



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

Agenda

Overview and Scrutiny Committee

Date: **Monday 26 April 2021**

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 Jennifer Hemingway
Councillor Mike Hope
Councillor Simon Murray
Councillor Marje Paling
Councillor Martin Smith
Councillor Sam Smith

WEBCASTING NOTICE

As a result of legislation passed to enable remote meetings to take place during the COVID-19 emergency, this local authority meeting is being held remotely using conferencing software. This approach allows participants to not physically gather in a meeting room. In order to keep meetings open to the public, the live stream will be shown at www.gedling.gov.uk and on the Council's YouTube channel.

Please note: this meeting will be audio and video recorded for live and subsequent broadcast via the Council's website (www.gedling.gov.uk) - at the start of the meeting the Chair will confirm if all or part of the meeting is being recorded.

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AGENDA

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- 1 Apologies for Absence and Substitutions.**
- 2 To approve, as a correct record, the minutes of the meeting held on 26 April 2021.** 5 - 9
- 3 Declaration of Interests.**
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Report of the Democratic Services Officer.
- 5 Review of Compliments and Complaints received by the Council, and the Annual Review Letter 2020 from the Local Government Ombudsman.** 27 - 35
Report of the Democratic Services Officer.
- 6 Corporate Management Risk Scorecard Quarter 3** 37 - 53
Report of the Democratic Services Officer.
- 7 Scrutiny Work Programme** 55 - 75
Report of the Democratic Services Officer.
- 8 Any other item which the Chair considers urgent.**

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MINUTES OVERVIEW AND SCRUTINY COMMITTEE

Monday 8 March 2021

Councillor Liz Clunie (Chair)

Councillor Paul Feeney	Councillor Jennifer Hemingway
Councillor Sandra Barnes	Councillor Mike Hope
Councillor Michael Boyle	Councillor Marje Paling
Councillor Jim Creamer	Councillor Martin Smith
Councillor Rachael Ellis	Councillor Sam Smith
Councillor Andrew Ellwood	

Apologies for absence: Councillor Simon Murray

Officers in Attendance: M Hill, M Avery, J Davies, H Lee and A Dubberley

Guests in Attendance Councillor Jenny Hollingsworth

36 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS.

Apologies were received from Councillor Murray.

37 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 18 JANUARY 2021.

RESOLVED:

That the minutes of the above meeting, having been circulated, be approved as a correct record subject to a minor amendment to the Programme of Portfolio Holder Attendance minute.

38 DECLARATION OF INTERESTS.

None.

39 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE

The committee welcomed Councillor Jenny Hollingsworth, Portfolio Holder for Growth and Regeneration who attended the meeting to discuss a range of issues in her portfolio. Mike Avery, Head of Development and Place and Joelle Davies Head of Regeneration and Place also attended the meeting.

Councillor Hollingsworth supported by officers addressed issues that had been raised by the committee.

Mike Avery explained that the National Planning Policy Framework states that where the Housing Delivery Test indicates that delivery has fallen below 95% of the housing requirement that a Housing Delivery Action Plan is prepared to improve delivery in the future. The Housing Delivery Test result for 2019 was 58% this has now risen to 68%. The Action Plan includes a range of actions undertaken to address the housing delivery shortfall. He explained a variety of activities that are undertaken to encourage an increase in the number of houses delivered including engaging with developers and site specific actions on allocated developments.

Members were informed about the progress of the development of Arnold Market and the regeneration of Carlton Square was presented.

The moves to develop land at Burton Road and Station Road and the provision of temporary and affordable accommodation at these sites was considered.

Members asked a number of questions and during discussion the following points were made:

Until the restrictions are lifted it is not possible to calculate how many shops will reopen. Business support staff have been working to support business during this difficult time.

Existing tradespeople at Arnold Market will be given priority for the new market area. The new business units are aimed at small start-up businesses and not for established entities. It is hoped that the mix of new business will encourage footfall to Arnold.

It is envisaged that the regeneration of Carlton Square will make it more accessible and appealing to local residents.

RESOLVED to:

- Note the report.

40

COMMUNITY INFRASTRUCTURE LEVY (CIL) FUNDING STATEMENT

Member considered a report that had been circulated in advance of the meeting which included information requested at the January committee regarding the Community Infrastructure Levy (CIL) and Section 106 Agreements.

Mike Avery, Head of Development and Place explained that the imminent Planning White Paper could include changes to how CIL and Section 106 agreements operate. The current processes for disbursement were described and members asked a number of questions relating to payments to parished and none parished areas and allocations made to public open spaces.

RESOLVED to:

- Note the report.

GEDLING PLAN QUARTER 3

Mike Hill, the Chief Executive, introduced a report that had been circulated in advance of the meeting summarising performance at the end of Quarter 3.

It was explained that a number of actions are due to be delivered across the three years of the plan that although some may be delivered in year 1 other actions may not commence until year 2 or 3. Currently there are 96 actions of which 12 are complete with the remainder in progress or assigned to an officer. Overall indicator performance shows that out of a total of 32 indicators 11 were on or above target, 3 were slightly below target and 6 indicators missed target.

Examples of particularly positive performance included incidence of fly tipping removed within four days, 97.3 % of calls to the contact centre answered(or call back made) against a target of 94% and 21 affordable homes delivered. Indicators unlikely to meet target at year end included net additional homes provided, residual waste per household and the percentage of Business Rates and Council Tax collected.

During discussion the following points were highlighted:

- The development temporary accommodation at Burton Road and Station Road was welcomed
- The authority works proactively to discourage fly tipping and, should evidence of the offender be available, prosecutions would be taken.
- Developers are building their allocated proportion of affordable homes and how it envisaged that targets will be increased for next year. It was explained that developers do not usually sign off affordable homes individually but do so when all units have been completed.
- That there has been a large increase in planning applications during the pandemic and, although still performing at a high level, there has been a fall in the number of planning applications processed within eight weeks.

Members asked for additional information relating to the 'One Step at a Time' scheme in the Bestwood St Albans ward and when the ABL partnership will start and how it will operate.

RESOLVED to:

- I. Note the progress against Actions and Performance indicators for Quarter 3 of the Gedling Plan 2020 – 2023; and
- II. Request additional information relating to the 'One Step at A Time' scheme and the ABL partnership work.

CORPORATE MANAGEMENT RISK SCORECARD QUARTERS 1

AND 2

Mike Hill, Chief Executive, introduced a report that had been circulated in advance of the meeting and addressed concerns, identified by members at the January committee, relating to a number of risks in the Corporate Management Risk Scorecard Quarters 1 and 2.

He explained a variety of actions that have been taken to mitigate issues and change the direction of travel for the four risks identified by the committee.

RESOLVED to:

- Note the report.

43

SCRUTINY WORK PROGRAMME

2020/2021 Scrutiny Work Programme

Progress of Scrutiny Working Groups

Flooding

Members were updated on the work of the flooding working group which is meeting shortly to develop the conclusions and recommendations arising from the review.

Domestic abuse and access to temporary accommodation

At the last meeting of the group the lead officer for domestic abuse at the Nottinghamshire County Council attended and discussed how the County Council commissions temporary accommodation and the new duty that will be placed on it by the Domestic Abuse Bill 2020. A representative from Juno Women's Aid will be attending the next meeting.

RESOLVED to:

Note the information.

44

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

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

RESOLVED to:

Note the information.

45 ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT.

None.

The meeting finished at 7.15 pm

Signed by Chair:
Date:

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Report to Overview and Scrutiny Committee

Subject: Programme of Portfolio Holder Attendance

Date: 26th April 2021

Author: Democratic Services Officer

1. PURPOSE OF THE REPORT

- I. To consider areas of responsibility of Councillors Peter Barnes, Portfolio Holder for the Environment and Councillor Gary Gregory Portfolio Holder for Community Development, as part of the programme of holding the Executive to account.

RECOMMENDATION

That the Overview and Scrutiny Committee:

- **Consider, ask questions and comment on the information provided**
- **Thank Councillor P Barnes, Gregory and guests for their attendance**
- **Discuss the future programme of Portfolio Holder attendance at the committee.**

2 BACKGROUND

- 2.1 At the 6th July 2020 Overview and Scrutiny Committee, members agreed to continue with a programme of attendance by Portfolio Holders, and relevant officers, at committee. Areas of performance, within each portfolio for examination, would be identified, and questions for the Portfolio Holder submitted in advance of each meeting. 'Ad hoc' questions could also be put forward at the meeting itself. Non-executive members are also invited to submit questions for the

Portfolio Holder.

3. 2020/2021 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE

- 3.1** Councillor Peter Barnes and Gary Gregory are attending the committee to give members the opportunity to examine issues and answer questions regarding their responsibilities as portfolio holders.
- 3.2** Councillor Barnes, Portfolio Holder for Environment
- Waste Management and recycling.
 - Street cleaning.
 - Maintenance and development of parks, open spaces, cemeteries and Allotments.
 - Pet cremation.
 - Energy management and sustainability.
- 3.4** Councillor Gary Gregory, Portfolio Holder for Community Development
- Neighbourhood Working.
 - Community Events.
 - Arts and culture.
 - Community Engagement and Consultation, including liaison with the voluntary sector and Parish Councils.
 - Members' services, including member training and development
- 3.5** The following questions have been received in advance of the committee.

Councillor P Barnes

- What is the authority doing to further its ambition to be a 'Plastic Clever Council'
- How will the appointment of a Climate Change Officer contribute to the borough tackling the climate emergency?
- What initiatives are being taken to increase recycling?
- How successful has it been to secure external funding for existing play areas?
- The development of new play areas in the Borough is partly dependent on funding bids from FCC Communities Foundation. Will the availability of such funding disappear after the closure of local land fill sites such as Dorket Head?

- Why does the Borough not fund and maintain play areas in the parished areas of the Borough?
- In view of the fact that the Council has voted against using glyphosphate herbicides on Council owned land, how does Parks and Street Care plan on controlling weeds on Council owned land?
- How does the Council plan to proceed with wild flower planting on open spaces and how will residents who live close by to such planting schemes be consulted with?

Cllr Gregory

- How is it proposed to increase participation in organised activities in parks and open spaces?
- Are there any plans to deliver a programme of community events and youth activities in parks, leisure centres and community centres during the summer holidays?
- What efforts are made to include all groups in the community to participate in activities?

3.6 Customised reports detailing performance outcomes for Q3 are attached at **Appendix 1 and 2** to assist members identify areas for consideration.

4 FUTURE PORTFOLIO HOLDER ATTENDANCE

4.1 The attendance of Councillors Barnes and Gregory concludes the 2020/21 programme of holding members of the Executive to account. Members are asked to consider if they would like to continue to use this method for holding the Executive to account and if they require a new programme to be arranged for the upcoming municipal year.

5 Financial Implications

5.1 There are no financial implications arising out of this report.

6 Legal Implications

6.1 There are no legal implications arising out of this report.

7 Equalities Implications

7.1 There are no equalities implications arising out of this report

8 Carbon Reduction/Environmental Sustainability Implications

- 8.1 There are no carbon/environmental/sustainability implication arising out of this report.

9 Appendices




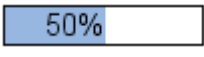

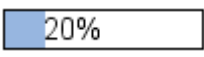
- 9.1 Appendix 1 Q 3 Environment
Appendix 2 Q 3 Community Development


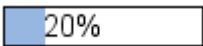

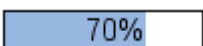
Quarter 3 Performance Report


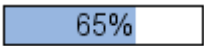
PI Status		Action Status		Short Term Trends	
	Alert		Cancelled		Improving
	Warning		Overdue; Neglected		No Change
	OK		Check Progress		Getting Worse
	Unknown		Not Started; In Progress		
	Data Only		Completed		






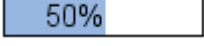


Portfolio Owners Environment




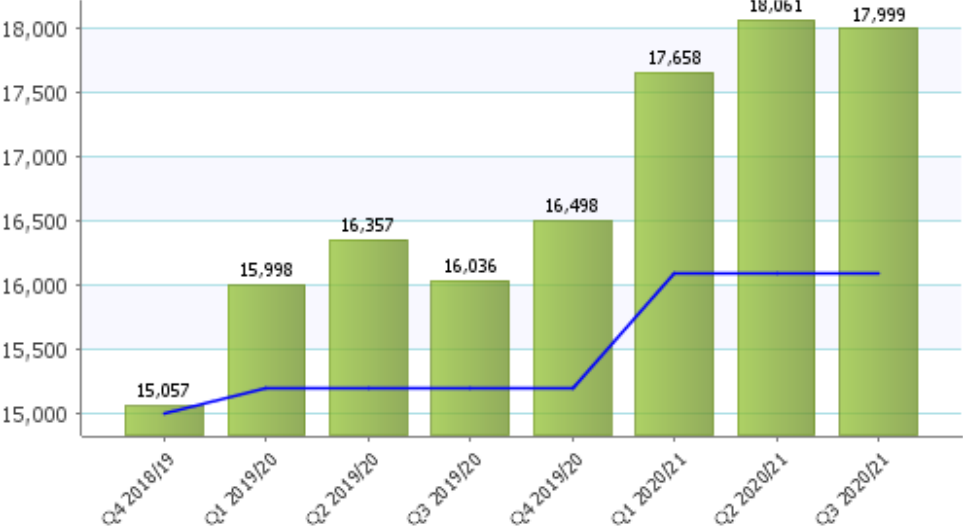
Title	Service Area	Status	Completion Date	Progress Bar	Notes
Develop and implement a long term strategy for the improvement of Gedling Country Park	Director of Health and Community Wellbeing		31-Mar-2021	<div><div>75%</div></div>	A high-level ambitious development plan has been produced for Members to prioritise. This involves a range of actions that sensitively develop the facilities on the site whilst having regard to it and the ecology plan that provide a back drop to all activities on the park. The two new viewing platforms and the car park extension completed this year have been significant additions to this green flag destination park venue.
Develop and implement a plan to enhance existing	Parks and Street Care		31-Mar-2021	<div><div>50%</div></div>	

parks and open spaces					
Review the asset stock for Allotments to meet current and future demand	Parks and Street Care		31-Mar-2021		
Review and develop availability and quality of Council public toilets	Property Services		31-Mar-2021		
Develop and implement a Carbon Reduction Strategy aligned with key partners across the borough	Chief Executive		31-Mar-2021		We are currently working collaboratively with other Nottinghamshire Local Authorities and the D2N2 Local Enterprise Partnership (the LEP) on the Climate Emergency Agenda through the Environmental Strategy Working Group, recognising that the energy, climate and sustainability agenda does not respect Local Authority boundaries. This Group meets on a regular basis utilising a workshop approach that is addressing the challenges laid out in the overarching D2N2 LEP Energy Strategy. We have engaged APSE to produce a carbon baseline position for our current operations, and this will be used to prepare a Gedling Carbon

					Management Action Plan to be presented to Cabinet in March/April 2021.
Produce and implement a practical and robust borough wide action plan to tackle a climate emergency	Development Services		31-Mar-2021		We are currently working collaboratively with other Nottinghamshire Local Authorities and the D2N2 Local Enterprise Partnership (the LEP) on the Climate Emergency Agenda through the Environmental Strategy Working Group. This partnership work enables a clear oversight to the work going on across the County, and allows Local Authorities to identify areas of collaboration and joint working, investment and a sharing of resources.
Approve and implement a plan of action to increase levels of recycling and reduce contamination levels and levels of residual waste	Transport and Waste Services		31-Mar-2021		Recycling educational material was sent through to our comms team in the run up to the festive period to post on social media to inform residents on what can be recycled relating to Christmas cards, wrapping paper, food waste and what can go in the recycling bin.

Promote and support community based 'clean up' initiatives including the seasonal big clean events	Parks and Street Care		31-Mar-2021		<p>A 'Partnership' 5 days of Community Activity in Netherfield, titled the Netherfield Community Activity Intensification Plan took place over 5 weeks starting at the end of September and going on into October to include internal, (PASC Street Cleansing, Community Safety Wardens), and external, (Police), partners. This planned activity involves responsive and reactive activity for a wide range of issues, including fly-tipping, Graffiti, refuse bins on streets and litter due to parked vehicles. It involved leaflet letterbox drops and 'knocking on doors' as well as intensive Street Cleaning Operations to remove graffiti and fly-tips and to cleanse dense urban housing area streets and Netherfield Town Centre. This initiative was carried out to support local residents and help to improve their environment whilst getting the message out about</p>
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					enviro-crime and the need to recycle.
Maintain the Council's commitment as a 'Plastic Clever Council'	Parks and Street Care		31-Mar-2021		Burton Road Jubilee Park has been identified as a site for a drinking fountain. This has been installed to enable local residents to refill their bottles when using the parks facilities.
Make arrangements to offer every household one free bulky waste collection every year and provide additional waste collection at Christmas	Transport and Waste Services		31-Mar-2021		The free bulky waste collection service will start on Monday 11th January 2021 and will be provided Monday to Friday up to the 26th February 2021. Over the festive period we collected up to 2 additional domestic waste bags, additional recycling and glass waste for residents between the dates of 28th December 2020 through to the 8th January 2021.
Develop and implement a plan to enhance and seek external funding for existing play areas	Parks and Street Care		31-Mar-2021		
Develop and implement a plan to raise awareness of and maximise usage of our local parks, play areas and open spaces	Parks and Street Care		31-Mar-2021		.

LI371 Number of garden waste customers																														
Service Area	Transport and Waste Services	Status																												
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters																											
17,999	16,100																													
Latest Note	Slight decrease in active members from Q2 but still ahead of target.																													
Performance against target	<div>LI371 Number of garden waste customers</div>  <table><thead><tr><th>Quarter</th><th>Quarters</th><th>Target (Quarters)</th></tr></thead><tbody><tr><td>Q4 2018/19</td><td>15,057</td><td>15,057</td></tr><tr><td>Q1 2019/20</td><td>15,998</td><td>15,200</td></tr><tr><td>Q2 2019/20</td><td>16,357</td><td>15,200</td></tr><tr><td>Q3 2019/20</td><td>16,036</td><td>15,200</td></tr><tr><td>Q4 2019/20</td><td>16,498</td><td>15,200</td></tr><tr><td>Q1 2020/21</td><td>17,658</td><td>16,100</td></tr><tr><td>Q2 2020/21</td><td>18,061</td><td>16,100</td></tr><tr><td>Q3 2020/21</td><td>17,999</td><td>16,100</td></tr></tbody></table> <div>■ Quarters — Target (Quarters)</div>			Quarter	Quarters	Target (Quarters)	Q4 2018/19	15,057	15,057	Q1 2019/20	15,998	15,200	Q2 2019/20	16,357	15,200	Q3 2019/20	16,036	15,200	Q4 2019/20	16,498	15,200	Q1 2020/21	17,658	16,100	Q2 2020/21	18,061	16,100	Q3 2020/21	17,999	16,100
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NI192 Percentage of household waste sent for reuse, recycling and composting																					
Service Area	Transport and Waste Services	Status																			
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters																		
	36.00%																				
Latest Note	At the time of this report we are still awaiting figures from County.																				
Performance against target	<div>NI192 Percentage of household waste sent for reuse, recycling and composting</div> <table><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q4 2018/19</td><td>35.00%</td></tr><tr><td>Q1 2019/20</td><td>31.00%</td></tr><tr><td>Q2 2019/20</td><td>35.64%</td></tr><tr><td>Q3 2019/20</td><td>37.17%</td></tr><tr><td>Q4 2019/20</td><td>30.00%</td></tr><tr><td>Q1 2020/21</td><td>35.80%</td></tr><tr><td>Q2 2020/21</td><td>36.86%</td></tr><tr><td>Q3 2020/21</td><td>36.00%</td></tr></tbody></table> <div>■ Quarters — Target (Quarters)</div>			Quarter	Percentage	Q4 2018/19	35.00%	Q1 2019/20	31.00%	Q2 2019/20	35.64%	Q3 2019/20	37.17%	Q4 2019/20	30.00%	Q1 2020/21	35.80%	Q2 2020/21	36.86%	Q3 2020/21	36.00%
	Quarter	Percentage																			
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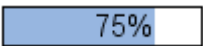

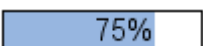
NI191 Residual household waste per household in Kg																					
Service Area	Transport and Waste Services	Status																			
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters																		
	140kg																				
Latest Note	At the time of this report we are still awaiting figures from County.																				
Performance against target	<div>NI191 Residual household waste per household in Kg</div> <table><thead><tr><th>Quarter</th><th>Value (kg)</th></tr></thead><tbody><tr><td>Q4 2018/19</td><td>129.74</td></tr><tr><td>Q1 2019/20</td><td>132.7</td></tr><tr><td>Q2 2019/20</td><td>152.64</td></tr><tr><td>Q3 2019/20</td><td>140.15</td></tr><tr><td>Q4 2019/20</td><td>144.69</td></tr><tr><td>Q1 2020/21</td><td>178.08</td></tr><tr><td>Q2 2020/21</td><td>162.86</td></tr><tr><td>Q3 2020/21</td><td>-</td></tr></tbody></table> <div>■ Quarters — Target (Quarters)</div>			Quarter	Value (kg)	Q4 2018/19	129.74	Q1 2019/20	132.7	Q2 2019/20	152.64	Q3 2019/20	140.15	Q4 2019/20	144.69	Q1 2020/21	178.08	Q2 2020/21	162.86	Q3 2020/21	-
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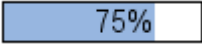


Quarter 3 Performance Report





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 Community Development

Title	Service Area	Status	Completion Date	Progress Bar	Notes
Deliver a programme of community events and youth activities reflecting Gedling Plan priorities	Community Development		31-Mar-2021	<div><div>75%</div></div>	Christmas in Gedling programme delivered, which included a small Covid-19 secure Festive market in Arnold, a virtual Christmas Lights Switch-on, a promotional Christmas video, messages of supporting local communities and community engagement through Mayor's Christmas card competitions, lantern making and 600 Festive Parcels delivered to those families most in need.
Develop and implement a sustainable plan for our existing Community Centres	Community Development		31-Mar-2021	<div><div>5%</div></div>	Community Centres operational status constantly changing during Quarter 3 as Coronavirus

					Restrictions moved between tiers and to national restrictions. Limited scope to forward plan sustainable strategy moving forward.
Develop, engage and support the voluntary sector to increase participation	Community Development		31-Mar-2021		<p>Ongoing support and contact with spontaneous volunteering groups and successful support for local groups to accessing national and local Covid-19 emergency funds.</p> <p>Joint working through the South Nottinghamshire Integrated Care Partnership to pursue a longer-term approach with partners with regard to sustainable support for the local voluntary sector. This includes extending community development support for social prescribing and accessing NHS Charities funding.</p>
Continue to support community the Interfaith forum, Gedling Senior's Council and Youth Council and develop new community leadership forums	Community Development		31-Mar-2021		During Q3 the first virtual Youth Council and Senior's Council meetings were held and effective engagement between Youth Mayor and Christmas programme, Kids

					<p>Against Plastic campaign and the local foodbanks and church leaders.</p> <p>Youth Council has supported the development of the GBC Youth Survey.</p>
Deliver the annual Pride of Gedling Awards	Customer Services and Communications		31-Mar-2021		A virtual award ceremony was held during Q3.
Prepare and plan for an event to mark the 50th anniversary of the creation of GBC and the 200 years anniversary of Lord Bryon	Community Development		31-Mar-2023		
Identify and facilitate delivery of key interventions in agreed locality areas	Economic Growth and Regeneration		31-Mar-2021		<p>Good progress is being made in response to the revised priorities in light of Covid and work on the humanitarian cell. Revised work programmes for the locality areas are currently being agreed in light of the changing corporate priorities.</p>
Explore and further develop plans for the Gedling Borough Heritage Way	Community Development		31-Mar-2021		<p>Work suspended due to Covid-19 restrictions and staff re-deployment on emergency response. Partner stakeholder workshop took place in March. Project plan to be reviewed in light of current restrictions. NTU support will</p>

					need to be revisited. Project considered as part of both Resident and Communities and Economy Reset plan.
Work with owners to identify and secure opportunities for external funding for key historic assets	Community Development		31-Mar-2021		Work delayed due to Covid-19 emergency response commitments. Key link with Heritage Way work programme.
Plant 500 UK native trees across the borough to mark the lead up to the 50th Anniversary of the creation of Gedling Borough	Parks and Street Care		31-Mar-2021		Work is underway to create a Community Orchard at Gedling Country Park. This will see old English fruit trees planted within an area of the park for the community to enjoy. This and other projects will ensure that the target of 500 UK native trees is met in 2020/21.



Report to Overview and Scrutiny Committee

Subject: Review of Compliments and Complaints received by the Council, and the Annual Review Letter 2020 from the Local Government Ombudsman.

Date: 26th April 2021

Author: Members Services Officer

PURPOSE OF THE REPORT

To inform Members of the receipt of the Annual Complaints Review letter from the Office of the Local Government and Social Care Ombudsman, and compliments and complaints dealt with by the internal Complaints Procedure during the year 2019 – 20.

RECOMMENDATION

That the Overview and Scrutiny Committee:

- Consider, ask questions and comment on the information provided.
- Consider if there are any issues about which they would like additional information.

Background

1.1 Francesca Whyley, Head of Governance and Customer Services is attending the Committee to discuss:

- the Ombudsman's Annual review letter which includes the number complaints and enquiries relating to this authority received by the Ombudsman in 2019-20; and
- analysis of the complaints received, and dealt with, by the Council's internal complaints procedure during the year 2019-20.

Members will be aware of the Council's arrangements for dealing with formal complaints, full details of which are available on the website and provided in the Council's Complaints, Compliments and Comments Policy ("the Policy").

1.2 The departmental analysis of complaints by Service area appears below.

1.3 Between the 1 April 2019 and 31 March 2020, the Council received 379 (an increase of 123 from 2018/19) complaints as follows:

Service	Complaints received	Upheld/partially upheld	Not upheld
Community Relations	2	1	1
Customer Services & Communications	10	7	3
Economic Growth & Regeneration	0	0	0
Democratic Services	2	1	1
Legal Services	0	0	0
Leisure	26	11	15
Organisational Development	1	1	0
Parks & Street Care	63	4	59
Planning	34	1	33
Property Services	5	1	4
Public Protection	25	0	25
Revenues & Welfare Support (Housing)	6	1	5
Revenues & Welfare Support (Revenues & Benefits)	46	18	28
Waste	159	43	116
Total	379	89	290

1.4 Where a complaint is not upheld in full or in part, the complainant may ask for it to be considered further under Stage 2 of the complaints procedure. Between the 1 April 2019 and 31 March 2020 26 complaints were considered under Stage 2 (a decrease of one from 2018/19) as follows:

Service	Stage 2 complaints	Upheld/partially upheld	Not Upheld
Community Relations	0	0	0

Customer Services & Communications	2	1	1
Economic Growth & Regeneration	0	0	0
Democratic Services	0	0	0
Legal Services	0	0	0
Leisure	5	1	4
Organisational Development	0	0	0
Parks and Street Care	3	1	2
Planning	3	1	2
Property Services	1	0	1
Public Protection	2	0	2
Revenues & Welfare Support (Housing)	1	0	1
Revenues & Welfare Support (Revenues & Benefits)	4	2	2
Waste	5	4	1
Total	26	10	16

- 1.5 If the complainant is not happy with the response at Stage 2, he or she is entitled to refer the complaint to the Local Government and Social Care Ombudsman. Between 1 April 2019 and 31 March 2020, 8 complaints were received by the Council via the Ombudsman, which is a decrease from the 9 complaints received the previous year. A summary of the decisions of the LGO appears in the table below.

Service	Decision of LGO
Planning	Not upheld: no maladministration
Planning	Not upheld: no maladministration
Public Protection	Closed after initial enquiries
Planning	Closed after initial enquiries
Leisure	Closed after initial enquiries
Leisure	Closed after initial enquiries
Waste	Upheld: maladministration and injustice
Public Protection	Not upheld: no maladministration

- 1.6 The Annual Review letter for the year ending 31 March 2020 is attached at Appendix 1. The statistics are presented differently from previous years and the high level percentage figures produced, relate to only five detailed investigations which were conducted between 31 March 2019 and 1 April 2020. Four of the investigations are listed in the table above with the outcome indicated as upheld or not upheld. The fifth investigation referred

to was a complaint which was actually received by the Ombudsman in 2018/19 and was referenced in last year's figures presented to Cabinet; that complaint was not upheld. Members are to note that the number of complaints investigated by the Ombudsman, do not match the Council's figures of received complaints, from the Ombudsman as a number of cases will have been decided in different business years and in some cases investigations by the Ombudsman were not undertaken. In some instances the Council may never ultimately be contacted by some complainants who have approached the Ombudsman as the Ombudsman may refer them back to the Council and they never subsequently get in touch.

- 1.7 Members are already aware of the circumstances of the complaint which resulted in the Ombudsman making a finding of maladministration and injustice. Details of this complaint and the Ombudsman's findings were reported to Cabinet in January 2020 by the Monitoring Officer, with a copy of the report circulated to all councillors, as required by s.5A of the Local Government and Housing Act 1989. The Ombudsman made a number of recommendations to the Council following the investigation of this complaint and as can be seen from the Annual Review letter, the Council complied with all recommendations, as such, 100% compliance is shown.
- 1.8 Since April 2013, the Ombudsman has been publishing all decisions on complaints they receive. Decision statements are published on the Ombudsman website at www.lgo.org.uk no earlier than three months after the date of the final decision. The information published does not name the complainant or any individual involved with the complaint. The Ombudsman also retains discretion not to publish a decision, for example where it would not be in the interests of the person complaining to publish or where there's a reason in law not to.
- 1.9 The data contained in the Annual Review letter has been uploaded onto the Ombudsman's interactive map, also available on the LGO website, which shows the annual review data for all Councils.

2 Financial Implications

- 2.1 None arising from this report.

3 Legal Implications

- 3.1 None arising from this report.

4 Equalities Implications

- 4.1 None arising from his report.

5 Carbon Reduction/Sustainability Implications

5.1 None arising from this report.

6 Appendices

6.1 Appendix 1 – Local Government and Social Care Ombudsman Annual Review Letter.

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22 July 2020

By email

Mr Hill
Interim Chief Executive
Gedling Borough Council

Dear Mr Hill

Annual Review letter 2020

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2020. Given the exceptional pressures under which local authorities have been working over recent months, I thought carefully about whether it was still appropriate to send you this annual update. However, now, more than ever, I believe that it is essential that the public experience of local services is at the heart of our thinking. So, I hope that this feedback, which provides unique insight into the lived experience of your Council's services, will be useful as you continue to deal with the current situation and plan for the future.

Complaint statistics

This year, we continue to place our focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have made several changes over recent years to improve the data we capture and report. We focus our statistics on these three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated. A focus on how often things go wrong, rather than simple volumes of complaints provides a clearer indicator of performance.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice. Our recommendations try to put people back in the position they were before the fault and we monitor authorities to ensure they comply with our recommendations. Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority - We want to encourage the early resolution of complaints and to credit authorities that have a positive and open approach to resolving complaints. We recognise cases where an authority has taken steps to put things right before the complaint came to us. The authority upheld the complaint and we agreed with how it offered to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

This data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 29 July 2020, and our Review of Local Government Complaints. For further information on how to interpret our statistics, please visit our [website](#).

Resources to help you get it right

There are a range of resources available that can support you to place the learning from complaints, about your authority and others, at the heart of your system of corporate governance. [Your council's performance](#) launched last year and puts our data and information about councils in one place. Again, the emphasis is on learning, not numbers. You can find the decisions we have made, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the tool with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

Earlier this year, we held our link officer seminars in London, Bristol, Leeds and Birmingham. Attended by 178 delegates from 143 local authorities, we focused on maximising the impact of complaints, making sure the right person is involved with complaints at the right time, and how to overcome common challenges.

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. During the year, we delivered 118 courses, training more than 1,400 people. This is 47 more courses than we delivered last year and included more training to adult social care providers than ever before. To find out more visit www.lgo.org.uk/training.

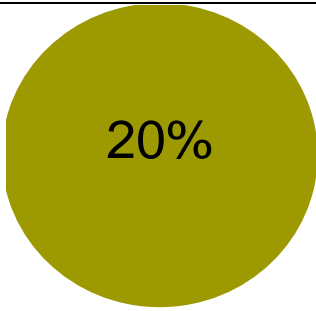
Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Gedling Borough Council
For the period ending: 31/03/20

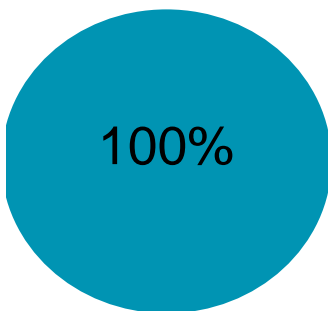
Complaints upheld



20% of complaints we **1** investigated were upheld. upheld decision

This compares to an average of **45%** in similar authorities. Statistics are based on a total of 5 detailed investigations for the period between 1 April 2019 to 31 March 2020

Compliance with Ombudsman recommendations

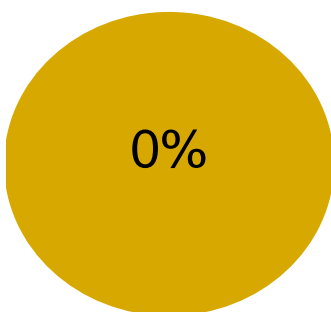


In **100%** of cases we were satisfied the authority had successfully implemented our compliance outcome for the period recommendations. Statistics are based on a total of 1 between 1 April 2019 to 31 March 2020

This compares to an average of **99%** in similar authorities.

• our recommendations is rare. An authority with a compliance rate below 100% complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority



In **0%** of upheld cases we found **0** the authority had provided a satisfactory remedy before the complaint reached the Ombudsman. satisfactory remedy decisions

This compares to an average of **20%** in similar authorities. Statistics are based on a total of 5 detailed investigations for the period between 1 April 2019 to 31 March 2020

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Report to Overview and Scrutiny Committee

Subject: **Corporate Management Risk Scorecard Quarter 3**

Date: 26th April 2021

Author: Democratic Services Officer

PURPOSE OF THE REPORT

To update members of the Overview and Scrutiny Committee on the current level of assurance that can be provided against each corporate risk as agreed at the last Committee.

RECOMMENDATION

That the Overview and Scrutiny Committee:

- Note the progress of actions identified in the Corporate Risk register and any concerns identified by the Audit Committee.
- Identify any Risks about which they would like additional information.

1 Background

- 1.1 It was agreed at the 9th March 2020 Overview and Scrutiny Committee it would receive quarterly updates on the Corporate Risk Scorecard and specifically those issues that are identified by the Audit Committee to be of concern. The Audit Committee on the 16th March 2021 identified no issues of concern.
- 1.2 The current Risk Management Strategy & Framework was last considered and approved by the Cabinet in October 2017. The purpose of the Strategy and Framework is to define how risks are managed by the Council. It provides guidance on the processes, procedures, roles and responsibilities for risk, and it sets out the context on how risks are to be managed. It defines the key role for the Audit Committee as providing independent assurance to the Council with regard to the effectiveness of the risk management

framework and the associated control environment. This includes the monitoring of the framework and ensuring the implementation of all audit actions.

- 1.3 The Corporate Risk Register is a key enabler of the Strategy and Framework, and provides assurance on the key risks identified as corporate risks.
- 1.4 Existing risks identified within both the Council's corporate and operational service risk registers are subject to quarterly review by senior management and on an ongoing basis through the work of Internal Audit.

2 Corporate Risk Register

- 2.1 This approach has meant that some of the risks included within the corporate risk register have been set at a relatively high score with the expectation that as mitigation measures are properly recorded or actions taken, then these risks should start to improve over the coming months. This is not to say that all risks will return to 'green', as mitigation measures can only go so far, and some risks may always be inherently 'red' or 'amber' as the score reflects the potential impact on the Council and the likelihood of that event occurring.
- 2.2 Members are fully aware of the risks arising from the national outbreak of the coronavirus, Covid-19. The impact, as at quarter 3, has been updated in the risk register. The impact and risks of Covid-19 has been reflected in a number of reports to Members throughout the year:
 - Two Cabinet reports on 18 June 2020 detailing Gedling's response to the pandemic, proposing a Reset Strategy to include a review of the Gedling Plan to ensure that it remains fit for purpose and incorporates any new work streams arising from Covid-19 impacts;
 - Quarter 1 (August 2020), quarter 2 (November 2020) and quarter 3 (January 2021) Cabinet budget monitoring and performance reports; and
 - the Annual Governance Statement and Statement of Accounts 2019/20 approved by the Audit Committee in November 2020;
 - the 2021/22 Revenue Budget and Medium Term Financial Plan approved by Council in March 2021.

3 Financial Implications

3.1 None arising directly from this report.

4 Legal Implications

4.1 None arising from this report

5 Equalities Implications

5.1 None arising from this report

6 Carbon Reduction/Environmental Sustainability Implications

6.1 None arising from this report

7 Appendices

7.1 **Appendix 1** - Corporate Risk Register Monitoring – Quarter 3, December 2020

Appendix 2 - Risk Management Scoring Matrix

Appendix 1 - Corporate Risk Register Monitoring – Quarter 3 December 2020

1	<p>FAILURE TO PREVENT BUDGET OVERHEATING ONCE THE BUDGET HAS BEEN SET</p> <p>Owner: Alison Ball</p> <p>Current Risk and Direction of Travel: AMBER – IMPROVEMENT in current risk level from D3 (high likelihood, serious impact £50k-£500k) to B3 (low likelihood, serious impact).</p> <p>Definition:</p> <p><i>Shorter term implications of overspending budgets or not collecting as much income as forecasted. This can cause adverse impact on Council balances.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Serious - £50k - £500k</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 3:</u></p> <ul style="list-style-type: none"> • The Quarter 3 budget monitoring report to Cabinet details the estimated projected outturn for the year and indicates that expenditure will be contained within the budget approved at Quarter 2; ie after the approved use of earmarked reserves to fund Covid impacts; • The Quarter 3 report recognised the increased risks presented by the resurgence of the virus and the implementation of further national lockdown restrictions requiring further response activity and the closure of facilities, with the main impact being on leisure income, however these additional impacts are expected to be offset by other savings identified; • Whilst there remains a risk that the final outturn will be overspent due to the ongoing uncertainty the likelihood of the budget now overheating is considered to be low. The 2020/21 budget will continue to be closely monitored.
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2	<p>FAILURE TO MAINTAIN FINANCIAL INTEGRITY</p> <p>Owner: Alison Ball</p> <p>Current Risk and Direction of Travel: RED – NO CHANGE to current risk level (E4 major impact £500k to £1m)/very high likelihood).</p> <p>Definition:</p> <p><i>Affecting the ability of the Council to meet its financial commitments in the longer term.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Critical - £1m+</p> <p>Corporate Risk Register Outstanding Controls:</p> <p>The Council's financial position remains extremely challenging and future funding remains uncertain.</p> <p>An increased risk level was reported in quarter 4 of 2019/20 due to the risks arising from the Covid-19 pandemic and remains unchanged as at quarter 3 2020/21.</p> <p><u>Actions completed during quarter 3:</u></p> <ul style="list-style-type: none"> • The MTFP has been fully reviewed as part of the 2021/22 budget process. Significant risks still remain in securing a sustainable MTFP; • Due to Covid-19 the planned Local Government finance reforms have been deferred for a second year running; resulting in a one year local government finance settlement and therefore inhibiting effective medium term financial planning; • Gedling has been recognised as the worst affected Council in England in terms of the Government's Core Spending Power measure. A covid-support package is available but it is not projected to cover the estimated covid pressures in full. The MTFP assumes that a reclassification of earmarked reserves of £0.5m will be required to support the future budget; • As reported last quarter a review of the current efficiency

	<p>programme of £1.7m has been completed and new proposals of £0.6m to replace items at high risk of non-delivery have now been approved by Budget Council.</p> <ul style="list-style-type: none"> In the absence of additional funding following the next Comprehensive Spending Review and anticipated multi-year Settlement, additional ongoing savings of £0.6m will be required starting in 2022/23. In order to achieve a sustainable MTFP and mitigate this risk the Council will not be complacent and work will continue in 2021/22 to develop options for budget reductions. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> Implementation of Advertising, Sponsorship and Marketing strategies to generate additional funding; Development of a Procurement and Contract Management Strategy to ensure value for money in purchasing.
3	<p>FAILURE TO PROTECT STAFF, INCLUDING HEALTH & SAFETY ISSUES</p> <p>Owner: Alison Ball</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level.</p> <p>Definition:</p> <p><i>Ineffective systems, processes and equipment that can present danger to individuals or groups of employees.</i></p> <p>Key Risk Driver: Health & Safety</p> <p>Raw Risk Value: Major – Loss of life/major illness</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 3:</u></p> <ul style="list-style-type: none"> Periodic reviews of Covid secure risk assessments in light of the most recent government advice are ongoing; The number of Covid related risk assessments continues to increase with over 100 completed for the year to date, equivalent to a 16% rise.

	<p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Full implementation of emergency evacuation templates at each council location, delayed due to Covid-19; • Transfer all completed risk assessments on to the e-system.
4	<p>FAILURE TO RECRUIT AND RETAIN STAFF, AND MAINTAINING INTERNAL CAPACITY</p> <p>Owner: Alison Ball</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level.</p> <p>Definition:</p> <p><i>Associated with the particular nature of each profession, internal protocols, managerial abilities, and sickness levels.</i></p> <p>Key Risk Driver: Service Provision</p> <p>Raw Risk Value: Serious – Significant elements of a service suspended / reduced</p> <p>Corporate Risk Register Outstanding Controls:</p> <p>As a consequence of budget pressures, decreasing workforce, increasing workload and higher customer expectations we are seeing an impact on capacity and resilience which may result in a potential reduction in performance. Work is needed to help improve organisational capacity and resilience by developing the skills and abilities of key leaders and staff.</p> <p><u>Actions completed during quarter 3:</u></p> <ul style="list-style-type: none"> • The Workforce Strategy is now approved by the Appointments and Conditions of Service Committee and formal consultation was commenced. The target date for implementation of the Strategy is 1 April 2021 and the implementation of identified actions will then commence; • The implementation of the Agile Working Strategy is ongoing and a review of the IT needs for each service area has commenced

	<p>to facilitate cost effective flexible working on a more permanent basis;</p> <ul style="list-style-type: none"> Phase 2 of the senior management restructure designed to support effective service delivery within the resources available is now complete and implemented. Potential risks associated with general capacity and recruitment have been recognised and are being actively monitored. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> Formal approval and implementation of the Workforce Strategy. The Strategy will seek to ensure that staff are creative, flexible and have the right skills to respond positively to the challenges that lie ahead; Final approval and implementation of the Agile Working Strategy business case.
5	<p>FAILURE TO PROPERLY UTILISE EXISTING ICT, REACT TO TECHNOLOGY CHANGES, AND PREVENT DATA LOSS</p> <p>Owner: Alison Ball</p> <p>Current Risk and Direction of Travel: AMBER – IMPROVEMENT in current risk level from C4 (significant likelihood/major impact) to C3 (significant likelihood/serious impact).</p> <p>Definition:</p> <p><i>The capacity of the Council to deal with the pace / scale of technological change, or its ability to use technology to address changing demands. Challenges over the security, storage and retention of both electronic and manual records, and data.</i></p> <p>Key Risk Driver: Objectives</p> <p>Raw Risk Value: Major – Directorate objectives not met</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 3:</u></p> <ul style="list-style-type: none"> The Abritas system database has now been successfully split ensuring all partner authorities now only have access to their own data. This was tested by all parties and went live as

	<p>planned in mid-December 2020. The system is now GDPR compliant;</p> <ul style="list-style-type: none"> • Virtual GDPR training has now commenced; • The cyber risk advisory internal audit was completed during quarter 3 with a draft report received for consideration in quarter 4. SLT will consider the cyber security risk assessment following the audit conclusion. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Completion of the Cyber Security risk assessment – the first draft has been considered by SLT and further information requested but the response has been delayed due to Covid-19. The risk assessment will now be considered following the conclusion of the cyber risk internal audit; • Ongoing implementation of the Digital Strategy action plan. The Strategy will be refreshed to ensure that it effectively supports the Gedling Plan.
6	<p>FAILURE TO PROTECT & UTILISE PHYSICAL ASSETS</p> <p>Owner: Mike Hill</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level.</p> <p>Definition:</p> <p><i>Buildings that are fit for purpose, safe, secure, and meet legislative requirements for fire, asbestos, and water-testing. Land, buildings and other assets to be recorded on a database.</i></p> <p>Key Risk Driver: Health & Safety</p> <p>Raw Risk Value: Major – Loss of life / major illness</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 3:</u></p> <ul style="list-style-type: none"> • The general condition surveys of Council Buildings continues to

	<p>progress and is now around 85% complete;</p> <ul style="list-style-type: none"> • The suitability and sufficiency surveys of the Councils assets are ongoing and have been completed for the: Civic Centre, Community Centres, Offices Car Parks and Land to date. Assessments are still to be carried out for Parks and Leisure Centres; • The civic centre security counter terrorism review is complete and action plans are being developed for consideration by SLT; • A service development bid for a Tree Inspection Officer to manage the related risks was proposed for consideration by Council and was approved in March, with recruitment planned for early 2021/22. • A proposal for the acquisition of a site safe for assets held at Carlton cemetery was developed for consideration by Council and was approved in March. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • A tree register is to be developed to support the parks risk review work following the recruitment of the Tree Inspection Officer as detailed above; • Completion of the asset condition and suitability surveys; • Approval and implementation of the actions arising from the counter terrorism review.
7	<p>FAILURE TO REACT TO CHANGES IN LEGISLATION</p> <p>Owner: Francesca Whyley</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level.</p> <p>Definition:</p> <p><i>Associated with current or potential changes in national or European law which can lead to possible breaches of legislation. Assessing the wider implications of new legislation on both the Council and its residents.</i></p> <p>Key Risk Driver: Financial Impact</p>

	<p>Raw Risk Value: Major - £500k - £1m</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarters 3:</u></p> <ul style="list-style-type: none"> • Universal Credit implementation is ongoing. All government guidance is monitored but the pace of roll-out is slower than predicted. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Implement any outcomes from the Recycling and Waste Strategy consultation. Requirements may include an increase in recycling requirements and consequent funding implications but the outcome of the consultation is still awaited; • A new risk identified was identified in 2019/20: the Supreme Court is currently considering a case in respect of annual leave and associated payments for irregular workers e.g. casual workers, which may have consequences for all employers nationally – the outcome is awaited and the impact for the Council will be determined.
8	<p>FAILURE OF CONTRACTORS OR PARTNERSHIP ARRANGEMENTS – CONTRACTUAL BREACHES</p> <p>Owner: Alison Ball</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level.</p> <p>Definition:</p> <p><i>Associated with the failure of contractors and partnership arrangements to deliver services or products to the agreed cost and specification.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Serious - £50k - £500k</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 3:</u></p>

	<ul style="list-style-type: none"> • Work to implement the electronic contracts register has been delayed but work is now underway. Training has been arranged with the system provider for delivery in quarter 4; • Procurement processes have been updated to reflect the post Brexit transition period requirements e.g. From 1 January 2021 a new e-notification service called Find a Tender (FTS) will be used to post and view public sector procurement notices; • Contractor health & safety arrangements and additional covid instructions have been developed for implementation. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Contract management processes are to be developed and implemented as part of the new e-procurement system; • A review of procurement and supply chain issues related to Brexit subsequent to trade negotiations.
9	<p>INABILITY TO DEFEND ONE-OFF CHALLENGES TO A COUNCIL DECISION OR NEW COMPENSATION TREND EMERGES</p> <p>Owner: Francesca Whyley</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE to current risk level.</p> <p>Definition:</p> <p><i>Councils are increasingly vulnerable to judicial reviews and new compensation claims.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Serious - £50k - £500k</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 3:</u></p> <ul style="list-style-type: none"> • No outstanding actions. <p><u>Actions outstanding:</u></p>

	There are currently no outstanding control gaps in the strategic or operational risk registers relating to this corporate risk.
10	<p>FAILURE TO MAINTAIN SERVICE STANDARDS, CUSTOMER SATISFACTION, AND/OR MEET CUSTOMER EXPECTATIONS</p> <p>Owner: Alison Ball</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level.</p> <p>Definition:</p> <p><i>Related to channel shift to more digital on-line services but retaining the availability of face-to-face services. Affecting the competitiveness of the service (in terms of cost or quality) and/or its ability to deliver best value.</i></p> <p>Key Risk Driver: Reputation</p> <p>Raw Risk Value: Major – Adverse national publicity</p> <p>Corporate Risk Register Outstanding Controls:</p> <p>The emergence of the Covid-19 pandemic has caused the deterioration in the assessed level of risk in quarter 4 of 2019/20. Covid-19 resulted in a number of service closures and suspensions during 2020/21, due both to the government imposed restrictions, and the uncertainty of available staffing levels due to sickness, shielding and the prioritisation of critical services. The consequence is a possible adverse impact on service standards and customer satisfaction. Improvements in the risk level are expected as service levels return to normal. The impact is not expected to continue in the longer term.</p> <p><u>Actions completed during quarter 3:</u></p> <ul style="list-style-type: none"> • Monitoring of complaints received for Covid-19 related impacts is continuing. Increased incidents of customer frustration have emerged due to full service levels not being possible in all areas due to Covid; • Covid outbreak management and compliance work continues to take priority. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • To continue complaints monitoring and resume service levels when the risks are reduced and staffing levels and government

	guidance enable us to do so.
11	<p>FAILURE TO PREVENT DAMAGE TO THE COUNCIL'S REPUTATION</p> <p>Owner: Mike Hill</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE to current risk level.</p> <p>Definition:</p> <p><i>Related to the Council's reaction to a specific event or issue, or generally a downturn in quality of service.</i></p> <p>Key Risk Driver: Reputation</p> <p>Raw Risk Value: Major – Adverse national publicity</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 3:</u></p> <ul style="list-style-type: none"> • No outstanding actions. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • There are currently no outstanding control gaps in the strategic or operational risk registers relating to this corporate risk.
12	<p>FAILURE TO REACT TO AN ENVIRONMENTAL INCIDENT OR MALICIOUS ACT</p> <p>Owner: Mike Hill</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE to current risk level.</p> <p>Definition:</p> <p><i>Council reaction to a natural occurrence e.g. widespread flooding, or other events such as fire and explosions.</i></p> <p>Key Risk Driver: Reputation</p> <p>Raw Risk Value: Major – Adverse national publicity</p>

	<p>Corporate Risk Register Outstanding Controls:</p> <p>The emergence of the Covid-19 pandemic revealed some gaps in existing Business Continuity Plans meaning that some control gaps existed but this was quickly addressed and improvements to the risk level were reported at quarter 2.</p> <p><u>Actions completed during quarter 3:</u></p> <ul style="list-style-type: none"> • A Business Continuity promotion webpage was established in November 2020. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • No outstanding actions.
13	<p>FAILURE TO REACT TO SOCIO-ECONOMIC TRENDS</p> <p>Owner: Mike Hill</p> <p>Current Risk and Direction of Travel: GREEN - NO CHANGE to current risk level.</p> <p>Definition:</p> <p><i>Relating to the effects of changes in demographic, residential, or socio-economic trends on the Council's ability to meet its objectives.</i></p> <p>Key Risk Driver: Reputation</p> <p>Raw Risk Value: Serious– Adverse regional publicity</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 3:</u></p> <ul style="list-style-type: none"> • None to report. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • To undertake a 'Visioning' exercise to identify longer term forecasts for socio-economic trends and how these will be reflected in the longer term priorities for the Council to ensure services can meet future needs within available resources.

**HIGH RISK AUDIT RECOMMENDATIONS RAISED IN PREVIOUS YEARS
BUT NOT YET IMPLEMENTED:**

There are no high risk audit recommendations from previous years that have not been addressed and implemented.

**HIGH RISK AUDIT RECOMMENDATIONS RAISED IN THIS FINANCIAL
YEAR:**

There is one high risk recommendation reported to date during 2020/21. This is arising in the Cyber Risk advisory review and relates to anti-virus compliance. The recommendation has been accepted by management.

APPENDIX 2 - RISK MANAGEMENT SCORING MATRIX

L i k e l i h o o d	Very High	E				2	
	High	D					
	Significant	C		4	5, 6, 7,10		
	Low	B		11,12,13	1,3,8,		
	Very Low	A			9		
			1	2	3	4	5
			Negligible	Minor	Serious	Major	Critical
			I m p a c t				

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Report to: Overview and Scrutiny Committee

Subject: Scrutiny Work Programme

Date: 26 April 2021

Author: Democratic Services Officer

1 PURPOSE OF THE REPORT

To provide an update on the current scrutiny work programme.

Recommendation(s)

That the Overview and Scrutiny Committee:

- 1) Consider the information updates from previous committees**
- 2) Consider and agree the final report and recommendations of the Flooding working group.**
- 3) Note the update on the Domestic Abuse working group**
- 4) Consider and discuss the scrutiny work programme; and**
- 5) Consider if there are any issues in the Forward Plan which require additional information.**

2 2020/2021 SCRUTINY WORK PROGRAMME

2.1 Information updates form earlier committees

Additional information relating to these two initiatives was requested at the March Committee

- 1. ABL (A Better Life) – Your Health Your Way
Nottinghamshire’s Integrated Wellbeing Service**
Information regarding this service is attached at **Appendix 1.**
- 2. One Step at a Time.** Information regarding this project is attached

at **Appendix 2.**

Members are invited to examine the information provided and consider if they have any additional questions.

3. Scrutiny Working Groups

3.1 Flooding

Working group members: Councillors Boyle, Clunie, Greensmith, Paling, M Smith and S Smith.

The final report and recommendations arising from the working group are attached at **Appendix 3.** Subject to the approval of this Committee, the report will be submitted to the Cabinet meeting on the 20th May. A response to the recommendations will be available at the September Committee. The relevant Portfolio Holder will be asked to provide a written response within 28 days of the meeting

3.2 Domestic Abuse and Access to Emergency Accommodation

Working group members: Councillors Boyle, Clunie, Rachael Ellis, Roxanne Ellis and Paling.

Representatives from JUNO Women's Aid attended the last meeting of the working group and discussed the support they provide to victims of abuse and their families. The rise in requests for support due to the lockdown and the need for additional accommodation, particularly permanent move on accommodation, were highlighted. Members will be discussing accommodation issues at their next meeting with officers from this authority.

4 Scrutiny in Committee

3.1 The scrutiny work programme for 2020/21 attached at **Appendix 5.** This programme has now concluded with the exception of the working group considering temporary accommodation and domestic abuse which will be meeting shortly to draft a final report and recommendations.

4.2 It has previously been agreed by the Overview and Scrutiny Committee that the on-going scrutiny of specific service areas within individual Portfolios would be dealt with at the Scrutiny Committee itself, rather than

in working groups. To enable this a programme of attendance by Portfolio Holders and relevant Corporate Directors for 2020/21 can be arranged. Members will be asked prior to each meeting which specific service areas they would like to examine. Questions for Portfolio Holders will be requested in advance of each meeting, however 'ad hoc' questions may be put forward at the meeting itself.

- 4.3 Members are asked to consider if they would like to continue with this programme, which Portfolio Holders they would like to invite, and to discuss and make suggestions for service areas they would like to examine at future meetings.
- 4.4. 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 months period is attached at **Appendix 2**. A key decision is one that has financial implication over £500,000 or one that affects two or more wards. This is included to make members aware of planned decisions and to assist them to consider if there are any decisions about which they may want further information.

5 Financial Implications

- 5.1 There are no financial implications arising from this report.

6 Legal Implications

- 6.1 There are no legal implication arising from this report.

7 Equalities Implications

- 7.1 There are no equality implications arising from this report.

8 Carbon Reduction/Environmental Sustainability Implications

- 8.1 There are no carbon reduction/environmental sustainability implications arising from this report.

9 Appendices

Appendix 1: ABL (A Better Life) – Your Health Your Way
Nottinghamshire's Integrated Wellbeing Service

Appendix 2: One Step at a Time –Summary Document.

Appendix 3: Flooding working group report

Appendix 4: Committee 2020/21 Work Programme

Appendix 5: Forward Plan February 2021 – 31st May 2021.

ABL (A Better Life) – Your Health Your Way Nottinghamshire's Integrated Wellbeing Service

Your Health, Your Way commenced on 1st April 2020 and will support Nottinghamshire residents to get active, lose weight and quit smoking. The service will also provide support for falls prevention and family weight management.

Elements of Your Health Your Way

Alcohol - (for those aged 18+, AUDIT-C 15 or below) – ABL deliver a range of 1-1 and group sessions that support people to reduce their alcohol intake and drink within the recommended guidelines. The supportive, non-judgemental sessions aim to raise awareness of the adverse health consequences associated with alcohol consumption.

Digital Support - ABL have a full digital offer to compliment the face to face support. This will include an interactive app and online portal through which clients can track their progress and access a range of features including live streamed sessions, video content, healthy recipe ideas and signposting links to local services.

Physical Activity - (for those aged 18+ who complete less than 60-minutes moderate physical activity per week) – ABL provide a range of community-based sessions, supporting people to break down barriers to exercise and set achievable, realistic activity goals. ABL will also support local initiatives to encourage clients to increase their activity outside of our sessions.

Weight Management - (Adults BMI 30+, Children aged 4+/BMI on 91st Centile) - ABL has extensive experience in delivering successful evidence-based weight management services for adults, families and young people. The service supports individuals including pregnant women and families to achieve and maintain a healthy weight and all sessions are designed to be fun and inclusive for all.

Smoking Cessation - (for current smokers aged 12+) Group and 1:1 interventions that are flexible and responsive to individual needs, combined with quick access to pharmacotherapy. Self-help techniques are utilised across all interventions, enabling a maintained quit and resilience to relapse.

Falls Prevention – ABL's experienced staff deliver and co-ordinate a range of falls prevention sessions, supporting anyone over the age of 55 who has mobility or stability challenges. Encourage clients to increase their activity outside of our sessions.

How to refer

The service is accessible to all Nottinghamshire residents via self or third-party referral. There is a single online referral form for easy referral for clients and health professionals. Electronic referrals can be made via the F12 function on SystmOne. Self-referral can be completed via the app, website (www.yourhealthnotts.co.uk) or by calling the administration team on 0115 772 2515. Referrals can also be made direct from hospitals or via nhs.net email. All referrals processed within 1 working day.

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One Step at a Time: Summary Document

“One step at a time” takes a combined statutory and community voluntary sector approach, connecting and supporting some of the most isolated and vulnerable residents in Nottinghamshire, with a person centred co-ordinated volunteer programme helping people get out for a walk and talk - right from their front door.

The need for “**one step at a time**” has been identified directly from the voluntary and statutory sectors reporting that the numbers of people now feeling isolated and lonely has increased as their normal networks of support have decreased or have gone digital (which they cannot or do not want to readily access). Due to shielding and increased risk factors older and vulnerable members of our communities have been disproportionately affected by the pandemic resulting in increased social isolation and reduced opportunities for physical activity. Not connecting via digital technology has left them feeling even more isolated and anxious. People have told us that they used to manage their health conditions, by attending established support groups and being physically active. But the impact of COVID19 has seen many groups suspended and volunteer numbers decline and they need targeted and tailored support to help them get back on track.

The challenge was taken to the **County Local Response Forum**, where it was agreed that this is an issue for both the city and county and so a system wide volunteering consortium has been established working across health, social care and community to better coordinate volunteer potential. A system wide approach has been taken which has drawn on the expertise of these partners also involving people with the experience in developing local community groups.

The project’s solution will be successful over alternative ones because it will **tackle the challenge collectively and holistically:-**

- 1) People who are feeling lonely, isolated and anxious about leaving the house will have tailored face to face support to do so.
- 2) It will provide a network of new and skilled volunteers that can help support vulnerable people at a local level to be active.
- 3) Community groups that hold a trusted position in communities, with support will start to expand their work to include being physically active through walk and talk sessions.
- 4) There is still a real desire at this time from people to want to help others
- 5) It will raise the profile of current walking groups and provide additional volunteer support to “befriend and nurture” new more vulnerable less confident members.
- 6) Health professionals will be better connected to and informed of opportunities for their patients / clients to be active.

5 pilot areas were established and host organisations identified:-

- Mansfield CVS
- Bassetlaw CVS
- Ashfield Voluntary Action
- Jigsaw homes in Gedling
- Age UK in the city.

Gedling's One Step at a Time Offer

- Funding of £3000 was secured from Notts County Council by Jigsaw Homes to pilot the scheme in Gedling. Following insight into physical inactivity in the older population, Carlton and Carlton Hill were identified as a key area for the pilot.
- A partnership approach between Jigsaw Homes and Gedling Borough Council identified volunteers and potential clients for the project. A robust volunteering process was created and some client/volunteer matches were formed. The project has taken a pause since Christmas due to bad weather and the current lockdown restrictions, some of the clients and volunteers have expressed concerns about continuing before they have been vaccinated.
- As lockdown restrictions ease (April-May) the project co-ordinator at Jigsaw Homes and members of the Community Relations Team at Gedling Borough Council will restart the promotion of the project in the local community.

Nottingham City's One Step at a Time Offer

- Age UK Nottingham and Nottinghamshire are the host organisation for One Step at a Time in Nottingham City. The initial pilot is being embedded into an existing programme within the Beechdale area of Nottingham City. Evolve CIC are a trusted voluntary organisation working in the Beechdale area to support local residents during the pandemic.

The Future of One Step at a Time

- As the initial pilot phase comes to an end, options to extend and enhance the current working model in the pilot areas have been considered. There is recognition from a County perspective that the scheme should also be rolled out in the Districts and Boroughs that do not currently have a pilot project.
- It was agreed by all partners that there needs to be some scheme co-ordination across the County to support the host agencies and the future delivery of the project, especially if it is to be up scaled.
- A proposal has been accepted by Nottinghamshire County Council to fund the co-ordination of the project across South Notts (Gedling, Rushcliffe, Broxtowe and Nottingham City). A part time co-ordinator will be hosted by Age UK Nottingham and Nottinghamshire to develop the One Step at a Time network. It is envisaged that this post will commence from May 2021. Further details will be shared once the post has been appointed.

Report to: Overview and Scrutiny Committee

Subject: Final Report and Recommendations of the Surface Water Flooding working group

Date: 26th April 2021

Author: Democratic Services Officer

Working Group members: Cllrs. Adams, Boyle, Clunie, Greensmith, Paling, M Smith and S Smith.

Purpose of the Report

To present the final report and recommendations of the Surface Water Flooding Working Group.

Background

In recent years flooding has had a considerable impact on some areas within the borough, significant disruption was caused by storms in June 2019, November 2019, storms Ciara and Dennis in February 2020 and more recently in January and February 2021. These events affected numerous areas including Arnold, Burton Joyce, Carlton, Gedling, Lambley, Linby, Papplewick, Redhill, Stoke Bardolph, Woodborough and in 2016 Colwick. The Overview and Scrutiny Committee established a working group to examine the effectiveness of current procedures and assess how Gedling Borough Council prepares, assists and supports residents during incidents of surface water flooding. This included examining factors that contribute to flooding and what can be done to minimise future flood risk.

Information

Pluvial flooding, also known as surface water flooding, occurs during periods of extreme rainfall when the ground cannot absorb rainwater effectively or the drainage system is overwhelmed by excessive water. Torrential rain fall over a short period of time can also cause flash floods which can be very dangerous and destructive not only because of the force of the water but the amount of debris swept along in the flow. This type of flooding has been the cause of most recent events in the borough. There has also been fluvial flooding affects from rivers flooding properties across the Borough. It is not possible to precisely predict the weather in detail, and therefore its

effect on communities, but there are some areas in the borough that are more likely to experience flooding during extreme weather events for example February 2020 Storm Ciara and Dennis impacted on Arnold, Gedling, Lambley, Linby, Netherfield Woodborough, Papplewick and Stoke Bardolph. June, August and November 2019 Arnold, Carlton, Lambley, Netherfield and Woodborough were affected. In extreme weather conditions streams and drainage systems reach capacity and the ground becomes saturated. Water collects and natural boundaries will no longer retain water resulting in water overflowing taking the point of least resistance and settling in low lying areas. Flooding has occurred in both rural and urban areas and although it is difficult to predict the weather accurately there are some areas in the borough which regularly flood during extreme weather conditions. Flood risk maps for surface water are available at gov.uk these are produced by the Environment Agency and show areas that are more predisposed to flooding.

Key Partners

Since 2010 **Nottinghamshire County Council** has been the lead local flood authority (LLFA) having powers and a statutory duty to manage and coordinate local flood risk activities. It does this by working with other organisations including the Environment Agency, Severn Trent Water, Internal Drainage Boards, District, Borough and Parish Councils. Under the Flood and Water Management Act 2010 the County Council is required to publish a Local Flood Management Strategy which includes an action plan and report flooding incidents under Section 19. A Section 19 report is triggered by five or more properties being flooded in any one area, the report outline what has happened during a flooding incident and how risk management authorities have exercised their responsibilities, it does not identify specific measures to prevent future flooding.

Nottinghamshire County Council as the Highways Authority for Nottinghamshire has responsibility for public highways which includes a duty to maintain, repair and inspect the highways drainage asset. Highways drainage systems are key to ensuring that water flows off highways and into watercourses. Although gullies are regularly cleaned during periods of heavy rain, water in the pipework can exceed the drains capacity to carry it, resulting pressure in the drainage system and causing water to escape through gullies or manhole covers resulting in flooded roads.

Severn Trent Water oversee the flood risk from the failure of public sewer and water mains infrastructure.

The Environment Agency have responsibility for flood risk from main rivers and work with the Meteorological Office to provide flood forecasts and warnings. It undertakes works to reduce flood risk to people and properties and manages water levels for agricultural and environmental needs within their district.

Internal Drainage Boards provide water level management within their Internal Drainage District, facilitating land drainage and flood defence work on ordinary

watercourses which consist of small rivers and streams, not managed by the Environment agency.

Gedling Borough Council undertakes the risk assessment and management of watercourses which it is responsible for as the land owner, there are currently 9 watercourse risk assessments in place in the borough. It works in partnership with LLFAs and other risk management authorities to ensure risks are managed effectively, this includes making decisions relating to housing development in the borough. In addition Gedling has responsibilities under the Civil Contingencies Act 2004 to risk assess, plan for emergencies, warn and inform, cooperate and share information with partner agencies as well as business continuity promotion. There are service level agreements in place with the County Council and Newark and Sherwood District Council to support the Council in its duties.

Working together

As the lead local flood authority the County Council prepared a Preliminary Flood Risk Assessment report which considered where floods have taken place in the past and where they could take place in the future from surface water runoff, ground water and ordinary water courses. In this role the County Council has permissive powers and statutory duties to manage and coordinate local flood risk management activities. Under the Flood and Water Management Act 2010 it has a duty to publish a Local Flood Risk Management Strategy including an Action Plan that identifies key objectives to shape the delivery and flood risk management services in Nottinghamshire

The Local Resilience Forum (LRF) brings a number of partners together, it has no legal powers to direct members but relies on cooperation. These partners include category 1 and 2 responders as defined by the Civil Contingencies Act 2004 who have a collective responsibility to plan and prepare for emergencies. Category 1 responders include amongst other organisations the Police, Fire and Rescue, the Environment Agency the County Council and District Councils. Gedling Borough Council is therefore a category 1 responder and responsibilities include risk management, emergency planning, co-operating with partner organisations and information sharing. Prior to flooding events all partners receive flood updates from the Meteorological Office this enables partner agencies to plan and coordinate activities. Gedling Borough has a Service Level Agreement with Newark and Sherwood District Council who attend the LRF and Risk Working and Advisory Groups on our behalf.

The County Council organise Flood Warden training which flood risk communities can volunteer to join. Communities that are members of the scheme can be included in an initiative that enables designated roads to be closed to protect properties. Woodborough has a scheme and other areas have been encouraged to establish a scheme, the Covid 19 pandemic has curtailed additional schemes being developed.

Gedling Borough Council action before and during a flooding event

Proactive work to mitigate the effects of flooding in various locations has been undertaken including:

- An ongoing programme of monitoring and clearing of grids
- Risk assessments and management of water courses by Parks and Street Care, currently there are nine watercourse risk assessments in place
- Increased water retention from car park drainage systems
- The procurement of a high volume pump and trailer for flood emergencies for Colwick quays. This included working with the Environment Agency and the County Council to develop activation protocols for river level monitoring and asset activation.
- The construction of three balancing ponds at Coppice Road, Foxhill Drive and Thackerays Lane
- Attenuation ponds, near Spring Lane Lambley
- The Jubilee ponds, Daybrook, a possible medium or long-term programme of works is being considered.
- Debriefing and learning from flood incidents and sharing learning with multi agency colleagues.

One issue of concern for members of the working group was the blocking of gullies by leaves particularly during the autumn. It was explained how the Parks and Street Care Team (PASC) regularly sweep and clear drainage gullies but these can often be blocked by other items for example garden waste, rubbish or builder rubble. There is a ten week cycle for street sweeping and between October and Christmas there is additional sweeping in heavily leaved areas for example Woodborough and Ravenshead. Although this reduces the obstructions it will not completely alleviate the problem. The PASC Team is aware of where there are particular issues and will take necessary action should problems occur. The clearing (unblocking) of gullies is a County Council Highways responsibility and they undertake a regular programme of gully clearing. Community litter picks by residents can be effective in removing rubbish which often collects and covers grids.

During a flooding event Gedling Borough Council convenes an Incident Management Team this will include a wide range of specialist officers, the 24 hour on call duty emergency planning officer, senior leadership, the Health and Safety Manager, heads of service and communications staff. Protocols for Gedling Borough's emergency response support for the management of flooding events is included in the Council's emergency plan. This covers a wide range of activities including delivery sandbags to vulnerable residents, clearing grids, checking lagoon levels and pumping out water from Colwick Quays. The Gedling Borough website is updated to give the latest flooding news and information signposting to useful partner organisations should assistance be required.

Gedling Borough has a supply of 1,000 plus sandbags which are only issued if a property is at immediate risk of flooding as per the current sandbag policy, if there is a major incident the County Council also has some available. Sandbags provide only limited protection against flooding and are relatively ineffective when compared with purpose designed flood resilience products. Once sandbags have been in contact with flood water they are contaminated and it is the responsibility of the property owner to dispose of them. Members of the public should be aware that it is not a statutory duty for local authorities to provide sandbags. The primary responsibility for protecting property rests with the property owner. Gedling Borough has finite resources to mitigate flood risk and the effects of flooding and has limitations on what it is able to achieve.

The Police and the County Council respond to reports of flooded roads and put up signs warning of hazardous driving conditions or road closures. Areas with a Flood Wardens scheme may have delegated powers to close roads in identified locations when predetermined triggers are met. 'Bow waves' from vehicles that ignore these signs can cause additional flooding issues for residents and businesses.

After a flooding event

After a flooding event it may be necessary to undertake a clean-up operation and Gedling Borough will work with other agencies in the most severe events. This can include provision of skips to remove household debris and clear gardens. The County Council may undertake a Section 19 investigation if 5 or more properties have been flooded internally.

If properties or businesses have been affected by flooding they are encouraged to complete a Flood Impact Assessment form, available on the website. The information provided assists in assessing the impact of a flooding incident, the recovery needs of the community and in planning for future flood management. The Council does not share this information with insurance companies.

Conclusions

Flood risk management is a very complex issue, and the causes of flooding multiple and varied. In addition it is increasingly unpredictable due to the escalation in extreme rainfall events. Flooding will always occur and pose a risk to property so there has to be a focus on managing that risk. Local communities have a responsibility to take action to reduce that risk, for example disposing of garden waste appropriately. The organisation of community litter picks is one way of reducing the amount of debris that is washed on to grids which impede the drainage of water and be a contributory cause to flooding.

Residents living in areas prone to flooding should be encouraged to prepare a Community Action Plan or establish a Flood Warden scheme which would help decide what practical actions can be taken quickly when flooding occurs. This would

include information to help residents to prepare themselves and provide a coordinated response that will assist the emergency services.

The importance of giving property owners timely information and advice regarding preventive action to take before, during and after a flood to mitigate future damage was highlighted. This includes informing residents of their responsibilities to take practical measures to safe guard their property by investing in flood barriers and other flood resistance measures. The limitations of the use and supply of sandbags should also be clarified.

The review group recognised the need to identify and support vulnerable residents in the community and encourage them to sign up with the priority registration schemes available to support them during emergencies.

The sterling work by officers to identify and plan for flooding events was acknowledged and the strong joint working relationships with other organisations was considered to be an important factor in addressing this challenging issue.

The Overview and Scrutiny Committee recommends that:

- I. Residents in areas prone to flooding are reminded annually of their flood risk, their responsibility to put in place measures to improve the resilience of their property and existing emergency plans. This could be included with the annual refuse collection calendar distribution.
- II. New residents in flood risk areas are given information about their responsibilities, what to do, and who to contact, in the event of a flood emergency.
- III. A mechanism to enable Ward Councillors to directly report emerging flooding concerns to the Notts. County Council Highways and Emergency Planning Teams is established.
- IV. Ward Councillors make use of social media platforms to disseminate information during flooding events.
- V. Ward Councillors encourage local residents to develop a Community Emergency Plan and establish a Flood Warden Scheme. A short guidance leaflet to support Councillors to do this is developed.
- VI. An article is included in the autumn edition of the Contacts magazine highlighting flooding related concerns including:
 - The actions householders can take to mitigate flood damage to their property

- The limitations of the sandbag policy and the householders' responsibility to take measures to protect their own property
- Reminding householders' to dispose of garden waste responsibly to reduce the blocking of grids
- Encouraging residents, if they are eligible, to sign up for the priority registration scheme
- Encouraging householders to report flooding events and complete the Flood Impact Assessment form
- Web site addresses and signposting to websites for in-depth information.
- The reasons why roads are not open as soon as water levels have subsided.

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Overview and Scrutiny Committee work programme 2020/21					
	Programme of Portfolio Holding to account	Performance review	Reports/items at committee	Current reviews	Responses to scrutiny reviews
6 th July		Quarter 4 Performance Risk Register	Covid 19 Response	Planning policy	
7 th September	Cllrs Clarke and Payne	Quarter 1 Performance	Annual Report Update Housing Allocations	Planning Policy Consultation Flooding	Executive Scrutiny Protocol Econ Development
9 th November	Councillor Ellis Public Protection		C&D Scrutiny Homelessness and housing allocations	Flooding Housing?	Planning Policy Consultation comments forwarded to Planning Policy Officer.
8 th January	Cllr McCrossen. Young People and Equalities & Cllr Wheeler, Housing, Health and Wellbeing. Mental health of young people?	Quarter 2 Performance Risk Register	Antisocial behaviour	Flooding Domestic abuse	
8 th March	Councillor Hollingsworth Growth and Regeneration	Quarter 3 Performance	Affordable/social housing/increasing housing stock/housing allocations. CIL/Section 106 Risk Register	Flooding Domestic Abuse	
26 th April	Cllr Gregory, Cllr P Barnes	Risk Register Q 3	Complaints	Flooding Approve Report Domestic Abuse	Econ Dev update Planning Policy Consultation - followup
Rolling issues			Procurement Policy		

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FORWARD PLAN FOR THE FOUR MONTH PERIOD 1 FEBRUARY 2021 TO 31 MAY 2021

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

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.

	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?
Temporary Accommodations Strategy To approve a new strategy for the Council's use of temporary accommodation.	11 Feb 2021 Cabinet	Joelle Davies, Head of Regeneration and Welfare	Officer Report	Portfolio Holder for Housing, Health and Wellbeing	Open No
Gedling Borough Five Year Housing Land Supply Assessment 2020 To note the Five Year Housing Land Supply Assessment 2020	11 Feb 2021 Cabinet	Jo Gray, Planning Policy Manager	Officer Report	Portfolio Holder for Growth and Regeneration	Open No
Prudential and Treasury Indicators and Treasury Management Strategy Statement 2021/22 To present for Members' approval the Council's Prudential Code Indicators and Treasury Strategy for 2021/22, for referral to Council.	11 Feb 2021 Cabinet 4 Mar 2021 Council	Sue Healey, Principal Accountant	Officer Report	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.	11 Feb 2021 Cabinet 4 Mar 2021 Council	Tina Adams, Principal Finance Business Partner	Officer Report	Portfolio Holder for Resources and Reputation	Open Yes
General Fund Budget 2021/22 For Cabinet to recommend to Council the revenue budget for the next financial year.	11 Feb 2021 Cabinet 4 Mar 2021 Council	Tina Adams, Principal Finance Business Partner	Officer Report	Portfolio Holder for Resources and Reputation	Open Yes
Gedling Plan 2021/22 To approve the priorities, objectives and top actions for the Council for the forthcoming year.	11 Feb 2021 Cabinet 4 Mar 2021 Council	Mike Hill, Chief Executive	Officer Report	Leader of the Council	Open Yes

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?
Station Road and Burton Road Regeneration Sites Approval is being sought to progress with the next steps for the Station Road and Burton Road regeneration sites	18 Mar 2021 Cabinet	Joelle Davies, Head of Regeneration and Welfare	Officer Report	Portfolio Holder for Growth and Regeneration	Open Yes
Community Infrastructure Levy (CIL) Non- Parish Funding – Local Infrastructure Schedule, Project Assessments and Proposed Funding Allocations Report seeking authorisation to undertake a public consultation in relation nominated projects to be funded through the non-parish neighbourhood portion of the CIL.	18 Mar 2021 Cabinet	Lewis Widdowson, Planning Officer	Officer Report	Portfolio Holder for Growth and Regeneration	Open Yes

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