

Where contributions are due, discussions take place as early as possible and are negotiated in accordance with our adopted planning policies and guidance. In reality the process does not always work as well as it should. There are a number of factors which complicate the process for example where the Council owns the land or where there is a need to agree priorities with other departments or authorities.

- **Please explain what is being done to create a stronger commercial and entrepreneurial culture?**

Officers are working on a new approach which will redefine the way in which we work. This has four themes, digitalisation, agile working, demand management and commercialisation. Underpinning these themes are a set of Service Manager led working groups that will deliver change and improvement for the Council.

A draft strategy has been produced which focusses on four key areas of activity:

1. Strengthening the Council's commercial culture
2. Increasing income from Council services through trading, charging and investment
3. Increasing external funding to the Council
4. Increasing capital and revenue income through housing development and economy/employment growth.

This new approach has been discussed with Service Managers, income generation areas identified and income generation targets set. Project teams are working on business cases for pet cremations, a parks and street care company and options for housing development. A sales and

marketing manager is to be recruited. Surplus plots of land have been identified and assessed for suitability for housing or sale.

Concern regarding the effect on some proposals could have on small business in the borough was expressed.

The Leader was asked about the opening of Gedling Country Park. The ward councillor expressed concern that she was not invited to the opening and had not even been made aware it was taking place. This developed into a discussion regarding how members could be informed about activities taking place in their ward and speaking to the media at events. This is an area that could be included in future work programme.

**RESOLVED TO:**

- Thank Councillor Clarke and Payne for an interesting and informative discussion; and
- note the information provided.
- Arrange a visit to the Contact Centre for interested Members.

**5**

**COUNCIL PLAN 2016/17: OVERVIEW OF QUARTER 4 AND YEAR END PERFORMANCE**

The Director of Organisational Development and Democratic Services presented a report, which had been circulated in advance of the meeting, informing the committee about the position against Improvement Actions and Performance Indicators in the 2016/2017 Gedling Plan.

The report gives figures for actions and indicators and a presentation provided additional information.

A number of mechanisms are used to find out how well the authority is perceived by the public and how it is doing in relation to other organisations. This includes:

- **A mystery shopper exercise.** An exercise ran from November 2016 to January 2017 and four categories were tested, calls, e-mails, letters and visits. Customer service performance for all calls scored excellent. All e-mails were replied within one day. Letters responses were courteous and friendly, premises accessible. and staff courteous and friendly. This exercise also included back office services.
- **An internal Services Survey.** This indicated that 79% of services have improved or maintained standards and 87% were satisfied with the way teams communicate with their customers.

- **Examining complaints.** There were more compliments and fewer complaints in 2016/17. 80% of compliments were about staff and 20% related to events. When a complaint is received remedial action is taken.

Examples of encouraging indicators include:

- **Minor and other planning applications determined within eight weeks**
- **Increased Bonington Theatre attendance**
- **The response to Individual Registration canvasses up to 98% against 93% target**
- **26 work experience placements**
- **Customer satisfaction with overall customer service up to 94% against a 85% target**
- **The level of anti-social behaviour has fallen.**

There continue to be performance concerns and challenges relating to:

- **Sickness absence**
- **Housing Benefit administration**
- **Housing needs.**
- **Housing Empty homes.**

During discussion the following points were highlighted

- **Sickness absence had been improving but is starting to increase. Absence of one or two members of staff in a small team and long term absence can have a big effect on the statistics. There is a policy of managing sickness absence, managers monitor rigorously with the aim of returning staff to work as soon as possible, all staff have a back to work interview when returning.**
- **The reduction in staffing levels allied with not filling vacant posts will have an effect on some services.**
- **Stress is not always work related. The authority will refer to a counselling service if required.**
- **Housing Benefit claims need to be processed as quickly as possible and processes are currently under review.**
- **The lack of house building remains a concern, the speed of housing growth and number of affordable houses did not meet target. The issue surrounding stalled sites is being addressed, however progress is slow, and this is an increasingly frustrating area. There has been some progress on the Teal Close development.**
- **An officer has been engaged specifically to look at bringing properties back into use.**

**Councillor S Barnes left the meeting at 7.40**

**RESOLVED to:**

- **Note the progress against actions and performance indicators against the 2016/19 Gedling Plan.**

**6**

## **SCRUTINY WORK PROGRAMME**

### **COMPLETED SCRUTINY REVIEWS 2015/16**

- **Obesity**

Progress on the implementation of recommendations arising from the Obesity review that relate to Leisure Services, will be available at the September Committee.

### **SCRUTINY REVIEWS 2016/17**

- **Elderly Persons Working Group**

**The final report and recommendations arising from the Elderly Persons working group were discussed and, subject to minor alterations to the recommendations, agreed. It was decided that any changes to the recommendations could be approved by the Chair of the working group.**

- **Income Generation Working Group**

The final report and recommendations arising from the Income Generation working group were discussed and agreed.

- **The Gedling Councillor Standard**

**Members were informed that this working group would commence in September. Councillor Greensmith agreed to join the group.**

### **SCRUTINY IN COMMITTEE**

**Members were informed that Councillor Peter Barnes, Portfolio Holder for Environment would be attending the September Committee. A request for questions and areas to be examined will be circulated prior to the Committee.**

**Councillors Truscott, Greensmith and Feeney left the meeting at 8.00pm**

### **PROPOSED REVIEWS 2017/18**

**The Committee discussed and agreed to establish two new reviews:**

- Improving the effectiveness of scrutiny

**This review will consider the effectiveness of the Committee, exploring different mechanisms for holding the Executive to account, examine ways to effectively monitor performance and develop a mechanism for selecting topics for review.**

- Promoting the transparency of the Council

Members will examine options available to increase interest and transparency of Council committees.

Councillors Lawrence, Paling and R Ellis agreed to be included in the working group.

A request for Members for both these working groups will be sent to committee members and the wider membership of the Council.

#### **INFORMATION UPDATES FROM PREVIOUS ITEMS AT COMMITTEE**

Members requested that Councillor Collis, the Council's Policy Advisor for the armed forces be invited to the next meeting to discuss actions taken by the Council to support the signing of the Community Covenant.

Councillor Miller raised the problem of uncollected contaminated bins and it was agreed that the service manager for refuse be contacted to find out what could be done to improve this problem.

Councillor Lawrence informed the Committee that he is now the Chair of the East Midland's Council Scrutiny Network. He briefly discussed the last meeting and asked that a publication from the Centre for Public Scrutiny be circulated to members of the Committee.

#### **RESOLVED to:**

- **note the information relating to the Obesity review.**
- **agree the Income Generation and the Elderly Person's reviews and submit to Cabinet, requesting a response for the November Overview and Scrutiny Committee.**
- **establish working groups to consider the effectiveness of scrutiny and the openness of the Council.**
- **invite Councillor Collis to discuss the Armed Forces Community Covenant.**

- **request information regarding the collection of contaminated refuse bins.**

**7 ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT.**

None.

The meeting finished at 8.10 pm

Signed by Chair:  
Date:

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**Report to:** Overview and Scrutiny Committee

**Subject:** Programme of Portfolio Holder Attendance

**Date:** 18<sup>th</sup> September 2017

**Author:** Democratic Services Officer

## **1. PURPOSE OF THE REPORT**

- I. To consider the areas of responsibility of Councillor Peter Barnes, Portfolio Holder for Environment as part of the programme of holding the Executive to account.
- II. To discuss areas for examination in the Housing, Health and Wellbeing Portfolio in preparation for the November meeting.

## **2. BACKGROUND**

At the 20<sup>th</sup> July 2015 Overview and Scrutiny Committee, Members agreed to continue with a programme of attendance by Portfolio Holders, and relevant officers, at committee. Areas of performance, within each portfolio for examination, would be identified, and questions for the Portfolio Holder submitted in advance of each meeting. 'Ad hoc' questions could also be put forward at the meeting itself. Non-executive Members are also invited to submit questions for the Portfolio Holder.

## **3. 2017/2018 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE**

**3.1** Councillor Peter Barnes, Portfolio Holder for Environment is attending the Committee to give Members the opportunity to examine areas of responsibility in his Portfolio which includes:

- Waste management
- Street cleaning

- Maintenance and development of parks, open spaces, cemeteries and allotments
- Energy management and sustainability.

A customised report detailing performance outcomes for Q1 are attached at **Appendix 1** to assist Members' identify areas for consideration.

### **3.2 Questions and areas for discussion received in advance of the committee.**

#### **Councillor Meredith Lawrence**

- 1) What lessons have been learnt from the recent unauthorised encampments on Gedling's open spaces?
- 2) When was the last time the feasibility of the provision of toilet facilities on Gedling open spaces, for example Colwick recreation ground, was considered, and is this something that could be looked at in the future?

#### **Councillor Kevin Doyle**

- 1) I have noticed recently an increase of illegal fly tipping on a large, industrial scale covering huge expanses of rural ground. This has affected two sites in neighbouring counties but also a well-publicised case in Cotgrave. I would like assurance that the Portfolio holder is aware of this increased risk?  
Also:
  - Has he identified potential areas in GBC for this activity?
  - Liaised with County Hall in both Leicester and Nottingham to establish lessons learnt, Modus Operandi of the culprits etc.?
  - Discussed and formulated an action plan if this were to occur in our area?
- 2) **NI 192. Percentage of Household Waste sent for reuse, recycling and composting**

The current figure is based on an estimate, when will this actual figure be known, and why the delay? Quite a few people raised about not being able to recycle the strawberry punnet type of plastics which now proliferates and packages all sorts of products. This is clear plastic of a flimsy nature. On a

visit to Veolia they did refer to this and said their equipment could not handle these plastics. However, in conversation with other people in different districts they say these can be recycled. Could the portfolio holder, establish from Veolia exactly why they cannot be recycled, why other companies can recycle and when will Veolia develop and take more of our plastics etc.? For many years now the types of recyclable material has remained static. GBC should ask and seek for a wider variety of disposables to be added to our green bins.

- 3) Bolton Council has revealed that in their first year of operation “slim bins” have saved taxpayers £3.4m in waste disposal costs. In June last year the council swapped from the normal 240-litre grey household waste bins to thin 140-litre bins to save on landfill costs and boost recycling.

Has GBC looked into this potential saving and increased recyclable waste?

4) **Actions –**

- **Raise the profile of the ‘Love where you Live’ campaign to educate residents and reduce incidents of environmental crime.**  
Could the Portfolio holder please elaborate on the "Love Where You Live Campaign, the aim, scope, delivery times, measurables etc.?
- **Undertake a review of street cleansing operations and invest/reallocate resources as appropriate.**  
Both of these are at 0% and need to be completed by end March 2018, when will there be some progress on this review?

**4. FUTURE PORTFOLIO HOLDER ATTENDANCE**

Councillor Henry Wheeler, Portfolio Holder for Housing, Health and Wellbeing, will be attending the next meeting of the committee to give Members the opportunity to examine areas within his Portfolio.

This includes:

- Leisure centres and sports development
- Health promotion and development
- Bonington Theatre
- Homelessness and Housing needs
- Housing and Council Tax benefits

- Liaison with Public Health and Clinical Commissioning Group

A customised report detailing performance outcomes for Q1 for the above Portfolio is attached at **Appendix 2** to assist Members' identify areas for consideration.

## **5. RECOMMENDATION**

The Overview and Scrutiny Committee is recommended to:

- Consider, ask questions and comment on the information provided
- Thank Councillor Barnes and other guests for their attendance
- Discuss and consider areas for examination in Councillor Wheeler's Portfolio.

## **APPENDICIES**

**Appendix 1: Q1 Environment**

**Appendix 2: Q1 Housing, Health and Wellbeing**

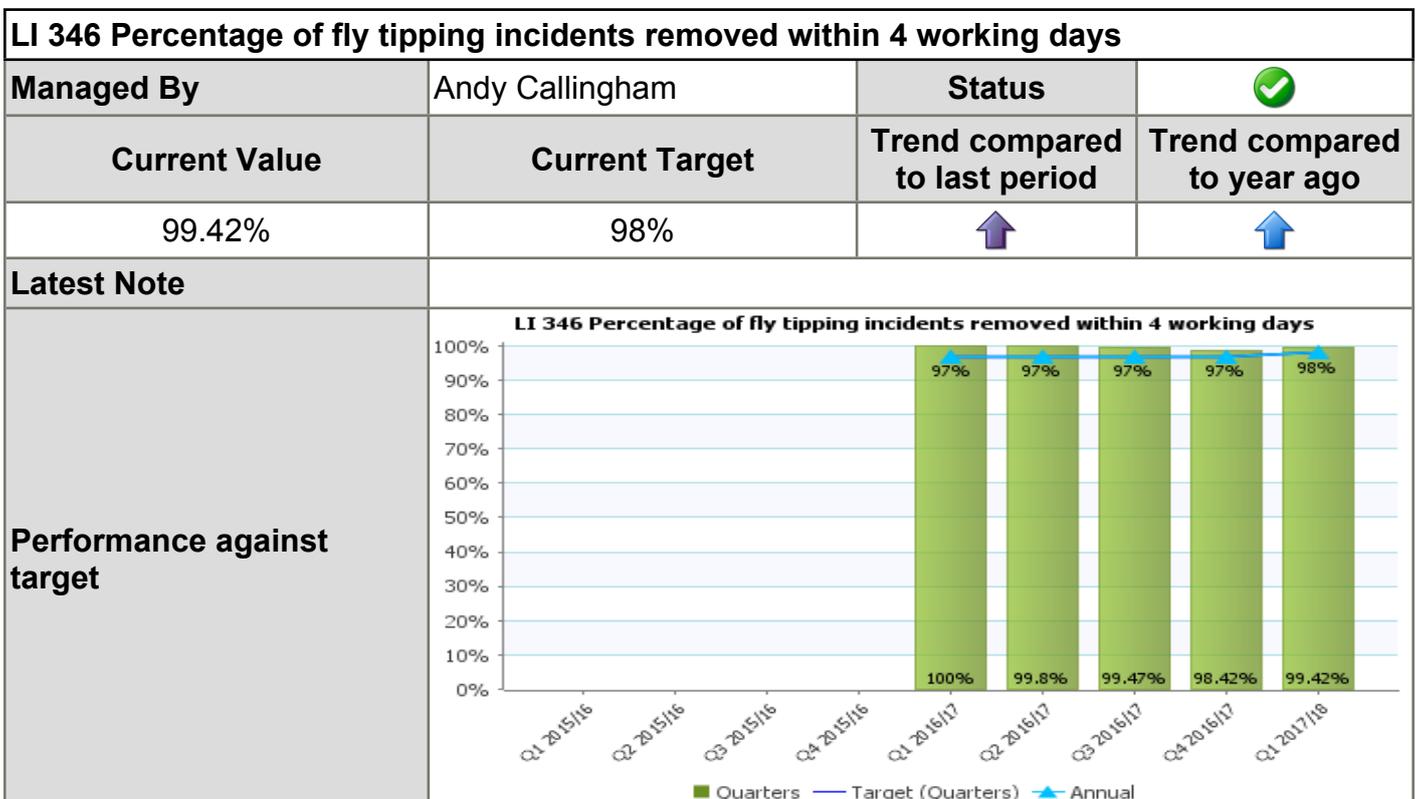
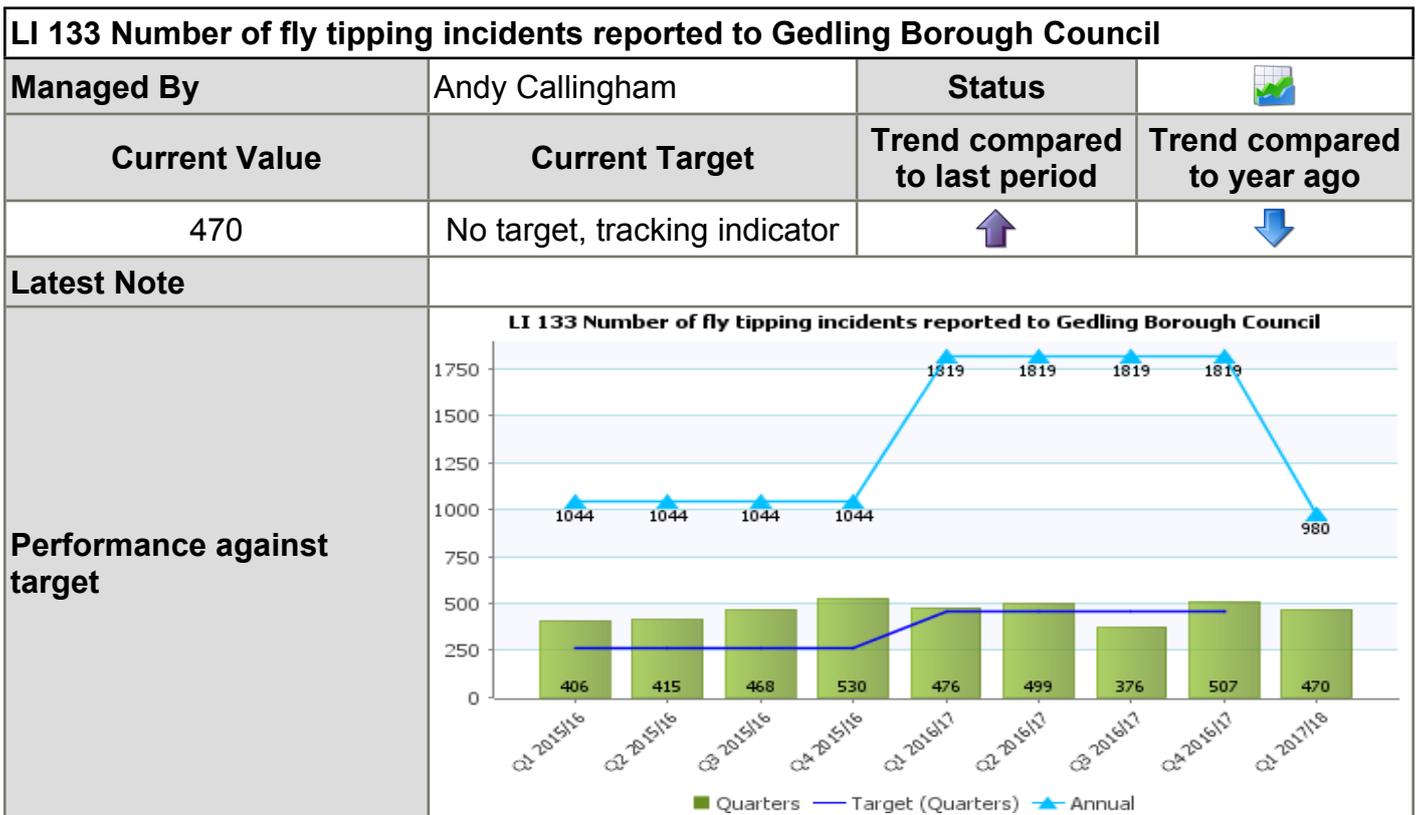
## Portfolio Holder Performance Report - Quarter 1 2017/18

### Portfolio - Environment

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

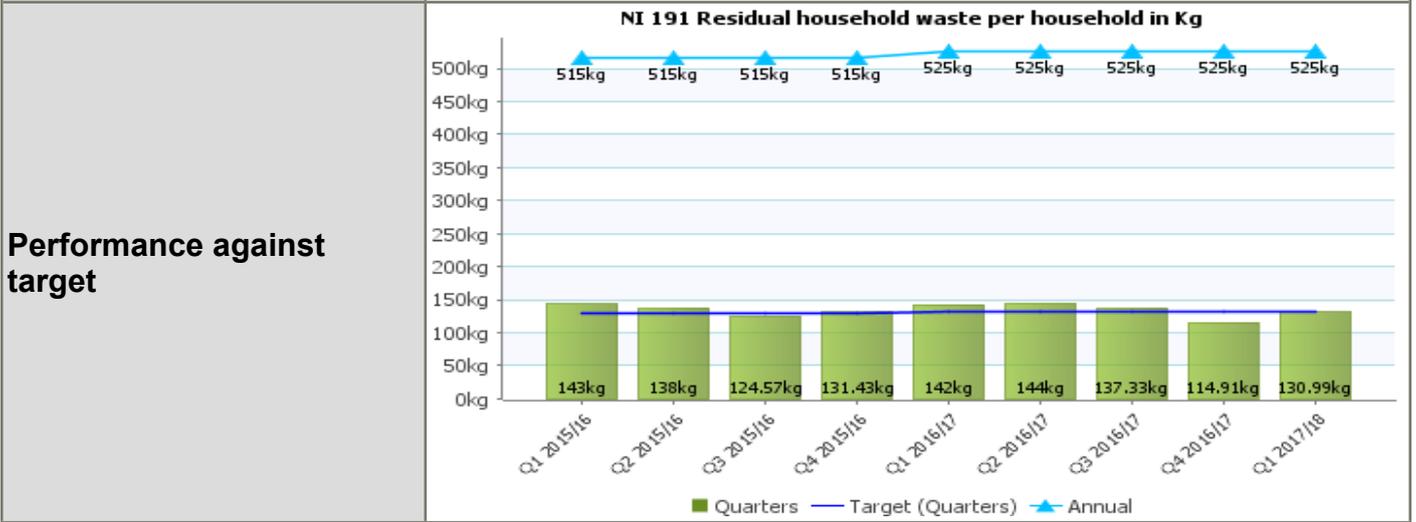
## Indicators



### NI 191 Residual household waste per household in Kg

<b>Managed By</b>	Mark Hurst	<b>Status</b>	
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
130.99kg	131.25kg		

**Latest Note**

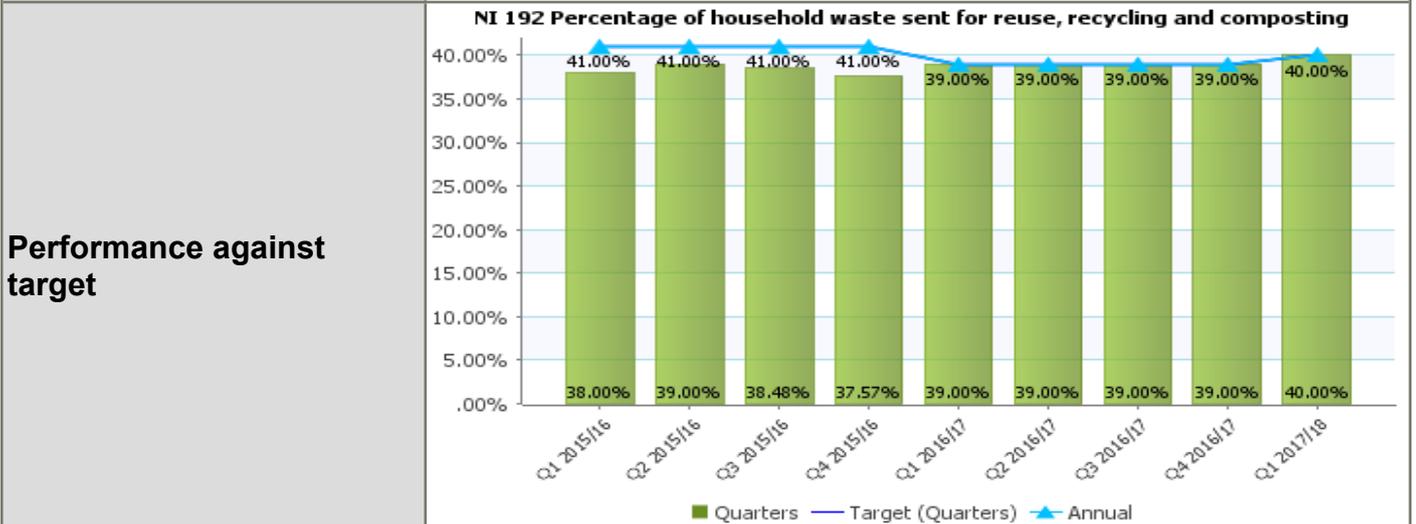


### NI 192 Percentage of household waste sent for reuse, recycling and composting

<b>Managed By</b>	Mark Hurst	<b>Status</b>	
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
40.00%	40.00%		

**Latest Note**

Current figure is an estimate based on weight ticket information to date. Once the final figure is known our performance will be reviewed and an action plan developed as required

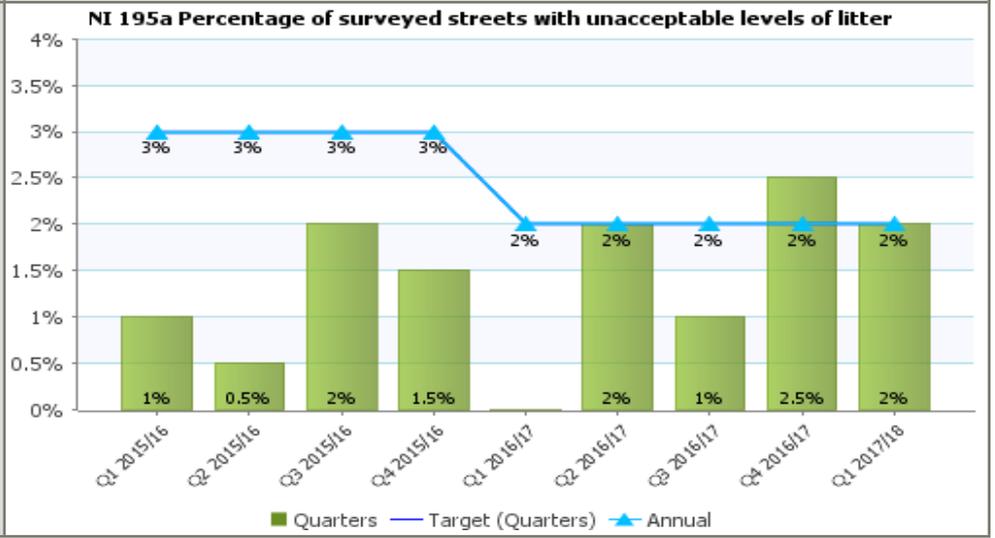


**NI 195a Percentage of surveyed streets with unacceptable levels of litter**

<b>Managed By</b>	Melvyn Cryer	<b>Status</b>	
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
2%	2%		

**Latest Note**

**Performance against target**



## Actions

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Raise the profile of the 'Love Where You Live' Campaign to educate residents and reduce incidents of environmental crime	Melvyn Cryer		31-Mar-2018	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; display: flex; align-items: center; justify-content: center;"><span>0%</span></div>	
Implement the Parks and Green Spaces Strategy	Melvyn Cryer		31-Mar-2018	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;"><span>14%</span></div>	
Undertake review of street cleansing operations and invest/re-allocate resources as appropriate	Melvyn Cryer		31-Mar-2018	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; display: flex; align-items: center; justify-content: center;"><span>0%</span></div>	
Develop a visitors' centre at Gedling Country Park	David Wakelin		31-Mar-2018	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;"><span>100%</span></div>	
Encourage households and businesses to reduce, re-use and recycle more of their waste	Mark Hurst		31-Mar-2018	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;"><span>12%</span></div>	
Provide a bulky waste amnesty	Mark Hurst		28-Feb-2018	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;"><span>25%</span></div>	Bulky Waste amnesty will take place around January to February 2018
Provide an additional waste collection over the Christmas period 2017	Mark Hurst		01-Jan-2018	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;"><span>50%</span></div>	Over the festive period (24th December to January 6th) crews will collect extra black bin waste, recycling and glass as printed on the collection day calendars.

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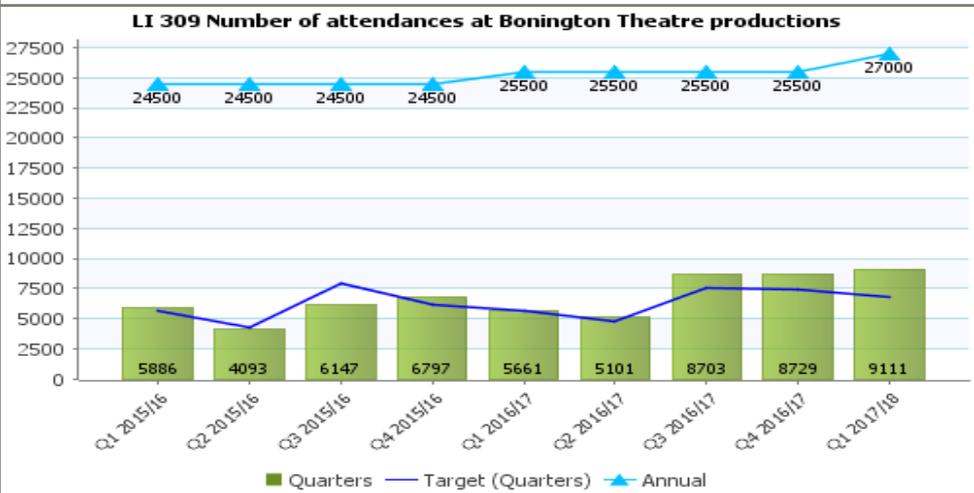
## Portfolio Holder Performance Report - Quarter 1 2017/18

### Portfolio - Housing, Health and Wellbeing

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

### Indicators

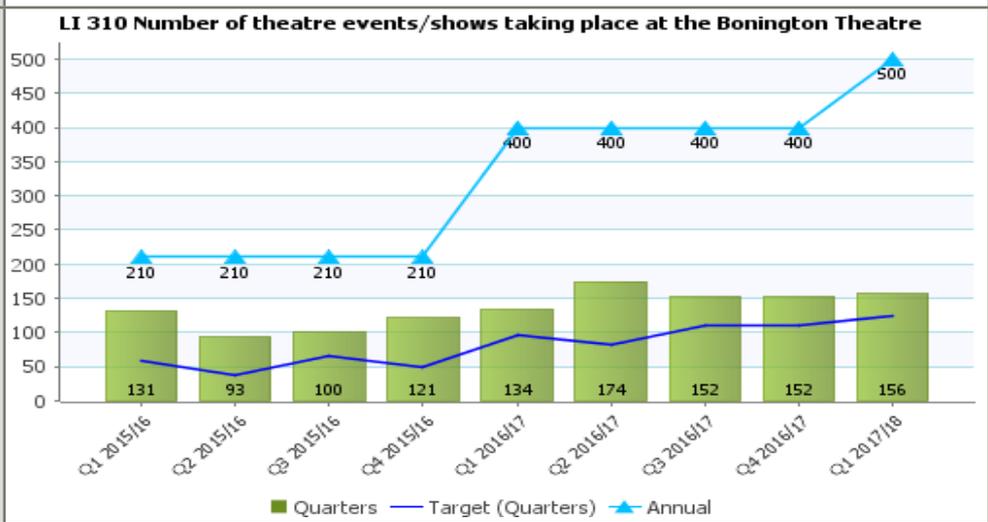
LI 309 Number of attendances at Bonington Theatre productions			
<b>Managed By</b>	Sarah Retzlaff	<b>Status</b>	
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
9111	6750		
<b>Latest Note</b>			
<b>Performance against target</b>	 <p>The chart displays quarterly attendances (green bars) and annual targets (blue line with triangles) for LI 309. Quarterly attendances are: Q1 2015/16 (5886), Q2 2015/16 (4093), Q3 2015/16 (6147), Q4 2015/16 (6797), Q1 2016/17 (5661), Q2 2016/17 (5101), Q3 2016/17 (8703), Q4 2016/17 (8729), and Q1 2017/18 (9111). Annual targets are: 24500, 24500, 24500, 24500, 25500, 25500, 25500, 25500, and 27000.</p>		

**LI 310 Number of theatre events/shows taking place at the Bonington Theatre**

<b>Managed By</b>	Sarah Retzlaff	<b>Status</b>	
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
156	125		

**Latest Note**

**Performance against target**



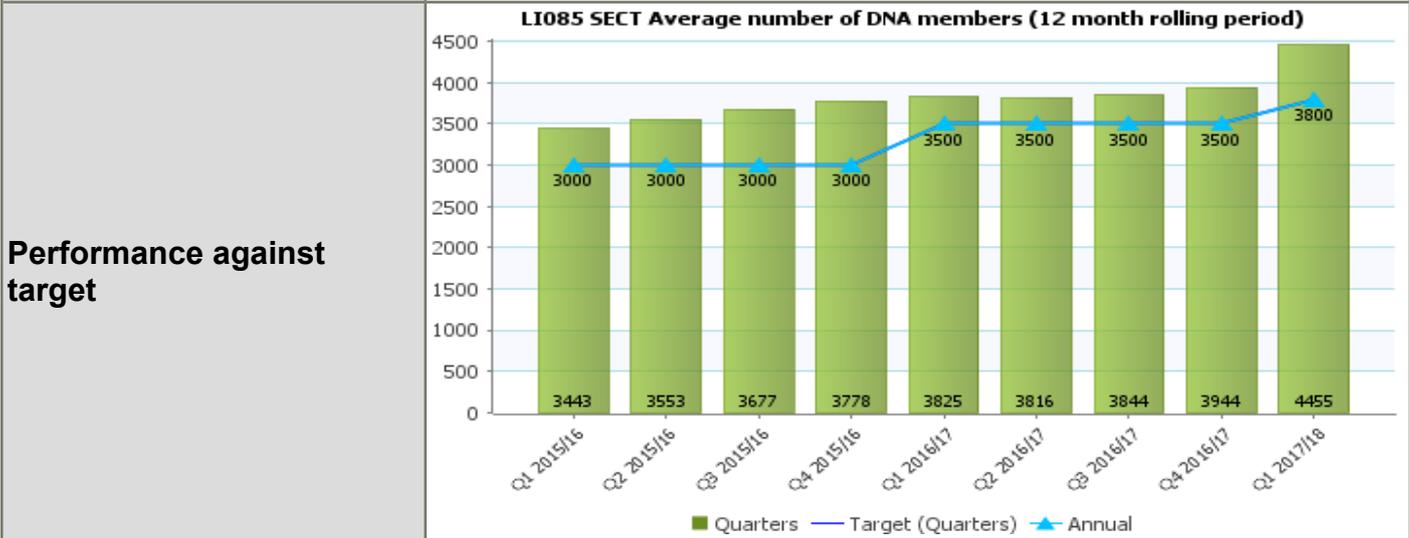
LI 310c Number of cinema shows taking place at the Bonington Theatre																											
Managed By	Sarah Retzlaff	Status																									
Current Value	Current Target	Trend compared to last period	Trend compared to year ago																								
56	56																										
Latest Note																											
Performance against target	<p style="text-align: center;"><b>LI 310c Number of cinema shows taking place at the Bonington Theatre</b></p> <table border="1"> <caption>LI 310c Number of cinema shows taking place at the Bonington Theatre</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> <th>Annual</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>54</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q2 2016/17</td> <td>95</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q3 2016/17</td> <td>54</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q4 2016/17</td> <td>48</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q1 2017/18</td> <td>56</td> <td>100</td> <td>224</td> </tr> </tbody> </table>			Quarter	Quarters	Target (Quarters)	Annual	Q1 2016/17	54	100	100	Q2 2016/17	95	100	100	Q3 2016/17	54	100	100	Q4 2016/17	48	100	100	Q1 2017/18	56	100	224
	Quarter	Quarters	Target (Quarters)	Annual																							
Q1 2016/17	54	100	100																								
Q2 2016/17	95	100	100																								
Q3 2016/17	54	100	100																								
Q4 2016/17	48	100	100																								
Q1 2017/18	56	100	224																								

LI 372 Percentage of households who considered themselves as homeless who approached the Council and for whom housing advice resolved their situation																											
Managed By	Duncan Adamson	Status																									
Current Value	Current Target	Trend compared to last period	Trend compared to year ago																								
19.51%	13%																										
Latest Note																											
Performance against target	<p style="text-align: center;"><b>LI 372 Percentage of households who considered themselves as homeless who approached the Council and for whom housing advice resolved their situation</b></p> <table border="1"> <caption>LI 372 Percentage of households who considered themselves as homeless who approached the Council and for whom housing advice resolved their situation</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> <th>Annual</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>9.73%</td> <td>13%</td> <td>13%</td> </tr> <tr> <td>Q2 2016/17</td> <td>13.92%</td> <td>13%</td> <td>13%</td> </tr> <tr> <td>Q3 2016/17</td> <td>13.41%</td> <td>13%</td> <td>13%</td> </tr> <tr> <td>Q4 2016/17</td> <td>12.24%</td> <td>13%</td> <td>13%</td> </tr> <tr> <td>Q1 2017/18</td> <td>19.51%</td> <td>13%</td> <td>13%</td> </tr> </tbody> </table>			Quarter	Quarters	Target (Quarters)	Annual	Q1 2016/17	9.73%	13%	13%	Q2 2016/17	13.92%	13%	13%	Q3 2016/17	13.41%	13%	13%	Q4 2016/17	12.24%	13%	13%	Q1 2017/18	19.51%	13%	13%
	Quarter	Quarters	Target (Quarters)	Annual																							
Q1 2016/17	9.73%	13%	13%																								
Q2 2016/17	13.92%	13%	13%																								
Q3 2016/17	13.41%	13%	13%																								
Q4 2016/17	12.24%	13%	13%																								
Q1 2017/18	19.51%	13%	13%																								

**LI085 SECT Average number of DNA members (12 month rolling period)**

<b>Managed By</b>	Sarah Retzlaff	<b>Status</b>	
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
4455	3800		

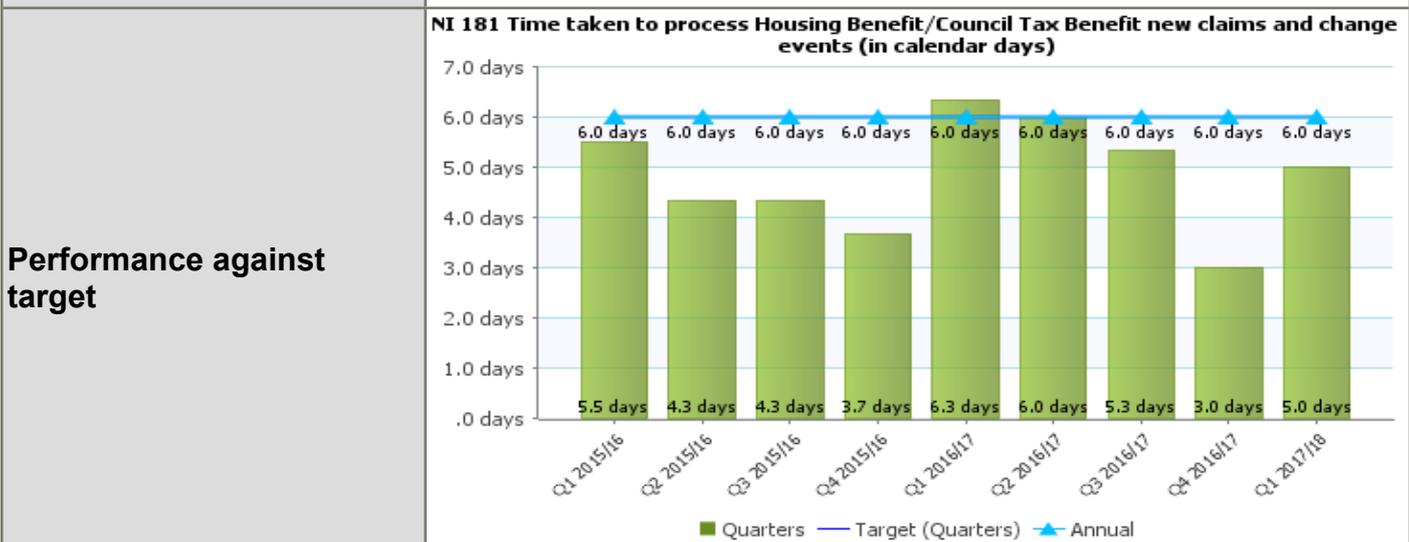
**Latest Note**



**NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (in calendar days)**

<b>Managed By</b>	Duncan Adamson	<b>Status</b>	
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
5.0 days	6.0 days		

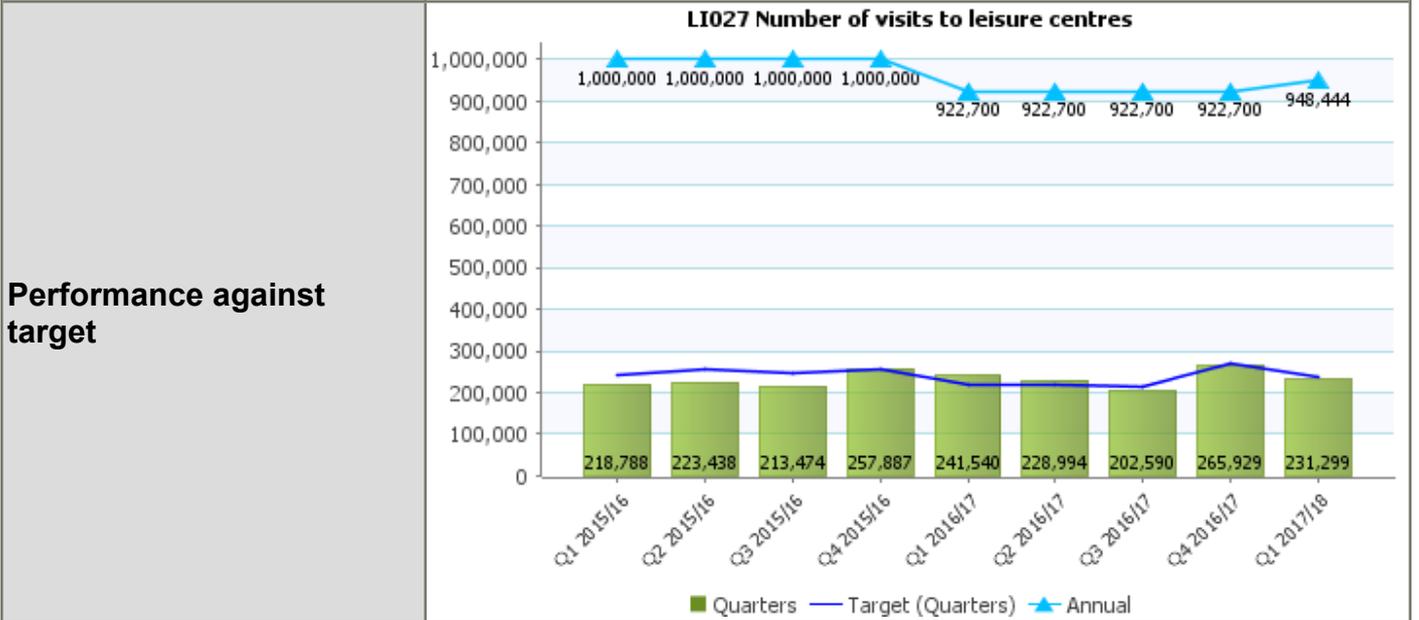
**Latest Note**



**LI027 Number of visits to leisure centres**

<b>Managed By</b>	Sarah Retzlaff	<b>Status</b>	
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
231,299	237,111		

**Latest Note** Closure of Arnold Leisure Centre Pool since end May has affected user figures. The pool is due to re-open to users after the summer break.

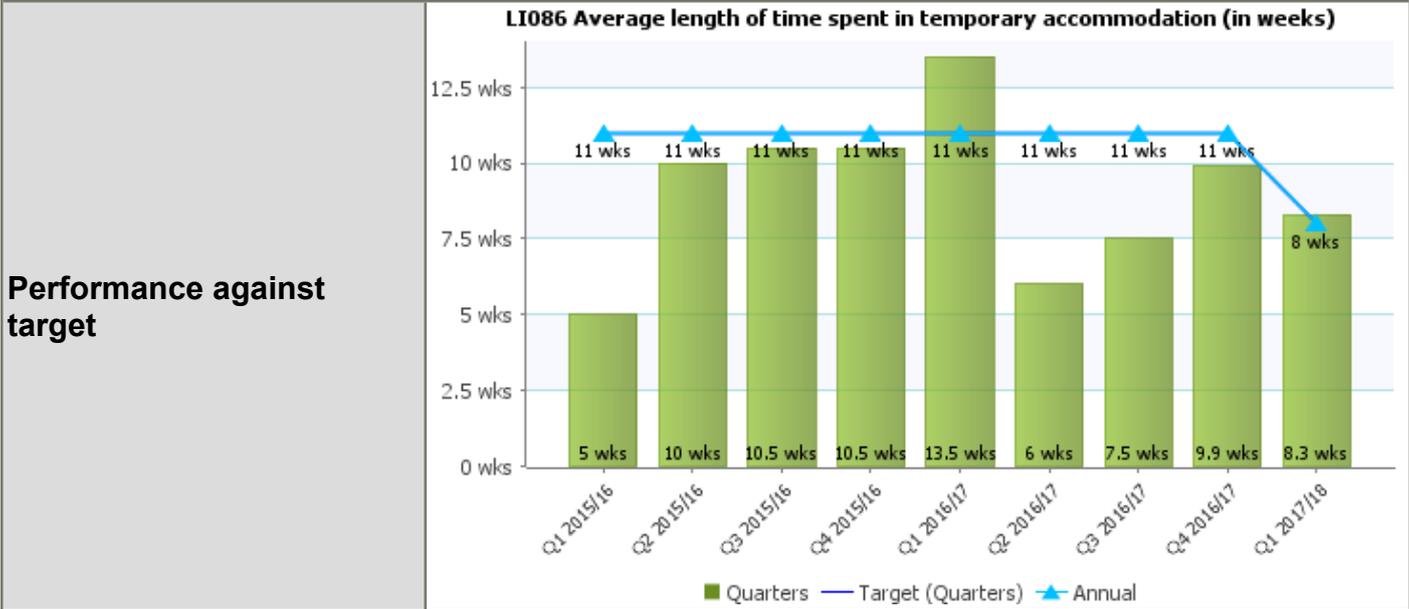


**LI086 Average length of time spent in temporary accommodation (in weeks)**

<b>Managed By</b>	Duncan Adamson	<b>Status</b>	▲
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
8.3 wks	8 wks	▲	▲

**Latest Note**

Whilst not on target, there has been significant improvement in performance from quarter 4 to slightly over the target of 8 weeks for Quarter 1. This is very much demand led and dependent on Gedling Homes, Housing Associations and Private Sector properties being available. This target will be closely monitored over the next Quarter as the length of time spent in Temporary Accommodation is increasing, it is unlikely that we will reach the target at end Quarter 2.

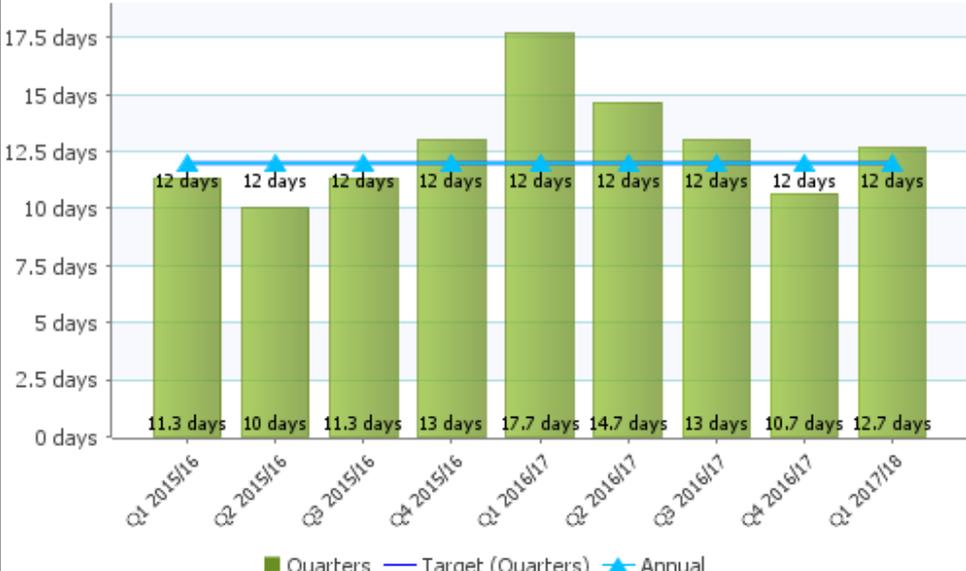


**LI051 Average time to process homeless applications (number of working days)**

<b>Managed By</b>	Duncan Adamson	<b>Status</b>	
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
13.62 days	12 days		

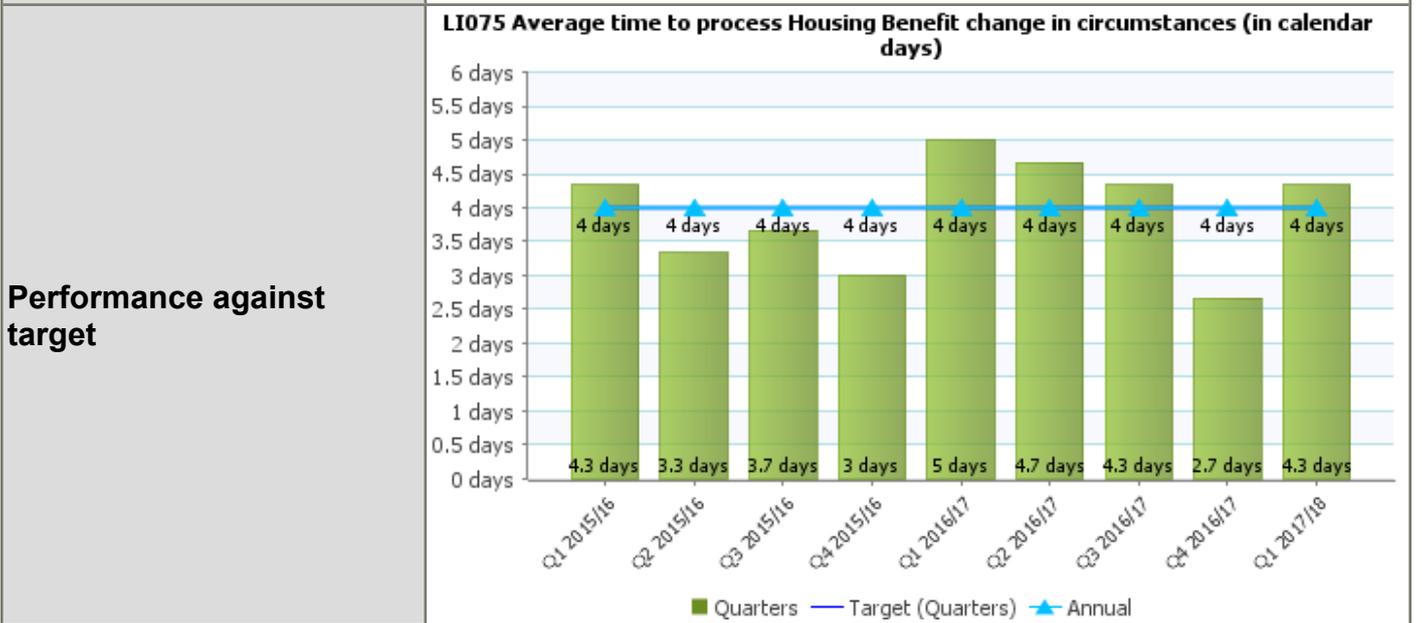
**Latest Note**  
 Reduction in staff resources has partly contributed to missing the target, but with reprioritisation it is expected performance will be improve and meet the target in the future.



<b>LI074 Average time to process new Housing Benefit claims (in calendar days)</b>																																	
<b>Managed By</b>	Duncan Adamson	<b>Status</b>																															
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>																														
12.7 days	12 days																																
<b>Latest Note</b>	<p>The teams' performance is slightly over the target this quarter by 0.7 of a day. This is a challenging target (in 2010/11 it was 20 days) and the Benefits section has had continuous welfare reform changes to implement whilst carrying two vacancies as part of the budget efficiency strategy. The team will be revising their workload priorities to aim to achieve the target by the end of Quarter 2.</p>																																
<b>Performance against target</b>	<p style="text-align: center;"><b>LI074 Average time to process new Housing Benefit claims (in calendar days)</b></p>  <table border="1"> <caption>Performance against target data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (days)</th> <th>Target (days)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>11.3</td><td>12</td></tr> <tr><td>Q2 2015/16</td><td>10</td><td>12</td></tr> <tr><td>Q3 2015/16</td><td>11.3</td><td>12</td></tr> <tr><td>Q4 2015/16</td><td>13</td><td>12</td></tr> <tr><td>Q1 2016/17</td><td>17.7</td><td>12</td></tr> <tr><td>Q2 2016/17</td><td>14.7</td><td>12</td></tr> <tr><td>Q3 2016/17</td><td>13</td><td>12</td></tr> <tr><td>Q4 2016/17</td><td>10.7</td><td>12</td></tr> <tr><td>Q1 2017/18</td><td>12.7</td><td>12</td></tr> </tbody> </table>			Quarter	Actual (days)	Target (days)	Q1 2015/16	11.3	12	Q2 2015/16	10	12	Q3 2015/16	11.3	12	Q4 2015/16	13	12	Q1 2016/17	17.7	12	Q2 2016/17	14.7	12	Q3 2016/17	13	12	Q4 2016/17	10.7	12	Q1 2017/18	12.7	12
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Q2 2016/17	14.7	12																															
Q3 2016/17	13	12																															
Q4 2016/17	10.7	12																															
Q1 2017/18	12.7	12																															

**LI075 Average time to process Housing Benefit change in circumstances (in calendar days)**

<b>Managed By</b>	Duncan Adamson	<b>Status</b>	
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
4.3 days	4 days		
<b>Latest Note</b>	<p>The teams' performance is slightly over the target this quarter by 0.3 of a day. This is a challenging target (in 2010/11 it was 8 days) and the Benefits section has had continuous welfare reform changes to implement whilst carrying two vacancies as part of the budget efficiency strategy. The team will be revising their workload priorities to aim to achieve the target by the end of Quarter 2.</p>		



## Actions

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Identify and implement practical initiatives to encourage cycling and walking	Lance Juby		31-Mar-2018	<div style="width: 26%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 26%	
Develop the Gedling Older People's Advisory Group with a view to introducing a Senior Council	Lance Juby		31-Mar-2018	<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 0%	
Develop and implement actions to address health inequalities across the borough	Lance Juby		31-Mar-2018	<div style="width: 15%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 15%	Sport England Submission for a Local Delivery Pilot to be shaped into Activity Strategy for Gedling.
Introduce and support a range of measures designed to tackle excessive weight and promote healthy lifestyles	Lance Juby		31-Mar-2018	<div style="width: 25%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 25%	20 sites across Gedling have achieved the Breast Feeding Friendly Accreditation (the latest being Gedling Country Park).
Work with partners to deliver activities to support those experiencing mental health illness, loneliness, isolation and dementia	Lance Juby		31-Mar-2018	<div style="width: 11%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 11%	
Implement playing pitch strategy including the provision of new 3G facilities at Redhill and Carlton le Willows schools	Lance Juby		31-Mar-2018	<div style="width: 25%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 25%	3G facility at Redhill Academy complete and open.  Supporting Carlton-le-Willows Academy with Football Foundation bid to develop ancillary facilities for a proposed 3G pitch.
Provide a varied range of leisure activities for younger people	Sarah Retzlaff		31-Mar-2018	<div style="width: 11%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 11%	

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Implement a range of activities to increase participation in sport and physical activity	Sarah Retzlaff		31-Mar-2018	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; background-color: #4f81bd; width: 4%;"></div></div> 4%	
Provide and promote free swimming	Sarah Retzlaff		31-Mar-2018	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; background-color: #4f81bd; width: 25%;"></div></div> 25%	
Widen and increase participation at the Bonington Theatre	Sarah Retzlaff		31-Mar-2018	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; background-color: #4f81bd; width: 22%;"></div></div> 22%	
Increase the participation in organised outdoor activities in parks and open spaces	Melvyn Cryer		31-Mar-2018	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; background-color: #4f81bd; width: 25%;"></div></div> 25%	
Take the lead in developing a more integrated approach to family support, working with Nottinghamshire County Council and other partners	Andy Callingham		31-Mar-2018	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; background-color: #4f81bd; width: 30%;"></div></div> 30%	Good progress has been made recently with the appointment of a new ASB coordinator for the Council who has now in their job description a formal liaison role and joint working remit with the Troubled Families Team for Gedling. This is improving integration between the two services and understanding of how the teams can work closer together to improve outcomes. The Director for Community Health and Wellbeing represents the Borough and the other Districts on the reformed Countywide Steering Group and is an active member. Plans are in development for further joint local work between the public protection / partnership hub arrangements being created in August 2017 and the Troubled Families Team.

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Take action to tackle the harmful effects of smoking	Andy Callingham		31-Mar-2018	<input type="text" value="0%"/>	
Develop and implement a range of prevention measures that can be proactively used to reduce the number of people presenting themselves to the council as homeless	Duncan Adamson		31-Mar-2018	<input type="text" value="0%"/>	
Ensure arrangements are in place to support local residents with the transition to Universal Credit	Duncan Adamson		31-Mar-2018	<input type="text" value="20%"/>	
Continue to support the national refugee resettlement programme	Duncan Adamson		31-Mar-2018	<input type="text" value="5%"/>	



**Report to:** Overview and Scrutiny Committee

**Subject:** Review of Complaints received by the Council and Annual Review Letter from the Local Government Ombudsman 2016/17

**Date:** 18<sup>th</sup> September 2017

**Author:** Democratic Services Officer

## **1. PURPOSE OF THE REPORT**

To inform Members of the receipt of the Annual Complaints Review letter from the Office of the Local Government Ombudsman and complaints dealt with by the internal Complaints Procedure during the year 2016 – 17.

## **2. BACKGROUND**

Rosie Caddy, Service Manager, Customer Services and Communications is attending the Committee to discuss:

- the Ombudsman's Annual review letter which includes all complaints and enquiries received by the Ombudsman in 2016-17; and
- analysis of the complaints received, and dealt with, by the Council's internal complaints procedure during the year 2016-17.

## **3. RECOMMENDATION**

The Overview and Scrutiny Committee is recommended to:

- Consider, ask questions and comment on the information provided.

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**Report to:** Overview and Scrutiny Committee

**Subject:** Council Plan 2017/19: Overview of Quarter 1

**Date:** 18<sup>th</sup> September 2017

**Author:** Director of Organisational Development and Democratic Services.

## 1. PURPOSE OF THE REPORT

To inform the Overview and Scrutiny Committee of the position against Improvement Actions and Performance indicators in the 2017/2019 Gedling Plan.

## 2. BACKGROUND

2.1. As usual, comprehensive details about current performance against the Gedling Plan can be accessed through the following link on the Council's website:-

<http://www.gedling.gov.uk/aboutus/howwework/prioritiesplansperformance/howisgedlingdoing/>

Members are recommended to view this document which reviews actions, indicators and outcomes for Quarter 1.

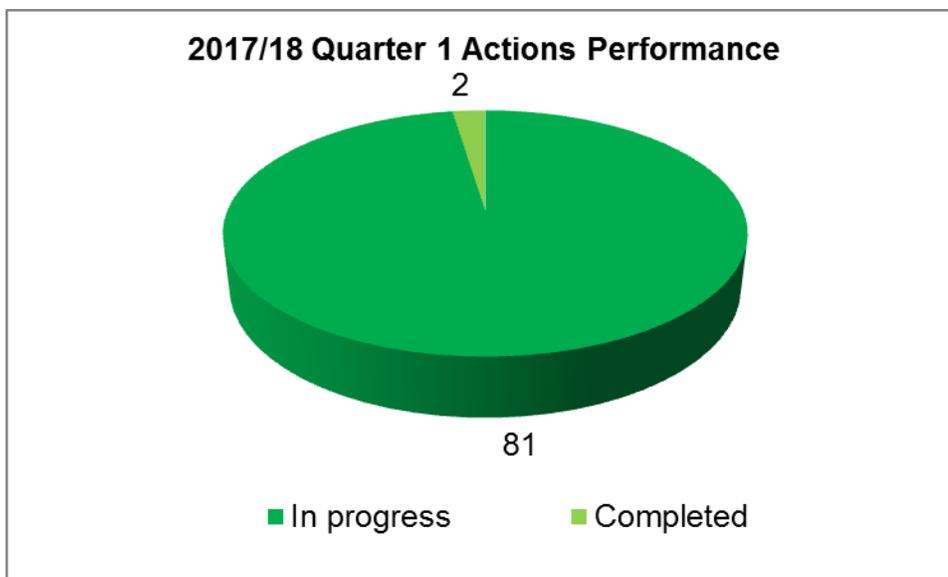
2.2. A full set of papers that appear on the website have been printed and these reports are available in the Members' Room. They contain explanations of variances from expected performance together with trend arrows for all the performance indicators within the Gedling Plan (note that an upward arrow indicates improved performance, irrespective of whether improvement is represented by a higher or lower value) and progress bars for all Gedling Plan actions showing progress made against project milestones.

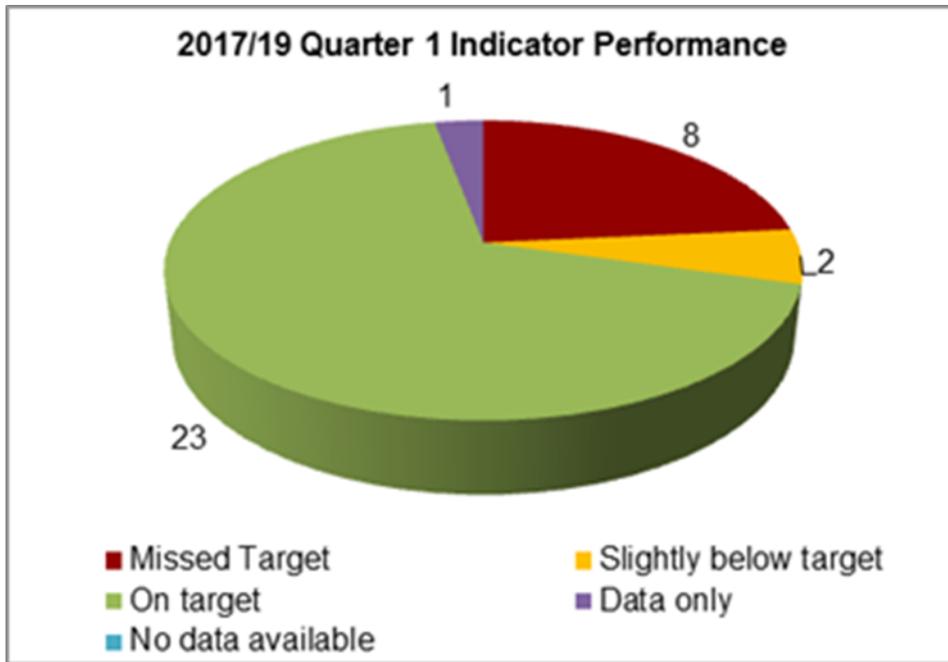
2.3. The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the “completed” or “in progress” milestones determined within Covalent.

### 3. PERFORMANCE INFORMATION

#### 3.1 Current Performance

3.1.1 Overall performance at quarter 1 against the 2017/19 Gedling Plan actions and indicators shows the following:





### **Actions**

3.1.2 Two of the 83 Gedling Plan actions are completed, with the remaining either in progress or assigned to an Officer. It must be noted that the data in this report refers to the first quarter of the financial year only and it is expected that actions identified for the year will be met.

### **Indicators**

3.1.3 Overall indicator performance at the end of quarter 1 shows that out of a total of 34 indicators, 23 were on or above target, 2 were slightly below target and 8 indicators missed their target. One indicator is for tracking purposes only.

Examples of particularly positive performance during quarter 1 include:

- The proportion of households who considered themselves as homeless that the Council were able to help resolve their situation increased to 19.51%, significantly higher than the 13% target.
- 89% of One Stop shop customers seen within 15 minutes against a target of 83%.
- The proportion of minor planning applications processed within 8 weeks has improved from 89.19% achieved in quarter 4 2016/17 to 100%, above the 72% target.
- 100% of Major planning applications were processed within 13 weeks, higher than the 90% target.
- 9,111 people attended Bonington Theatre productions against a target of 6,750.
- 156 theatre events/shows took place at the Bonington Theatre against a

target of 125.

In relation to those performance indicators which missed their target, from a Senior Leadership Team perspective the following are of concern:

### **Housing**

Housing growth (net homes delivered and number of affordable homes delivered) remains a challenge for the Council. Whilst several housing schemes are progressing the target for quarter 1 was not met. In keeping with the national picture, house building continues to be slow in Gedling. A review is currently taking place of all schemes that have received planning permission to identify if there is any way to encourage starts on site. The adoption of the emerging Local Planning Document will also release additional sites for development which will help to increase completions.

The availability of affordable housing has an impact on the Council's ability to keep time spent in temporary accommodation to a minimum and to find homes for those registered on the Council's housing register.

### **Sickness Absence**

The data for June shows a marked improvement on the previous month (a single month level of nine days which is below the annual target of ten days) and the rolling 12-month average is reducing: however it still remains high. There remain a number of long-term absences that are "active" and which will continue to have an impact on overall levels of absence. Fundamental changes to our Absence Management policies are being explored. These are subject to initial consultation with the unions and it is expected that the proposals will be considered by JCSC and ACSC after the summer break.

### **Achievements**

- 3.1.4 A separate report is produced highlighting key achievements delivered during quarter 1, focusing on areas where the Council has made a real difference to people's lives. This is attached as Appendix 1 and is available on the Council's website and in hard copy in the Members' Room. The following outcomes are identified for particular attention:

**New Redhill 3G football pitches** - Redhill Leisure Centre 3G artificial football pitch installation has been completed and handed over to the Council and Redhill Academy Trust. An official launch will be held later in the year. The pricing structure and the booking process have been developed with a small number of bookings in place for the summer season. Work has taken place to profile bookings with the partner clubs, Gedling Southbank FC and Arnold Town FC, for the winter bookings. A new Primary school Football B league has been set up to take place at Redhill 3G on Monday evenings after school. The league is designed for Year 4-6 boys who are not usually selected to

represent their school at football.

**20 Sites Now Breastfeeding Friendly** - The Breastfeeding Friendly Venue Accreditation Scheme now includes 20 sites across the Borough. These include local cafes, children's centres, GP surgeries, leisure centres and the Civic Centre. The latest venue to apply for status is the Gedling Country Park Visitor Centre café.

**Refugee Befriending Project Development** - The Community Investment Manager has worked with Nottingham City Council's Refugee Resettlement Programme to commission Hope Nottingham in delivering two Syrian Refugee Befriending volunteer engagement events and in commissioning 'Enable' to provide specialist training. The first event at the Kings Church in Arnold took place on Tuesday 13th June and the second in Carlton on Thursday 29th June. The Arnold event was attended by 40 people, all of whom signed up as volunteers, and a follow up meeting has taken place to establish a new voluntary committee to oversee the project. As a result a new Language Café commenced at The Beacon project in Killisick at the end of June, which was attended by all adult Syrian Refugees from Arnold and Carlton. The Carlton workshop group also had a follow up meeting and is establishing its role going forward.

**Apprenticeship training accreditation** - the Training team successfully applied for Gedling Borough Council to become an accredited apprenticeship training centre, one of the very few district authorities to do so. This allows us to deliver not only to our own employees but also to other employers. Our hope is that this accreditation will further raise the standards of training within the Council and also present opportunity to draw funding into the Council from the apprenticeship levy.

#### 4.1. **RECOMMENDATIONS**

The Overview and Scrutiny Committee is recommended to:

- Consider, ask questions and identify any actions or indicators that require additional information; and
- Note the progress against Actions and Performance Indicators in the 2017/2019 Gedling Plan.

## **APPENDICIES**

### **Appendix 1: Achievements and Activities**

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## **Examples of Achievements and Activities**

**During**

**Quarter 1 2017/18**

## PEOPLE

### Improve health and wellbeing

**New Redhill 3G football pitches** - Redhill Leisure Centre 3G artificial football pitch installation has been completed and handed over to the Council and Redhill Academy Trust. An official launch will be held later in the year. The pricing structure and the booking process have been developed with a small number of bookings in place for the summer season. Work has taken place to profile bookings with the partner clubs, Gedling Southbank FC and Arnold Town FC, for the winter bookings.

**New Primary School Football B League at Redhill 3G** - A new Primary school Football B league has been set up to take place at Redhill 3G on Monday evenings after school. The league is co-ordinated by teacher Tom Darby from Arnold Mill Primary and is designed for Year 4-6 boys who are not usually selected to represent their school at football. Between 45-50 boys took part in the league over the summer term. 16 year 4 and 5 girls also took part in a friendly festival.

**Engaging with Local Football Clubs through proposed Carlton le Willows 3G** - At Gedling Football Development Group Meeting on 19<sup>th</sup> June representatives from local football clubs, Nottinghamshire FA, Carlton Le Willows Academy and the Council discussed the Gedling Playing Pitch Strategy, Licencing of Council pitches and developments with both Redhill 3G and a proposed new facility at Carlton Le Willows 3G. The Council is working with the Carlton le Willows Academy to identify partner football clubs in the new facility.

**Get Going in Gedling** - The Annual report for Walking for Health has been submitted by the Get Going in Gedling volunteer led walking programme supported by the Council. In total there were 226 volunteer led walks across Gedling in 2016/17.

**Developing new activities at the Cornwater Club** - Cornwater Club in Ravenshead to provide ideas for social activities that could be offered to their attendees. These include physical activities such as bowls, tai chi, table tennis and golf along with arts and creative activities. The intention is that the Club will try a variety of activities this year and then create a plan to sustain those activities with participant demand into the future.

**New Community Health and Wellbeing E-newsletter** - The second edition of the Community Health and Wellbeing Newsletter has been sent to 796 subscribers. Popular topics within the newsletter include the Changepoint Obesity and Weight Management Service and the 3-2-1 running and walking route in Arnot Hill Park.

**New 'Improver' Running Course at Carlton le Willows** - The Community Relations team has supported a new 10 week improver running course, taking place throughout the summer commencing on Monday 12<sup>th</sup> June at Carlton Le Willows running track. A contribution to the venue hire costs has been made from the Council. 50 participants attended the first session.

**Easter Explorers** - An event took place in Easter holidays encouraging residents to get out and explore Arnot Hill Park. The 3-2-1 trail was launched with an Easter twist and around 150 people completed the one kilometre route. The arts trail was also updated with a story teller leading people around the art work and textile artists 'Frabjous events' worked in the bowls pavilion to make a temporary art installation in the park. The Park Rangers offered a chance for families to pedal the smoothie bike and consulted on plans for the new play park. There were also multi-sports and healthy eating activities on offer.

**Smoke free Arnold Carnival** - Youth Council members worked with Councillors Wheeler and Gregory to mark out a Smokefree Zone with posters at the Arnold Carnival, also conducting a survey with members of the public to gather public views on the initiative. 50 surveys were completed with 98% of respondents confirming support for the Smokefree events initiative.

**20 Sites Now Breastfeeding Friendly** - The Breastfeeding Friendly Venue Accreditation Scheme now includes 20 sites across the Borough. These include local cafes, children's centres, GP surgeries, leisure centres and the Civic Centre. The latest venue to apply for status is the Gedling Country Park Visitor Centre café.

## **Reduce hardship and provide support to the most vulnerable**

**Promotion of Mental Health Awareness Week** - A Mental Health Awareness week newsletter was created for Council and external communication to residents about the week was promoted social media.

**Dementia Café in Mapperley and plans for one in Netherfield** - Partners have worked together to launch a new Memory Café for the community at St Andrews House in Mapperley supported by local volunteers. There are now plans to consider a similar Dementia Café in Netherfield with a view to potentially launch in August.

**Refugee Befriending Project Development** - The Community Investment Manager has worked with Nottingham City Council's Refugee Resettlement Programme to commission Hope Nottingham in delivering two Syrian Refugee Befriending volunteer engagement events and in commissioning 'Enable' to provide specialist training. The first event at the Kings Church in Arnold took place on Tuesday 13<sup>th</sup> June and the second in Carlton on Thursday 29<sup>th</sup> June.

The Arnold event was attended by 40 people, all of whom signed up as volunteers, and a follow up meeting has taken place to establish a new voluntary committee to oversee the project. As a result a new Language Café commenced at The Beacon project in Killisick at the end of June, which was attended by all adult Syrian Refugees from Arnold and Carlton. The Carlton workshop group also had a follow up meeting and is establishing its role going forward.

## **Promote and encourage pride, good citizenship and participation in the local area**

**Children's Spring Event** - Over 200 children attended the Spring/Easter themed event held in the Civic Centre Foyer in April. Gedling Play Forum provided table top arts & crafts, Andy the Drummer held drop in drumming sessions for children and parents and Veolia had a seed planting activity. Children made themed cards which were hung from the railings in the Civic foyer. All materials used were donated from companies that would otherwise have gone to landfill.

**Arnold Carnival** - This year's Carnival was one of the busiest ever! There were fundraising stalls for local charities, performances on stage by professional artists and also up and coming local artists, stage performances from local young people representing community groups and local schools, a Smokefree zone, fun fair, activities for children and the launch of Awards for All funded Gedling Skatejam programme.

**Social Dance at Richard Herrod** - Community Relations and Leisure have supported a new social dance launched at the Richard Herrod Centre. Initially sessions have been planned to run for 8 weeks up until August and if they are successful we will resume in September. A funding contribution has been made from the Council to help support sessions starting up with the aim that if the dances are well attended they can eventually become self-supported.

**Caribbean Elders Travel Stories Project** – Museum and, the National Caribbean Heritage Museum, has worked in partnership with the council, Nottingham University and The Gedling Caribbean Elders Group to hold two Travel Story writing workshops at The Brickyard Community Centre – the first on 30<sup>th</sup> May and the second taking place on 27<sup>th</sup> July. Members of the older Caribbean community are being supported in preparing their stories about travel to and from the UK to the Caribbean, and other memorable journeys.

The first event was well attended and highly successful, and received a half page article in the Nottingham Evening Post. The Elders group also gained several new members as a result.

**Gedling Seniors' Council launched** - Following the Gedling Seniors Council launch at a joint conference with the NCC Older Persons Advisory Group (OPAG) and Age UK at the end of March, an inaugural meeting of the new organisation was held on Friday 16<sup>th</sup> June in the Council Chamber. The meeting was well attended by grass roots older persons groups, wider charities supporting the older community in Gedling and individuals from the older community. Groups represented included the Netherfield Senior Citizens group, Asian Elders, Caribbean Elders, Spinning Yarns older arts project, Gedling based U3A divisions, Age concern and Age UK.

At the meeting, a Chair was elected – Grace Millar, who also represents Gedling on, and also chairs, the Nottinghamshire OPAG. A Terms of Reference was adopted and the main themes and development actions agreed for a Seniors Council action plan, a draft of which will be considered by Cabinet on 27<sup>th</sup> July.

**Gedling Youth Council** - The Gedling Youth Council attended a team build away day at The Playhouse on Saturday 27<sup>th</sup> May. The event included a team building workshop with Nathan Powell, who delivers the Gedling Theatre Development Project, exploring themes around the Youth Council's priorities of cultural inclusion, anti-bullying and young people's mental health, followed by a three course meal in the Theatre restaurant. Members then enjoyed a production of East Is East, which gave young people a historical and humorous perspective on the experiences of a Pakistani / British mixed race family running a chip shop in 1970s Britain.

Following a recruitment drive in local Youth Clubs, two new members have joined the Youth Council, representing Redhill Youth Club. Another member undertook a week long work placement at Gedling BC in late June, and reported his positive experience into the Youth Council meeting held on 10<sup>th</sup> July. At the same meeting, Members welcomed newly elected Gedling Seniors Council Chair Grace Millar, and worked collaboratively to design an Intergenerational Conference to be hosted by the two Councils in early November 17.

**Community Development Partnership** - A second meeting of the Gedling Community Development Partnership was held on Weds 28<sup>th</sup> June, at which a range of agencies engaged in Community Development in Gedling shared updates and continued to map activities underway in the Borough.

Connections for ongoing partnership work were made with Self Help Nottingham re new Bestwood Healthy Communities groups, NCC Community and Voluntary Sector Team regarding the Armed Forces Covenant. 'Everyone's Health' regarding Weight Management Services in Localities and the Nottinghamshire Co-production Network in respect of Befriending Group development. Agreement to develop an ongoing action plan was reached.

**Parish Liaison** - A second meeting of the Parish Clerk Liaison Group was held on 25<sup>th</sup> May, at which the Service Manager, Community Relations presented and consulted upon the Council's Playing Pitch Strategy, and key Parish owned sites were added to the strategy as a result. Parish Clerks received information about running play days, upcoming statutory planning consultation training and shared developments and good practice in their respective Parishes.

### **Transferring Community Centres to the Community**

**Arnold Hill Becomes Eagle's Nest Community Centre** - On 1 June Cabinet agreed the asset transfer of Arnold Hill Community Centre to Eagle's Nest Church. The Church has followed a robust submission process to prove their eligibility for running the community building owned by the Council. The centre, to be known in future as Eagle's Nest Community Centre, continues to offer a home to existing user groups' resident there and the business plan for the centre seeks to develop a community hub offering activities for older people, young people and families in the local area.

**Wollaton Avenue Community Centre** - The Council continues to liaise with Gedling Play Forum regarding Wollaton Avenue Community Centre to review progress of their business plan and general movement towards making submissions for asset transfer.

Gedling Play Forum has applied to the Borough-wide Community Initiatives Fund panel for consultancy support to develop a charging policy for their services to a range of agencies, to strengthen their business plan. The Chair was linked up with remaining Consultancy support to review and support the production of a business plan for management of the centre.

**Pond Hills Lane Community Centre** - The Council continues to liaise with Gedling Borough Arts Association (GBAA) regarding Pond Hills Lane Community Centre to review progress of their business plan and general movement towards making submissions for asset transfer. GBAA were connected up with Flying High Expressive Arts Company, a long standing local community provider assisted by the Council's Community Assets programme and 'Inspire Arts' service to register as a Community Interest Company.

Flying High has secured extensive booking of both sides of Pond Hills Lane Centre for the provision of dance and drama workshops with young people, thereby strengthening the GBAA business plan, and future potential for the organisation to secure office accommodation was positively discussed. Flying High is also considering joining the newly registered charity that GBAA has recently established with assistance from the COMA programme to take on management of the site.

## **PLACE**

### **Provide an attractive and sustainable local environment that local people can enjoy and appreciate**

**Conservation Area Appraisal for Woodborough and Management Plan adopted** - following a period of consultation in 2016. The Conservation Area Appraisal identifies those qualities of the Conservation Area that contribute to its significance as a place of special architectural and historic interest. The Management Plan seeks to highlight the specific qualities of a place that contribute to its character and which are worthy of protection and enhancement. The Appraisal included a number of changes to the boundary of the Conservaton Area. The documents will be used to help determine future planning applications.

## **PERFORMANCE**

### **Improve the customer experience of dealing with the Council**

**Improved speed processing minor planning applications** – the proportion of minor applications processed within 8 weeks has increased from 89.19% in Quarter 4 2016/19 to 100% for Quarter 1 2017/18.

### **Give tax payers value for money**

#### **Digital Agenda**

##### **Digital Customer**

- Customer can now book and pay for bulky waste collections online
- Back-ups to some systems have gone online, which means the systems are available for customers to use for longer out-of-hours periods

##### **Digital Council**

- Digital achievements and a website redesign briefing were included in May's 2017 Staff Briefings
- We have passed the PSN IT Health Check, giving assurances about our security
- Cyber Security training was delivered to staff in May to help protect the authority from cyber-attack.
- A digital IT helpdesk has gone live to improve the efficiency of dealing with IT issues for staff.
- Customer services promoted the Customer Services Twitter Service at Arnold Carnival
- Improved internal processes - From 1 April 2017 staff now submit mileage and expense claims online along with staff leave requests. This reduces the amount of paper and streamlines the processes.

**Apprenticeship training accreditation** - the Training team successfully applied for Gedling Borough Council to become an accredited apprenticeship training centre, one of the very few district authorities to do so. This allows us to deliver not only to our own employees but also to other employers. Our hope is that this accreditation will further raise the standards of training within the Council and also present opportunity to draw funding into the Council from the apprenticeship levy.

## **Maintain a positive and productive working environment and strong staff morale**

**Healthy walks for staff** - A walk for Council staff was organised in Arnot Hill park to support the national On Your Feet Britain campaign. 8 members of staff attended the guided walk around the new 3-2-1 1 km route in the park.





**Report to: Overview and Scrutiny Committee**

**Subject: Scrutiny Work Programme**

**Date: 18<sup>th</sup> September 2017**

**Author: Democratic Services Officer**

## **1. PURPOSE OF THE REPORT**

To provide an update on the scrutiny work programme and discuss the 2017/2018 programme of scrutiny reviews.

## **2. INFORMATION UPDATES FROM PREVIOUS ITEMS AT COMMITTEE**

### **2.1 The Armed Forces Community Covenant**

At the May Committee Members heard about activities to support the signing of the Armed Forces Community Covenant. Members requested that Councillor Collis, as the Council's Policy Advisor for armed forces relationships, be invited to attend the Committee to discuss his role and current initiatives to support the Covenant. Councillor Collis and Jane Ansell, Community Investment Manager, are attending the meeting to update Members on the progress of actions to refresh the Covenant Action Plan.

### **2.2 Collection of inappropriately filled waste bins**

At the last Committee Members raised the issue of household refuse bins that that included unsuitable waste not being collected, and left on the street, causing not only an obstruction but a public health risk, particularly in hot weather. The committee specifically wanted to know:

- I. How arrangements can be made to have these bins collected
- II. What can be done to educate people to use bins correctly

The following response has been received from Mark Hurst, Service Manager – Transport and Waste.

I. How can arrangements be made for the bins to be collected

If a resident contacts our customer services and reports a missed or uncollected bin we will always endeavour to return the following day or within 3 working days. The refuse crews will report bins that are contaminated and place a sticker on the wheelie bin to inform the resident why the bin was rejected and remove the contamination and to contact our customer services to arrange a new collection. We are also re-designing the bin stickers that our bin men put on contaminated bins which will draw more attention to the issue.

If there are access problems due to parked cars we use the same timescales.

Problems with bins left on streets as been a long standing issue. We have had discussions with our neighbourhood wardens following complaints we've received, both from a Waste point of view, and a PASC point of view (obstructions for the street sweepers) and they are not in a position to enforce or issue any fixed penalties for bins left on streets. The wardens do however try and engage with residents where possible to explain the problem.

In addition if a problem with bins on streets is reported to our customer services a letter is sent out to the resident to try and resolve the problem, attached at **Appendix 1**

II. What can be done to 'educate' people to use the bins correctly?

We are currently planning a number of education techniques targeting the residents of the borough, to coincide with the National Recycle Week which is the 25<sup>th</sup> September to the 1<sup>st</sup> October 2017. Recent budget cuts have meant that the previous role of Recycling Officer has been deleted, which has affected our ability to provide this education on a regular basis. However, we are aware that this does need addressing, hence the planned initiative.

Part of the planned initiative is to promote the ability to sign up for an email reminder of which bin day and provide some education for residents about what can/should go in their recycle bin as we have had a recent increase in contaminated bins and loads taken to the recycling facility.

### **2.3 Visit to the Contact Centre**

Members requested that a visit be arranged to the Contact Centre. This has been arranged and for Members to get a flavour of the work undertaken by the Centre it is suggested that this is undertaken during Customer Services Week at the beginning of October. Interested Members will be contacted after the Committee for arrangements to be finalised

## **3. SCRUTINY REVIEWS 2017/18**

### **3.1 Gedling Councillor Standard**

Working Group members: Councillor Collis, Elliott, Miller, Paling, Parr, Scoggie.

This working group which will be developing a set of guidance which will determine standards of behaviour expected from elected members will be starting shortly.

### **3.2 Improving the effectiveness of scrutiny**

Although the Committee approved the continuation of the programme of inviting Portfolio Holders to the Committee it was decided that a working group should be convened to consider the effectiveness of the programme, and to explore other ways of evaluating performance.

### **3.3 Promoting transparency of the Council**

When considering the continuation of the trial for the recording of meetings, Members proposed that a review should be established that would consider options available that could be used to increase interest in and transparency of Council committees. This would include considering how the use of new technology could be used enhance this.

Initial meetings to scope these reviews will shortly be scheduled. Members who have not already indicated that they would like to be involved in these reviews are invited to be included. Members of the Youth Council have been invited to consider if these reviews are something in which they would like to be involved.

#### **4. SCRUTINY IN COMMITTEE**

##### **4.1 Programme of Portfolio Holder Attendance**

At the Overview and Scrutiny Committee in 8<sup>th</sup> May 2017, the continuation of the programme of Portfolio Holder attendance was discussed. It was agreed to continue with the programme, and also that as previously agreed areas of performance within each Portfolio would be identified, and questions for Portfolio Holders submitted in advance of each meeting. A programme of attendance is now available.

<b>20<sup>th</sup> November</b>	Councillor H Wheeler Health, Housing and Wellbeing Portfolio
<b>22<sup>nd</sup> January</b>	Councillor D Ellis Public Protection Portfolio
<b>19<sup>th</sup> March</b>	Councillor J Hollingsworth Growth and Regeneration Portfolio
<b>14<sup>th</sup> May</b>	Cllr G Gregory Community Development Portfolio

The Overview and Scrutiny work programme is attached at **Appendix 3**.

#### **5. RECOMMENDATION**

The Overview and Scrutiny Committee is recommended to:

- Consider and comment on the information relating to the Community Covenant
- Note the information relating to refuse bins
- Discuss the visit to the Contact Centre
- Consider the proposed working groups and the membership
- Note the information relating to the continuation of the Portfolio Holder Programme.

## **APPENDICES**

**Appendix 1: Refuse letter**

**Appendix 2: Scrutiny work programme**

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Telephone (0115) 901 3901  
Email: [enquiries@gedling.gov.uk](mailto:enquiries@gedling.gov.uk)

Dear Resident

### **Recycling and Refuse Bins Left on the Street**

It has been brought to our attention that you are not removing your bins from the street following waste and recycling collections. As each property now has two sometimes three bins and a box for glass, it is even more essential that residents remove their bin from the pavement as soon as possible after it has been emptied.

Leaving bins on the pavement often causes an obstruction for pedestrians, particularly parents with pushchairs and young children, users of mobility scooters and the visually impaired as well as other people with a disability. It can also be a potential hazard to other road users such as drivers and cyclists, whose vision may be obstructed by the presence of a wheeled bin.

If for any reason, it is not possible for you remove your bin from the pavement please contact the Council as soon as possible so that we can try to find a solution.

Yours faithfully

Customer Services  
Gedling Borough Council

cc Waste Services

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## Overview and Scrutiny Committee work programme 2017/18

	• Programme of Portfolio Holding to account	Performance review		Current reviews	Responses to scrutiny reviews
July 17th	Councillor J Clarke & Cllr M Payne	Quarter 4 data	Work programming	Report and Recommendations Elderly Persons and Income Generation Working Groups.	
September 18th	Cllr Barnes	Quarter 1 data	Review of complaints received Armed Forces Community Covenant Work programme	Effectiveness of Scrutiny Openness of the Council	
November 20th	Cllr Wheeler	Quarter 2 data			Response to the Elderly Persons and Income Generation Working Groups Obesity Recommendations update
January 22nd	Cllr Ellis		Crime and Disorder Scrutiny		
March 19th	Cllr Hollingsworth	Quarter 3 data			
May 14 <sup>th</sup>	Cllr Gregory				6 <sup>th</sup> month update Elderly Persons and Income Generation Working Groups

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## **Reports and Notices received by the Chair of Overview and Scrutiny Committee as required under the Constitution or Law.**

### **1. Items referred to the Chair of Overview and Scrutiny Committee under Contract Standing orders and Standing orders for dealing with Land**

Notifications received where it has not been possible to obtain 3 quotations for a contract estimated to be between £10,000 and £50,000.

- Contract for the project management support for the delivery of a feasibility study, fully costed business case and architects design drawings for the construction of a Heritage and Cultural Centre at Gedling Country Park.
- Contract for Counsel to represent Gedling Borough Council in the Court of Appeal relating to the challenge of the Council's decision to grant planning permission for the wind turbine at Woodborough.
- Contract for the repair of the Tower Unit Play equipment at King George V Recreation Ground, Hallams Lane Arnold.
- Contract for the provision of specialist viability advice for a range of regeneration projects which will be used to develop a range of preferred feasibility and procurement options.

Please note that the above list may not be exhaustive; items may be referred at short notice to the Chair of Overview and Scrutiny Committee.

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