



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

# Agenda

## Overview and Scrutiny Committee

Date: **Monday 14 May 2018**

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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 Jim Creamer  
Councillor Kevin Doyle  
Councillor Roxanne Ellis  
Councillor Kathryn Fox  
Councillor Helen Greensmith  
Councillor Marje Paling  
Councillor Stephen Poole  
Councillor Alex Scroggie  
Councillor John Truscott

## **AGENDA**

## **Page**

- 1 Apologies for Absence and Substitutions.**
- 2 To approve, as a correct record, the minutes of the meeting held on 19 March 2018** 5 - 10
- 3 Declaration of Interests.**
- 4 Programme of Portfolio Holder Attendance** 11 - 26  
Report of the Democratic Services Officer.
- 5 Council Plan 2017/19: Overview of Quarter 3** 27 - 42  
Report of the Director of Organisational Development and Democratic Services.
- 6 Work Programme Development 2018/19** 43 - 48  
Report of the Democratic Services Officer.
- 7 Scrutiny Work Programme** 49 - 56  
Report of the Democratic Services Officer.
- 8 Reports and Notices** 57 - 58  
Report of the Democratic Services Officer.
- 9 Any other item which the Chair considers urgent.**

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## **MINUTES OVERVIEW AND SCRUTINY COMMITTEE**

**Monday 19 March 2018**

Councillor Meredith Lawrence (Chair)

Councillor Sandra Barnes  
Councillor Tammy Bisset  
Councillor Kevin Doyle  
Councillor Roxanne Ellis  
Councillor Kathryn Fox

Councillor Helen Greensmith  
Councillor Marje Paling  
Councillor Stephen Poole  
Councillor John Truscott

Apologies for absence: Councillor Paul Feeney, Councillor Bruce Andrews  
and Councillor Alex Scroggie

Officers in Attendance: J Robinson and H Lee

Guests in Attendance J Hollingsworth

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

None.

### **19 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 22 JANUARY 2018**

#### **RESOLVED:**

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

### **20 DECLARATION OF INTERESTS.**

None.

### **21 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE**

The committee welcomed Councillor Jenny Hollingsworth, Portfolio Holder for Growth and Regeneration to discuss a range of issues relating to her area of responsibility. John Robinson, Chief Executive also attended the meeting.

Councillor Hollingsworth addressed a range of questions and topics that had been sent to her in advance of the meeting.

**Employment and Skills - Apprenticeships and work placements**

Until recently apprentices were not employed by the authority but through the Apprenticeship Training Agency. Upon completion of the programme the training arrangement ceased as did their employment with the ATA. There is no formal tracking of apprentices once the apprenticeship ends. The recent change in the apprenticeship model has resulted in the current group of apprentices mainly comprising of existing employees. It is not always possible to guarantee ongoing employment and with a contracting work force this has become even more difficult. Currently the programme has a strong practical relevance to work with the Council and equipping candidates to compete in a competitive jobs market.

#### **Work experience**

There are two types of work experience placement, school age and working age. There is an active programme of school age work placements and up until December there have been nine opportunities above the internal target of six. Placements are made through direct contact by a young person or by referral through the YouNG programme. There is no formal evaluation of the placement other than an informal discussion between the team manager and the student. Other outreach work is undertaken with schools to help pupils prepare for work for example attending schools to assist with mock interviews and information days.

There is a target of sixteen adult work experience placement each year. In the year 2016/17 twenty six placements were facilitated. About half were with PASC from a programme run by Babington College. The remainder of the placement were from the DWP partners in Job Centre Plus.

#### **Inward Investment – Support for small businesses**

Small businesses can access arrange of support from the Council including bespoke property searches for new or on the move accommodation as well as assistance with recruitment and training. The Council facilities one to one business support surgeries from the Civic Centre with business advisors from the D”N” Growth Hub. The Council effectively promotes grant funding and financing opportunities , training and networking opportunities to the business community via direct mailing, Keep me Posted alerts and bespoke meetings and existing business networks,

The issue of the increase in the number of empty shops in Arnold was raised, the reason for this is unclear, however the regeneration of Arnold market could increase footfall and halt this decline.

#### **Housing Development – Planning Protocol**

The draft Planning Protocol has been subject to a consultation exercise which closed in February and may be refined in view of the comment received. The Greater Nottingham Joint Planning Authority will periodically review the effectiveness of the Protocol.

#### **Temporary Housing.**

Currently the Council owns seven flats over shops which are used for temporary accommodation. One was recently bought back into use following extensive repairs and upgrading. In addition the Council leases four properties from Derwent Living. Use is made of Rushcliffe Borough Council's temporary accommodation and currently there are six families housed there.

The Council owns very little land suitable for residential development. The largest site is at Killersick Lane and once the emerging Local Plan is adopted officers will progress development options for the site. Other Council land is limited to small parcels of land capable of supporting one or two homes where appropriate planning permission will be sought prior to sale.

### **Delivery of allocated housing sites.**

These are always under constant review and officers follow up to see why building hasn't progressed. The main push is on those sites that are in the ownership of other public bodies. Those in private ownership are always more difficult to progress, all have different reasons for delaying development.

### **Affordable Housing – Definition**

Affordable housing includes

- Social Housing provided by councils and registered providers (RPs) which are at or below the local housing allowance
- Affordable rent, which can also be offered by Councils and RPs, is set at a rate which is 80% of current market rent.
- Intermediate housing which is designed to facilitate home ownership such as discounts for sale and shared ownership.

The full definition is set out in the National Planning Policy Framework 2012.

### **Gedling Housing Development Company**

Officers have consulted with other Councils which have established or are in the process of establishing Local Housing Companies. Options are currently being reviewed particularly in the specific circumstances of limited land availability, viability and finance options. Housing Companies can assist in accelerating the delivery of housing and can create income to reinvest in Council services.

### **Transportation - Progress of Gedling Access Road and tram extension**

Agreements have been reached on the acquisition of key land parcels. Precommencement planning conditions have been discharged. Further details including landscaping works, temporary lighting, highway design code, noise assessment, historic building recording, and footpath diversions will be subject to public consultation and approval by Planning Committee in due course. Balfour Beatty has been selected as the preferred contractor and main works will start autumn 2018 with completion 2020.

An initial study has been undertaken to assess the feasibility of a tram extension to Gedling. Work is now being progressed with Nottingham City Council with a view to preparing a business case.

**Town Centre Management and development.**

Notts. Police agreed the sale of the old Carlton Police Station. It is understood the buyer proposes to retain the existing building and may have a residential and office element, subject to planning permission. Regeneration of Carlton Square is progressing. Options include improvement of the Gedling Borough Council owned car parks, discussions with Waypoint the shopping centre owners to review the extent of possible works and joint delivery, and plans to demolish the derelict cottage.

**RESOLVED to;**

- **Note the report, and**
- **Thank Councillor Hollingsworth for an interesting and informative report**

**22**

**SCRUTINY OF THE CRIME AND DISORDER.**

The Democratic Services Officer, presented a report, prepared by the Portfolio Holder for Public Protection, which was circulated in advance of the meeting. The report outlined the work undertaken of the South Nottinghamshire Community Safety Partnership and how it communicates with the public.

The issue of water safety in Gedling was raised and Members requested information regarding water safety education initiatives in the borough.

**RESOLVED:**

- Thank Councillor D Ellis for the report
- To note the report.
- Receive information about water safety at the next committee.

**23**

**RECORDING OF MEETINGS**

The Democratic Services Officer presented a report, which was circulated in advance of the meeting. The report informed members of the Committee of a request by Cabinet to consider the audio recording of meetings and included information to assist them when considering whether to introduce a permanent arrangement for the recording of committee meetings.



The current microphone system used in the Council Chamber was discussed and agreed as being ineffective and not fit for purpose. It was strongly felt that until the current system in the Chamber is upgraded, and replaced with one which clearly amplifies discussion, there was little point in implementing a system for the audio recording and broadcasting of committee meetings.

It was agreed that when a clear amplification system is available that in the interest of openness and transparency all committee meetings, including full Council and those not covered by the exclusion of the press and public, should be recorded and broadcast. This would include not just meetings held in the Council Chamber but all committees including those held in different meeting rooms.

**RESOLVED:**

In the interest of openness and transparency, all meetings including full Council and those not covered by the exclusion of the press and public should be recorded and broadcast. However, this should only happen when there is a suitable sound system with microphones that clearly amplify discussion available.

**24**

**SCRUTINY WORK PROGRAMME**

**COMPLETED SCRUTINY REVIEWS**

The final reports and recommendations arising from

- **Improving the Effectiveness of Scrutiny working group**
- and
- **The Gedling Councillor Standard working group.**

were discussed and agreed.

**SCRUTINY IN COMMITTEE**

It was agreed that proposals for future scrutiny working groups would be discussed at the next Committee.

**SCRUTINY IN COMMITTEE**

**Programme of Portfolio Holder Attendance**

The forward plan of Portfolio Holder attendance was noted and agreed.

**25**

**REPORTS AND NOTICES RECEIVED BY THE CHAIR OF  
OVERVIEW AND SCRUTINY COMMITTEE AS REQUIRED UNDER**

**THE CONSTITUTION OR LAW.**

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

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

None.

The meeting finished at 7.30 pm

Signed by Chair:  
Date:



**Report to: Overview and Scrutiny Committee**

**Subject: Programme of Portfolio Holder Attendance**

**Date: 14 May 2018**

**Author: Democratic Services Officer**

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

- I. To consider the areas of responsibility of the Portfolio Holder for Community Development, Councillor Gary Gregory, as part of the rolling programme of Portfolio Holder attendance.
- II. To discuss issues for examination when the Leader and Deputy Leader attend the July committee.

## **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 Portfolio Holder submitted in advance of each meeting. 'Ad hoc' questions could also be put forward at the meeting itself. Non-executive members would also be invited to submit questions for the Portfolio Holder.

## **3. 2016/2017 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE**

Councillor Gary Gregory, Portfolio Holder for Community Development is attending the committee to give Members the opportunity to examine areas of responsibility in this Portfolio which includes:

- Community Centres

- Neighbourhood Working
- Community Events
- Arts, culture and play
- Community engagement and consultation, including liaison with the voluntary sector and Parish Councils.
- Equalities
- Members' services, including member training and development.

A customised report detailing performance outcomes for Q3 for the above Portfolio is attached at **Appendix 1**.

### **3.1 Questions received in advance of the committee**

The following questions and areas for discussion were submitted in advance from Members:

1. How is progress measured if there are no quarterly performance indicators?
2. What actions are being taken to support the most deprived communities within the Borough?
3. Please update on the asset transfer of community centres?
4. What progress has been made to ensure that young people are integral to the Council's decision making process?  
How will the Seniors Council fit into the decision making process?
5. What is being done to build positive relationships with the Parish Councils and rural communities?
6. The final three indicators relating to:
  - the Gedling Councillor Standard
  - the Community Governance Review: and
  - the bid for Heritage lottery funding

have been completed, or nearly completed, will these be replaced?

#### **4. FUTURE PORTFOLIO HOLDER ATTENDENCE**

Councillor John Clarke, Leader, and Councillor Michael Payne, Deputy Leader and Portfolio Holder for Resources and Reputation will be attending the next meeting of the committee to give Members the opportunity to examine their areas of responsibility.

Which includes:

##### **I. Councillor John Clarke, Leader of the Council**

- Overall strategy and delivery of agreed Council priorities and objectives
- Oversight of all Cabinet responsibilities
- Building and developing relationships with partners at a local, regional, national and international level to pursue matters of interest to the Council and the community
- Representing the interests of the Council and the wider community on the Nottingham and Nottinghamshire Combined Authority, East Midlands Council, and other key strategic local, regional and national bodies
- Oversight of the Council's Collaboration Agreement with Newark and Sherwood and Rushcliffe Councils
- Building and maintaining positive relationships with and between elected Members and employees
- Promoting and encouraging effective corporate governance and the highest standards of probity.

##### **II. Councillor Michael Payne, Deputy Leader and Portfolio Holder for Resources & Reputation**

- Budget strategy, financial management and local taxation
- Asset Management, including the Council's investment property, sales and purchase of land
- Communications, marketing and promotion
- Media relations
- Customer Services, information and communications technology.

Members are asked to consider which service areas they would like to examine. If they have any specific issues they would like addressed Members are requested to submit questions in advance of the meeting.

A customised report detailing performance outcomes for Q3 is attached at **Appendix 2** to assist Members' identify areas for consideration.

## **5. RECOMMENDATION.**

The Overview and Scrutiny Committee is recommended to:

- consider, ask questions and comment on the information provided
- thank Councillor Gregory and other guests for their attendance
- identify areas for examination at the July meeting.








## **APPENDICIES**




**Appendix 1: Q3 Community Development Performance Report**

**Appendix 2: Q3 Leader and Deputy Leader Performance Reports**






## Community Development Portfolio Performance Report Quarter 3 2017/18

**There are no quarterly indicators identified 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><div>41%</div></div>	
Implement actions to support the Council's Armed Forces Community Covenant	Lance Juby		31-Mar-2018	<div><div>42%</div></div>	
Deliver a programme of community events	Lance Juby		31-Mar-2018	<div><div>58%</div></div>	
Progress asset transfer or disposal of the Council's community centres	Lance Juby		31-Mar-2018	<div><div>46%</div></div>	
Promote and encourage employee and community volunteering and residents' involvement in local activities	Lance Juby		31-Mar-2018	<div><div>69%</div></div>	
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><div>8%</div></div>	
Build a positive relationship with our Parish Councils and rural communities	Lance Juby		31-Mar-2018	<div><div>26%</div></div>	

Develop and implement Gedling Elected Members Standard	Alec Dubberley		31-Mar-2018	<div><div>25%</div></div>	
Complete the Community Governance Review of Bestwood St Albans Parish	Alec Dubberley		31-Mar-2018	<div><div>66%</div></div>	
Bid for Heritage Lottery funding for a heritage centre and heritage trail at Gedling Country Park	David Wakelin		31-Mar-2018	<div><div>76%</div></div>	






## Key

Action Status	
	Cancelled
	Overdue
	Check Progress
	In Progress
	Completed






# Quarter 3 Portfolio Performance Reports

## Key

Action Status	
	Cancelled
	Overdue
	Check Progress
	In Progress
	Completed

## Leader's Portfolio

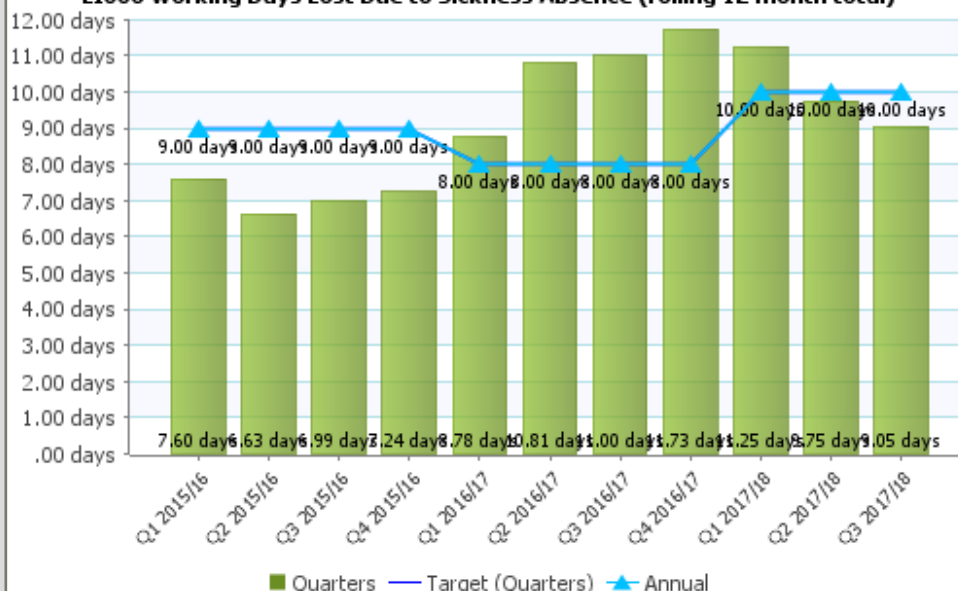
### LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)







Managed By	David Archer	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
9.05 days	10.00 days		

### Latest Note

### Performance against target




LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)



Title	Managed By	Status	Completion Date	Progress Bar	Notes
Review current employee engagement and improve/modify where necessary	Rosie Caddy		31-Mar-2018	<div><div>82%</div></div>	
Deliver the European funded ERASMUS + apprenticeship project	Dawn Alvey		31-Mar-2019	<div><div>51%</div></div>	
Promote and encourage registration for and turnout at elections scheduled during 2017-19	Alec Dubberley		31-Mar-2018	<div><div>100%</div></div>	
Develop a range of activities to improve staff health and well-being	David Archer		31-Mar-2018	<div><div>98%</div></div>	
Develop and implement plans to increase agile working	Helen Barrington		31-Mar-2018	<div><div>30%</div></div>	
Take the lead in promoting compassionate values and actions and support local organisations such as Arnold Foodbank and Sharewear	John Robinson		31-Mar-2018	<div><div>75%</div></div>	

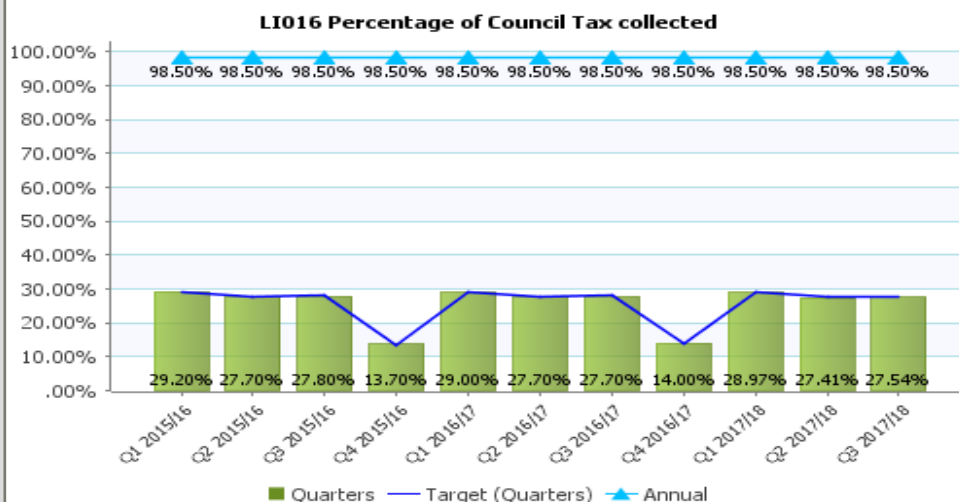
## Deputy Leader Resources and Reputation Portfolio

### LI016 Percentage of Council Tax collected




Managed By	Duncan Adamson	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
27.54%	27.70%		

#### Latest Note

#### Performance against target



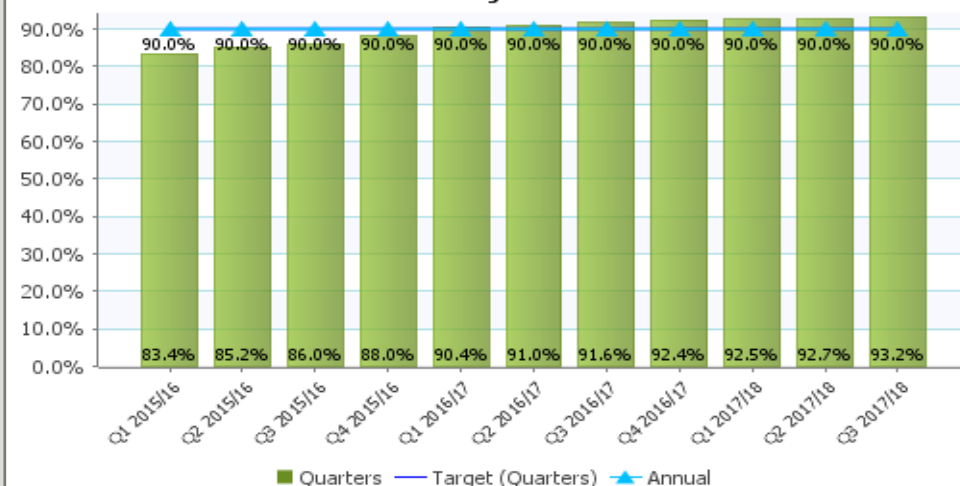
## LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total

Managed By	Rosie Caddy	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
93.2%	90.0%		




### Latest Note

### Performance against target

#### LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total



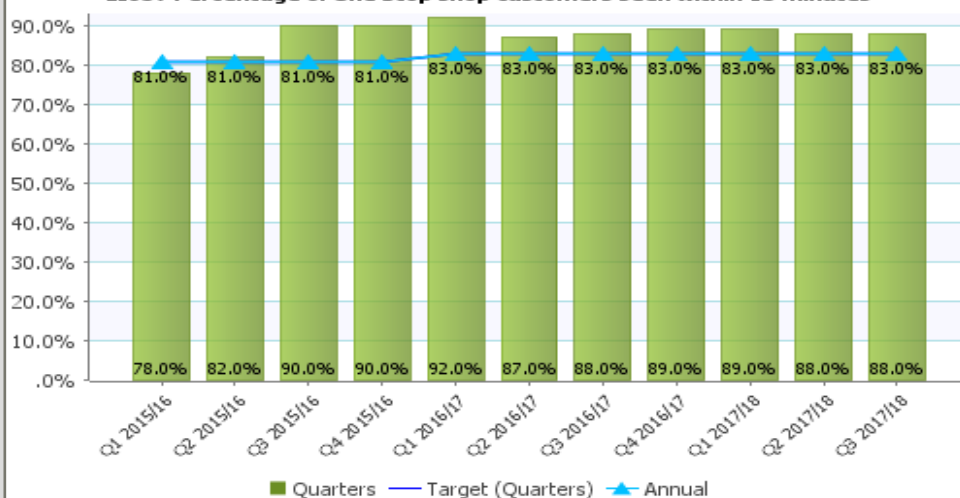
## LI057 Percentage of One Stop shop customers seen within 15 minutes

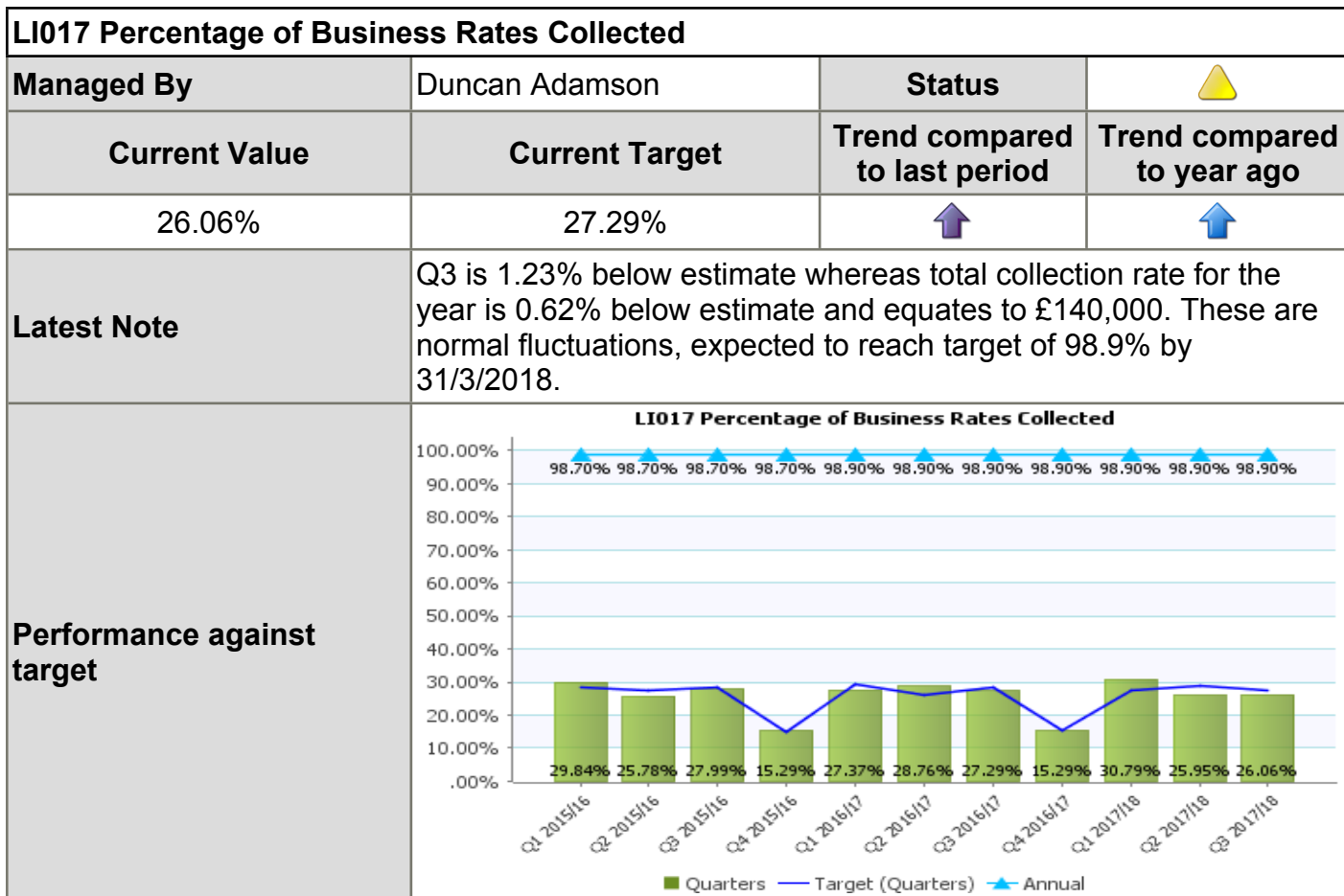
Managed By	Rosie Caddy	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
88.0%	83.0%		

### Latest Note

### Performance against target

#### LI057 Percentage of One Stop shop customers seen within 15 minutes












## Actions

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Launch customer contact point in Carlton/the surrounding area	Rosie Caddy		31-Mar-2018	<div><div>100%</div></div>	
Improve Civic Centre face to face reception facilities	Rosie Caddy		31-Mar-2018	<div><div>6%</div></div>	
Embed the Customer Services standards and charter	Rosie Caddy		31-Mar-2018	<div><div>35%</div></div>	All service managers have responded, some standard need more clarification and/or streamlining to only include customer focused standards.
Undertake residents' satisfaction survey in 2017 and review approach to community	Rosie Caddy		31-Mar-2018	<div><div>100%</div></div>	

Title	Managed By	Status	Completion Date	Progress Bar	Notes
engagement					
Refresh and update the Council's website	Rosie Caddy	✓	31-Jul-2017	<div><div>100%</div></div>	
Put in place measures to encourage customers to access information and service online	Rosie Caddy	▶	31-Mar-2018	<div><div>72%</div></div>	
Implement programme of service peer reviews (to be undertaken by varied teams drawn from across the council)	David Archer	▶	31-Mar-2018	<div><div>25%</div></div>	
Ensure the development and approval of an updated Asset Management Strategy	Katie Walters	▶	31-Mar-2018	<div><div>5%</div></div>	
Explore feasibility of expanding the in-house tree service, if financially viable	Melvyn Cryer	✓	31-Mar-2018	<div><div>100%</div></div>	
Explore feasibility of implementing a new pet cremation and ashes burial service, if financially viable	Melvyn Cryer	▶	31-Mar-2018	<div><div>44%</div></div>	The Pet Cremator project continues with due business case diligence work to ascertain what licences and qualification are required for the operation and operators. It remains that Jubilee depot will need to be registered as a 'Waste Transfer' station and a mechanism for dealing with the 'Clinical Waste' arising from the veterinary surgeries is being addressed. The Cremator, which does not require planning

Title	Managed By	Status	Completion Date	Progress Bar	Notes
					permission, will require a Category B Permit from Environmental Health, this is being applied for. In conjunction with this the waste transfer flow needs full mapping out to ascertain the necessary permissions required from Nottinghamshire County Council at thier landfill site.
Explore and where appropriate implement new technology and digital tools to improve efficiency of services	Helen Barrington		31-Mar-2018	<div><div>38%</div></div>	
Achieve planned efficiency/budget reduction targets	Mike Hill		31-Mar-2018	<div><div>50%</div></div>	Work is still progressing on identifying the £1.9m funding gap, however, subject to Member approval, we have identified around £1.4m of possible savings/new income streams in line with the Dynamic council programme.
Improve the existing leisure offer and determine and implement the most financially efficient and effective model of operation for leisure services	Mike Hill		31-Mar-2018	<div><div>25%</div></div>	
Determine and implement the most financially efficient and effective model of operation for environmental services (depot), either in part or its entirety	Mike Hill		31-Mar-2018	<div><div>80%</div></div>	The service review has been implemented and changes/improvements are progressing, however real advances will not be made until the Bartec system has been reviewed/upgraded and

Title	Managed By	Status	Completion Date	Progress Bar	Notes
					is effective. Business cases are being developed for an in-house tree team that will not require company status until profitable.
Implement co-location with Nottinghamshire Police at the Jubilee Depot, Arnold	David Wakelin		31-Mar-2018	<div><div>100%</div></div>	
Embed new arrangements for the delivery of strategic procurement advice and contract management	Mike Hill		31-Mar-2018	<div><div>10%</div></div>	Work to join into the Bassetlaw procurement partnership have been on-hold until such time as their existing partners give a firm commitment to continue that partnership. Meanwhile Gedling officers have been working on the implementation of the new Proactis e-tendering system and developing the contracts register.
Introduce a programme of activity to reduce duplicate or abortive work	Helen Barrington		31-Mar-2018	<div><div>30%</div></div>	



## Leader's Portfolio

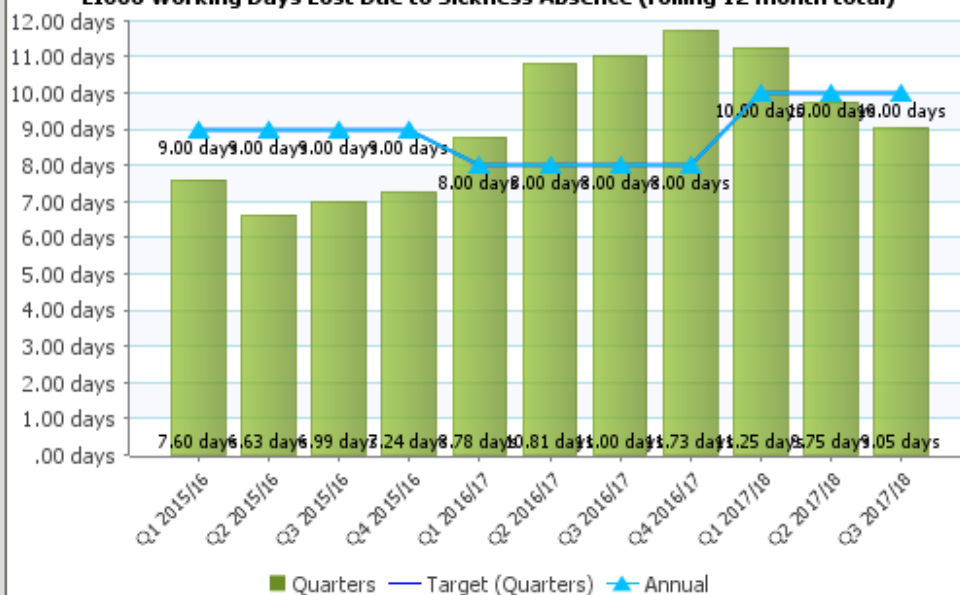
### LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)







Managed By	David Archer	Status	✓
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
9.05 days	10.00 days	↑	↑

#### Latest Note

#### Performance against target

LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)



Title	Managed By	Status	Completion Date	Progress Bar	Notes
Review current employee engagement and improve/modify where necessary	Rosie Caddy		31-Mar-2018	<div><div>82%</div></div>	
Deliver the European funded ERASMUS + apprenticeship project	Dawn Alvey		31-Mar-2019	<div><div>51%</div></div>	
Promote and encourage registration for and turnout at elections scheduled during 2017-19	Alec Dubberley		31-Mar-2018	<div><div>100%</div></div>	
Develop a range of activities to improve staff health and well-being	David Archer		31-Mar-2018	<div><div>98%</div></div>	
Develop and implement plans to increase agile working	Helen Barrington		31-Mar-2018	<div><div>30%</div></div>	
Take the lead in promoting compassionate values and actions and support local organisations such as Arnold Foodbank and Sharewear	John Robinson		31-Mar-2018	<div><div>75%</div></div>	



**Report to:** Overview and Scrutiny Committee

**Subject:** Council Plan 2017/19: Overview of Quarter 3

**Date:** 14 May 2018

**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 2016/2019 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/>

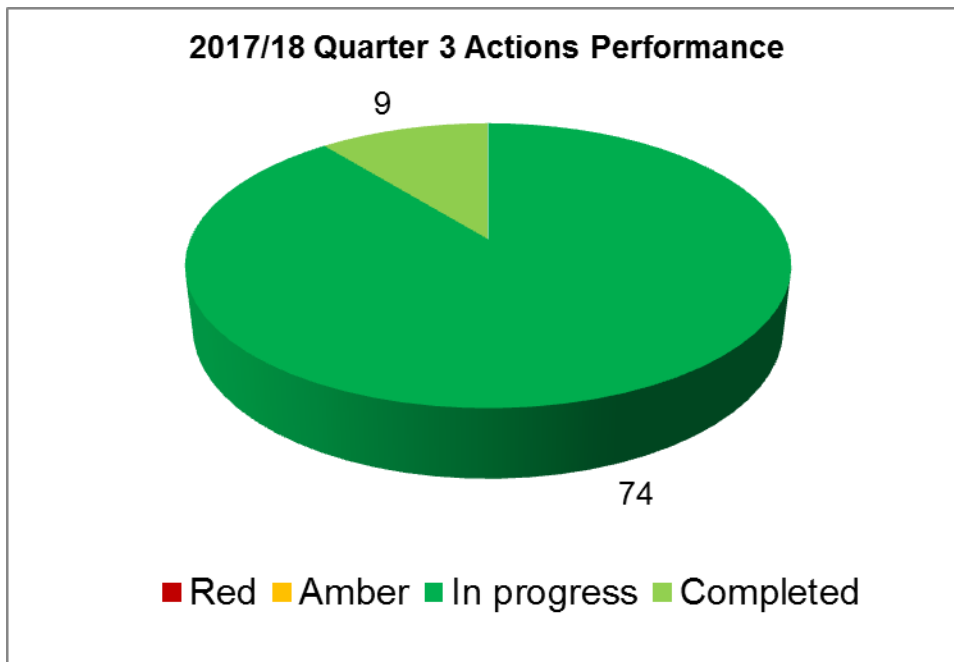
Members are recommended to view this document which reviews actions, indicators and outcomes for Quarter 3.

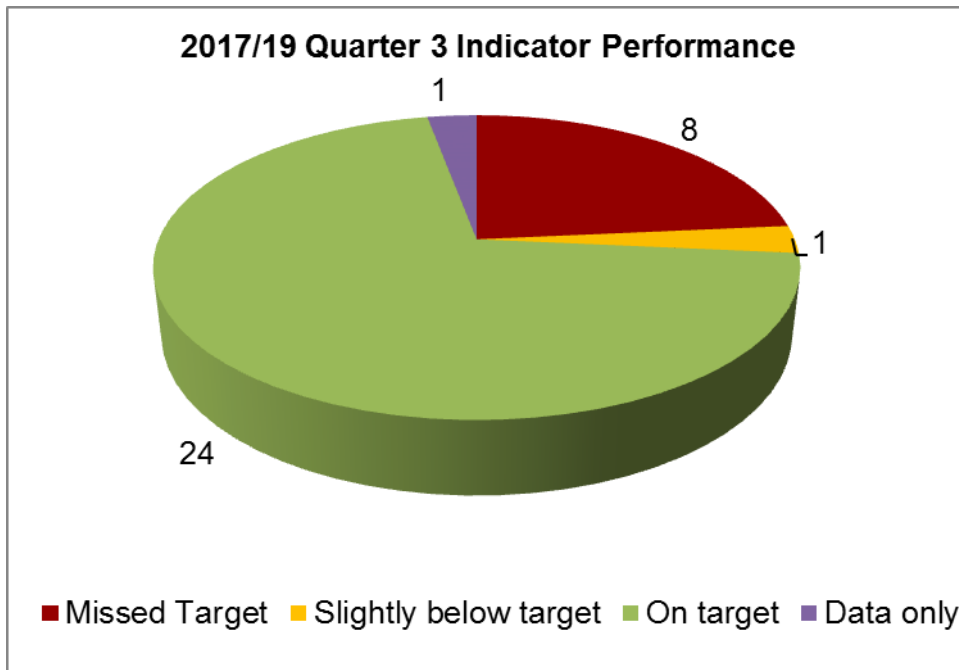
- 2.2. A full set of papers that appear on the website have been printed and these reports are available in the Members' Room. They contain explanations of variances from expected performance together with trend arrows for all the performance indicators within the Gedling Plan (note that an upward arrow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

- 3.1 Overall performance at quarter 3 against the 2017/19 Gedling Plan actions and indicators shows the following:



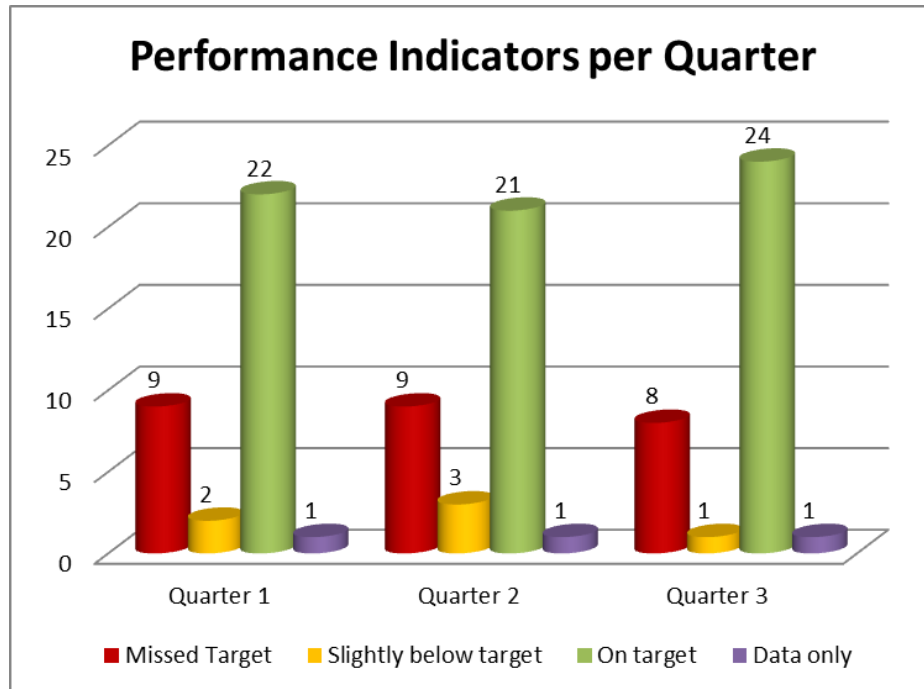


### **Actions**

- 3.2 Nine 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 third quarter of the financial year only and it is expected that actions identified for the year will be met.

### **Indicators**

- 3.3 As can be seen from the graph below, there has been an improvement in performance indicators between Quarters 2 and 3.



3.4 Examples of particularly positive performance during quarter 3 include:

- 88% of One Stop shop customers seen within 15 minutes against a target of 83%.
- A total of 8,809 people have attended Bonington Theatre productions against a target of 7,300.
- 19 empty homes were returned to use against a target of 3, exceeding the annual target of 12.
- 100% of Major planning applications were processed within 13 weeks, higher than the 90% target.
- The proportion of minor planning applications processed within 8 weeks has improved to 91.07% against a target of 75%.
- The number of working days lost due to sickness absence has reduced to 9.05 days, below the 10 days target.

3.5 Of the 8 indicators shown red at the end of quarter 3, 1 is expected to improve and be on target at year end and 5 are 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 3 are worthy of note at this stage:

**Crime**

a) Level of overall crime

The level of All Crime in the Borough has seen an increase during Quarter 3 2017-2018. There has been an increase of 4.4% compared to the same period of time in 2016-2017. There has been an increase in vehicle crime and also overall violence, that in itself is in a large part related to changes in Police recording practices. Sexual offences have also increased many of which may be attributed to increase in historical incident reports. However, the numbers of damage offences are down during quarter 3.

### **Homelessness**

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

Over the year we have seen a rise in the number of homeless applicants who have more complex needs and circumstances, and this has meant longer delays in applicants providing the necessary paperwork to substantiate their application. It is anticipated performance will be behind the target by the end of the year.

### **Housing Benefits**

- c) Average time to process Housing Benefits claims (number of working days)

Gedling's performance continues to be within the upper quartile nationally, however ongoing budget reductions are beginning to have an impact on performance.

### **Housing**

- d) Net additional homes provided

While the target was missed during quarter 3, we are seeing encouraging signs of housing activity. The Planning Policy section are proactively working with developers to identify blockages in developments and giving assistance to progress developments where possible.

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.

### **Waste and Recycling**

e) Residual Household Waste

This indicator is anticipated to be slightly behind the year end target. Measures introduced to improve performance include new ways of promoting recycling via the council's website, updating the bin collection calendar and leaflet distribution has been undertaken to help reduce the amount of household waste sent for incineration.

f) Percentage of household waste sent for reuse, recycling and composting

This indicator is anticipated to be slightly behind the year end target. Veolia as the appointed waste disposal contractors are under pressure nationally to increase the recycling rates, which means improving the quality of recyclate provided by waste collection authorities up to an acceptance level of 95% i.e. only 5% of a vehicle load is acceptable as contamination. As a consequence of this, Veolia are targeting individual councils across Nottinghamshire and inspecting their loads arriving at the recycling plant, and rejecting higher quantities of recyclate per authority. This has had a detrimental impact on Gedling's percentage and that of other neighbouring councils.

In response to this, we are promoting recycling which include the council's website, advertising on waste vehicles, the bin calendar distributed to all households, leafleting, and the bin reminder email service. We have also redesigned the bin stickers which inform residents of the reason for non-collection of their recycling bin and to remove the contamination before collection. Veolia have also provided two of their officers up to the end of March 2018 to assist in the inspections of bins prior to collection by the waste vehicle. It is hoped that these initiatives will have a positive impact on recycling performance over the coming months.

## **Achievements**

3.6 A separate report is produced highlighting key achievements delivered during quarter 3, focusing on areas where the Council has made a real difference to people's lives. This is attached as Appendix 4 and is available on the Council's website and in hard copy in the Members' Room. The following outcomes are identified for particular attention:

- **Carlton Hub** - The opening of the 'Carlton Hub'. Our Customer Access Point in the South of our Borough offers residents the opportunity to access services and speak to officers closer to where they live.



- **Gedling Borough Council's apprenticeship programme commenced** – We have started delivery of our own apprenticeship programme and of the 12 apprentices that we have, 11 apprenticeships are delivered in-house across three subject areas; Business Administration, Professional Operational Delivery and Supervisory Management.
- **Virtual Spin Launch** – A new Wexer TV and projector screens were launched at Carlton Forum and Redhill Leisure Centres to provide 'virtual' instructors able to take a variety of classes from pilates, yoga or even surf board work outs. The facility increases the flexibility of fitness room usage and avoids classes needing to be cancelled when instructors are not available at short notice, reduces down time and improves value for money. The facility has had at over 130 users since installation in October 2017 and overall Feed back has been very positive.
- **Official Launch of new 3G Football Facility at Redhill Leisure Centre** - The pitch was opened by MP Vernon Coaker and The Mayor of Gedling during October 2017 and was supported by Councillors, members from Nottinghamshire Football Association and the partner clubs, Gedling Southbank FC and Arnold Town FC.
- **Unveiling of new sculpture unveiled at Gedling Country Park** - A project to create a new piece of memorial art work for Gedling Country Park was completed and the sculpture was installed in the Memorial Garden in December 2017. The Friends of Gedling Country Park with support from the Council commissioned artist Richard Janes to create a piece of art work which both acts as a permanent reminder of the miners who mined the site commemorating the history of the Country Park and also to celebrate the biodiversity of the sites flora and fauna., and also recognises the future for the park as a visitor attraction and wildlife haven.

#### **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.

#### **APPENDICES**

##### **Appendix 1: Quarter 3 Achievements.**

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## **Examples of Achievements and Activities**

**During**

**Quarter 3 2017/18**

## PEOPLE

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

**Supporting the Arnold Breathe Easy Group** - Support provided to the Arnold Breathe Easy Group to provide a Christmas singalong with an instructor, which is beneficial for those with a lung condition. 30 individuals engaged in the session. The group also accessed a trip to the panto through GBCs partnership with the Playhouse. 28 individuals attended the performance.

**First Dementia Friendly Film at Bonington Theatre** - Support provided to promote the first Dementia Friendly film screening at the Bonington Theatre of It's a Wonderful Life, on Christmas Eve.

**Dealing with unsuitable housing** - A service request came in from a tenant of a House in Multiple Occupation (HMO). Public Protection had had previous involvement with this HMO earlier in the year regarding illegal evictions. He reported extensive building works were being carried out to the structure of the building and he was still residing at the property and he thought it was too dangerous for him to live there. Officers visited on the day of receipt and witnessed the conditions. The kitchen and bathroom were in the process of being ripped out and there were large holes in the external structure of the premises. There was also no water to the property. An Emergency Prohibition Order was served on the landlord of the property and the tenant was found alternative accommodation with help from the housing needs department. The Officers also felt that the health and safety of the building works and site was so insufficient they reported their finding to the Health and Safety Executive who also visited the site. Subsequently the HSE inspector served a prohibition notice on the builders for poor scaffolding and open edges and a Notice of Compliance was served regarding structural safety, supervision and PPE. The site is now unoccupied, the tenant has been found alternative accommodation and builders are completing the build in a safe manner.

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

**Positive news about the work of GBC** - we had 29 positive pieces of press in the quarter against a target of 10, not including the two large features on Arnold Market and Gedling housing development.

**Evolution Dance Festival** - The event this year was supported by Inspire Youth Arts as part of their programme of showcase events across the County, meaning that some groups from outside Gedling performed for the first time. In total 12 dance groups performed to an audience of around 300. Some of those that took part in Evolution will be selected for a further county event at the Palace Theatre in Mansfield.

**Emergency First Aid Course for Local Volunteers** - 12 individuals attended a course held at Richard Herrod for local sport clubs and organisations.

**More People Participating in Local Walking Scheme** - A new Walk Leader trained to support with the delivery of the Get Going in Gedling volunteer led walks has helped recruit new walkers to participate. The Mapperley walk has seen an increase from 15 walkers to between 20-30 walkers per session and the Gedling Country Park walk that has seen an increase from 10 walkers to between 15-20 walkers per session.

**Compliment from East Midlands Ambulance Service** – The following email was received following a refuse crew assisting at the scene of a road traffic accident in the borough.

My reason for contacting yourself in relation to this is because prior to our arrival at this incident it was witnessed first hand by one of your refuse lorry crews. Having witnessed this incident unfold in front of them the crew immediately cared for this member of the public; attempting immobilisation and dressed a nasty head wound with their first aid kit.

Also during our time on scene the crew were further helpful to myself and my colleague which aided us in completing our duties and treatments.

Working within the civil services we often hear complaints but I wanted to take this opportunity to compliment your staff and I believe they should be recognised and commended on a local level for their service towards this member of the public.

I hope that you are able to trace these members of staff from this information.

Following this, the 4 refuse team members involved were presented with compliment certificates by Mike Hill.

**Community Asset Transfer** - A highly productive meeting of the CAT Community Partnership Group was held in November at The Beacon Baptist Church. The meeting was attended by representatives of the Stoke Bardolph Heritage Association, Gedling Borough Arts Association, Flying High Expressive Arts, The Ark advice service, Carlton Brass Band, Haywood Road CC Management Committee, Eagles Nest Church and The Beacon project. New members were welcomed and a joint presentation was made a now completed Asset Transfer experience. This generated a very engaged, positive and practical discussion around the key stages of development – vision, engagement, business planning, policy development and implementation.

A range of information on sources of help was shared, and members were asked to submit ideas for guest speakers and consultants to support the next two meetings. Members were signed up to the VCS Newsletter and the latest funding information was shared immediately following the meeting. The group has secured a grant of £800 from Locality to support cost of expert advisors to address future meetings.

**Gedling Seniors Council** - A well attended meeting of the Gedling Seniors Council took place during December 2017 with a guest speakers from the NCC Coproduction Team, Gedling Borough Council's Community Safety Officer and , and will be working with the group to act as lead advisory body and potential beneficiary groups of ongoing work in this area. The next meeting is planned to take place on during February 2018.

**Gedling Youth Council** - Gedling Youth Council met during November and received a presentation from the Police and Crime Commissioner Paddy Tipping about his priorities around youth crime, young victims and representation on the Youth Commission. The young people have also led on the design and delivery of an Anti-Bullying Survey in local schools as part of annual Anti-Bullying week November 2017, with around 600 responses having been received. The youth council presented the outcomes of the survey to Councillors and representatives of local schools at a meeting in December 2017. Plans are underway to work with the Seniors Council to design and hold an intergenerational event next Spring, and a new Youth Council will be elected in March April 2018.

## Improve health and wellbeing

**Virtual Spin Launch** – New Wexer TV and projector screens fitted at Carlton Forum and Redhill Leisure Centres were launched during October to provide ‘virtual’ instructors able to take a variety of classes from pilates, yoga or even surf board work outs. The facility increases the flexibility of fitness room usage and avoids classes needing to be cancelled when instructors are not available at short notice, reducing down time, increasing the use of the fitness rooms and improving value for money. In addition it will enrich the spinning class experience with users now able cycle through the alps and a variety of other locations. The facility has had at over 130 users since installation, overall feedback has been very positive and 10 classes have avoided being cancelled so far.

**Official Launch of new 3G Football Facility at Redhill Leisure Centre** - The Redhill 3G Pitch official launch event took place on Friday 6 October. The pitch was opened by MP Vernon Coaker and The Mayor of Gedling and was supported by Councillors, members from Notts FA and the partner clubs, Gedling Southbank FC and Arnold Town FC.

**Sugar Awareness Week in November** - The Council joined the national Sugar Awareness campaign in November. Each of the Council’s Facebook posts and Tweets on the subject reached over 1000 people. The Tweets got 24 retweets and 39 likes with the Halloween Tweet – a helpful and timely reminder not to overindulge sugary treats - reaching over 8,000. The national Sugar Boy Video and the app had also been on the TV screens in the Civic Centre throughout the week.

During the week, ‘Change4Life’ Food Smart packs were distributed at the Halloween Children’s event in the Civic Centre to the children that attended. This resulted an enquiry from Richard Bonington Primary School who ended up taking 400 resource packs to hand out to children.

Change Point and the NHS Oral Health Promotion team worked with the Council’s Leisure and Community Relations teams to hold an event at Arnold Market on the Friday afternoon to promote sugar awareness and healthy alternatives to members of the public.

**New Calverton Club1 Sessions for Young People** - A new Club1 session started at Calverton Leisure Centre funded by StreetGames to get young people engaged in individual sport and physical activity. 6 Individuals have engaged in the initial sessions - 5 females and 1 male who has physical disabilities but with the support of carers and family members has really benefited from the sessions.

**Supporting activities at Netherfield and Redhill Youth Clubs** - The council has enabled doorstep sport provision to continue at Netherfield Youth Club delivered in partnership with Notts County Football in the Community. An additional Multi-Sport session was added to the existing Redhill doorstep youth provision from October. The new session is delivered by Nottingham Forest Community Trust and takes place on the new 3G pitch every Friday.

**Redhill Hosts Youth Football Tournament** - The Young Elizabethan League Football tournament was held at Redhill Leisure Centre over the October half term weekend. Over 200 children participated in the tournament from 38 teams of U8s. The tournament was supported by 24 first-time referees aged between 14-16.

## PLACE

### Provide more homes

**Housing Delivery Workshop** - A Housing Delivery Workshop took place on 12<sup>th</sup> October 2017 to explore the reasons for under delivery of housing across Greater Nottingham, and in particular to explore the barriers to stalled sites (sites with planning permission that is not being implemented). The workshop was hosted by GBC on behalf of the Councils comprising Greater Nottingham and invitees included development industry representatives and Homes England. In particular the workshop addressed the following:-

- the national and local picture, in terms of the delivery of housing against the scale of growth required.
- the implications of low housing delivery for councils, the development sector, communities, environment and the economy.
- the barriers to delivery in order to review how these could be addressed both locally and nationally.

There were wide ranging discussions, which included several suggestions for future actions. One idea proposed was the preparation of a 'development protocol' to encourage continued collaborative working between all those involved in delivering sustainable growth in Greater Nottingham and is being explored further.

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

**Gedling Borough Council's apprenticeship programme commenced** – We have started delivery of our own apprenticeship programme and of the 12 apprentices that we have, 11 apprenticeships are delivered in-house across three subject areas; Business Administration, Professional Operational Delivery and Supervisory Management.

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

**Woodborough Conservation Area Appraisal** - A Woodborough Conservation Area Appraisal was adopted in June 2017, including boundary changes to the conservation area and supported by a management plan. The conservation area was designated in 1974 and extended in 1999, but was not subject to a formal appraisal at the time of its designation. Historic England advise that all local planning authorities are required to review their conservation areas every five years and to undertake a character appraisal.

The conservation area appraisal highlights the specific qualities of Woodborough that contribute to its character and which are worthy of protection and enhancement. This provides a framework against which decisions about future development can be made. The appraisal also provided the opportunity to re-assess the conservation area boundaries and it recommended a number of detailed boundary changes. The appraisal is now used to inform the consideration of management and development proposals within the conservation area. The management plan sets out broad planning guidance by which the objectives of preserving and enhancing the unique character and appearance of the conservation area can be pursued through the planning process. The appraisal process included the opportunity for public engagement.

**Unveiling of new sculpture unveiled at Gedling Country Park** - A project to create a new piece of memorial art work for Gedling Country Park was completed and the sculpture was installed in the Memorial Garden in December 2017. The Friends of Gedling Country Park with

support from the Council commissioned artist Richard Janes to create a piece of art work which both acts as a permanent reminder of the miners who mined the site, commemorating the history of the Country Park and also to celebrate the biodiversity of the sites flora and fauna, and also recognises the future for the park as a visitor attraction and wildlife haven.

**Arnold Christmas Event** - Arnold Christmas event expanded this year and was coordinated by Mellors Group with support from the Council. The event took place over two days at the end of November with a stage located on Eagle Square and market stalls, rides, amusements and food and drink stalls stretching along the length of Front Street.

Local business 'Button Moon' organised the craft market and Arnold Local Area Forum arranged for five local schools to sing carols around the time of the lights switch on. The lights switch on event was extremely well attended and Mapperley Rotary Club arranged for Father Christmas to attend on his sleigh. Arnold Methodist Church held a craft Market on Saturday 25<sup>th</sup> November which added to the festive offer and they also reported good attendance. A review of the event will take place with all partners to assess the potential for it to return in 2018.

**New mural at Burton Rd Jubilee Park** - A mural has been created on the new boundary wall at Burton Road Jubilee Park. With support from some of users of the skate park artist Nathan Bainbridge has designed and painted a mural with an urban take on wildlife in the park.

**Expansion to Carlton cemetery** – The project to lay out the grounds of Carlton cemetery on its western side in readiness for undertaking burials was delivered as planned during November/December 2017, to budget and on time. Seeding of the laid out areas will take place during March 2018.

**Refurbished Vale Road play area** – the play ground has been refurbished and reopened to give Colwick children a better play experience by providing up to date play facilities.



## PERFORMANCE

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

**Customer Services Week** – Customer Services participated in this year's 'National Customer Services Week' represented hard work by the Customer Service Team to successfully celebrate customer service and raise awareness of the vital role it plays in, amongst other things, successful business practice.

**Opening of Carlton Hub** - Our Customer Access Point in the South of our Borough has now opened and offers residents the opportunity to access services and speak to officers closer to where they live.

**CredAble accreditation within Leisure Services** - The CredAble Provider quality mark is designed to help communicate with disabled customers that we are willing and able to be able to provide them with good services supporting the authority's intention is to improve the lives of people who live in Gedling by providing high quality, value for money services and facilities that are accessible by all. This accreditation covers all our leisure Centres, Bonington Theatre and cinema as well as Gedling Country Park.

**Improving accessibility of Twitter** - We have activated a function on our twitter accounts which enables photographs we upload to be described for the visually impaired. It's part of the accessibility functionality on twitter which is not widely known about but a blind veteran, Rob Long, has been promoting it.

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

**Supporting Staff Resilience** - A Mindfulness and Resilience course was delivered by Bassetlaw MIND as part of the County Wellbeing at Work scheme, to members of GBC staff 17 individuals attended the course.

**Staff Pilates Sessions** -The first block of staff Pilates sessions has been completed with 12 members of staff engaging in the sessions over the first 6 weeks.

**Health Fair for Council Staff** - A successful staff Health Fair has been delivered, with representation from the following organisations: The British Heart Foundation, Everyone Health, Let's Talk Wellbeing, NHS Nottinghamshire, Smokefree Nottinghamshire and Fit4Life. Each organisation offered advice on leading a healthy lifestyle and the further support available from local services.

**Employee satisfaction survey** – the latest survey was carried out during September/October 2017 with the results analysed and reported to SLT. Overall staff satisfaction had increased in most areas since the last survey in 2015. Within the areas where issues were identified a number of recommendations have been proposed and actions will be put in place to improve going forward.

### Give taxpayers value for money

**On line applications for Council vacancies** - An in-house IT solution is now in place for candidates to apply for vacancies with the council online. The system also allows managers to shortlist digitally and will email candidates with details, completely removing the need for paper and postage in the process.

**Gedling Conversation 2017** - The review of the Gedling Conversation and Satisfaction Survey are now fully completed with this year's event having now concluded with responses analysed and feedback to officers and Members.



**Report to: Overview and Scrutiny Committee**

**Subject: Work Programme Development 2018/19**

**Date: 14 May 2018**

**Author: Democratic Services Officer**

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

To identify potential items for the Committee to consider in 2018/19 work programme.

## **2. BACKGROUND**

One of the main roles of the Overview and Scrutiny Committee is establishing and managing the Council's programme of scrutiny work.

This includes:

- agreeing a programme of work for the municipal year
- monitoring progress of the programme throughout the year
- developing reports and recommendations on issues of local concern
- evaluating the progress of any recommendations made.

Effective work programming is important for effective scrutiny. When setting the work programme the Committee should aim to have clear priorities for what it is hoping to achieve and how they want to do it.

The work programme which is a flexible plan outlines the programme for the coming municipal year and is usually developed at the first meeting after the annual Council. The programme is drawn together by the Chair and members of the Committee and can include issues put forward by Members, topics that arise during discussion with Portfolio Holders and senior officers, concerns generated from the corporate complaints policy, or performance data and potential issues arising from corporate priorities or the Forward Plan.

The Committees terms of reference are attached at **Appendix1**

### **3. SCRUTINY PROGRAMME 2018/19**

#### **Regular items in the programme**

The items below are scheduled into the work programme

- scrutiny of the Leader of the Council's responsibilities with a focus on performance
- scrutiny of the Portfolio Holder for Resources and Reputation with a focus on performance
- scrutiny of the Portfolio Holder for Public Protection with a focus on performance
- scrutiny of the Portfolio Holder for Growth and Regeneration with a focus on performance
- scrutiny of the Portfolio Holder for Health, Housing and Wellbeing with a focus on performance
- scrutiny of the Portfolio Holder for Environment with a focus on performance
- scrutiny of the Portfolio Holder for Community Development with a focus on performance
- Scrutiny of the work of the Crime and Disorder Partnership
- Examination of complaints

#### **Identification of issues for in-depth scrutiny**

The Committee is asked to discuss and identify issues they would like to include in the work programme for 2018/19. This is for inclusion at the work programme for Committee meetings and also for in depth examination by task and finish working groups. Any issues raised will be put forward for discussion at the July Committee when Members will be provided with additional information to assist them when deciding what to include in the 2018/19 work programme.

### **4. RECOMMENDATION**

The Overview and Scrutiny Committee is recommended to:

- Consider the continuation of the programme of holding Portfolio Holders to account
- Consider issues about which they would like additional information for potential future in-depth examination

## **APPENDICES**

### **Appendix 1. Overview and Scrutiny Terms of Reference.**

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## **Overview and Scrutiny Terms of Reference.**

### **General role**

Within their terms of reference, the Overview and Scrutiny Committee will:

- i) review and/or scrutinise decisions made or actions taken in connection with the discharge of any of the Council's functions;
- ii) make reports and/or recommendations to the full Council and/or the executive and/or any policy, joint or area committee in connection with the discharge of any functions;
- iii) consider any matter affecting the area or its inhabitants including in particular the provision of services or exercise of functions by other public sector bodies or agencies in the Borough; and
- iv) exercise the right to call-in, for reconsideration, decisions made but not yet implemented by the executive and/or any policy committees.

### **6.03 Specific functions**

#### **(a) Policy development and review**

Overview and Scrutiny Committee may:

- i) assist the Council and the executive in the development of the budget and policy framework by in-depth analysis of policy issues;
- ii) conduct research, community and other consultation in the analysis of policy issues and possible options;
- iii) consider and implement mechanisms to encourage and enhance community participation in the development of policy options; Updated 3 July 2017 19
- iv) question members of the executive and committees and chief officers about their views on issues and proposals affecting the area; and
- v) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working.

#### **(b) Scrutiny**

The Overview and Scrutiny Committee may:

- i) review and scrutinise the decisions made by, and performance of, the executive and committees both in relation to individual decisions and over time;

- ii) review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and particular service areas;
- iii) question members of the executive and committees about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects;
- iv) make recommendations to the executive and/or appropriate committee and/or Council arising from the outcome of the scrutiny process;
- v) review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the overview and scrutiny committee and local people about their activities and performance; and
- vi) question and gather evidence from any person (with their consent).

**(c) Finance**

The Overview and Scrutiny Committee may exercise overall responsibility for the finances made available to them.

**(d) Annual report**

The Overview and Scrutiny Committee must report annually to Full Council on their workings and make recommendations for future work programmes and amended working methods if appropriate.





**Report to: Overview and Scrutiny Committee**

**Subject: Scrutiny Work Programme**

**Date: 14 May 2018**

**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 REVIEW**

**Elderly Persons working group - 6 month progress report**

The report and recommendations were presented to Cabinet on the 12<sup>th</sup> October 2017 and a written response was presented to the Overview and Scrutiny Committee on the 20<sup>th</sup> November 2017. A six month update on the progress of the implementation of the accepted recommendations is attached at **Appendix 1**.

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

The information below relates to a request at the last committee for details about the Council's responsibilities relating to water safety and drowning prevention.

As the Health, Safety and Emergency Planning Officer for Gedling Borough I am the representative on the Nottinghamshire Water Safety Partnership.

There is no specific water safety policy that I am aware of

The overarching policy that covers this area will be the Council's H&S Policy – where the Health and Safety at work etc Act 1974 covers employees and others not in our employ, amongst other legislation. The responsibility for managing water safety will usually be that of the 'landlord/ owner' many of which are other agencies, and not the responsibility of the Council.

My understanding is that on the whole Gedling has many arrangements already in place e.g. safety buoys across our Country Parks, Risk Assessed activities, Operating procedures, training etc, to our leisure centres where we promote swimming with the Learn to Swim Programmes.

I organised periodic 'Safe Working Near Water' courses, the most recent one being in March 18, and there will be further training arranged.

I am meeting with Broxtowe BC and Ashfield DC colleagues to discuss their approaches to water safety assessment and methodology.

This is an area of work I am working on, but sadly it is not a high priority due to other high priority work commitments.

Grant Ilott

Health, Safety and Emergency Planning Officer

#### **4. RECOMMENDATION**

The Overview and Scrutiny Committee is recommended to:

- Discuss the progress report of the Elderly Persons Working Group
- Note the information relating to water safety for open water sites
- Note the work programme forward plan.

#### **APPENDICES**

**Appendix 1: Elderly Persons Progress Report**

**Appendix 2: Overview and Scrutiny forward plan.**

## **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

Six month update 19<sup>th</sup> May 2018

- **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.**

#### **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.

#### **6 month progress report**

We are currently updating the information available and preparing a 'Bereavement Services Information Booklet' that can be made available in printed form and also loaded onto the website as a pdf file.

Essentially the information will be taken from professional brochures that are already in circulation in other local authorities and from the 'Cruse Bereavement Care' - Official Site. But it will obviously be adapted to reflect the Gedling location and ethos.

A draft of this should be available in May.

- **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.**

**Recommendation 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.

**6 month progress report**

All frontline officers where safeguarding concerns may be raised have received awareness briefing sessions. A safeguarding training plan will be written in May 2018, this was delayed as Nottinghamshire County Council procured a new provider of on-line training that includes a wide range of general and specific topics / issues of concern and the information was only available following the procurement process at the end of April. This approach will speed up the process of both refresher training and awareness for new starters.

Elected Members will also be able to access these sessions on-line and a briefing notification will be sent out to all Elected Members in early May 2018.

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

**Recommendation 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.

#### **6 month progress report**

This action is an ongoing piece of work for the Public Protection Service. Local businesses and organisations have received awareness sessions including Brookfield's Garden Centre for example along with local GP surgeries and Women's Institute Groups. However larger / national business are proving more difficult and some have stated that they have corporate approaches. However more local awareness session delivery is still being pursued with local store managers

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

#### **Recommendation 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.

#### **6 month progress report**

None, no contact has been received from St Pauls Church and it would be unlikely that Age UK has the resources to open another shed.

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

**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.

**6 month update**

Cllr Gary Gregory, Portfolio Holder for Community Development, attends the Gedling Seniors Council and provides updates at Cabinet meetings.

- **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.**

**Recommendation 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.

**6 month progress report**

Ongoing safeguarding training is delivered by the authority to taxi drivers applying for a licence and this must be completed before they receive a licence.

## 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	Gedling Councillor Standard	Response to Income Generation Working Group
March 19th	Cllr J Hollingsworth		C&D Scrutiny Recording of Meetings	Report and Recommendations of the Effectiveness of Scrutiny & the Gedling Councillor Standard.	
May 14 <sup>th</sup>	Cllr G Gregory	Quarter 3 data	Work Programming		6 <sup>th</sup> month update Elderly Persons
Work Programme 2018/19 July 23	Councillor Clarke and Cllr Payne	Quarter 4 data	Annual Report Work Programme		6 <sup>th</sup> month update Income Generation Response to Cllr Standard and Effectiveness Recommendations





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

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

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

- Contract for the third party delivery of Arnold Carnival. It is proposed that no further quotes be sought given the tight timescale required to deliver this year's Arnold Carnival and the expertise and experience Nottingham City Council can offer in supporting the delivery of this event.
- Purchase of Idox I-Apply system to receive selective licencing and HMO licensing applications via the Council's website.

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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