



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

Agenda

Overview and Scrutiny Committee

Date: **Monday 30 September 2019**

Time: **5.30 pm**

Place: **Chappell Room**

For any further information please contact:

Helen Lee

Democratic Services Officer

0115 901 3894

Overview and Scrutiny Committee

Membership

Chair Councillor Liz Clunie

Vice-Chair Councillor Paul Feeney

Councillor Sandra Barnes
Councillor Michael Boyle
Councillor Jim Creamer
Councillor Rachael Ellis
Councillor Andrew Ellwood
Councillor Mike Hope
Councillor Simon Murray
Councillor Marje Paling
Councillor Martin Smith
Councillor Sam Smith
Councillor Jennifer Thomas

AGENDA

Page

- 1 Apologies for Absence and Substitutions.**
- 2 To approve, as a correct record, the minutes of the meeting held on 15 July 2019.** 5 - 8
- 3 Declaration of Interests.**
- 4 Housing Needs and Homelessness** 9
Report of the Democratic Services Officer.
- 5 Programme of Portfolio Holder Attendance** 11 - 35
Report of the Democratic Services Officer.
- 6 Council Plan 2019/20: Overview of Quarter 1** 37 - 52
Director of Organisational Development and Democratic Services.
- 7 Overview and Scrutiny Committee Annual Report 2018/2019** 53 - 58
Report of the Democratic Services Officer
- 8 Scrutiny Work Programme** 59 - 71
Report of the Democratic Services Officer.
- 9 Reports and Notices received by the Chair of Overview and Scrutiny Committee as required under the Constitution or Law.** 73
Report of the Democratic Services Officer.
- 10 Any other item which the Chair considers urgent.**

This page is intentionally left blank

A range of mechanisms are used to find out how the authority is performing including consultation with the public, customer complaints and compliments, benchmarking and financial appraisal.

Examples of particularly positive performance from leisure were highlighted including the increase in attendance at the Bonington Theatre and the rise in the number of children attending swimming lessons. Other areas of positive performance were also discussed including 94.3% of calls to the contact centre answered against a target of 90%, the improvement in the length of time to process planning applications and the reduction in residual household waste.

It was explained that whilst overall performance was good there are still concerns and challenges relating to:

- Levels of crime, anti-social behaviour has exceeded target
- The average length of time in temporary accommodation was higher than the target of 8 weeks at 11.1 weeks
- Provision of new and affordable homes was below target with 50 affordable homes delivered out of 286 additional homes
- Business support and apprenticeships was below target.

Members asked for clarification regarding the setting of targets and were informed how targets are identified by service managers, and that they are also considered by the Senior Leadership Team to ensure that they are challenging.

The target for attendance for the Bonington Theatre of 28,000 was identified as insufficient as numbers have increased from 37,297 to 55,552. Members asked for further information regarding why the target was set so low and how attendances have increase far in excess of the target.

During discussion members raised concerns about a number of issues and asked for additional information relating to:

- The number of fly tipping prosecutions
- The number of visits to the Carlton Contact Centre
- The availability of temporary accommodation
- The shortfall in the number of additional homes provided. The number of planning applications approved for new housing and the failure of developers to deliver. How are targets for this set and what is being done to encourage developers to build

RESOLVED to:

- Thank Mike Hill for his presentation
- Note the progress against Actions and Performance Indicators in the 2018/19 Gedling

- Request additional information relating to:
 - How the target for the Bonington Theatre was established
 - The number of fly tipping prosecutions
 - The number of visits to the Carlton Contact Centre
 - The availability of temporary accommodation
 - The shortfall in the number of additional homes provided.

51

SCRUTINY WORK PROGRAMME

SCRUTINY REVIEWS 2018/19

Members discussed the Wellbeing of Young People review and decided that as there were only two members of the working group still on the committee to conclude this work and terminate the working group. The evidence gathered and the draft conclusions would be made available to the Portfolio Holder for Young People and Equalities, the former chair of the working group, to use in her new role.

WORK PROGRAMME 2019/2020

Members agreed that the programme of Portfolio Holder attendance should continue.

It was decided that when inviting Portfolio Holders that rather than concentrating on what has happened in the past that information about what they would like to achieve in the future would be requested. It was agreed that Councillor McCrossen, Portfolio Holder for Young People and Equalities would be invited to the next committee to discuss her hopes and expectations of the new role and what she would like to achieve.

After discussion it was decided that working groups would be set up to:

- Develop an executive – scrutiny protocol which will define the relationship between the Cabinet and the Overview and Scrutiny Committee.
- Examine what initiatives are being taken to support economic growth in the borough. The focus, and what the review hopes to achieve, will be identified at the first meeting of the working group when a project plan will be developed.

Membership for these reviews will be requested from members of the committee and the wider Council membership.

Concerns regarding housing and homelessness were discussed as a possible area for examination. Prior to a working group being

established it was agreed that an officer would be invited to the next committee to supply members with initial information.

RESOLVED to:

- Conclude the Wellbeing of Young People review and forward the findings to the Portfolio Holder for Young People and Equalities
- Continue the programme of Portfolio Holder attendance
- Establish working groups to
 - a. Develop an executive- scrutiny protocol
 - b. Examine economic development in the borough
- Request additional information relating to housing and homelessness.

52 REPORTS AND NOTICES RECEIVED BY THE CHAIR OF OVERVIEW AND SCRUTINY COMMITTEE AS REQUIRED UNDER THE CONSTITUTION OR LAW.

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

53 ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT.

None.

The meeting finished at 6.45 pm

Signed by Chair:
Date:



Report to: Overview and Scrutiny Committee

Subject: Housing Needs and Homelessness

Date: 30th September 2019

Author: Democratic Services Officer

1. PURPOSE OF THE REPORT

To introduce Duncan Adamson, Service Manager, Revenues and Welfare Support who is attending the Committee to inform Members about a range of issues relating to homelessness and the availability of temporary accommodation.

BACKGROUND

At the July Committee members discussed the possibility of establishing a working group to examine a range of concerns relating to homelessness and the availability of accommodation. Prior to establishing a working group it was agreed that the committee would receive information about the issues involved, including how Gedling Borough supports families and individuals threatened by homelessness, assistance available should they lose their home and the availability of temporary accommodation.

2. RECOMMENDATION

The Overview and Scrutiny Committee is recommended to:

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

This page is intentionally left blank



Report to: Overview and Scrutiny Committee

Subject: Programme of Portfolio Holder Attendance

Date: 30th September 2019

Author: Democratic Services Officer

1. PURPOSE OF THE REPORT

- I. To consider the areas of responsibility of Councillor Wheeler, Portfolio Holder for Health, Housing and Wellbeing as part of the programme of holding the Executive to account.
- II. To consider areas for discussion when David Ellis, Portfolio Holder for Public Protection attends the committee on the 11th November.

2. BACKGROUND

At the 15th July 2019 Overview and Scrutiny Committee, members agreed to continue with a programme of attendance by Portfolio Holders, and relevant officers, at committee. Areas of performance, within each portfolio for examination, would be identified, and questions for the Portfolio Holder submitted in advance of each meeting. 'Ad hoc' questions could also be put forward at the meeting itself.

Non-executive Members would also invited to submit questions for the Portfolio Holder.

3. 2018/2019 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE

- 3.1 Councillor Wheeler is attending the committee to give members the opportunity to examine areas of responsibility in his portfolio which includes:
 - Leisure Centres and Sports Development, including lead for sport and physical activity

- Health promotion and development
- Bonington Theatre
- Homelessness and housing needs
- Council housing development
- Housing and council tax benefits
- Liaison with Public Health and Clinical Commissioning Group.

A customised report detailing performance outcomes for Q1 for the above Portfolio is attached at **Appendix 1**.

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

- Temporary accommodation, how are things going in Quarter 2, is there any improvement in availability?
- An update on the Council owned housing company, as presumably this would improve our ability to provide permanent housing?
- Q2 is there any feel for how the leisure centre and Bonington Theatre visits are going? These had both fallen in Q1, so is there a genuine need for concern?
- DNA membership is falling: is this an area for concern?
- Housing benefit claims; is the fall in Q1 just a blip?

4. FUTURE PORTFOLIO HOLDER ATTENDANCE

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

This includes:

- Crime Reduction and Community Safety
- Public Protection
- CCTV and RIPA

- Safeguarding
- Environmental Health
- Empty properties.

Councillor Ellis will also be attending to assist members to identify areas for examination as part of the mandatory requirement for the committee to undertake an annual review of the work of the Local Crime and Disorder Reduction Partnerships (CDRP).

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

5. RECOMMENDATION

The Overview and Scrutiny Committee is recommended to:

- consider, ask questions and comment on the information provided
- thank Councillor Wheeler and other guests for their attendance
- discuss and consider areas for examination at the January Committee.














APPENDICIES

Appendix 1: Q1 Health, Housing and Wellbeing.








Appendix 2: Q1 Public Protection







This page is intentionally left blank

Quarter 1 Performance Report

PI Status		Action Status		Short Term Trends	
	Alert		Cancelled		Improving
	Warning		Overdue; Neglected		No Change
	OK		Check Progress		Getting Worse
	Unknown		Not Started; In Progress		
	Data Only		Completed		




Portfolio Owners Housing, Health and Wellbeing

Title	Service Area	Status	Completion Date	Progress Bar	Notes
Increase attendance at the Bonington Theatre and cinema	Leisure		31-Mar-2020	<div style="width: 11%;"><div style="width: 11%;"></div></div> 11%	
Strengthen work with local organisations to protect the most vulnerable	Community Relations		31-Mar-2020	<div style="width: 15%;"><div style="width: 15%;"></div></div> 15%	
Work with local organisations to improve people's life chances and reduce poverty	Community Relations		31-Mar-2024	<div style="width: 24%;"><div style="width: 24%;"></div></div> 24%	
To explore the development of a Council owned Housing Company	Economic Growth and Regeneration		31-Mar-2020	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	
Create a new network of walkways and cycleways around Gedling	Community Relations		31-Mar-2020	<div style="width: 15%;"><div style="width: 15%;"></div></div> 15%	
Deliver the Health and Wellbeing Plan	Community Relations		31-Mar-2020	<div style="width: 16%;"><div style="width: 16%;"></div></div> 16%	
Develop a Sport and Physical Activity Strategy	Leisure		30-Sept-2019	<div style="width: 70%;"><div style="width: 70%;"></div></div> 70%	

Title	Service Area	Status	Completion Date	Progress Bar	Notes
Develop an Investment Plan for our Leisure facilities	Leisure		3-Sept-2019	<div style="width: 70%;"><div style="background-color: #4f81bd; height: 10px; width: 70%;"></div></div> 70%	
Develop investment opportunities into sport outreach programmes	Community Relations		31-Mar-2020	<div style="width: 20%;"><div style="background-color: #4f81bd; height: 10px; width: 20%;"></div></div> 20%	
Maximise income generation at the Leisure facilities	Leisure		31-Mar-2020	<div style="width: 43%;"><div style="background-color: #4f81bd; height: 10px; width: 43%;"></div></div> 43%	
Actively support Men In Sheds	Public Protection		31-Mar-2020	<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px; width: 0%;"></div></div> 0%	
Develop a sustainable social prescribing programme	Community Relations		31-Mar-2020	<div style="width: 15%;"><div style="background-color: #4f81bd; height: 10px; width: 15%;"></div></div> 15%	
Directly support local groups to tackle loneliness and isolation	Community Relations		31-Mar-2020	<div style="width: 11%;"><div style="background-color: #4f81bd; height: 10px; width: 11%;"></div></div> 11%	

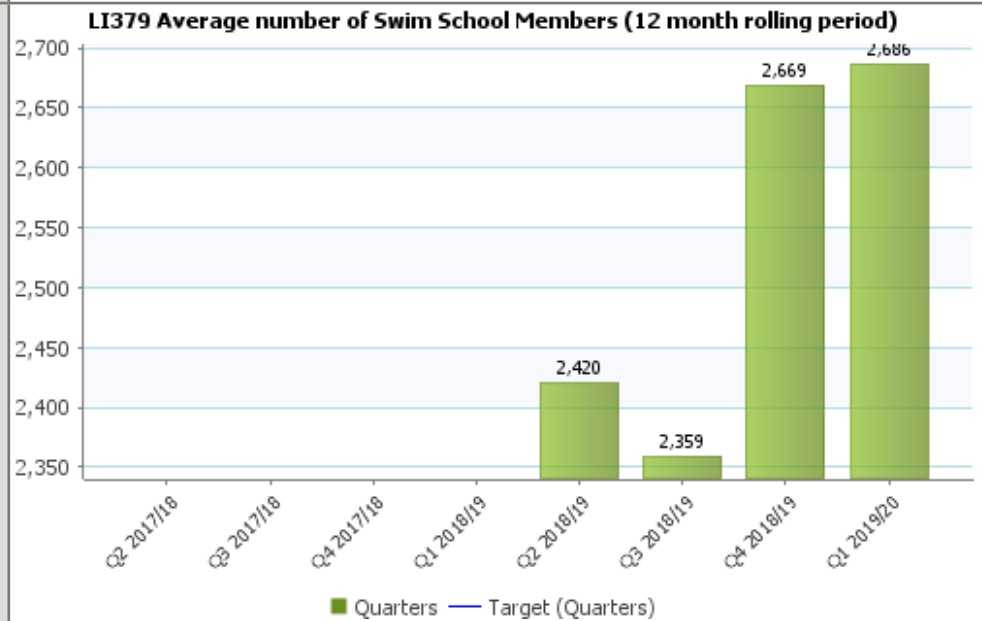
Performance Indicators

LI379 Average number of Swim School Members (12 month rolling period)




Service Area	Leisure	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
2,686	2,500		

Latest Note

Performance against target

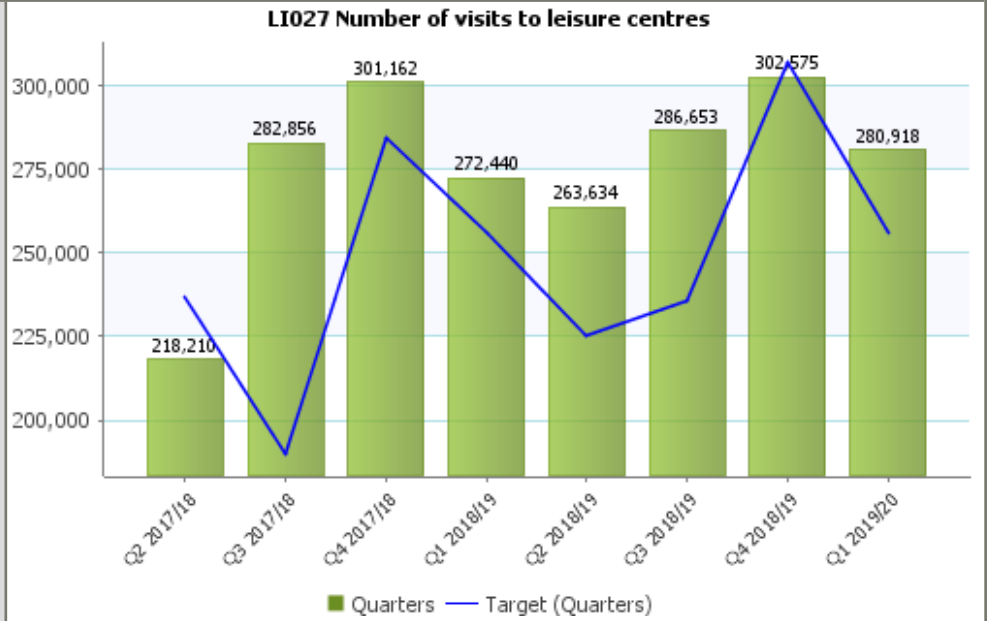


LI027 Number of visits to leisure centres




Service Area	Leisure	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
280,918	255,950		

Latest Note

Performance against target

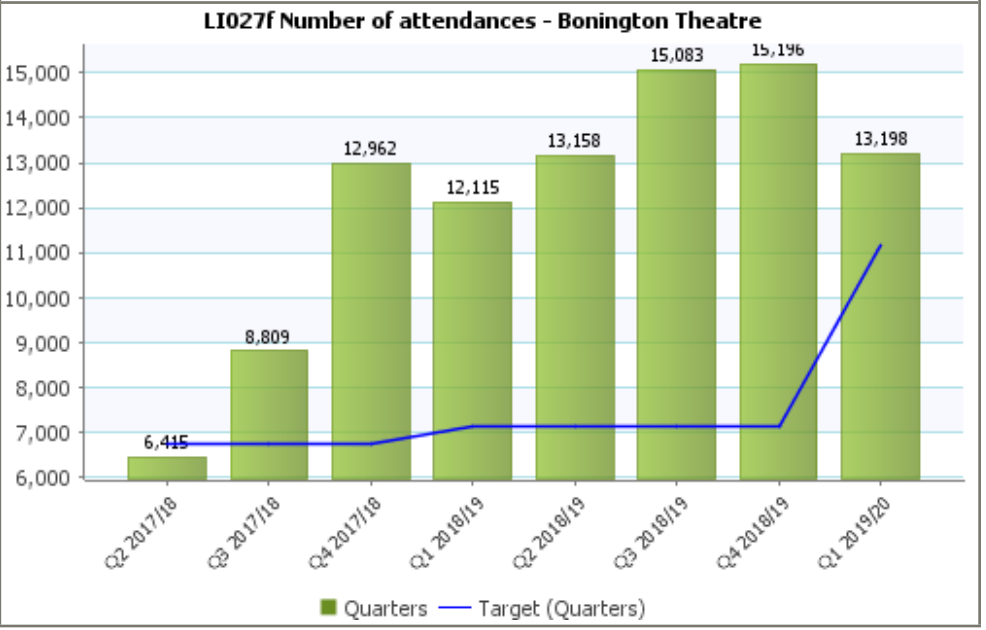


LI027f Number of attendances - Bonington Theatre

Service Area	Leisure	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
13,198	11,150		

Latest Note

Performance against target

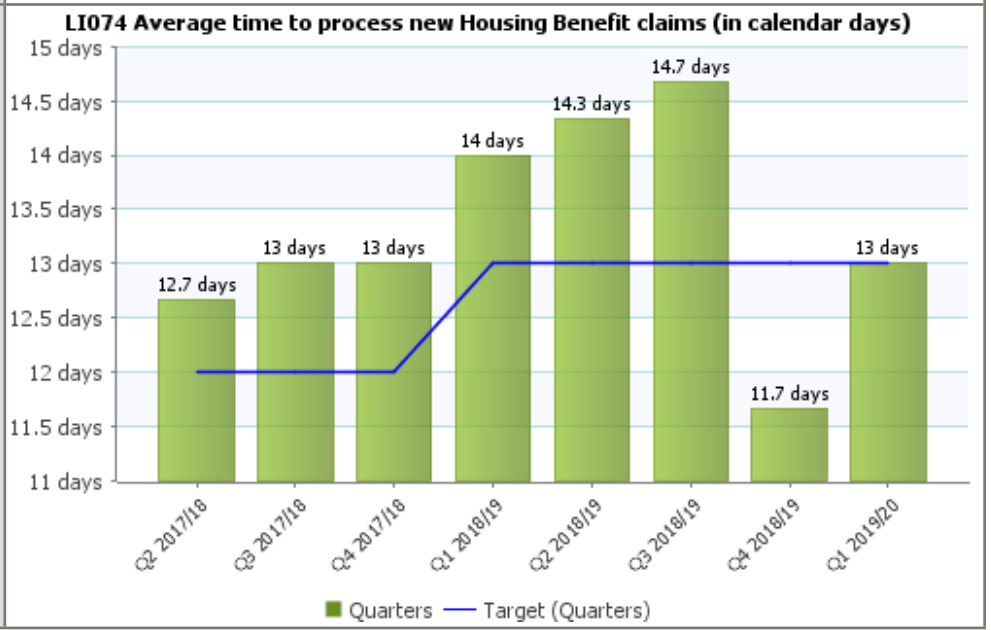


LI074 Average time to process new Housing Benefit claims (in calendar days)




Service Area	Revenues and Welfare Support	Status	✓
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
13 days	13 days	↓	↑

Latest Note

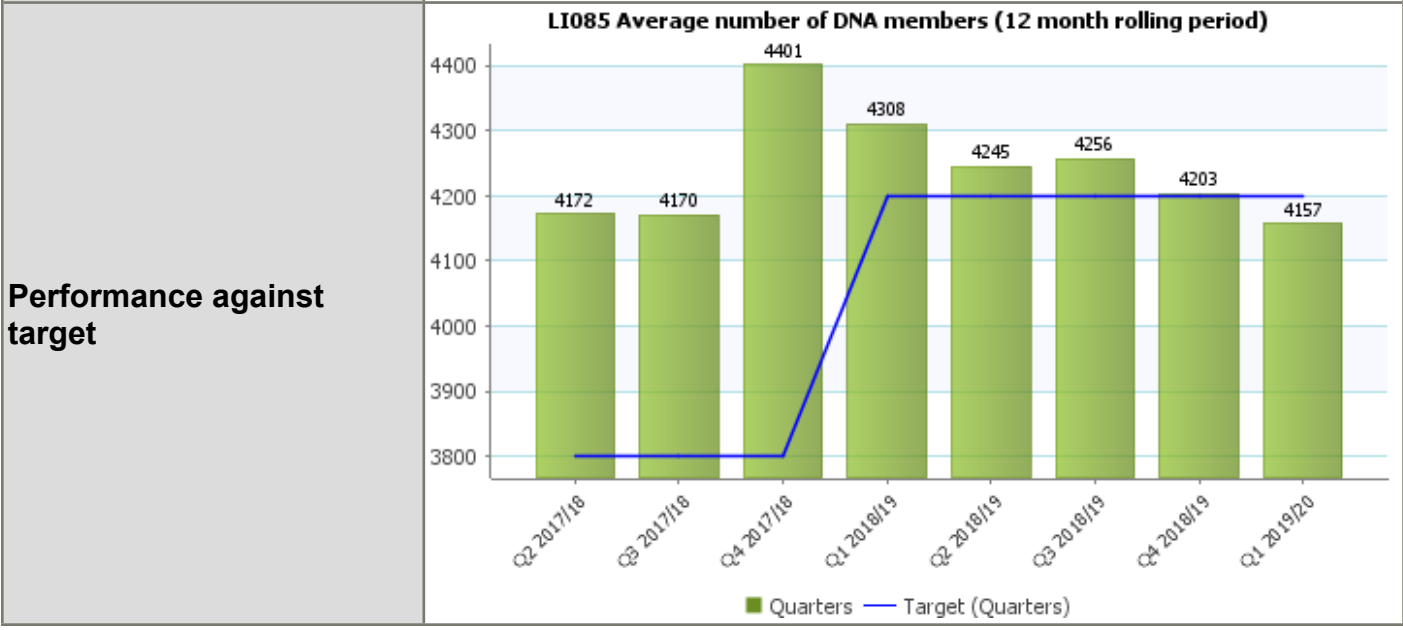
Performance against target






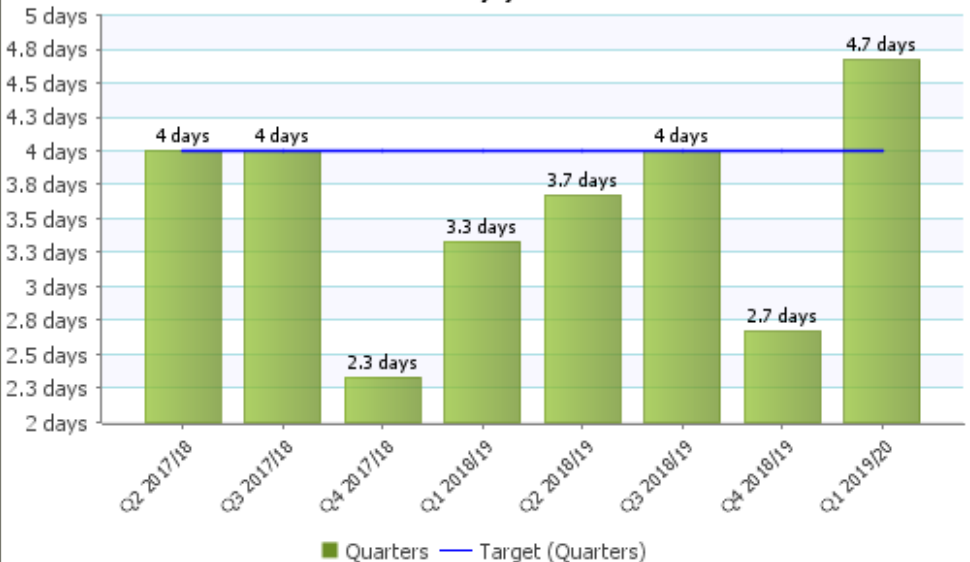
LI085 Average number of DNA members (12 month rolling period)

Service Area	Leisure	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
4157	4200		




Latest Note



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

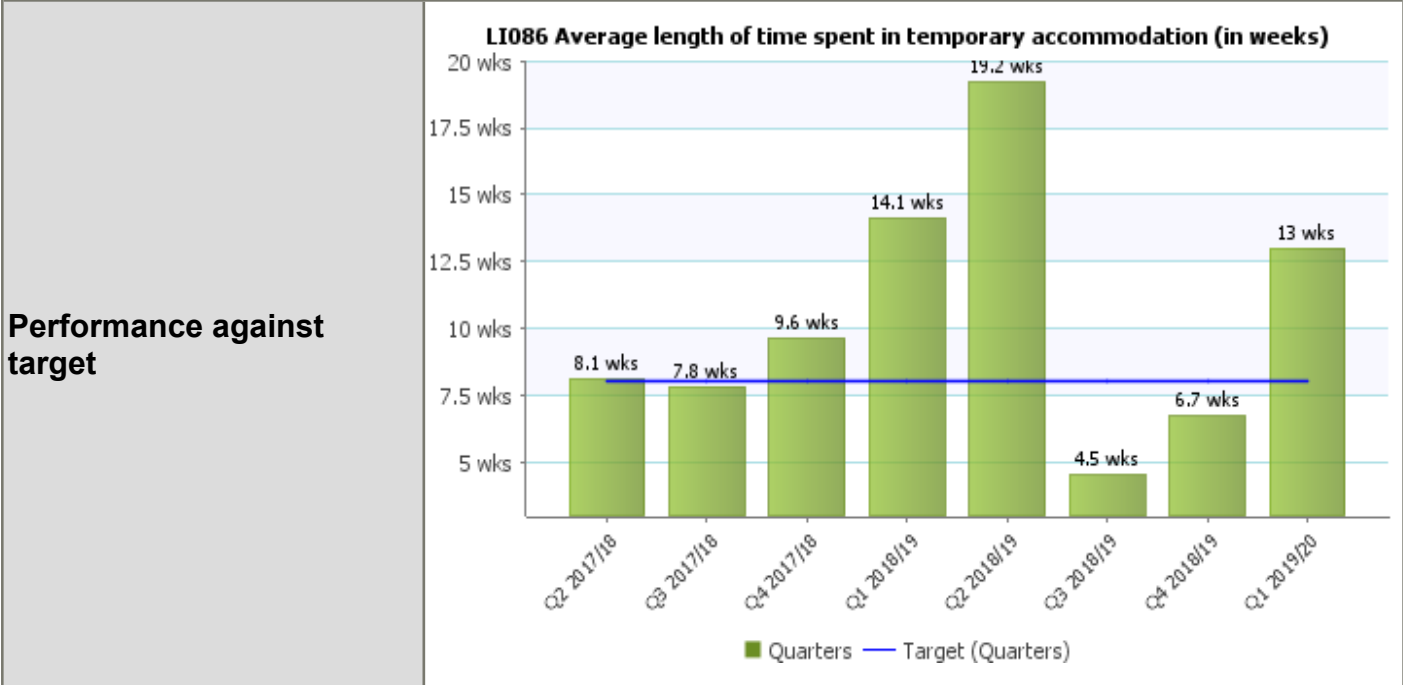
Service Area	Revenues and Welfare Support	Status																												
Current Value	Current Target	Trend compared to last period	Trend compared to year ago																											
4.7 days	4 days																													
Latest Note	Due to the additional work of data matching, which is a National fraud initiative, the target has been missed with average time to process a change being 4.7 days against a target of 4 days. This is the first time this target has not been met since Quarter 1 2017/18. It is expected that the indicator will be back on track by the end of quarter 2.																													
Performance against target	<p>LI075 Average time to process Housing Benefit change in circumstances (in calendar days)</p>  <table border="1"> <caption>Performance against target data</caption> <thead> <tr> <th>Quarter</th> <th>Average time to process (days)</th> <th>Target (days)</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>4 days</td> <td>4 days</td> </tr> <tr> <td>Q3 2017/18</td> <td>4 days</td> <td>4 days</td> </tr> <tr> <td>Q4 2017/18</td> <td>2.3 days</td> <td>4 days</td> </tr> <tr> <td>Q1 2018/19</td> <td>3.3 days</td> <td>4 days</td> </tr> <tr> <td>Q2 2018/19</td> <td>3.7 days</td> <td>4 days</td> </tr> <tr> <td>Q3 2018/19</td> <td>4 days</td> <td>4 days</td> </tr> <tr> <td>Q4 2018/19</td> <td>2.7 days</td> <td>4 days</td> </tr> <tr> <td>Q1 2019/20</td> <td>4.7 days</td> <td>4 days</td> </tr> </tbody> </table>			Quarter	Average time to process (days)	Target (days)	Q2 2017/18	4 days	4 days	Q3 2017/18	4 days	4 days	Q4 2017/18	2.3 days	4 days	Q1 2018/19	3.3 days	4 days	Q2 2018/19	3.7 days	4 days	Q3 2018/19	4 days	4 days	Q4 2018/19	2.7 days	4 days	Q1 2019/20	4.7 days	4 days
Quarter	Average time to process (days)	Target (days)																												
Q2 2017/18	4 days	4 days																												
Q3 2017/18	4 days	4 days																												
Q4 2017/18	2.3 days	4 days																												
Q1 2018/19	3.3 days	4 days																												
Q2 2018/19	3.7 days	4 days																												
Q3 2018/19	4 days	4 days																												
Q4 2018/19	2.7 days	4 days																												
Q1 2019/20	4.7 days	4 days																												

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

Service Area	Revenues and Welfare Support	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
13 wks	8 wks		

Latest Note

Due to the size of some of our households in temporary accommodation it remains a challenge to acquire suitable permanent accommodation leading to sustained periods in this type of accommodation. Work with private landlords is ongoing to source additional properties and reduce the reliance on social housing.







This page is intentionally left blank

Quarter 1 Performance Report

PI Status		Action Status		Short Term Trends	
	Alert		Cancelled		Improving
	Warning		Overdue; Neglected		No Change
	OK		Check Progress		Getting Worse
	Unknown		Not Started; In Progress		
	Data Only		Completed		




Portfolio Owners Public Protection

Title	Service Area	Status	Completion Date	Progress Bar	Notes
Develop an employment scheme with Department of Work and Pensions, Probation and the Prison Services to reduce re-offending	Organisational Development		31-Mar-2020	<div style="width: 16%;"><div style="width: 16%;"></div></div> 16%	
Tackle anti-social behaviour and crime with partners	Public Protection		31-Mar-2020	<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%	
Seek prosecution and enforcement action for dog fouling, anti-social behaviour and against those that fly-tip waste	Public Protection		31-Mar-2020	<div style="width: 10%;"><div style="width: 10%;"></div></div> 10%	
Develop further the public protection hub arrangements	Public Protection		31-Mar-2020	<div style="width: 47%;"><div style="width: 47%;"></div></div> 47%	
Invest in new and existing CCTV in priority hot spots	Public Protection		31-Mar-2020	<div style="width: 26%;"><div style="width: 26%;"></div></div> 26%	
Extend the Neighbourhood wardens Service	Public Protection		31-Mar-2020	<div style="width: 50%;"><div style="width: 50%;"></div></div> 50%	

Title	Service Area	Status	Completion Date	Progress Bar	Notes
Bring at least 20 empty homes back into use	Public Protection		31-Mar-2020	<input type="text" value="0%"/>	
Review the pilot Selective Licensing Scheme and investigate new schemes in the borough	Public Protection		31-Dec-2019	<input type="text" value="0%"/>	
Robustly inspect and work with food premises to improve the standards where required	Public Protection		31-Mar-2020	<input type="text" value="0%"/>	
Develop a 'Quality Scheme' for safe places, health and food outlets	Community Relations		31-Mar-2020	<input type="text" value="0%"/>	

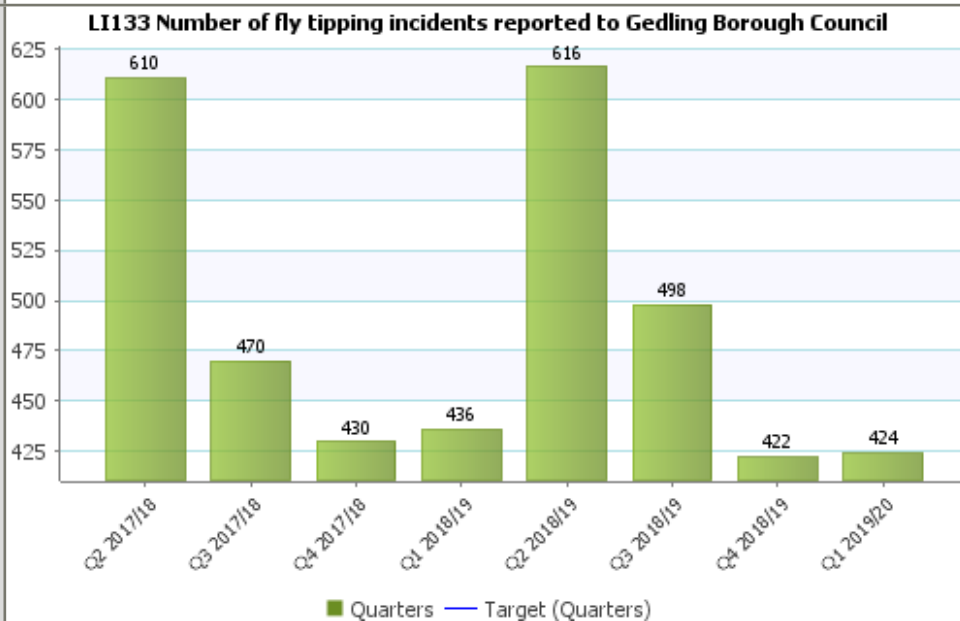
Performance Indicators

LI133 Number of fly tipping incidents reported to Gedling Borough Council




Service Area	Public Protection	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
424	Tracking Only		

Latest Note

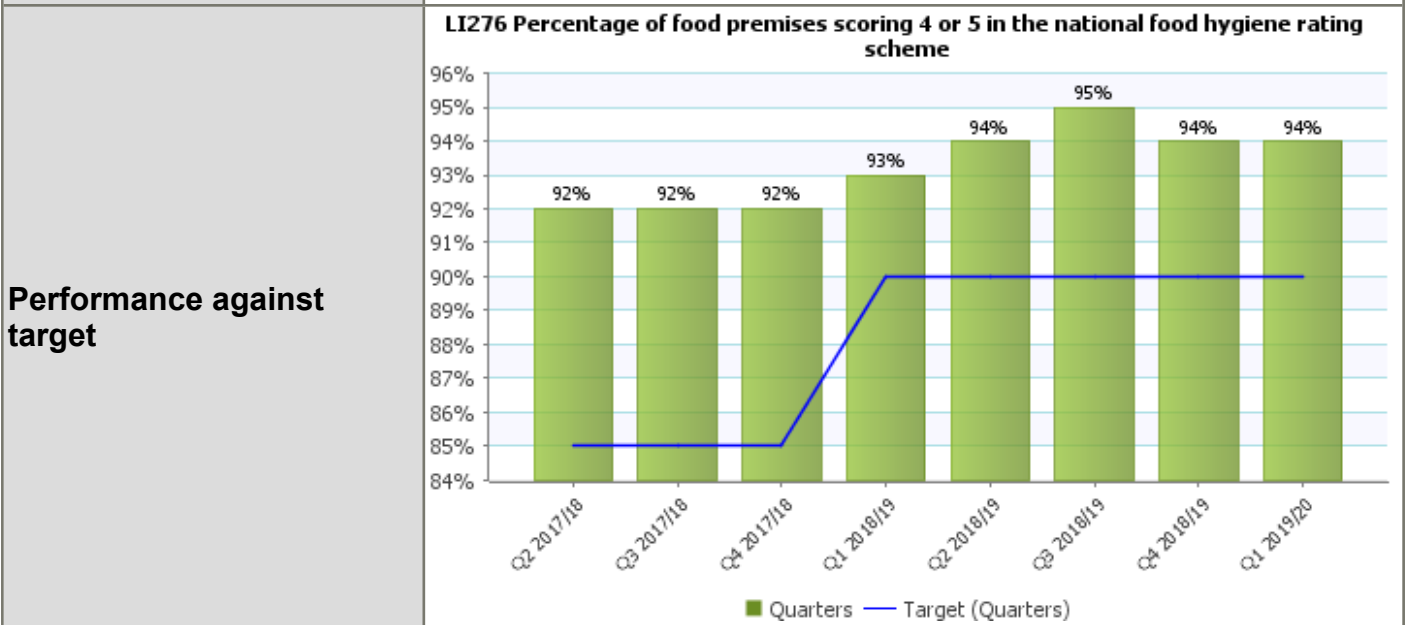
Performance against target



LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme

Service Area	Public Protection	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
94%	90%		

Latest Note

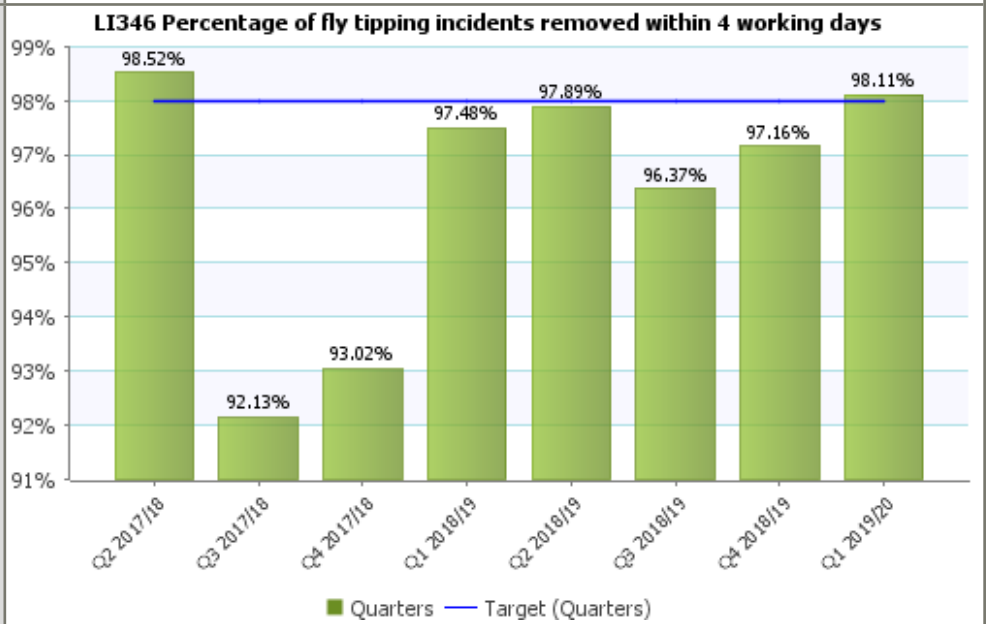


LI346 Percentage of fly tipping incidents removed within 4 working days




Service Area	Transport and Waste Services	Status	✔
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
98.11%	98%	↑	↑

Latest Note

Performance against target

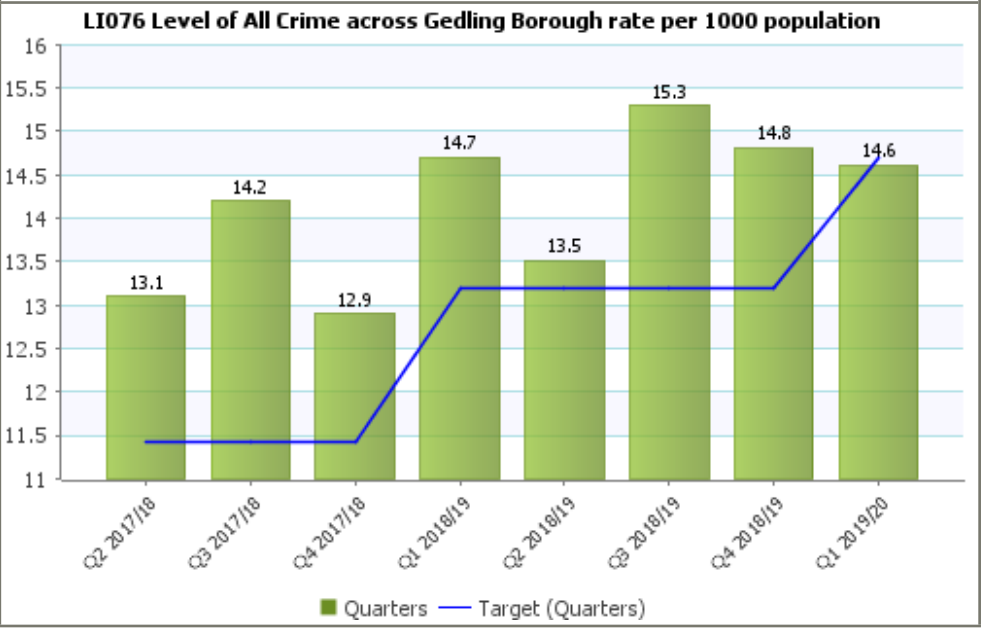


LI076 Level of All Crime across Gedling Borough rate per 1000 population




Service Area	Public Protection	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
14.6	14.7		

Latest Note

Performance against target

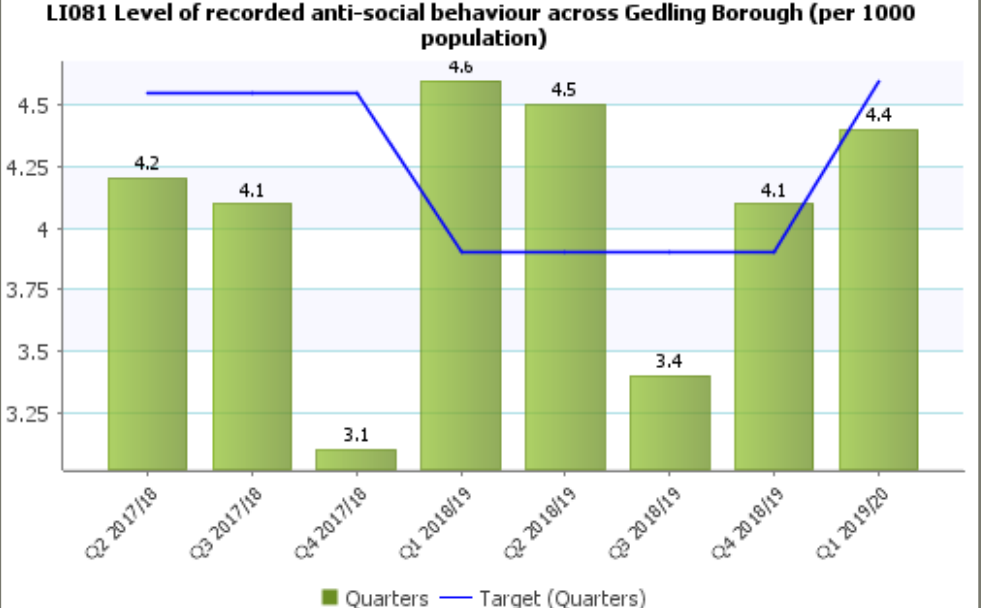


LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)




Service Area	Public Protection	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
4.4	4.6		

Latest Note

Performance against target

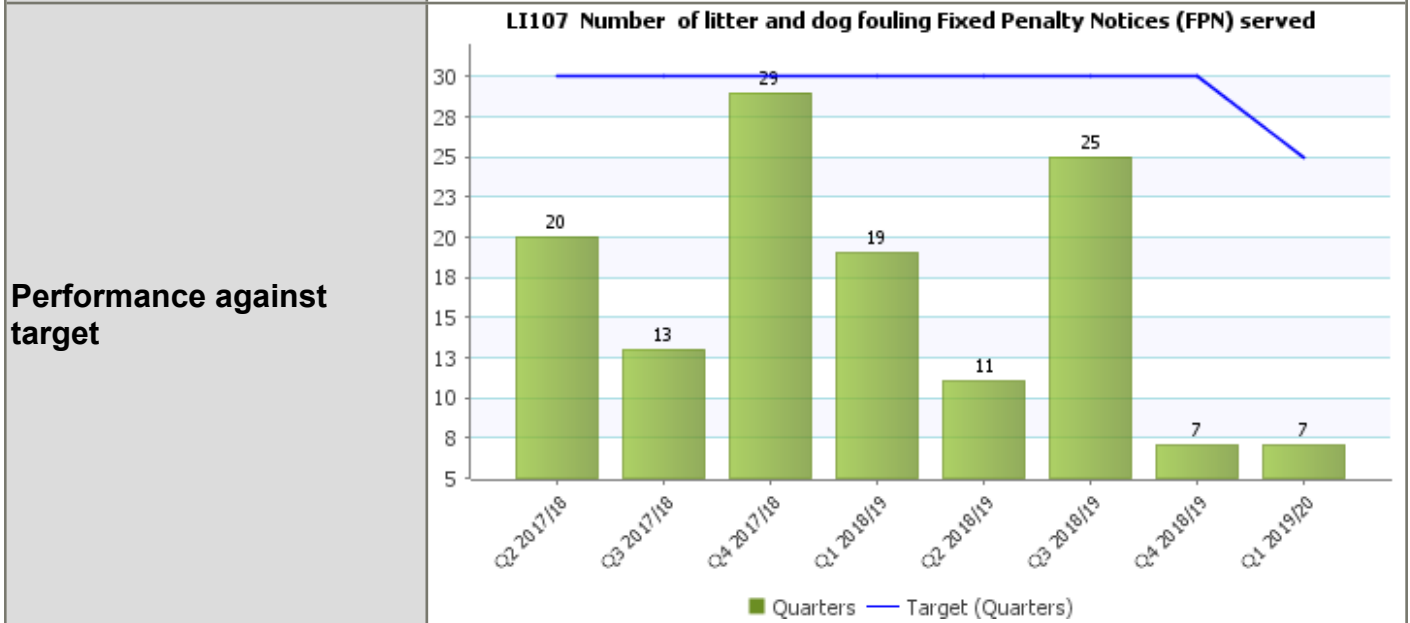


LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served




Service Area	Public Protection	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
7	25		

Latest Note

The focus in the first half of the year is to address ASB resulting in fewer Litter Fixed Penalty Notices. This focus is demand and priority led. The service, as well as focusing on ASB primarily in the Arnold area has also been short of two members of staff as well as having some long term sickness issues. However staffing levels have been addressed with the appointment of two new members of staff. There has also been a significant reduction in cigarette litter, and therefore a reduction in FPNs issued, due to the widespread use of vaping.

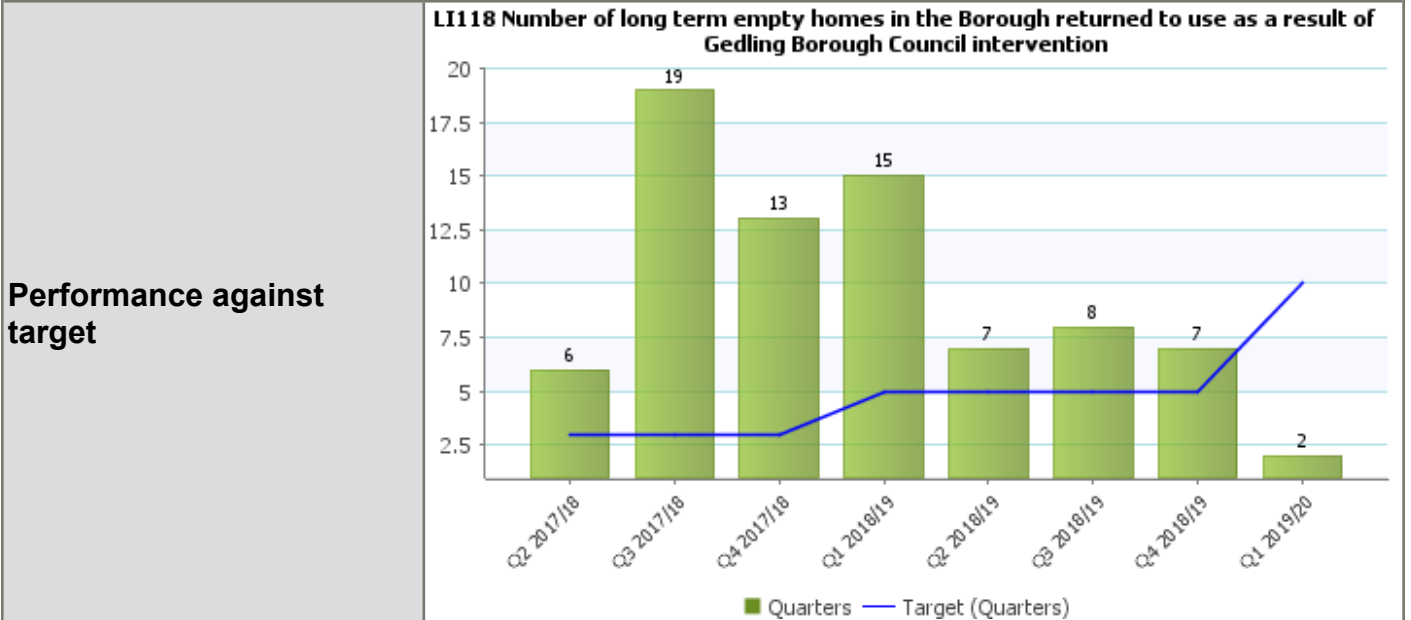


LI118 Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention




Service Area	Public Protection	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
2	10		

Latest Note

Whilst the target was exceeded last year, the number of empty homes returned to use dipped in quarter 1. The officer is dealing currently with 118 properties that are empty and could potentially come back into use. The focus is to address those properties that are causing the most problems to communities which are naturally the more difficult ones to conclude and as a result, a smaller number of cases came to fruition in quarter 1.

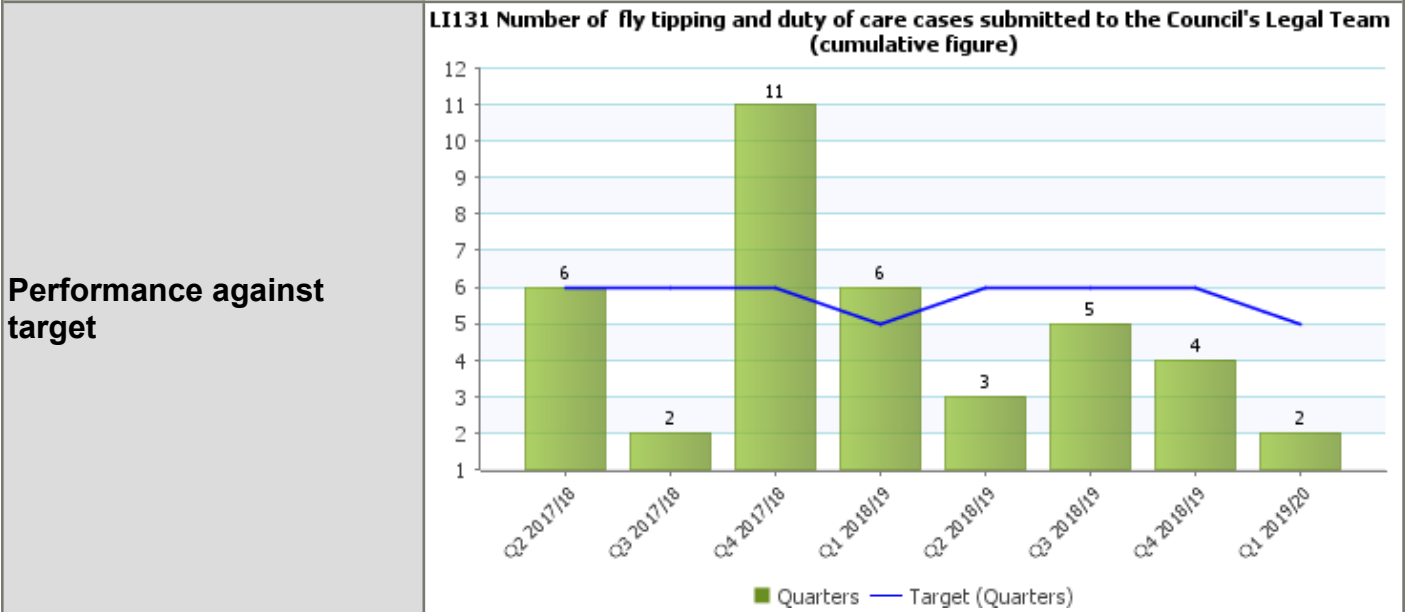


LI131 Number of fly tipping and duty of care cases submitted to the Council's Legal Team (cumulative figure)

Service Area	Public Protection	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
2	5		

Latest Note

The focus in the first half of the year is to address ASB resulting in fewer fly tipping prosecutions. This focus is demand and priority led. The service, as well as focusing on ASB primarily in the Arnold area has also been short of two members of staff as well as having some long term sickness issues. However staffing levels have been addressed with the appointment of two new members of staff. Fly tipping prosecutions will be pursued where there is sufficient evidence to do so but this performance figure is largely dependent on what cases become available to take forward



This page is intentionally left blank



Report to: Overview and Scrutiny Committee

Subject: Council Plan 2019/20: Overview of Quarter 1

Date: 30 September 2019

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 2019/2020 Gedling Plan.

2. BACKGROUND

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

<https://www.gedling.gov.uk/council/aboutus/prioritiesplansandperformance/howweredoing/>

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

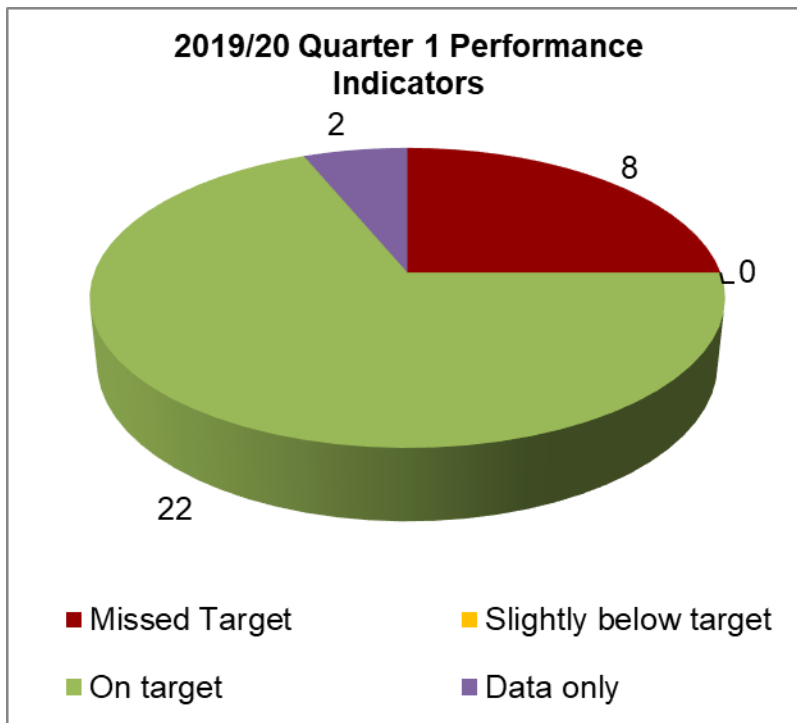
2.2. The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the "completed" or "in

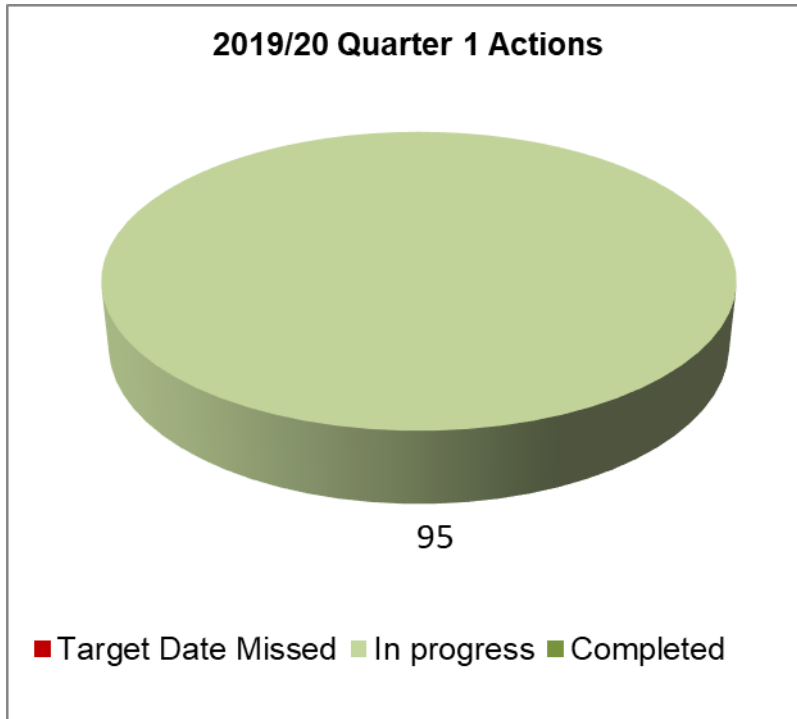
progress” milestones determined within the performance management system, Pentenna.

3. PERFORMANCE INFORMATION

3.1 Overall Performance

Overall performance at quarter 1 against the 2019/20 Gedling Plan actions and indicators shows the following:





3.1 **Actions**

At this stage the 95 Gedling Plan actions are either in progress or assigned to an Officer. It must be noted that the data in this report refers to the first quarter of the financial year only and it is expected that actions identified for the year will be met.

3.2 **Indicators**

Overall indicator performance at the end of quarter 1 shows that out of a total of 32 indicators, 22 were on or above target, 0 were slightly below target and 8 indicators missed their target. Two indicators are for tracking purposes only. All data was available at the time of drafting this report.

3.3 Examples of particularly positive performance during quarter 1 include:

- LI027f Number of attendances - Bonington Theatre – High levels of performance are being maintained with 13,198 against a target of 11,150
- LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total – Currently stands at 95.6% in comparison to target of 92%
- LI057 Percentage of customers seen within 15 minutes – 91.6% of customers are seen within 15 minutes against target of 85%

- LI321 Number of Keep Me Posted email newsletter subscribers – with 25,000 subscribers against anticipated target of 18,000
- LI017 Percentage of Business Rates Collected – 29.75% collected against target of 27.37%
- NI154 Net additional homes provided - At 139 additional homes in quarter 1 represents the highest level of completions since 2014/15 Q2
- NI157a Percentage of Major planning applications processed within 13 weeks – with 100% processed within 13 weeks against a target of 90%
- LI363 Number of school-age work experience placements hosted in Gedling Borough Council in partnership with YouNG (and Economic Development) – Already had 8 placements against an annual target of 6
- LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme – With 94% of food premises scoring 4 or more in contrast to the 90% target
- LI379 Average number of Swim School Members (12 month rolling period) – Average number is 2,686 against target of 2,500
- LI027 Number of visits to leisure centres – With 280,918 visits compared to target of 255,950

3.4 The following performance indicators missed their target at the end of quarter 1 and are worthy of note. However from a Senior Leadership Team perspective there are no specific performance concerns to raise.

LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served and LI131 Number of fly tipping and duty of care cases submitted to the Council's Legal Team (cumulative figure) - The focus in the first half of the year is to address ASB resulting in fewer Litter Fixed Penalty Notices and fly tipping prosecutions. This focus is demand and priority led. The service, as well as focusing on ASB primarily in the Arnold area has also been short of two members of staff as well as having some long term sickness issues. However staffing levels have been addressed with the appointment of two new members of staff. There has also been a significant reduction in cigarette litter, and therefore a reduction in FPNs issued, due to the widespread use of vaping. Fly tipping prosecutions will be pursued where there is sufficient evidence to do so but this performance figure is largely dependent on what cases become available to take forward.

LI075 Average time to process Housing Benefit change in circumstances (in calendar days) – Due to the additional work of data matching, which is a National

fraud initiative, the target has been missed with average time to process a change being 4.7 days against a target of 4 days. This is the first time this target has not been met since Quarter 1 2017/18. It is expected that the indicator will be back on track by the end of quarter 2.

LI086 Average length of time spent in temporary accommodation (in weeks) - Due to the size of some of our households in temporary accommodation it remains a challenge to acquire suitable permanent accommodation leading to sustained periods in this type of accommodation. Work with private landlords is ongoing to source additional properties and reduce the reliance on social housing.

LI118 Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention – Whilst the target was exceeded last year, the number of empty homes returned to use dipped in quarter 1. The officer is dealing currently with 118 properties that are empty and could potentially come back into use. The focus is to address those properties that are causing the most problems to communities which are naturally the more difficult ones to conclude and as a result, a smaller number of cases came to fruition in quarter 1.

NI155 Number of affordable homes delivered (gross) - Whilst the figure for the 1st quarter is 0, the 8 shared ownership properties at Chase Farm will shortly be marketed by Snugg living, part of the Jigsaw Homes group and a scheme part funded by MCHLG will see the YMCA purchase 8 homes in the borough within the current calendar year. In addition, the team are currently working with registered providers and have the additional benefit of the Council's commuted sums to bring forward additional affordable homes This approach is expected to deliver the NI 155 target within the financial year.

NI157b Percentage of Minor planning applications processed within 8 weeks - There have been a number of vacant posts which has had a slight impact upon performance. Overall performance is still very good when assessed against national performance indicators. Performance in this area will be back on track in Q3 when vacant posts are filled.

NI192 Percentage of household waste sent for reuse, recycling and composting - This national calculation is always a quarter behind and relates to the Q4 figures. It covers the New Year period which affects the figures in three ways. Firstly, the garden waste collection service does not operate during the winter months, so garden waste collections which contribute towards the recycling/composting figure only applied for one month out of the three i.e. March. Secondly, the council offered an extended free bulky waste service over the New Year that proved to be extremely popular (2,471 free collections), but it increases the amount of waste that goes to the incinerator and not recycled, which in turn has a detrimental impact on this calculation. Thirdly, we are experiencing a higher than normal volume of rejected loads at the recycling depot due to contamination of

recyclates. To improve in future quarters the Council has introduced a number of initiatives in partnership with Veolia including a simpler recycling information leaflet and clearer information on the bin calendars

3.5 Achievements

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

Local and European Elections – Our democratic services team successfully administered two elections in May. All 41 seats on the council and 11 Parish councils were up for election on 2 May. The turnout was 36.1% which amounted to 32,087 voters and the elections team and verification/count staff did a fantastic job of ensuring the elections ran smoothly under exceptional circumstances. Due to the uncertainties over Brexit, the team then had to make preparations for and deliver a snap European Election at the end of May. This was a huge task for the team and other colleagues around the council who all played their different roles.

Gedling Pet Cremation Services - A new pet crematorium service was launched in April for owners wanting to give their animal a last goodbye in Gedling Borough. Operating under the name Gedling Pet Cremation Services, the pet cremation team at Gedling Borough Council now provide arrangements to collect customers' pets from their home or vet, provide an individual cremation, and return the pet's ashes the following day. A reflection room is also available for owners to say their last goodbye in private. Leader of Gedling Borough Council, Councillor John Clarke said: "We're very pleased to be launching Gedling Pet Cremation Services as this is a great opportunity for Gedling Borough Council to provide a service to our community. "We understand how distressing the loss of a pet can be and we will ensure a dignified and high quality service, meeting the wishes of pet owners, is provided in what is a difficult time for them."

Arnold Carnival 2019 - A new format for the Arnold Carnival was delivered this year over three days. For the first time ever the event commenced on a Friday evening with stalls, fun fair and musical entertainment on stage, followed by a full programme of entertainment and activities all day Saturday and until 6pm on Sunday. The event events stage entertainment included both professional headline artists and community ones. There was a large outdoor market place, a Sunday service by Arnold Churches Together, fun fair, White Post Farm, Circus Skills, Go-karts and lazar quest. Gedling Play Forum also provided arts and crafts activities for children.

Gedling Borough's Heritage Brought Alive - The first phase of the Council's heritage strategy delivery has been completed with the completion and circulation

of a new book, film and trail leaflet detailing the rich heritage of the Borough. A new heritage website for the Borough has also been published and is now live – www.gedlingheritage.co.uk. All materials have been produced and researched by a team of excellent local volunteers. The Council is currently working with Ernehale Junior School to explore using the materials produced as a heritage education toolkit.

Arnold Market - New temporary stalls for Arnold Market were installed this quarter, which replaced the previous stalls that were not fit for purpose. These have been well received by the traders and mark the completion of the first phase of the market redevelopment. Work on phase 2 has commenced, which is the long term solution for the market. Following the installation of the temporary market stalls, there have been a series of events (six in total this quarter) held within the market place to support the ongoing development of the market. These have been regular occasions, with more planned for the forthcoming months.

Spring Children's Event - The first of a new programme of children's arts and crafts events delivered in partnership with Gedling Play Forum was delivered in April. The focus this year is to take the events out to the community and the Spring event was held at Killisick Community Centre. Around 30 children and their parents attended from in and around the Killisick area.

Disney Swim - In June the 3 pools launched Disney inspired themed pool adventures, with Disney's most-loved characters including Woody and Buzz Lightyear from Disney Pixar's Toy Story. Each session is delivered by a trained Activator and includes 10 fun and exciting activities based on core aquatic skills to inspire children to keep healthy and learn a key life skill, featuring content inspired by the magic of Disney storytelling. Sessions are suitable for children/families aged 3 to 11yrs.

Storage Area Network Upgrade – IT have completed a major infrastructural upgrade to the Council's Storage Area Network with no visible impact to staff or customers.

4. RECOMMENDATIONS

The Overview and Scrutiny Committee is recommended to:

- Consider, ask questions and identify any actions or indicators that require additional information; and
- Note the progress against Actions and Performance Indicators in the 2019/2020 Gedling Plan.

APPENDICIES

Appendix 1 – Examples of Outcomes achieved during Quarter 1 2019/20.

Examples of Achievements and Activities

During

Quarter 1 2019/20

Strong and Dynamic Communities

PROMOTE AND ENCOURAGE PRIDE, GOOD CITIZENSHIP AND PARTICIPATION

Linby Neighbourhood Plan - Following the independent examination of the Linby Neighbourhood Plan and the receipt of the Examiner's Report, the Linby Neighbourhood Plan was approved by referendum on 2nd May 2019. 92% of those who voted voted in favour of Gedling Borough Council using the Neighbourhood Plan to help it decide planning applications in the neighbourhood area and there was a 39% turnout. As such the Linby Neighbourhood Plan now forms part of the Development Plan for Gedling Borough and will be used to decide planning applications within the parish of Linby.

Consultation on Statement of Community Involvement - This document sets out the Borough Council's approach towards community consultation on planning applications and emerging planning policy documents. The Statement of Community Involvement is currently being updated and a draft document was consulted on until 28th June 2019. Following careful consideration of the comments received, the final document will be adopted later in the year.

Arnold Carnival 2019 - A new format for the Arnold Carnival was delivered this year over three days. For the first time ever the event commenced on a Friday evening with stalls, fun fair and musical entertainment on stage, followed by a full programme of entertainment and activities all day Saturday and until 6pm on Sunday. The event events stage entertainment included both professional headline artists and community ones. There was a large outdoor market place, a Sunday service by Arnold Churches Together, fun fair, White Post Farm, Circus Skills, Go-karts and lazar quest. Gedling Play Forum also provided arts and crafts activities for children. The event also included the Carer's Roadshow, which involves 10 stalls from different support organisations offering their support and advice for local carers. The Roadshow organisers fed back that their involvement in the Carnival proved a great engagement opportunity with local carers. Referrals and signposting were made with a number of people.

Spring Children's Event - The first of a new programme of children's arts and crafts events delivered in partnership with Gedling Play Forum was delivered in April. The focus this year is to take the events out to the community and the Spring event was held at Killisick Community Centre. Around 30 children and their parents attended from in and around the Killisick area.

Netherfield Health and Wellbeing Fair - A Health and Wellbeing Fair was organised for adults in May which resulted in a range of partners from Health professionals, Solicitors, Police and a range of agencies such as Severn Trent Water and Notts Energy Partnership. Residents who attended the event were surveyed and felt the event should be repeated on an annual basis and that their needs had been met.

Carlton-le-Willows Health Fair - A Health and Wellbeing Fair has been held at Carlton Le Willows Academy. In all over 1200 pupils attended the event. A range of providers included the Bereavement Society, Harmless, Sexual Health, LGBT and Outburst from base 51. The young people responded positively to the event and visited the stalls in their hundreds. The police officer who attended the event said he was going to recommend that the Police attend other such events as he felt the young people were more engaged. One young person was referred to a service on the day and an update from the school regarding further referrals has been requested. The school felt the event had gone well and from early discussions are taking place to follow suit for next year.

Gedling Youth Council - Following the highly successful Intergenerational Event in March, young people are meeting regularly with Seniors Council members to create a manifesto for development around key policy issues affecting both groups. Members of the Youth Council are also working at the heart of policy development around knife crime in the Borough, working with the police, schools and senior GBC Officers on a knife crime film and lesson pack, to be used in Youth Clubs and schools in the Borough to raise awareness and educate young people away from knife crime and towards support.

Gedling Seniors Council - Seniors Council members are working to an agreed programme of themed meetings, the first being Community Health Services with representatives of the NNE CCG in April, which included a formal NHS England commissioned consultation session with Healthwatch. The second meetings was themed around Transport and Leisure and included Community Transport Providers and the Leisure Transformation Coordinator. A detailed set of minutes of both meetings are to be shared with the Health and Wellbeing Group and Leisure Transformation process accordingly, to enable local older people's views to be considered in policy and service changes. As a result of the second meeting, the Easilink Community Transport Service and Rushcliffe and Gedling Voluntary Transport Service are going to work together on joint funding applications for more synergised services in Gedling.

Support for the Windrush Generation - Regular updates are being provided at Caribbean Elders meetings about sessions being run at the Pilgrim Church and other venues in the City to encourage applications for recompense from the scheme.

Local and European Elections – Our democratic services team successfully administered two elections in May. All 41 seats on the council and 11 Parish councils were up for election on 2 May. The turnout was 36.1% which amounted to 32,087 voters and the elections team and verification/count staff did a fantastic job of ensuring the elections ran smoothly under exceptional circumstances. Due to the uncertainties over Brexit, the team then had to make preparations for and deliver a snap European Election at the end of May. This was a huge task for the team and other colleagues around the council who all played their different roles.

REDUCE POVERTY AND PROVIDE SUPPORT TO THE MOST VULNERABLE

Nottingham Citizen Advice Bureau (CAB) - Service Level Agreement 19/20 includes referral option to SPRIING social prescribing caseload. Successful brokerage of CAB to pilot outreach in key GP Surgeries from August 2019 will be funded by the Homelessness grant initiative.

Newstead Locality - £7,092 funding obtained for phase 1 of the Skate Park revamp from Nottinghamshire County Council (NCC) Local Improvement Scheme following a bid from Newstead Parish Council. Newstead Garden Competition launched and judged. Prizes will be presented to the winners by the Mayor at the Fun Day in quarter 2. Supported Newstead Centre trustees and staff to organise a spring event, which included a Planning For Real Exercise for the Centre, to organise a summer fair to promote the Garden Competition and the development of a Business Plan. Supported NCC Youth Services to relaunch the Newstead Youth Club Committee in May 2019.

Netherfield and Colwick Locality - Joint planning between Economic Growth and Community Relations considering locality work to date, the ideas regarding Colwick Industrial Estate, aspirations for the local area and how this might feed into an overall growth plan for Gedling. The data gathering will inform the current picture and key areas to consider when developing any strategy. Further work to be undertaken to understand the future needs and requirements and how local businesses, the wider community and partners will respond to these factors.

REDUCE ANTI-SOCIAL BEHAVIOUR, CRIME AND THE FEAR OF CRIME

CCTV - Excellent work by the CCTV service in partnership with the Police to detect the individuals responsible for the arson of the play equipment in Arnot Hill Park.

High Performing Council

PROVIDE EFFICIENT AND EFFECTIVE SERVICES

Arnold Carnival Communications - Highly successful communications around the Arnold Carnival, details as follows;

- The communications team were involved in promoting the event. One of the major changes this year was the additional day added on the Friday, another challenge was the weather which has threatened to stop the event from happening right up until the day of the carnival.
- We used a number of our channels to promote the event and when you add up the number of website views, social media reactions, email engagements and press releases, we communicated the carnival, directly, to an estimated **20,000** people across the borough. Here's some of the outputs and outcomes of the communications.
- **Website hits** - We had two pages on the website, one for the [event itself](#) and one for the [logistics pages](#) which contained information for stall holders. The event page on the What's On was visited by 4,100 unique users and the

logistics page received 3,972 views making a total of 8,072 unique visits to the page.

- **Social Media** - We created a [Facebook event for the carnival](#) which, by far, had the most success of all of the channels. The event was created on 6 May without any additional promotional paid advertising and had a lot of interactions over the first few days. In total, it reached **102,600** people and received **4,700 direct responses**, many of them from people saying they were going (748) or interested (3,900). It's very common now for people to mark that they are 'interested' rather than 'going' as it's the default option for events when they are created.
- **Email success** - We sent out three emails to over 18,000 individual recipients across the What's On and Latest News Topics. The first email was sent to 9,333 recipients and 44% (4,098) opened the email and 7% (627) clicked on one of the links within the email. The second email was sent to 8,718 recipients and 41% (3,554) opened the email and 13% (1,087) clicked one of the links within the email. The third and final email went to 5,312 recipients and there was a 19% open rate (984) and 5% (255) clicked through. The benchmarking for open rates for emails is around the 25-30% mark so our open rates were much higher than the industry standard for this kind of communications.
- **Press coverage** - We issued a press release to all the usual outlets and it was picked up by BBC Radio Nottingham, ITV Central, Nottingham Post and Gedling Eye. The 'plastic clever' aspect of the carnival created some interest also.

IPads - Rolled out iPads to all members in accordance with our digital strategy.

Storage Area Network Upgrade - A major infrastructural upgrade to the Council's Storage Area Network has been completed with no visible impact to staff or customers.

Gedling Pet Cremation Services - A new pet crematorium service was launched in April for owners wanting to give their animal a last goodbye in Gedling Borough. Operating under the name Gedling Pet Cremation Services, the pet cremation team at Gedling Borough Council now provide arrangements to collect customers' pets from their home or vet, provide an individual cremation, and return the pet's ashes the following day. A reflection room is also available for owners to say their last goodbye in private. Leader of Gedling Borough Council, Councillor John Clarke said: "We're very pleased to be launching Gedling Pet Cremation Services as this is a great opportunity for Gedling Borough Council to provide a service to our community. "We understand how distressing the loss of a pet can be and we will ensure a dignified and high quality service, meeting the wishes of pet owners, is provided in what is a difficult time for them."

Vibrant Economy

ENSURE LOCAL PEOPLE ARE WELL PREPARED AND ABLE TO COMPETE FOR JOBS

School events – there were three school events held in this period at Joseph Whitaker, Carlton Frank Seely and Arnold Hill Academy. These are joint events with the schools to help show young people a glimpse of the world of work.

CREATE THRIVING AND VIBRANT TOWN AND LOCAL CENTRES

Arnold Market - New temporary stalls for Arnold Market were installed this quarter, which replaced the previous stalls that were not fit for purpose. These have been well received by the traders and mark the completion of the first phase of the market redevelopment. Work on phase 2 has commenced, which is the long term solution for the market. Following the installation of the temporary market stalls, there have been a series of events (six in total this quarter) held within the market place to support the ongoing development of the market. These have been regular occasions, with more planned for the forthcoming months.

Sustainable Environment

PROVIDE AN ATTRACTIVE AND SUSTAINABLE LOCAL ENVIRONMENT THAT LOCAL PEOPLE CAN ENJOY

Arnot Hill Park Mural - City Arts have been commissioned by the Council to create a new mural for the bridge on the railway cutting running along the edge of Arnot Hill Park. Participants in the 'Express Yourself' project delivered by City Arts will select an artist to work with them on a new mural marking 100 years of Arnot Hill Park as a public park.

'Express Yourself' is a project for young people in the Gedling area aged 13-17 which aims to support them in gaining skills and qualifications by raising self-esteem in a safe creative environment.

The mural will be designed by the young people participating in the project during May and June and the mural will be completed in time for the 'Picnic in the Park' Arnot Hill Park centenary event in July.

Muirfield Road Recreation Ground – The recreation ground has received a £100,000 transformation bid for a new play area including a climbing tower and zip-wire. This will allow for a full refurbishment and extension to the site. The work is due to start in the autumn thanks to funding from WREN as well as a local residents group. The plans for the playground include installing new equipment for pre-school and juniors, including a variety of swings, climbing tower, slides, see saw, rock and rollers and activity boards. For older children, a zip-wire and other age appropriate equipment will also be added. There will also be a sheltered seating area and tables for parents to sit in. With work set to take a few months, the park should be unveiled before Christmas.

Haywood Road in Mapperley - New £120,000 park and play area given green light to be built on Haywood Road in Mapperley. The new facility will now be built after the money was raised to pay for the project by Gedling Borough Council and The Haywood Road Community Association. They successfully won a grant to help pay

for the scheme from WREN, a not-for-profit business that awards grants for community, conservation and heritage projects from funds donated by waste and resource management company FCC Environment through the Landfill Communities Fund. WREN confirmed this week that funding of £70,000 has been awarded towards the park and the council will provide a further £50,000.

CONSERVE, ENHANCE, PROMOTE AND CELEBRATE OUR HERITAGE

Miner2Major Heritage Project - The Service Manager Community Relations has joined the Miner2Major "Access" working group. Part of the area covered by this group are the key rights of way in heritage rich north of the Borough.

Joint Working with Nottingham Trent University - NTU's Global Heritage Team has agreed to set aside a small pot of funding to support some staff research projects in Gedling next year. Relevant academics will work alongside the Service Manager Community Relations to develop the details of these projects.

Gedling Borough's Heritage Brought Alive - The first phase of the Council's heritage strategy delivery has been completed with the completion and circulation of a new book, film and trail leaflet detailing the rich heritage of the Borough. A new heritage website for the Borough has also been published and is now live – www.gedlingheritage.co.uk. All materials have been produced and researched by a team of excellent local volunteers. The Council is currently working with Ernehale Junior School to explore using the materials produced as a heritage education toolkit.

Healthy Lifestyles

SUPPORT PHYSICALLY ACTIVE LIFESTYLES

Early Leisure Centre Opening - In response to customer feedback Arnold, Redhill and Carlton Forum Leisure Centres now open earlier during the week. These new opening hours took effect from June:

- Carlton Forum – opening from 6.30am Monday to Friday
- Redhill – opening from 6.30am Monday to Friday
- Arnold - opening from 7am Monday to Friday
-

Carlton Forum Sports Hall - In April Carlton Forum carried out some improvements to the sports hall upgrading the old fluorescent lights to energy efficient LEDs, sanding and resealing the floor and painting the walls. Customer feedback has been incredibly positive: *“Can you please pass on the appreciation from our club, to all the staff who were involved in the planning and organisation of the Sports Hall Refurbishment, it looks great. It is a nice colour and has a fresh feel. The new LED Lighting works really well too. Congratulations, Many Thanks.”* – Carlton Forum Badminton Club

Disney Swim - In June the 3 pools launched Disney inspired themed pool adventures, with Disney's most-loved characters including Woody and Buzz

Lightyear from Disney Pixar's Toy Story. Each session is delivered by a trained Activator and includes 10 fun and exciting activities based on core aquatic skills to inspire children to keep healthy and learn a key life skill, featuring content inspired by the magic of Disney storytelling. Sessions are suitable for children/families aged 3 to 11yrs and take place at:

- Carlton Forum Leisure Centre Saturdays at 12.30-13.15
- Arnold Leisure Centre Fridays 12.00-12.45, Sundays 13.30-14.15
- Calverton Leisure Centre Saturdays 11.15-12.00

Youth sessions in local youth club settings - The Council is delivering youth sport sessions at youth clubs in Newstead, Netherfield and Redhill using external funding received from Sport England's Satellite and StreetGames funding.

Funding Secured for Physical Activity Insight Work - A total of £15,000 has been secured from GBC, Active Notts and Nottinghamshire Council to deliver a data insight project that will be used to inform the new Sport and Physical Activity Strategy of the Council. A data pack to inform decision making is being developed and this will be used to identify a key neighbourhood where a targeted engagement exercise with the community will be undertaken to understand their needs in terms of being physically active.

INCREASE RECREATIONAL ACTIVITIES AND USERS TO PARKS AND OPEN SPACES

Bonington Cinema - A new Family Friendly film series commenced in May with all tickets priced at £4.00 and screenings starting slightly earlier at 7.00pm.

REDUCE LEVELS OF LONELINESS AND ISOLATION

Social Prescribing Community Funding - Small community grants offered as part of the SPRING social prescribing scheme have been awarded to a new Bipolar support group and the Ark Friendship group in Gedling.

SPRING Social Prescribing - The SPRING project now has a developed referral pathway, accessible for a wide range of key partner agencies and individuals to refer onto the scheme. Referrals have been received from partners such as Fire Service, Gedling Homes, from within GBC and also via self-referrals. Clients have been supported and options for their future participation in community activities have been discussed and offered. Examples of activities that clients have been signposted to and engaged in include leisure centre activities, lunch clubs, SPRING link sessions and the Arnold Methodist Church Mental Health Befriending project.



Report to: The Overview and Scrutiny Committee

Subject: Overview and Scrutiny Annual Report

Date: 30th September 2019

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 2018/19. 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 2018/19



Background

Each year the Overview and Scrutiny Committee reviews the work it has carried out over the last year and reports its outcomes and achievements. This report presents the Committee's Annual Report for 2018/19. It includes a brief summary of the role and responsibilities of the Committee, the work undertaken over the past year and the areas where scrutiny has made an impact. It also highlights improvement areas for the year ahead.

Every council which operates "executive arrangements", those that have a Leader and Cabinet, must have at least one Overview and Scrutiny Committee. The Overview and Scrutiny Committee does not make decisions, but acts as a 'critical friend' to the Executive (and partners) and undertakes evidence-based reviews and makes recommendations. It is an essential element of governance arrangements in the Council and seeks to improve policies and services for the people of Gedling. Overview and Scrutiny can scrutinise and review the work and policies of the Council and hold Cabinet Members, chief officers and other organisations that deliver public services to account. The principle power of a scrutiny committee is to examine issues affecting local people and make recommendations for improvement based on their findings. It is not a mechanism for the handling of individual complaints, intervening in planning applications or acting as an appeals mechanism.

Composition of Committee

There are thirteen members of the Overview and Scrutiny Committee; this reflects the political makeup of the Full Council. The Committee had a busy year examining a broad range of issues affecting the Council, its services and local people. This has led to a variety of topics being reviewed, both in Committee and by working groups.

Holding Cabinet Members to account

As in previous years members of the Cabinet attended the Committee to provide updates and answer questions on issues in their Portfolios. The Committee monitored progress of a number of initiatives including the regeneration of Arnold market, mechanisms to stop and remove fly tips and the installation of CCTV in Arnold.

Monitoring Performance

Quarterly performance information has also been examined where positive performance is highlighted and areas of concern discussed.

Working Groups

The Committee can establish working groups that are able to focus on a particular issue and consider it in greater detail than is possible at Committee meetings. These reviews culminate in a final report with recommendations which are then presented to the relevant Cabinet Member for a response. **The Household Refuse Recycling Scrutiny Working Group** reported their findings and recommendations to the Overview and Scrutiny Committee at its July meeting. The groups aim was to increase the number of people who effectively recycle, reducing the amount of non recyclable waste placed in recycling bins. Members examined current recycling performance, strategies that are used to encourage recycling, problems related to the contamination of waste and the education and communication strategies used to promote an increase in recycling. They strongly recommended that funding should be made available to employ an officer to assist in increasing recycling rates by enabling performance data to be used effectively to prioritise areas with low recycling or high contamination rates and provide targeted communications to residents and lead education campaigns to increase awareness of the need to recycle. This working group included members of the Gedling Climate Change Group who were very knowledgeable and made a valuable and much appreciated contribution to the findings of the review. This report was included in the August Cabinet agenda and has been referred to the Portfolio Holder for the Environment, the Committee will expect a response to the recommendations to be available at the September Committee.



The **Wellbeing of Young People Scrutiny Working Group** was set up in response to Members concern that the lack of appropriate services for young people in the Borough was leading to an increase in poor mental and emotional health and contributing to a rise in anti-social behaviour. The aim of the working group was to assess how effectively Gedling Borough Council, and partner agencies work together to support young people. Although Gedling Borough has no specific remit to provide statutory services for children and young people we do provided a range of physical activities via our leisure centres and we were keen to learn how effective our reach was in meeting the needs of some vulnerable young people. The working group looked at what support was provided by other organisations, discussing this issue with officers from the County Council Youth Services, the Children’s Commissioning Hub and Public Health, in addition visiting Carlton–le-Willows School. Members of the Youth Council were included in the membership of the working group and were able to provide insight about their experience of some of the services they had accessed; it was very helpful for the working group to learn about this issue form a young person’s perspective. Initial conclusions from the group identified that improved coordination between different organisations is essential to provide effective services and to make the best use of resources. It was felt that the mapping of services and activities



currently available would help identify gaps and target where support is needed. This piece of work was curtailed because of the Borough elections, but may be resumed at a later date,

Crime and Disorder

Guidelines under the Police and Justice Act 2006 give the Overview & Scrutiny Committee a statutory duty to consider crime and disorder issues in the Borough and in particular, to scrutinise the performance of the Community Safety Partnership. The Council are members of this partnership and this meeting allows the Committee to discuss its work. In attendance were the Portfolio Holder for Public Protection, the



Council's Director of Health, Community and Wellbeing and the Community Safety and Safeguarding Manager. The Committee explored the work of the Community Safety Partnership and its approach to tackling crime and disorder in the District. Members were informed that the Nottinghamshire

Police and Crime Commissioner's Annual Report for 2017-18 (published in July) indicated overall crime levels remained constant although there had been a real increase in digital, acquisitive (burglary, shop theft, vehicle crime) and violent crime. There was a discussion about the need for a visible presence by the different agencies in the community. The Committee made it clear that although it recognised the need to target resources more effectively, they felt that local people felt reassured by a uniform presence and this reassurance should be seen as an effective use of resources.

Scrutiny at Committee

The Committee discussed a range of concerns with representatives from Gedling Homes. They learnt that Gedling Homes is part of the pilot for 'right to buy' and some properties will be disposed of through this scheme and that replacements would be sought and properties could be bought on new developments. The Committee were concerned about the current lack of available social housing in the borough and the effect this would have on the reduction in housing stock.

Updates from earlier reviews.

In 2016 the Committee undertook a review which focused on obesity in Gedling. Members of the Committee believed that this was still a major issue affecting the health of people living in the Borough and invited representatives of the service, commissioned by Public Health Nottinghamshire, that provide weight management services to address Members concerns. The Committee wanted to find out how successful the service in reaching those people who need support and how outcomes are measured. Representatives discussed what is on offer for residents in terms of healthy lifestyle promotions and how effective the service was explaining that targeted work is available in the most deprived areas of the Borough and that work to engage with different groups is underway in the community.

Work planned for 2019/2020

There have been a number of areas identified for improvement in 2019/20

- Raising the profile and improved engagement with the public – more public engagement in meetings and greater public awareness of the outcomes of overview and scrutiny work
- Outcomes – a greater focus on outcomes of reviews and reports and ensuring these are followed up
- Training for Members – training will be offered to all Councillors
- Review the outcomes of the Ministry of Housing Communities and Local Government ‘Statutory Guidance on Overview and Scrutiny in Local and Combined Authorities.

In 2017/18 the Committee undertook a review of its effectiveness and as a result, a number of recommendations were being made as part of the council’s commitment to continuous improvement for the year ahead. Included were recommendations that the Committee, when agreeing its work programme, should have clear priorities of what it wants to achieve, how it will benefit the residents of Gedling Borough and that mechanisms to encourage greater public participation should be developed.

In 2019/20 there will be significant changes to the Committee’s membership following the Borough elections, with many new Members being elected. It will therefore be an exciting and challenging year for Overview and Scrutiny.





Report to: Overview and Scrutiny Committee

Subject: Scrutiny Work Programme

Date: 30th September 2019

Author: Democratic Services Officer

1. PURPOSE OF THE REPORT

To provide an update on information requested at the July committee and an update on the 2018/19 and 2019/20 programme of scrutiny reviews.

2. CABINET RESPONSE TO THE HOUSHOLD RECYCLING REVIEW

The report and recommendations were presented to Cabinet on the 1st August 2019. A written response to the recommendations is attached at **Appendix 1 (which will be circulated separately)**. Members will have the opportunity to discuss the response to the recommendations.

3. INFORMATION REQUESTED AT THE JULY COMMITTEE

I. BONINGTON THEATRE TARGETS

The target for attendance for the Bonington Theatre of 28,000 was identified as insufficient as numbers have increased from 37,297 to 55,552. Members asked for further information regarding why the target was set so low and how attendances have increase far in excess of the target.

The targets were set some time ago (Autumn 2017) – although they are revised in light of actual results. Generally growth has been forecast with caution as cinema is a new venture subject to the vagaries of the film industry and the quality of films distributed.

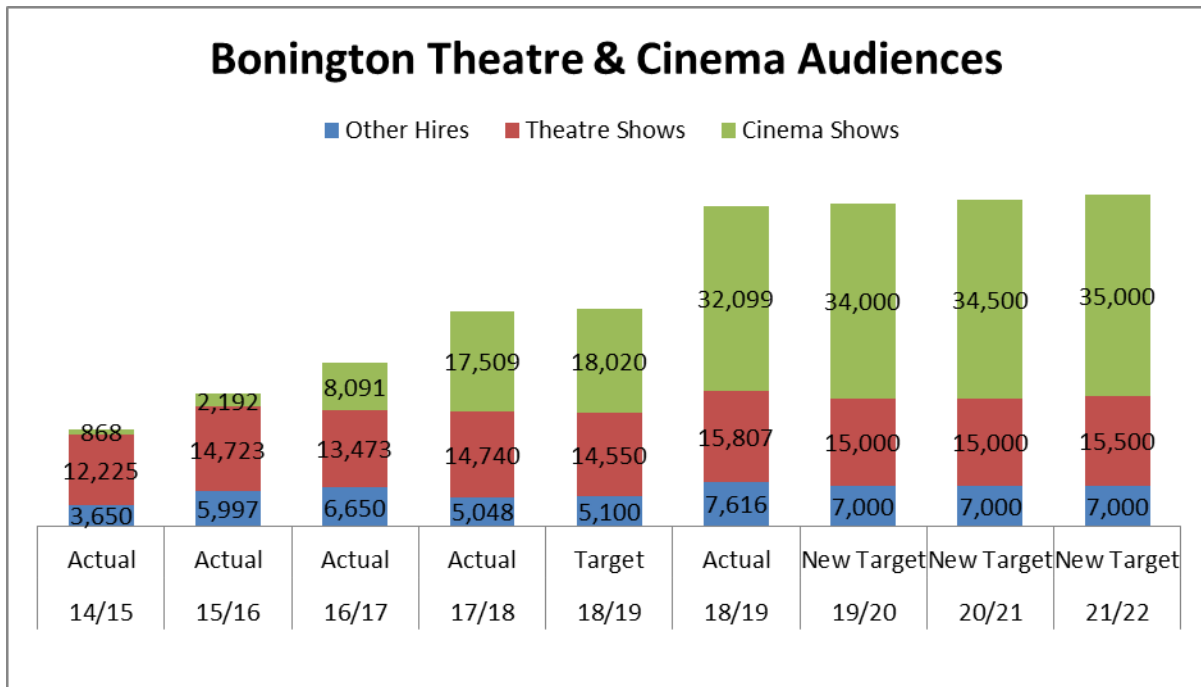
During the first 9 months of cinema (Jan to Sept 2016) good results were difficult to achieve but a combination of things helped to lift audiences from October 2016. (New signage, Bridget Jones' Baby...)

Other notable successes/events that have helped raise the profile of cinema include:

1. The appointment of Jeremy Arblaster (as intern then apprentice, now full time administrator) has improved the marketing through social media, website, and TV screen content and brochure quality. Russell Davies joined the team on a permanent basis in May 2018, to help maintain the increased activity (18.5 hours per week).
2. Peter Rabbit over Easter 2018 was a huge success, and then followed Mamma Mia 2 in August 2018. Other good titles for us included The Greatest Showman and more recently Bohemian Rhapsody.
3. The number of screenings has increased in response to demand – three screenings per day is often the norm now. We had 251 screenings in 2016/17, increasing to 339 in 2017/18 and 546 in 2018/19.
4. Frequency of attendance has increased - the quality of service, film choice, price and accessibility, have all played a significant part in this.
5. Results for amateur productions, professional theatre shows and other hires have remained, and are expected to continue, at a relatively consistent level. We are continuing to develop the programme and audiences for live broadcasts

Bonington Theatre & Cinema Attendances

	14/15	15/16	16/17	17/18	18/19	18/19	19/20	20/21	21/22
	Actual	Actual	Actual	Actual	Target	Actual	New Target	New Target	New Target
Other Hires	3,650	5,997	6,650	5,048	5,100	7,616	7,000	7,000	7,000
Theatre Shows	12,225	14,723	13,473	14,740	14,550	15,807	15,000	15,000	15,500
Cinema Shows	868	2,192	8,091	17,509	18,020	32,099	34,000	34,500	35,000
	16,743	22,912	28,214	37,297	37,670	55,522	56,000	56,500	57,500



In spite of having a difficult Easter this year, results for the first quarter 2019/20 have been encouraging.

Bonington Theatre performance indicators 2019-2020

		Performance measure	June	June	Qtr. 1	Qtr. 1	12
	PI Ref	Title	actual	target	Total	Total	MThs Total
					actual	target	target
Attendance	309	Number of attendances at Bonington theatre productions	4134	2606	13198	12213	56000
	309/1	Professional Shows	224	183	1030	403	2000
	309/2	Amateur Productions	842	1080	2452	2968	13000
	309/3	Cinema Shows	2529	862	8284	7713	34000
	309/4	Private Hires – Bridge, Baby Ballet	465	354	1162	1078	6000
	309/5	Bar Performances	49	49	169	125	500
	NEW	Number of other events/shows taking place at the Bonington Theatre	25	14	101	31	500
Events	310	Number of events/shows taking place at the Bonington Theatre	75	64	238	233	950

310/1	Professional Shows	4	2	19	9	35
310/2	Amateur Productions	7	8	27	27	115
310/3	Cinema Shows	47	39	141	151	550
310/4	Private Hires – Bridge, Baby Ballet	14	10	39	35	200
310/5	Bar Performances	2	2	6	7	25
NEW	Number of other events/shows taking place at the Bonington Theatre	1	3	6	4	25

Mike Hill
Deputy Chief Executive and Director of Finance

II. FLYTIPPING PROSECUTIONS

This is an indicator in Pentana LI131 Number of fly tipping and duty of care cases submitted to the Council's legal team (cumulative figure).

For 2018/19 it was 18

It is very hard to find the evidence. Most fly tips are done at times where nobody sees them. Very few fly tips have anything in them that identify an individual.

Andy Callingham
Service Manager, Public Protection

III. VISITS TO CARLTON CONTACT CENTRE

1 April 2018 – 31 March 2019 221 customers used the contact point.

The customer contact point at Carlton Fire Station is able to do most of the things that can be done at the Civic Centre except make cash and cheque payments and deal with taxi licensing enquiries. It is open every Wednesday 8.45 – 12.30 and 1.30 – 5.15pm.

Rosie Caddy
Service Manager, Customer Services and Communications

IV. HOUSEBUILDING

Members requested additional information about the shortfall in the number of additional homes provided 2018/19, the number of planning

applications approved for new housing and the failure of developers to deliver.

A report taken to Planning Policy to Cabinet on 1st August relates to the Housing Delivery Action Plan.

<https://democracy.gedling.gov.uk/documents/s21019/Housing%20Delivery%20Action%20Plan%20-%20FINAL.pdf>

MHCLG published the results of the first Housing Delivery Test on 19th February 2019 which, in essence, compares the net homes delivered over the last 3 financial years to the homes required over the same period. As a consequence of GBC's result (being 51%) the Council is required to prepare an Action Plan and to publish this by 19th August 2019. This action plan has two roles – firstly to provide an analysis of the key reasons for the under delivery of the Council's housing requirement and, secondly, to identify the measures the Council intends to undertake to increase/maintain delivery of new housing. The report acknowledges that housing delivery is a complex process and that some causes of under delivery are outside of the Council's control. It is also the case that other Councils covering the Nottingham urban area are also experiencing under delivery for similar reasons. The actions set out in the Action Plan include a number of on-going actions carried out by officers prior to and since the adoption of the Local Planning Document as well as new actions identified following a thorough review of past housing delivery performance as set out in the document. The Action Plan recognises that housing delivery is a Council priority and the document has benefited from corporate input and the actions involve a number of departments from across the Council. The views of key stakeholders, site developers and owners have also been sought and considered as part of the preparation of this document.

I would also draw the Committee's attention to the Q1 monitoring report and which shows an increase in housing completions.

Jo Grey
Service Manager, Planning Policy

4. INFORMATION UPDATES FROM PREVIOUS ITEMS AT COMMITTEE

When Cllr Ellis, Portfolio Holder for Public Protection, attended the Overview and Scrutiny Committee last November there was some discussion about the Arnold shop/pub watch digital radio system and there

was concern about the areas not covered. Members requested a six month update on the progress, roll out and success of the scheme.

The old analogue radio system was upgraded in Arnold Town Centre in November 2018 with a digital system set up and linked to the CCTV control room. Initially 25 radios were issued to retailers and licensed premises in the town centre area. This was quickly expanded to include the licensed premises on Mapperley Top.

Since then there has been further investment to set up a digital channel on Victoria Retail Park, Netherfield. This has involved working with the Crown Estate as the land owners who now pay for the rent of 10 radios for premises on the park. This includes the maintenance man who covers the site.

The authority has now invested in a further 10 radios to extend the radio scheme to include the charity shops in the Arnold Town Centre.

There are currently 40 digital radios out on the borough.

The clarity of the signal has initially increased the usage of the system, with users sharing information more frequently. However the system is only as good as the people using it and clearly as staff change at the retail premises the use of the radio scheme ebbs and flows. To try and maintain an effective level of use the CCTV controllers will regularly do a shout out to users to confirm who is logged on.

Mark Towlson
Community Safety Co-ordinator

5. SCRUTINY WORKING GROUPS

The committee decided at its last meeting to establish two working groups. One which would to carry out a scrutiny review which would develop a protocol for executive – scrutiny liaison and a second one to consider economic development in the borough

Executive-Scrutiny protocol.

Working group members: Councillors Clunie, Paling, Lawrence and Boyle

The first meeting of this working group took place on the 10th September when a draft project plan for the review was developed.

Economic Development

Working Group members: Councillors Clunie Boyle, Ellis, S Smith, M Smith.

The first meeting of this group was scheduled for the 17th September. Joelle Davies, Service Manager Economic Growth and Regeneration attended the meeting to assist Members in identifying a focus for the review.

Additional members for both these working groups would be welcome.

6. SCRUTINY IN COMMITTEE

At the Overview and Scrutiny Committee on July 15th, 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 will be identified, and questions for Portfolio Holders submitted in advance of each meeting, however 'ad hoc' questions may be put forward at the meeting itself. Non-executive members will also be invited to submit questions for the Portfolio Holder.

The programme for 2019/20 is below:

November 11th	Councillor D Ellis
January 20th	Councillor V McCrossen
March 9th	

The scrutiny work programme is attached at **Appendix 2**.

A copy of the Forward Plan which sets out details of key and non-key decisions which the Cabinet, individual portfolio holders or officers expect to take during the next four month period is attached at **Appendix 3**. A key decision is one that has financial implication over £500,000 or one that affects two or more wards. It has been requested that in future a copy is included in the Overview and Scrutiny papers for members to be aware planned decisions about which they may want information.

7. RECOMMENDATIONS

The Overview and Scrutiny Committee is recommended to:

- Consider and comment on the Household Refuse Recycling review response

- Consider and comment on the information updates and decide if further information is required
- Discuss the progress of the scrutiny working groups
- Note the work programme forward plan.

APPENDICES

Appendix 1: Household Refuse Response

Appendix 2: Overview and Scrutiny work programme

Appendix 3: Forward Plan

Overview and Scrutiny Committee work programme 2019/20					
	Programme of Portfolio Holding to account	Performance review		Current reviews	Responses to scrutiny reviews
July 15		Quarter 4 data	Work programming.		
September 30	Councillor Wheeler Housing, Health and Wellbeing	Quarter 1 Performance	Annual Report Update shop radios		
November 11	Councillor Ellis Public Protection		C&D Scrutiny		Response to Household Refuse Recycling Report
January 20	Councillor McCrossen Young People and Equalities	Quarter 2 Performance			
March 9		Quarter 3 Performance			
Carried forward from 2018/19		Quarter 4 Performance	Shop radio update May/June Update domestic violence data Procurement processes and local businesses.		

This page is intentionally left blank

Gedling Borough Council

FORWARD PLAN

FOR THE FOUR MONTH PERIOD 1 SEPTEMBER 2019 TO 31 DECEMBER 2019

This Forward Plan sets out the details of the key and non-key decisions which the Executive Cabinet, individual Executive Members or Officers expect to take during the next four month period.

The current members of the Executive Cabinet are:

Councillor John Clarke – Leader of the Council

Councillor Michael Payne – Deputy Leader and Portfolio Holder for Resources and Reputation

Councillor Peter Barnes – Portfolio Holder for Environment

Councillor David Ellis – Portfolio Holder for Public Protection

69 69
Councillor Gary Gregory – Portfolio Holder for Community Development

Councillor Jenny Hollingsworth – Portfolio Holder for Growth and Regeneration

Councillor Viv McCrossen – Portfolio Holder for Young People and Equalities

Councillor Henry Wheeler – Portfolio Holder for Health and Wellbeing.

Anyone wishing to make representations about any of the matters listed below may do so by contacting the relevant officer listed against each key decision, within the time period indicated.

Description of the decision	Date decision is expected to be taken and who will take the decision?	Responsible Officer	Documents to be considered by the decision maker	Cabinet Portfolio	Open / Exempt (and reason if the decision is to be taken in private) Is this a Key Decision?
Community Asset Transfer of Haywood Road Community Centre To consider the community asset transfer of Haywood Road Community Centre to the Haywood Road Community Association.	10 Oct 2019 Cabinet	Lance Juby, Service Manager Community Relations		Portfolio Holder for Community Development	Open No
Draft Sport and Physical Activity Strategy To receive the draft sport and physical activity strategy.	10 Oct 2019 Cabinet	Debbie Roberts, Project Manager		Portfolio Holder for Housing, Health and Wellbeing	Open Yes
Carlton Square Regeneration Scheme - Delivery Phase To seek the relevant permissions required to move onto the delivery phase of the Carlton Square regeneration scheme.	10 Oct 2019 Cabinet	Joelle Davies, Service Manager Economic Growth and Regeneration		Portfolio Holder for Growth and Regeneration	Open Yes
Housing Allocation Policy - Consultation on Amendments 2019 Amendments are required to the Housing Allocation Policy to meet new legislation and guidance. This reports seeks permission to consult on the proposed amendments.	10 Oct 2019 Cabinet	Joelle Davies, Service Manager Economic Growth and Regeneration		Portfolio Holder for Housing, Health and Wellbeing	Open No
Quarterly (Q2) Budget Monitoring and Virement Report To update members on financial performance for the 2nd quarter of the 2019/20 year.	7 Nov 2019 Cabinet	Alison Ball, Service Manager Finance		Portfolio Holder for Growth and Regeneration	Open Yes
Adoption of the Sport and Physical Activity Strategy To agree the final sport and physical activity strategy	7 Nov 2019 Cabinet	Debbie Roberts, Project Manager		Portfolio Holder for Housing, Health and Wellbeing	Open Yes
Gedling Plan Quarter 2 Performance	7 Nov 2019	Alan Green,		Leader of the Council	Open

Description of the decision	Date decision is expected to be taken and who will take the decision?	Responsible Officer	Documents to be considered by the decision maker	Cabinet Portfolio	Public / Exempt (and reason if the decision is to be taken in private) Is this a key decision?
Report To inform Cabinet in summary of the position against Improvement Actions and Performance Indicators in the 2019/2020 Gedling Plan for the most recent quarter	Cabinet	Performance and Project Officer			No
Quarterly (Q3) Budget Monitoring and Virement Report To update members on financial performance information for the 3rd quarter of the 2019/20 year.	30 Jan 2020 Cabinet	Alison Ball, Service Manager Finance		Portfolio Holder for Resources and Reputation	Open Yes
Gedling Plan Quarter 3 Performance Report To inform Cabinet in summary of the position against Improvement Actions and Performance Indicators in the 2019/2020 Gedling Plan for the most recent quarter	30 Jan 2020 Cabinet	Alan Green, Performance and Project Officer		Leader of the Council	Open No
Gedling Plan 2020/21 (including General Fund Revenue Budget) To approve the priorities, objectives and top actions for the Council for the forthcoming year with the associated revenue budget.	13 Feb 2020 Cabinet 5 Mar 2020 Council	Alison Ball, Service Manager Finance		Portfolio Holder for Resources and Reputation	Open Yes
Capital Programme and Capital Investment Strategy To approve the capital investment strategy and capital spending programme for the next financial year.	13 Feb 2020 Cabinet 5 Mar 2020 Council	Alison Ball, Service Manager Finance		Portfolio Holder for Resources and Reputation	Open Yes
Willow Farm Development Brief June 2019 For Cabinet to approve a development brief for land at Willow Farm.	12 Dec 2019 Cabinet	Graeme Foster, Principal Planning Officer		Portfolio Holder for Growth and Regeneration	Open Yes

This page is intentionally left blank

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

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

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

- Contract for maintenance of Pentana (performance management system). The Council has used the Pentana performance management system for some years now. It is embedded across all services and used as an effective reporting tool to inform managers and members of progress against targets. The current three year maintenance contract for the system software is due to come to a close at the end of 2020. It has not been possible to obtain three quotations for the maintenance contract as there are no other suppliers of such a contract. The development, support and maintenance of the product can only be delivered through the product supplier.

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

This page is intentionally left blank