

# Agenda

## Overview and Scrutiny Committee

Date: **Monday 7 November 2022**

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Time: **5.30 pm**

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Place: **Council Chamber**

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# Overview and Scrutiny Committee

## Membership

**Chair** Councillor Liz Clunie

**Vice-Chair** Councillor Paul Feeney

Councillor Michael Boyle  
Councillor Jim Creamer  
Councillor Andrew Dunkin  
Councillor Rachael Ellis  
Councillor Mike Hope  
Councillor Meredith Lawrence  
Councillor Simon Murray  
Councillor Marje Paling  
Councillor Lynda Pearson  
Councillor Martin Smith  
Councillor Sam Smith

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# AGENDA

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|-----------|--|----------------|
| <b>1</b>  | <b>Apologies for absence</b>   |                |
| <b>2</b>  | <b>To approve, as a correct record, the minutes of the meeting held on 5 September 2022</b>                | <b>5 - 15</b>  |
| <b>3</b>  | <b>Declaration of interests</b>  |                |
| <b>4</b>  | <b>Programme of portfolio holder attendance</b><br>Report of the Democratic Services Manager               | <b>17 - 34</b> |
| <b>5</b>  | <b>Partnership review - Jigsaw Homes</b><br>Report of the Democratic Services Manager                      | <b>35 - 36</b> |
| <b>6</b>  | <b>Partnership review - Gedling Play Forum</b><br>Report of the Democratic Services Manager                | <b>37 - 38</b> |
| <b>7</b>  | <b>Gedling Plan Quarter 1 2022/23 Report</b><br>Report of the Head of HR, Performance and Service Planning | <b>39 - 56</b> |
| <b>8</b>  | <b>Risk Scorecard - Q1 June 2022</b><br>Report of The Head of Finance and ICT                              | <b>57 - 75</b> |
| <b>9</b>  | <b>Scrutiny work programme</b><br>Report of the Democratic Services Manager                                | <b>77 - 84</b> |
| <b>10</b> | <b>Any other item which the Chair considers urgent</b>   |                |

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## **MINUTES OVERVIEW AND SCRUTINY COMMITTEE**

**Monday 5 September 2022**

Councillor Paul Feeney  
Councillor Jim Creamer  
Councillor Andrew Dunkin  
Councillor Rachael Ellis  
Councillor Mike Hope

Councillor Meredith Lawrence  
Councillor Marje Paling  
Councillor Lynda Pearson  
Councillor Martin Smith  
Councillor Sam Smith

Apologies for absence: Councillor Liz Clunie, Councillor Michael Boyle and Councillor Simon Murray

Officers in Attendance: M Hill, B Hopewell and L Juby

Guests in Attendance: Councillor Clarke, F Callaghan, S Newman and H Smith

### **1 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Boyle, Clunie and Murray.

### **2 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 4 JULY 2022**

#### **RESOLVED:**

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

### **3 DECLARATION OF INTERESTS**

None.

### **4 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE**

Members welcomed Councillor John Clarke, Leader of the Council, to the meeting to examine his portfolio. Councillor Clarke provided an update to members on some key happenings in his portfolio, giving them the opportunity to ask any questions after.

#### **Devolution**

Councillor Clarke informed Members that the devolution deal was signed for Derby/Derbyshire and Nottingham/Nottinghamshire on 30 August 2022. The

deal is worth £38 million per year for 30 years, resulting in a total of £1.14 billion and will include the election of a new Mayor in May 2024. This will be called The East Midlands Mayoral Combined County Authority (MCCA).

In addition to this, a further £17 million for the building of new homes on brownfield land is planned in 2024/25 and £18 million to support the delivery of housing priorities and drive net zero ambitions in the East Midlands area.

The MCCA will integrate the D2N2 Local Enterprise Partnerships, not including the Police and Crime Commissioner or the fire authority. This means that Gedling Borough Council will retain its autonomy and existing powers.

The deal focuses on central government giving funding and powers to the East Midlands to provide more and better jobs, economic growth, better transport, housing, schools, training and will enhance green environments through greater investment in the area.

### **The LGA peer review:**

The LGA peer review took place between 21 June and 23 June. The key points from the feedback were:

- 1) Gedling is a well-regarded authority where councillors are hardworking and dedicated to local residents;
- 2) The workforce is highly enthusiastic and committed to deliver for the borough; and
- 3) Gedling Borough Council handled the Covid-19 pandemic well and is working through the recovery phase. Gedling Borough Council planned ahead and was able to actively support its residents during the much of the most active phase of the pandemic.

Recommendations for improvement have been suggested in the draft report which is currently in the process of being finalised. To accompany the recommendations, an action plan is being prepared. Both the report and the action plan will be reported to Cabinet in the near future.

### **National pay award:**

National employers for local government services made a pay offer on 25 July 2022 with effect from 1 April 2022 detailing an increase of £1925 on all of the NJC pay points 1 and above. It was noted that if this is agreed the cost to Gedling Borough Council will be circa £950,000 with only £420,000 built into the budget, resulting in a shortfall of £530,000 to be found from balances as an interim solution with a more permanent solution to be determined. No contribution towards this sum has been announced by central government so far. Gedling Borough Council are also looking at options to enhance the national offer at a local level.

As a result of the cost of living crisis, officers are planning to take a report to Cabinet that explains all of the measures the council are taking to support its residents; including the energy bills rebate, paying the energy bills local discretionary scheme, awarding an additional £30 towards local residents on the Council Tax Reduction Scheme, and providing helpful links to other support agencies and benefits available.

### **Levelling up and the shared prosperity fund**

The Levelling Up bid was submitted at the beginning of August for £50 million for the redevelopment of Arnold North including a new leisure centre, library and cinema theatre. The announcement date is currently unknown, however the decision is expected to be received this year.

The shared investment fund required an investment plan to be submitted at the start of August. It focused on sharing the benefits between businesses and schools across the borough. The announcement date is currently unknown.

### **Q1 budget**

It was noted that there is predicted to be underspend of £46,000 at year end which will be transferred to the Inflationary Pressures Contingency Reserve. Major variances are concerning the cost of energy and potential pay awards as the cost of pay will be in excess of £0.5 million.

The budget approved in March 2022, allowed for an increase in energy cost of £110,000 and fuel costs of £43,000. At Q1, the council is estimating that the cost of energy will increase further resulting in the cost of another £121,000 and fuel costing £45,000. A total cost of £319,000 is the expected cost for the year.

The energy bills rebate has awarded a total of £6.8 million out of the £7 million available for the rebate, which equates to 97% of the residents in total. It was noted that the majority of all payments have now been paid.

### **Temporary accommodation and homelessness.**

To date, the council has purchased six properties for temporary accommodation, with another one which has also been accepted. The council has also leased two further properties with a contract end date of March 2024, with another in process. The council is currently looking at two more properties which can be extended past the March 2024 deadline if necessary.

It was noted that at the end of August 2022 the council had 27 families in temporary accommodation but only 10 in bed and breakfast. This is reduced from the council's high of 18 residents in June 2021 in bed and breakfast.

Members query what difference the devolution deal will make for Gedling Borough Council specifically, to which Councillor Clarke confirmed:

- 1) The council will retain its autonomy which will ensure residents are still able to visit their local authority;
- 2) The Mayor will be easier to get to than going to government;
- 3) There will be a considerable amount of benefits from working with 19 other authorities; and
- 4) It will result in improved prospects for work.

## **5 PARTNERSHIP REVIEW - SOUTH NOTTINGHAMSHIRE PLACE BASED PARTNERSHIP**

The Head of Communities and Leisure introduced The South Nottinghamshire Place-Based Partnership and invited their Locality Director, Fiona Callaghan, to begin a presentation on who the South Nottinghamshire Place-Based Partnership are and what they aim to achieve.

### **What is an Integrated Care System? (ICS)**

There are 42 ICS's across the country, which are partnerships of health and care organisations that work collaboratively to plan and deliver joined-up services to improve the health and wellbeing of the people who live and work in their area. Since the 1940's, the NHS has been very treatment focused but as health and care needs have developed, there is a requirement for more prevention measures to keep people healthy. Partnerships across health, Local Government and the voluntary sectors, as well as local communities and neighbourhoods, contribute towards achieving this.

They exist to achieve four aims:

- 1) Improve outcomes in population health and healthcare;
- 2) Tackle inequalities in outcomes, experience and access;
- 3) Enhance productivity and value for money; and
- 4) Help the NHS support broader social and economic development.

### **Nottingham and Nottinghamshire Placed-Based Partnership**

Nottingham and Nottinghamshire integrated care board became a statutory organisation as of 1 July 2022, this includes both the Integrated Care Board (ICB) and the Integrated Care Partnership (ICP). The ICB is a unitary board where all partners contribute towards decisions on NHS spending. The ICP establishes what the local healthcare needs are and uses this information to influence the decision making of the ICB.

Helen Smith, Programme Director for South Nottingham Placed Based Partnerships, informed members that the Nottingham and Nottinghamshire



Placed Based Partnerships are an equal partnership which includes the following organisations:

- Gedling Borough Council;
- Active Notts;
- Arnold and Calverton PCN;
- Arrow PCN;
- Ashfield District Council;
- Ashfield Voluntary Action;
- Broxtowe Borough Council;
- Byron PCN;
- Health watch;
- Newark and Sherwood CVS;
- Nottingham and Nottingham ICB;
- Nottinghamshire County Council;
- Nottingham Healthcare NHS Foundation Trust;
- Nottingham University Hospitals NHS Trust;
- Nottingham West PCN;
- Partners Health;
- Primary Integrated Community Services;
- Rushcliffe Borough Council;
- Rushcliffe CVS;
- Rushcliffe PCN; and
- Synergy PCN

Some of these organisations are members of more than one Placed-Based Partnership in the Nottingham/Nottinghamshire area. There are six Primary Care Networks in the South Nottinghamshire area and the Placed Based Partnerships are formed through these networks.

### **Principles of Placed Based Partnerships**

- 1) Guidance on the development of place-based partnerships as part of statutory integrated care systems: LGA and NHSE;
- 2) Partnership with shared objectives, a mutual understanding of the population and a shared vision focus on improving the health and wellbeing outcomes for the population, preventing ill health and addressing health inequalities; and
- 3) Address priorities most important to their partnership and to their communities.

### **The vision of the South Nottinghamshire Placed Based Partnership:**

To enable people in South Nottinghamshire to live healthier lives and get the care and support they need, when they need it.

### **Place priority work areas 2022/23**

Meeting the health and wellbeing needs of their diverse communities:

To utilise population health management data, local intelligence, and experience to address with partner agencies the wider determinants of health and wellbeing and ensure their most vulnerable groups are able to access the right care at the right time.

Community development:

To leverage community assets and build social capital to develop strong, resilient, and connected communities.

Personalised care and support:

All partners will work collaboratively to deliver care and support to meet the needs of the individual.

### **Programmes of work for the Placed-Based Partnership (PBP)**

Meeting the health and wellbeing needs of the community:

- 1) Ensure services are developed based on good intelligence about population health needs
- 2) Improve heart failure services
- 3) Develop an integrated & sustainable model for care in care homes
- 4) Develop the health and wellbeing hub for Hucknall
- 5) Deliver PCN priorities e.g. good health in care homes

Community Development:

- 1) Work with communities to identify purposeful/sustained approaches to tackle health inequalities
- 2) Develop key roles to support delivery of strong and resilient communities (community worker; community champion roles)
- 3) Support the development of a community led health and wellbeing hub in Eastwood

Personalised Care and Support:

- 1) PCN innovation & development
- 2) Identify/develop Primary Care Strategy priorities at PBP level
- 3) Transform the way community services are delivered
- 4) Integrate health & care
- 5) Align and integrate community & practice nursing

- 6) Further develop clinical and professional relationships

Communication, Involvement and Engagement:

- 1) Keep profile of the PBP high with local partners & stakeholders
- 2) Develop key communication priorities, e.g. Choose Well, winter planning, cost of living crisis
- 3) Develop PBP engagement approaches to involve and co-produce wellbeing initiatives with the local population

### **Community development**

The Head of Communities and Leisure at Gedling Borough Council also operates as the Local Authority Lead for the South Nottinghamshire Placed Based Partnership's Community Development programme. The Head of Communities and Leisure works closely with the Chief Executive of Rushcliffe Borough Council's Community and Voluntary Service in delivering on this programme.

The Community Development programme is primarily focused on building strong and resilient communities. This involves how well residents are able to connect with others, interact with services and how strong the voluntary sector is when supporting residents.

Gedling Borough Council are commissioned by the Placed Based Partnership to provide social prescribing, offering a community alternative to medication or other clinical interventions. An example of this could be where loneliness and isolation is the issue and lunch clubs or community hubs could help.

Stuart Newman, Deputy Locality Director for The Placed Based Partnership focuses on the Primary Care Networks in Nottingham West.

Their pathway redesign work focuses on:

- 1) Population Health Management (Diabetes, health promotion and mental health).
- 2) Social Prescribing in Emergency Department (Working in ED to address patient's holistic needs).
- 3) Heart Failure (Providers collaborating to improve equity of offer for community heart failure services).
- 4) Community Mental Health Transformation (MH networks for all colleagues in all sectors supported by the PBP).
- 5) Ageing Well (Placed-focused service redesign, across health and care in care homes).

- 6) Health and Care Integration (Working at neighbourhood level, adopting strength-based person-centred approach).

### **Primary Care Networks supporting primary care resilience**

Additional roles:

PCNs grow the primary care workforce by appointing staff from a nationally-set list of roles.

Enhanced access:

PCNs working together to deliver access in the morning, evening and all day on Saturday.

Business continuity & COVID vaccination:

PCN plans to support business continuity and local vaccinations throughout the pandemic.

Estates:

PCNs working with partners to identify and address estate needs

Impact and Investment Fund:

Improvements in care rewarded with funds to be reinvested in primary care services and equipment.

### **Questions asked by Members**

In concluding their presentation, the Vice-Chair asked members whether they had any questions.

Councillor Creamer asked what community development will be done in the Carlton area. He also asked whether there will still be a focus on ensuring resources and treatment for those with a persistent health care need such as diabetes will still be a priority.

The Head of Communities and Leisure informed members that the Community Development team have secured additional funding to secure another worker for the South Nottinghamshire area. The additional resource will help to focus on healthcare needs in the Gedling Borough area. Local Community Development Networks to consider how local services support one another will also aid in providing more sustainable resources.

Fiona Callaghan will look into what measures are being implemented to ensure resources for those with persistent healthcare needs such as diabetes is being met.

Councillor Paling asked how we will get more GP surgeries in newly developed areas and what the integration with local planning authorities is. Councillor paling noted that the funding allocated to health from these developments seems limited.

Fiona Callaghan explained that the Section 106 allocation is given directly to support health infrastructure such as extensions to current GP practices for example.

Councillor Ellis noted that the Section 106 allocation does not go directly back into the area where the development has taken place and asked whether there has been any consideration towards this.

Fiona Callaghan agreed to provide a summary on what the most recent Section 106 allocation was spent on. Stuart Newman informed Members that some GPs are challenged in that they have no further space to develop and this is something that the PCNs will be considering.

Councillor Lawrence has noted the difficulties of waiting times for A&E, ambulances and test results, asking whether the Placed Based Partnership's approach will help with this.

Fiona Callaghan admits that the urgent care system is under a lot of pressure as seen in the media and are also recovering from a pandemic as well. Fiona informed Members that there has been a great deal of work being done by Nottingham University Hospitals, Community Providers, Ambulance Services and Social Care to try and mitigate this.

It was noted that some of this mitigation can be provided before a patient reaches the need for NHS treatment and highlighted that the signposting projects should aid in preventing residents from reaching this point. Collaborations with NUH to provide care for people at home will also help with this.

Councillor Sam Smith asked what support is offered to GPs to build new medical centres. He noted that in Stoke Bardolph and Burton Joyce there is one medical group with three venues and highlighted the desire for these facilities to be combined, asking whether funding from Section 106 allocations can be channelled towards this.

Fiona Callaghan informed Members that they have a comprehensive estates programme at an ICB level, highlighting the Hucknall development as one of their current priorities in terms of new facilities which will take on Section 106 allocations. Fiona noted that GPs are private businesses and so they work closely with GPs to look at the opportunities available to them and how they would like to develop their local practices.

Councillor Hope asked how their work will change the experiences of his constituents. Noting the wait times and delays to services, Councillor Hope asked whether their priorities are in line with those he represents.

Fiona Callaghan agreed that there has been significant strain on the Urgent Care System which is particularly important on the approach winter. The strain on these services is compounded by the systems that have been in place which the Placed Based Partnerships, through consultation, are working to address. These partnerships will also work to establish the health care needs and priorities of the local residents.

## **6 GEDLING PLAN Q4 & YEAR END PERFORMANCE REPORT**

The Chief Executive introduced a report, which had been circulated in advance of the meeting, informing Members of the position against improvement actions and performance indicators in the 2021/22 Gedling Plan at the end of quarter 4 and year end. The Chief Executive thanked Gedling employees in delivering against these targets.

### **RESOLVED:**

To note the progress against improvement actions and performance indicators for quarter 4 and the full year of 2021/22 Gedling Plan.

## **7 ANNUAL REPORT 2021/22**

Consideration was given to a report of the Democratic Services Manager, which had been circulated in advance of the meeting, informing members in summary of the work undertaken by the Overview and Scrutiny Committee during 2021/22 and to ask members to consider the report, making amendments as appropriate before submission to Council.

### **RESOLVED to:**

- 1) Amend the report to include the names of both working groups undertaken over the preceding year; and
- 2) Submit the annual report to Council for review.

## **8 SCRUTINY WORK PROGRAMME**

Consideration was given to a report of the Democratic Services Manager, which had been circulated in advance of the meeting, providing an update on the scrutiny work programme and to identify any further areas for examination in the 2022/23 work programme.

### **RESOLVED to:**

Note the report.

**9 ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT**

None.

The meeting finished at 7.25 pm

Signed by Chair:  
Date:

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## **Report to Overview and Scrutiny Committee**

**Subject:** Programme of portfolio holder attendance

**Date:** 7 November 2022

**Author:** Democratic Services Manager

### **Purpose**

To consider the areas of responsibility of Councillors Viv McCrossen and Ron McCrossen, Portfolio Holders for Young People and Equalities and Environment, as part of the programme of holding the executive to account.

### **Recommendation(s)**

#### **That the Overview and Scrutiny Committee:**

- 1) Considers, asks questions and makes comment on the information provided and
- 2) Discusses any topics for potential inclusion in the future work programme;

## **1 Background**

At the 26 April 2021 Overview and Scrutiny Committee, members agreed to continue with a programme of attendance by portfolio holders, and relevant officers, at committee. Areas of performance, within each portfolio for examination, would be identified, and questions for portfolio holder submitted in advance of each meeting. 'Ad hoc' questions could also be put forward at the meeting itself.

Non-executive members would also be invited to submit questions for the portfolio holder.

## **2. 2022/2023 programme of portfolio holder attendance**

Councillors Viv McCrossen and Ron McCrossen, Portfolio Holders for Young People and Equalities and Environment are attending the committee to give members the opportunity to examine their areas of responsibility which includes the below:

## **Portfolio Holder - Young People and Equalities**

### **Councillor Viv McCrossen**

- Play and events for young people
- Holiday activities and food programme (HAF)
- Addressing child poverty
- Youth Council and Youth Mayor
- Engagement and consultation with young people
- Youth unemployment and apprenticeships, including working with schools
- Equalities, diversity and inclusion

## **Portfolio Holder – Environment**

### **Councillor Ron McCrossen**

- Maintenance and development of parks, open spaces, cemeteries and allotments
- Provision of play parks, pitches and other play facilities
- Air quality, walkways and cycle-paths
- Waste Management, recycling and street cleansing
- Carbon management and climate change
- Food, health and housing standards
- Environmental prosecutions and enforcement
- Climate Change Member Champion

The report detailing performance indicators for quarter 1 of 2022-23 is attached at appendix 1 to the report.

### **3 Financial implications**

There are no financial implications arising from this report.

### **4 Legal implications**

There are no legal implications arising from this report.

### **5 Equalities implications**

There are no equalities implications arising from this report

### **6 Carbon reduction/sustainability implications**












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

## **7 Appendices**







Appendix 1: All portfolio performance information






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# Quarter 1 indicator report



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

## COHESIVE, DIVERSE AND SAFE COMMUNITIES

Page 21 PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI027f Number of attendances - Bonington Theatre	Communities and Leisure; Leisure	Health and Wellbeing Housing	8,727	7,935	8,727	40,000			
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Community Safety; Environment	Public Protection Portfolio	6	Tracking Indicator Only	6	Tracking Indicator Only			
LI131 Number of fly tipping and duty of care cases submitted to the	Community Safety; Environment	Public Protection Portfolio	0	Tracking Indicator Only	0	Tracking Indicator Only			

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
Council's Legal Team (cumulative figure)									
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Community Safety; Environment	Public Protection Portfolio	252	Tracking Indicator Only	252	Tracking Indicator Only	↑		
LI346 Percentage of fly tipping incidents removed within 4 working days	Community Safety; Environment	Public Protection Portfolio	99.6%	98%	99.6%	98%	↓		
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Community Safety; Environment	Public Protection Portfolio	13.5	Tracking Indicator Only	13.5	Tracking Indicator Only	↑		
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Community Safety; Environment	Public Protection Portfolio	4.5	Tracking Indicator Only	4.5	Tracking Indicator Only	↑		
LI074 Average time to process new Housing Benefit	Economic Growth and Regeneration	Health and Wellbeing Housing	13.3 days	15 days	13.3 days	15 days	↑		

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
claims (in calendar days)									
075 Average time process Housing Benefit change in circumstances (in calendar days)	Economic Growth and Regeneration	Health and Wellbeing Housing	10.7 days	5 days	10.7 days	5 days	↓	🛑	Workloads for the team have increased significantly. In the months of March, April and May the team saw vast amounts of Universal Credit “change in circumstances” being received from the DWP. Officers have tried to keep on top of all these changes and process them in the usual manner, but given the quantities involved, a “batch process” was applied to certain document types to reduce backlogs. This approach is relatively new to the department but worked well and it is proposed to continue to utilise this option as and when workloads become unmanageable. However,

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									it took several weeks before applying this new methodology to the backlog, meaning that the processing days for Q1 remained high and above the target.
Page 24  LI086 Average length of time spent in temporary accommodation (in weeks)	Economic Growth and Regeneration	Health and Wellbeing Housing	23.3 wks	22 wks	23.3 wks	22 wks			There is still a great level of demand for temporary accommodation, and we continue to struggle to house large families, despite working with the Privately Rented Sector and Registered Social Landlords to seek suitable permanent accommodation. There are numerous building sites in development and it is hoped various property types will soon become available to the team, providing much needed affordable housing to accommodate all household composition



PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									sizes currently placed in temporary accommodation.

## COUNCIL - High performing

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Governance and Customer Services	Deputy Leader Resources and Reputation	95.0%	94.0%	94.0%	94.0%	↑	✓	
<div>Page 26</div> LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	HR, Performance and Service Planning	Leader Portfolio	11.32 days	9.00 days	11.32 days	9.00 days	↓	⬛	<p>The rolling year figure remains around 25% above target at 11.32 days average per person against the target of 9 days.</p> <p>Data and analysis has been provided to the Senior Leadership Team for Waste and PASC where absence levels continue to be high. Over the last six months there has been substantial amounts of short term absence attributed to Covid within these teams. There doesn't appear to be any other noticeable pattern of reason for absence. Long</p>

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									term absences continue to be actively managed. A “watching brief” is in place for the absence levels within PASC and Waste.
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Reputation	30.94%	27.22%	30.94%	99.00%	↓	✓	
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Reputation	97.13%	99.00%	97.13%	99.00%	↓	⚠	In Quarter 1 the total number of invoices not being paid within the 30 day target was 55 out of a total number of invoices of 1916. Many departments managed to achieve 100% payment of invoices within the 30 day target. Those departments who performance is not currently meeting the 30 day target of 99% will be contacted and reminded of the requirement to meet this standard.

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Reputation	28.19%	28.44%	28.19%	98.50%	↓	✅	







## ECONOMY - Vibrant

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
ECO12 Delivery of school based employability events	Economic Growth and Regeneration	Young people and Equalities	2	2	2	8	↑	✓	
LI363 Number of school-age work experience placements hosted by Gedling Borough Council	HR, Performance and Service Planning	Young people and Equalities	4	Tracking Indicator Only	4	Tracking Indicator Only	↑	📈	
LI 314 Number of rented households with health and safety hazards that fall below the minimum legal standard that have been remediated following the council's intervention	Public Protection	Public Protection Portfolio	32	5	32	20	↑	✓	

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI118 Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Environment; Public Protection	Public Protection Portfolio	39	10	39	40	↑	✓	
NI154 Net additional homes provided	Development and Place	Growth and Regeneration	154	115	154	458	↑	✓	
NI155 Number of affordable homes delivered (gross)	Development and Place	Growth and Regeneration	75	15	75	60	↑	✓	
NI157a Percentage of Major planning applications processed within 13 weeks	Development and Place	Growth and Regeneration	100%	92.0%	100%	92.0%	-	✓	
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Growth and Regeneration	84.6%	86.0%	84.6%	86.0%	↑	⚠	The overall number of cases per officer and demands upon the service remain high. Performance against this indicator has been narrowly missed but it









PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									has improved since Q4 and is expected to be on target in Q2.
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Growth and Regeneration	85.45%	80.0%	85.45 %	80.0%	↓	✓	

## ENVIRONMENT - Sustainable

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
ENVi3 Net number of new garden waste customers in current year	Environment; Parks and Street Care	Environment Portfolio	775	125	775	500	New		
ENVi5 Net number of new trade waste customers in current year	Environment; Parks and Street Care	Environment Portfolio	28	5	28	20	New		
NI191 Residual household waste per household in Kg	Environment; Transport and Waste Services	Environment Portfolio	146kg	140kg	146kg	560kg			
NI192 Percentage of household waste sent for reuse, recycling and composting	Environment; Transport and Waste Services	Environment Portfolio	32%	36%	32%	36.00%			A new contamination and recycling campaign is underway to help increase this figure to ensure target outcomes are met in the future.



## HEALTHY lifestyles

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Environment	Public Protection Portfolio	96%	95%	96%	95%			
LI379 Average number of Swim School Members (12 month rolling period)	Communities and Leisure; Leisure	Health and Wellbeing Housing	3,659	3,600	3,659	3,600			
LI027 Number of visits to leisure centres	Communities and Leisure; Leisure	Health and Wellbeing Housing	259,202	200,000	259,202	800,000			
LI085 Current number of DNA members	Communities and Leisure; Leisure	Health and Wellbeing Housing	3,670	3,812	3,670	4,160			There has been a net loss of 75 members during quarter 1. The main reason given for DNA cancellations is due to financial reasons. This could be due to a number of factors such as the

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									price increase of DNA memberships which came in to effect in April or the cost of living issues across fuel and groceries. Many families will have to prioritise where household income is spent. The Junior stress buster DNA promotion run during April and May brought in 118 new customers but not all of these have continued their membership after the free 30 days. During Q2 the sites will be focussing on raising the profile of the health schemes at sites which is unique to Gedling's facilities.



## **Report to Overview and Scrutiny Committee**

**Subject:** Programme of partnership reviews

**Date:** 7 November 2022

**Author:** Democratic Services Manager

### **Purpose**

To consider the work of Jigsaw Homes, as part of the programme of reviewing the councils partners.

### **Recommendation(s)**

**That the Overview and Scrutiny Committee:**

- 1) considers, asks questions and makes comment on the information provided

### **1 Background**

At the 25 April 2022 Overview and Scrutiny Committee, members agreed to roll out a programme of attendance by external partners at committee. A few partners were identified that would be invited to future meetings, including health and housing providers across the borough.

Invited questions from members will be put to the partner at each meeting, along with 'Ad hoc' questions at the meeting itself.

### **2. 2022/2023 programme of partnership attendance**

The second partner to be invited to the committee is Jigsaw Homes. Initials discussions were had between officers at Jigsaw Homes and the council and it was agreed that Ivan Wright, Assistant Director – Neighbourhoods (Communities Lead) would attend the meeting.

### **3 Financial implications**

There are no financial implications arising from this report.

**4      Legal implications**

There are no legal implications arising from this report.

**5      Equalities implications**

There are no equalities implications arising from this report

**6      Carbon reduction/sustainability implications**

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

**7      Appendices**

None



## **Report to Overview and Scrutiny Committee**

**Subject:** Programme of partnership reviews

**Date:** 7 November 2022

**Author:** Democratic Services Manager

### **Purpose**

To consider the work of the Gedling Play Forum, as part of the programme of reviewing the councils partners.

### **Recommendation(s)**

**That the Overview and Scrutiny Committee:**

- 1) considers, asks questions and makes comment on the information provided

### **1 Background**

At the 25 April 2022 Overview and Scrutiny Committee, members agreed to roll out a programme of attendance by external partners at committee. A few partners were identified that would be invited to future meetings, including health and housing providers across the borough.

Invited questions from members will be put to the partner at each meeting, along with 'Ad hoc' questions at the meeting itself.

### **2. 2022/2023 programme of partnership attendance**

The third partner to be invited to the committee is the Gedling Play Forum. Initial discussions were had between staff at the forum and the council and it was agreed that Anne Crosbie would attend the meeting.

### **3 Financial implications**

There are no financial implications arising from this report.

### **4 Legal implications**

There are no legal implications arising from this report.

**5 Equalities implications**

There are no equalities implications arising from this report

**6 Carbon reduction/sustainability implications**

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

**7 Appendices**

None



## Report to Overview & Scrutiny Committee

**Subject:** Gedling Plan Quarter 1 2022/23 Report

**Date:** 7 November 2022

**Author:** Senior Leadership Team

### Wards Affected

Borough-wide

### Purpose

To inform members in summary of the position against Improvement Actions and Performance Indicators in the 2020-23 Gedling Plan at the end of 2022/23 quarter 1.

### Key Decision

This is not a key decision.

### Recommendation

#### THAT:

The progress against the Improvement Actions and Performance Indicators in the 2020-23 Gedling Plan for the end of 2022/23 quarter 1 be noted.

## 1 Background

- 1.1 The Council has made a commitment to closely align budget and performance management. This is in line with accepted good practice.
- 1.2 To deliver this commitment, systems to monitor performance against revenue and capital budgets, improvement activity and performance indicators have all been brought together and are now embedded in the way the Council works. Whilst the budget and performance information are presented in two separate reports, they are and will be reported to Cabinet together and will appear on the same agenda.
- 1.3 In addition, performance reports now focus more directly on the Council's priorities and offer an "early warning" system of instances where targets may not be secured.
- 1.4 As usual, comprehensive details about current performance against the Gedling Plan can be accessed through the following link on the Council's website:-

<http://www.gedling.gov.uk/council/aboutus/prioritiesplansandperformance/howwere/doing/>

Members are recommended to view this document which provides valuable background detail to this summary paper. It provides a more in-depth review of indicators, actions and outcomes for 2022/23 quarter 1.

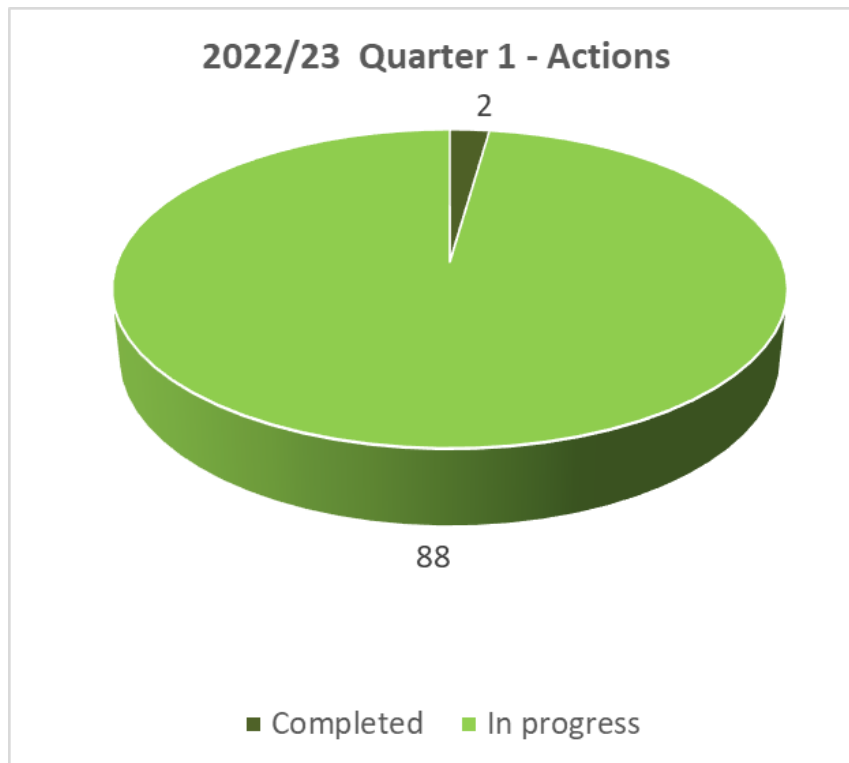
- 1.5 The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the “completed” or “in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

## 2 Proposal

- 2.1 It is proposed that members note the performance information for the Gedling Plan 2020-23 at the end of 2022/23 quarter 1 as set out below.

### 2.2 Actions

At this stage, of the 90 actions currently active in the Gedling Plan 2020-23, 2 are complete and the remaining are either in progress or assigned to an Officer.



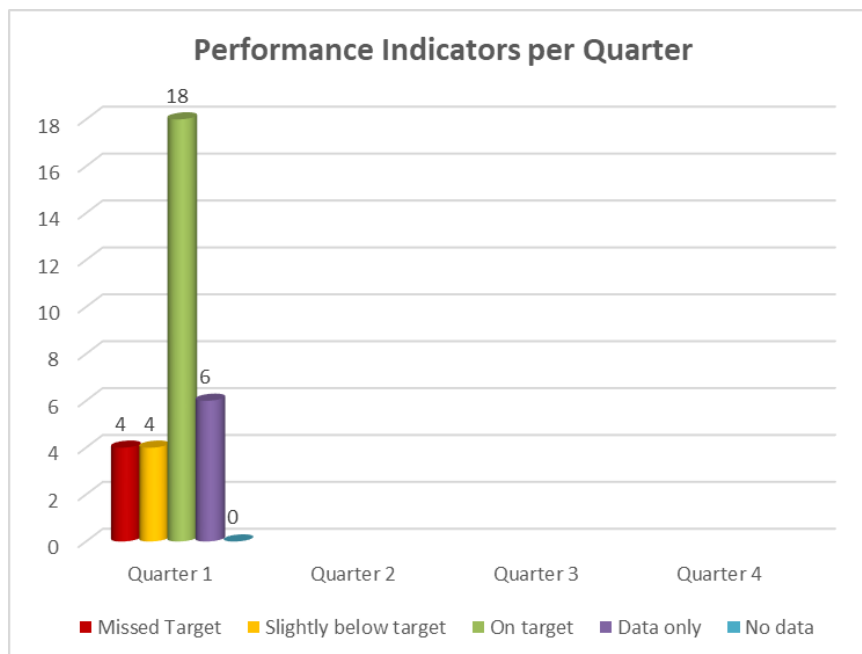
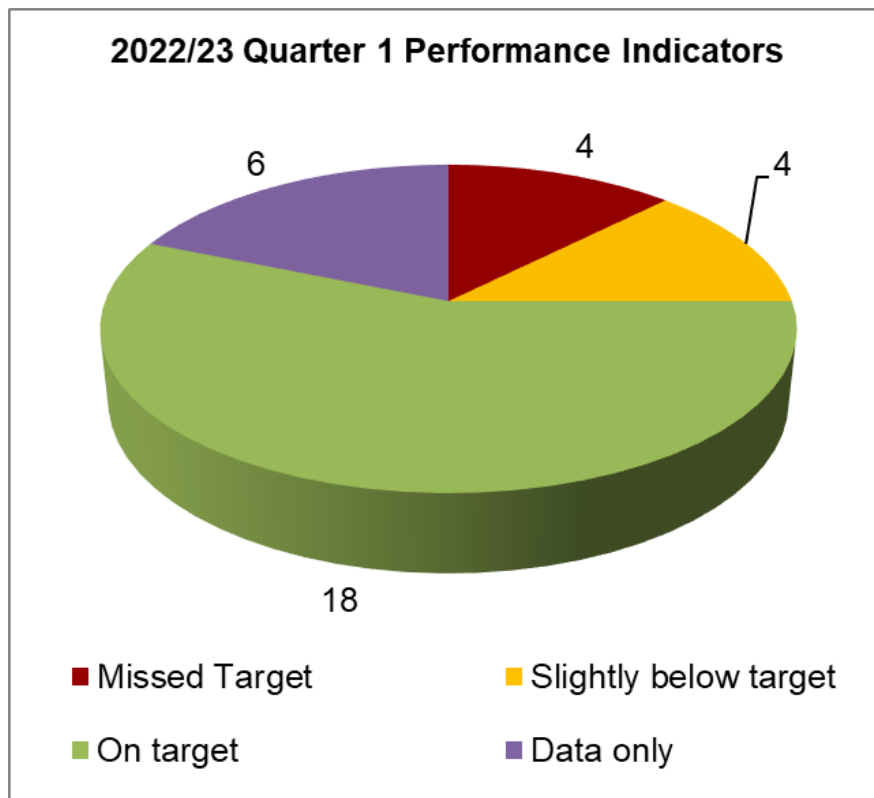
The two completed actions are as follows:

- Work with the County Council to ensure completion of the Gedling Access Road to support growth.
- Review the pilot Selective Licensing Scheme and investigate new schemes in the borough.



## 2.3 Indicators

Overall indicator performance at the end of quarter 1 shows that out of a total of 32 indicators, 18 were on or above target, 4 were slightly below target and 4 indicators missed their target.



2.4 Examples of particularly positive performance for quarter 1 include:

<b>Performance Indicator</b>	<b>Figure reported</b>	<b>Target</b>	<b>Period covered</b>
% of fly tipping incidents removed within 4 working days.	99.6%	98%	April - June
Average time to process new Housing Benefit claims (in calendar days).	13.3 days	15 days	April - June
% of calls to the contact centre answered (or call back made).	95%	94%	12 month rolling average
Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention.	39	10	April - June
Number of rented households with health and safety hazards that fall below the minimum legal standard that have been remediated following the council's intervention	32	5	April - June
Percentage of Major planning applications processed within 13 weeks.	100%	92%	April - June
Percentage of other planning applications processed within 8 weeks	85.45%	80%	April - June
Percentage of food premises inspected scoring 4 or 5 in the national food hygiene rating scheme.	96%	95%	Ongoing
Percentage of Business Rates Collected	30.94%	27.22%	April - June
Number of visits to leisure centres	259,202	200,000	April - June
Net number of new garden waste customers in current year	775	125	April - June
Net number of new trade waste customers in current year	28	5	April - June
Net additional homes provided	154	115	April - June

2.5 The following performance indicators missed their target at the end of quarter 1.

**LI075 Average time to process Housing Benefit change in circumstances (in calendar days)** – Performance: 10.7 days against a target of 5 days for the period April – June.

Workloads for the team have increased significantly. In the months of March, April and May the team saw vast amounts of Universal Credit “change in circumstances” being received from the DWP. Officers have tried to keep on top of all these changes and process them in the usual manner, but given the quantities involved, a “batch process” was applied to certain document types to reduce backlogs. This approach is relatively new to the department but worked well and it is proposed to continue to utilise this option as and when workloads become unmanageable. However, it took several weeks before applying this new methodology to the backlog, meaning that the processing days for Q1 remained high and above the target.

**LI086 Average length of time spent in temporary accommodation (in weeks)** – Performance: 23.3 weeks against a target of 22 weeks.

There is still a great level of demand for temporary accommodation, and we continue to struggle to house large families, despite working with the Privately Rented Sector and Registered Social Landlords to seek suitable permanent accommodation. There are numerous building sites in development and it is hoped various property types will soon become available to the team, providing much needed affordable housing to accommodate all household composition sizes currently placed in temporary accommodation.

**LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)** – Performance – 11.32 days against a target of 9 days.

The rolling year figure remains around 25% above target at 11.32 days average per person against the target of 9 days.

Data and analysis has been provided to the Senior Leadership Team for Waste and PASC where absence levels continue to be high. Over the last six months there has been substantial amounts of short term absence attributed to Covid within these teams. There doesn't appear to be any other noticeable pattern of reason for absence. Long term absences continue to be actively managed. A “watching brief” is in place for the absence levels within PASC and Waste.

**NI192 Percentage of household waste sent for reuse, recycling and composting** – 32% against a target of 36%.

A new contamination and recycling campaign is underway to help increase this figure to ensure target outcomes are met in the future.

## 2.6 **Compliments and Complaints**

In quarter 1, the council received 35% more compliments and 52% more complaints than in quarter 4 2021/22. 28% of all complaints that the council received in quarter

1 were upheld. Out of all complaints that the council received in quarter 1, 5 were escalated to stage 2, of which only one was upheld.

## 2.7 Achievements

A separate report has been produced highlighting additional key achievements delivered during quarter 3, focusing on areas where the Council has made a real difference to people's lives. This is attached as Appendix 1 and is available on the Council's website and in hard copy in the Members' Room. The following outcomes are identified for particular attention:

**Homes for Ukraine** – we launched the Homes for Ukraine scheme, working with homeowners and landlords who want to help by offering a place for refugees to live. During quarter 1, our Food Health and Housing Team carried out 58 inspections of sponsors homes and 42 second visits where guests have arrived. The inspections are to ensure homes have adequate space, are free from hazards, and to check there are no safeguarding concerns. As well as rehousing, additional support is also being provided to help refugees settle in and become part of local communities. We are working closely with Nottinghamshire County Council and the Nottingham Ukraine Centre to offer extra help to those resettling and welcome them to the borough.

**Gedling Plan Consultation** - The HR, Performance and Service Planning team has launched a consultation aimed at residents, businesses and service users to help inform the formulation of the next four-year Gedling Plan that will define how we work to support our stated priorities over the period 2023-27. The consultation opened on 4 July.

**Energy Support Grants** – The Financial Services team (along with Revenues, Customer Services and Corporate Communications) played a key role in the processing of energy support grants with payments totalling in excess of £5.9m made by 30 June 2022.

**Solar Panels at the AMP** - Work to construct the AMP at Arnold Market Place is continuing and the latest additions to the site are 51 solar panels as part of the scheme's plans to be more sustainable and use renewable energy sources. The building has been designed to use less energy, use more renewable energy and reduce its CO2 emissions. The two storey building will have a number of energy efficient designs including the solar panels, natural ventilation points and high efficiency LED lighting.

The 51 solar panels on the roof of the building will help generate an estimated annual yield of 14,924 kWh of power to the units, saving energy costs for the tenants while providing clean, renewable energy. The building will also be fitted with rainwater retention tanks that will be used to reduce flood risks and feed the semi-mature trees that have been planted around the public realm to offset carbon emissions. Over £4million has been allocated to the project as part of the council's plan to revitalise the centre and create a new space that will help boost visitors to the town centre and support local businesses.

**Citizen Advice Bureau Outreach at GPs and Community Hubs** - The Communities team's co-production work has enabled further resources to be deployed in the Borough to support financial inclusion and hardship. Working in collaboration with

the local Primary Care Networks, funding has been secured for Citizen Advice Bureau (CAB) outreach at local GP surgeries that complement the CAB services in Arnold, Calverton and Netherfield already funded by the Council. The GP outreach provides a pathway for local NHS social prescribing link workers to signpost patients who identify as having additional need for welfare advice. Collaboration has also seen local community hubs, such as the Carlton Hub, commission additional CAB support for communities.

### **3 Alternative Options**

- 3.1 Not to present an update on quarterly performance, in which case Executive members will not be aware of performance against the Gedling Plan 2020-23.

### **4 Financial Implications**

- 4.1 There are no financial implications arising out of this report.

### **5 Legal Implications**

- 5.1 There are no legal implications arising out of this report.

### **6 Equalities Implications**

- 6.1 There are no equalities implications arising out of this report.

### **7 Carbon Reduction/Sustainability Implications**

- 7.1 There are no carbon reduction/sustainability implications arising out of this report.

### **8 Appendices**

- 8.1 Appendix 1 – Examples of Outcomes/Achievements during Quarter 1 2022/23.

### **9 Background Papers**

- 9.1 None identified.

### **10 Reasons for Recommendations**

- 10.1 To ensure Members are informed of the performance against the Gedling Plan 2020-23.



# **GEDLING PLAN**

**2020-2023**

**Examples of Achievements and  
Activities**

**During**

**Quarter 1 - 2022/23**

# Cohesive, Diverse and Safe COMMUNITIES

## Promote and encourage pride, good citizenship and participation

**Queen's Jubilee Events** – we hosted a weekend of events in Gedling as part of the four day UK bank holiday from June 2-5. The celebrations included:

- A Beacon Lighting event hosted by Gedling Country Park and sponsored by Frank Key, on the evening of Thursday 2 June, coinciding with other beacons being lit across the UK and Commonwealth. There was entertainment from the Carlton Brass Band, followed by the beacon being lit at 9.15pm.
- Gedling Country Park also took part in The Queen's Green Canopy by hosting a community tree planting event, sponsored by Keepmoat Homes, on Friday 3 June at the park's newly named, The Queen's Platinum Jubilee Memorial Woodland. 30 small trees were planted by local schoolchildren, Café 1899 served a Jubilee themed menu and there were craft activities by the Gedling Play Forum.
- The Queen's Jubilee Fair took place at Arnot Hill Park on Saturday 4 June from 11am to 5pm with performances from local choirs, schools and artists. There were also activities and workshops around the park for all ages, as well as host of charity and information stalls and multicultural food and drink on sale.
- King George V Recreation Ground hosted a Big Jubilee Lunch on Sunday 5 June from 12 – 4pm.

**Successful Freeman of the borough event for Lord Vernon Coaker** – Democratic Services recently organised and hosted the ceremony to commemorate and confirm the title of freeman of the borough to Lord Vernon Coaker. The ceremony happened on 16 June with around 130 guests attending and was also streamed on the council's website. The ceremony was the largest council function since coming out of the worst of the pandemic and ran extremely smoothly.

**New Mayor** – In May, the council met for its annual general meeting where a number of decisions were made for the forthcoming year, including the election of the Mayor of Gedling for 2022/23. The outgoing Mayor, Councillor Meredith Lawrence, officially handed over the responsibility and the chains of office to the new incoming Mayor, Councillor Peter Barnes, at the event held in the council chamber.

**New Youth Mayor** - In May, we welcomed the new Youth Mayor as part of our Youth Council. The new Youth Mayor will be Fatimah Malik, who replaces outgoing Youth Mayor, Muhammad Malik. They were nominated for office by fellow members of the Youth Council and the role includes a responsibility to act as a Civic role model to young people in the borough, and to attend official engagements alongside the Mayor of Gedling. The Youth Mayor nomination was recognised at a meeting attended by the Leader of the Council and Deputy Lord Lieutenant of Nottinghamshire, where the Youth Council's achievement of the Lord Lieutenant's Young Volunteering Award 2020 was also recognised.

**Gedling ward by-election** – following the resignation of Jennifer Hemmingway, a by-election was called in the ward of Gedling which took place on 26 May. The Democratic Services team dealt with nominations, the opening of postal votes, organising polling stations, the verification and count and many other things. The election was administered well, with all parties involved being happy with the process.

### **Reduce poverty and inequality and provide support to the most vulnerable**

**Council Tax support for low income households** – a special budget of £60,000 was approved as part of our annual budget, to offer hardship contributions to our residents on a low income who are struggling to pay their council tax. The scheme gave a council tax reduction of up to £30 to any household in receipt of the Council Tax Reduction Scheme but still have an amount to pay. All eligible households received the support automatically and did not need to apply.

**Homes for Ukraine** – we launched the Homes for Ukraine scheme, working with homeowners and landlords who want to help by offering a place for refugees to live. During quarter 1, our Food Health and Housing Team carried out 58 inspections of sponsors homes and 42 second visits where guests have arrived. The inspections are to ensure homes have adequate space, are free from hazards, and to check there are no safeguarding concerns. As well as rehousing, additional support is also being provided to help refugees settle in and become part of local communities. We are working closely with Nottinghamshire County Council and the Nottingham Ukraine Centre to offer extra help to those resettling and welcome them to the borough.

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

**Selective Licensing consultation extension** - Gedling Borough Council extended its Selective Licensing consultation, which plans to expand a scheme to make privately rented homes safer for people to live in, and makes it mandatory for landlords to have licences for each of their private rented properties.

Following a successful pilot which started in Netherfield on 1 October 2018, a consultation asking for views to extend the scheme to parts of Colwick, Carlton Hill, Daybrook and Newstead Village was launched. This consultation initially closed in January 2021, but was extended to run from 25 April 2022 until 23 May 2022. Landlords, residents and stakeholders had another opportunity to comment on the proposals.

The council will work with landlords and residents to improve properties, but where necessary will use licensing conditions and enforcement powers to bring about improvements.

Selective Licensing can be applied in areas where there is deprivation, high levels of antisocial behaviour, high levels of crime, high levels of migration and poor housing conditions. The licensing will give the council's Environmental Health team powers to ensure properties are managed effectively and to do more when landlords are not taking steps to deal with issues relating to property standards.

**Round Four Safer Streets Fund** -The South Nottinghamshire Community Safety Partnership has recently submitted a bid for funding towards a wide range of interventions aimed at reducing neighbourhood crime and anti-social behaviour in Netherfield and Colwick.



**Public Engagement** - As part of the Community Safety element, our Community Safety Officer and Anti-social Behaviour and Troubled Families Coordinator have been taking part in the health and well-being events around the Borough, which has included Killisick Primary School and Carlton Le Willows Academy and the Georges Centre to engage with residents, parents and pupils to offer reassurance about issues they may be having living in the area.

# High Performing COUNCIL

## **Provide efficient and effective services**

**Attendance Policy** - The HR, Performance and Service Planning team has, following an extensive period of consultation, gained authorisation to make changes to our attendance policies to clarify how as an organisation we fairly manage sickness absence experienced by employees with a disability. This policy change was implemented from 1 July.

**Gedling Plan Consultation** - The HR, Performance and Service Planning team has launched a consultation aimed at residents, businesses and service users to help inform the formulation of the next four-year Gedling Plan that will define how we work to support our stated priorities over the period 2023-27. The consultation opened on 4 July.

**Energy Support Grants** – The Financial Services team (along with Revenues, Customer Services and Corporate Communications) played a key role in the processing of energy support grants with payments totalling in excess of £5.9m made by 30 June 2022.

**Auditor's Annual Report** - Mazars (the Council's external auditors) issued their Auditor's Annual Report for the year ended 31 March 2021 and this was presented to the Audit Committee on 28 June 2022. This confirmed that an unqualified opinion on the financial statements was issued on 16 March 2022 and also provided details of the work undertaken and conclusions reached by Mazars on the Council's arrangements to secure economy, efficiency and effectiveness in its use of resources (value for money). This focused upon financial sustainability, governance and improving economy, efficiency and effectiveness as the reporting criteria. No risks of significant weakness or actual significant weaknesses were identified for each of the reporting criteria.

## **Maintain a positive and supportive working environment and strong employee morale**

**Employee Support** - In April, following delays in delivery due to Covid, an external training company was commissioned to deliver two training sessions. The first was designed to directly support employees who have mental health issues and the second focussed on giving support to managers to help them to effectively and compassionately manage team members who may have mental health issues.

## **Improve use of digital technologies**

**ICT Replacement Programme** - Significant progress has been made in the delivery of the replacement programme for 2022/23. During the year, 15 laptops, 66 workstations and 121 monitors are due to be replaced. By 30 June 2022 13 laptops (87%), 53 workstations (80%) and 80 monitors (66%) had been replaced.

**SCCM Project** - A project to make adjustments to our current system centre configuration manager (SCCM) servers to support third party updates and implement a "patch my PC" subscription has been completed.

**Technology installation** - Technology to enable hybrid meetings has been installed on a pilot basis and will be evaluated before consideration is given to its further roll out.

# Vibrant ECONOMY

## **Ensure a robust strategic development framework is in place**

**Design Code Pathfinder Project** - Following the submission of an expression of interest for the [National Model Design Code Phase 2 pilots in](#) September 2021, we have been selected to participate in the (renamed) Design Code Pathfinders programme. We have received a significant grant award of £160,000 towards the design coding process and we will also benefit from a support programme from the Office for Place. A team of consultants have been appointed to help deliver a borough wide approach to Design Coding, to include upskilling of officers and members and deliver a step change in design within the Borough. Following an inception meeting on 18<sup>th</sup> May, the consultants are undertaking various baseline assessment work streams which will help to inform the approach taken.

# Sustainable ENVIRONMENT

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

**Gedling Country Park Website** – We launched a brand new website to promote Gedling Country Park and boost visitors to the park by highlighting the great facilities, including the children's play area, Café 1899, the walking routes and the viewing platforms. It also contains information about the history of the park and the flora and fauna around the site, spectacular photographs and videos of the park and other information such as opening times and directions.

## **Promote and protect the environment by minimising pollution and waste and becoming carbon neutral**

**Solar Panels at the AMP** - Work to construct the AMP at Arnold Market Place is continuing and the latest additions to the site are 51 solar panels as part of the scheme's plans to be more sustainable and use renewable energy sources. The building has been designed to use less energy, use more renewable energy and reduce its CO2 emissions. The two storey building will have a number of energy efficient designs including the solar panels, natural ventilation points and high efficiency LED lighting.

The 51 solar panels on the roof of the building will help generate an estimated annual yield of 14,924 kWh of power to the units, saving energy costs for the tenants while providing clean, renewable energy. The building will also be fitted with rainwater retention tanks that will be used to reduce flood risks and feed the semi-mature trees that have been planted around the public realm to offset carbon emissions. Over £4million has been allocated to the project as part of the council's plan to revitalise the centre and create a new space that will help boost visitors to the town centre and support local businesses.

**Local Authority Green Homes Retrofit scheme** - 66 household retrofit installations are in progress via the council's Green Homes Retrofit Scheme in partnership with EON and Nottingham Energy Partnership. 17 installations have now been completed with householders benefitting from free external wall insulation or solar panels. The scheme aims to save carbon emissions but also reduce the impact of rising fuel prices on householders. The scheme is targeted in the Netherfield ward.

**Green Rewards** - The council has promoted the Green rewards scheme to encourage residents to log activities and behave in a sustainable way. This has led to 286 residents signing up for the scheme.

# HEALTHY lifestyles

## Improve health and wellbeing and reduce health inequalities

**Outreach events** - The outreach leisure team have attended the following events in partnership with ABL and Boditrax. We have carried out health and fitness assessments on members of the local community using the Boditrax kiosk, giving out 3 day free passes and eco-friendly water bottles and talking with people about active and healthy opportunities within the leisure facilities and fitness membership and swimming lessons. ABL provide support for eating healthy, getting active, stopping smoking and reducing alcohol.

- 22 April wellbeing event at the Trentside medical centre Netherfield
- 18 May health fair at Killisick Junior School Arnold
- 19 May employment and wellbeing event at the St Georges Centre Netherfield
- 11 June Killisick Jubilee Fun Day

**New food business registration system** – The council launched the Food Standards Agency Register, a Food Business food registration system. The system is accessed from the council food business webpage and enables new food businesses to register online and a copy of the registration is simultaneously sent to the council, Food Standards Agency and Trading Standards so that all parties have current records for new businesses in the borough. The system has been introduced seamlessly and the council Environmental Health Officers encourage and assist new businesses registering when they conduct routine food hygiene inspections.

**South Notts Health Inequalities Plan** - The Council, through its coordination of the South Notts PBP Districts Group and its leadership on a Memorandum of Understanding for Community Development with partners across South Notts, is playing a significant role in the development of a new Health Inequalities Action Plan. This action plan will set out how GBC can work alongside other LA and primary care system partners to address health needs in the Borough.

**Easter Holiday Activity and Food (HAF) programme** – a successful Easter HAF programme was held with nine providers delivering sessions across the borough with a total of 546 attendances over the two-week period.

## Support physically active lifestyles

**HydroHex** - Aqua fitness virtual was launched at Arnold Leisure Centre mid-April providing a much needed service to meet the customer demand for aqua fitness. 200 virtual sessions per month are being accessed by hundreds of DNA members and also pay as you go members. This exciting opportunity has enabled Arnold leisure centre to add to the existing 4 live instructor aqua fitness sessions with there now being 12 sessions in total being a mix of a live instructor and also virtual. Feedback has been positive and with the super clear screen being 65 inches and the excellent content it certainly adds value to a member's membership. The screen also has a function for individual swimmers to pick up the waterproof remote control and access the 'on demand' workouts.

**Your Personal Training (YPT)** - Leisure Services have entered into a partnership with 'Your Personal Training' to provide personal training services to fitness members across all leisure

sites. Having a PT service within the facilities benefits customers by providing an additional service that Gedling doesn't currently offer which in turn will increase the retention of members and also increase new member sales. All members existing and new are entitled to a complimentary PT session.

**Swimming Lesson Members** - The number of swimmers on our Learn to Swim scheme hit new highs during Q1, with over 3,600 swimmers using our scheme which is 1,000 more swimmers than before Covid. The staff across the sites are immensely proud of this achievement as it means even more children are being active and is also reduces the risk of drowning by teaching skills to be safe in and around water.

**Treatment room hire** - It has been agreed to hire the treatment room at Carlton Forum leisure centre to a private Physiotherapy company called Moballise. This partnership will provide an extra income stream to the centre as well as offering a much needed service to fitness members and the local community. Physiotherapy clients will be toured around the Carlton Forum leisure facility and offered a free pass to try the leisure activities on offer.

### **Increase recreational activities**

**Stress Buster Gym Membership** - To help support young people with exam stress the leisure centres offered 15 to 18yr olds 30 days free use of the gyms at Redhill, Calverton and Carlton Forum. The opportunity was taken up by 118 young people living in the borough, with feedback from young people and parents being very positive about the impact it had on their mental wellbeing during exam periods.

### **Bonington Theatre –**

- After selling 416 tickets overall as part of our first year of the BFI funded 16-25 membership scheme, we sold 94 16-25 member tickets in quarter one, which puts us roughly on track to match our total from year one.
- This year we have worked with 'Nottingham Stands with Hong Kong' to screen two important films that document the nature of the political sphere in Hong Kong. With over 230 tickets sold over the two screenings, we have built a solid link between our theatre and wider community of Hong Kong citizens within Nottingham.
- Despite the devastating impact of the Covid-19 virus on the amateur and professional theatre landscape, there are distinct signs of recovery. During quarter one, we had strong audience figures for *The Bonington Players* and *Blind Eye Productions*, both of whom have bookings in place for the forthcoming year.
- Originally planned to coincide with BHM 2021, Covid on two occasions forced a delay in presenting *Echoes of the Front Room* – a drama based on the West Indian migration experience of moving to and living in the UK (produced by Voice of Vision Community Project). The show made it to the stage in June 2022, coinciding with *Windrush 2022* and attracting an audience, over two nights, of 220 people.

### **Reduce levels of loneliness and isolation**

**Local Area Coordination** - The Council will seek to work alongside Nottinghamshire County Council Adult Social Care to explore how a new Local Area Coordinator proposed to support local families in need can integrate with the existing social prescribing delivery in the Borough.

**Citizen Advice Bureau Outreach at GPs and Community Hubs** - The Communities team's co-production work has enabled further resources to be deployed in the Borough to support financial exclusion and hardship. Working in collaboration with the local Primary Care Networks, funding has been secured for Citizen Advice Bureau (CAB) outreach at local GP surgeries that complement the CAB services in Arnold, Calverton and Netherfield already funded by the Council. The GP outreach provides a pathway for local NHS social prescribing link workers to signpost patients who identify as having additional need for welfare advice. Collaboration has also seen local community hubs, such as the Carlton Hub, commission additional CAB support for communities.

**Community E Newsletters** – Three Community E-Newsletters were circulated to 7k community contacts between April and June. Information Shared included The Queen's Jubilee events, Gedling Lotto coffee mornings, Joint Carers Strategy consultation, Carlton Food Bank, Dementia Action Week, Nottinghamshire County Council Health and Wellbeing Hubs, Phoenix Farm Mental Health & Wellbeing Caf  and Positively Empowered befriending service.





## Report to Overview & Scrutiny Committee

**Subject:** Corporate Risk Management Scorecard Quarter 1 2022/23

**Date:** 7 November 2022

**Author:** Head of Finance and ICT

### 1. Purpose of the Report

To update members on the current level of assurance that can be provided against each corporate risk.

#### **Recommendations:**

##### **That Members:**

- Note the progress of actions identified within the Corporate Risk Register.

### 2. Background

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.

The Corporate Risk Register is a key enabler of the Strategy and Framework, and provides assurance on the key risks identified as corporate risks.

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.

### **3. Corporate Risk Register**

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.

The Corporate Risk Register and supporting comments as at the end of June 2022 are appended to this report, and this includes a summary of all control gaps currently identified on the Council's Corporate Risk Register.

The last update of the Corporate Risk Scorecard was presented to Committee on 4 July 2022 which provided the 2021/22 quarter 4 position.

Members are fully aware of the risks arising from the national outbreak of the coronavirus, Covid-19 which have been fully reported to all Members of the Council including the budget and performance reports, the Annual Governance Statement and previous Risk Management Scorecard reports to this Committee. The impact is ongoing and, as at quarter 1, is reflected in the risk register.

### **4. Financial Implications**

None arising directly from this report.

### **5. Legal Implications**

None arising directly from this report.

### **6. Equalities Implications**

None arising directly from this report.

### **7. Carbon Reduction/Environmental Sustainability Implications**

None arising directly from this report.

### **8. Appendices**

Appendix 1 - Corporate Risk Register Monitoring – Quarter 1, Period Ending 30 June 2022

Appendix 2 - Risk Management Scoring Matrix

**Statutory Officer Approval**

**Approved by:** Chief Financial Officer  
**Date:** September 2022

**Approved by:** Monitoring Officer  
**Date:** September 2022

## Appendix 1 - Corporate Risk Register Monitoring – Quarter 1 – Period Ending 30 June 2022

1	<p><b>FAILURE TO PREVENT BUDGET OVERHEATING ONCE THE BUDGET HAS BEEN SET</b></p> <p><b>Owner:</b> Alison Ball</p> <p><b>Current Risk and Direction of Travel:</b> RED – INCREASE in current risk level from B1 (low likelihood, negligible impact) to D3 (high likelihood, serious impact)</p> <p><b>Definition:</b></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><b>Key Risk Driver:</b> Financial Impact</p> <p><b>Raw Risk Value:</b> Serious - £50k - £500k</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p>Although a projected underspend of £46.5K for 2022/23 was reported at Quarter 1, this was influenced by a number of one-off items and did not fully reflect emerging issues that cannot yet be quantified such as the impact of increasing inflation and any agreed April 2022 pay award.</p> <p>The proposed April 2022 pay award, in particular, is significantly in excess of the budgeted sum with an estimated cost in excess of £950K as opposed to a budget of almost £420K. Whilst the Council has established an Inflationary Pressures Contingency Reserve with a current balance of approximately £300k, the final agreed April 2022 pay award along with other pressures will require budget savings to be achieved if they can be accommodated without the use of reserves.</p> <p>Consideration of these factors has resulted in the conclusion that it is appropriate at this stage to increase the risk level.</p>
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Actions completed during quarter 1:

- 2021/22 revenue and capital outturn report (including carry forward requests) prepared for presentation to Cabinet on 6 July 2022 along with the Treasury Activity 2021/22 report.
- 2022/23 Quarter 1 budget monitoring position prepared for presentation to Cabinet on 4 August 2022.

Actions outstanding:

- Continue to capture details of impact of increasing inflation and interest rates upon Council expenditure and income and reflect significant items in the 2022/23 Quarter 2 Budget monitoring report to Cabinet on 3 November 2022.
- Assess financial implications of the final approved April 2022 pay award and determine how this is to be financed.

2	<p><b>FAILURE TO MAINTAIN FINANCIAL INTEGRITY</b></p> <p><b>Owner: Alison Ball</b></p> <p><b>Current Risk and Direction of Travel: RED – NO CHANGE to current risk level (maintained at E4 very high likelihood/major impact £500k to £1m).</b></p> <p><b>Definition:</b></p> <p><i>Affecting the ability of the Council to meet its financial commitments in the longer term.</i></p> <p><b>Key Risk Driver:</b> Financial Impact</p> <p><b>Raw Risk Value:</b> Critical - £1m+</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p>The main financial risk issues as detailed in the 2021/22 quarter 4 report continue to be relevant and the current assessed risk level is likely to continue until progress with the delivery of the efficiency programme is evident and secured and there is more certainty over the future of local government funding.</p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> <li>• Efficiency programme update prepared for presentation to Cabinet on 4 August 2022 with efficiencies of £1.169m to be delivered from 2022/23 to 2024/25.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Update the Medium Term Financial Plan following production of the 2021/22 final accounts and 2022/23 Quarter 1 budget monitoring to reflect emerging inflationary pressures arising from issues such as the aftermath of the Covid-19 pandemic, the war in Ukraine and the United Kingdom's exit from the European Union.</li> <li>• Development of a Procurement and Contract Management Strategy to ensure value for money in purchasing.</li> <li>• Development and implementation of a strategy to maximise current income streams and identify new income opportunities in accordance with all relevant statutory and corporate requirements.</li> </ul>
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3	<p><b>FAILURE TO PROTECT STAFF, INCLUDING HEALTH &amp; SAFETY ISSUES</b></p> <p><b>Owner: Alison Ball</b></p> <p><b>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level (maintained at B3 low likelihood/serious impact)</b></p> <p><b>Definition:</b></p> <p><i>Ineffective systems, processes and equipment that can present danger to individuals or groups of employees.</i></p> <p><b>Key Risk Driver:</b> Health &amp; Safety</p> <p><b>Raw Risk Value:</b> Major – Loss of life/major illness</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p>The 2022/23 programme of inspections will now be undertaken.</p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> <li>• A permanent solution for Health and Safety team arrangements (to replace current interim support) has been agreed and recruitment process completed.</li> <li>• Health and safety awareness course for staff prepared.</li> <li>• All PASC risk assessments and operational procedures have undergone an annual review to ensure compliance with health and safety requirements.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Prepare a new Civic Centre emergency evacuation procedure.</li> <li>• Rollout the health and safety awareness course to staff.</li> </ul>
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4	<p><b>FAILURE TO RECRUIT AND RETAIN STAFF, AND MAINTAINING INTERNAL CAPACITY</b></p> <p><b>Owner:</b> Alison Ball (David Archer)</p> <p><b>Current Risk and Direction of Travel:</b> AMBER – INCREASE current risk level from C2 (significant likelihood/minor impact) to C3 (significant likelihood, serious impact).</p> <p><b>Definition:</b></p> <p><i>Associated with the particular nature of each profession, internal protocols, managerial abilities, and sickness levels.</i></p> <p><b>Key Risk Driver:</b> Service Provision</p> <p><b>Raw Risk Value:</b> Serious – Significant elements of a service suspended / reduced</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p>The Annual Governance Statement includes a number of actions for 2022/23 to address control and risk issues concerning workforce capacity. The risk level has been increased and may rise further in the near future.</p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> <li>• New Waste, Transport and Depot Manager appointed with a start date of 2 September 2022.</li> <li>• A Smarter Ways of Working update prepared for distribution to staff following the rollout of the ICT equipment for agile working.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Address the actions for 2022/23 in the Annual Governance Statement to address control and risk issues concerning workforce capacity including monitoring the impact of workforce capacity on the delivery of the Gedling Plan and ensuring compliance with governance requirements.</li> </ul>
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5	<p><b>FAILURE TO PROPERLY UTILISE EXISTING ICT, REACT TO TECHNOLOGY CHANGES, AND PREVENT DATA LOSS</b></p> <p><b>Owner: Alison Ball (Paul Adcock)</b></p> <p><b>Current Risk and Direction of Travel: AMBER – NO CHANGE in current risk level (maintained at C3 significant likelihood/serious impact).</b></p> <p><b>Definition:</b></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><b>Key Risk Driver:</b> Objectives</p> <p><b>Raw Risk Value:</b> Major – Directorate objectives not met</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> <li>• External third party review of the ICT service to evaluate current service provision and ensure service is adequately resourced (in both numbers and expertise) to meet current and anticipated future demands is now underway with baseline assessment produced and currently being reviewed.</li> <li>• Cyber security training for Members provided in May and June 2022 by East Midlands Councils</li> <li>• Cyber security e-learning module made available for staff.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Produce a new IT Strategy following the conclusion of the ICT service review.</li> <li>• Produce a new Digital Strategy (replacing the now expired 2016-2019 version) after the ICT service review has been completed that aligns with the current and future Gedling Plan.</li> <li>• Consider proposals from AON (the Council's insurance brokers) to strengthen the Council's cyber security arrangements.</li> </ul>
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|--|--|
|  | <ul style="list-style-type: none"><li>• Finalise the cyber risk register as recommended following the internal audit reported to Audit Committee in March 2021.</li><li>• Review and update the Information Security Policy.</li></ul> |
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6	<p><b>FAILURE TO PROTECT &amp; UTILISE PHYSICAL ASSETS</b></p> <p><b>Owner: Mike Hill (Head of Regeneration and Welfare)</b></p> <p><b>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level (maintained at C3 significant likelihood/serious impact).</b></p> <p><b>Definition:</b></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><b>Key Risk Driver:</b> Health &amp; Safety</p> <p><b>Raw Risk Value:</b> Major – Loss of life / major illness</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> <li>• The general condition surveys of Council Buildings and Suitability and Sufficiency surveys are ongoing.</li> <li>• Access to Mapperley Rail Tunnel has been restricted with fencing and warning signs installed and regular monitoring and inspection arrangements in place.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Complete the asset condition and suitability surveys.</li> <li>• Produce a new Asset Management Plan.</li> <li>• Assess supply chain issues to ensure that the Council has sufficient stock of items required to ensure that its assets are properly maintained and continue to operate as intended.</li> </ul>
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7	<p><b>FAILURE TO REACT TO CHANGES IN LEGISLATION</b></p> <p><b>Owner:</b> Fran Whyley</p> <p><b>Current Risk and Direction of Travel:</b> AMBER – NO CHANGE to current risk level (maintained at C3 significant likelihood/serious impact).</p> <p><b>Definition:</b></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><b>Key Risk Driver:</b> Financial Impact</p> <p><b>Raw Risk Value:</b> Major - £500k - £1m</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p>Implementation of the Government’s Resource and Waste Strategy in response to the Environment Act 2021 is currently delayed whilst the Government decides its approach to the handling of recyclable materials.</p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> <li>• No actions completed.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Address any financial and other implications from the McCloud pension case and other related legal judgements.</li> <li>• Upon receipt of the long awaited guidance from the Government on its preference for the handling of recyclable materials, assess the costs and other implications of measures introduced in response to the Environment Act 2021.</li> </ul>
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8	<p><b>FAILURE OF CONTRACTORS OR PARTNERSHIP ARRANGEMENTS – CONTRACTUAL BREACHES</b></p> <p><b>Owner: Alison Ball</b></p> <p><b>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level (maintained at B3 low likelihood/serious impact).</b></p> <p><b>Definition:</b></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><b>Key Risk Driver:</b> Financial Impact</p> <p><b>Raw Risk Value:</b> Serious - £50k - £500k</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> <li>• Contracts register on website brought up to date and circulated to senior officers.</li> <li>• Analysis of significant supplier spending completed to ensure that appropriate contracts are in place.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Implementation of the automated contracts register in the procurement system. The system provider is to provide training. A manual version of the contracts register is in place and therefore there are no compliance issues at present.</li> <li>• Deliver corporate contract and procurement training (scheduled for 21 September 2022).</li> <li>• Review indemnity clauses in terms and conditions for new contracts to ensure that they reflect the Council's risk appetite.</li> </ul>
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9	<p><b>INABILITY TO DEFEND ONE-OFF CHALLENGES TO A COUNCIL DECISION OR NEW COMPENSATION TREND EMERGES</b></p> <p><b>Owner:</b> Fran Whyley</p> <p><b>Current Risk and Direction of Travel:</b> GREEN – NO CHANGE to current risk level (maintained at A3 very low likelihood/serious impact).</p> <p><b>Definition:</b></p> <p><i>Councils are increasingly vulnerable to judicial reviews and new compensation claims.</i></p> <p><b>Key Risk Driver:</b> Financial Impact</p> <p><b>Raw Risk Value:</b> Serious - £50k - £500k</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p>There is a risk that self-employed service providers may successfully challenge their employment status with potential financial costs for the Council as a result.</p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> <li>• Work undertaken to reduce the number of self-employed instructors in Leisure Services by moving to employed status.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Continue to assess the employment status of individuals working for the Council to ensure that legislative and corporate requirements are met.</li> </ul>
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10	<p><b>FAILURE TO MAINTAIN SERVICE STANDARDS, CUSTOMER SATISFACTION, AND/OR MEET CUSTOMER EXPECTATIONS</b></p> <p><b>Owner: Alison Ball (Fran Whyley)</b></p> <p><b>Current Risk and Direction of Travel: GREEN – NO CHANGE to current risk level (maintained at B1 low likelihood, negligible impact).</b></p> <p><b>Definition:</b></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><b>Key Risk Driver:</b> Reputation</p> <p><b>Raw Risk Value:</b> Major – Adverse national publicity</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> <li>Monitoring of complaints in respect of the ongoing impact of Covid-19 on service levels no longer required following the lifting of restrictions.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>Monitor and respond as necessary to the impact upon the Council of potential staffing capacity issues in key areas.</li> </ul>
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11	<p><b>FAILURE TO PREVENT DAMAGE TO THE COUNCIL'S REPUTATION</b></p> <p><b>Owner: Mike Hill</b></p> <p><b>Current Risk and Direction of Travel: GREEN – NO CHANGE to current risk level (maintained at B2 low likelihood/minor impact).</b></p> <p><b>Definition:</b></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><b>Key Risk Driver:</b> Reputation</p> <p><b>Raw Risk Value:</b> Major – Adverse national publicity</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> <li>• No outstanding actions.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• There are currently no outstanding control gaps in the strategic or operational risk registers relating to this corporate risk.</li> </ul>
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12	<p><b>FAILURE TO REACT TO AN ENVIRONMENTAL INCIDENT OR MALICIOUS ACT</b></p> <p><b>Owner: Mike Hill</b></p> <p><b>Current Risk and Direction of Travel: GREEN – NO CHANGE to current risk level (maintained at B1 low likelihood, negligible impact).</b></p> <p><b>Definition:</b></p> <p><i>Council reaction to a natural occurrence e.g. widespread flooding, or other events such as fire and explosions.</i></p> <p><b>Key Risk Driver:</b> Reputation</p> <p><b>Raw Risk Value:</b> Major – Adverse national publicity</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p>Climate change is expected to require businesses (including Councils) and individuals to adapt their behaviour to reduce the potential of extreme weather events and other risks to public health.</p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> <li>• No actions completed.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• No outstanding actions.</li> </ul>
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13	<p><b>FAILURE TO REACT TO SOCIO-ECONOMIC TRENDS</b></p> <p><b>Owner: Mike Hill</b></p> <p><b>Current Risk and Direction of Travel: GREEN - NO CHANGE to current risk level (maintained at B2 low likelihood/minor impact).</b></p> <p><b>Definition:</b></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><b>Key Risk Driver:</b> Reputation</p> <p><b>Raw Risk Value:</b> Serious– Adverse regional publicity</p> <p><b>Corporate Risk Register Outstanding Controls:</b></p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> <li>• No actions completed.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>
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#### **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 have been no high risk recommendations reported to date during 2022/23.

## APPENDIX 2 - RISK MANAGEMENT SCORING MATRIX

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

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## **Report to Overview and Scrutiny Committee**

**Subject:** Scrutiny work programme

**Date:** 7 November 2022

**Author:** Democratic Services Manager

### **1 Purpose of the Report**

To provide an update on the scrutiny work programme.

#### **Recommendation(s)**

**That the overview and scrutiny committee:**

- 1) Identifies any further areas for examination in the 2022/23 work programme

### **2 Work programme**

A draft programme was discussed at the previous meeting and has been updated and attached as appendix 1.

As discussed at previous meetings, there will be future examination of the following areas which has been added into the programme:

- partner performance
- public parks
- facilities at recreational grounds
- relationships with friends groups

The programme of portfolio holder attendance will continue, as will other standing items such as performance, and members are invited to put forward any additional ideas for inclusion in the work programme.

To aid the committee, a copy of the updated cabinet portfolios are attached at appendix 2.

### **3 Financial implications**

There are no financial implications arising from this report.

**4      Legal implications**

There are no legal implication arising from this report.

**5      Equalities implications**

There are no equality implications arising from this report.

**6      Carbon Reduction/Environmental Sustainability implications**

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

**7      Appendices**

Appendix 1 – Draft work programme

Appendix 2 – Cabinet portfolios

## Overview and Scrutiny Committee work programme 2022/23 - DRAFT

	Programme of portfolio holding to account	Performance review	Reports/items at committee	Current reviews/responses	Suggestions for partner performance reviews
7 Nov 22	Cllr Viv & Ron McCrossen	Risk scorecard – Q1 2022  Q1 performance			Gedling play forum  Jigsaw Homes
16 Jan 23	Cllr K Fox (to confirm)	Q2 performance  Traffic regulation orders review		Sewerage review working group recommendations  Review of implementation of the waste policy  Review of public parks	We R Here (to confirm)
9 Mar 23	Cllr D Ellis (to confirm)	Q3 performance		Review of implementation of domestic abuse report	CA Notts & District (to confirm)
Rolling issues			Procurement policy  Complaints		

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**Gedling Borough Council 2022/23**

**Composition of Cabinet**

**Leader of the Council**

**Councillor John Clarke**

- Overall strategy and delivery of agreed Council priorities and objectives.
- Oversight of all Cabinet responsibilities.
- Building and developing relationships with partners at a local, regional, national and international level to pursue matters of interest to the Council and the community.
- Representing the interests of the Council and the wider community on the Local Enterprise Partnership, East Midlands Councils, and other key strategic local, regional and national bodies.
- Oversight of the Council's Partnership and Collaboration Agreements with key partners.
- Building and maintaining positive relationships with and between elected Members and employees.
- Promoting and encouraging effective corporate governance and the highest standards of probity.
- Emergency planning.
- Responding to the 'Cost of Living' crisis.

**Deputy Leader and Portfolio Holder – Corporate Resources and Performance**

**Councillor Michael Payne**

- Budget strategy, financial management and local taxation.
- Housing benefits and homelessness.
- Asset management, including the Council's investment property, sales and purchase of land.
- Information and Communications Technology, including digitalisation.
- Human resources, staff development and welfare.
- Customer experience and insight.
- Democratic services and governance.
- Communications and Social Media relations.
- Commercialisation, marketing and promotion
- Transformation of Council services.

## **Portfolio Holder – Local Pride and Community Engagement**

### **Councillor David Ellis**

- Crime reduction and safeguarding, including representation at the Crime Panel.
- Heritage.
- Community events.
- Engagement with the voluntary sector.
- Localities and neighbourhood working.
- Parish Council liaison.
- Senior's Council and Interfaith Forum.
- Member training and development.

## **Portfolio Holder - Diverse Communities and Life Chances**

### **Councillor Kathryn Fox**

- Refugees and resettlement.
- Member champion for women and the disabled.
- Domestic violence, abuse and hate crime.
- Rural affairs.
- Social mobility, including linkages to its markers of health, education, housing, income, race and gender.

## **Portfolio Holder - Sustainable Growth and Economy**

### **Councillor Jenny Hollingsworth**

- Planning policy, development management, building control and land charges.
- Strategic development framework, including transport and community infrastructure.
- Private sector housing, social housing, and addressing empty homes.
- Business growth, economic development, and inward investment.
- Workforce development, employment and skills opportunities.
- Town and local centre economy.

## **Portfolio Holder – Lifestyles, Health and Wellbeing**

### **Councillor Henry Wheeler**

- Leisure Centres.
- Sports Development and physical activity.
- Arts and culture, including Bonington theatre/cinema.
- Health promotion and development.
- Social prescribing partnerships.
- Loneliness and isolation.
- Mental health, including dementia support.

## **Portfolio Holder - Environment**

### **Councillor Ron McCrossen**

- Maintenance and development of parks, open spaces, cemeteries and allotments.
- Provision of play parks, pitches and other play facilities.
- Air quality, walkways and cycle-paths.
- Waste Management, recycling and street cleansing.
- Carbon management and climate change.
- Food, health and housing standards.
- Environmental prosecutions and enforcement.
- Climate Change Member Champion.

## **Portfolio Holder - Young People and Equalities**

### **Councillor Viv McCrossen**

- Play and events for young people.
- Holiday activities and food programme (HAF).
- Addressing child poverty.
- Youth Council and Youth Mayor.
- Engagement and consultation with young people.
- Youth unemployment and apprenticeships, including working with schools.
- Equalities, diversity and inclusion.

**All Portfolio holders have the authority to:**

1. Make all executive decisions, within their area of responsibility, on matters which are not reserved to Cabinet and within the limitations of the Financial Regulations.
2. Monitor service performance, within their area of responsibility and take action to improve performance where necessary, in conjunction with the relevant Director.
3. Respond to consultation documents received by the Council within their area of responsibility.
4. Approve policies and procedures within their area of responsibility.
5. Authorise the commencement of any proceedings in connection with any offences within their area of responsibility.
6. Determine fees and charges within their area of responsibility.
7. Make recommendations to the Cabinet, within their area of responsibility, on matters reserved to Cabinet.

When taking decisions, professional advice from officers, including the statutory officers, should be taken into account.

**The Cabinet will be supported by the following Policy Advisors:**

Policy Advisor for Heritage and Homelessness – Councillor Des Gibbons  
Policy Advisor for Environment – Councillor Sandra Barnes

*Policy Advisors will not hold delegated responsibility but will support their respective Cabinet member on development and progression of specific Gedling Plan actions as appropriate. The precise focus for the work of each Policy Advisor will be agreed by the Leader, Deputy Leader and relevant Cabinet member in discussion with the Policy Advisor.*