



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

Agenda

Overview and Scrutiny Committee

Date: **Monday 23 July 2018**

Time: **5.30 pm**

Place: **Reception Room**

For any further information please contact:

Helen Lee

Democratic Services Officer

0115 901 3894

Overview and Scrutiny Committee

Membership

Chair Councillor Viv McCrossen

Vice-Chair Councillor Paul Feeney

Councillor Sandra Barnes
Councillor Jim Creamer
Councillor Kevin Doyle
Councillor Roxanne Ellis
Councillor Kathryn Fox
Councillor Helen Greensmith
Councillor Marje Paling
Councillor John Parr
Councillor Stephen Poole
Councillor John Truscott
Councillor Muriel Weisz

AGENDA

Page

- 1 Apologies for Absence and Substitutions.**
- 2 To approve, as a correct record, the minutes of the meeting held on 14 May 2018.** 5 - 10
- 3 Declaration of Interests.**
- 4 Programme of Portfolio Holder Attendance** 11 - 44
Report of the Democratic Services Officer.
- 5 Council Plan 2017/19: Overview of Quarter 4 and Year End Performance** 45 - 62
Report of the Director of Organisational Development and Democratic Services.
- 6 Work Programme Development 2018/19** 63 - 68
Report of the Democratic Services Officer.
- 7 Overview and Scrutiny Annual Report** 69 - 76
Report of the Democratic Services Officer.
- 8 Scrutiny Work Programme** 77 - 98
Report of the Democratic Services Officer.
- 9 Any other item which the Chair considers urgent.**

This page is intentionally left blank

MINUTES OVERVIEW AND SCRUTINY COMMITTEE

Monday 14 May 2018

Councillor Meredith Lawrence (Chair)

Councillor Paul Feeney	Councillor Helen Greensmith
Councillor Sandra Barnes	Councillor Marje Paling
Councillor Jim Creamer	Councillor Stephen Poole
Councillor Roxanne Ellis	Councillor John Truscott
Councillor Kathryn Fox	

Apologies for absence: Councillor Kevin Doyle and Councillor Alex Scroggie

Officers in Attendance: H Lee, L Juby and D Wakelin

Guests in Attendance Councillor G Gregory, Portfolio Holder Community Development

27 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS.

Apologies were received from Councillor K Doyle and Councillor A Scoggie.

28 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 19 MARCH 2018

RESOLVED:

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

29 DECLARATION OF INTERESTS.

None.

30 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE

The Committee welcomed Councillor Gary Gregory, Portfolio Holder for Community Development, to discuss a range of issues relating to his area of responsibility. David Wakelin, Director of Health and Community Wellbeing and Lance Juby, Service Manager, Community Relations also attended the meeting.

Councillor Gregory addressed a range of questions that had been sent to him in advance of the meeting.

The following points were highlighted:

1. The Community Development Portfolio has no qualitative performance indicators that can be used to measure performance. Instead quarterly outcome case studies are produced to measure progress against corporate key actions.
2. Initiatives to support deprived communities are centred on the work of the Locality Coordinators. Locality Plans deliver actions in:
 - a. Netherfield and Cowlick
 - b. Newstead Village
 - c. Killisick Estate
 - d. There is also some work being undertaken to improve the environmental appearance of Warren Hill

The Locality Coordinators are also compiling a project plan that will seek to address areas identified in the Borough as having higher levels of child poverty than the national average.

3. The asset transfer of Community Centres buildings to community groups is progressing. This is a long term project and training and visioning workshops are being arranged for groups interested in asset transfer. In addition one to one support including help with funding applications is being provided. Arnold Hill Community Centre transferred to the Eagles Nest Community Centre in July 2017. New charities Calverton Road Arts and Community Centre has been established and is developing a business plan manage Pond Hills Community Centre. The Haywood Road Community Centre transfer is progressing. Users of Burton Road and Wollaton Avenue Community Centre are being supported with a range of options to enable them to continue to remain in the venue.
4. Activities undertaken by both the Youth and Seniors Council were detailed. This included them working collaboratively to design an Integrated Conference for later in 2018.
5. The Community Relations team have regular liaison meetings with parish clerks to discuss issues raised by the clerks.

The recently adopted Heritage Strategy for the Borough was explained. This includes two key projects seek to promote the rich heritage and natural history of the Boroughs rural area, the Gedling Borough Heritage Interpretation Project and the Gedling Borough Heritage Way. The route for the proposed Heritage Way walking trail was outlined.

RESOLVED to:

- Note the report and;
- Thank Councillor Gregory for an interesting and informative presentation.

31 COUNCIL PLAN 2017/19: OVERVIEW OF QUARTER 3

The Director of Organisation 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.

Nine of the Gedling Plan Actions are completed with the remaining either in progress or assigned to an officer, As the report refers to the third quarter of the financial year it is expected that identified actions will be completed by year end. Of the 8 indicators below target, 1 is expected to improve and be on target at yearend and 5 are expected to improve. Areas of concern include levels of overall crime, the time processing homeless applications and Housing Benefit claims, net additional housing provided and recycling rates.

Notable achievements for Quarter 3 included the opening of the Carlton Hub, the commencement of the apprenticeship programme, the virtual spin launch and the official launch of the 3G Football Facility at Redhill Leisure Centre.

The following issues relating to the report were discussed:

- The reasons for the use of stretching targets for the process of housing benefit applications
- Why the date for the release of the Local Plan Document was not known
- Trade waste collections and the decision not to separate recyclable refuse.
- The attendance figures for the Carlton Hub.

RESOLVED to:

- Note the progress against actions and performance indicators in the 2017/2019 Gedling Plan
- Request additional information relating to the use of the Carlton Hub.

32 WORK PROGRAMME DEVELOPMENT 2018/19

The following potential items for inclusion in the 2018/19 scrutiny work programme were identified.

- Waste management and recycling
- The Council's relationship with Parish Councils
- Equality issues linked to access to meetings.

The incoming Chair has also identified a number of potential topics for review. These will be circulated to members of the Committee.

The issues identified will be discussed at the July Committee, when additional information will be available to assist members to agree what they would like to include in the 2018/19 work programme.

RESOLVED to:

- Note the report.

33 SCRUTINY WORK PROGRAMME

COMPLETED SCRUTINY REVIEWS

Elderly Persons working group – 6 month progress report.

The six month progress report on the implementation of agreed recommendations made by the working group were discussed.

INFORMATION UPDATES FROM PREVIOUS COMMITTEES

Members discussed and noted the information relating to the Council's responsibilities relating to water safety and drowning prevention.

RESOLVED to:

- Note the six month progress report on recommendations made by the Elderly Persons Working Group.
- Note the information relating to water safety.
- Note the work programme forward plan.

34 REPORTS AND NOTICES

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.

35 ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT.

None.

The meeting finished at 7.05 pm

Signed by Chair:

Date:

This page is intentionally left blank



Report to: Overview and Scrutiny Committee

Subject: Programme of Portfolio Holder Attendance

Date: 23 July 2018

Author: Democratic Services Officer

1. PURPOSE OF THE REPORT

- I. To consider the areas of responsibility of Councillor John Clarke, Leader, and Councillor Michael Payne, Deputy Leader and Portfolio Holder for Resources and Reputation, as part of the programme of holding the Executive to account.
- II. To discuss areas for examination in Councillor Peter Barnes Environment Portfolio for the September Committee.

2. BACKGROUND

At the 20th 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 have also been invited to submit questions for the Portfolio Holder.

3. 2018/2019 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE

Councillor John Clarke, Leader, and Councillor Michael Payne, Deputy Leader and Portfolio Holder for Resources and Reputation are attending the Committee to give Members the opportunity to examine their areas of responsibility.

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.

Customised reports detailing performance outcomes for Q4 are attached at **Appendix 1 and 2** to assist Members' identify areas for consideration.

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

Questions received in advance of the committee

FOR LEADER OF THE COUNCIL

- I. **LI317.** What further actions are currently taking place to ensure staff are kept informed about what the authority is doing?

- ii. Would the Leader give a clearer indication on building and developing relationships with partners at all levels? Allied to this would he comment on a BBC report stating that Nottingham City Council and GBC were amalgamating or integrating?

FOR DEPUTY LEADER

- i. **Introduce a programme of activity to reduce duplicate or abortive work.** Could we have more information concerning 'the programme of activity to reduce duplicate and abortive work'? What is the process involved? Does it cover all GBC staff and departments?
 - ii. **Embed new arrangements for the delivery of strategic procurement advice and contract management.** The note explains that no progress seems to have been made on the arrangements for the delivery of new strategic procurement and contract management process. Surely the 100% progress bar and green tick should be 0% and red?
 - iii. **Implement co-location with Nottinghamshire Police in the Jubilee Depot, Arnold.** Could the Deputy Leader give an indication as to numbers of police involved, their role, operating hours, what impact it will have on access security and our own staff at Jubilee House
 - iv. **Determine and implement the most financially efficient and effective model of operation for environmental services (depot) either in part or entirely.** Would the Deputy Leader brief us on Phase 1 of Plans and new structure and a progress report on Phase2?
 - v. **Explore and where appropriate implement new technology and digital tools to improve efficiency of services.** Could we be informed as to the progress regarding new technology and digital tools to improve efficiency and services? 100% progress and green tick.....is this correct?
- ii. Would the Deputy Leader please elucidate re the AGILE working project and give us his thoughts and news concerning the new reception?

4. FUTURE PORTFOLIO HOLDER ATTENDENCE

Councillor Peter Barnes, Portfolio Holder for Environment, will be attending the next meeting of the committee to give Members the opportunity to examine areas within his Portfolio.

This includes:

- Waste management

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

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

A customised report detailing performance outcomes for Q4 for the above Portfolio is attached at **Appendix 3** 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 Councillors Clarke, Payne and guests for their attendance
- identify areas in the Environment Portfolio for examination at the March meeting

APPENDICIES












Appendix 1: Q4 Performance Leader






Appendix 2: Q4 Deputy Leader Resources and Reputation

Appendix 3: Q4 Environment

Quarter 4/Year End Performance Report




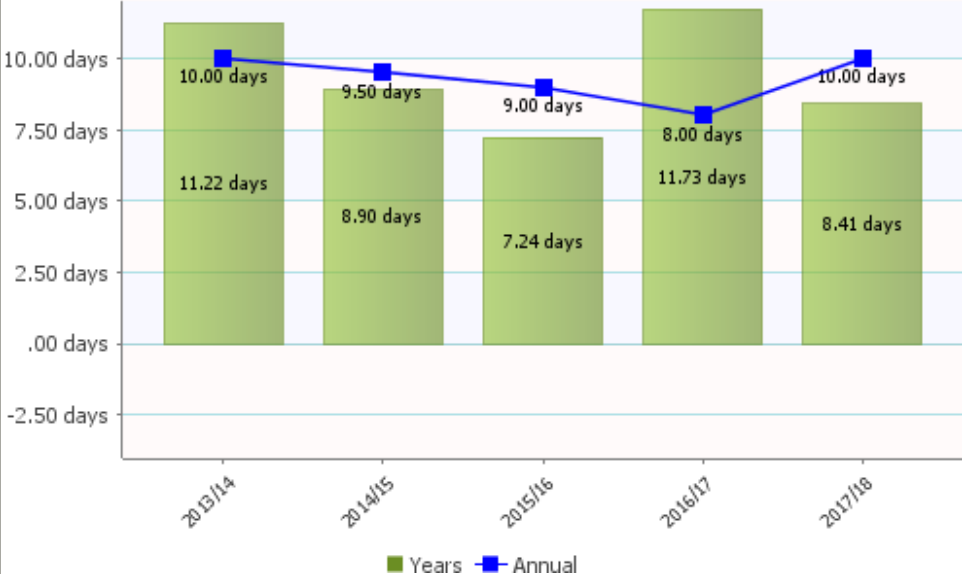
Status

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 Owners Leader Portfolio

Indicators

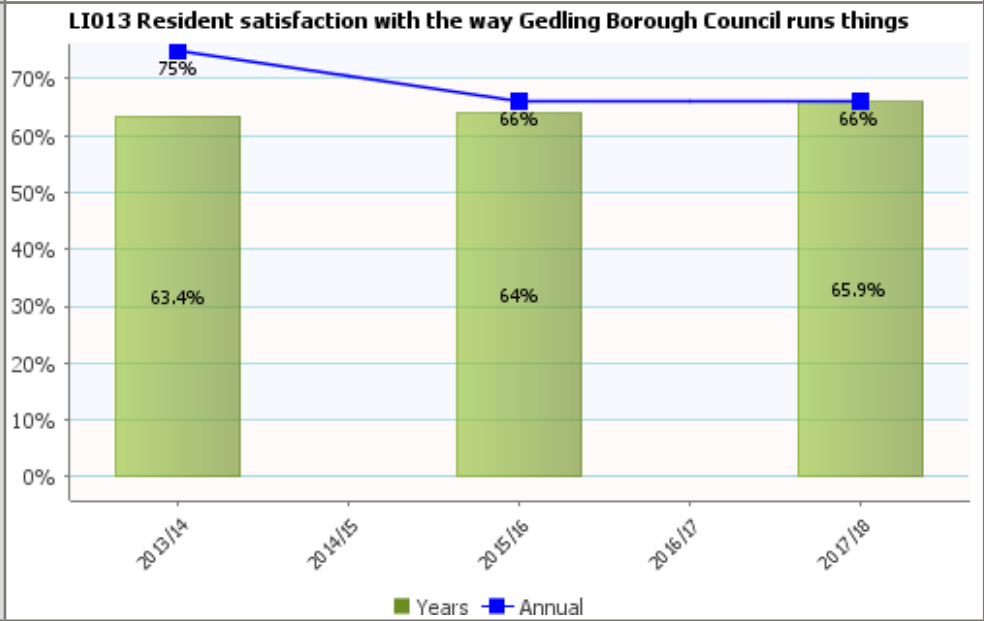
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)																					
Managed By	David Archer	Status																			
Current Value	Current Target	Trend compared to last period	Trend compared to year ago																		
8.41 days	10.00 days																				
Latest Note																					
Performance against target	<p>LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)</p>  <table border="1"> <caption>LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)</caption> <thead> <tr> <th>Year</th> <th>Years (Bar)</th> <th>Annual (Line)</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>11.22 days</td> <td>10.00 days</td> </tr> <tr> <td>2014/15</td> <td>8.90 days</td> <td>9.50 days</td> </tr> <tr> <td>2015/16</td> <td>7.24 days</td> <td>9.00 days</td> </tr> <tr> <td>2016/17</td> <td>11.73 days</td> <td>8.00 days</td> </tr> <tr> <td>2017/18</td> <td>8.41 days</td> <td>10.00 days</td> </tr> </tbody> </table>			Year	Years (Bar)	Annual (Line)	2013/14	11.22 days	10.00 days	2014/15	8.90 days	9.50 days	2015/16	7.24 days	9.00 days	2016/17	11.73 days	8.00 days	2017/18	8.41 days	10.00 days
	Year	Years (Bar)	Annual (Line)																		
2013/14	11.22 days	10.00 days																			
2014/15	8.90 days	9.50 days																			
2015/16	7.24 days	9.00 days																			
2016/17	11.73 days	8.00 days																			
2017/18	8.41 days	10.00 days																			

LI013 Resident satisfaction with the way Gedling Borough Council runs things




Managed By	Rosie Caddy	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
65.9%	64%		

Latest Note

Performance against target

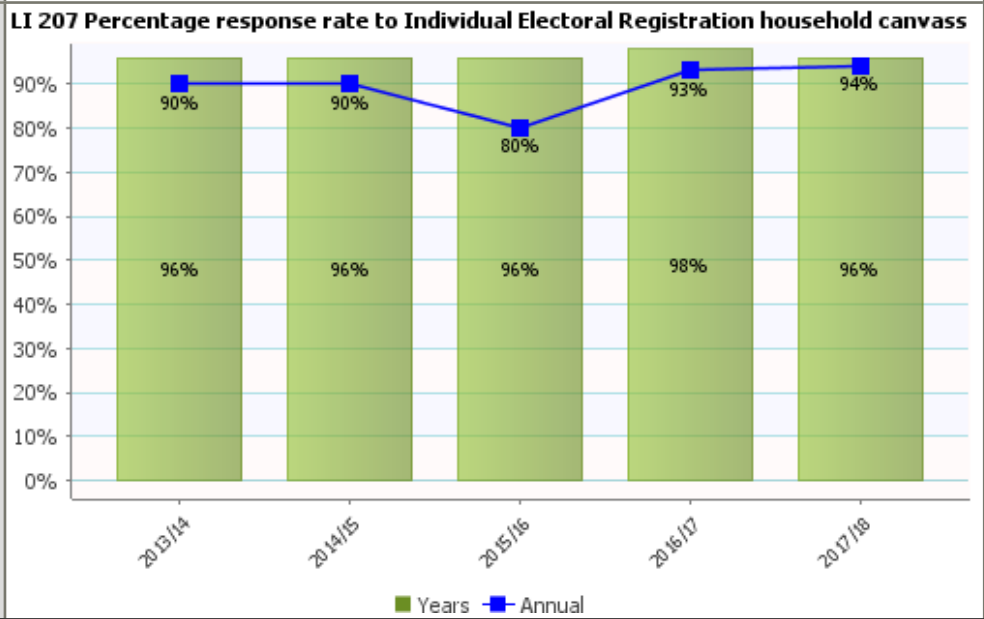


LI 207 Percentage response rate to Individual Electoral Registration household canvass




Managed By	Alec Dubberley	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
96%	94%		

Latest Note

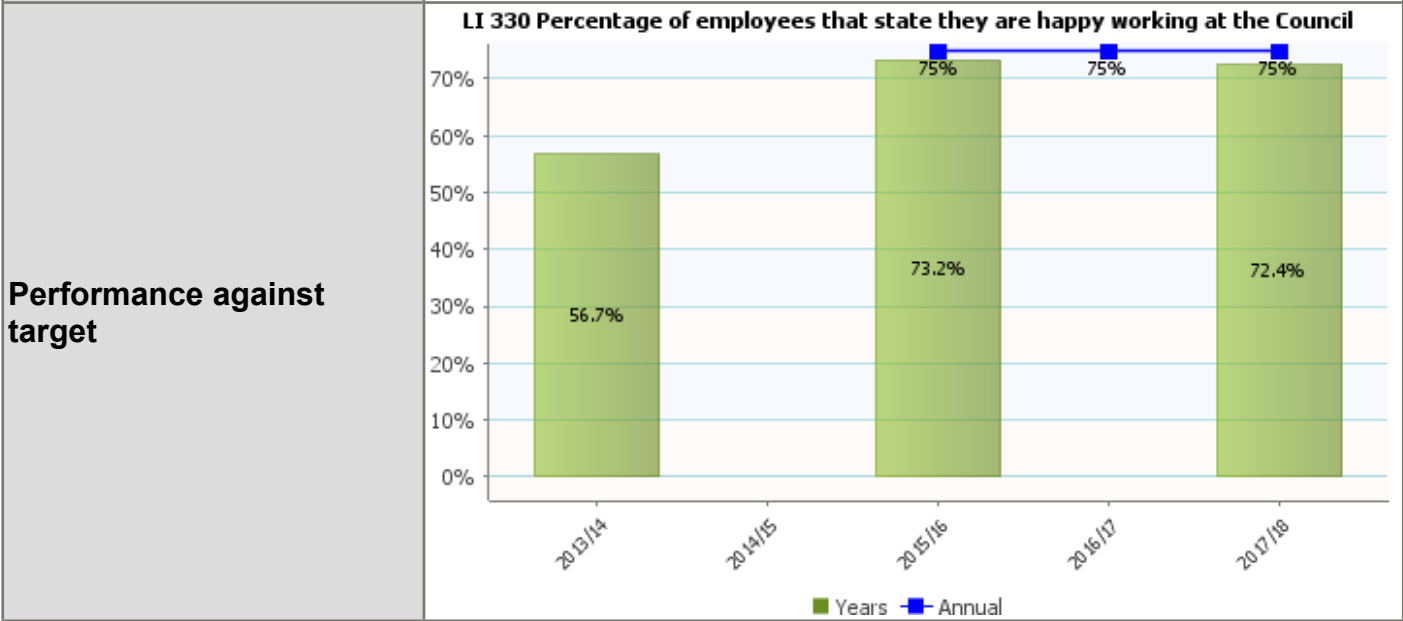
Performance against target




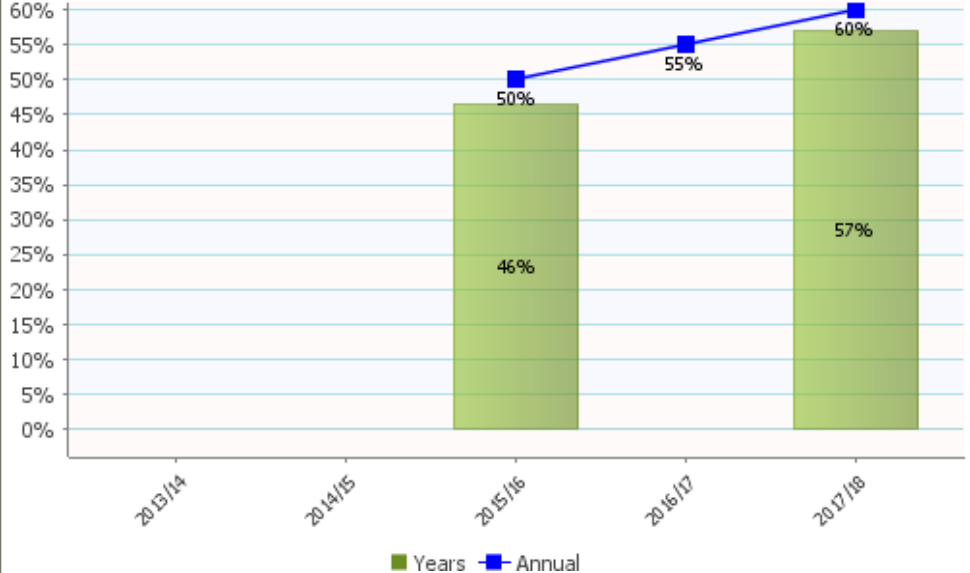


LI 330 Percentage of employees that state they are happy working at the Council




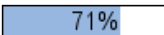








Managed By	David Archer	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
72.4%	73%		

Latest Note



LI 317 Percentage of staff who feel well informed about what is happening in the council																					
Managed By	Rosie Caddy	Status																			
Current Value	Current Target	Trend compared to last period	Trend compared to year ago																		
57%	60%																				
Latest Note	Although below target the figure from this year's staff survey represents an increase of 11% since the previous survey in 2015/16. Further actions are currently taking place in respect of this indicator with an imminent engagement process with staff to determine what staff want to know about and how they would like to receive this information.																				
Performance against target	<p>LI 317 Percentage of staff who feel well informed about what is happening in the council</p>  <table border="1"> <caption>Performance against target data</caption> <thead> <tr> <th>Year</th> <th>Years (Bar)</th> <th>Annual (Line)</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>-</td> <td>-</td> </tr> <tr> <td>2014/15</td> <td>-</td> <td>-</td> </tr> <tr> <td>2015/16</td> <td>46%</td> <td>50%</td> </tr> <tr> <td>2016/17</td> <td>57%</td> <td>55%</td> </tr> <tr> <td>2017/18</td> <td>57%</td> <td>60%</td> </tr> </tbody> </table>			Year	Years (Bar)	Annual (Line)	2013/14	-	-	2014/15	-	-	2015/16	46%	50%	2016/17	57%	55%	2017/18	57%	60%
Year	Years (Bar)	Annual (Line)																			
2013/14	-	-																			
2014/15	-	-																			
2015/16	46%	50%																			
2016/17	57%	55%																			
2017/18	57%	60%																			




Actions

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

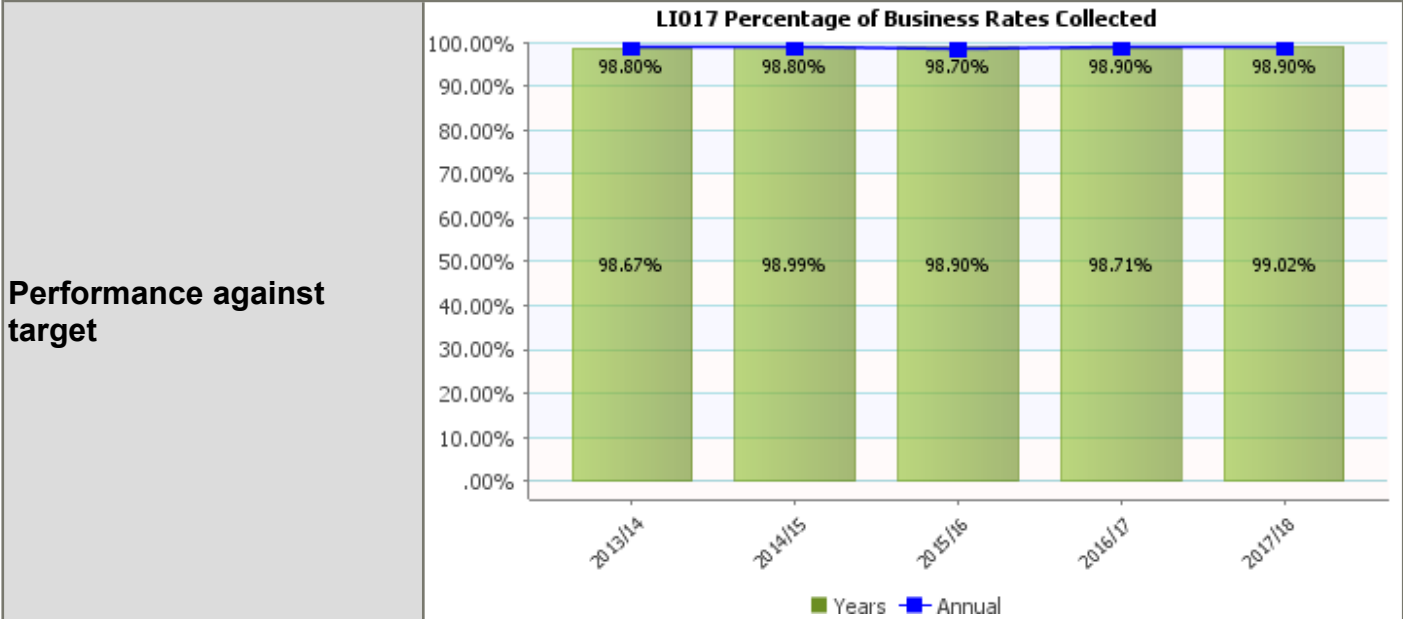
Portfolio Owners Deputy Leader Resources and Reputation Portfolio

Indicators

LI017 Percentage of Business Rates Collected

Managed By	Duncan Adamson	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
99.02%	98.90%		

Latest Note

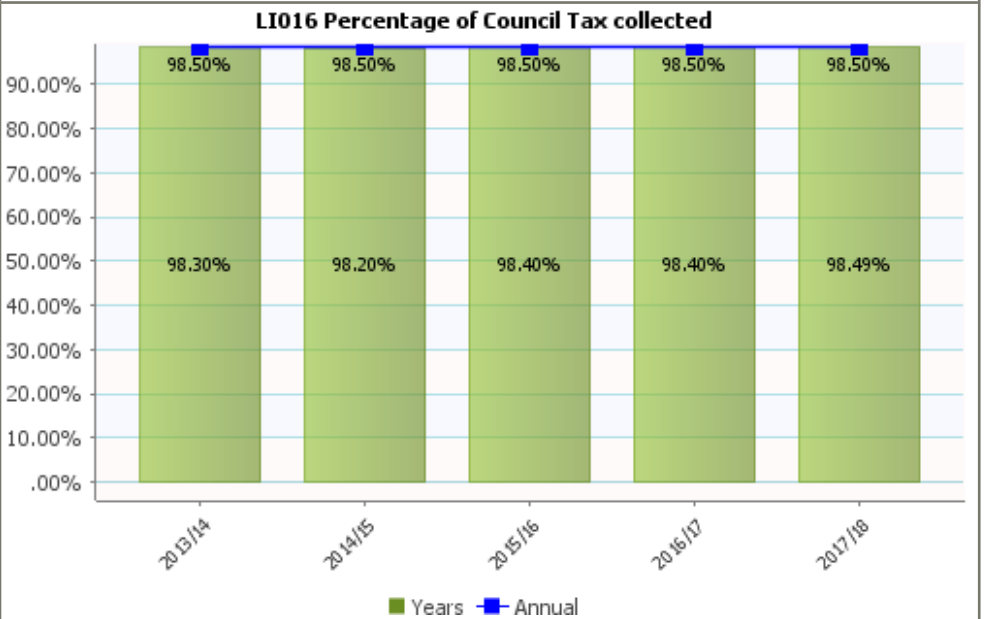


LI016 Percentage of Council Tax collected




Managed By	Duncan Adamson	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
98.49%	98.50%		

Latest Note

Performance against target

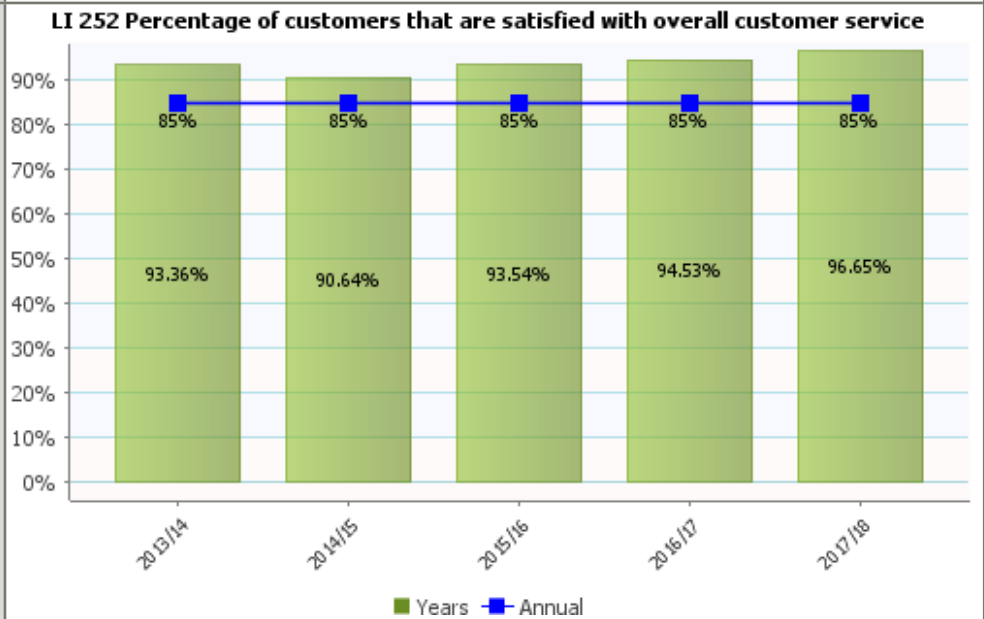


LI 252 Percentage of customers that are satisfied with overall customer service




Managed By	Rosie Caddy	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
96.65%	85%		

Latest Note

Performance against target

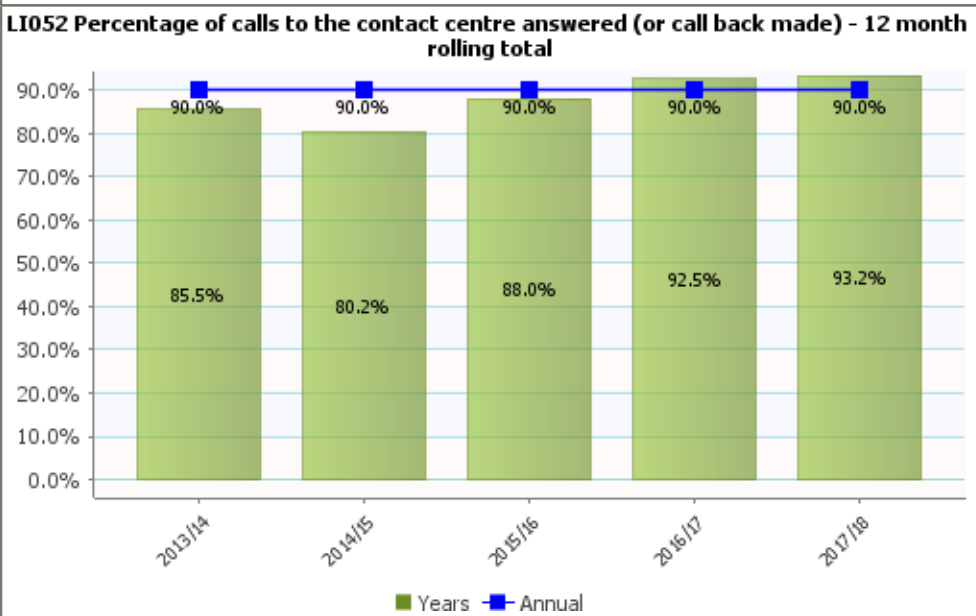


LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total




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

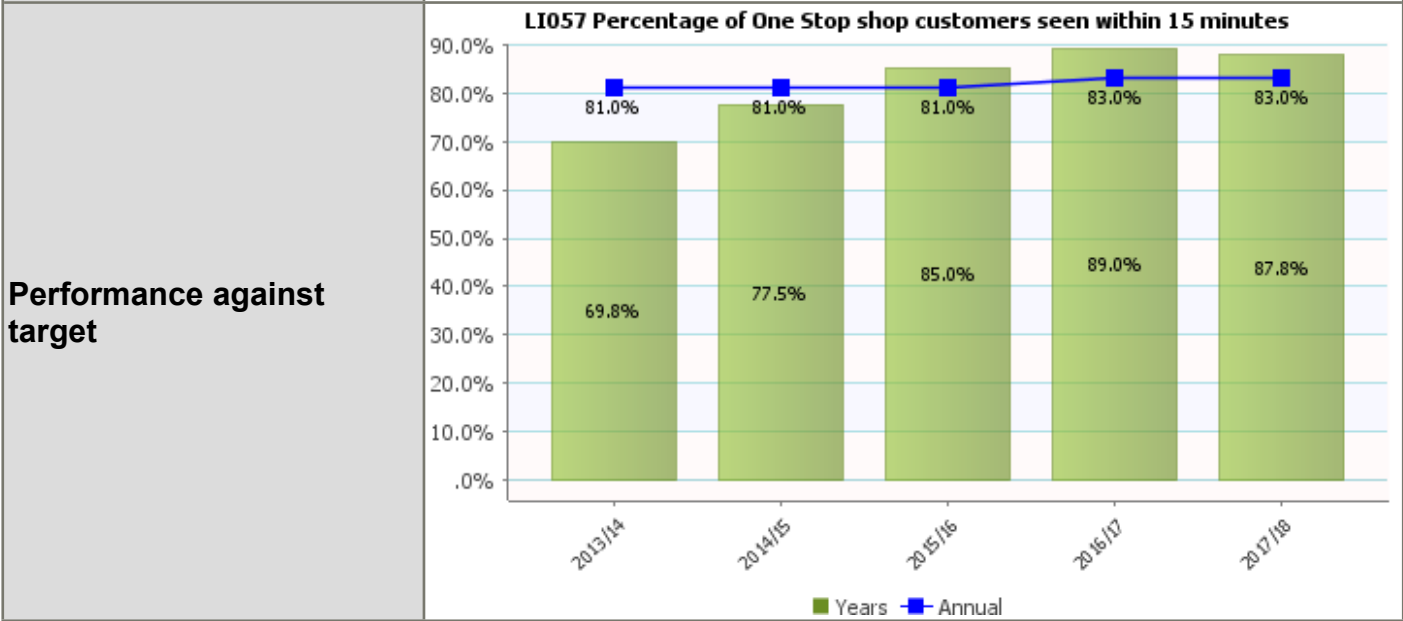
Performance against target



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
87.8%	83.0%		

Latest Note



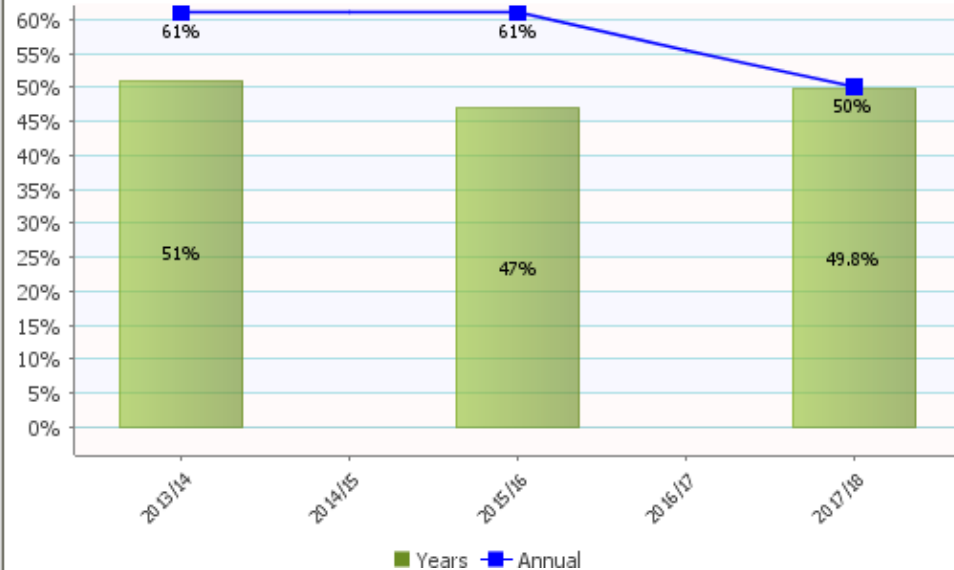
LI096 Percentage of residents who agree that the council provides good value for money




Managed By	Rosie Caddy	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
49.8%	50%		

Latest Note




Performance against target

LI096 Percentage of residents who agree that the council provides good value for money

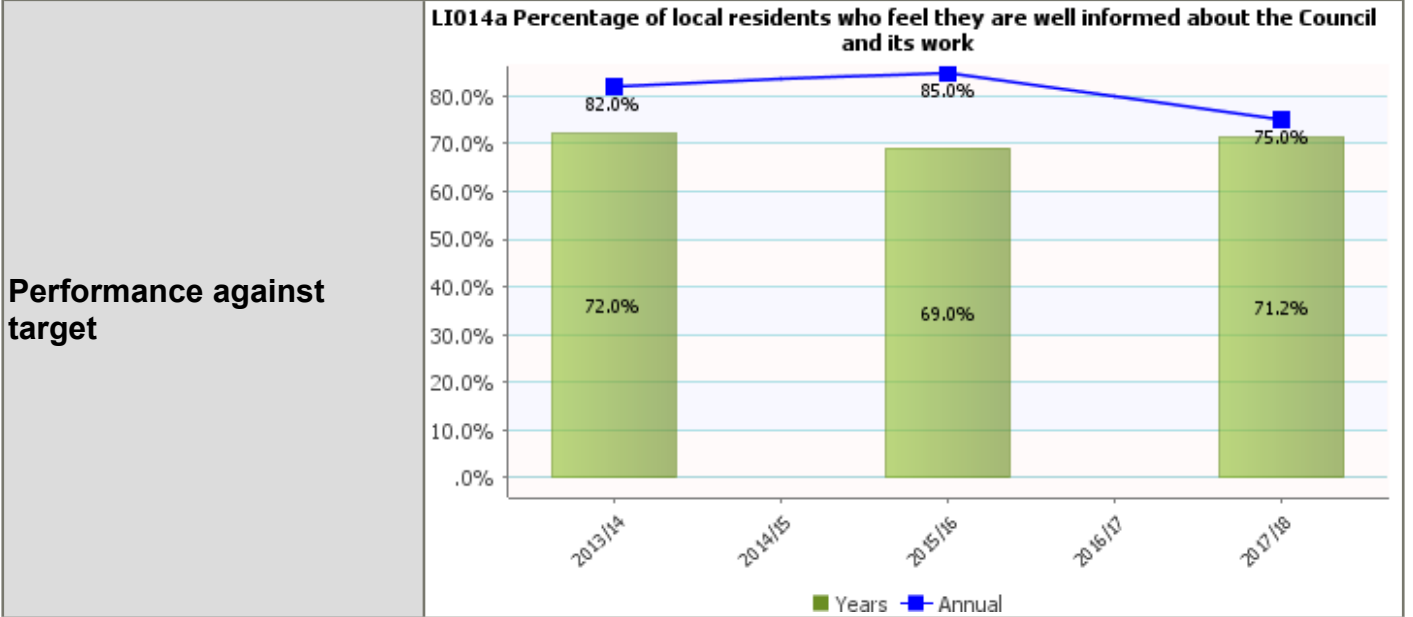


NI 5 Percentage of local residents who are satisfied with their local area as a place to live																							
Managed By	Rosie Caddy	Status																					
Current Value	Current Target	Trend compared to last period	Trend compared to year ago																				
83.1%	82%																						
Latest Note																							
Performance against target	NI 5 Percentage of local residents who are satisfied with their local area as a place to live																						
	<table border="1"> <caption>Performance against target data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>0%</td> <td>Years</td> </tr> <tr> <td>2014/15</td> <td>0%</td> <td>Years</td> </tr> <tr> <td>2015/16</td> <td>0%</td> <td>Years</td> </tr> <tr> <td>2016/17</td> <td>0%</td> <td>Years</td> </tr> <tr> <td>2017/18</td> <td>83.1%</td> <td>Years</td> </tr> <tr> <td>2017/18</td> <td>82%</td> <td>Annual</td> </tr> </tbody> </table>			Year	Value	Type	2013/14	0%	Years	2014/15	0%	Years	2015/16	0%	Years	2016/17	0%	Years	2017/18	83.1%	Years	2017/18	82%
Year	Value	Type																					
2013/14	0%	Years																					
2014/15	0%	Years																					
2015/16	0%	Years																					
2016/17	0%	Years																					
2017/18	83.1%	Years																					
2017/18	82%	Annual																					















LI014a Percentage of local residents who feel they are well informed about the Council and its work







Managed By	Rosie Caddy	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
71.2%	75.0%		













Latest Note
 This figure comes from the bi-annual customer satisfaction survey. Gedling residents continue to express high levels of satisfaction (over 71%) with being informed, though below the target this represents an increase from the 2015/16 survey.





Actions

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Launch customer contact point in Carlton/the surrounding area	Rosie Caddy		31-Mar-2018	 100%	
Improve Civic Centre face to face reception facilities	Rosie Caddy		31-Mar-2018	 6%	Following an unsuccessful budget bid it has been agreed by SLT that this action will be progressed as part of the wider Agile working project. In particular consideration will be given to reception facilities which not only satisfy the Councils requirements, but also the needs of the partners who share the building.
Embed the Customer Services standards and charter	Rosie Caddy		31-Mar-2018	 100%	Charter in place, introduced to staff at previous staff briefings, available online and on display at the Civic Centre and Leisure Centres. Customer Standards are subject to further work on relevance.
Undertake residents' satisfaction survey in 2017 and review approach to community engagement	Rosie Caddy		31-Mar-2018	 100%	
Refresh and update the Council's website	Rosie Caddy		31-Jul-2017	 100%	
Put in place measures to encourage customers to access information and service online	Rosie Caddy		31-Mar-2018	 100%	
Implement programme of service peer reviews	David Archer		31-Mar-2018	 100%	

Title	Managed By	Status	Completion Date	Progress Bar	Notes
(to be undertaken by varied teams drawn from across the council)					
Ensure the development and approval of an updated Asset Management Strategy	Katie Walters		31-Mar-2018		
Explore feasibility of expanding the in-house tree service, if financially viable	Melvyn Cryer		31-Mar-2018		
Explore feasibility of implementing a new pet cremation and ashes burial service, if financially viable	Melvyn Cryer		31-Mar-2018		<p>A Meeting with Carol Nixon, County Council Waste Advisor took place in March 2018 and following this the waste transfer flow has been mapped out to ascertain the necessary permissions required from Nottinghamshire County Council and other bodies. The next stage will involve application for Permits, Licences and an application to set up a waste transfer station in Jubilee depot.</p> <p>We will need to identify a suitable area of the depot. It must have an impermeable surface and a separate sealed drainage system. The easiest way to achieve this would be to create a bunded area with a tank for drainage.</p> <p>This work will take place during 2018-19 as part of the next stage of the project development. Which will also see the purchasing of equipment and vehicles</p>


Title	Managed By	Status	Completion Date	Progress Bar	Notes
					following approval of the cabinet report. The due diligence elements of this project were completed in 2017-18. This project now in the delivery stage has been superseded by PASC 18-19-15.07 to reflect this fact.
Explore and where appropriate implement new technology and digital tools to improve efficiency of services	Helen Barrington		31-Mar-2018	 100%	
Achieve planned efficiency/budget reduction targets	Mike Hill		31-Mar-2018	 100%	MTFP presented to cabinet in February and Council in March 2018. this concluded the savings exercise for 2018/19 which resulted in reduction of £1.33m being included within the budget.
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	 100%	Savings and efficiencies being delivered each year. Requested feasibility study for options appraisal and due out to tender shortly.
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	 100%	Phase 1 of plans and new structure now completed and implemented. Phase 2 will be developed during 18/19.
Implement co-location with Nottinghamshire Police at the Jubilee Depot, Arnold	David Wakelin		31-Mar-2018	 100%	
Embed new arrangements for the delivery of strategic procurement advice	Mike Hill		31-Mar-2018	 100%	Decision still on hold re procurement options. Seeking external support in the short term.

Title	Managed By	Status	Completion Date	Progress Bar	Notes
and contract management					
Introduce a programme of activity to reduce duplicate or abortive work	Helen Barrington		31-Mar-2018		This is an ongoing programme of work which will continue into 2018/19.

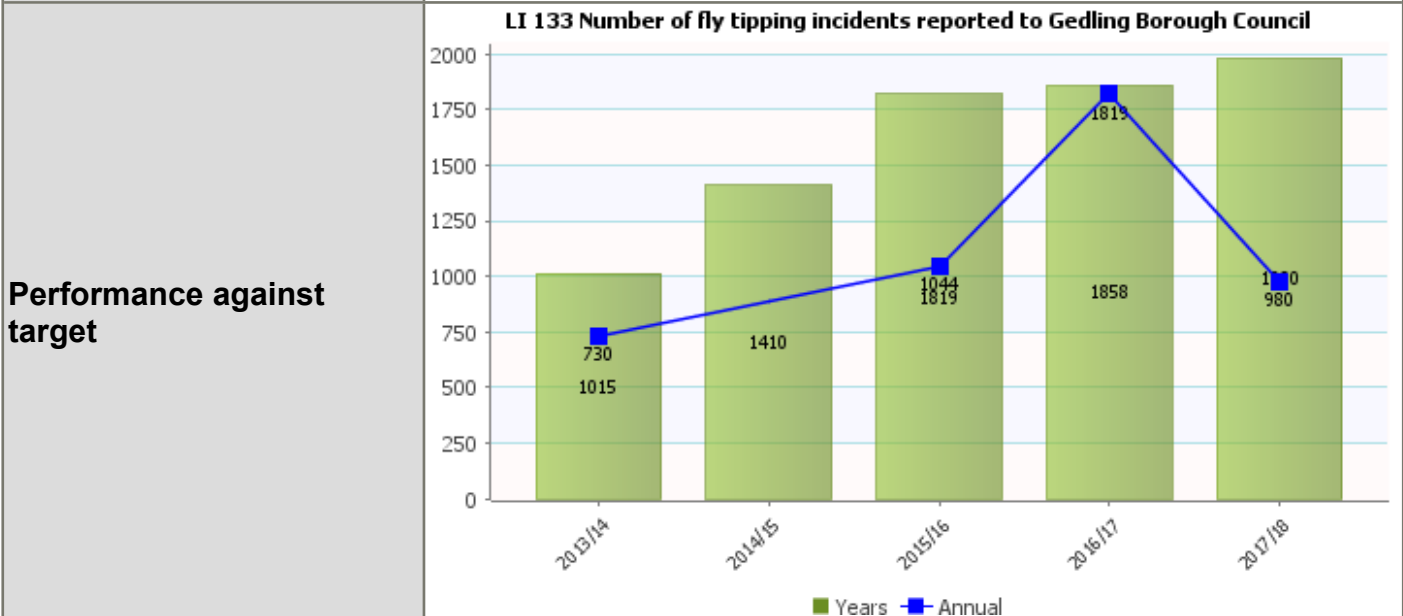
Portfolio Owners Environment Portfolio

Indicators

LI 133 Number of fly tipping incidents reported to Gedling Borough Council

Managed By	Andy Callingham	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
1980	Tracking Indicator	↓	↓

Latest Note

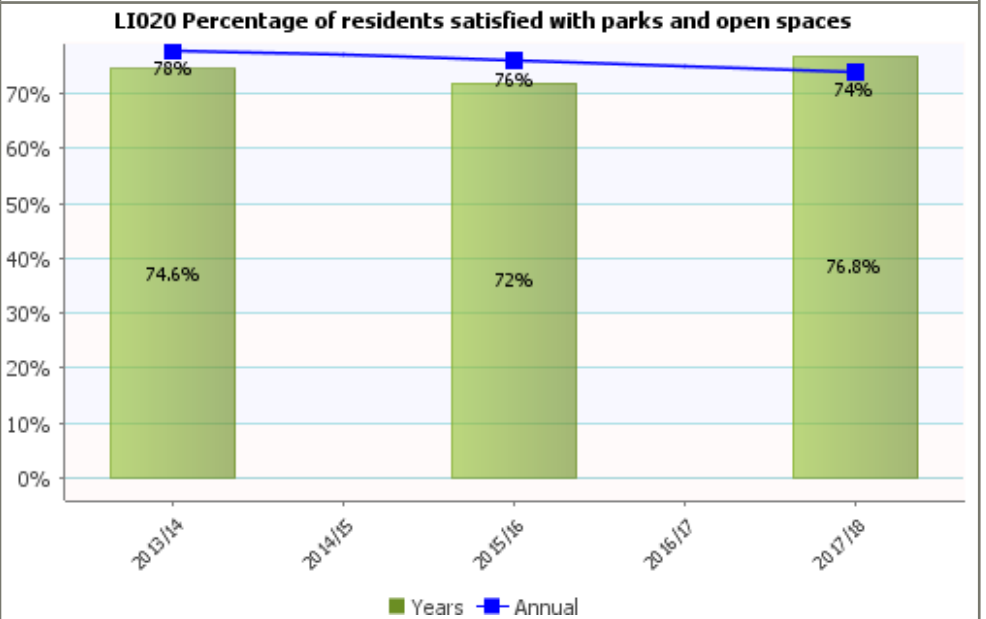


LI020 Percentage of residents satisfied with parks and open spaces




Managed By	Melvyn Cryer	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
76.8%	74%		

Latest Note

Performance against target

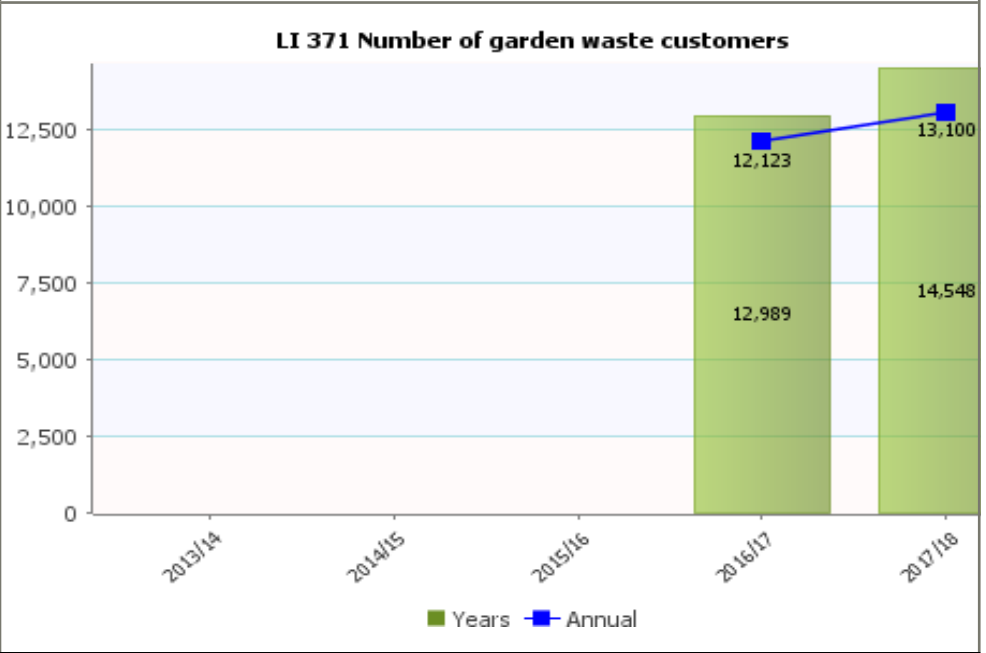


LI 371 Number of garden waste customers

Managed By	Mark Hurst	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
14,548	13,100		

Latest Note

Performance against target

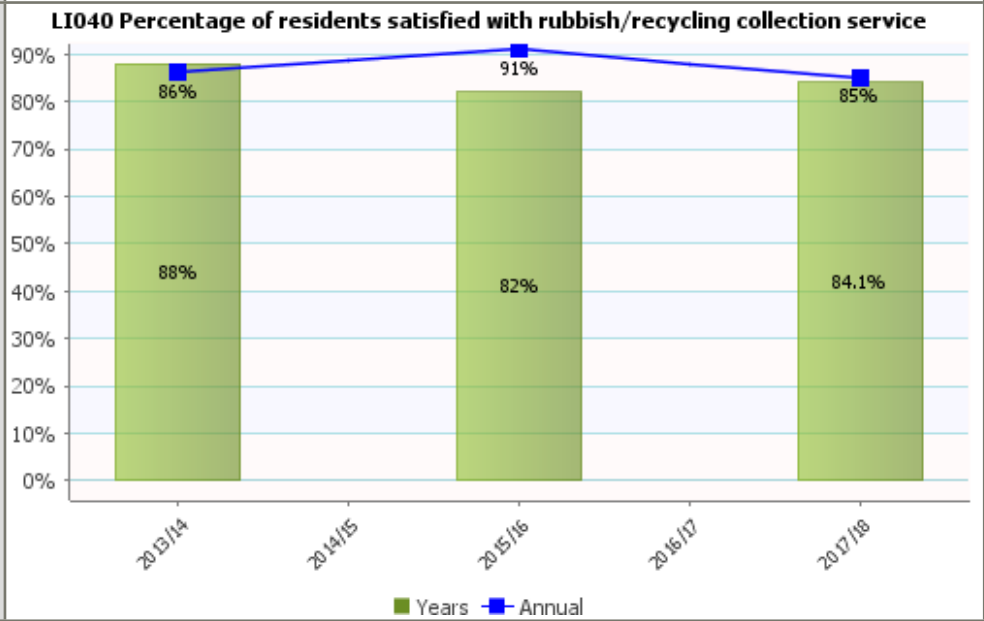


LI040 Percentage of residents satisfied with rubbish/recycling collection service




Managed By	Mark Hurst	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
84.1%	85%		

Latest Note

Performance against target

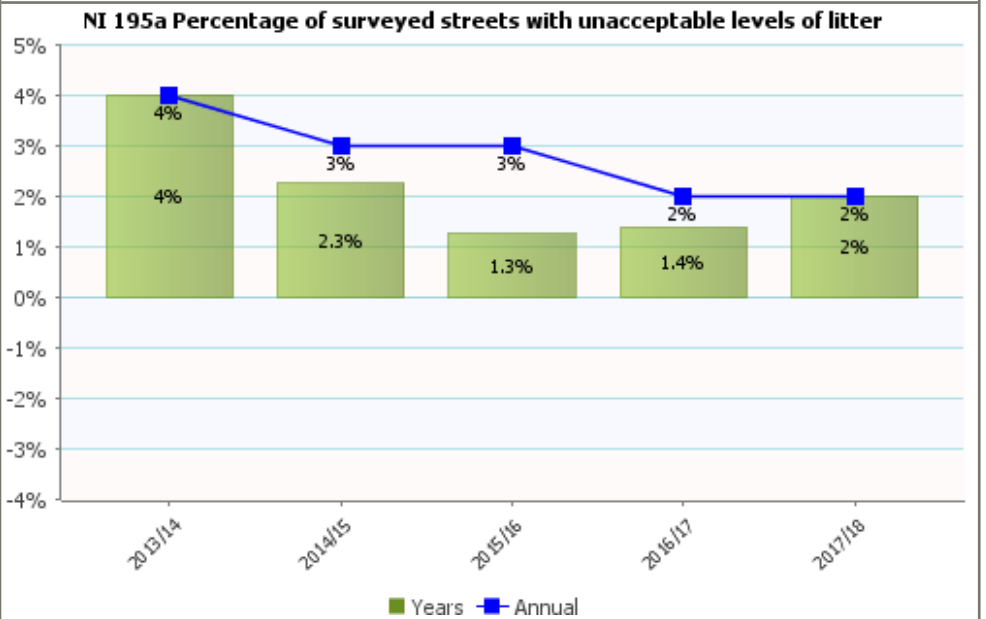


NI 195a Percentage of surveyed streets with unacceptable levels of litter

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

Latest Note

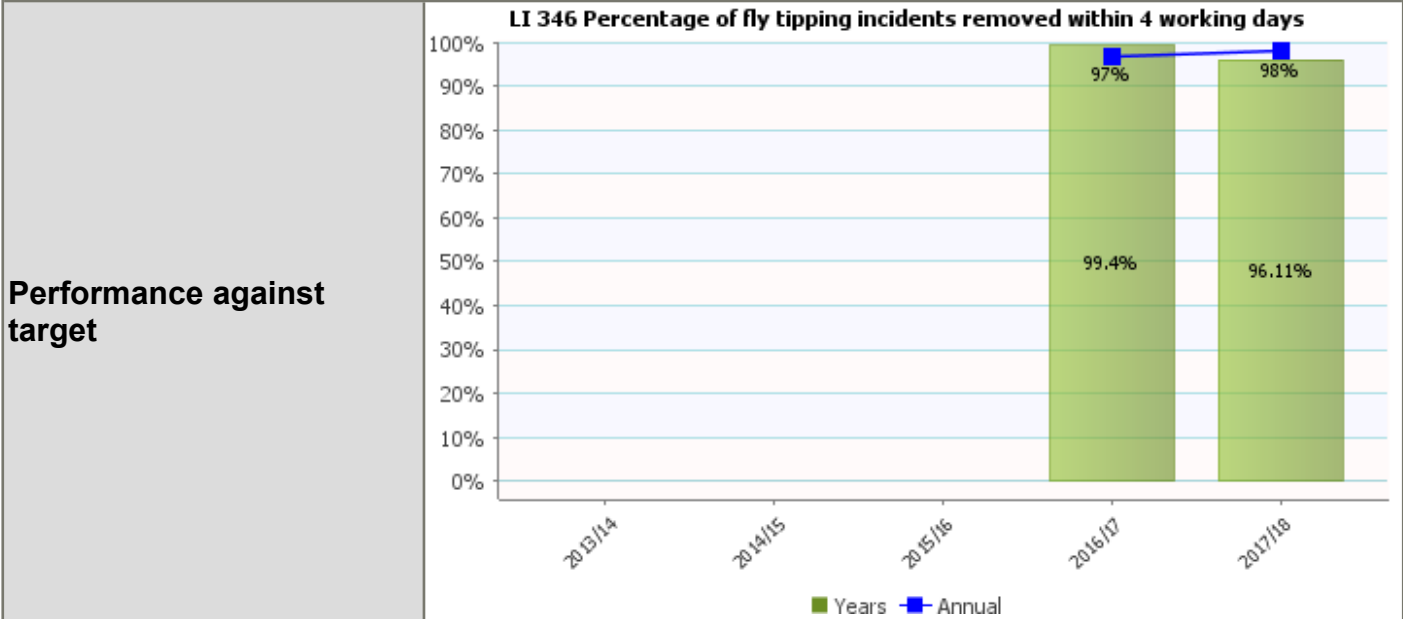
Performance against target



LI 346 Percentage of fly tipping incidents removed within 4 working days

Managed By	Andy Callingham	Status	⚠
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
96.11%	98%	↓	↓

Latest Note
 The most damaging ones have been collected earlier, but some smaller fly tips consequently have been cleared after the four day period. This has reduced the number of repeat reports from members of the public about individual fly tips.

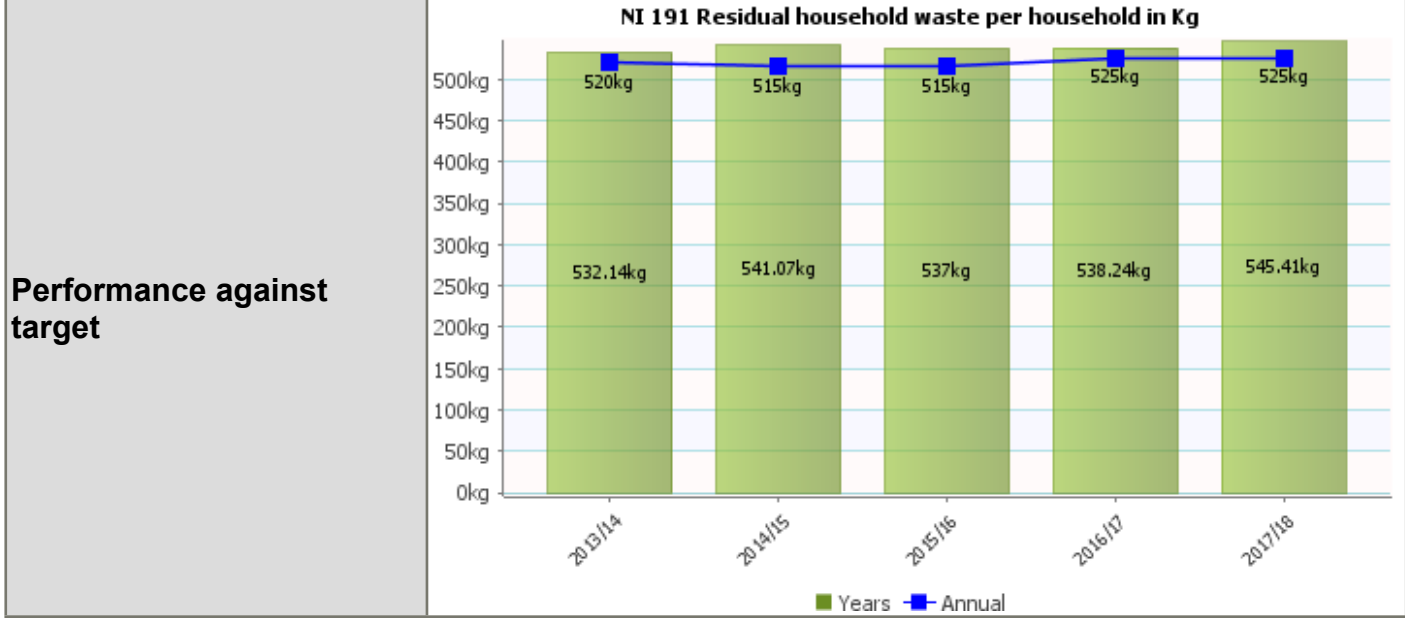


NI 191 Residual household waste per household in Kg

Managed By	Mark Hurst	Status	▲
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
545.41kg	525kg	↓	↓

Latest Note

Whilst we can encourage residents to reuse and offer recycling services we still have problems with recycling and contamination which has an impact on the amount of waste sent for incineration. On a positive side this aids energy recovery from the incinerator to provide power for households . We promote the garden waste service and provide a free bulky waste collection to reduce the amount of domestic waste collected.



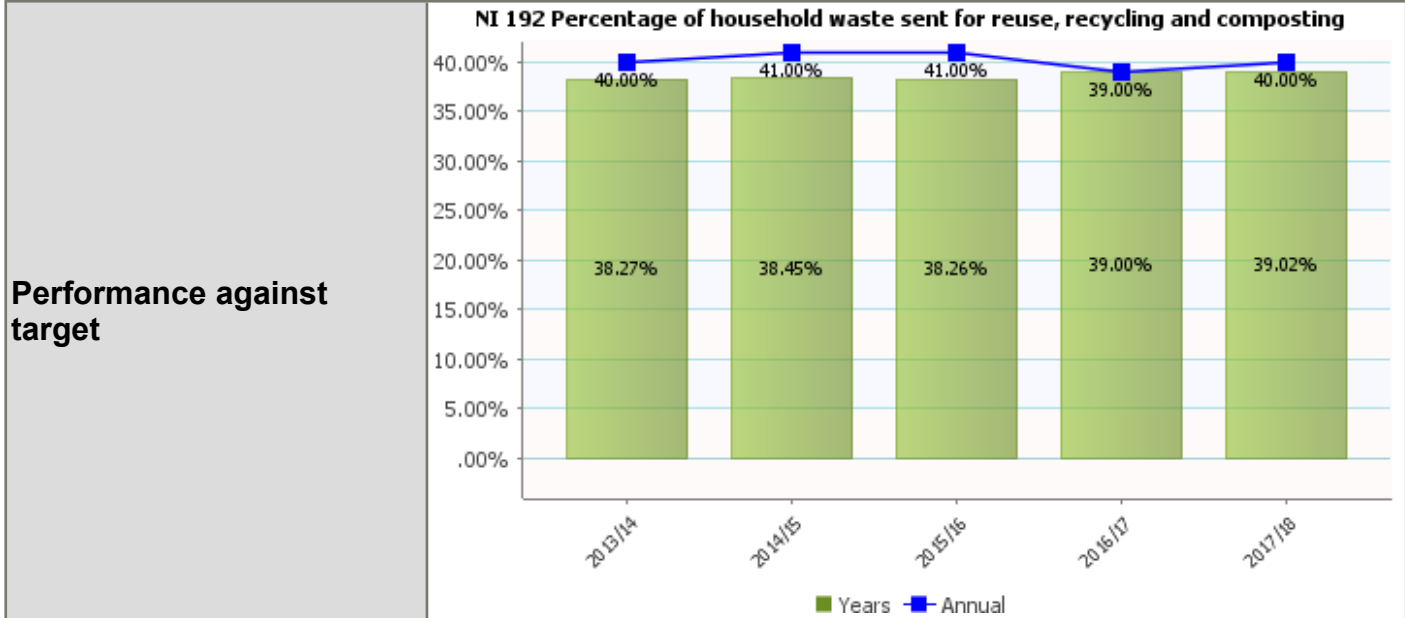
NI 192 Percentage of household waste sent for reuse, recycling and composting

Managed By	Mark Hurst	Status	▲
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
39.02%	40.00%	▲	▲




Latest Note

We have introduced a number of initiatives to help with our recycling percentage figures. These include information posted on refuse vehicles, the council website/bin day collection reminders and on the annual waste collection calendar.

In addition we were supplied two members of staff from Veolia to inspect recycling bins for contamination and provide educational information to residents.

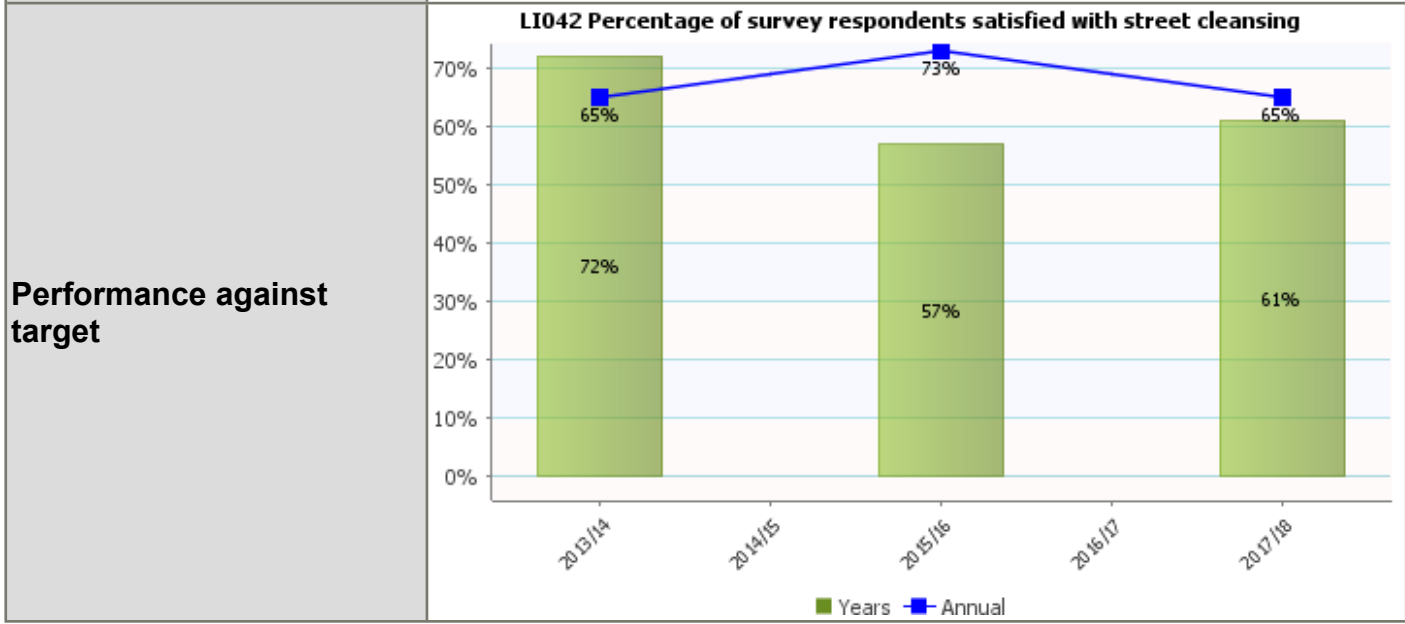


LI042 Percentage of survey respondents satisfied with street cleansing















Managed By	Melvyn Cryer	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
61%	65%		

Latest Note

Actions carried out during 2017 saw an increase in resident satisfaction from 58% to 61% and it is hoped that this level of satisfaction continues to rise to ensure we meet the targets set. But it must be noted that weeds along fences, hedge bottoms and along walls and tree bases are causing many complaints during the summer months and only serves to bring the visual amenity of the area down. This was caused by the vegetation growing and then dying along hedge, wall and fence bottoms and also along kerbs. This had a combined effect in giving a poor visual appearance and increased detritus levels. High level meetings have taken place as regards this matter, with Viaem stating they spray herbicide twice a season. But this does not seem to be evidenced on the ground. Main routes do appear to be given priority, but often to the detriment of other areas.



Actions

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Raise the profile of the 'Love Where You Live' Campaign to educate residents and reduce incidents of environmental crime	Melvyn Cryer		31-Mar-2018		
Implement the Parks and Green Spaces Strategy	Melvyn Cryer		31-Mar-2018		
Undertake review of street cleansing operations and invest/re-allocate resources as appropriate	Melvyn Cryer		31-Mar-2018		
Develop a visitors' centre at Gedling Country Park	David Wakelin		31-Mar-2018		
Encourage households and businesses to reduce, re-use and recycle more of their waste	Mark Hurst		31-Mar-2018		
Provide a bulky waste amnesty	Mark Hurst		28-Feb-2018		
Provide an additional waste collection over the Christmas period 2017	Mark Hurst		01-Jan-2018		



Report to: Overview and Scrutiny Committee

Subject: Council Plan 2017/19: Overview of Quarter 4 and Year End Performance

Date: 23 July 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 2017/2019 Gedling Plan at the end of 2017/18.

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 4.

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.

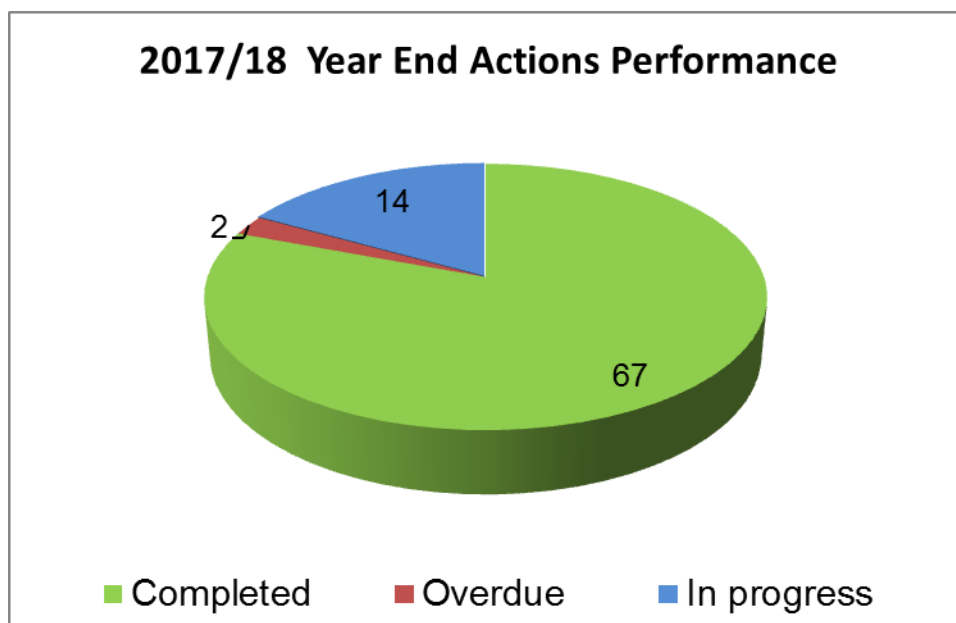
- 2.3. The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the “completed” or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

3. PERFORMANCE INFORMATION

- 3.1 Attached at **Appendix 1** is a summary of overall progress against priorities and objectives within the 2017-19 Gedling Plan at the end of the 2017/18.

Actions

- 3.2 During 2017/18, progress has been made as expected on 81 of the actions, with only 2 actions which did not progress as expected during the year.



The two actions which did not progress as expected during the year are:

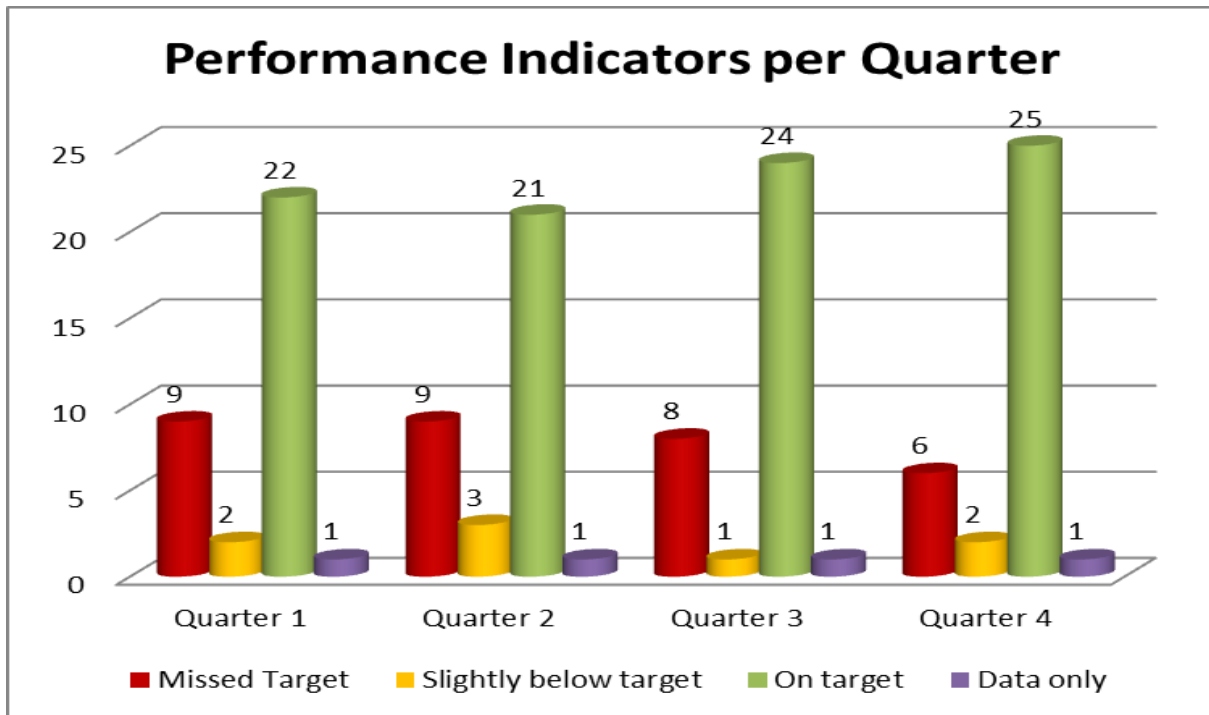
- Improve Civic Centre face to face reception facilities - It has been agreed that this action will be progressed as part of the wider Agile working project. In particular consideration will be given to reception facilities which not only satisfy the Council’s requirements, but also the needs of the partners who share the building.
- Gedling Borough Council to continue to offer a minimum of 16 pre-employment work experience placements a year - DWP ceased recording the numbers placed with the council for the year 2017/18 as this action

had been removed from their performance indicators. For the year 2018/19 onwards, DWP have confirmed that they will monitor levels of placement to report to the council even though they will not be working to PI targets themselves.

Indicators

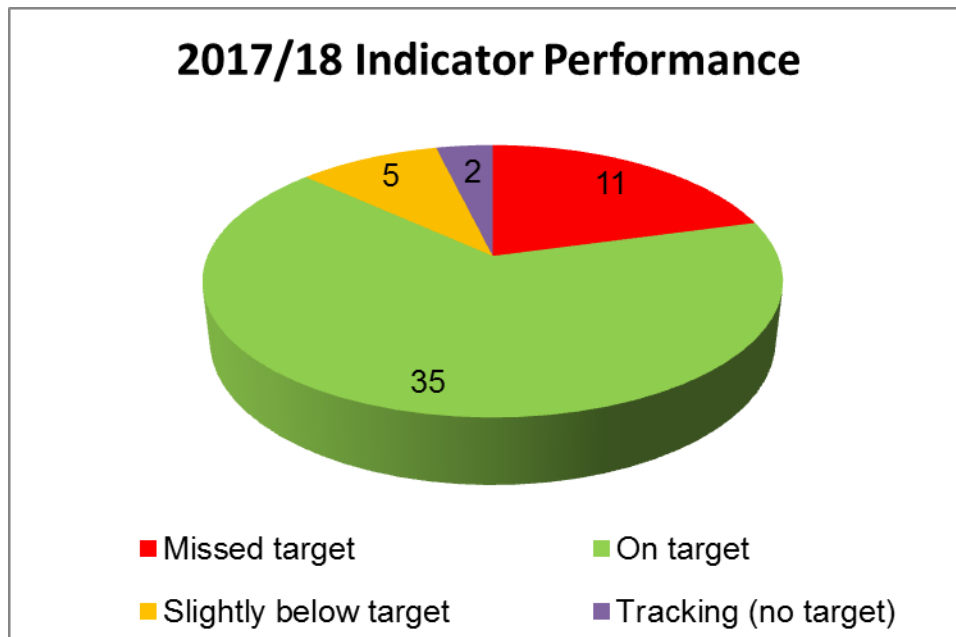
3.3 Quarter 4

The following table shows the status of performance indicators appropriate for quarterly monitoring for each quarter throughout the year. During quarter 4, 25 of the 34 performance indicators that are appropriate for quarterly monitoring met the target and of those remaining, 6 are red, 2 are amber and 1 indicator is for tracking purposes only.



3.4 Year end

In addition to the performance indicators which are monitored on a quarterly basis, there are a number of indicators which are reported on an annual basis. The diagram below shows the performance position at the end of the year in respect of all 53 indicators included in the Gedling Plan. Overall performance is strong, with 40 of the indicators on target or slightly below target and 11 behind target.



Performance review

3.5 Examples of particularly positive performance/notable achievements include:-

- Disabled Facilities Grants -The performance in delivering Disabled Facilities Grants has been record breaking. Never before has Gedling Borough Council installed £1,000,000 of adaptations to help those with disabilities to stay in their own homes. These adaptations range from stair lifts and ramps to walk in showers and wet rooms. This significantly improves people's quality of life as well as saving the public purse, by stopping people from having to leave their houses and enter full time care.

- Increased attendances at Leisure Centres - Attendances across all Leisure Facilities hit 1,000,000 for the first time since 2012/13; delivering 85,000 more than target, representing 9% growth.

Bonington Theatre has significantly increased the range and number of its productions and events, resulting in an increase in attendances from 28,194 to 37,297.

- Historically, we've really struggled to bring empty homes back into use. Over the past twelve months, the number of empty homes returned to use has increased from 5 to 40.

- The introduction of a new Attendance Management Policy and balanced focus on health and wellbeing and management action have contributed to reducing sickness absence from 11.73 days to 8.4 days, significantly below the 10 day target.
- Processing of Housing Benefit and Council Tax Benefit claims continues to be top performing, with further improvements from 5.2 to 4.6 days to deal with new claims and change of events.
- Gedling continues to lead on the Syrian Re-settlement scheme across the City and County, not only accommodating more families but developing Refugee Befriending hubs in Arnold and Carlton. Working with the Nottingham City Council Refugee Resettlement Programme and Hope Nottingham, has resulted in the establishment of two International Cafés: one at the Methodist Church, Carlton Hill and one at The Beacon.
- Gedling's garden waste scheme is increasingly popular, with more residents joining the scheme, taking the total up to 14,548 from 12,989.
- Customer services continues to deal with an increasing volume and variety of demand, yet satisfaction with the overall customer service achieved 96.7%, exceeding the target of 85%.

A separate report is produced highlighting key achievements delivered during Quarter 4 2017/18 focusing on areas where the Council has made a real difference to people's lives is attached at **Appendix 2**.

3.6 Whilst overall performance is positive, particular attention needs to be directed towards the following:-

Crime

In keeping with other areas, the level of crime has increased over the past year, in part due to changes in reporting arrangements. Gedling has excellent local relationships with Nottinghamshire Police and other partners and this will continue to be crucial to address the trend of rising crime.

Homelessness

While the average time to process homeless applications has improved, we'd still want to cut the current average of 17 days. Sometimes, delays are unavoidable due to gathering information from and about applicants and we will need to maintain a close watching brief on the impact of the new Homelessness Reduction Act.

Recycling

Gedling's recycling performance has plateaued, remaining where it is for some years. This is not untypical, as it has been some years since new recycling products/initiatives were introduced to domestic waste collection. Over the coming year and in keeping with the Council's 'Plastic Clever' commitment, it is proposed to make a concerted effort to maximise recycling rates, especially in those parts of the Borough where performance is weaker.

Housing Delivery

Across the year as a whole, housing delivery has been slow, with an additional 237 new homes provided. However, there are very encouraging signs, with a significant upturn in recent housing starts and an influx of new planning applications. With the Inspector's report on the Local Plan due imminently, it is hoped that 2018/19 will see a significant increase in house building.

4.1. **RECOMMENDATIONS**

The Overview and Scrutiny Committee is recommended to:

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

APPENDICIES

Appendix 1: Summary of Overall progress against priorities and objectives at year end of 2017/18

Appendix 2: Achievements and Activities

Gedling Plan 2017/18



Th	People	
Ob	Improve health and wellbeing	
Ob	Promote and encourage pride, good citizenship and participation in the local area	
Ob	Reduce antisocial behaviour, crime and the fear of crime	
Ob	Reduce hardship and provide support to the most vulnerable	
Th	Performance	
Ob	Give tax payers value for money	
Ob	Improve the customer experience of dealing with the Council	
Ob	Maintain a positive and productive working environment and strong staff morale	
Th	Place	
Ob	Create more jobs and better access to them	
Ob	Ensure local people are well prepared and able to compete for jobs	



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



Provide more homes



Examples of Achievements and Activities

During

Quarter 4 2017/18

PEOPLE

Reduce anti-social behaviour, crime and the fear of crime

Newstead Sports Club - The club continues to attract good numbers and has excellent participation from the young people. A range of sporting activities take place both indoors and outdoors throughout the year. We encourage young people who don't usually take part in such activities and have helped to build the confidence of several young people this year.

Funding Obtained for New Community Satellite Sports Clubs - Funding has been received from Active Notts to deliver Satellite Clubs within community settings. The sessions will take place in Redhill Leisure Centre and Newstead Village. The sessions will work similarly to the Club 1 sessions being run for young people at Leisure Centres and will be designed to promote individual fitness activities such as running, swimming, circuits and fitness classes.

Reduce hardship and provide support to the most vulnerable

Disabled Facilities Grants -The performance in delivering Disabled Facilities Grants has been record breaking. Never before has Gedling Borough Council installed £1,000,000 of adaptations to help those with disabilities to stay in their own homes. These adaptations range from stair lifts and ramps to walk in showers and wet rooms. This significantly improves people's quality of life as well as saving the public purse, by stopping people from having to leave their houses and enter full time care.

Refugee Befriending in Gedling - Work has been underway for the last six months to develop Refugee Befriending hubs in Arnold and Carlton. Working with the Nottingham City Council Refugee Resettlement Programme and Hope Nottingham which has resulted in the establishment of two International Café's: one at the Methodist Church, Carlton Hill and one at The Beacon.

Refugee befriending recruitment meetings held in both areas have been equally successful in generating interest and support from the wider community in anticipation of Refugee resettlements in both areas.

Direct Housing and Advice - Working with Housing Services, the provision of a free housing related legal advice service from Direct Help and Advice (DHA) has been introduced into the Civic Centre. Over 80 clients have been seen and DHA is currently looking to extend the service. Services from Disability Nottinghamshire and Mansfield CAB have also been brought in.

Homelessness Strategy - Gedling has led the development of the South Nottinghamshire Homelessness Strategy meeting a statutory requirement that a strategy is produced at least every 5 years.

Disability Football Sessions at Redhill 3G - The first Disability Football Holiday session has been delivered on Redhill 3G in partnership with Nottingham Forest Community Trust and Nottinghamshire FA. Eight young people attended the first session in February half-term and with a further session run in the Easter school holidays.

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

Youth Council - Gedling Youth Council held a meeting on 26th February to plan and launch the Youth Council Election process 2018 – 2020. Current members ran awareness campaigns in their individual schools, and as a result 28 nominations were received and accepted on the closing date of 22nd March, representing Schools and Youth Clubs across the Borough. All have been invited to an inaugural meeting hosted by the Mayor of Gedling on Monday 23rd April.

Seniors Council - The Gedling Seniors Council met on Friday 16th February and received presentations from Mark Towlson, GBC Community Safety Officer and Amanda Siddle of the Tomorrows Together consultancy (Working with the Alzheimer's Society) about Dementia Friendly work in the Borough and Caroline Perry, Chief Executive of Rushcliffe CVS, to hear about the Gedling Voluntary Transport Scheme and upcoming new project 'Help at Home'. A working group has been appointed to advise on the production of an online and paper Gedling Older Persons Services directory.

Members Community Initiatives Fund - The Members Community Initiatives 17/18 fund closed on 15th March and final outturn reported. Initial analysis shows that around 135 groups have benefitted from funding this year.

Caribbean Elders Lunch Club - Working developmentally with the Caribbean Elders – leading to their participation in successful TV Series 'Caribbean Conversations', engaging in story sharing workshops, leading to Catherine Ross of Museum and the Caribbean Heritage Museum presenting members of the group with copies of the final published book at their March session. Also engaged Community Accounting Plus to help the group to set up their accounts, and a Local Improvement Scheme Grant application completed on the group's behalf for circa £10,000 over three years towards sustainability and development.

COMMUNITY E-Newsletter - Following its launch in late summer 2018, at least 5 editions of the new Community E-Newsletter have been distributed to over 300 representatives of voluntary and community organisations in the Borough, providing information about VCS Support initiatives, events, volunteering and funding available in Gedling.

New benches unveiled at Gedling Country Park - Following the installation of a new sculpture in the Memorial Garden at the end of 2017, the same artist, Richard Janes worked with year 9 students from Christ the King Catholic Voluntary Academy to design and create two decorative benches. The benches, which are made from stainless steel and resin, feature designs commemorating the former Gedling Colliery. The benches were unveiled at a short event of reflection and remembrance where former miners who worked at the colliery attended with the school children and staff involved. An interpretation panel describing the development of the Memorial Garden was also unveiled at the same time for visitors to the park to learn more about the significance of the art work in the garden

Bid submitted to Heritage Lottery Fund with Flying High

The Council have supported Flying High Expressive Arts Company to submit a bid to the Heritage Lottery Fund 'First World War: Then and Now' fund. The application, which is also supported by Inspire Cultural Trust, will allow Flying High to develop a piece of semi-professional theatre which they will perform locally and at the Edinburgh Festival Fringe. The project will also include a number of workshops with local schools and community groups to research the impact of WW1 on families and communities and specifically its impact on women. A summer school will also be delivered to children aged 8-16 as part of the project.

Positive Fire Safety in Netherfield - The council has been coordinating a partnership project that has commenced in Netherfield between the Nottinghamshire County Council Youth Service

and Nottinghamshire Fire and Rescue Service. Two taster sessions have taken place within the youth centre to raise awareness around fire safety with practical activities. The project will now look to see if it can engage 12 young people in a series of sessions to take place at Carlton Fire Station at the end of April/early May 2018.

Events at Newstead Centre - The Locality Co-ordinator has supported the Centre to put on a number of craft fairs and indoor car boots to increase use of the Centre, especially at the weekend. The café has been opened which the community had asked for. In March, a Spring Fair was organised with free craft activities, supported by Gedling Play Forum providing resources

The Council supports the WW1 Roll of Honour Memorial - The Council has made a £10,000 contribution to WW1 Memorial Roll of Honour Memorial project. The Service Manager Community Relations has been appointed as a member of Project Board working with Nottingham City Council, Nottinghamshire County Council, other district councils and Armed Forces representatives.

The Council to lead 100 year WW1 Commemorations - The Council will be organising a community event on 10 November 2018 at the Civic Centre and Arnot Hill Park to commemorate those who lost their lives during WW1. The 11 November will mark the 100 year anniversary since the end of the Great War and planning is underway with local Royal British Legions to support Remembrance Day Parades in Arnold and Gedling on the day. There will also be two beacon lightings in the Borough that evening; one at Gedling Country Park and one at Arnot Hill Park.

WW1 Youth Arts Project - The Council has been working with Flying High Expressive Arts Academy to develop a project that includes workshops with local schools and community groups to research the impact of WW1 on families and communities and specifically its impact on women. A summer school will also be delivered to children aged 8-16 as part of the project. A bid has been submitted to the Heritage Lottery Fund 'First World War: Then and Now' fund to secure funding for the proposed project.

Improve health and wellbeing

Food outlets inspections - The food health and safety section has achieved 100% of their programme to inspect food outlets including restaurants and take aways. This programme is extremely important to ensure that the consumers of Gedling are protected from the risk of food borne illness. This is a significant achievement by the staff involved as resources given over to this function have reduced by 50% over the last few years as resources have had to be moved elsewhere due to increasing demands in those areas.

Social Prescription - A successful application was made to New Charter / Great Neighbourhoods Fund to deliver an older persons Social Prescription Pilot in partnership with Gedling Homes; awarding £40,000 and including match funding provided by a combination of the remaining Seniors Council budget 17/18, remaining Changing Lifestyles budget 17/18 and a grant from the Boroughwide Fund. A management Steering Group has been appointed comprising of GBC Community Relations, Housing Strategy, Hospital Discharge project and Gedling Homes staff, with strategic input from NHS Nottinghamshire, and 2 Coordinator posts have been created, one based at GBC and one within Gedling Homes. The Gedling Seniors Council will act as an advisory group for the project, which includes a growth fund for community groups providing older services to apply into and the intended creation of a pool of Community Navigators and Befrienders, drawn from the Seniors Council network.

Nottingham Puppet Festival Workshop - City Arts delivered a workshop for children aged 3-9 in Arnot Hill Park's Bowls Pavilion. This event was part of the first Nottingham Puppet Festival which took place at venues across the city.

Dementia Friendly Swimming - Partnership work has taken place with Gedling Homes and Arnold Leisure Centre to introduce weekly Dementia Friendly Swimming sessions, which commenced in March 2018.

Increased attendances at Leisure Centres - Attendances across all Leisure Facilities hit 1,000,000 for the first time since 2012/13; delivering 85,000 more than target, representing 9% growth.

New training equipment at Calverton - One of Calverton's squash courts has been converted into a functional free weight training area. With new training equipment (power rack, Smith Machine, Olympic Bench Press, Dual Pulley, adjustable benches, Preacher Curl and a Decline Abdominal Bench, Dumbbells and an Olympic Lifting Platform, weight plates and Olympic bars) and redecoration this fitness suite extension will help deal with the increasing demand of users at Calverton and drive membership sales.

Carlton Forum's gym refurbishment - The £200k investment included new energy efficient cardiovascular and resistance equipment, extension to the free weight training area, additional multi-functional and workout space, new innovative and advanced training tools and fresh decoration and lighting. This project was completed to ensure the facility was fit to compete with local competition and to drive growth in DNA memberships

Bar refurbishment at Richard Herrod - a small scale refurbishment of the bar (carpet, painting, reupholstering seats) and installation of new audio visual equipment and pool table.

3G pitch at Redhill Leisure Centre - The new 3G pitch opened in October 17 and has already had 32,008 attendances.

Exceptional Quarter for Cinema - The final quarter proved exceptional for the cinema – which included the school half term holiday week in February – with 105 film screenings and an average audience of 70 per screening. This has shown the potential in screening four times a day. There were three live broadcasts in this quarter - Tosca, A Winter's Tale and Carmen - with an average attendance of 96 per broadcast.

Chinese New Year Event - In February 2018 the Council, with support from Gedling Play Forum, delivered a family arts and crafts event offering Chinese New Year inspired activities. Around 160 children attended with their parents and they took part in lantern making and storytelling workshops. The event also hosted the popular traditional Lion Dance outside the Civic Centre.

Gedling Borough's Heritage Brought Alive - Following its successful application to Heritage Lottery Fund to deliver a heritage interpretation project for the Borough, the Council has commenced the £74,900 funded project. The funding will be used to create a website dedicated to the history of the borough and permanent displays at Gedling Country Park and Café 1899. Volunteers from local history groups, wildlife groups, park volunteers and local heritage and conversation groups have been recruited to support the project

Café 1899 will be used as the main destination to display the borough's heritage with mural, film, touch screen information points, while there will be interpretation panels, compass point panels and a natural history trail across the Country Park.

Other products of the project to complement the website will include a Heritage Festival in the Summer 2018, a published heritage booklet about the borough, a borough heritage trail leaflet, historic film footage, creative competitions for local people and oral history accounts.

Coach Education and Youth Activities at Redhill 3G - A Redhill 3G Steering Group meeting took place to update partners of the progress of the project and programme. Partner football clubs are happy with the provision, service and support provided by the Leisure Centre. Successful delivery of a Coach Education course (Level 2 Coaching) has taken place with the view to run another course later in the year. A Redhill Youth Club project currently being delivered on a Friday evening is engaging on average 25 young people a week.

PLACE

Create more jobs and better access to them

Erasmus+ Project – ‘Increasing Small to Medium Enterprises Apprenticeship Engagement’

- The Gedling element of the Erasmus+ funded project was peer reviewed by European partners from Bulgaria, Germany and Poland in late February. The week consisted of a number of activities to demonstrate work undertaken within the project to help remove barriers for small to medium enterprises (SMEs) recruiting into apprenticeships and promoting the benefits apprenticeships bring to schools, parents and students as well as the live vacancies created through the programme.

European partners interviewed five SMEs; four skills providers and three apprentices as part of their visit to ask about their experiences of being involved in the programme. They came in to contact with more employers and providers at the **Gedling Apprenticeship Fair**, delivered on Tuesday 27 February at Arnold Methodist Church from 3.30pm-7pm. 21 employers/providers exhibited at the event to promote live and planned apprenticeship vacancies, 265 individuals visited during the three and a half hour event.

The Peer Review team presented their findings to the Leader of the Council and members of the senior management team at the end of their visit. The feedback was very positive and they provided some areas to focus on in the final six months of the project.

To date the project has supported 64 businesses and secured 65 apprenticeship starts.

Provide more homes

Community Land Trust - The team has worked with Lincolnshire CLT to win funding to bolster support for local Community Land Trusts to deliver affordable housing and to access forthcoming £600m Government funding to support CLT.

Temporary Accommodation - Supported engagement with YMCA regarding extending use of temporary accommodation in Mansfield and Nottingham City for Gedling residents.

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

Secondary Schools Employability Programme - Between January-March 2018 the Economic Growth Team delivered three events within the Gedling secondary schools. Two of these were combined speed networking and ‘have a go’ events; one at Carlton Academy for 150 year 10 students and the other at Colonel Frank Seely for 258 years 8 and 9 students. The third event was an interview skills day at Carlton le Willows for 240 year 10 students. 70 employers supported the delivery of these events.

Carlton le Willows Academy submitted a case study on the interview skills day to the National Careers Week Competition that showcase superb careers education in action and were awarded second place. The case study will be published in September.

Dates are in the place for three remaining speed networking and ‘have a go’ events which will be delivered before the end of the academic year.

Apprenticeship mentoring training workshops - A member of the Training and Development Team delivered the fourth set of training; attended by six businesses who have all gone on to complete assignments to gain accreditation in coaching, mentoring and performance management.

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

Arnold Market - Significant progress has been made towards the acquisition of Arnold Market to deliver improvements to the image and offer of the town centre.

Local Planning Document - The Local Planning Document is currently being examined by an independent inspector to assess whether the plan is 'sound'. As part of the examination process, a series of public hearing sessions have taken place and these have now concluded. A consultation exercise has taken place on the proposed modifications to the Local Planning Document and this consultation exercise ended on 26th March 2018. The Inspector's report is now awaited.

Calverton Neighbourhood Plan - Gedling Borough Council on 31st January 2018 decided to 'make' the Calverton Neighbourhood Plan. The Calverton Neighbourhood Plan therefore now forms part of the Development Plan for Gedling Borough and will be used to help determine planning applications in Calverton parish. The making of the Neighbourhood Plan follows an independent examination of the plan to confirm that the plan met the Basic Conditions and its preparation process was compliant with legal and procedural requirements. The Calverton Neighbourhood Plan was approved by parish referendum on 30th November 2017 by a 'YES' vote of 94.63%.

PERFORMANCE

Improve the customer experience of dealing with the Council

Improvements in customer service - The Acumen Mystery Visit Programme has shown improvements in our customer service; in 2016/17 our average score was 78% and in 2017/18 it increased to 82%. In 2018/19 we are extending the Acumen visits to include the Theatre and Gedling Country Park.

Events: Carnival booking processes moved successfully to online - From December 2018, all Arnold Carnival stallholder and food provider booking processes have been successfully moved to an online facility, in line with the Council's digitalisation agenda.

High levels of Direct Debits for swimming lessons - 77% of parents paying for swimming lessons by direct debit against a target of 75%; good achievement considering it's only been running for a year.

Maintain a positive and productive working environment and strong staff morale

Employee Assistance programme launched - From 1 January our new Attendance Management Policies was introduced. As part of these changes we will be promoting the opportunity for any contracted employee to be able to access our employee assistance programme which means free access to trained counselling; in essence people can self-refer to take part in "talking therapies" 24/7. The service also provides advice and support to help deal with other problems such as money or family worries.

Give taxpayers value for money

Community Asset Transfer - The Community Asset Transfer Community Partners Group met on 6th February and 27th March. Workshops were delivered respectively by Mick McGrath of Locality dealing with Visioning and Community Engagement and by John Obrien of Community Accounting Plus dealing with Business and Financial Planning, roles and responsibilities of trustees. The £850 Locality Community Champions grant reported in Q3 was used to fund these workshops, and also enabled the upcoming delivery of Legionella monitoring training to community representatives looking to take on management of facilities. In addition to the partnership meetings, one to one support including support with funding applications is also being provided to Haywood Road CC Committee, Stoke Bardolph Heritage Association, Netherfield Forum (Awards For All application for £10,000 submitted on the group's behalf), Gedling Borough Arts Association, Carlton Brass Band, Gedling Play Forum and the Phoenix Boxing Club.

This page is intentionally left blank



Report to: Overview and Scrutiny Committee

Subject: Work Programme Development 2018/19

Date: 23rd July 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.

3. SCRUTINY PROGRAMME 2018/19

Regular items in the programme

Regular items in the programme include scrutiny of Portfolio Holders with a focus on performance, and examining the work of the local Community Safety Partnership.

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 in the programme for Committee meetings and also for in depth examination by task and finish working groups. Attached at **Appendix 1** is a list of issues identified as possible areas for examination. Members are asked to consider all the suggestions put forward and decide how to address the issues identified. Items put forward could be included in the Committee agenda, be addressed by short, time limited reviews of two or three meetings, or be programmed for longer in depth examination. Members are reminded when identifying issues for examination consideration should be given to how the review will result in improvements for local people.

4. RECOMMENDATION

The Overview and Scrutiny Committee is recommended to:

- Discuss and consider issues for future examination.

APPENDICES

Appendix 1: Potential issues identified for scrutiny.

Overview and Scrutiny Committee Work programme 2018/19

Potential Issues Identified for Scrutiny

1	Waste management and recycling rates How do we promote the benefits of recycling and encourage an increase in the quantity of the materials we recycle. Gedling as a waste collection authority works in close partnership with the County Council the waste disposal authority who are working towards a recycling/composting target of 52% by 2020. Gedling recycled 37% of it waste 2016/17, this compares with 50% by Rushcliffe Borough Council and 21% by Bassetlaw District Council
2	Homelessness. The effects of the Homelessness Reduction Act. What do is GBC do for young people who have to leave the family home. To better understand: who is presenting as homeless, what is the breakdown of housing need, what factors are being account for planning purposes? What are GBC policies for preventing homelessness? Once these are known can GBC do more to prevent homelessness?
3	Gedling Homes Including how effectively do they provide affordable housing, provision for the less able and for young people. Are they prepared for the introduction of Universal Credit and what provision will be made for people who get into difficulties and face possible eviction?
4	Universal Credit Are we ready?
5	Poverty and deprivation in the Borough 14.9% of Children in Gedling aged 0-15 yrs. are living in poverty 4% of the population live in top 10% of national most deprived areas. Nottinghamshire Insight, Gedling District profile. http://www.nottinghamshireinsight.org.uk/libraries/profile-library/district-profile-gedling/ How effective is Gedling Borough Council and its partners in addressing poverty and what effect does poverty have on the life chances of young people in the Borough ?
6	Improving relationships with Parish Councils How well do we work with Parish Councils, how could the relationships be strengthened?

7	Equality issues relating to access to meetings We have a duty to ensure that all people have access to council meetings, access can mean many things not just visual, hearing and mobility considerations Could the authority do more to make meetings more accessible to the public?
8	Working with partners. Partnership working is increasingly becoming central to the work of local authorities. It was increasingly bringing public, private and voluntary sectors together. Who are our partners, what do they do, do the relationships work well and are there any that do not work?
9	Living well beyond retirement. What does GBC and other partners do to support this including housing, leisure and health provision?
10	Digitalisation and paperless working Is it feasible to move the Council, including Councillors, to becoming a paperless organisation?
11	Performance monitoring, Is there a better way to do this. Currently the Committee receives a quarterly briefing from the Director of Organisational Development and Democratic Services.. Details of current performance are available on the website and a report detailing progress towards actions and indicators in the Gedling Plan and highlighting achievements. Is there a better way to do this that enables the Committee to focus on issues of concern.
12	Member Induction How can this be improved?
13	What efforts are being taken to bring empty buildings back into use for housing, employment and community projects?
14	Cycle paths Where are they, are they used, should there be more?
15	Community Safety – health and wellbeing of young people Following the recent knife attacks and antisocial behaviour in Arnold examination of how the Council is seeking to tackle this, reduce risk, deliver interventions and create a safer environment for young people?

	<p>This could include looking at</p> <ul style="list-style-type: none"> • What activities for young people are provided by GBC and the County Council and voluntary organisation • Antisocial behaviour reduction initiatives by the police, Youth Offending Teams and GBC Public Protection • What schools are doing? <p>Members of the Youth Council could be invited to either be part of the working group or be asked to submit information to this review.</p>
16	<p>Sickness rates amongst staff.</p> <p>The figure for this performance is continually well above target. Efficiency of services is affected when staff are absent and could lead to higher service complaints. What is being done and what other measures can be taken to reduce absence rates?</p>
17	<p>Community involvement in parks and leisure centres.</p> <p>What is the current level of community involvement in GBC parks and leisure centres? What do residents want from their local parks and leisure centres. What innovative practices in the delivery of park services are used and how effective how effective park and resident forums and could the introduction of similar groups for leisure centres increase use?</p>
18	<p>Procurement procedures.</p> <p>Are GBC achieving best practice in procurement and optimum results for out sourced services and goods? This can include an investigation into the tendering process, how Service Level Agreements are reached and how other Ts and Cs are framed and then monitored for quality assurance. Are contractors set targets, held accountable and sign up to a payback clause if these are not attained?</p>
19	<p>Rolleston Drive, what is happening?</p> <p>This would require an information item in the agenda before a decision could be taken as to proceed with a review.</p>
20	<p>Obesity</p> <p>Revisit the earlier Obesity Review, what initiatives are being taken to support the Childhood Obesity Plan?</p>

This page is intentionally left blank



Report to: The Overview and Scrutiny Committee

Subject: Overview and Scrutiny Annual Report

Date: 23rd July 2018

Author: Democratic Services Officer.

1. PURPOSE OF THE REPORT

As part of its work programme the Overview and Scrutiny Committee is required to prepare an Annual Report which highlights work undertaken by the committee over the preceding year for submission to Council.

2. INFORMATION

The Overview and Scrutiny Annual Report attached at **Appendix 1** is a summary of work undertaken by the committee during the past year. Members of the committee are asked to consider the report and make amendments to the report as appropriate.

3. RECOMMENDATION

- Discuss and consider the report.

This page is intentionally left blank

OVERVIEW AND SCRUTINY ANNUAL REPORT 2017/18



The Council's Overview and Scrutiny Committee enables councillors to look closely at services and issues that affect the lives of local people with a view to improving them. The committee can examine any matters that affect the council, the area or the residents that live in the area in order to provide greater accountability for the delivery of local services. To be successful scrutiny depends upon active participation not only by the members of the Committee but also input from others, executive councillors, senior officers, representatives from partner organisations and sometimes voluntary organisations and individual members of the public.

The Committee has a number of key roles including:

- Holding the Cabinet to account for their decisions and actions
- Monitoring Council performance to ensure they are meeting the needs of local communities
- Reviewing and developing policy
- Acting as a 'critical friend' for those making decisions
- Making recommendations to the executive arising from the outcomes of the scrutiny process
- Examining external organisations if there are issues of public concern

There are thirteen members of the Overview and Scrutiny Committee which reflects the political makeup of the full Council. Any Councillor is able to sit on the Committee, except for members of the Cabinet. The committee meets around six times a year. It oversees and monitors the work of scrutiny working groups which are appointed by the full committee to look at specific issues and concerns.

As in previous years, this year saw all Cabinet members report to the Overview and Scrutiny Committee to provide comprehensive review of their Portfolios, informing the committee about achievements and challenges over the past year. The committee has monitored progress of a number of initiatives including Gedling Country Park, the Gedling Access Road and Arnold Market.

Legislation requires that Councils appoint a Crime and Disorder Scrutiny Committee (CDSC) which must meet at least once a year to provide overview and scrutiny of the council area's Community Safety Partnership's work and performance. The Committee undertakes this role and the January meeting considered the performance South Nottinghamshire Community Safety Partnership.

Overview and Scrutiny Task and Finish working groups.

Should members of the Overview and Scrutiny Committee wish to look at an issue in more depth time limited task and finish working groups can be established to undertake a review. Working groups focus on a particular issue, gathering evidence using a variety of mechanisms which can include speaking to other local authorities and partner organisations, desk top research using a variety of sources, expert witnesses in addition to discussions with Executive Members and officers. Working group recommendations to improve policies or performance are submitted to Cabinet for consideration. Recommendations are not binding and reasons for accepting or rejecting recommendations have to be made to the Overview Committees who have responsibility for the monitoring the implementation of recommendations. Working groups meetings are held informally and are not open to the general public.

Reviews undertaken this year include:

The Gedling Councillor Standard.

A working group was established following a request from the Joint Consultative and Safety Committee to consider the merits of developing a document to identify a



number of behavioural standards that are expected from elected members. There was a general consensus by the working group that the Code of Conduct, the Nolan principles, internal party procedures and accountability to the electorate were sufficient to monitor Councillor behaviour.

Nevertheless it made a number of recommendations to improve interaction and understanding between Members and Officers, and to better communicate the Council vision to Members. Including

- That a Councillors job description provided as part of the new Members induction pack given to prospective candidates and/or form part of our information available online regarding how to become a Councillor.
- That the Senior Leadership Team hold a member briefing for all Members on at least a yearly basis to communicate the visions, values and position of the Council.
- That the Member /Officer relationship be reviewed to consider how to better communicate with and respond to Members.

The Effectiveness of Scrutiny

Members involved in this review wanted to consider and evaluate the effectiveness of the Scrutiny Committee work programme and explore ways to improve the impact of the scrutiny function and how to increase Member engagement in the process. A number of recommendations which would make changes to the format of the Committee including a reduction in the number of Councillors on the committee and

comprehensive training for scrutiny members were made. Other recommendations included:

- That mechanisms to increase the level of engagement and participation with the Youth and Seniors Council and the wider public are improved.
- A guide to scrutiny which explains the role of the Overview and Scrutiny Committee for members of the public should be developed; this should also include a form which could enable topic suggestions for examination to be put forward. This will require creating a web page dedicated to the work of the Overview and Scrutiny Committee.
- That a streamlined/simplified way to monitor performance is developed.

These recommendations have been submitted to Cabinet and responses will be considered by the Scrutiny Committee in due course.

Update on Previous Reviews.

Recommendations made by Scrutiny reviews have resulted in positive developments in the delivery of services for the residents of Gedling.



The Elderly Persons Review

Members were concerned about the increasingly aging population, in the Borough; there are 23,500 people aged over 64, 45% of which are over 75. Members wanted to establish what support is available for socially isolated elderly people who could be entitled to help, support and advice and how this 'hidden group' of socially isolated people could be identified.

They found out there are a great number of voluntary and statutory organisations who offer a wide range of support services and a whole variety of examples of work being done to help the elderly to tackle loneliness and social isolation and to support people to stay in their own homes.

They recommended that there should be -

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



The Bereavement Services Information Booklet is currently being updated and when finalised will be available on the website.

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.



The Safeguarding Working Group is currently revisiting training across the Council.

- **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.**



Wherever possible information is provided through the Contacts Magazine which is available in libraries, GP surgeries, dentists etc. Officers are looking for other opportunities to disseminate information to our elderly residents.



Income Generation

The Overview and Scrutiny Committee established a working group to explore how the authority could develop a stronger commercial and entrepreneurial culture, and consider how new service delivery models, could generate income or reduce costs. This review was different to other working group reviews, in that it was not scrutinising existing services but looking to the future, seeking to make recommendations that would raise awareness of the authorities need to develop a trading culture and explore new areas of business.

Recommendations included:

The Portfolio of one Cabinet Member is amended to include specific responsibilities and accountability for income generation. In addition there needs to be Member involvement in any initiatives that affect the way services are delivered.



This was agreed and the Deputy Leader and Portfolio holder for Resources and Reputation will be given specific responsibilities for income generation. Also, as part of the 'Dynamic Council' programme, all activity associated with Commercialisation is being reported through the Corporate Programme Board which has the Leader, Deputy Leader, and opposition Leader as Board members.



A comprehensive review of fees and charges across the authority is undertaken.

The fees and charges are reviewed on an annual basis as part of the budget setting process. As part of the 'Dynamic Council' programme, a Fees and Charges Group has been established to review all existing fees and charges through benchmarking with our neighbours and competitors, and

to assess opportunities for new charges. As part of this review, a Corporate Charging Policy will be developed that considers both concessions and discounts.

The year ahead

With the Committee's work for 2016/7 now concluded, it is now time to look forward to developing a programme for 2018/9. Key to developing this is ensuring that issues of importance to residents are the main focus for the year ahead. Scrutiny of Cabinet members will continue to play an important part of the Committee's work programme and will look to work with external organisations as it strives to find improvements on local issues.



This page is intentionally left blank



Report to: Overview and Scrutiny Committee

Subject: Scrutiny Work Programme

Date: 23rd July 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 REVIEWS

- **Gedling Councillor Standard**
- **The Effectiveness of Scrutiny**

The report and recommendations arising from these two reviews was presented to Cabinet on the 3rd May. Written responses to the recommendations are attached at **Appendix 1 and 2**. Members will have the opportunity to discuss the responses to the recommendations.

- **Income Generation**

The report and recommendations were presented to Cabinet on the 12th October 2017 and a written response was presented to the Overview and Scrutiny Committee on the 20th November 2017. A six month update on the progress of the implementation of the accepted recommendations is attached at **Appendix 3**.

3. INFORMATION UPDATES FROM PREVIOUS ITEMS AT COMMITTEE

Recording of Meetings

The report arising from the Cabinet request for the Committee to consider the audio recording of meetings was presented to Cabinet on the 3rd May. Cabinet agreed to:

1. Defer the decision on whether to implement recording of meetings until after the elections in May 2019; and;
2. Request that further work is carried out to fully assess costs and options for recording of meetings so that a decision can be made in 2019.

Carlton Contact Point

This information relates to a request at the last committee for data regarding the use of the Carlton Contact Point.

The table below shows the number of customers we have provided a service to at the Hub. You will see that the first few weeks were slow but in speaking to the police colleague, I do not think that this is unusual. They described a period of 6-7 weeks before residents really appreciated that the police were present at the fire station.

Week	Customers
04/10/2017	2
11/10/2017	4
18/10/2017	5
25/10/2017	3
01/11/2017	3
08/11/2017	4
15/11/2017	?
22/11/2017	7
29/11/2017	?
06/12/2017	5
13/12/2017	?
20/12/2017	9

12/2017	
27/ 12/2017	Clo sed
03/ 01/2018	0
10/ 01/2018	5
17/ 01/2018	5
24/ 01/2018	6
31/ 01/2018	5
07/ 02/2018	4
14/ 02/2018	3
21/ 02/2018	6
28/ 02/2018	4
07/ 03/2018	9
14/ 03/2018	8
21/ 03/2018	4
28/ 03/2018	5
04/ 04/2018	5
To tal:	108

There is 'down time' for the customer service advisers during the day, however they are not sat doing nothing. Advisors at the hub can do emails and waste forms, however there are breaks in the Wi-Fi which hinders the speed of these.

There was a lot of promotional work when it opened last October, this has continued.

- A big push was made when it opened in respect of publicity, social media, contacts, press etc.
- Posters were distributed to doctor's surgeries, supermarkets, shops and basically anyone who would have on put up on their notice board.
- Leaflets were printed and distributed to places that would let have them on display, including local food banks.
- Partners are also aware (DWP, Metropolitan) and will signpost.

- The details are on the 'contact us' page on the website
- Councillors have assisted in letting their residents know
- Housing Benefits staff now refer customers with the NG4 postcode to the Hub
- Customer Services Advisors refer customers who telephone the Civic Centre to the Hub
- Information at reception promotes the Hub
- Information is tweeted out every Wednesday and also use Facebook
- Gedling Homes is aware and they are promoting it in their next leaflet

Rosie Caddy

Service Manager Customer Services and Communication.

4. RECOMMENDATION

The Overview and Scrutiny Committee is recommended to:

- Consider and comment on the Cabinet response to The Gedling Councillor Standard and the Effectiveness of Scrutiny recommendations.
- Discuss the progress report for the Income Generation Review.
- Note the information relating to the Recording of Meetings Report.
- Consider and discuss the information regarding the Carlton Contact Point.
- Note the work programme forward plan.

APPENDICES

Appendix 1: Gedling Councillor Standard Response

Appendix 2: The Effectiveness of Scrutiny Response

Appendix 3: Income Generation six month update

Appendix 4: Overview and Scrutiny forward plan.

Responses to Scrutiny Review Recommendations

Report to Overview Committee

Title of the review: Gedling Councillor Standard

Date review completed: 19 March 2018

Date Presented to Cabinet: 3 May 2018

Portfolio Holder: Councillor

Review group members: Councillors Adams, Barnfather, Paling, Parr

Officer supporting the review: Lyndsey Parnell

Response due to the Overview Committee (28 days): 23 June 2018

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.

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

Recommendation 1

That the job description provided as part of the Members Induction Pack be provided to prospective candidates and/or form part of our information online regarding how to become a Councillor.

To be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted Partly accepted Do not accept

The current version of the job description is being reviewed to ensure that it is up to date and officers do plan to issue it to prospective candidates as soon as they become nominated.

It is also important to note that political parties have a responsibility to brief their candidates about the realities of life as a councillor as part of the selection process.

Recommendation 2

That SLT hold a Member briefing for all Members on at least a yearly basis to communicate the visions, values and position of the Council.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

The vision and values of the Council are contained within the Gedling Plan which is approved by full Council along with the annual budget.

Quarterly and year end performance reports are provided to Cabinet and Scrutiny Committee. The reports include a general overview of the status of agreed actions and indicators, details of particularly good performance, areas of concern and achievements. In addition, all Members are given access to detailed performance information. It is therefore considered that comprehensive data is available to all Members to enable them to understand the vision, values and position of the Council.

Recommendation 3

That Group Leaders be invited to address Officers at a staff briefing to increase understanding of the role of Elected Members.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

The recommendation is supported in principle and arrangements will be made for Group Leaders to address officers at staff briefings after the May 2019 elections.

Recommendation 4

That the Member/Officer relationship be reviewed to consider how to better communicate with and respond to Members.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

In order to address any issues relating to the lack of response in a timely fashion (or at all) to councillor enquiries, a Councillor enquiries/casework system has been launched. This system will enable Councillor correspondence to be monitored by Democratic Services.

In addition, Officers plan to review the Constitution and as part of that work will review the Member/Officer Protocol with reference to LGA guidance.

Recommendation 5

That arrangements be made to give Members the opportunity to shadow within key departments to gain understanding of the work of the Council and foster better relationships with Officers.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

The opportunity to shadow officers within key departments has already been offered to Councillors as part of the induction process and more recently during Customer Services week and there are several examples where this offer has been taken up.

Any Councillor can approach Democratic Services at any time to arrange to shadow but this will be offered on a more formal basis as part of the induction programme following the election in May 2019.

Recommendation 6

That there be a process for communicating any concerns regarding Member conduct, that is not in breach of the Code of Conduct, to Group Leaders or Business Managers.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

There may be instances where the conduct of a Councillor falls short of a breach of the Code of Conduct but falls within the scope of the Protocol on Member / Officer relations. The Protocol already includes the following:

“If an officer feels this protocol has been breached they should discuss their concerns with the Chief Executive and/or Monitoring Officer. As far as possible there should be an informal resolution to the concerns by discussion with the relevant Member(s) and Group Leader(s).”

Scrutiny Committee should also note that the Monitoring Officer is aware that on occasion complaints about member conduct are directed to the Group Leader/Business Manager rather than a formal code of conduct complaint being made.

Recommendation 6

That Officers be encouraged to keep wider Members better informed through briefing notes and information emails, rather than taking information reports and presentations through Cabinet.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

The purpose of information reports and presentations to Cabinet is to ensure that Cabinet is briefed on executive matters for which they are responsible. Such information items and presentations will continue if Cabinet need to be aware of them. All Members receive an electronic copy of Cabinet reports and if they feel that they would benefit from the information presented to Cabinet, they can attend the Cabinet meetings. In addition, if the Leader/Deputy or Leader of the Opposition consider that the information should be shared more widely, Officers can present to this wider audience.

Democratic Services used to organise a rolling programme of briefing sessions for Councillors but stopped due to lack of interest and low attendance. Newsletters were also prepared and circulated on a regular basis, but ceased due to the reduction in officer resources. Unfortunately due to continuing budget reductions and capacity issues across the council these cannot be re-introduced.

However Officers are encouraged to provide briefing notes to all Members on an ad hoc basis in relation to significant items/changes in legislation. In addition, Councillors have the opportunity to be better informed for example through regular staff E-GEN alerts, Keep me Posted and the Contacts magazine.

Officers are currently exploring opportunities to create a Councillor intranet to coincide with the election in May 2019.

Appendix 1

Any Councillor can approach Democratic Services at any time to suggest information/briefing items which would be of use to the wider audience. The Democratic Services team is always happy to discuss gaps in knowledge and ideas for training from any councillor.

This page is intentionally left blank

Responses to Scrutiny Review Recommendations

Report to Overview Committee

Title of the review: Effective Scrutiny
Date review completed: 19 March 2018
Date Presented to Cabinet: 3 May 2018
Portfolio Holder: Councillor John Clarke
Chair of the review group: Councillor M Paling
Officer supporting the review: Helen Lee
Response due to the Overview Committee (28 days): 23 June 2018

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

Recommendation 1

That information about the roles and responsibilities of becoming a Councillor should be available for prospective Councillors.

To be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted Partly accepted Do not accept

It is accepted that information about the roles and responsibilities of becoming a councillor have previously only been handed out to newly elected councillors. The current versions are currently being reviewed and re worded and officers do plan to issue them to prospective candidates as soon as they become nominated.
However, it is also important to note that political parties have a responsibility to brief their candidates about the realities of life as a councillor as part of the selection

process.

Recommendation 2

That comprehensive training is available for all Overview and Scrutiny Committee Members, in particular, new members, to ensure that they fully understand their role on the Committee and which will assist them when questioning representatives.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

There are plans to deliver training to Scrutiny Committee members after the elections in May 2019. All scrutiny members are also encouraged to be part of the East Midlands Scrutiny Network which is an excellent opportunity to gain ideas and insight from other councils about how to carry out effective scrutiny.

It is recommended that any training offered should be mandatory for Scrutiny Committee members.

Recommendation 3

A reduction in the number of members of the Committee should be reviewed.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

This recommendation is not supported. The Scrutiny Committee is an excellent way to facilitate the involvement of back-bench members in council business. If the number of members on the Committee is reduced, this would reduce the opportunity for members to participate in committee meetings .

Recommendation 4

Committee meetings are managed more effectively. Agendas should not include too many items with meetings kept to a maximum time of two hours.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

Appendix 2

The recommendation is supported in principle but the management of the meeting is a matter for the Chair of the Committee.

Recommendation 5

That a streamlined/simplified way to monitor performance is developed.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

The Scrutiny Committee receives quarterly and year end performance reports which mirror the information provided to Cabinet to monitor performance. The reports include a general overview of the status of agreed actions and indicators, details of particularly good performance, areas of concern and achievements.

Members of the Committee are given access to detailed performance reports and individual portfolio holder performance reports are provided to aid questioning when portfolio holders attend meetings to be “held to account”. This enables more detailed questioning of poor performance or areas of concern to take place.

It is therefore considered that the Committee has a comprehensive set of data available to it to monitor performance. Scrutiny Committee will need to identify any additional performance information it requires.

Recommendation 6

That a template for the selection of topics for review is introduced.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

This is a good idea as it will lead to more focussed topics for scrutiny.

The Democratic Services officer will work with the Chair of the Committee to create such a template.

Recommendation 7

That the role and responsibilities of becoming working group chair are defined.

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

Appendix 2

(Please tick) Recommendation Accepted Partly Accepted Do not accept

This is a good idea as it will ensure clarity in the role.

The Democratic Services officer will work with the Chair of the Committee to prepare such a document.

Recommendation 8

Mechanisms to increase the level of engagement and participation with the Youth and Elders Council and the wider public are improved.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

The recommendation is supported in principle and the Committee encouraged to identify how it wishes to increase engagement and participation.

Recommendation 9

A guide to scrutiny which explains the role of the Overview and Scrutiny Committee for members of the public should be developed; this should also include a form which could enable topic suggestions for examination to be put forward. This will require creating a web page dedicated to the work of the Overview and Scrutiny Committee.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

The recommendation is supported in principle and the committee encouraged to work with the Democratic Services officer to develop an appropriate guide.

Recommendation 10

Revision of the current reporting mechanisms for the Overview and Scrutiny Committee should be considered.

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

(Please tick) Recommendation Accepted Partly Accepted Do not accept

Appendix 2

The primary role of the Scrutiny Committee is to hold the Executive to account and ensure that decision making is transparent, efficient and accountable. When the Committee considers functions which are the responsibility of the Executive, reports and recommendations need to be made to Cabinet as full Council does not have the jurisdiction to accept or reject those recommendations.

There is however a requirement for the Committee to report annually to full Council on its work and future work programmes. It is accepted that this could be reviewed to ensure that the profile of the Committee and its work is increased.

This page is intentionally left blank

Responses to Scrutiny Review Recommendations

Report to Overview Committee

Title of the review: Income Generation

Date review completed: 17.07.2017

Date Presented to Cabinet: 12.10.2017

Portfolio Holder: Councillor M Payne

Chair of the review group: Councillor M Lawrence

Officer supporting the review: Helen Lee

Response due to the Overview Committee (28 days): 20.11.2017

Date of 6 month review: July 23.06.2018

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.

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

Recommendation 1

The Portfolio of one Cabinet Member is amended to include specific responsibilities and accountability for income generation. In addition there needs to be Member involvement in any initiatives that affect the way services are delivered.

Recommendation Accepted

This is agreed and the Deputy Leader and Portfolio holder for Resources and Reputation will be given specific responsibilities for income generation. Also, as part of the 'Dynamic Council' programme, all activity associated with Commercialisation is being reported through the Corporate Programme Board which has the Leader,

Deputy Leader, and opposition Leader as Board members.

6 month update

The Deputy Leader and Portfolio holder for Resources and Reputation is kept aware of all income generation activities. Furthermore, periodic reports on commercialisation activities are reported to the Corporate Programme Board.

Recommendation 2

Establishing an online route for staff and members of the public to raise suggestions. This should include a mechanism to feed back on their viability.

Recommendation Accepted

Officers are already encouraged to submit any relevant ideas via the Staff suggestion scheme on the intranet. This option could be extended to members of the public through the use of a simple form on the Gedling website.

6 month update

The intranet contains details of 37 successful staff suggestions that have been submitted so far and accepted by management.

Work is still progressing for the online route for members of the public.

Recommendation 3

Maintain a focus on customer experience; customer loyalty has to be maintained.

Recommendation Accepted

The Council prides itself on providing excellent services for the customer, however this can always be improved upon. A Customer Focus Group has been created as part of the 'Dynamic Council' programme, and a new Sales and Marketing Manager has been appointed to ensure that we have a focus on the customer experience and loyalty when interacting with the Council.

6 month update

The council values customer feedback and surveys have been conducted throughout the year – the most recent one being a trade waste survey, for which results are being collated. The Sales and Marketing Manager is putting a number of system improvements in place to collect data e.g. within waste services, leisure and Bonington theatre, which can then be used to market council services to existing and new customers.

Recommendation 4

A comprehensive review of fees and charges across the authority is undertaken.

Recommendation Accepted

Officers review the fees and charges on an annual basis as part of the budget setting process. As part of the 'Dynamic Council' programme, a Fees and Charges Group has been established to review all existing fees and charges through benchmarking with our neighbours and competitors, and to assess opportunities for new charges. As part of this review, a Corporate Charging Policy will be developed that considers both concessions and discounts.

6 month update

All fees and charges were reviewed as part of the most recent budget process, however a more focussed review, (including comparison with benchmarking data) is being worked on for each service area. Initial work has identified two areas where new charges can be introduced: (1) Section 106 administration fees (2) street naming and numbering. The work on the Corporate Charging Policy is progressing.

Recommendation 5

Ensure that the authority has expertise to successfully seek out and bid for external funding.

Recommendation Partly Accepted

The Council does not employ a dedicated 'Grants officer' to undertake this work due to budget reductions, however officers across the Council do successfully engage with external funding partners to access external funding.

6 month update

Officers within Community Development, Economic Development and PASC have all successfully bid for external funding in recent months with grants being received from bodies such as HLF (Gedling Country Park interpretation project) , N2 LEP (Arnold market and Carlton Square), WREN (Arnot Hill Park play area).

Recommendation 6

Examples of best practice from other local authorities continues to be studied to make sure that all potential opportunities are considered.

Recommendation Accepted

During the year all senior officers across the Council have received training in commercialisation and the development of suitable business cases. This new way of thinking will become embedded as the 'Dynamic Council' programme is delivered and new opportunities present themselves. Cabinet members also continue to engage with local, regional and national organisations, as well as other councils to ensure they are aware of examples of best practice.

6 month update

The 'Dynamic council' programme and associated training continues and best practice is always taken into account when assessing business cases. Examples are also fed back from Cabinet Members to officers where appropriate.

Overview and Scrutiny Committee work programme 2018/19

	Programme of Portfolio Holding to account	Performance review		Current reviews	Responses to scrutiny reviews
July 23rd	Councillors J Clarke, Leader & Councillor M Payne, Deputy Leader & Resources and Reputation	Quarter 4 data	Work programming. Annual Report		6th month update Income Generation Response to Cllr Standard and Effectiveness Recommendations
September 24	Councillor P Barnes Environment	Quarter 1 Performance			
November 12	Councillor D Ellis Public Protection	Quarter 2 Performance			
January 21	Councillor H Wheeler Health, Housing and Wellbeing				6 month update Response to Cllr Standard and Effectiveness Recommendations
March 11	Councillor J Hollingsworth or Councillor G Gregory	Quarter 3 Performance			

Page 97

This page is intentionally left blank