

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

Agenda

Overview and Scrutiny Committee

Date: Monday 16 January 2023

Time: **5.30 pm**

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 Andrew Ellwood Councillor Mike Hope

Councillor Meredith Lawrence

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

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MINUTES OVERVIEW AND SCRUTINY COMMITTEE

Monday 7 November 2022

Councillor Liz Clunie (Chair)

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

Councillor Meredith Lawrence Councillor Marje Paling Councillor Alex Scroggie Councillor Martin Smith Councillor Sam Smith

Apologies for absence:

Councillor Simon Murray

Officers in

M Hill, M Cryer, L Juby, E McGinlay and B Hopewell

Attendance: Guests in

Councillor R McCrossen, Councillor V McCrossen, A Crosbie and

Attendance I Wright

10 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Murray and Pearson. Councillor Scroggie attended as a substitute.

11 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 5 SEPTEMBER 2022

RESOLVED:

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

12 DECLARATION OF INTERESTS

Councillor Rachael Ellis declared a non-pecuniary interest in agenda item 6, as a member on the board of directors.

RESOLVED:

To note this interest.

13 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE

Members welcomed Councillor Viv McCrossen, Portfolio Holder for Young People and Equalities to the meeting to examine her portfolio.

Councillor Viv McCrossen gave a presentation, providing an update to members on some key happenings in her portfolio, giving them the opportunity to ask any questions after.

No questions or areas of concerns had been submitted in advance of the meeting so Councillor McCrossen delivered an update on various areas of responsibility within her portfolio. She gave the following updates:

- Gedling Borough Council had coordinated the annual programme of activities in the community/leisure centres as well as funding and supporting other community led events such as the Platinum Jubilee, female skate jam, holiday activities and food programmes.
- The holiday activities and food programmes (HAF) was aimed at children aged 5 – 16 years with a goal to provide access to food as well as activities during school holidays, including free activities for children who receive benefits-related free school meals. She noted the HAF is now the responsibility of Nottinghamshire County Council.
- Gedling Borough Council had received £25,000 from the Nottinghamshire County Council Food Fund. These funds were used to help address loneliness and isolation with 18 small grants being awarded to various community projects, enabling social eating opportunities. It was noted that 27 warm spaces were created where people could come together, socialise, stay warm and in some cases have hot refreshments during the winter months.

The Chair gave Members the opportunity to ask questions of Councillor McCrossen's portfolio.

Members queried whether disability awareness training would be held for members as well as staff.

It was noted that equalities awareness training would be of benefit for Councillors and confirmed that the Democratic Services Manager would review which courses Members will participate in for the next electoral year.

Members asked how the £138,000 HAF allocation compared to previous years and whether it was enough to meet demand.

The Head of Communities & Leisure explained that £138,000 was the allocation that Gedling Borough Council helped to process throughout that time period. He explained that it could be a challenge to find providers but the scheme had improved their local relations.

Members welcomed Councillor Ron McCrossen, Portfolio Holder for Environment to the meeting to examine his portfolio. Councillor Ron McCrossen gave a presentation, providing an update to members on some key happenings in his portfolio, giving them the opportunity to ask any questions after.

He gave the following updates:

- A new pilot initiative was established in Netherfield and Killisick to reduce contaminated bins. New bin tags would be placed on bins if contamination occurs to alert residents and encourage them to scan the QR code, providing information on which items can or can't be recycled.
- Green Flag equality standards have continued to be used and improved to enhance the Borough's paths and play areas. It was noted that there are now five Green Flag parks in the Borough
- Over 1,200 trees were planted as part of the Queens Jubilee Tree Canopy Planting Initiative at Gedling Country Park and Digby Park Arboretum during the last year.
- It was noted that the joint-bid with the South Nottinghamshire Community Safety Partnership for the Safer Streets Fund of £250,000 had been successful. The funding will pay for a range of crime prevention measures including additional wardens, a greater CCTV network and improved street lighting.
- A new food business registration scheme was implemented in partnership with the Food Standards Agency and Trading Standards who will now automatically receive a copy of new food business registrations within the borough.

The Chair then asked members if they had any questions regarding Councillor Ron McCrossen's portfolio.

Members asked whether any consideration had been given to the opening hours of public toilets as some seem to close early, causing difficulties where the public may need to relieve themselves.

Councillor McCrossen asked members to provide details on which toilets they were referring to so an investigation could be conducted.

Members asked for clarity on the procedure for repeat contamination of residential recycling bins.

The Head of Environment explained that the new tag initiative is considered the first warning, where the crew would then return to try and empty. This would be followed by a verbal warning if the contamination

continued, with a written warning thereafter before enforcement action would be considered – on a case-by-case basis.

Members offered Councillor McCrossen the opportunity to tour their wards to give members and parish councils the opportunity to provide feedback on the areas that require attention.

Councillor McCrossen confirmed he would make arrangements with them separately.

RESOLVED:

The Chair thanked Councillors Viv and Ron McCrossen for their presentations and information provided.

14 PARTNERSHIP REVIEW - JIGSAW HOMES

The Chair welcomed Ivan Wright, Assistant Director for Neighbourhoods at Jigsaw Homes to the committee as part of the Council's partnership review programme.

A presentation was held, providing an overview on the key areas of their work. Highlights of the presentation were as follows:

- Jigsaw manage 35,482 homes across the group with 3209 held within the Borough. They also have a new build programme intending to deliver 4,000 homes over a five year period.
- Jigsaw Homes' customer contact team are triaged with the aim of dealing with customers at the first point of contact. If this cannot be achieved, they are passed on to specialist teams who contact the customer within two days unless it is an emergency.
- Jigsaw Homes offer a choice based lettings scheme via Gedling Home search. To date, they have let 259 properties this year and let 330 last year.
- Jigsaw's neighbourhood engagement team offer various services and plan events to help their residents with employment and skills, food poverty, energy advice, social isolation and environmental work.

The Chair then asked members if they had any further questions for the Jigsaw Homes.

Members noted that Jigsaw holds roughly 9% of their current stock within the borough and asked whether Jigsaw Homes expects this to increase by the end of 2024.

Ivan confirmed he did not have the information readily available, informing members that he would make enquires after the meeting and forward the information to members.

RESOLVED:

The Chair thanked Ivan Wright for the presentation and information provided.

15 PARTNERSHIP REVIEW - GEDLING PLAY FORUM

Members welcomed Anne Crosbie of Gedling Play Forum to the committee, as part of the Council's partnership review programme.

A presentation was held, informing members of the various events and activities they have undertaken to date.

It was noted that the events held by the play forum served numerous purposes such as:

- Investing in children's play
- Making and sharing memories
- Development and healing
- Building and strengthening communities
- Promoting well-being
- Diverting or upcycling waste
- Investing in projects for future development

RESOLVED:

The Chair thanked Anne Crosby for the presentation and information provided.

16 GEDLING PLAN QUARTER 1 2022/23 REPORT

The Chief Executive introduced a report, which had been circulated in advance of the meeting, informing 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.

RESOLVED:

To note the information.

17 RISK SCORECARD - Q1 JUNE 2022

The Chief Executive introduced a report, which had been circulated in advance of the meeting, updating members on the current level of assurance that can be provided against each corporate risk.

RESOLVED to:

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

18 SCRUTINY WORK PROGRAMME

Consideration was given to a report of the Democratic Services Manager, which had been circulated in advance of the meeting, updating members on the scrutiny work programme.

RESOLVED:

To note the information.

19 ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT

None.

The meeting finished at 8.05 pm

Signed by Chair: Date:

Agenda Item 4



Report to Overview and Scrutiny Committee

Subject: Partnership review – Citizens Advice Nottingham & District

Date: 16 January 2023

Author: Democratic Services Manager

Purpose

To consider the work of the Citizens Advice (CA) Nottingham & District, 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 fourth partner to be invited to the committee is CA Nottingham & District. Initials discussions were had between CA staff and the council and it was agreed that Donna Cumberlidge and Simon Mee would attend the meeting. Donna and Simon will be delivering a presentation to members and will also be answering questions, both collected previously and ad hoc on the night.

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

Agenda Item 5



Report to Overview and Scrutiny Committee

Subject: Gedling Plan Quarter 2 of 2022/23 Report

Date: 16 January 2023

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 quarter 2 of 2022/23 quarter 2.

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 quarter 2 of 2022/23 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 still being reported to Cabinet together and 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 2.

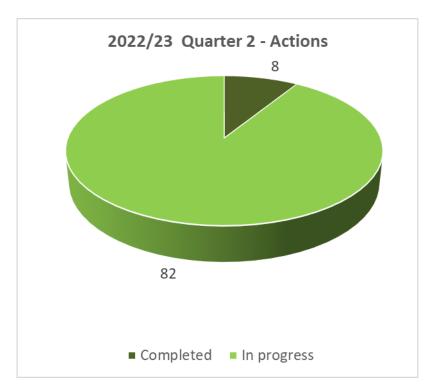
1.5 The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the "completed" or "in 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 quarter 2 of 2022/23 as set out below.

2.2 Actions

At this stage, of the 90 actions currently active in the Gedling Plan 2020-23, 8 are complete and the remaining are either in progress or assigned to an Officer.



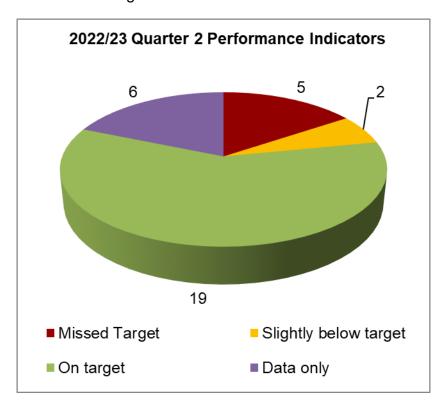
The eight completed actions are as follows:

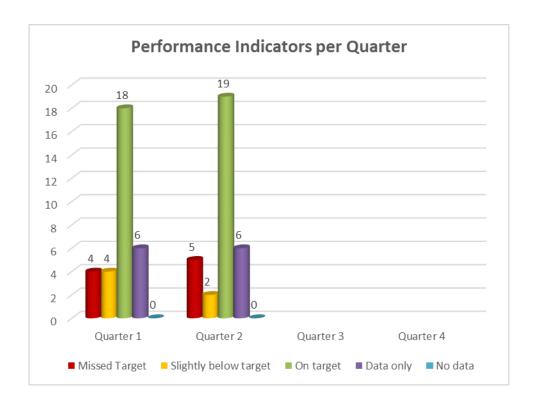
- Coordinate the supported internship programme
- Provide targeted business support to small and medium businesses across the borough
- Work with the County Council to ensure completion of the Gedling Access Road to support growth.
- Plant 500 UK native trees across the borough to mark the lead up to the 50th Anniversary of the ceame of 4Gedling Borough

- Develop and implement a Carbon Reduction Strategy aligned with key partners across the borough
- Review the pilot Selective Licensing Scheme and investigate new schemes in the borough.
- Engage in local government restructuring debate to ensure local services are maintained and the voice of our residents is heard
- Prepare and plan for an event to mark the 50th anniversary of the creation of GBC and the 200 years anniversary of Lord Bryon

2.3 Indicators

Overall indicator performance at the end of quarter 2 shows that out of a total of 32 indicators, 19 were on or above target, 2 were slightly below target and 5 indicators missed their target.





2.4 Examples of particularly positive performance for quarter 2 include:

Performance Indicator	Figure reported	Target	Period covered
Average time to process new Housing Benefit claims (in calendar days).	14 days	15 days	July - September
Average length of time spent in temporary accommodation (in weeks)	21 weeks	22 weeks	July - September
% of calls to the contact centre answered (or call back made).	94.6%	94%	12 month rolling average
Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention.	17	10	July - September
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	7	5	July - September
Percentage of Major planning applications processed within 13 weeks.	100%	92%	July - September

Percentage of minor planning applications processed within 8 weeks	100%	86%	July - September
Percentage of other planning applications processed within 8 weeks	82.7%	80%	July - September
Percentage of Business Rates Collected	61.2%	54.9%	July - September
Number of visits to leisure centres	244,959	200,000	July - September
Net additional homes provided	127	115	July - September
Delivery of school based employability events	5	2	July - September

2.5 The following performance indicators missed their target at the end of quarter 2.

LI075 Average time to process Housing Benefit change in circumstances (in calendar days) – Performance: 5.3 days against a target of 5 days for the period July to September.

The change of circumstances processing times have dramatically reduced since Q1 but due to the volume of work, including new claims, processing times are still slightly over the required indicator. We are looking to increase the number of automated changes to seek to improve our performance in the future.

Ll006 Working Days Lost Due to Sickness Absence (rolling 12 month total) – Performance – 10.4 days against a target of 9 days.

Sickness absence levels are again beginning to reduce. The rate of absence in the current month is below that of the same month last year. If this trend does continue then target, or close to target, may be achievable for the year, but we are heading into the winter months.

LI085 Current number of DNA members – 3,589 members against target of 4,140 as at end of September.

The number of DNA members has fallen during Quarter 2, which we believe is due to the current cost of living issues people are facing and the presence of cheaper local gyms. To address this we have put in place an extensive marketing plan, which includes a series of promotions throughout the year and have attended a number of outreach events reaching residents who may not be using our facilities. In addition, the new leisure system now includes the ability for people to join DNA online.

NI191 Residual household waste per household in Kg – 157.4kg against a target of 140kg.

The current contract between Veolia and the County Council as lead waste authority does not include certain plastic films, fruit cartons and foils. This leads to these waste streams going into the residual bin. Equally, the current increased figure will also be due to loads rejected due to contamination of recycling bins by nappies, food, textiles and glass.

To address this ongoing work is progressing with the County Council and Veolia to improve the communication around what can and cannot be recycled and GBC are running a 'Please do not Contaminate your bin' campaign to educate and change behaviours around this performance indicator.

LI018 Percentage of invoices paid within 30 days – 92.9% against a target of 99.0%

The absence of key staff during the quarter has had a significant impact in terms of a reduced number of payment runs and lower engagement with departments concerning outstanding invoices than would normally be the case. It is expected that these issues are temporary in their nature and that performance levels return to normal in future quarters.

2.6 Compliments and Complaints

In quarter 2, the council received 27% fewer compliments and 5% fewer complaints than in quarter 1 2022/23. 32% of all complaints that the council received in quarter 2 were upheld. Out of all complaints that the council received in quarter 2, two complaints were escalated to stage 2 and none of those complaints were upheld.

2.7 Achievements

A separate report has been produced highlighting additional key achievements delivered during quarter 2, 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:

Shared Prosperity Fund bid

We formally submitted plans to improve the borough using an allocation of £2.6 million through the government's Shared Prosperity Fund over the next three years.

In April 2022 the Department of Levelling Up, Housing and Communities launched a funding programme of £2.6 billion, called the UK Shared Prosperity Fund to support local investment. This funding is allocated through a funding formula rather than competitive bid and it replaces the European Union Regional Development Fund.

The council's bid includes a detailed investment plan that shows how it will spend the money in order to meet the government's funding criteria and what the benefits to the local community will be. The fund identifies three local priorities; communities and place, support for loca pages, and people and skills. The council will be

looking at a range of ideas to spend the money including improving town centres, green spaces, encouraging visitors and improving community engagement programmes.

As part of the submission, the council consulted with local community groups, businesses and partners to establish what they think the money should be used for. The consultation results were included in the plan and helped shaped some of the key priorities for the fund. The bid has also been formally backed by Nottinghamshire County Council.

New Council Cabinet role created to support refugees, women and the disabled

Gedling Borough Councillors approved plans to create a new Portfolio Holder to support the borough's diverse community and improve life chances. This new role will focus on supporting refugees and the resettlement programme, championing women and the disabled as well as raising awareness of support for victims of domestic violence, abuse and hate crime.

Fifth Green Flag award

Breck Hill Park collected a Green Flag Award - the international quality mark for parks and green spaces – increasing our prestigious list of Green Flag parks in the Borough to five.

Breck Hill Park in Woodthorpe received the award for the very first time. Last year, it received funding of £100,000 for a new children's play area following a bid by Gedling Borough Council to FCC Communities, a not-for-profit business that awards grants for community, conservation and heritage projects.

Arnot Hill Park retains the award for the 16th consecutive year, Gedling Country Park for the 7th year in a row, Burton Road Jubilee received the award for the seventh time and Bestwood Country Park has received the award for the third year in a row since the maintenance of the park was taken over by Gedling Borough Council.

The Green Flag Award scheme, managed by environmental charity Keep Britain Tidy under licence from the Department for Levelling Up, Housing and Communities, recognises and rewards well-managed parks and green spaces, setting the benchmark standard for the management of green spaces across the United Kingdom and around the world.

Gedling Green Homes Retrofit scheme

The council successfully completed its first Gedling Green Homes retrofit scheme in Netherfield designed to improve the energy efficiency of eligible low Energy Performance Certificate homes. The scheme came to conclusion at the end of September. Measures were installed in 51 homes including 18 with external wall insulation and 33 with solar panels. The scheme was delivered in partnership with Eon Energy Services Ltd, Nottingham Energy Partnership and Jigsaw Homes.

New Leisure Management System

Leisure centres successfully moved over to a new leisure management system on the 12th September having been with the existing supplier for over 20yrs. The new system has improved customer functionality which will help transform how customers engage with the leisure centres. The move from the old to the new system entailed moving 40,000 customer records over, and training over 40 members of staff in the new system.

Energy Bills Rebate Scheme – Our Revenues team concluded the project which helped hundreds of our residents and have now paid out 99.4% of entitlement. The Customer Services team are now just looking at how they can help four bed-bound residents to apply.

Swim England Teaching and Education Awards 2022 - The Gedling Swim Stars programme has been shortlisted for "Swim School of the Year" award at the Swim England Teaching Awards. This nomination relates to the incredible success of the swim school since the re-opening of facilities after Covid, where there are now over 3,700 residents learning to swim across the three pools at Calverton, Arnold and Carlton Forum. In addition to record numbers, the sites are also working in partnership with Jigsaw Homes to offer subsidised lessons to their residents.

Temporary Accommodation - The Council's Housing and Welfare Service has secured 2 additional leased properties to support Homeless families and reduce the reliance upon bed and breakfast accommodation. These properties have been secured through agreement with the County Council.

3 Alternative Options

3.1 Not to present an update on quarterly performance, in which case 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 2 of 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 2 - 2022/23

Cohesive, Diverse and Safe COMMUNITIES

Promote and encourage pride, good citizenship and participation

Summer Community Events - A number of community events have taken place over the summer:

- Summer at St Georges Around 80 children and families took part in a day of
 creative activities at the St Georges Centre where Netherfield Forum were also able
 to provide free lunches for everyone attending. The event was supported by Jigsaw
 Homes, Notts County Council Public Health and Gedling Play Forum.
- Nottinghamshire Day The Council delivered a day of activities in Arnold Town
 Centre supported by Arnold Methodist Church, Positively Empowered, Notts County
 Council Public Health and Gedling Play Forum. Street theatre performances and
 history walks also took place throughout the town centre.
- Tour of Britain To engage families and the local community in the Tour of Britain, Gedling Play Forum provided banner kits to a number of local schools and community groups to decorate the route through the borough. The Play Forum also delivered a workshop for families at Calverton Methodist Church to create decorations specifically for display in Calverton.
- Inclusive Skate Jam with Skate Nottingham Skate Nottingham delivered an event in Arnot Hill Park to encourage girls and those new to skating to try it out. This event was the first delivered by Skate Nottingham in partnership with the Council and Notts County Council Youth Service also attended to provide support and engage with young people around the park. Over 20 girls and young women attended and they were supported by Skate Nottingham coaches over the course of the afternoon. Participants requested more of these events in the future and the Council hope to partner with Skate Nottingham to inform the development of skating facilities in the borough.

Pride of Gedling Awards – nominations opened for our 2022 Pride of Gedling Awards, which celebrate the achievements of local residents and businesses in the community. The awards are an opportunity to shine a light on the achievements of residents, businesses and community groups across the borough who have made a difference to peoples' lives. Last year, the council received over 180 nominations across the six categories. The six categories for this year's awards are:

- Business in the Community Award
- Community Hero(es) Award
- Dylan Barker (Young Achiever) Award
- Outstanding Community Project Award
- Environmental Hero Award
- Inspirational Healthy Lifestyles Award

An overall Pride of Gedling Award will be presented to one of the nominees on the night and there will also be a Lifetime Achievement Award, which will be presented by the Leader of Gedling Borough Council 23

Nominations are open until 14 October and people can nominate someone by visiting www.prideofgedling.co.uk

Additional Community Development Worker - Following the successful funding bid by the Council to Principia for additional funding during 2022/23 a second Community Development Coordinator (CDC) to support social prescribing across South Notts has now been recruited too. The second post will be hosted by our partner Rushcliffe CVS and will have an area focus of Rushcliffe and Broxtowe. This will enable the original full-time CDC to work solely within the Gedling and Hucknall areas supporting local grass roots community groups.

Rushcliffe CVS and Newark and Sherwood CVS funding for Gedling - Rushcliffe CVS and Newark and Sherwood CVS are two key partners for the Council as it works collaboratively with the NHS South Notts Place Based Partnership to grow infrastructure support for the Voluntary and Community Sector (VCS). In a collaborative Lottery funding bid, both organisations have secured funds to support VCS infrastructure development in Gedling, which provides the opportunity to integrate and possibly match fund with the Council's own 'Strength in Community' Shared Prosperity Fund submission that has a similar outcome.

Web platform for the Voluntary and Community Sector - Revision of GBC website completed with updates to Giving for Gedling page as a portal for residents to provide support - i.e. volunteering or financial contributions. An additional page detailing community support available, 'Support in Gedling' including food banks, financial assistance, energy grants and community hubs has now been created.

Reduce poverty and inequality and provide support to the most vulnerable

Shared Prosperity Fund bid – we formally submitted plans to improve the borough using an allocation of £2.6 million through the government's Shared Prosperity Fund over the next three years.

In April 2022 the Department of Levelling Up, Housing and Communities launched a funding programme of £2.6 billion, called the UK Shared Prosperity Fund to support local investment. This funding is allocated through a funding formula rather than competitive bid and it replaces the European Union Regional Development Fund.

The council's bid includes a detailed investment plan that shows how it will spend the money in order to meet the government's funding criteria and what the benefits to the local community will be. The fund identifies three local priorities; communities and place, support for local businesses, and people and skills. The council will be looking at a range of ideas to spend the money including improving town centres, green spaces, encouraging visitors and improving community engagement programmes.

As part of the submission, the council consulted with local community groups, businesses and partners to establish what they think the money should be used for. The consultation results were included in the plan and helped shaped some of the key priorities for the fund. The bid has also been formally backed by Nottinghamshire County Council.

Household Support Scheme - Our Customer Services team have been supporting residents in need of financial help, using their knowledge and understanding to assess the individual cases of residents, checking eligibility and making requests for financial support on behalf of the residents to Nottinghamshire County Council.

Nottinghamshire County Council have been allocated funding which will be used to provide support to vulnerable households in most need of help with significantly rising living costs, including food and energy bills.

The financial support includes energy vouchers of £49 and supermarket vouchers of £50 per person (a maximum of £150). To date we have made 200 successful referrals to Nottinghamshire County Council.

Giving for Gedling - Revision of GBC website now completed with updates to Giving for Gedling page as a portal for residents to provide support - i.e. volunteering or financial contributions. An additional page detailing community support available, 'Support in Gedling' including food banks, financial assistance, energy grants and community hubs has now been created.

Energy Bills Rebate Scheme – our Revenues team concluded the project which helped hundreds of our residents and have now paid out 99.4% of entitlement. The Customer Services team are now just looking at how they can help four bed-bound residents to apply.

Disabled facilities grant service - The disabled facilities grant service is making good progress. 53 grants have been completed so far in 22/23 to enable residents with disabilities to remain living independently in their own homes. The rising cost of building materials and services is presenting some challenges and over half of the £1.3 million budget for the year has been spent on adaptations with some particularly large and complex adaptations this year.

Homelessness and Rough Sleeping Strategy - The South Notts Homelessness and Rough Sleeping Strategy has been reviewed and updated and is ready for approval following a 12 week consultation period. This outlines the key priorities and aims to reduce homelessness and rough sleeping across the South of the County whilst maximising all funding streams available to us.

Temporary Accommodation: The Council's Housing and Welfare Service has secured 2 additional leased properties to support Homeless families and reduce the reliance upon bed and breakfast accommodation. These properties have been secured through agreement with the County Council.

Domestic Violence and Housing: Through partnership working with the Council JUNO Women's Aid has agreed to be available at the Civic Centre 2 days per week to provide advice and support to vulnerable individuals and families experiencing domestic violence.

Improve social mobility and life chances

New Council Cabinet role created to support refugees, women and the disabled - Gedling Borough Councillors approved plans to create a new Portfolio Holder to support the borough's diverse community and improve life chances. This new role will focus on supporting refugees and the resettlement programme, championing women and the disabled as well as raising awareness of support for victims of domestic violence, abuse and hate crime.

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

Safer Streets fund awarded - plans to make people safe and feel safer on the streets of Gedling borough have been given a funding boost. Nottinghamshire's Office of the Police and Crime Commissioner submitted a total of four successful funding bids to the Home Office, each for £750,000, after working with partners, for projects across Nottingham and Nottinghamshire. Gedling Borough Council was successful for a bid for the Colwick and Netherfield area of the borough.

The Safer Streets funding will pay for a range of crime prevention measures, including wardens who will patrol the streets, specialist burglary reduction officers, a greater CCTV camera network, better street-lighting and training for people working in town centres at night-time to help them keep women and girls safe.

Environmental Enforcement Policy - An Environmental Enforcement Policy is being drafted and is currently being considered by the Portfolio holder. It will provide a consistent approach in the delivery of waste management and environmental enforcement duties to empower the Council's authorised enforcement officers to take appropriate enforcement action using advice and guidance, informal warnings, statutory notices, fixed penalty notices (FPN) and formal cautions. Recent audit recommendations in this area will ensure that the policy will set out how enforcement activity will be prioritised in the future with the aim being to improve the numbers of litter and dog fouling Fixed Penalty Notices (FPN) served.

Selective Licensing Scheme - Following cabinet approval for phase 2 of selective licensing which requires private rented homes in parts of Carlton Hill ward, Colwick ward, Daybrook ward and Newstead Village to be licenced by council - officers have now opened the scheme to accept licence applications. The scheme comes into full operation on 1st November and a small number of licence applications have already been received. The council has issued a press release to promote the scheme and has arranged drop in sessions for landlords to attend where officers are on hand to support with licence applications and queries.

High Performing COUNCIL

Improve the customer experience of engaging with the Council

Gedling Borough Council automated message – our Customer Services team have reviewed and updated our automated phone message to give our residents an improved customer journey when calling the Authority. The system now gives residents two simple messages – the first informing customers of our average two minute answering time and after 2.5 minutes apologises for the wait due to call demand and an estimated time of 5 minutes for an advisor. We have received compliments from residents saying they really like the new messages.

Provide efficient and effective services

Gedling Plan Consultation - Within the wider HR, Performance and Service Planning Team the borough-wide Gedling Plan Survey was completed and the responses are now being analysed within the team with the intention of the data helping to contribute to the formulation of the next Gedling Plan 2023-27.

Update to Sickness Absence policy - the local employment policies relating to sickness absences have been amended and the changes implemented. The changes made encourage a more consistent and transparent approach to the management of sickness absences that relate to a disability.

Revenues reviews – our Revenues team concluded the Empty Homes review in line with CTB1 timeframes for the maximisation of new homes bonus. The team also started the county wide Single Person's Discount review, of which we are the lead authority.

Maintain a positive and supportive working environment and strong employee morale

Equality, Diversity and Inclusion Training Programme - This quarter saw the implementation by the HR Team of an on-line, bespoke Equality, Diversity and Inclusion training programme. This programme will be rolled out across the council and adapted for those employees who don't have ready access to a computer at work. Early feedback suggests that the material is well-regarded and informative.

Improve use of digital technologies

ICT Projects and Upgrades - A number of projects and upgrades have been completed in this quarter, including:

- IDOX EDMS Upgraded
- Theatre Ticketing System (Spektrix)
- Civic Reception Refresh
- Upgraded Windows 10 to 21H2
- Upgraded VMWare ESX 7.0 (Virtualisation)
- Replaced Citrix Environment with Remote Desktop
- Migrated from Chrome to New Edge, removed IE11
- PSN CoCo Compliance 21/22
- Mobile voice and data contract

Vibrant ECONOMY

Ensure a robust strategic development framework is in place

"Place Gedling" - Gedling Borough Council has launched "Place Gedling" to improve the appearance of the borough. The council has been awarded £160,000 by the UK Government's Department for Levelling Up, Housing and Communities to participate in the Design Code Pathfinder Programme, to create a 'design code' and encourage communities to have their say on how the borough looks, in terms of design. As part of the project, a public consultation is taking place asking residents and local businesses to say what they like, what they dislike and what they would change about the visual design of Gedling's streets, buildings and public spaces.

Provide more homes

Empty Homes - Our Empty Homes officer is making good progress returning long term empty homes to use. 17 properties were returned to use in quarter 2 as a result of council contact and intervention, working alongside home owners to return to use.

Drive business growth, workforce development and job opportunities

School and Business Events - During the summer the Council's EGR Team has worked with schools and partners to deliver a programme of events that included:

- Working with schools on career and interview skills
 Carlton Le Willows Health and Wellbeing Event 7 July
 Carlton Le Willows Speed Networking 12 July
 Carlton Le Willows Mock Interviews 15 July
 Christ the King Speed Networking 14 July
 Redhill Academy Mock Interviews 27th September
- <u>DWP Mentoring circles</u>
 DWP Back to Basics session took place at Civic Centre 4th July
 DWP/Futures Recruitment session took place at Civic Centre 21st July
- <u>Employment Fairs</u>
 Employer Fair (Care Providers) took place at Civic Centre 21st September
- <u>Business Support</u>
 Nottinghamshire Day 25th August

Create thriving and vibrant town and local centres

Levelling Up fund bid "Ambition Arnold" - In August the Council submitted an ambitious £50 million funding application to the Department of Levelling Up, Communities and Housing that aims to transform the north of the Town Centre. To support the funding application a masterplan for the north of the town was developed with the first phase including the development of a new leisure and cultural hub providing modern accessible leisure and cultural services including enhanced pool facilities, sport courts and fitness suites as well as a new community cinema/theatre and library. The Council successfully secured the support of key partners including the County Council, Inspire, local land owners and wider stakeholders groups. The outcome of the application is expected in the Autumn.

Sustainable ENVIRONMENT

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

Fifth Green Flag award - Breck Hill Park collected a Green Flag Award - the international quality mark for parks and green spaces – increasing our prestigious list of Green Flag parks in the Borough to five. Breck Hill Park in Woodthorpe received the award for the very first time. Last year, it received funding of £100,000 for a new children's play area following a bid by Gedling Borough Council to FCC Communities, a not-for-profit business that awards grants for community, conservation and heritage projects. Arnot Hill Park retains the award for the 16th consecutive year, Gedling Country Park for the 7th year in a row, Burton Road Jubilee received the award for the seventh time and Bestwood Country Park has received the award for the third year in a row since the maintenance of the park was taken over by Gedling Borough Council.

The Green Flag Award scheme, managed by environmental charity Keep Britain Tidy under licence from the Department for Levelling Up, Housing and Communities, recognises and rewards well-managed parks and green spaces, setting the benchmark standard for the management of green spaces across the United Kingdom and around the world.

Willow Park – we completed the extension to the footpath at Willow park ensuring equal access for all particularly during the wet winter months when the ground is prone to water logging. The project was completed under budget at £22k of the available £25k. Funding was provided by CIL contributions.

Park Maintenance - Our park rangers have secured weekly park maintenance sessions from the service users of Community Payback at Arnot Hill Park and Burton Road Jubilee Park. They are also negotiating further help at Gedling Country Park and Breck Hill Park.

<u>Promote and protect the environment by minimising pollution and waste and becoming carbon neutral</u>

Gedling Green Homes Retrofit scheme – The council successfully completed its first Gedling Green Homes retrofit scheme in Netherfield designed to improve the energy efficiency of eligible low Energy Performance Certificate homes. The scheme came to conclusion at the end of September. Measures were installed in 51 homes including 18 with external wall insulation and 33 with solar panels. The scheme was delivered in partnership with Eon Energy Services Ltd, Nottingham Energy Partnership and Jigsaw Homes.

"Recycling Education" trial - A trial for new 'contaminated bin tags' started at the beginning of September and will run until the current round of tags are used up –estimated end of October. The trial is being run in Netherfield and we will then assess its success.

Our loaders will fasten one of these tags onto contaminated bins, in the same way they have been using the contaminated stickers, and log them on Bartec. These tags have a QR code on that the customer will hopefully use to gain access to some recycling educational insight material. For any bin that has a tag, if they remove the contaminating items then we return for the bin.

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The trial is on-going, and Customer Services are helping to monitor the response and 'hits' on our web pages to collect the data and help us make the information provided more effective in reaching its audience. This is to help drive down levels of contamination and increase recycling.

HEALTHY lifestyles

Improve health and wellbeing and reduce health inequalities

Health Hub Event in Netherfield Retail Park - During the weekend 30 & 31 July the Leisure team, Your Health Your Way and Boditrax teamed up to run a Health Hub stand outside the Boots shop in Netherfield retail park. The event provided the opportunity for members of the public to have their body composition measured and to receive free passes to Gedling Borough Council gyms as well as accessing free support from Your Health Your Way to help with stopping smoking, cutting down on alcohol and getting active.

Moballise - Carlton Forum Leisure Centre has entered into a lease agreement with a private physio company called Moballise for use of the treatment room. This initiative provides a suitable base for Moballise to work with their clients on their rehab, utilising the gym environment for more hands on sessions. As part of this arrangement all leisure centre customers can access a 10% discount on Moballise services.

Support physically active lifestyles

Health Activator Post - A new post has been created within the leisure facilities team to lead on the delivery of health sessions across the facilities, work within the community in terms of raising awareness of the schemes and to look at areas to expand the offer to residents.

Falls Prevention - The new classes have now commenced, with all participants that registered turning up to the 1st week. The majority of the referrals for the session have been self-referrals with many participants finding out about the session through the Gedling Health and Wellbeing E-Newsletter. The sessions will be reviewed at week 12. ABL have also commenced their offer at Carlton Forum Leisure Centre. This is a Free 12 week service. Redhill Leisure Centre are also delivering a low impact Chair based exercise session, aimed at improving mobility and strengthening muscles and bones. The weekly sessions take place on a Thursday.

New Leisure Management System - The leisure centres successfully moved over to a new leisure management system on the 12th September having been with the existing supplier for over 20yrs. The new system has improved customer functionality which will help transform how customers engage with the leisure centres. The move from the old to the new system entailed moving 40,000 customer records over, and training over 40 members of staff in the new system

Increase recreational activities

Summer School Holiday Activities – a huge range of children's activities took place across all of our Gedling leisure centres during the school summer holidays. Activities including crafts, badminton, snorkelling, bouncy castle inflatable fun and much more. Fun swimming sessions such as Family Swim and InflataFun continued throughout the holidays. Also, additional private and group swimming lessons were available to book.

Colwick Rectory Recreation Ground - We have been successful in our funding application to FCC Communities for £100k for the refurbishment of Colwick Rectory Recreation Ground working in partnership with Colwick Parish Council. The park will benefit from this much needed refurbishment without any funding required from GBC, just officers' time to deliver the project. Colwick Parish Council funded the 3rd party contributory fund.

Swim England Teaching and Education Awards 2022 - The Gedling Swim Stars programme has been shortlisted for "Swim School of the Year" award at the Swim England Teaching Awards. This nomination relates to the incredible success of the swim school since the re-opening of facilities after Covid, where there are now over 3,700 residents learning to swim across the three pools at Calverton, Arnold and Carlton Forum. In addition to record numbers, the sites are also working in partnership with Jigsaw Homes to offer subsidised lessons to their residents.

Reduce levels of loneliness and isolation

Armed Forces Breakfast Club - A new breakfast club aimed at bringing members of the Armed Forces together launched at the Richard Herrod Centre. The club is open to any active or ex-members of the forces, including veterans and any family members connected to the forces.

The club offers breakfast and drinks and also promotes some of the services available to military members in the borough. The council will be involved in the initial set up but it is hoped that the members taking part will take over ownership and continue to run the event independently.

The events will take place every 4th Saturday of the month and breakfast cobs will be supplied by local business 'Inn the Bank', as well as tea and coffee from the Richard Herrod Centre bar. The breakfast club is free entry however, the food and drink will need to be purchased.





Report to Overview and Scrutiny Committee

Subject: Review of the implementation of the domestic abuse working group

recommendations

Date: 16 January 2023

Author: Democratic Services Manager

Purpose

To review the implementation of the domestic abuse working group recommendations and make comments as necessary.

Recommendation(s)

That the Overview and Scrutiny Committee:

1) Notes the report and makes comment on the information provided, as necessary.

1 Background

At the 5 July 2021 Overview and Scrutiny Committee, members considered and agreed the final report and recommendations from the domestic abuse working group. The report and recommendations were presented to Cabinet on 5 August 2021 with a response being received and given at the 6 September 2021 Overview and Scrutiny Committee.

As part of the scrutiny review process, this committee is now receiving an update on the implementation of these recommendations. The implementation report can be found at appendix 1.

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 – Implementation report on domestic violence working group recommendations



Title of the review: Domestic Abuse and accommodation working group

Date review completed: 13 July 2021

Date presented to Cabinet: 5 August 2021

Portfolio Holder: Councillor David Ellis

Chair of the review group: Councillor Roxanne Ellis

Officers supporting the review: Helen Lee/Alec Dubberley

Response received by O&S Committee: 6 September 2021

Recommendation 1

The Executive recognisees the financial savings achieved and the benefits to clients of the Sanctuary Scheme and ensures that the service continues to receive funding at a level that fully meets the needs of families to enable them to live safely.

(Please tick) Recommendation	Accepted ✓	Partly accepted	Do not accept	
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Cabinet response:

The Panel's recognition of the value of the Sanctuary scheme is welcome. Despite budgetary pressures Gedling BC has maintained its commitment to the scheme. This has proved particularly useful over the last year in responding to the pressures caused by the Covid pandemic

The implementation of the Domestic Abuse Act 2021 gives the County Council the statutory responsibility to commission support services, in conjunction with a Local Domestic Abuse Partnership Board. MCHLG funding has been provided for 2021/2 to support the implementation of this duty.

The Commissioning Plan offers funding of up to £20k providing it is matched by the Borough Council. Using the current budget plus additional funding from the Housing and Homelessness service will enable us to make maximum use of this offer. So for 2021/22 the resources available should be four times the previous level. Further discussions will be necessary within the Partnership Board for future years which the Council will need to consider as part of its budget setting process.

Implementation comment:

The Sanctuary scheme is an important part of helping protect victims in their homes. The Borough Council was able to access the additional £20k, made available to support the implementation of the 2021 Act, by spreading it over two financial years 2021/22 and 2022/23. We were able to meet all requests, including some from medium risk victims. We are hopeful that additional funding will be available in future years.

Recommendation 2

Work is undertaken to Increase awareness for both the public and staff members of domestic abuse and the services available to address this issue using the website, Contacts magazine and council owned buildings, leisure centres, community centres, Intranet etc.

(Please tick) Recommendation Accepted ✓ Partly Accepted ☐ Do not accept ☐

Cabinet response:

Awareness work has previously been undertaken by the Public Protection Service in conjunction with the Communications Team. This has often tied in with IWD and White Ribbon events.

Limited physical access to the Civic Centre and other buildings during lockdown has reduced the effectiveness of posters etc.

Materials are readily available and it would be appropriate for these to be refreshed in the Council's buildings as well as key community buildings.

Campaigns need to be co-ordinated with the Police and other partners and will be included in the Public Protection Service supported by the Communications Team.

Implementation comment:

The Public Protection Service continues to work with the Communications Team on raising awareness of domestic abuse and support services. Although the Civic Centre is a useful focus, the limited access recently has reduced the effectiveness.

Communications efforts are around national events, such as White Ribbon Day. We were aware that the football World Cup last year had the potential to spark an increase in domestic abuse so liaised with comms to discuss what could be done.

Recommendation 3

The Council pro-actively works with organisations such as JUNO so that they can be given access to council owned buildings to provide outreach/drop-in session.

(Please tick) Recommendation Accepted ✓ Partly Accepted ☐ Do not accept ☐

Cabinet response:

The Council would be happy to support sessions by support agencies in its premises where this would be suitable. However, it may be that community facilities are more suitable for drop-in sessions. The Public Protection Service will support agencies in this.

The Civic Centre had been made available for JUNO to hold individual sessions in during 2020 but the closure of public buildings due to Covid prevented this further.

Implementation comment:
Through the funding available to implement the 2021 Act, Juno has been able to employ a specialist worker for 3 days per week. This worker is based in the Council's Housing and Homelessness team and is able to combine specialist knowledge of domestic abuse services with understanding of housing options to provide a comprehensive response.
Members continue to help support agencies through their community grants budget.
Recommendation 4
Compulsory training on identifying and interacting with victims of domestic abuse is given to front line officers and elected members and that this is delivered at future member inductions.
(Please tick) Recommendation Accepted ✓ Partly Accepted ☐ Do not accept ☐
Cabinet response: Compulsory training is already required for many front line officers. A review of those trained over the last three years is underway and will identify needs for refresher training or gaps.
Good quality training is available online which officers can do when it is convenient.
Domestic Abuse was part of the general safeguarding briefing in the members' induction in 2017. The Induction Programme will be reviewed in advance of the next election with the suggestion that it is a standalone element.
Implementation comment: The Council's Safeguarding Board monitors training. The large scale safeguard training was completed in 2019, and after 3 years is due for refresh. Training is provided online and therefore is suitable for officers to access when working from home.
Managers are required to ensure that their staff are up to date on safeguarding and domestic abuse training. Discussions continue on enabling staff who are not office based (e.g. Leisure Services and PASC) to access this training.
Recommendation 5
A section on safeguarding considerations including domestic abuse is included as a specific section in committee and decision reports.
(Please tick) Recommendation Accepted ☐ Partly Accepted ✓ Do not accept ☐

Although it is recognised that decision-makers should take account of safeguarding concerns, and that report writers should draw them to their attention it is considered that most reports would state "no safeguarding implications" which would reduce the effectiveness of a specific section. However, it is proposed that the guidance on the equalities section could be expanded to include safeguarding concerns.
Implementation comment:
For the reasons set out in the Cabinet response this has not been actioned.
Recommendation 6
The Portfolio Holders with responsibility for Public Protection and Housing continue to monitor the need for refuge provision with a view to providing an adequate level of funding for delivering dispersed refuge and "move on" accessible accommodation in the Borough.
(Please tick) Recommendation Accepted ✓ Partly Accepted ☐ Do not accept ☐
Cabinet response: Responsibility for the adequacy of refuge provision (of various types) rests with Tier 1 authorities working with the Local Domestic Abuse Partnership. Gedling BC is represented on the Partnership with the relevant portfolio holders receiving feedback from our officer representative. We are committed to working with the partnership to improve the response to Domestic Abuse
The initial countywide needs assessment recognises that there is a need for further refuge places in Nottinghamshire. We welcome this.
Implementation comment: Under the Act this responsibility rests with the County Council as the Tier 1 authority. It isn't clear whether any additional places are planned.
Recommendation 7
Partnership working across the country for the provision of refuge spaces continues offering accommodation on a reciprocal basis. This should be based on need rather than geographical residence in Gedling.
(Please tick) Recommendation Accepted ☐ Partly Accepted ✓ Do not accept ☐
Cabinet response:
There are a range of refuge providers – some are commissioned by local

There are a range of refuge providers – some are commissioned by local authorities while others are independent charities. They operate according to need – so, for instance, a survivor may wish to be located away from their local

area for safety. There are established mechanisms for finding safe locations but these are not formalised as reciprocal arrangements.

The Panel may have been thinking of the need for temporary accommodation. Its report notes that all those in need of temporary accommodation are assessed on their circumstances and that some weight is given to residence in Gedling. While this does disadvantage survivors without any connection wanting to relocate to Gedling it is difficult to see how a reciprocal arrangement could be established with their home authority.

Implementation comment:

Pressures on temporary accommodation continue, although the Council is seeking to increase the availability of such provision. As discussed in the Cabinet's response, the allocation of temporary accommodation depends on individual circumstances with both domestic abuse and local connections being considered.





Report to Overview and Scrutiny Committee

Subject: Scrutiny work programme

Date: 16 January 2023

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) Notes the work current programme and identifies any further areas for examination for the 2023/24 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.

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

	Programme of portfolio holding to account	Performance review	Reports/items at committee	Current reviews/responses	Suggestions for partner performance
				Tovicw3/103poil303	reviews
7 Nov 22	Cllr Viv & Ron McCrossen	Risk scorecard –			Gedling play forum
		Q1 2022			Jigsaw Homes
		Q1 performance			
16 Jan 23	_	Q2 performance		Review of implementation	CA Notts & District
10 Jan 23		Q2 performance		of domestic abuse report	CA NOUS & DISTRICT
6 Mar 23	Cllr K Fox Cllr D Ellis	Risk scorecard – Q2 2022		Sewerage review working group recommendations	We R Here
ပ ည Rolling		Q3 performance		Review of implementation of the waste policy	
Molling isssues		Traffic regulation orders review	Procurement policy	Review of public parks	
i a ssues ω		0.40101011011	Complaints		

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