



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

# Agenda

## Overview and Scrutiny Committee

Date: **Monday 20 November 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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- 2 To approve, as a correct record, the minutes of the meeting held on 18 September 2017.** 5 - 16
- 3 Declaration of Interests.**
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Report of the Democratic Services Officer
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Report of the Director of Organisational Development and Democratic Services.
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Report of the Democratic Services Officer.
- 8 Reports and Notices received by the Chair of Overview and Scrutiny** 89 - 90  
Report of the Democratic Services Officer.
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## **MINUTES OVERVIEW AND SCRUTINY COMMITTEE**

**Monday 18 September 2017**

Councillor Meredith Lawrence (Chair)

Councillor Bruce Andrews	Councillor Stephen Poole
Councillor Sandra Barnes	Councillor Alex Scroggie
Councillor Kevin Doyle	Councillor John Truscott
Councillor Roxanne Ellis	Councillor Boyd Elliott
Councillor Barbara Miller	Councillor Sarah Hewson
Councillor Marje Paling	

Apologies for absence: Councillor Paul Feeney, Councillor Tammy Bisset and Councillor Helen Greensmith

Officers in Attendance: H Lee, H Barrington, M Cryer, M Hill and R Caddy

Guests in Attendance Councillor P Barnes

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

Apologies were received from Councillor Bisset, Greensmith and Feeney.

### **9 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 17 JULY 2017**

#### **RESOLVED:**

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

### **10 DECLARATION OF INTERESTS.**

None.

### **11 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE**

The committee welcomed Councillor Peter Barnes, Portfolio Holder for Environment to discuss a range of issues relating to his area of responsibility. Mike Hill, Deputy Chief Executive and Director of Finance and Mel Cryer, Service Manager, Parks and Street Care also attended the meeting.

Councillor Barnes discussed questions identified in advance of the meeting.

Questions from Councillor Lawrence:

**1. What lessons have been learnt from the recent unauthorised encampments on Gedling's open spaces?**

There have been three encampments on GBC green spaces and one on County Council land recently.

At Colwick Park travellers illegally entered by digging up and removing two bollards off the Crosslands Meadow Estate to allow them to drive on. They then additionally accessed the park by the play area from the city direction. Both areas have now been reinforced with new steel barriers and swing gates and a height restrictor barrier. The cost for all of this were £7,500 for metal barriers and gates, £3,000 for clean-up and £1,000 for pitch renovation.

At Burton Road Jubilee Park offenders disc-ground the metal lock box and lock and entered by the gate owned by Severn Trent. A new reinforced steel lock box has been welded on the gate. This incurred costs of £500 for the steel lock box and lock, £1,500 for clean-up and £200 for pitch renovation.

The area at Carlton Forum on County Council owned land was free to drive onto. Concrete Bollards have now been placed at the entrance to prevent this happening again. £500 clean-up costs.

Thackeray's Lane - Prior to leaving the Woodthorpe Grange Park encampment in the City the travellers disc cut the locks off the entrance gates which enabled them to drive straight on. They have now left site. New locks have been put on the barriers. Clean up costs of £2,000 and an estimated pitch reinstatement of £1,000.

This is a growing issues made worse by changes in legislation in Ireland which has resulted in some travellers moving to England. It is not one group of travellers but several different groups who communicate with each other about possible sites. Installation of cameras would be expensive and do little to address the problem. There are no permanent sites in Gedling and even if sites were available it is unlikely these would be chosen by the perpetrators. It is understood that the recent groups are travellers and are not the same as Gypsy or Roma families. This is a growing problem across all local authority, it is currently subject to discussions between all Nottinghamshire authorities and is being considered in Parliament.

**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?**

We now only have 5 public toilets left. Wood Street, Cavendish Road, Burnstump, Bestwood Country Park, and Arnot Hill Park. Because of current ongoing budget reductions there is no immediate desire to construct any further toilet blocks in the Borough. The pavilion at Colwick Rec is not suitable for alteration and would allow full access to the entire pavilion if left unsecured and open to vandalism and ASB attacks. Provision of toilets on recreation areas was identified as being necessary, however due to issues around expense and vandalism it would not be possible to install.

Questions from Councillor Doyle

- 3 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?**

The Portfolio Holder and Parks and Street Care (PASC) staff are well aware of this problem which affects the whole country. Best practice is shared at the National Fly Tipping Prevention Group and locally the Nottinghamshire Fly Tipping and Waste Management Forum meets to share acquired learning. Staff from PASC and Public Protection meet weekly to discuss current hot spots.

- **Has he identified potential areas in GBC for this activity?**

Areas identified are Graveley Hollow, Calverton, Devil's Elbow, Main Street (Green Lane) Burton Joyce, Honeywood Gardens Estate.

- **Liaised with County Hall in both Leicester and Nottingham to establish lessons learnt, Modus Operandi of the culprits etc.?**

The Nottinghamshire Fly Tipping and Waste Forum meet every two months, these group share recent operational issues to provide acquired learning and discuss new campaigns to target the offence.

Nationally information on fly tipping is provided by the National Fly Tipping Prevention Group.

- **Discuss and formulated an action plan if this were to occur in our area?**

Public Protection Officers enforce fly tipping using fixed penalty notices. They investigate the majority of cases in an attempt to evidence ownership of the dumped waste. One unit of four covert cameras have recently been purchased and are deployed in our hot spot areas... GBC have had some success in this area with two high profile cases, publicised in the local press and dealt with by the Courts.

The strategy to deal with large scale fly tips and halt the increase has been reviewed and current hot spots identified in conjunction with PASC operatives and warden patrols are being targeted, particularly in areas of deprivation.

Two advertising A board signs have also be made to identify and allow witnesses for any larger fly tipping cases to report what they have seen to GBC, and we also continue to put up our normal fly tipping signs up related to hot spots. 'Fixed penalty notice' monies now come directly to GBC rather than the courts and are used to further fund fly tipping initiatives. The no-fly tipping message is promoted at the Arnold Carnival and at other events.

Crime scene tape which is now stuck to and surrounds any identified fly tipping to advertise it as an offence and let people know it has been reported.

The authority is working with County on the waste and recycling centres, and the introduction of the permit system.

A weekly meeting also takes place which will ensure we maintain close communication between PASC, Waste and Public Protection in our efforts to reduce and prevent this offence from occurring.

Members identified litter as being a particular problem in the Borough in particular after the car boot sale in Calverton, recreation grounds after football matches, outside fast food outlets and on grass verges.

It was agreed that

- The coordination of county council grass cutting schedules should be coordinated with litter picks where whenever possible
- Although letters have been sent to football clubs asking them to tidy up after matches another one should be sent reminding them about this.
- Fast food outlets should be reminded that they should clear up waste near their business.
- Councillor Elliot would contact the Calverton car boot organisers to discuss litter.

### **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?**

Waste data flow information is updated and provided to us on a quarterly basis in October and April, so first quarter is always an estimate.

**Quite a few people asked 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?**

All recycling centres have different requirements for the recycling of plastic products and Veolia currently instructs us that they cannot be recycled. They have been asked to provide further information as soon as this is available Members will be updated.

Members concluded that the contract with Veolia DOES meet current demand for the recycling of many products but because of the length of the contract there was very little that could be done to increase the range of recyclable products.

- 4 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?**

Gedling currently operates with 240 litre bins and as these break and are replaced with new slim line 180 litre bins. If they were replaced all at once 50,000 bins at £20.00 each would need a capital outlay of £1 million. Ashfield District Council received support from the County Council to do this on the grounds that waste going into landfill would save money, Gedling was not considered a priority.

**Actions**

- 5 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, measurable etc.?”**

‘Love Where You Live’ is an umbrella Keep Britain Tidy campaign that runs across the county. There have been a number of Love Where You Live street cleansing initiatives over the last 12 months, including:

- The Keep Britain Tidy Big Tidy ‘Great British Litter Hero’ initiative, Children were invited to design a super litter hero outfit . The ‘Green Nudge’ which was publicised by Kirsty Allsopp a national TV presenter, who has over ‘400,000’ followers nationally which helped get the message out there.
- Social media is used to message out that Litter and Dog Fouling are not acceptable. ‘We’re Watching You’, Fluorescent Eyes and Dog Fouling Banners. The Dog Poo fairy and ‘dog poo tree’ are used to increase public awareness of the anti-social issue.

- Targeted street sweeps. For example Byron Street, Daybrook and Dunstan Street, Netherfield. Where the residents of 'hot spot' streets have received letters advising that we will be cleaning their road on a certain date and requesting that they move their cars for the duration of the street sweep.
- Volunteer assistance for example staff clean ups have taken place at the Hobbucks, and at Top Valley behind the housing where fly tipping over garden fences has occurred in the past, and is degrading the environment. Sponsorship support from local companies, L'Oreal, McDonalds, and Boots who sponsor bins and provide corporate staff to carry out environmental cleansing initiatives.
- Staff member to litter pick in Arnot Hill Park on Saturday afternoons during the summer.
- Dog Fouling and Litter stencils in biodegradable paint.
- Support for litter picks by supplying black bags, litter pickers, gloves and fluorescent
- Advertising on Council Vehicles, promoting an anti-littering, dog fouling and fly tipping message on bin lorries and street cleansing vehicles.
- Use of restorative justice personnel to carry out environmental initiatives. E.g. paint Burton Road Pavilion. Litter pick, sweep up leaves etc.

Members considered initiatives like the Netherfield Best Garden encouraged people to take a pride in their area and assisted in changing people's attitudes to keeping their streets tidy.

**6 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?**

This will move forward when staff resources are available.

**RESOLVED TO:**

- Thank Councillor P Barnes for an interesting and informative presentation; and to
- note the report.

Rosie Caddie, Service Manager, Customer Services and Communications attended the Committee to discuss the Council's complaints process, analysis of complaints received and dealt with by the Council's internal complaints procedure, and the complaints and enquiries received by the Ombudsman 2016/17.

It was explained that customers are encouraged to give feedback, good and bad, in the form of complaints and compliments. There is a complaints form on line, paper copies available in leisure centres. When a complaint is received it is uploaded on to an electronic system and timescales are in place for response times.

The complaints procedure follows a three tier process

- Where a complaint is not upheld in full or in part at stage 1, the complainant may ask for it to be considered further under stage 2 of the complaints procedure
- If the complainant is not happy with the response at Stage 2 they are entitled to refer to the Local Government Ombudsman

Complaints and compliments received are monitored on a quarterly basis by SLT.

Year on year there has been a reduction in complaints and an increase in compliments and they are now nearly level.

In 2016/17 less than half of stage 1 complaints were upheld or partially upheld and a reducing number progress on to Stage 2. Only 19% of cases were upheld or partially upheld at stage 2. There was a slight increase in complaints progressing to the Ombudsman 9 in 2015/16 and 11 in 2016/17, three were upheld.

The nature of complaints included 46% for service failure, 14% for staff attitude/behaviour, 17% policy implementation, 8% quality/accuracy of advice and 15% were undefined.

Some service areas receive more complaints due to the nature of their service. Revenues receive a high volume but less than half are upheld. Leisure Centres receive a higher amount and members of staff are trained to deal with complaints effectively. Some services have very low levels of complaints mainly due to the fact they are not public facing services.

Members requested information about the three complaints that were upheld by the Ombudsman. They were informed that they all related to planning issues and not responding to the complaint within the time frame of ten working days. This problem was due to staffing issues which have now been addressed and should not happen again.

Councillor Andrews left the meeting at 7.00pm.

**RESOLVED to;**

- To thank Rosie Caddy for an informative presentation; and
- Note the information provided.

**13 COUNCIL PLAN 2017/19: OVERVIEW OF QUARTER 1**

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 2017/2018 Gedling Plan.

Two of the 83 Gedling Plan actions have been completed, with the remaining 81 either in progress or assigned to an officer. As the data only refers to the first quarter of the financial year it is expected that over time these actions will be completed.

Overall performance shows that out of a total of 34 indicators, 22 were on or above target, 2 were slightly below and 8 indicators missed their target. One indicator is for tracking purposes only. Examples of positive performance included improvement in the time taken to process planning applications, an increase in the number of events and people attending the Bonington Theatre, an increase in resolving cases where people considered themselves homeless and the number of One Stop Customers seen within 15 minutes.

Two areas of concern where performance indicators missed target were the net number of homes delivered and affordable homes delivered and, though an improvement on the previous month, the level of sickness absence.

During discussion the following points were raised:

- Moves to encourage developers to accelerate the number of houses being built have been tried.
- 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. Members requested additional information regarding this issue.

The report which highlights key achievements delivered during quarter 1 focusing on where the Council has made a real difference to people's lives was discussed. The Redhill 3G football pitches, the number of breastfeeding sites, refugee Befriending Project Development and Apprenticeship training accreditation were all highlighted as positive achievements.

The need to make the people who live in Gedling aware of the achievements was highlighted and how Facebook, Twitter and other social media could be used to do this was discussed. The possible lack of a dementia café for people living in rural areas was also considered.

**RESOLVED to:**

- Note the progress against actions and performance indicators in the 2017/19 Gedling Plan
- Request additional information relating to progressing housing developments.

**14**

**SCRUTINY WORK PROGRAMME**

**The Armed Forces Community Covenant**

Councillor Collis as Member Lead for armed forces relationships attended the Committee to discuss his role and current initiatives to support the Armed Forces Community Covenant.

He explained that the Armed Forces Covenant was signed by the Mayor of Gedling in 2013. In 2014 Gedling was awarded the Silver Award for Employers when it was confirmed that they would support all current and future employees in the reserved forces. This has been re-awarded in 2015, 2016 and 2017. Gedling is the only Borough Council in Nottinghamshire to have achieved this.

Representatives from the authority attended a very informative Armed Forces Covenant Symposium, the Civil and Military Partnership Board and an event called honouring the Covenant organised by veterans in Nottingham and Nottinghamshire where problems, progress and associated matters linked to the Covenant were discussed.

Gedling Borough is currently reviewing the development plan for the Covenant, and the Covenant Action Plan will be refreshed to include the following key action points:

- Updating the Covenant web page, adding links to relevant web sites
- Identifying the military and ex-military community. Currently we can only identify this is people make themselves known. The possibility of including a question to establish this in customer service, leisure and benefit registration processes is being considered
- Maximising the Covenant Fund
- Military/ex-military engagement projects which would include exploring the possibility to establish informal support groups

- Engaging cross departmental impact assessments of services on military/military community
- Supporting military memorials and memorial events
- Supporting the RBL outreach service in the Civic Centre
- Accessing opportunities through the County Council Community Voluntary Service.

Members suggested that leisure centre concessions should be considered for military and ex military personnel. They also felt it would be helpful to have a written update at the next committee on progress of the Covenant refresh.

Councillors Truscott, Elliott and Hewson left the meeting at 7.40pm

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

It was agreed that Members, who expressed an interest in visiting the Contact Centre would be contacted after the Committee.

### **Collection of inappropriately filled bins**

Members discussed the written response to the request for information regarding arrangements for inappropriately filled bins to be collected and educating residents about correctly filling refuse bins. Members appreciated the response but decided that they would like to invite the Service Manager, Transport and Waste to the next Committee to enable them to explore a number of issues.

### **Scrutiny Reviews 2017/18**

The need for additional Members to be included in the proposed new reviews was discussed. It was decided that a further request should be circulated with a reminder that evening meetings could be arranged if this would be more convenient for Members.

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

The forward plan for the attendance of Portfolio Holder attendance was agreed.

### **RESOLVED to:**

- Thank Councillor Collis for attending the meeting; and

- Request a written update on progress to refresh the Covenant
- Invite the Service Manager Transport and Waste to the next Committee
- Continue with arrangements for the Contact Centre visit
- Request additional members for the proposed working groups
- Agree the forward plan of Portfolio Holder attendance.

**15        REPORTS AND NOTICES RECEIVED BY THE CHAIR OF  
OVERVIEW AND SCRUTINY**

Members considered a report, which had been circulated in advance of the meeting, which included information on matters referred to the Chair as required by the constitution.

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

None.

The meeting finished at 7.50 pm

Signed by Chair:  
Date:

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**Report to: Overview and Scrutiny Committee**

**Subject: Programme of Portfolio Holder Attendance**

**Date: 20<sup>th</sup> November 2017**

**Author: Democratic Services Officer**

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

- I. To consider the areas of responsibility of Councillor Henry Wheeler, Portfolio Holder for Housing, Health and Wellbeing as part of the programme of holding the Executive to account.
- II. To discuss areas for examination in the Public Protection Portfolio in preparation for the January 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 Wheeler, Portfolio Holder for Environment is attending the Committee to give Members the opportunity to examine areas of responsibility in his Portfolio which 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 Q2 is attached at **Appendix 1** to assist Members' identify areas for consideration.

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

#### **Leisure centres and sports development**

- I. Playing Pitch Strategy – How have the Redhill and Carlton le Willows new 3G facilities been funded and has the new Redhill pitch been launched, is it being used?
- II. What activities have been implemented to increase participation in sport and physical activity?

#### **Health promotion and development**

- I. How confident is Councillor Wheeler of completing these actions and what work is being undertaken to deliver them:
  - a. Developing and implementing actions to address health inequalities across the borough?
  - b. Introducing and supporting a range of measures designed to tackle excessive weight and promote healthy lifestyles?
- II. What action has been taken to tackle the harmful effects of smoking?
- III. How is the development of the Gedling Older People's Advisory Group, with a view to introducing a Seniors Council, progressing?

#### **Homelessness and Housing needs**

- I. Has there been any progress in developing a range of preventative measures to reduce the number of people presenting themselves to the council as homeless?
- II. What plans are being developed to meet older peoples' housing needs in future years?
- III. What are we doing to support the national refugee resettlement programme?

#### **Housing and Council Tax benefits**

- I. When will Universal Credit be rolled out in this area and what arrangements are in place to support local residents with the transition.

#### **Liaison with Public Health and Clinical Commissioning Group**

- I. Developing a more integrated approach to family support, working with Notts. County Council and other partners. How are the plans for further joint working between the public protection/partnership hub and the troubled families' team progressing?

#### **4. FUTURE PORTFOLIO HOLDER ATTENDANCE**

Councillor David Ellis, Portfolio Holder for Public Protection, will be attending the next meeting of the committee to give Members the opportunity to examine areas within his Portfolio.

This includes:

- Crime Reduction and Community Safety
- Emergency Planning
- Safeguarding
- Environmental Health

A customised report detailing performance outcomes for Q2 for the above Portfolio is attached at **Appendix 2** to assist Members' identify areas for consideration.

Councillor Ellis will also be attending to assist members with the mandatory requirement for the committee to undertake an annual review of the work of the Local Crime and Disorder Reduction Partnerships (CDRP), as a whole, in terms

of how they are tackling crime and disorder for the benefit of the local communities. Members are asked to consider if there are any areas they would like to focus on when considering the work of the CDRP.

## **5. RECOMMENDATION**

The Overview and Scrutiny Committee is recommended to:

- consider, ask questions and comment on the information provided
- thank Councillor Wheeler and other guests for their attendance
- discuss and consider areas for examination in Councillor Ellis's Portfolio.

## **APPENDICIES**

**Appendix 1: Q2 Housing, Health and Wellbeing**

**Appendix 2: Q2 Public Protection**

## Portfolio Holder Performance Report - Quarter 2 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																																															
Managed By	Sarah Retzlaff	Status																																													
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Performance against target	<p><b>LI 309 Number of attendances at Bonington Theatre productions</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> <th>Annual</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>5886</td> <td>5886</td> <td>24500</td> </tr> <tr> <td>Q2 2015/16</td> <td>4093</td> <td>4093</td> <td>24500</td> </tr> <tr> <td>Q3 2015/16</td> <td>6147</td> <td>6147</td> <td>24500</td> </tr> <tr> <td>Q4 2015/16</td> <td>6797</td> <td>6797</td> <td>24500</td> </tr> <tr> <td>Q1 2016/17</td> <td>5661</td> <td>5661</td> <td>25500</td> </tr> <tr> <td>Q2 2016/17</td> <td>5101</td> <td>5101</td> <td>25500</td> </tr> <tr> <td>Q3 2016/17</td> <td>8703</td> <td>8703</td> <td>25500</td> </tr> <tr> <td>Q4 2016/17</td> <td>8729</td> <td>8729</td> <td>25500</td> </tr> <tr> <td>Q1 2017/18</td> <td>9111</td> <td>9111</td> <td>27000</td> </tr> <tr> <td>Q2 2017/18</td> <td>6415</td> <td>6415</td> <td>27000</td> </tr> </tbody> </table>			Quarter	Quarters	Target (Quarters)	Annual	Q1 2015/16	5886	5886	24500	Q2 2015/16	4093	4093	24500	Q3 2015/16	6147	6147	24500	Q4 2015/16	6797	6797	24500	Q1 2016/17	5661	5661	25500	Q2 2016/17	5101	5101	25500	Q3 2016/17	8703	8703	25500	Q4 2016/17	8729	8729	25500	Q1 2017/18	9111	9111	27000	Q2 2017/18	6415	6415	27000
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LI 310 Number of theatre events/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																																												
182	125																																														
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Performance against target	<p><b>LI 310 Number of theatre events/shows taking place at the Bonington Theatre</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> <th>Annual</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>131</td> <td>131</td> <td>210</td> </tr> <tr> <td>Q2 2015/16</td> <td>93</td> <td>93</td> <td>210</td> </tr> <tr> <td>Q3 2015/16</td> <td>100</td> <td>100</td> <td>210</td> </tr> <tr> <td>Q4 2015/16</td> <td>121</td> <td>121</td> <td>210</td> </tr> <tr> <td>Q1 2016/17</td> <td>134</td> <td>134</td> <td>400</td> </tr> <tr> <td>Q2 2016/17</td> <td>174</td> <td>174</td> <td>400</td> </tr> <tr> <td>Q3 2016/17</td> <td>152</td> <td>152</td> <td>400</td> </tr> <tr> <td>Q4 2016/17</td> <td>152</td> <td>152</td> <td>400</td> </tr> <tr> <td>Q1 2017/18</td> <td>156</td> <td>156</td> <td>500</td> </tr> <tr> <td>Q2 2017/18</td> <td>182</td> <td>182</td> <td>500</td> </tr> </tbody> </table>			Quarter	Quarters	Target (Quarters)	Annual	Q1 2015/16	131	131	210	Q2 2015/16	93	93	210	Q3 2015/16	100	100	210	Q4 2015/16	121	121	210	Q1 2016/17	134	134	400	Q2 2016/17	174	174	400	Q3 2016/17	152	152	400	Q4 2016/17	152	152	400	Q1 2017/18	156	156	500	Q2 2017/18	182	182	500
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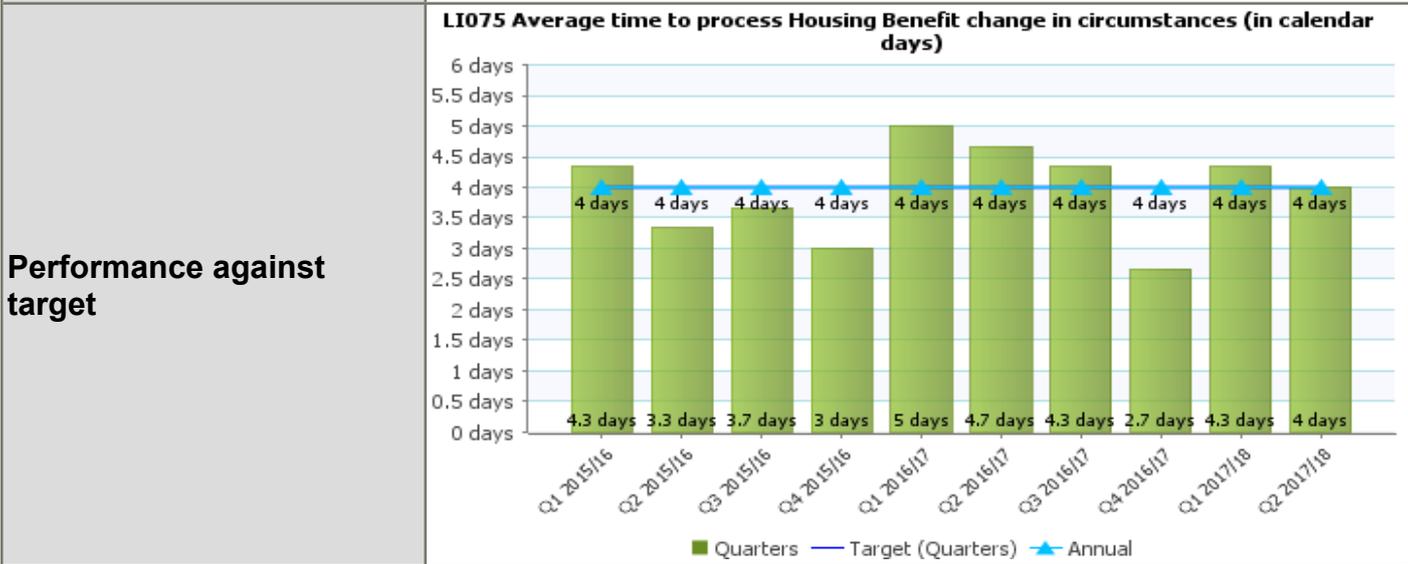
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Managed By	Sarah Retzlaff	Status																													
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Q1 2017/18	56	56	224																												
Q2 2017/18	105	56	224																												

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Managed By	Duncan Adamson	Status																													
Current Value	Current Target	Trend compared to last period	Trend compared to year ago																												
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Q1 2017/18	19.51%	13%	13%																												
Q2 2017/18	17.26%	13%	13%																												

**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 days	4 days		

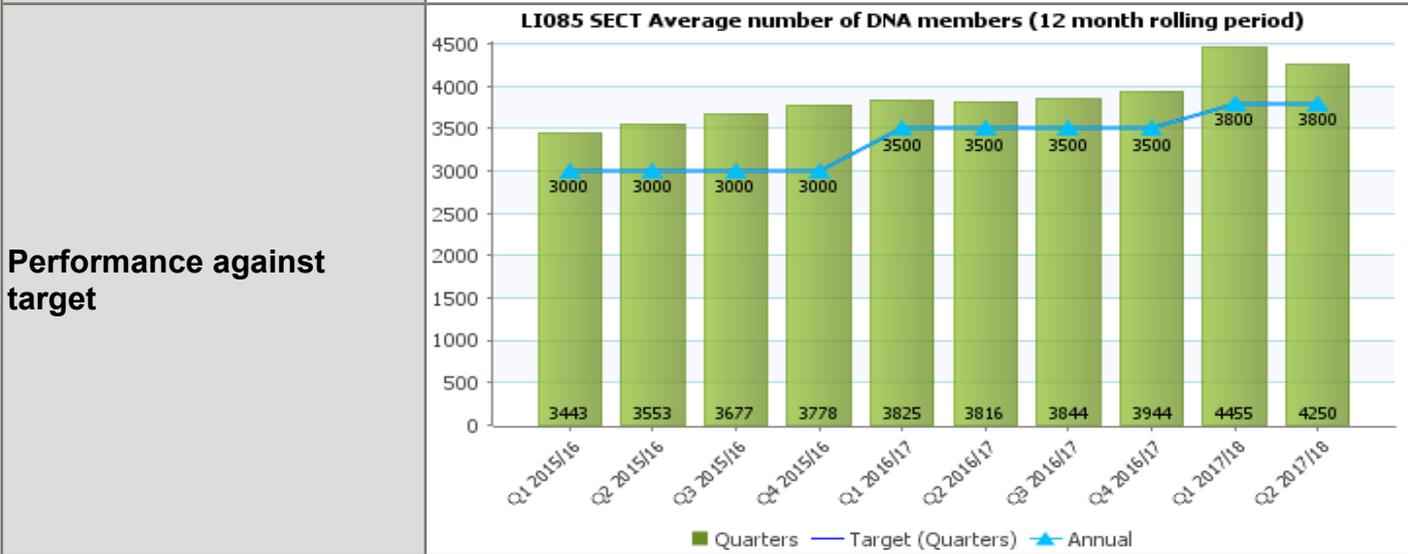
**Latest Note**



**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>
4250	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		

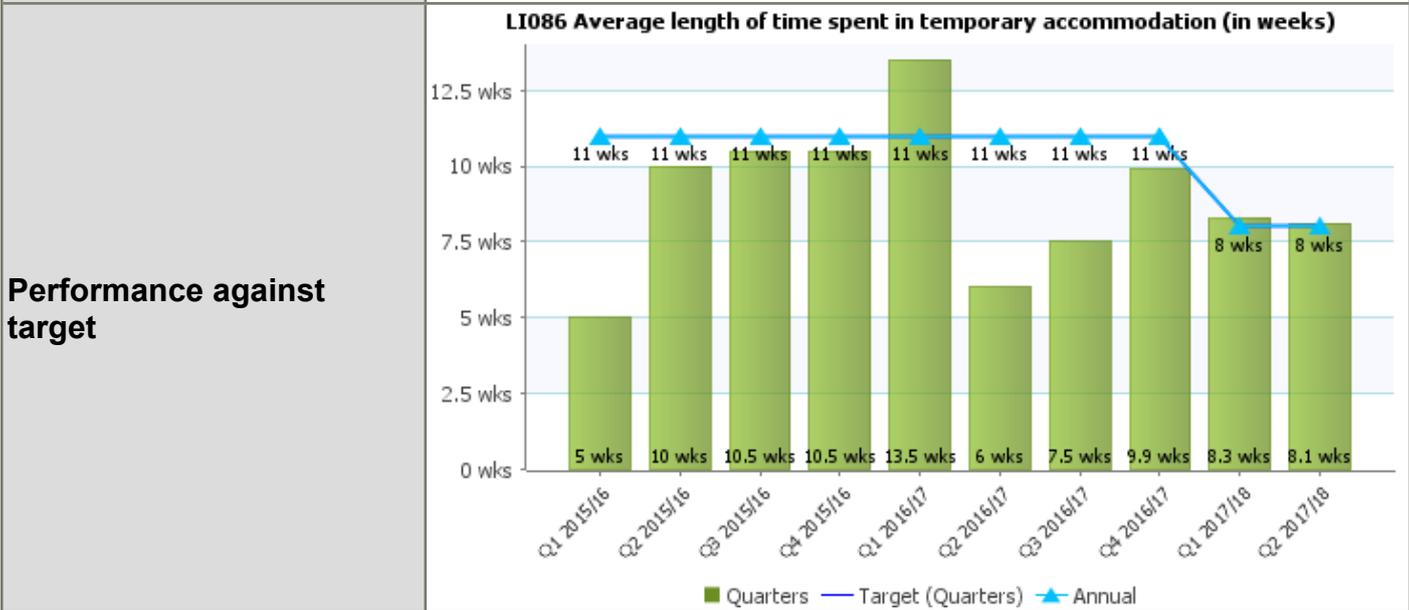
**Latest Note**



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

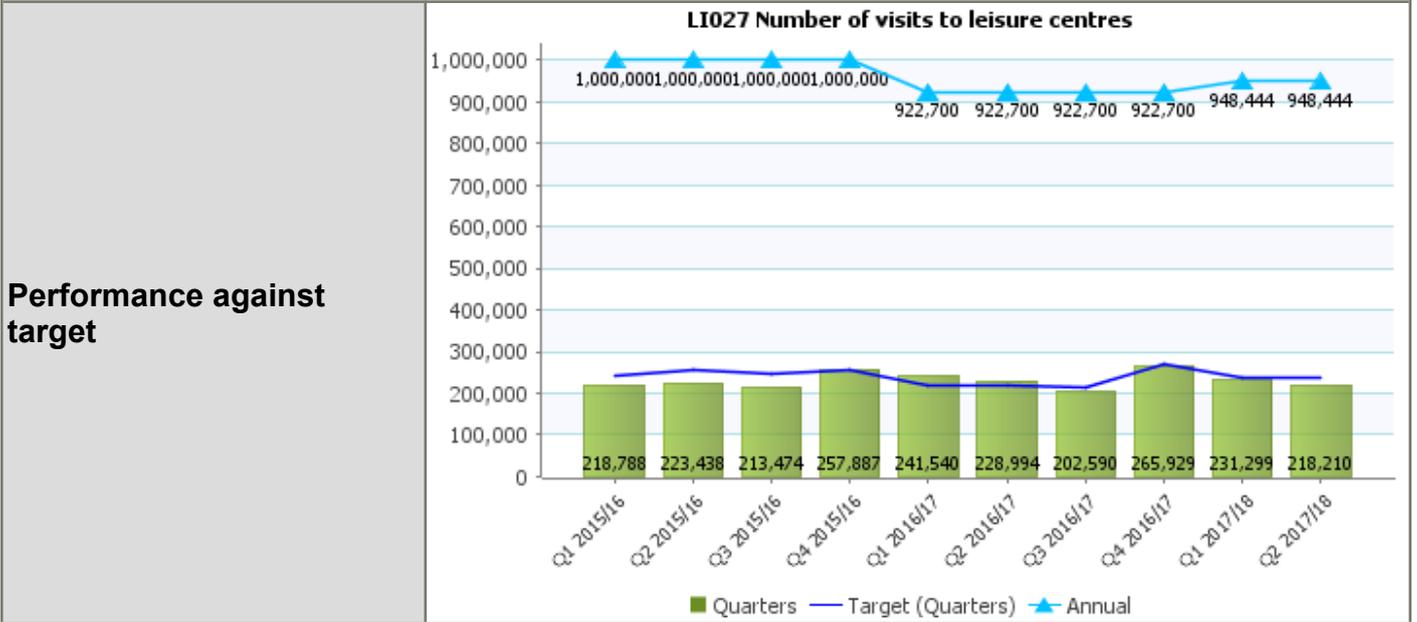
<b>Managed By</b>	Duncan Adamson	<b>Status</b>	▲
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
8.1 wks	8 wks	↑	↓

**Latest Note**  
 This target is very much demand led and dependent on Gedling Homes, Housing Associations and Private Sector properties being available. At end Q1 it was thought unlikely that we would achieve the target by end Q2. However, performance is slightly better at Q2 but it is anticipated that as the length of time spent in Temporary Accommodation is increasing, it is unlikely that we will reach the target at end Quarter 3 or 4.



**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>
218,210	237,111		
<b>Latest Note</b>	While the number of visits at Redhill, Calverton and Carlton Forum Leisure Centres has exceeded targets, Arnold Leisure Centre has missed its target due to 3 month closure for roof and associated works and is working hard to mitigate this between now and March 2018. Richard Herrod Leisure also continues to have difficulties in generating demand and also missed its visitor target		

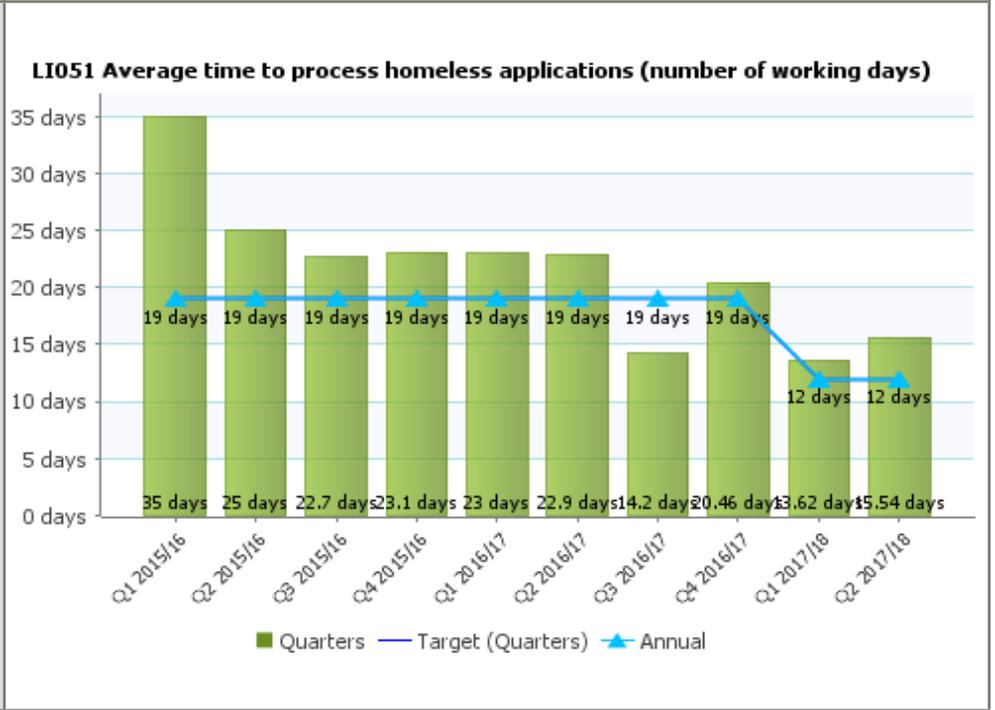


**LI051 Average time to process homeless applications (number of working days)**

<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>
15.54 days	12 days		

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

**Performance against target**

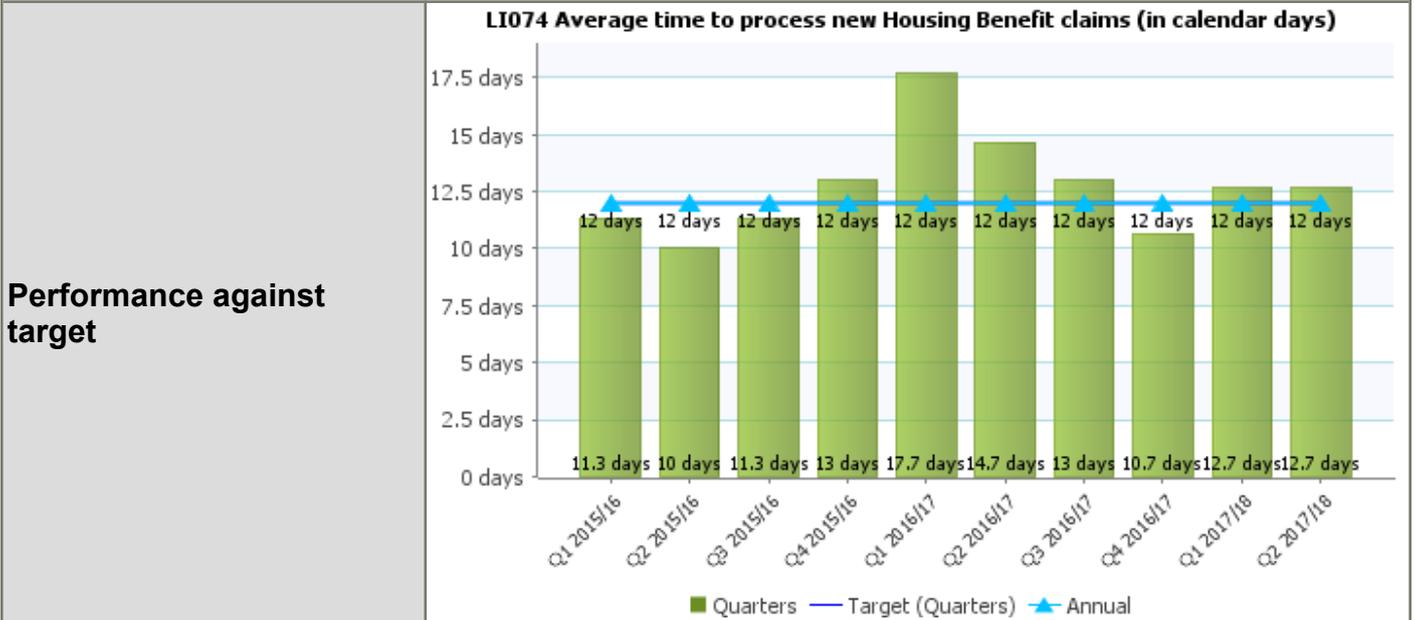


**LI074 Average time to process new Housing Benefit claims (in calendar days)**

<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>
12.7 days	12 days		

**Latest Note**

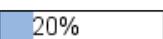
The teams' performance is again slightly over the target for this quarter. The Benefits section has had continuous welfare reform changes to implement whilst carrying two vacancies as part of the budget efficiency strategy. Performance remains in the upper quartile nationally. This target may need revising for 2018/19 as continuing resource issues are likely to impact detrimentally.



## 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: 44%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 44%	
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: 42%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 42%	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: 50%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 50%	Expression of Interest submitted to Sport England Families Fund to target inactive families from lower socio-economic backgrounds in Gedling, Ashfield and Mansfield. GBC Community Relations lead applicant.
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: 38%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 38%	
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: 50%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 50%	Official launch of new Redhill 3G pitch planned for 6 October 2017.
Provide a varied range of leisure activities for younger people	Sarah Retzlaff		31-Mar-2018	<div style="width: 86%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 86%	

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="background-color: #4f81bd; width: 37%; position: absolute; left: 0;"></div></div> 37%	
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="background-color: #4f81bd; width: 25%; position: absolute; left: 0;"></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="background-color: #4f81bd; width: 34%; position: absolute; left: 0;"></div></div> 34%	
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="background-color: #4f81bd; width: 87%; position: absolute; left: 0;"></div></div> 87%	
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="background-color: #4f81bd; width: 30%; position: absolute; left: 0;"></div></div> 30%	<p>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.</p> <p>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</p>

Title	Managed By	Status	Completion Date	Progress Bar	Notes
					arrangements being created in August 2017 and the Troubled Families Team.
Take action to tackle the harmful effects of smoking	Andy Callingham		31-Mar-2018		
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		
Ensure arrangements are in place to support local residents with the transition to Universal Credit	Duncan Adamson		31-Mar-2018		
Continue to support the national refugee resettlement programme	Duncan Adamson		31-Mar-2018		

## Portfolio Holder Performance Report - Quarter 2 2017/18

### Portfolio - Public Protection

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

## Portfolio - Public Protection

### Indicators

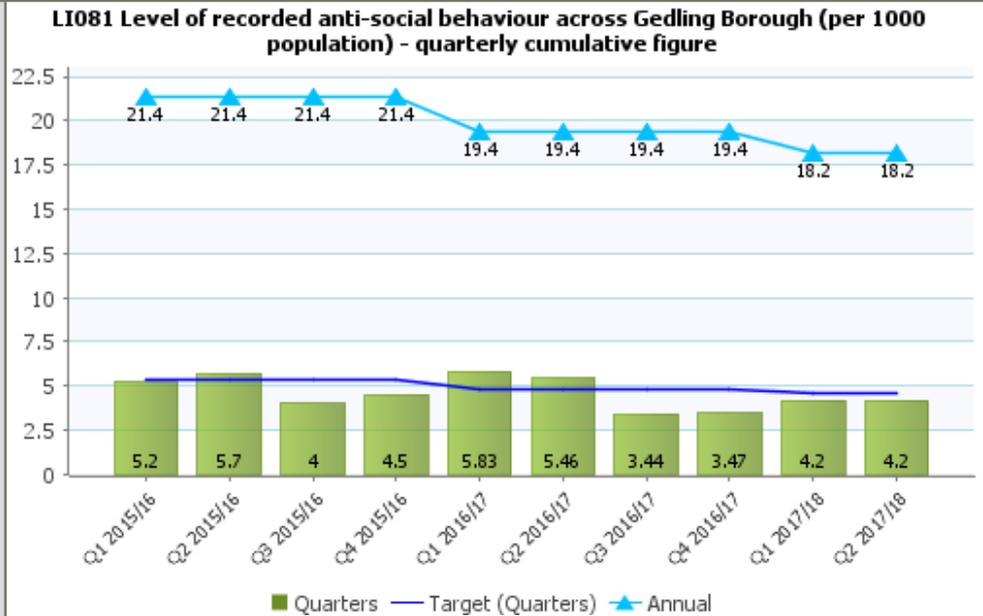
#### LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population) - quarterly cumulative figure

<b>Managed By</b>	Andy Callingham	<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>
4.2	4.55		

#### Latest Note

The level of anti-social behaviour recorded in the Borough for the first quarter of 2017-2018 is showing a 23.2% reduction compared to the same period in 2016-2017. This equates to 4.2 offences per 1000 population, 298 less offences than the previous year.

#### Performance against target



**LI076 Level of All Crime across Gedling Borough rate per 1000 population**

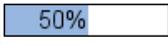
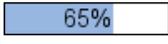
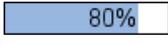
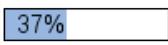
<b>Managed By</b>	Andy Callingham	<b>Status</b>	
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
13.1	11.43		

**Latest Note**

The level of All Crime in the Borough has seen an increase during Quarter 2 2017-2018. There has been an increase of 26.2% compared to the same period of time in 2016-2017 which equates to 631 more crimes. There has been a large increase in vehicle crime and also overall violence that in itself is in a large part related to changes in Police recording practices and sexual offences many of which may be attributed to increase in historical incident reports.



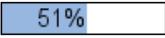
## Actions

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Develop and implement an enforcement programme to discourage environmental crime	Andy Callingham		31-Mar-2018		Ongoing enforcement particularly in areas of higher environmental crime
Implement the taxi licensing improvement plan	Andy Callingham		31-Mar-2018		
Identify and evaluate options for delivering CCTV in partnership with Nottinghamshire Police and other local authorities	Andy Callingham		31-Mar-2018		Proposal submitted by Nottingham City Council which requires further clarification, this is ongoing
Deliver the Council's contribution to the activities and priorities of the South Nottinghamshire Community Safety Partnership	Andy Callingham		31-Mar-2018		
Continue to invest in new and existing CCTV in priority hotspots	Andy Callingham		31-Mar-2018		Cameras installed in Gedling Country Park and Calverton

## Portfolio Owners Community Development Portfolio

NB there are no performance indicators reported on a quarterly basis for this portfolio.

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Target actions to support the most deprived communities within the Borough	Lance Juby		31-Mar-2019	<div style="width: 35%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 35%	
Implement actions to support the Council's Armed Forces Community Covenant	Lance Juby		31-Mar-2018	<div style="width: 5%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 5%	
Deliver a programme of community events	Lance Juby		31-Mar-2018	<div style="width: 50%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 50%	
Progress asset transfer or disposal of the Council's community centres	Lance Juby		31-Mar-2018	<div style="width: 21%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 21%	
Promote and encourage employee and community volunteering and residents' involvement in local activities	Lance Juby		31-Mar-2018	<div style="width: 62%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 62%	
Support further development of Gedling Youth Council and ensure young people are an integral of the Council's decision making process	Lance Juby		31-Mar-2018	<div style="width: 8%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 8%	
Build a positive relationship with our Parish Councils and rural communities	Lance Juby		31-Mar-2018	<div style="width: 16%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 16%	
Develop and implement Gedling Elected Members Standard	Alec Dubberley		31-Mar-2018	<div style="width: 25%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 25%	
Complete the Community Governance Review of Bestwood St Albans Parish	Alec Dubberley		31-Mar-2018	<div style="width: 66%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 66%	

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Bid for Heritage Lottery funding for a heritage centre and heritage trail at Gedling Country Park	David Wakelin		31-Mar-2018		



**Report to: Overview and Scrutiny Committee**

**Subject: Council Plan 2017/19: Overview of Quarter 2**

**Date: 20 November 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 2.

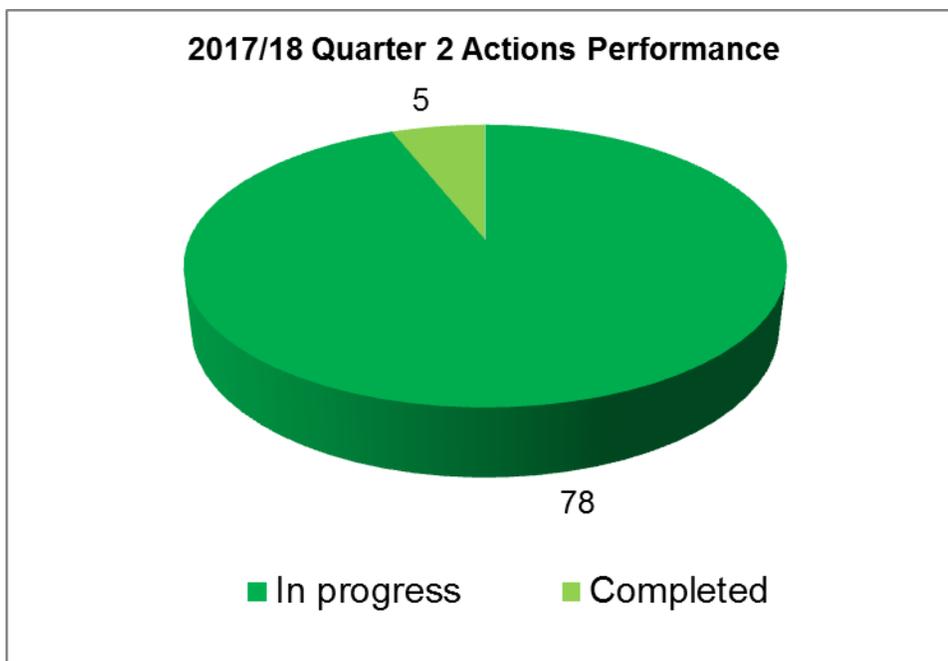
2.2. A full set of papers that appear on the website have been printed and these reports are available in the Members' Room. They contain explanations of variances from expected performance together with trend arrows for all the performance indicators within the Gedling Plan (note that an upward arrow 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.

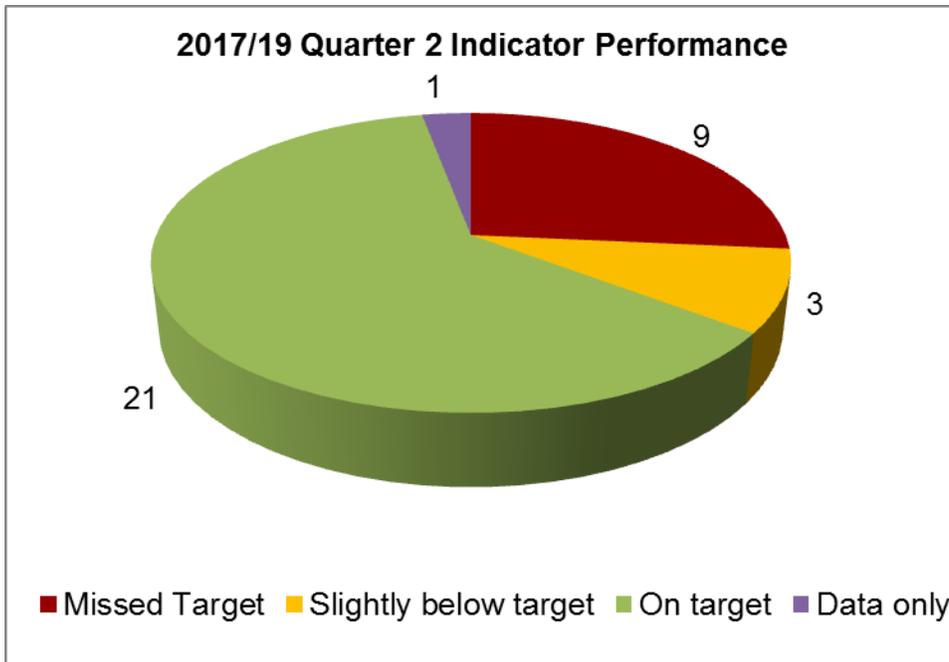
2.3. The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the “completed” or “in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

### 3. PERFORMANCE INFORMATION

#### 3.1 Current Performance

3.1.1 Overall performance at quarter 2 against the 2017/19 Gedling Plan actions and indicators shows the following:



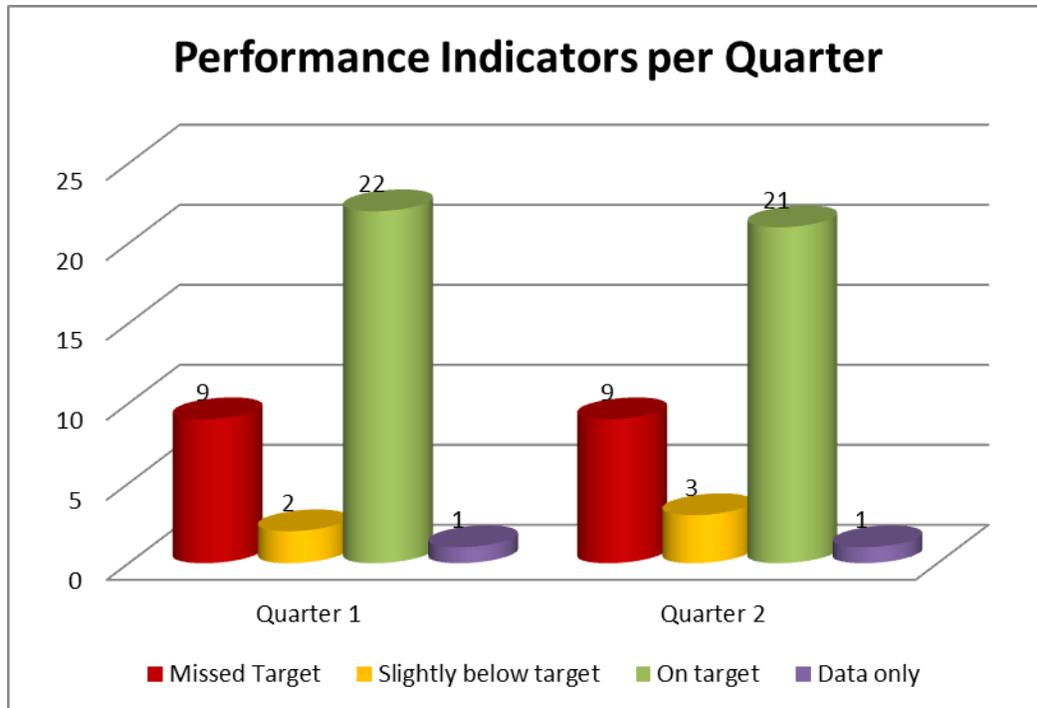


### **Actions**

**3.1.2** Five 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 second quarter of the financial year only and it is expected that actions identified for the year will be met.

### **Indicators**

**3.1.3** As can be seen from the graph below, there has been limited movement in performance indicators between Quarters 1 and 2.



#### 3.1.4 Examples of particularly positive performance during quarter 2 include:

- The average number of DNA members at 4,250 is already well above the annual target of 3,800.
- The proportion of households who considered themselves as homeless that the Council were able to help resolve their situation at 17.26% continues to be significantly higher than the 13% target.
- The time taken to process Housing and Council Tax Benefit claims and change events has improved to 5 days against a target of 6 days.
- 88% of One Stop shop customers seen within 15 minutes against a target of 83%.
- 6,415 people attended Bonington Theatre productions against a target of 6,200.
- 6 empty homes were returned to use against a target of 3, significantly higher than the 2 achieved during quarter 1.
- 100% of Major planning applications were processed within 13 weeks, higher than the 90% target.
- 182 theatre events/shows took place at the Bonington Theatre against a target of 125.

**3.1.5** Of the 9 indicators shown red at the end of quarter 2, 5 are expected to improve and be on target at year end and 1 is expected to improve but be slightly behind target at year end. However Service Managers have indicated that 3 indicators are expected to be behind target at year end, despite

management action. The following performance indicators which missed their target at quarter 2 are worthy of note at this stage:

### **Crime levels**

a) Level of overall crime

The level of overall crime across the borough has increased to 13.1 incidents per 1,000 population, higher than the 11.43 target. This represents an increase of 26.2% compared to the same period of time in 2016-2017 equating to 631 more crimes. There has been a large increase in vehicle crime and also overall violence that in itself is in a large part related to changes in Police recording practices.

### **Homelessness**

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

Loss of two members of staff has partly contributed to missing this target, but with re-allocation/reprioritisation of resources, it is expected that performance will improve and meet the target by the end of the year.

### **Housing**

c) Net additional homes provided

While the target was missed during quarter 2, we are seeing encouraging signs of housing activity. The increase in the number of housing starts, with a figure of 134 for Quarter 2, is the highest recorded figure we have so the picture moving forward is a positive one.

Also the adoption of the emerging Local Plan Document (anticipated summer 2018) will release additional sites for development which will help to increase housing starts and completions.

## **Achievements**

**3.1.6** A separate report is produced highlighting key achievements delivered during quarter 2, 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:

**Dealing effectively with illegal encampments** – the Public Protection team, working in partnership with colleagues in Legal and Parks and Street Care successfully dealt with 4 illegal encampments.

- Colwick Recreation Ground during July 2017.
- Burton Road Recreation Ground during August on site for approximately 2 weeks later.
- Carlton Forum Playing fields during August. This was Redhill Academy land however Gedling Borough Council became involved to help deal with the eviction
- Thackeray’s Lane Recreation Ground September.

**Skate Jam 2017** - Following an approach by a young man at the Arnold Carnival asking for some kind of “organised” competition for those who have left school and are either at work or university/college but still had a love of BMX, scooters and skateboards, a successful Awards for All bid of £9,500 was obtained by the Friends of Arnot Hill Park. The Community Relations Service supported the Friends Of Group to commission Extreme Wheels to deliver a series of drop in sessions and skate-jams at local parks with a finale to be held at the Joshua Dale skate-park in Colwick. Events were held at the Play Days and across Arnold and Carlton. Bestwood Village also saw a drop-in event. This was the first Skate Jam programme of its kind to be delivered anywhere in the country.

Average attendance at the drop in sessions was 20-35 and at the skate-jam events approximately 40-55. The finale at Colwick attracted nearly 100 riders with additional activities and catering provided by the local Scout group.

**Carlton Forum Health Suite** - In the first 200 days of being open (up to 31<sup>st</sup> July) the Carlton Forum Health Suite had

- 5,778 users, which is 29 users per day on average.
- A net income of £1,774.86
- 196 DNA members took up health suite membership running alongside their other memberships.

#### **4. 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 2 2017/18**

## PEOPLE

### Reduce antisocial behaviour, crime and fear of crime

**Dealing effectively with illegal encampments** – the Public Protection team, working in partnership with colleagues in Legal and Parks and Street Care successfully dealt with 4 illegal encampments (an increase from none during 2016) at

- Colwick Recreation Ground during July 2017.
- Burton Road Recreation Ground during August on site for approximately 2 weeks later.
- Carlton Forum Playing fields during August. This was Redhill Academy land however Gedling Borough Council got involved to help deal with the eviction
- Thackeray's Lane Recreation Ground September.

They ensured the encampments were removed as quickly as possible, whilst keeping all informed of the actions through regular briefings. Two were resolved within 2 weeks.

**Reducing crime** – the amount of anti-social behaviour reported to the police over the last 12 months has reduced by 23.2%. There has also been a significant reduction in drug offences which have fallen by 22.4% over the same period.

**Flying High Performing Arts Summer School** - The Council worked in partnership with Flying High Expressive Arts Company to offer a four day dance and drama summer school for children aged 8-16 years old. Sessions took place at Pond Hills Lane Community Centre culminating in a performance at the Bonington Theatre. Sixteen young people attended with a number of those signing up to regular weekly Flying High sessions.

**Carnival Workshops with City Arts** - City Arts offered two workshop sessions in Arnot Hill Park to families over the summer holidays to create art work and props for the City Arts float at Nottingham Carnival, around 20 families took part.

**Funding for New Youth Activities at Leisure Centres** - The Community Relations Service has successfully obtained national funding to deliver StreetGames Club1 sessions in the Leisure Centres across the Borough. £6,000 of funding has been secured to engage young people into individual activities such as swimming, running and fitness sessions. A designated Club1 session will take place each week for 14-18 year olds at Calverton, Redhill and Carlton Forum.

**Multi-Sports at Netherfield Youth Club** - The Council teamed up with Nottinghamshire County Council Youth Service and Nottinghamshire County Football in the Community to provide a multi-sports session at Netherfield Youth Club during July. 12 young males engaged in the session and there are plans to roll out more regular sessions for young people in Netherfield.

**Skate Jam 2017** - Following an approach by a young man at the Arnold Carnival asking for some kind of "organised" competition for those who have left school and are either at work or university/college but still had a love of BMX, scooters and skateboards, a successful Awards for All bid of £9,500 was obtained by the Friends of Arnot Hill Park. The Community Relations Service supported the Friends Of Group to commission Extreme Wheels to deliver a series of drop in sessions and skate-jams at local parks with a finale to be held at the Joshua Dale skate-park in Colwick. Events were held at the Play Days and across Arnold and Carlton. Bestwood

Village also saw a drop- in event. This was the first Skate Jam programme of its kind to be delivered anywhere in the country.

Average attendance at the drop in sessions was 20-35 and at the skate-jam events approximately 40-55. The finale at Colwick attracted nearly 100 riders with additional activities and catering provided by the local Scout group.

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

**Improving homes for increasing numbers of private tenants** – The authority deals with complaints from private tenants where the landlord has not carried out repairs they are legally required to do, this includes leaking roofs, unsafe stairs, insecure properties and where heating has failed. The number of housing conditions service requests have steadily increased since 2009 from 121 during 2010/11 to 186 during 2016/17. From April to the end of quarter 2 a total of 109 requests were received.

**Get up and Go day** - Carlton Forum hosted a Get up and Go/Older Person's Day during September. Partners attending the day included Metropolitan Connect, Change Point, Notts Fire and Rescue and Eon to give advice and support. Over 20 older people were engaged in the event and 4 new participants attended the leisure centre's 50+ Club's sport and physical activity sessions.

**Arnold Methodist Church Mental Health Befriending Service** - The Community Relations section has continued to support the Arnold Methodist Church Befriending support group, which celebrated its one year anniversary at an event during September.

**Supporting the Gedling Breathe Easy Group** - The Community Relations Section has helped to provide activities for the Gedling Breathe Easy group, including talks from the Everyone Health and Wellbeing Service and Gedling Homes (Lifeline) and a singing instructor for their Christmas Singalong. The group offers the opportunity for local people living with a lung condition to make new friends with others who understand what they're going through, and learn more about living with a lung condition.

**Community Health and Wellbeing Newsletter** - The August edition of the Council's Community Health and Wellbeing E-Newsletter was created and sent to over 1,000 recipients and included information about Netherfield's new Dementia Memory Café, Change Point's service, Gedling Homes' Lifeline, DNA Health memberships, Gedling parkrun's, One You Active 10, Get up and Go.

**Supporting Netherfield Dementia Café** - The Council has been providing support and advice for a new Dementia Café in Netherfield. The café takes place at the St George's Centre, run by volunteers and supported by Gedling Homes.

**Supporting Falls Prevention in Bestwood Village** - The Council has supported the launch of new Falls Prevention session in Bestwood Village by promoting through the lunch club, distributing posters to the Bestwood Village Healthy Communities group, village Facebook page and newsletter and both Eden Lodge and Hawthorn Nursing homes.

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

**More people watching movies at Bonington Theatre** – during quarter 2 3,682 people came to the theatre to watch the 105 film screenings significantly higher than the 1,843 attendees during quarter 2 2016/17.

**Gedling Country Park – Memorial Garden Sculpture Project** - The Council and Friends of Gedling Country Park have appointed artist Richard Janes to produce a sculpture for the Memorial Garden funded by Supporting Local Communities at Nottinghamshire County Council. Representatives from both organisations were presented with three designs and the selected design was based on research into Gedling Colliery's 'Palm Tree Junction'. This is still located under the site of the country park and was well known by former miners and inspired a sculpture in the form of a tree. It is intended that the completed piece will be produced in core-ten steel and include laser cut images, referencing the mining history of the park and the wildlife and plant life in the park now. It is anticipated that the sculpture will be produced and installed by the end of March 2018.

**New Gedling Community and Voluntary Sector E-Newsletter** - The first edition of the Community and Voluntary E-Newsletter was sent out during September to 480 Community and Voluntary Sector recipients. The newsletter promotes events and volunteering opportunities within the borough and the first edition included features on

- Community Support Initiatives e.g. Get Up & Go campaign for older people.
- Council Events e.g. Halloween and Christmas Children's arts & craft events
- Opportunities for the community, information on Gedling Senior and Youth Council
- Funding opportunities for community groups to apply for
- Volunteering opportunities in Gedling and volunteering opportunities for Gedling Borough staff
- Community Centre room hire.

**Exploring the Heritage of Conway Park** - Netherfield's Locality Co-ordinator is working with Nottingham Archive and the University of Nottingham to uncover the history of Conway Park. The Council has plans to use its research to support an upcoming bid to heritage lottery.

**Gedling Borough's Heritage Brought Alive** - The Council has been successfully awarded £75,000 from Heritage Lottery Fund to deliver the 18 month Gedling Borough's Heritage Brought Alive project. The project will work with local heritage and history societies to interpret the Borough's rich heritage at the new visitor centre and on trails at Gedling Country Park. This will be complemented by an on-line hub promoting the many aspects of the Borough's heritage,

**Netherfield Garden Competition and Good Neighbour Awards** - During July the Netherfield Garden Competition and Good Neighbour Award was held at the Richard Herrod Centre and hosted by the Mayor of Gedling. 22 people entered the Garden Competition with 8 entering the Good Neighbour Award. The event was attended by residents, Carlton Brass Training Band and a local singer. Prizes were donated by East Midlands Trains, Waitrose, The Hilton, Sainsbury's, Morrison's, Tesco's B & Q, Wilkinsons and The Co-op.

**Killisick Fun Day** - Another great event with good attendance as in previous years, around 400 people attended during the afternoon. The Mighty Smith provided the main attraction but Killisick Junior School's performance in the arena was a particular highlight. There were inflatables, balloon modelling, Climbing Wall, Sports Coaches providing fun games, craft activities for the children, face painting and lots of information stalls. This continues to be a popular event!

**Newstead Fun Day** - This year's fun day was the biggest and best attended so far. The Mayor attended to present the prizes to the Garden Competition winners as usual and there was also a Fun Fair, amazing Fire Stunt Show and lots of stalls and activities including inflatables, balloon modelling, Climbing Wall, Sports Coaches providing games, craft stalls and activities for the children and a Fire Engine.

**Tour of Britain** - The Tour of Britain came through Newstead village on 6<sup>th</sup> September and Community Relations coordinated the village activities. The village was well decorated with yellow bunting and several bicycles painted bright yellow on display. The Newstead Dragon gave a warm welcome to the racers and the Primary School bike art and the dragon featured on the live ITV4 coverage. All residents on the route were given posters to display in windows and many did.

Volunteers from the Council kept everyone safe whilst Leisure (and a member of Community Relations) cycled away to welcome the tour. In the afternoon a picnic was arranged with cycling related and non cycling related activities available and Dr Bike repairing cycles. Many of the teachers from the Primary School came down along with families and time trials and racers were organised finishing off an exciting day!

**Gedling Borough Arts Festival** - The Gedling Borough Arts Festival returned with an extended programme, this year running over seven days instead of three. The festival was programmed by New Writers UK with support from the Council, Gedling Homes, Arnold Methodist Church, Arnold Library, Button Moon and Gedling Borough Arts Association. A significant number of other local arts and community organisations were also involved and the programme covered a wide variety of art forms. Overall the feedback from the public was positive, particularly successful events included:

- Willow Weaving workshops and after school arts activities in Arnot Hill Park
- A joint concert from Bestwood and Carlton Male Voice Choirs
- A craft market in Arnold Town Centre linked to performances in Arnold Market Place

**Outdoor Theatre in Arnot Hill Park** - The Friends of Arnot Hill Park with support from Arts and Parks staff at the Council hosted an outdoor performance of 'Alice Through the Looking Glass'. The event was free of charge to the public and was funded by Councillors', the Friends of Arnot Hill Park, Arts' and Parks' budgets. An estimated 250 attended the event and feedback from the audience was generally very positive. The Friends group placed collection buckets on the gate at the end of the performance and raised over £200 which they hope to use to support similar events next year.

**Summer Play Days** - This summer the Council worked in partnership to deliver Play Days in Calverton, Papplewick, Arnold and Carlton and Gedling. Partners who contributed funding included Calverton Parish Council, Calverton Play Day Committee, Papplewick Parish Council and Papplewick and Linby Enterprise Group. Many hundreds attended the four events enjoying a wide range of free play activities for children.

## Improve health and wellbeing

**Arnold Leisure Centre Works Completed** – the swimming pool reopened in September 2017. A brand new external roof and internal suspended ceiling has been installed along with a new lighting system in the pool area, upgrade of the heating system and work has been carried out to improve the interior of the centre. The changing facilities have also been improved with the installation of new hair dryers and straighteners. As at the end of quarter 2 the number of swimming lesson attendees had risen to 920, only 30 fewer than the pre-closure figure.

**Carlton Forum Health Suite** - In the first 200 days of being open (up to 31<sup>st</sup> July) the Carlton Forum Health Suite had

- 5,778 users, which is 29 users per day on average.
- A net income of £1,774.86
- 196 DNA members took up health suite membership running alongside their other memberships.

**New funding for Cinder Track in Netherfield** - A bid for funding to WREN was submitted earlier this year which has resulted in £46,320 being granted for improvements to the cinder track in Netherfield. Work will commence over the next few months and will make the track more accessible for local people to enjoy.

**Increasing DNA membership** – To the end of Quarter 2 there were 622 more members compared to last year – the current total is 4,417 members.

**Richard Herrod Wrestling to raise mental health awareness** - A special wrestling event organised by Councillor Scroggie and Arnold Methodist Church at the Richard Herrod Centre took place in August to raise awareness of mental health issues and funds for the church to build a crisis café for people in need. This successful event is to be repeated again in the future.

**Smoke free Killisick Fun Day** - At the Killisick Fun Day there was a smoke free zone in the Beacon area which included the car park and grounds. Signs were put up on the fencing and all entrances and were honoured by the people attending. The Beacon asked for the signs to be left up at the end of the event to continue to request users to respect the smoke free zone permanently.

**Drop-in Sport at Arnot Hill Park** - A programme of Sport was delivered in Arnot Hill Park during August. Attendance at the drop in style sessions was high with a real interest in sports such as Rounders and Tennis.

**Improver Running Track Sessions at Carlton-le-Willows Academy** - An Improver Running Track Session was successfully delivered for 12 weeks over the summer at Carlton Le Willows Academy. The sessions were delivered by local qualified Run Leaders and an average of 30 participants attended each week, with 50 participants attending some weeks. All participants were over 16 and had some level of running experience. The Council supported by promoting the sessions and providing funding for the track hire. The volunteers are now looking to make this an annual summer programme.

**Get Going In Gedling** - The Council has supported the revision of promotional material for the long standing Get Going Gedling health walk programme led by local volunteers. The promotional leaflet has been updated and distributed around the Borough.

## **PLACE**

### **Provide more homes**

**Increased number of homes started** - During Quarter 2 a total of 125 homes were started, mainly to the Gedling Colliery/Chase Farm site (33 plots) and the Byron Street site (14 plots) next to Aldi in Arnold.

**A gap funding application** - was submitted to HCA to help accelerate a large derelict site in Arnold.

### **Create more jobs and better access to them**

**Jobs Fair held** - During quarter two we delivered the annual Gedling Jobs Fair supporting 16 employers with their recruitment needs (in addition to 35 providers promoting training, employment and support services).

**Gedling Business Partnership meetings** - The Economic Growth Team attended three Gedling Business Partnership meetings to support businesses with their business support needs and D2N2 Growth Hub delivered a business surgery which three businesses accessed.

**Business support initiatives** - In quarter two four businesses were visited and supported to access business support initiatives. In addition, businesses that have been visited in previous months continue to receive support.

**Business engagement event** - A wider business engagement event for Colwick has been arranged during quarter two to take place in quarter three.

### **Ensure local people are well prepared and able to complete for jobs**

**Speed Networking events** - introducing young people to employers were held at two secondary schools. Engagement has continued with all secondary schools to plan employability events for the new academic year.

**Apprenticeship Support** - During this period 7 grants were awarded to businesses to support apprenticeships

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

**Green Flag awards** - Successful award of three 'Green Flags' at AHP, Burton Road Jubilee Park and Gedling Country Park, to recognise well managed parks and green spaces, setting the benchmark standard for the management of recreational outdoor spaces across the United Kingdom to ensure that everybody has access to appropriately managed, quality green and other open spaces, irrespective of where they live. That meet the needs of the communities that they serve.

**Installation of a new 'Multi Use Games' area** at Muirfield Road Recreation ground and a newly refurbished 'Children's Play Area' at Vale Road in Colwick, to give local children and teenagers attractive and enhanced recreation facilities.

**Community volunteer sessions** - An 'ongoing' annual programme of environmental improvement community volunteer sessions, [see attached], designed to enhance and create attractive and sustainable local environments. Involving the Arnot Hill Park Gardening Club, who maintain the ornamental areas of the park. Tree and Hedge planting at Gedling Country Park. Maintenance and tidy up of the Japanese Water Gardens at Bestwood Country Park and maintenance of the nature trail at Burton Road Jubilee Park, to include litter picking, weeding and general tidy up. To provide some examples. Tasks are suitable for those more and less physically able.

**Launch of the 'Green Nudge' campaign** with the help of Cllr's Clarke and Barnes. 'Green footprint' stencils are sprayed using biodegradable paint, in effect walking towards a nearby litter bin, to draw people's attention to the need to deposit litter in the bins provided rather than drop them on the floor. (See Photos attached).

**Continuation of the 'Clean up after your dog' campaign**, with 'Were Watching You' vinyl banners, and fluorescent glowing eyes, [Keep Britain tidy sponsored], posters and 'Clean up' after your dog biodegradable paint stencils placed at hot spot locations to deter dog fouling.

**Comprehensive review of land ownership** and grounds maintenance and cleansing responsibilities at 'Warren Hill' to address failings and inefficiencies, caused by organisations not taking responsibility for maintenance and cleansing. Area now fully mapped and all ownership organisations identified. Work to improve the area ongoing.

## **PERFORMANCE**

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

**Increasing satisfaction with the Council** – the proportion of residents that are satisfied with Gedling Borough Council has increased to 65.9% from 64%. More residents feel better informed rising to 71.2% compared to 69%. 73% of residents are satisfied with the ways they can contact us, increasing from 71% and 60% are satisfied with our response when they contacted us (rising from 57%).

**New website launched** – The Council's redesigned website was launched in August aimed at being easier to use and to facilitate more online/digital services for our residents.

**Award winning communication** – Our Media and Communications Manager won the 'Communicator of the year' in the Granicus Digital Strategy awards which recognise effective and innovative digital strategy promoting services, improving awareness, and increasing citizen involvement throughout the public sector.

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

**Staff Wellbeing@Work Newsletter** - The latest edition of the Staff Wellbeing@Work Newsletter was circulated in July and included topics such Pilates sessions for staff, the 'Let's Do it' initiative and how to do an office work out.

**Staff Pilates Sessions** - Staff Pilates sessions have been re-established in September initially for a 6 week trial with the plan to continue long term providing there is a good take up to the sessions.

**Being Healthy at the Employee Conference** - The following speakers and activities were sourced for the Council's Employee Conference to offer advice about leading healthy lifestyles:

- Mr Singh from Keyworth Pharmacy,
- Let's Talk Wellbeing Talking Therapy Service,
- Gedling parkrun
- Nordic Walking

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**Report to:** Overview and Scrutiny Committee

**Subject:** Collection of Refuse Bins

**Date:** 20 November 2017

**Author:** Democratic Services Officer

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

To introduce Mark Hurst, Service Manager, Transport and Waste who is attending the Committee to inform Members about a range of issues relating to the collection of refuse bins.

## **2. BACKGROUND**

At the September Committee Members received a written briefing regarding the issue of household refuse bins which included contaminated waste not being collected and left on the street. The briefing informed the Committee about how arrangements are made to have these bins collected, and initiatives undertaken to 'educate' people to use bins correctly. Members appreciated the response and agreed to invite the Mark Hurst to this Committee as they had further questions and wanted to explore a range of related concerns, including recycling.

## **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: Scrutiny Work Programme**

**Date: 20 November 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. COMPLETED SCRUTINY REVIEWS**

### **2.1 Elderly Person's Working Group**

The report and recommendations were presented to Cabinet on 12th October. A written response to recommendations is attached at **Appendix 1**. Members will have the opportunity to discuss the responses to the recommendations.

### **2.2 Obesity Report**

The report and recommendations were presented to Cabinet on the 4<sup>th</sup> August 2016 and a written response was presented to the Overview and Scrutiny Committee on the 21<sup>st</sup> November 2016. A six month progress report on the implementation of some of the accepted recommendations was presented to the Committee on the 8<sup>th</sup> May. Attached at **Appendix 2** is a six month update for recommendations made to leisure services.

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

### **3.1 The Armed Forces Community Covenant**

At the May Committee Councillor Collis, the Council's Policy Advisor for Armed Forces Relationships, informed Members about activities to support the signing of the Armed Forces Community Covenant. Members suggested that leisure centre concessions should be considered for military and ex-military personnel and requested a written update at the next committee on progress of the Covenant refresh.

### **Leisure Centre Concessions**

As a result of Gedling BC signing up to the Covenant, armed forces personnel can currently access the Leisure Services corporate membership rate, which is the same as the concessionary price of £25.

Standard Corporate memberships are minimum term 12-month contracts however we offer six month memberships to Armed Forces personnel, and one off single month memberships if they are home in Nottinghamshire for a short period.

Armed Forces access to this discounted rate is promoted in the East Midlands Military Guide, and promoted on the updated Covenant webpage. Advert attached at **Appendix 3**

We don't currently offer any additional discounted rates for families of concessionary memberships. Families of GBC staff and any other concessions don't get any discount so I don't think this is something we would look to offer as it goes against current offerings.

The Council doesn't currently offer discounts to ex Armed Forces personnel, however this may be something we can do in future. It would require a means of identifying members of the Armed Forces community, i.e. asking the question on the application form, which is one of the actions identified in the upcoming Armed Forces Covenant Action Plan.

### **General progress update: Covenant Action Plan 2017/19**

At the last Scrutiny Committee Councillor Collis presented a report highlighting the priorities to be addressed in a refreshed Covenant Action Plan. This action plan will be the subject of an upcoming report to the Council's Senior Leadership Team.

In the meantime, the Covenant webpage has been updated, and the need to provide support to Armed Forces citizens has been included as a cross cutting consideration in the service planning process 2018/19.

Councillor Collis will be attending the Employer Recognition Scheme Silver Award Reception in Loughborough on Thursday 9<sup>th</sup> November, and an article about our achievement has been included in Christmas Contacts.

Discussions and scoping is underway about the 100 year commemoration of the end of WW1, with initial proposals for an event on the Gedling Country Park and in the Newstead Locality.

Jane Ansell, Community Investment Manager.

### **3.2 Quarter 1 Performance Review**

- **Coordination of grass cutting with litter picks**

Ways to better co-ordinate the County Council verge mowing and Gedling Borough Council litter picking will be considered.

- **Letter to football teams regarding litter on recreation areas**

A letter will be sent to football teams regarding litter on pitches and the requirement to tidy up after matches.

Melvin Cryer, Service Manager Parks and Street Care

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

### **4.1 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.

### **4.2 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. This working group has held its first meeting and developed a draft scope **Appendix 4.**

### **4.3 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.

This piece of work has not yet commenced as additional Members are required for the working group.

## **5. SCRUTINY IN COMMITTEE**

### **5.1 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>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 5**.

## **6. EAST MIDLANDS SCRUTINY NETWORK**

The next meeting of the East Midlands Scrutiny Network is scheduled for the 1<sup>st</sup> December at 10.00. This meeting is being hosted by Gedling Borough Council and all members' of the Overview and Scrutiny Committee are invited to attend.

## **7. RECOMMENDATION**

The Overview and Scrutiny Committee is recommended to:

- Consider and comment on the responses to completed scrutiny reviews
- Consider on the information relating to the Community Covenant
- Consider the proposed working groups and the membership
- Note the information relating to the continuation of the Portfolio Holder Programme.

## **APPENDICES**

**Appendix 1: Elderly Persons Review response**

**Appendix 2: Obesity Review update**

**Appendix 3: Leisure advert**

**Appendix 4: Draft Scope, Effectiveness of Scrutiny**

**Appendix 5: Scrutiny work programme**

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**Responses to Scrutiny Review Recommendations**

**Report to Overview Committee**

Title of the review: Elderly Persons Working Group
Date review completed: 17 <sup>th</sup> July 2017
Date Presented to Cabinet: 12 <sup>th</sup> October 2017
Portfolio Holder: Councillor P Barnes Environment, Councillor D Ellis, Public Protection Councillor Henry Wheeler, Housing, Health and Wellbeing
Chair of the review group: Councillor K Doyle
Officer supporting the review: Helen Lee
Response due to the Overview Committee (28 days): 20 <sup>th</sup> November 2017

<p><b>Guidance</b></p> <p>The final report and recommendations from the above review have been considered by Cabinet and a written response to the recommendations from the responsible Cabinet Member to the Overview Committee is required within twenty eight days of the date the review was presented to Cabinet.</p> <p>If you need any further assistance in completing this response please contact the Officer that supported the review</p>
---

**Recommendation 1**

**Include information in the Bereavement Services Booklet that will signpost to relevant support services that offer assistance at a critical point in people's lives.**

To be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted  Partly accepted  Do not accept

Recommendation Accepted:

- A Bereavement Services Booklet has been produced in the past. More recently this information was moved online to help reduce publishing costs. But with the recent updating of the Council's website the information has been inadvertently removed.
- GBC Cemetery Administration will refresh the current available information and ensure it is placed back on the website once again and use the same information to produce a new booklet to be made available at the Civic Centre and other locations.

**Recommendation 2**

**Ensure that members of staff in Bereavement Services are aware of the support that is available if they identify a person in need.**

**Part 1** – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted  Partly Accepted  Do not accept

Partially Accepted:

- Cemetery administration staff have undertaken Bereavement training and are aware of the support that is available. But staff will refresh the current information held on record so that when unidentified people in need approach them in future they are able to signpost them to the most up-to-date best support available.

**Recommendation 3**

**Elected Members and frontline members of staff attend safeguarding training to help them identify elderly people who appear to be lonely, or who self-neglect, and are in need of support.**

**Part 1** – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted  Partly Accepted  Do not accept

Accepted

The Council regularly runs training events for all staff and Members and these training courses are overseen by the Council's Safeguarding Working Group. New Members and officers receive training as part of their induction course.

The Safeguarding Working Group are currently revisiting training across the Council and will be approving a training plan in February 2018.

#### Recommendation 4

**Explore the feasibility of establishing a link with major supermarkets where employees may be aware of elderly people in need of support.**

**Part 1** – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted  Partly Accepted  Do not accept

Partly Accepted

Staff from Public Protection oversee the Council's contribution to /Dementia Alliance Action Plan and aspects of that is Dementia Friends training which specifically provides support and guidance to members of the public who come into contact with elderly people who are confused, disorientated and show signs of needing immediate care and support. The Council has undertaken a number of external Dementia Friends awareness courses as has the Alzheimer's Society across the Borough.

The Portfolio Holder will further investigate what other systems and processes large supermarkets have in place in the Borough to establish if any further support can be offered in relation to the safeguarding agenda.

#### Recommendation 5

**Investigate the possibility of establishing a 'Men in Sheds' in the south of Gedling.**

**Part 1** – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted  Partly Accepted  Do not accept

Partially Accepted:

- Subject to Age UK support and funding bids. As a Council we cannot meet the costs alone. Contact has been made with Age UK, we are just awaiting their initial response to this proposition.
- St Pauls Church, Carlton are also considering setting up their own 'Shed' and this may provide the facility in that area if plans come to fruition if the premises meets the Health and Safety and disability access requirements and standards.

### Recommendation 6

**An elected Member attends the Seniors Council and feeds back any information that may help other members to assist elderly constituents in their ward.**

**Part 1** – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted  Partly Accepted  Do not accept

Recommendation Accepted:

- The Portfolio Holders for Communities already attends these meetings as part of the Communities brief.
- The Portfolio Holder for Housing and Health & Wellbeing is also provided with regular feedback as required.

### Recommendation 7

**Ensure that all information disseminated by Gedling Borough is available in a format that elderly people are able to access and in the places where they go.**

**Part 1** – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted  Partly Accepted  Do not accept

Recommendation Accepted:

- Wherever possible information is provided to elderly residents through the Contacts Magazine which should also be available in Libraries and GP surgeries, dentist etc. This should apply to other GBC publications.
- Information is also available via Keep Me Posted large screens etc.
- Officers will further explore what other opportunities there are to disseminate information to our elderly residents

### Recommendation 8

**Members should consider participating in GP Patient Participation Groups, to promote the 'every contact counts' ethos, and encourage GP surgeries to identify and signpost isolated individuals to support services.**

**Part 1** – to be completed after the report has been presented to Cabinet

APPENDIX 1

(Please tick) Recommendation Accepted  Partly Accepted  Do not accept

Recommendation Accepted:

- The Portfolio Holder is very willing to remind elected members to do this again; this has been done on a number of occasions previously.

### Recommendation 9

**Encourage taxi company operators to provide taxi drivers with safeguarding guidance which will help identify vulnerable elderly people and assist them when reporting their concerns to the Council.**

**Part 1** – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted  Partly Accepted  Do not accept

Accepted

This we already do as we invite the operators to our safeguarding training, which includes a significant section on recognising vulnerable individuals, including those who are elderly.

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## **Responses to Scrutiny Review Recommendations**

### **Report to Overview Committee**

Title of the review: **Obesity Scrutiny Working Group**

Date review completed: June 2016

Date Presented to Cabinet: 4 August 2016

Portfolio Holder: Councillor: H Wheeler

Chair of the review group: Councillor Viv McCrossen

Officer supporting the review: Helen Lee

Response due to the Overview Committee (28 days): 21 November 2016

6 month progress report to the Overview Committee: 8 May 2016

#### **Guidance**

The final report and recommendations from the above review have been considered by Cabinet and a written response to the recommendations from the responsible Cabinet Member to the Overview Committee is required within twenty eight days of the date the review was presented to Cabinet. A further six month report on the progress of accepted or partially accepted recommendations will also be required.

If you need any further assistance in completing this response please contact the Officer that supported the review

#### **Recommendation3**

**Resources are made available for obesity prevention education, with a particular emphasis on families, children and young people, outlining the risks that poor diet and lack of exercise will have on health in later life.**

**The Portfolio Holder accepts this recommendation.**

Changepoint's "Jump Avenue" free family healthy lifestyle programme is delivered from Arnold Hill Community Centre. The adult programme is delivered from Westdale Lane Community Centre. The Council is also working with Changepoint to deliver a family healthy lifestyle project in Bestwood Village. An update on provision

delivered within Gedling Primary Schools to be requested from Gedling Sports Partnership.

### **Six month progress report**

Changepoint lifestyle programmes continue to run from GBC community centres.

Initial plans to deliver healthy lifestyle project with Changepoint at Hawthorne School in Bestwood Village unsuccessful due to lack of engagement from families. Plans to be revisited in 2017.

Gedling Borough Council has submitted an expression of interest to become a Sport England Local Delivery Pilot. If successful this programme will adopt a “whole systems” approach to getting those people who are currently inactive active. This approach will promote better collaboration between statutory partners and the community and voluntary sector to support families to become active.

In May the Council will be leading a Sugar Awareness Campaign that will highlight the range of choices available to families in terms of sugar in their diet. Resources will include a promotional video involving the Director of Health and Wellbeing and Dr Ian Campbell, an expert on Obesity prevention, as well as a social media campaign and an engagement event with the community in Arnold Town Centre on 19 May. Partners will include Changepoint, Gedling’s Leisure Centres, NHS Oral Health Promotion Team, National Ice Centre and Gedling Sports Partnership.

Gedling Sports Partnership are running Change4Life programmes in schools locally and were approached in March by the Department of Education and Department of Culture, Media and Sport to do some further national pilot work.

### **Recommendation 5**

**Improve and promote the self-referral route for Changepoint Weight Management Services.**

**The Portfolio Holder accepts this recommendation.**

The Council has been promoting the Changepoint Weight Management programme by:

- signposting any referrals we have received for the de-commissioned Positive Moves scheme on to Changepoint.
- signposting DNA Health participants to Changepoint if they have an interest in weight loss

- regular meetings with the local Changepoint Health coach to explore joint working opportunities
- circulating Changepoint updates to all community partners so they are aware of sessions available in Gedling
- inviting Changepoint representatives to local steering groups in Killisick, Netherfield and Newstead
- informing Council staff of the service through our workplace health initiative and annual staff health fair

**Response received from Public Health – Nottinghamshire:**

Call to action cards are available and self-referral only requires a phone call or email T:03330050092 or E: [changepointnotts@everyonehealth.co.uk](mailto:changepointnotts@everyonehealth.co.uk)

**Six month progress report**

GBC continue to promote the Changepoint service. As part of the May Sugar Awareness Campaign it is proposed a joint letter from Changepoint and GBC is sent to schools promoting the service. Changepoint will be a key partner in the campaign promoting their service and offering wider nutrition advice to residents.

**Recommendation 6**

**Rigorous monitoring of the effectiveness of the Changepoint Weight Management Service is undertaken.**

**The Portfolio Holder accepts this recommendation.**

The Council receives monitoring information through its membership on the Nottinghamshire Tackling Excess Weight Steering Group. Monitoring information to be discussed at the Gedling Health and Wellbeing Delivery Group.

**Response received from Public Health – Nottinghamshire:**

Rigorous monitoring is being undertaken. The nature of the service is for long term (12 month) behaviour change and so by the end of year 2 of the contract we will see what impact there has been. Please find attached a copy of the 2015/16 annual report.

### **Six month progress report**

Monitoring continues to be undertaken by Nottinghamshire County Council's Public Health Team that has commissioned the programme. Changepoint are invited to report local progress to partners at the Gedling Health and Wellbeing Delivery Group, chaired by the Director for Health and Wellbeing.

### **Recommendation 7**

**That there is a monthly article, in the Contacts magazine, promoting healthy lifestyles, sports activities, including walking and cycling, fitness classes and take-up of the allotment scheme. This could include nutritional advice and the inclusion of a healthy nutritious recipe.**

### **The Portfolio Holder partially accepts this recommendation.**

The Portfolio Holder accepts that regular promotion be undertaken and that the most appropriate method be considered.

Contacts magazine is published only three times a year and not monthly. There have already been the following articles in Contacts during 2016:

- Mental Health Challenge
- Gedling parkrun
- Parklife – enjoy the great outdoors (
- Summer Carnival of Sport – children's summer activities
- DNA Health Case study
- Smoking Cessation Service
- Changepoint promotion
- Sign up to local health forum
- DNA Nutrition and Leisure Centre Promotion
- Girls Make it happen
- Talking therapies

Regular communication regarding healthy lifestyles is also happening through the Leisure Keep Me Posted e-marketing. A Health and Wellbeing Keep Me Posted category is also being developed to further promote healthy lifestyles. Opportunities will also be promoted on social media.

The Leisure Centres have also launched DNA Nutrition an on-line tool that helps to design a healthy and nutritious diet for individuals. This will become free to all DNA members from January.

### **Six month progress report**

A Community Health and Wellbeing Keep Me Posted category has been launched in February 2017 and will be circulated every two month. It now has 600+ subscribers to date and has covered topics such as Change Point Obesity and Weight Management Service, Health for Teens website, Walking in Gedling, talking therapies and Macmillan support.

The Spring 2017 Contacts magazine included the following articles:

- New play area and trim trail in Netherfield
- Skate Jam programme for young people in the Borough
- GBC Leisure Centres' DNA health and DNA membership schemes and swimming lessons
- The local obesity and weight management service
- Talking therapies
- A newly commissioned COPD social and gentle exercise group
- The Diabetes Prevention Programme
- Promotion of GBC allotment schemes

### **Recommendation 8**

**Promotion of a healthy lifestyle, including healthy eating, physical activity and available obesity prevention services are displayed on the side of refuse lorries.**

**The Portfolio Holder accepts this recommendation** but the current budget challenges need to be understood. There is currently no specific health and wellbeing promotional budget held by the Council. The cost of an advert is free for GBC services, but there will be design costs. The opportunity for commissioned partners to advertise on lorries can be offered, however they will need to pay for this service.

Promotion to date on the side of refuse lorries has included leisure centre swimming, DNA health and Get Going In Gedling walking scheme.

### **Six month progress report**

No update.

## **Recommendation 9**

**Members, through their work, as school governors, should encourage schools to consider adopting the 'daily mile' scheme.**

**The Portfolio Holder accepts this recommendation** and will write a letter to all Members. The Council will also discuss with Gedling Sports Partnership their role in encouraging schools in the adoption of the daily mile.

### **Response received from Public Health – Nottinghamshire.**

Support for the 'daily mile' is available from ChangePoint as part of the T1 commitment.

## **Six month progress report**

The Portfolio Holder for Housing, Health and Wellbeing has written to all Members. A discussion with Gedling Sports Partnership on the daily mile is planned for 3 May 2017.

## **Recommendation 11**

**The provision of outdoor gymnasiums made available in all Gedling Borough Council parks and recreation areas, but particularly, that one is sited at Arnot Hill Park.**

### **The Portfolio Holder partially accepts this recommendation.**

This must be driven by budget availability in terms of installation and on-going maintenance. There are currently outdoor gyms located at the following sites:

- Killisick Rec
- King George V Rec, Arnold
- Burton Road Jubilee Park
- Honeywood Gardens

There is also outdoor gym equipment at Papplewick managed by the Parish Council. The Council is supporting the development of a community funding application for equipment in Bestwood Village.

The Council is also considering equipment at Arnot Hill Park, although recent consultation preferred the option of a refurbished play area as a priority. An outdoor gym will also compliment the Bootcamp in Arnot Hill Park. There are no plans for

other parks to have outdoor gym equipment particularly as no funding is specifically available.

Research on the impact outdoor gyms have on health and wellbeing to be identified as a means to aid decision making.

### **Six month progress report**

Following consultation proposals for new play provision is being considered for Arnot Hill Park.

GBC is working with Warren Action Group to plan a new outdoor gym on Muirfield Rec – this will be dependent on available budget.

### **Recommendation 12**

**The introduction of instructor supervised sessions to inform people how to properly use the outdoor gym equipment.**

**The Portfolio Holder partially accepts this recommendation.**

The Council cannot employ instructors direct to perform such a role so this would rely on the availability of volunteers, interested community organisations, charities or existing private providers. There is no funding available for this so provision would need to be demand driven in order for it to be sustainable. We currently have no evidence whether this demand exists.

Parks and Street Care encourage Bootcamp classes in our parks, but currently only Arnot Hill Park is used.

### **Six month progress report**

No further update.

### **Recommendation 13**

**Consideration of the feasibility of providing table tennis tables in all Gedling Borough parks and recreation areas.**

**The Portfolio Holder partially accepts this recommendation.**

This must be driven by budget availability in terms of installation and on-going maintenance. There are currently no plans to roll them out as no funding is currently available. Bats and balls could also be an issue unless users brought their own.

Carlton-le-Willows Academy has opened a new table tennis centre called the Nottingham Sycamore Table Tennis Academy. Community access includes coaching, competitions, a family night, a Talent Development Centre, school holiday camps and open play for members of the public.

**Six month progress report**

No further update.

**Recommendation 14**

**The siting of a “trim trail” at Gedling Country Park and other suitable locations.**

**The Portfolio Holder partially accepts this recommendation.**

Funding has been obtained for a new trim trail to be located at Ley Street in Netherfield.

The Council’s plans for other locations must be driven by budget availability in terms of installation and on-going maintenance. There are currently no trim trails in any of the parks at present, as no budget is available.

**Six month progress report**

The trim trail at Ley Street in Netherfield was opened in March 2017 alongside a new play area – external funding was obtained from NCC’s Supporting Local Communities and WREN.

**Recommendation 15**

**Healthy option vending machines are installed in leisure centres.**

**The Portfolio Holder partially accepts this recommendation**, subject to consideration of the current contractual obligations the leisure centres have with regard to vending machines. Minimum requirements of the current contract is 10% of options available must be healthy.

**Six month progress report**

No further update.

**Recommendation 16**

**The sale of fresh fruit in leisure centre receptions is trialled.**

**The Portfolio Holder partially accepts this recommendation**, subject to consultation with leisure centre users.

Consultation to be undertaken through the Keep Me Posted Leisure database and other formats, to assess demand for fresh fruit. The findings will be used to inform future decisions.

**Six month progress report**

No further update.

**Recommendation 17**

**Improve the shower facilities at the Civic Centre, to encourage staff to cycle to work and be more active at lunchtime.**

**The Portfolio Holder partially accepts this recommendation.**

The new shower facilities in the depot are to be made available to Civic Centre staff. Consideration is also being given to secure cycle storage at the depot and Civic Centre, subject to available funding. If this is a possibility it is proposed a launch event is arranged to which Dr Bike will be invited so that staff can access some free bike maintenance. Consideration is also being made to a new cycle lease scheme for staff.

All staff who attended the recent Staff Conference were given a Gedling Cycle Map.

**Six month progress report**

New shower facilities are now available at the depot site.

Staff shower facility next to Arnot Hill House has been refurbished and a new gate with key code installed to access the courtyard adjacent to the House which offers secure cycle storage.

**DNA** FITNESS MEMBERSHIP  
MEMBERSHIP

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FOR IT

Corporate  
Membership rate  
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**£25**  
PER MONTH

JOIN THE DNA FITNESS MEMBERSHIP AND GET  
ACCESS TO FOUR LEISURE FACILITIES INCLUDING;

- > Gyms, Public swim sessions & 100+ group exercise sessions
- > Personalised gym programmes
- > Access to DNA Nutrition - online healthy eating programme

**Gedling**  
Borough Council  
[www.gedling.gov.uk](http://www.gedling.gov.uk)

**Redhill**  
0115 901 3630

**Carlton Forum**  
0115 987 2333

**Calverton**  
0115 901 3800

**Arnold**  
0115 901 3690



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## Overview and Scrutiny Review Scoping Report

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Review Title: Effective Scrutiny Working Group

Chair of the review group: Councillor Paling

Working Group members: Councillors Lawrence, Doyle, Miller, Parr and Poole

Portfolio Holder: Cllr.

Corporate Director: Helen Barrington, Director of Organisational Development and Democratic Services.

Lead Officer: Helen Lee

### Reason for the review

To evaluate the effectiveness of the Overview and Scrutiny Committee work programme, explore ways to improve the impact of the scrutiny function and how to increase Member engagement in the scrutiny process.

### Specific focus of the review

How the work of the Overview and Scrutiny Committee can be reviewed and improved to make a difference to local people's lives. This will include:

- How well the committee hold the Executive to account?
- How well the Committee identifies important local issues
- How well the committee finds weaknesses in policy or service delivery?
- The value of, and Member engagement with, the programme of holding the Portfolio Holder to account and the quarterly performance report. Is there a better way to do this?
- How the committee selects issues for, and scopes, reviews. Should these be aligned with Cabinet priorities
- How to increase Member input into developing the work programme
- Expectations of Cabinet and Council – what do they expect from scrutiny?

What we hope to achieve?

Improve the effectiveness of the Overview and Scrutiny Committee's work programme and increase Member engagement in the scrutiny process.

Information required from whom.

Scrutiny Members  
Non scrutiny members  
Senior Leadership Team  
Service Managers.  
Cabinet Members, John Clarke?

How we will get the information.

Discussions with relevant Members and officers.

Public Involvement.

None

Equalities issues.

There should be no adverse effect on the groups which fall within the protected categories as defined in the Equalities Act 2010.

## Timescales for the review

Action		Date
Approval from O & S	The formal process prior to commencing the review	17 <sup>th</sup> July 2017
Drafting the scoping document		11 October 2017
Meeting and evidence gathering meetings		
Drafting the recommendations and report		
Report to Overview Committee		
Report to Cabinet		
Response to Overview (within 28 days)		
Six month update		

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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 P Barnes	Quarter 1 data	Review of complaints received Armed Forces Community Covenant Work programme	Effectiveness of Scrutiny	
November 20th	Cllr H Wheeler	Quarter 2 data			Response to the Elderly Persons Income Generation Working Groups Obesity Recommendations update
January 22nd	Cllr D Ellis		Crime and Disorder Scrutiny		Income Generation Working Groups
March 19th	Cllr J Hollingsworth	Quarter 3 data			
May 14 <sup>th</sup>	Cllr G 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.

- A 2 year contract with Vodafone under the G-Cloud 9 Call-Off Contract. It is not possible to obtain quotes from other suppliers as Vodafone is the sole supplier of these services as arranged by the Cabinet Office.
- Contract for health and safety works to Mapperley Tunnel. The proposed contractor is the only one known to the Council which is a multi-skilled fabricator who can weld and fabricate whilst on site.
- Replacement of equipment in relation to the Council's CCTV system. The current supplier has intimate knowledge of the system, and how to fit and integrate new parts effectively, this together with the urgency to buy and install new parts means it would not be practical to purchase new parts, have them fitted by another supplier, and for these parts to seamlessly integrate with the rest of the system.

Notification of decision to dispose of land or property other than the sale of council houses to sitting tenants pursuant to the right to buy.

- Sale of 8 electrical substation sites throughout Gedling Borough to Western Power.

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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