

Agenda

Overview and Scrutiny Committee

Date: **Monday 6 March 2023**

Time: **5.30 pm**

Place: **Council Chamber**

For any further information please contact:

Democratic Services

committees@gedling.gov.uk

0115 901 3844

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 Marje Paling
Councillor Lynda Pearson
Councillor Martin Smith
Councillor Sam Smith

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AGENDA

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MINUTES OVERVIEW AND SCRUTINY COMMITTEE

Monday 16 January 2023

Councillor Liz Clunie (Chair)

Councillor Paul Feeney	Councillor Pat Bosworth
Councillor Rachael Ellis	Councillor Lynda Pearson
Councillor Andrew Ellwood	Councillor Martin Smith
Councillor Meredith Lawrence	Councillor Sam Smith
Councillor Marje Paling	

Apologies for absence: Councillor Michael Boyle and Councillor Jim Creamer

Officers in Attendance: M Hill, E McGinlay and B Hopewell

Guests in Attendance: D Cumberlidge and S Mee

20 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Boyle, Creamer, Dunkin and Hope. Councillors Ellwood and Bosworth attended as substitutes.

21 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 7 NOVEMBER 2022

RESOLVED:

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

22 DECLARATION OF INTERESTS

None.

23 PARTNERSHIP REVIEW - CITIZENS ADVICE NOTTINGHAM & DISTRICT

The Chair welcomed Donna Cumberlidge, Chief Officer for Citizens Advice Nottingham district and Simon Mee, General Advice Service Manager, 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:

- Citizens Advice are a national charity and network of 258 local Citizen Advice offices across England, offering free, confidential and impartial advice to help people find their way forward, whoever they are and whatever the problem.
- The Citizens Advice Nottingham District was formed in 1988, delivering services across Gedling, Rushcliffe and Nottingham City. Their main office is located in Nottingham City with outreach at various sites, offering general advice, debt management, housing and help to claim support.
- They aim to reduce poverty and inequality and provide support to the most vulnerable. To achieve this they work with local organisations to improve people's life chances and reduce levels of poverty as well as identifying and delivering key interventions to prevent homelessness and rough sleeping.
- Throughout 2022, Citizens Advice supported 696 Gedling residents with 1886 issues. They dealt with 2.7 issues on average for each client they supported with 55% of clients having long term health conditions.
- It was noted that the public are facing increasing difficulties concerning bills/daily costs, increasing debts, health and disabilities and increasing complexities with cases concerning multiple issues at once.

Members' discussed the Local Housing Allowance (LHA) cap and queried whether this was a government decision and how the figure for this varies across the country. It was explained that it was a government decision and that the LHA figures are set for the whole country for the Broad Rental Market Areas.

Members queried the financial support received by the bureau and how the Council monitors and evaluates this to ensure value for money. It was noted that it is monitored and a Service Level Agreement is in place.

Members discussed the citizens' advice capacity to see every person who presents themselves at their offices. It was explained that they see a few people at each office but would like to increase this number but they lost 50% of their volunteers since the Covid-19 pandemic so are unable to see every resident that arrives. Those who can't be seen are given the advice helpline where they may be referred to another office or if local assistance is required they will be given a local appointment.

RESOLVED:

The Chair thanked Donna Cumberlidge and Simon Mee for the presentation and information provided.

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 quarter 2 of 2022/23 quarter 2.

Members noted that bed and breakfasts are used for large families and asked what is being done to tackle the issue with expenditure on temporary accommodation. They also highlighted that the Council are buying and building 2-3 bedroom properties, whilst some families may need 4-5 bedroom properties.

The Chief Executive explained that the funding received is predominantly spent where there is the most demand which is currently for single people but confirmed there are some large families seeking accommodation as well. It was highlighted that there are no large houses available in the borough but discussions have been held with partners and developers to address the issue. Some developers have committed to building 4-5 bedroom properties to help in this regard but agreed that this is a long-term solution.

Members asked whether the equalities and diversity training would be available for Members to attend online and whether the training will be incorporated into Member's induction training following the upcoming election.

The Chief Executive confirmed that this training will be available to Members and that an extensive induction training programme has been planned for any new members following the upcoming election.

RESOLVED:

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.

Councillor Martin Smith left the meeting.

25

REVIEW OF THE IMPLEMENTATION OF THE DOMESTIC ABUSE WORKING GROUP RECOMMENDATIONS

Consideration was given to a report of the Democratic Services Manager, which had been circulated in advance of the meeting, to review the implementation of the domestic abuse working group recommendations and make comments as necessary.

Member's queried whether Sanctuary referrals will still be supported going forward. It was noted that this information would be checked and confirmed shortly.

RESOLVED:

That the report be noted.

26 SCRUTINY WORK PROGRAMME

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

Members noted that the upcoming meeting schedule was very full and agreed that alternate arrangements should be made to spread the workload. It was decided that the April meeting would not be cancelled, but would be moved forward to before the pre-election period.

RESOLVED:

That the current work programme be noted, moving the April meeting date forward.

27 ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT

None.

The meeting finished at 6.50 pm

Signed by Chair:
Date:



Report to Overview and Scrutiny Committee

Subject: Programme of portfolio holder attendance

Date: 6 March 2023

Author: Democratic Services Manager

Purpose

To consider the area of responsibility of Councillor David Ellis, Portfolio Holder for Local Pride and Community Engagement, 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

Councillor David Ellis, Portfolio Holder for Local Pride and Community Engagement, is attending the committee to give members the opportunity to examine his areas of responsibility which includes the below:

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

The report detailing performance indicators for quarter 3 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







Quarter 3 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				

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COHESIVE, DIVERSE AND SAFE COMMUNITIES

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 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 Lifestyles	11,656	11,520	30,255	40,000			
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Community Safety; Environment	Local Pride and Community Engagement	4	Tracking Indicator Only	20	Tracking Indicator Only			

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI131 Number of fly tipping and duty of care cases submitted to the Council's Legal Team (cumulative figure)	Community Safety; Environment	Local Pride and Community Engagement	1	Tracking Indicator Only	3	Tracking Indicator Only			
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Community Safety; Environment	Local Pride and Community Engagement	208	Tracking Indicator Only	772	Tracking Indicator Only			
LI346 Percentage of fly tipping incidents removed within 4 working days	Community Safety; Environment	Local Pride and Community Engagement	93.8%	98%	96.4%	98%			This target has slipped over the last two quarters and has fallen slightly to 93.75% in quarter 3. This is based on the Council failing to clear away 17 small accumulations within the 4 day target. Some were deposited over the Christmas period and were picked up early in the new year when staff returned from leave. 5 contained asbestos that were dealt with by a contractor, and as a result were not

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									dealt with in the target time. A drop in performance has been identified as a result and a focus team have been tasked with ensuring that performance improves moving forward.
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Community Safety; Environment	Local Pride and Community Engagement	13.34	Tracking Indicator Only	13.43	Tracking Indicator Only	↑		
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Community Safety; Environment	Local Pride and Community Engagement	3.8	Tracking Indicator Only	4.43	Tracking Indicator Only	↑		
LI074 Average time to process new Housing Benefit claims (in calendar days)	Economic Growth and Regeneration	Health and Wellbeing Lifestyles	14 days	15 days	13.8 days	15 days	▬		
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Economic Growth and Regeneration	Health and Wellbeing Lifestyles	5.3 days	5 days	7.1 days	5 days	▬		Both October and November processing dates were on target. Due to Xmas and staff leave the processing

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									times for December slipped to 6 days meaning the average over the quarter was slightly over target.
LI086 Average length of time spent in temporary accommodation (in weeks)	Economic Growth and Regeneration	Health and Wellbeing Lifestyles	19.4 wks	22 wks	21.2 wks	22 wks	↑	✓	

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COUNCIL - High performing

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 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	97.2%	94.0%	97.2%	94.0%	↑	✓	

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	HR, Performance and Service Planning	Leader Portfolio	9.92 days	9.0 days	9.92 days	9.0 days	↑	🛑	Due to timing of reports and data availability, the data used for quarter 3 relates to the position as at November 2022. Time lost stands at 9.92 days which is now around 10% worse than target of 9 days. This represents an improvement on last month's and last quarter's outturn. The number of long-term absence cases remains relatively low and this has helped to contribute to the improved attendance figures.
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Reputation	84.5%	82.3%	84.5%	99.0%	↓	✅	
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Reputation	96.8%	99.0%	95.6%	99.0%	↑	⚠️	Performance has improved significantly in the quarter with the absence of staff being addressed by the introduction of additional

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									temporary resources. The number of payment runs each week has been increased and there is now greater engagement with departments concerning outstanding invoices.
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Reputation	81.5%	82.7%	81.5%	98.5%	↓	⚠	The collection rate of 81.53% at the end of Quarter 3 in 2022/23 is 1.15% lower than target and also lower than the collection rate of 82.17% at the end of Quarter 3 in 2021/22. This reduction is likely to be caused by the wider economic situation with, for example, inflation increasing sharply in recent months and the ongoing cost of living crisis. Any trends will be carefully monitored and monthly targets reviewed and altered as necessary.

ECONOMY - Vibrant



PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 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	3	2	10	8	↑	✓	
LI363 Number of school-age work experience placements hosted in Gedling Borough Council	HR, Performance and Service Planning	Young people and Equalities	1	Tracking Indicator Only	16	Tracking Indicator Only	↑	📊	
LI118 Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Environment; Public Protection	Local Pride and Community Engagement	33	10	89	40	↑	✓	
LI 314 Number of rented households with health and safety hazards that fall below the minimum legal standard that have	Public Protection	Local Pride and Community Engagement	6	5	45	20	↓	✓	

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
been remediated following the council's intervention									
NI154 Net additional homes provided	Development and Place	Sustainable Growth and Economy	234	124	570	497	↑	✓	
NI155 Number of affordable homes delivered (gross)	Development and Place	Sustainable Growth and Economy	84	45	84	60	↑	✓	
NI157a Percentage of Major planning applications processed within 13 weeks	Development and Place	Sustainable Growth and Economy	100%	92%	100%	92%	▬	✓	
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	85.3%	86%	89.5%	86%	↓	✓	
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	92.1%	80%	86.5%	80%	↑	✓	

ENVIRONMENT - Sustainable









PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 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	1,198	375	1,198	500	↓	✓	
ENVi5 Net number of new trade waste customers in current year	Environment; Parks and Street Care	Environment Portfolio	31	15	31	20	↑	✓	
NI191 Residual household waste per household in Kg	Environment; Transport and Waste Services	Environment Portfolio	146.2kg	140kg	449.6kg	560kg	↑	⚠	This figure continues to fluctuate. The 'outcome' required being to lower the amount of residual waste going to tip. The only way of doing this is to encourage residents to recycle and put all there dry recyclables in the recyclables bin as opposed to the residual waste bin.

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									<p>The current PFI contract between Veolia and the County Council as lead waste authority does not include certain plastic films, fruit cartons, 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.</p> <p>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</p>

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									Contaminate your bin' campaign using smart phone QR code technology to educate and change behaviours around this performance indicator. This work is ongoing.
Page 21 NI192 Percentage of household waste sent for reuse, recycling and composting	Environment; Transport and Waste Services	Environment Portfolio	35.0%	36.0%	34.4%	36.0%			The figure continues to fluctuate, though shows overall signs of improvement. However we are expected to miss target at the year end. We are experiencing a higher than normal volume of rejected loads at the recycling depot due to contamination of recyclables. To improve contamination the Council has introduced a number of initiatives in partnership with Veolia and other

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									districts in Nottinghamshire including a simpler recycling information leaflet.

HEALTHY lifestyles

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 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	Local Pride and Community Engagement	95%	95%	95%	95%			
LI379 Average number of Swim School Members (12 month rolling period)	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	3,623	3,600	3,623	3,600			
LI027 Number of visits to leisure centres	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	246,374	200,000	750,535	800,000			
LI085 Current number of DNA members	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	3,676	4,105	3,676	4,160			The leisure industry is still struggling to recover from the impact of Covid with memberships nationally down by 4.8% on pre Covid figures. The performance in Gedling is slightly worse than

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									the national picture and is likely compounded by the impact of the cost of living challenges. The December DNA promotion brought in 313 new members, of which 77 cancelled their membership by 5th January.



Report to Overview & Scrutiny Committee

Subject: Corporate Risk Management Scorecard Quarter 2 2022/23

Date: 6 March 2023

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 September 2022 are appended to this report, and this includes a summary of all control gaps identified on the Council's Corporate Risk Register at quarter 2. Any significant events or changes to risks identified since September 2022 will be reported appropriately in the quarter 3 update report due to be presented to this committee in March 2023.

The last update of the Corporate Risk Scorecard was presented to committee on 7 November 2022 which provided the 2022/23 quarter 1 position.

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 2, Period Ending 30 September 2022

Appendix 2 - Risk Management Scoring Matrix

Statutory Officer Approval

Approved by: Chief Financial Officer
Date: December 2022

Approved by: Monitoring Officer
Date: December 2022

Appendix 1 - Corporate Risk Register Monitoring – Quarter 2 – Period Ending 30 September 2022

1	<p>FAILURE TO PREVENT BUDGET OVERHEATING ONCE THE BUDGET HAS BEEN SET</p> <p>Owner: Alison Ball</p> <p>Current Risk and Direction of Travel: RED - NO CHANGE to current risk level (maintained at D3 high likelihood, serious impact).</p> <p>Definition:</p> <p><i>Shorter term implications of overspending budgets or not collecting as much income as forecasted. This can cause adverse impact on Council balances.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Serious - £50k - £500k</p> <p>Corporate Risk Register Outstanding Controls:</p> <p>A projected net overspend of £192,200 for 2022/23 was reported to Cabinet at Quarter 2 which required a transfer of this sum from Earmarked Reserves to maintain a balanced budget. The overspend was due to number of factors related to the economic downturn and resulting inflationary pressures of which the most significant was the 2022/23 pay award that has now been agreed at an additional cost to the Council of £531,000</p> <p>If the present budget pressures increase (particularly in respect of utilities costs) or new pressures emerge then budget savings will need to be achieved if these pressures are to be accommodated without the further use of reserves.</p> <p>The risk level was increased at Quarter 1. Whilst it is not necessary at this stage to increase the risk level further, this risk will need to be kept under close scrutiny.</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • 2022/23 Quarter 2 budget monitoring position prepared for presentation to Cabinet on 3 November 2022.
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	<p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> 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 3 Budget monitoring report to Cabinet on 24 January 2023.
2	<p>FAILURE TO MAINTAIN FINANCIAL INTEGRITY</p> <p>Owner: Alison Ball</p> <p>Current Risk and Direction of Travel: RED – NO CHANGE to current risk level (maintained at E4 very high likelihood/major impact £500k to £1m).</p> <p>Definition:</p> <p><i>Affecting the ability of the Council to meet its financial commitments in the longer term.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Critical - £1m+</p> <p>Corporate Risk Register Outstanding Controls:</p> <p>The main financial risk issues as detailed in the 2022/23 Quarter 1 and Quarter 2 reports 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 2:</u></p> <ul style="list-style-type: none"> Efficiency programme update prepared for presentation to Cabinet on 3 November 2022 with efficiencies of £1.169m to be delivered from 2022/23 to 2024/25 with no major changes identified. Contracts and procurement training provided to staff by Legal Services on 21 September 2022. Governance procedures for the administration of the UK Shared Prosperity Fund have been established and will be reviewed upon approval of the Investment Plan. A programme structure for the Levelling Up Fund (Round 2) bid has been devised and will be reviewed if the bid is successful.

Actions outstanding:

- Update the Medium Term Financial Plan 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.
- Assess any implications arising from the Autumn Statement on 17 November 2022 and the Local Government Finance Settlement expected in December 2022 to inform the 2023/24 budget process to be considered by Cabinet in February.
- Development of a Procurement and Contract Management Strategy to ensure value for money in purchasing.
- 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.

3	<p>FAILURE TO PROTECT STAFF, INCLUDING HEALTH & SAFETY ISSUES</p> <p>Owner: Alison Ball</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level (maintained at B3 low likelihood/serious impact)</p> <p>Definition:</p> <p><i>Ineffective systems, processes and equipment that can present danger to individuals or groups of employees.</i></p> <p>Key Risk Driver: Health & Safety</p> <p>Raw Risk Value: Major – Loss of life/major illness</p> <p>Corporate Risk Register Outstanding Controls:</p> <p>The 2022/23 programme of inspections will now be undertaken.</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • The new Health and Safety team are now in post. • The contract for the health and safety software (Assessnet) has been extended and an upgrade is planned. • A health and safety awareness course has been made available to staff. • New emergency evacuation procedures for the Civic Centre have been agreed. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Rollout the new Civic Centre emergency evacuation procedures. • Provide refresher training to staff on the health and safety software (Assessnet).
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4	<p>FAILURE TO RECRUIT AND RETAIN STAFF, AND MAINTAINING INTERNAL CAPACITY</p> <p>Owner: Alison Ball (David Archer)</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level (maintained at C3 significant likelihood, serious impact).</p> <p>Definition:</p> <p><i>Associated with the particular nature of each profession, internal protocols, managerial abilities, and sickness levels.</i></p> <p>Key Risk Driver: Service Provision</p> <p>Raw Risk Value: Serious – Significant elements of a service suspended / reduced</p> <p>Corporate Risk Register Outstanding Controls:</p> <p>The Annual Governance Statement includes a number of actions for 2022/23 to address control and risk issues concerning workforce capacity. The risk level was increased at Quarter 1 and may rise further in the near future if, for example, funding reductions impact upon the Council's ability to deliver services.</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • The new Waste, Transport and Depot Manager commenced on 2 September 2022. • A one-off payment of £250 to staff up to Band 7 agreed (paid in October 2022) to help offset impact of cost of living pressures. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • 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. • Investigate opportunities for the introduction of apprenticeships in areas experiencing particular recruitment issues.
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5	<p>FAILURE TO PROPERLY UTILISE EXISTING ICT, REACT TO TECHNOLOGY CHANGES, AND PREVENT DATA LOSS</p> <p>Owner: Alison Ball (Paul Adcock)</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE in current risk level (maintained at C3 significant likelihood/serious impact).</p> <p>Definition:</p> <p><i>The capacity of the Council to deal with the pace / scale of technological change, or its ability to use technology to address changing demands. Challenges over the security, storage and retention of both electronic and manual records, and data.</i></p> <p>Key Risk Driver: Objectives</p> <p>Raw Risk Value: Major – Directorate objectives not met</p> <p>Corporate Risk Register Outstanding Controls:</p> <p>There is the potential for disruption to energy supplies over the winter months (blackouts) that could severely impact upon the provision of the ICT service.</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • 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 ongoing with baseline assessment produced and options analysis underway. • Public services network (PSN) compliance reviewed by Central Government Cabinet Office and confirmation received that infrastructure is considered sufficiently secure to enable connection to the PSM up to September 2023. • Further promotion of the cyber security e-learning module made available for staff on the intranet. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Produce a new IT Strategy following the conclusion of the ICT service review.
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	<ul style="list-style-type: none"> • 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 new Gedling Plan. • Consider proposals from AON (the Council's insurance brokers) to strengthen the Council's cyber security arrangements. • Finalise the cyber risk register as recommended following the internal audit reported to Audit Committee in March 2021. • Review and update the Information Security Policy. • The Disaster Recovery Plan needs to be reviewed and updated as necessary including consideration of the location of a second storage area network (SAN).
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6	<p>FAILURE TO PROTECT & UTILISE PHYSICAL ASSETS</p> <p>Owner: Mike Hill (Head of Regeneration and Welfare)</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level (maintained at C3 significant likelihood/serious impact).</p> <p>Definition:</p> <p><i>Buildings that are fit for purpose, safe, secure, and meet legislative requirements for fire, asbestos, and water-testing. Land, buildings and other assets to be recorded on a database.</i></p> <p>Key Risk Driver: Health & Safety</p> <p>Raw Risk Value: Major – Loss of life / major illness</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • The general condition surveys of Council Buildings and Suitability and Sufficiency surveys are ongoing. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Complete the asset condition and suitability surveys. • Produce a new Asset Management Plan. • Review the suitability of temporary accommodation and establish a short and long term maintenance programme. • Continue to 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.
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7	<p>FAILURE TO REACT TO CHANGES IN LEGISLATION</p> <p>Owner: Fran Whyley</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level (maintained at C3 significant likelihood/serious impact).</p> <p>Definition:</p> <p><i>Associated with current or potential changes in national or European law which can lead to possible breaches of legislation. Assessing the wider implications of new legislation on both the Council and its residents.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Major - £500k - £1m</p> <p>Corporate Risk Register Outstanding Controls:</p> <p>An outcome to the Brazel case has been reached determining that this should apply to the calculation of leave for part-time (mainly term-time) workers. This is most likely to apply to casual staff at leisure centres and may require changes in process and some additional costs.</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • No actions completed. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Address any financial and other implications from the McCloud pension case and other related legal judgements (see Brazel case summary above). • Conduct reviews of Information Asset Registers.
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8	<p>FAILURE OF CONTRACTORS OR PARTNERSHIP ARRANGEMENTS – CONTRACTUAL BREACHES</p> <p>Owner: Alison Ball</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE to current risk level (maintained at B3 low likelihood/serious impact).</p> <p>Definition:</p> <p><i>Associated with the failure of contractors and partnership arrangements to deliver services or products to the agreed cost and specification.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Serious - £50k - £500k</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • Corporate contract and procurement training provided to staff by Legal Services on 21 September 2022. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • 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. • Procurement team (Bolsover DC) to provide further training to staff on procurement processes and support available. • Review indemnity clauses in terms and conditions for new contracts to ensure that they reflect the Council's risk appetite.
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9	<p>INABILITY TO DEFEND ONE-OFF CHALLENGES TO A COUNCIL DECISION OR NEW COMPENSATION TREND EMERGES</p> <p>Owner: Fran Whyley</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE to current risk level (maintained at A3 very low likelihood/serious impact).</p> <p>Definition:</p> <p><i>Councils are increasingly vulnerable to judicial reviews and new compensation claims.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Serious - £50k - £500k</p> <p>Corporate Risk Register Outstanding Controls:</p> <p>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 2:</u></p> <ul style="list-style-type: none"> • Work continued to reduce the number of self-employed instructors in Leisure Services by moving to employed status. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Continue to assess the employment status of individuals working for the Council to ensure that legislative and corporate requirements are met.
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10	<p>FAILURE TO MAINTAIN SERVICE STANDARDS, CUSTOMER SATISFACTION, AND/OR MEET CUSTOMER EXPECTATIONS</p> <p>Owner: Alison Ball (Fran Whyley)</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE to current risk level (maintained at B1 low likelihood, negligible impact).</p> <p>Definition:</p> <p><i>Related to channel shift to more digital on-line services but retaining the availability of face-to-face services. Affecting the competitiveness of the service (in terms of cost or quality) and/or its ability to deliver best value.</i></p> <p>Key Risk Driver: Reputation</p> <p>Raw Risk Value: Major – Adverse national publicity</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • Monitoring of complaints in terms of number, underlying reasons and other trends continuing. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Monitor and respond as necessary to the impact upon the Council of potential staffing capacity issues in key areas.
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11	<p>FAILURE TO PREVENT DAMAGE TO THE COUNCIL'S REPUTATION</p> <p>Owner: Mike Hill</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE to current risk level (maintained at B2 low likelihood/minor impact).</p> <p>Definition:</p> <p><i>Related to the Council's reaction to a specific event or issue, or generally a downturn in quality of service.</i></p> <p>Key Risk Driver: Reputation</p> <p>Raw Risk Value: Major – Adverse national publicity</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • No outstanding actions. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • There are currently no outstanding control gaps in the strategic or operational risk registers relating to this corporate risk.
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12	<p>FAILURE TO REACT TO AN ENVIRONMENTAL INCIDENT OR MALICIOUS ACT</p> <p>Owner: Mike Hill</p> <p>Current Risk and Direction of Travel: AMBER – INCREASE in current risk level from B1 (low likelihood, negligible impact) to B3 (low likelihood, serious impact).</p> <p>Definition:</p> <p><i>Council reaction to a natural occurrence e.g. widespread flooding, or other events such as fire and explosions.</i></p> <p>Key Risk Driver: Reputation</p> <p>Raw Risk Value: Major – Adverse national publicity</p> <p>Corporate Risk Register Outstanding Controls:</p> <p>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>Given the potential consequences of an environmental incident or malicious act, it is considered appropriate at this stage to increase the risk level.</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • Arrangements made for Nottinghamshire County Council to provide business continuity training to staff on 24 November 2022. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Ensure emergency planning arrangements agreed with Nottinghamshire County Council are operating as intended. • Promote the review and update (as necessary) of business continuity plans.
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13	<p>FAILURE TO REACT TO SOCIO-ECONOMIC TRENDS</p> <p>Owner: Mike Hill</p> <p>Current Risk and Direction of Travel: GREEN - NO CHANGE to current risk level (maintained at B2 low likelihood/minor impact).</p> <p>Definition:</p> <p><i>Relating to the effects of changes in demographic, residential, or socio-economic trends on the Council's ability to meet its objectives.</i></p> <p>Key Risk Driver: Reputation</p> <p>Raw Risk Value: Serious– Adverse regional publicity</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • No actions completed. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • To undertake a 'Visioning' exercise to identify longer term forecasts for socio-economic trends and how these will be reflected in the longer term priorities for the Council to ensure services can meet future needs within available resources.
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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

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



Report to Overview & Scrutiny Committee

Subject: Gedling Plan Quarter 3 of 2022/23 Report

Date: 6 March 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 3 of 2022/23.

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 3 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 3.

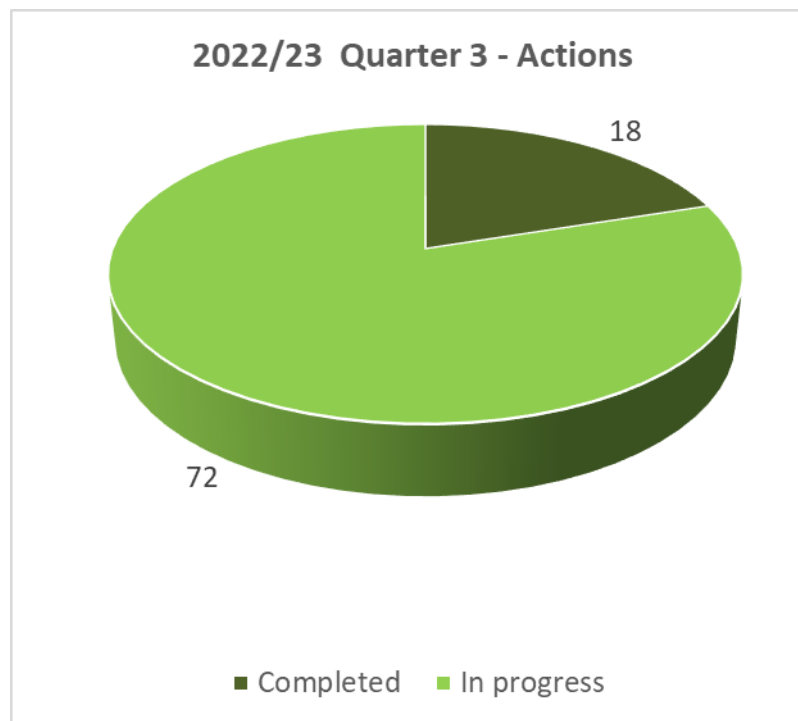
- 1.5 The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the “completed” or “in 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 3 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, 18 are complete and the remaining are either in progress or assigned to an Officer.



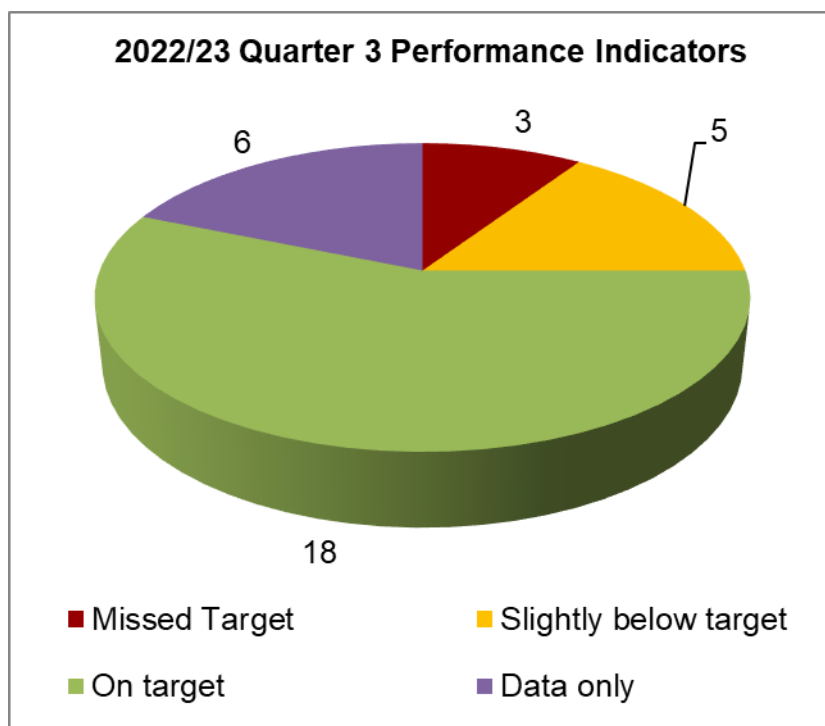
The eighteen completed actions are as follows:

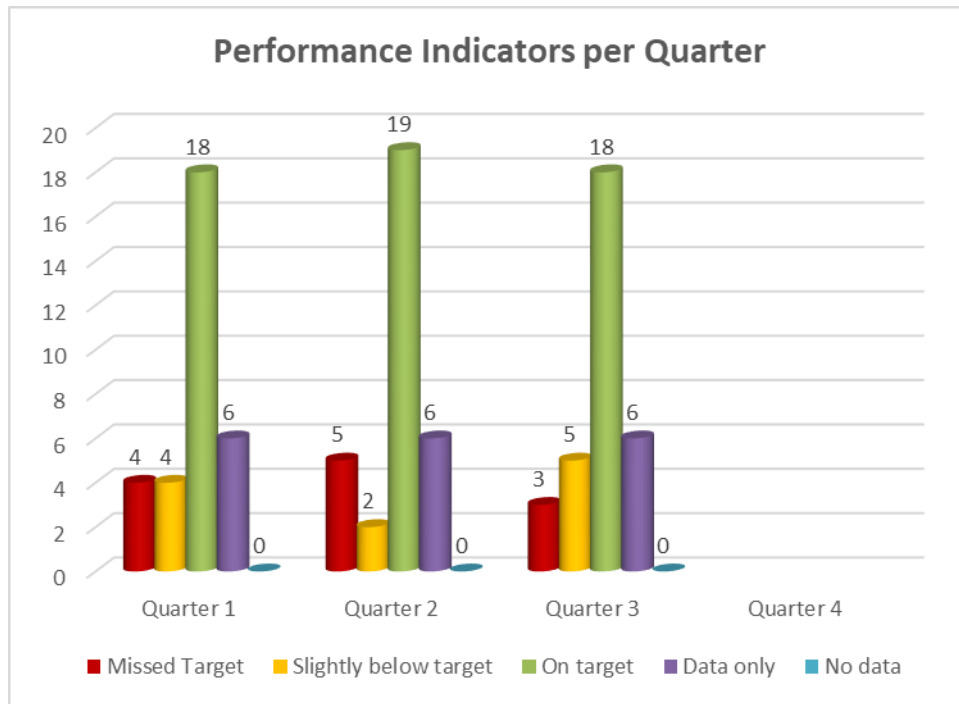
- Continue to support the Interfaith forum, Gedling Senior's Council and Youth Council and develop new community leadership forums
- Deliver the annual Pride of Gedling Awards
- Prepare and plan for an event to mark the 50th anniversary of the creation of GBC and the 200 years anniversary of Lord Bryon
- Coordinate the supported internship programme
- Continue to implement the Agile Working Strategy
- Engage in local government restructuring debate to ensure local services are maintained and the voice of our residents is heard
- Create and implement a Communication Strategy and plan

- Carry out Gedling plan survey
- Develop and implement strong, fair employment policies
- 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 creation of the 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
- Explore delivery models in partnership with other local authorities and public bodies
- Review the Community Infrastructure Levy policy
- Support delivery of a local industrial strategy including playing an active role in D2N2/LEP
- Identify opportunities to redevelop vacant or underused land for employment uses

2.3 Indicators

Overall indicator performance at the end of quarter 3 shows that out of a total of 32 indicators, 18 were on or above target, 5 were slightly below target and 3 indicators missed their target.





2.4 Examples of particularly positive performance for quarter 3 include:

Performance Indicator	Figure reported	Target	Period covered
Average time to process new Housing Benefit claims (in calendar days).	14 days	15 days	October to December
Average length of time spent in temporary accommodation (in weeks)	19.4 weeks	22 weeks	October to December
Percentage of calls to the contact centre answered (or call back made).	97.2%	94%	12 month rolling average
Percentage of Business Rates Collected	84.45%	82.26%	April to December
Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention.	33	10	October to December
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	6	5	October to December
Percentage of Major planning applications processed within 13 weeks.	100%	92%	October to December

Percentage of other planning applications processed within 8 weeks	92.1%	80%	October to December
Number of visits to leisure centres	246,374	200,000	October to December
Net additional homes provided	234	124	October to December

2.5 The following performance indicators missed their target at the end of quarter 3.

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 October to December.

Both October and November processing dates were on target. Due to Xmas and staff leave, the processing times for December slipped to 6 days meaning the average over the quarter was slightly over target.

LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total) – Performance – 9.92 days against a target of 9 days.

Due to timing of reports and data availability, the data used for quarter 3 relates to the position as at November 2022. Time lost stands at 9.92 days which is now around 10% worse than target of 9 days. This represents an improvement on last month's and last quarter's outturn. The number of long-term absence cases remains relatively low and this has helped to contribute to the improved attendance figures.

LI085 Current number of DNA members – 3,676 members against target of 4,105 as at end of December.

The leisure industry is still struggling to recover from the impact of Covid with memberships nationally down by 4.8% on pre-Covid figures. The performance in Gedling is slightly worse than the national picture and is likely compounded by the impact of the cost of living challenges. The December DNA promotion brought in 313 new members, of which 77 cancelled their membership by 5th January.

2.6 Compliments and Complaints

In quarter 3, the council received 2% more compliments and 18% fewer complaints than in quarter 2 2022/23. 45% of all complaints that the council received in quarter 3 were upheld. Out of all complaints that the council received in quarter 3, 2 complaints 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 shown in Appendix 1 and is available on the Council's website. The following achievements are identified for particular attention:

Pride of Gedling Awards – the event was held in November and it was a great success. We received over 190 nominations across the six categories, all of which were of a very high standard and highlighted what a great place Gedling is to live in. The event was also sponsored by various local businesses and developers which enabled it to be produced at no cost to the council. The awards are one of the council's most high profile events and its success every year shows the importance of creating an engaging campaign that residents can take part in.

Warm Spaces – Warm spaces are initiatives set up to create places within the local community where people can come together, socialise, stay warm and in some cases have hot refreshments during the winter months. Alongside council venues, many of our valued Community Partners are also offering warm spaces as well as other services and support in local venues across the borough. There are over 30 designated venues available across the Borough, including the Richard Herrod Centre, Bonington Theatre (Lounge Area), Netherfield Forum and the Salvation Army in Arnold. A full list is available [HERE](#).

White Ribbon campaign – we worked with Carlton Town Football Club and local charity We R Here to end violence against women and girls by men as part of White Ribbon Day on 25th November. The theme was #TheGoal and we launched a campaign at Carlton Town Football club and to get footballers there to sign a pledge and promise not to be silent about the devastating effect of violence against women.

Councillors also wore white ribbons at their Full Council meeting in November to show their support for this important cause. They are working with local charity, We R Here, who support women fleeing from domestic abuse, to help raise awareness of their project and highlight how they support survivors of abuse.

Improvements to CCTV across Gedling - Gedling Borough Council has invested more than £89,000 to upgrade and improve CCTV cameras and equipment across the borough as part of the council's commitment to preventing and detecting crime and anti-social behaviour. Equipment in Arnold Town Centre, Carlton, Netherfield and Calverton has been upgraded to improve the image quality from the cameras, which are transmitted to, recorded, and monitored from the council's central CCTV Control Room. The cameras are able to provide high quality images to help improve facial recognition and identify number plates, which will help assist the Police with the prevention and detection of a wide range of criminal activities that could be taking place in or around the borough. It also supports the council's Community Safety team and Neighbourhood Wardens who regularly use the cameras to tackle anti-social behaviour and investigate cases of fly tipping, graffiti and vandalism.

UK Shared Prosperity Fund Allocation – Gedling Borough Council secured £2.9 million in funding to invest in local communities over the next three years. As part of the submission, we consulted with local community groups, businesses and partners to establish what they think the money should be used for. The fund identifies three local priorities; communities and place, support for local businesses and people and skills. Projects in the first year include plans to refurbish Lambley Lane sports pavilion, expand CCTV in crime hotspots, provide community grants to local charities and groups and the council will also use the funding to install new Changing Places public toilets at King George V Playing Fields in Arnold Town Centre.

Completion of the new Arnold Market Place (AMP) - The AMP, the £4 million flagship business development in Arnold Town Centre, has officially been completed and handed over to Gedling Borough Council. The building is now the new home to several new business start-ups as well as the Post Office, who were the first business to open its doors to the public. There is a wine tasting experience outlet, a cat and dog accessory and treats store, a cake shop and a delicatessen to go alongside the Post Office, which has relocated from nearby Worrall Avenue.

Bath Out project – This project was successfully concluded in partnership with Longhurst Housing Association and their appointed contractor. The scheme involved proactively adapting the bathrooms of 15 older persons units of accommodation in Netherfield. The scheme utilised a proportion of the council's Better Care Fund Allocation received from Government which was used to fund works to remove the bath in the property and replace with a level access shower wet room. The aim of the scheme is to reduce the likelihood of accidents in the home and enable older people to remain living independently in their own homes.

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.

Appendices

8

- 8.1 Appendix 1 – Examples of Outcomes/Achievements during Quarter 3 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 3 - 2022/23

Cohesive, Diverse and Safe COMMUNITIES

Promote and encourage pride, good citizenship and participation

Christmas events in Arnold –

- **Festive Saturdays at the AMP** – organised by The Rural Retailer, Arnold Market Place held festive markets on Saturdays in December. Events included live music and independent market stall traders selling items such as gifts, cakes, sweets, handmade cards and homewares. All traders have said how successful their stalls were.
- **Arnold Christmas Lights Switch On** – included a stage where five local schools and three choirs performed, street theatre performers from Can Samba, Arnold and Mapperley Rotary Club with Santa and Arnold Methodist Church Christmas Craft Fair. The event attracted over 1000 people and the Council received some excellent feedback.

Remembrance Parades – the Council supported remembrance parades in Gedling, Mapperley and Arnold. A remembrance service was held in Arnot Hill Park attracting around 1000 people.

Pride of Gedling Awards – the event was held in November and it was a great success. We received over 190 nominations across the six categories, all of which were of a very high standard and highlighted what a great place Gedling is to live in. The event was also sponsored by various local businesses and developers which enabled it to be produced at no cost to the council. The awards are one of the council's most high profile events and its success every year shows the importance of creating an engaging campaign that residents can take part in.

Christmas Concert at St Paul's Church – The Mayor's Charity held its free annual Christmas Concert on 10th December at St Paul's Church in Daybrook. Carols and Christmas music was provided by Carlton Male Voice Choir.

"Food for Life" community celebration – Gedling Borough Council, Gedling Seniors Council and The Syrian Society of Nottinghamshire held a "Food for Life" community celebration this week. Around 100 guests attended, including refugees who have resettled in the borough, host families and community groups. Attendees joined together to thank the Gedling community for embracing and supporting so many refugees from Syria, and more recently Ukraine. Local Syrian families and the Syrian Society of Nottinghamshire, Yasmin House, prepared a traditional meal for attendees and craft activities for all ages were provided by Gedling Play Forum.

Reduce poverty and inequality and provide support to the most vulnerable

Warm Spaces – Warm spaces are initiatives set up to create places within the local community where people can come together, socialise, stay warm and in some cases have hot refreshments during the winter months. Alongside council venues, many of our valued Community Partners are also offering warm spaces as well as other services and support in local venues across the borough. There are over 30

designated venues available across the Borough, including the Richard Herrod Centre, Bonington Theatre (Lounge Area), Netherfield Forum and the Salvation Army in Arnold. A full list is available [HERE](#).

Social Eating Event - A small autumn craft/social eating event took place for families in Newstead. The event was held at the Newstead Centre and was attended by around 40 people. Older Children also took part in sports coaching on the Parish Council MUGA supported by local Notts CC Youth Workers.

Homelessness and Rough Sleeping Strategy - The South Notts Homelessness and Rough Sleeping Strategy 2022-2027 has now been approved. 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 a further property to support Homeless families and reduce the reliance upon bed and breakfast accommodation. The Authority continues to work with Nottinghamshire County Council to identify other viable options and increase the overall number of temporary accommodation properties available to address homelessness in the Borough.

Homes for Ukraine Scheme update - For the Homes for Ukraine Scheme to support Ukrainian guests settling in the UK, 99 matched sponsors have come forward within the Borough from the commencement of the Scheme. Environmental Health officers had undertaken 97 first property checks, 76 second welfare checks and 19 third welfare checks. These checks are to ensure properties are not overcrowded, are safe to occupy and to safeguard the guests.

The Bath Out project was successfully concluded in partnership with Longhurst Housing Association and their appointed contractor. The scheme involved proactively adapting the bathrooms of 15 older persons units of accommodation in Netherfield. The scheme utilised a proportion of the council's Better Care Fund Allocation received from Government which was used to fund works to remove the bath in the property and replace with a level access shower wet room. The aim of the scheme is to reduce the likelihood of accidents in the home and enable older people to remain living independently in their own homes.

Energy Bills Rebate scheme - All eligible households have received their payments before the government's deadline as follows:

- | | | |
|------------------------|------------|-------------------|
| • Core scheme | £6,845,700 | 45,638 households |
| • Discretionary scheme | £172,568 | 6,767 households |

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

Selective Licencing Scheme – following consultation with residents, landlords and stakeholders, councillors agreed to extend the Selective Licensing Scheme to parts of Colwick, Carlton Hill, Daybrook and Newstead Village from 1st November 2022. The scheme makes 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.

The consultation for the extension of the scheme received more than 200 responses and over 450 written comments which have been analysed and the feedback used to shape the extension to the scheme, known as Selective Licensing Phase two.

The licence requires that landlords meet a minimum standard of accommodation for residents and the scheme is being launched in areas where there is deprivation, high levels of antisocial behaviour, crime and poor housing conditions. The licensing will give the council's Environmental Health team powers to do more if landlords do not take the appropriate steps to deal with issues relating to property standards.

White Ribbon campaign – we worked with Carlton Town Football Club and local charity We R Here to end violence against women and girls by men as part of White Ribbon Day on 25th November. The theme was #TheGoal and we launched a campaign at Carlton Town Football club and to get footballers there to sign a pledge and promise not to be silent about the devastating effect of violence against women.

Councillors also wore white ribbons at their Full Council meeting in November to show their support for this important cause. They are working with local charity, We R Here, who support women fleeing from domestic abuse, to help raise awareness of their project and highlight how they support survivors of abuse.

Improvements to CCTV across Gedling - Gedling Borough Council has invested more than £89,000 to upgrade and improve CCTV cameras and equipment across the borough as part of the council's commitment to preventing and detecting crime and anti-social behaviour. Equipment in Arnold Town Centre, Carlton, Netherfield and Calverton has been upgraded to improve the image quality from the cameras, which are transmitted to, recorded, and monitored from the council's central CCTV Control Room. The cameras are able to provide high quality images to help improve facial recognition and identify number plates, which will help assist the Police with the prevention and detection of a wide range of criminal activities that could be taking place in or around the borough. It also supports the council's Community Safety team and Neighbourhood Wardens who regularly use the cameras to tackle anti-social behaviour and investigate cases of fly tipping, graffiti and vandalism.

High Performing COUNCIL

Improve the customer experience of engaging with the Council

Customer Survey Updates – Our Customer Services have updated our customer satisfaction surveys and incorporated equality and diversity questions in order to gain a better understanding of our community requirements. This information will hopefully assist us in planning the future direction of customer services.

Outreach Services – Customer Services outreach work continued with regular sessions at Carlton Community Hub and Calverton Core Centre. In addition to this the team have attended Netherfield St Georges Centre in October, Killisick Community Centre in November and two cost of living events at Newstead and Carlton. These sessions are designed to help residents with services such as housing, benefits, council tax, grants and any other local authority service as well as working closely with partners to help access their services.

Provide efficient and effective services

UK Shared Prosperity Fund Allocation – Gedling Borough Council secured £2.9 million in funding to invest in local communities over the next three years. As part of the submission, we consulted with local community groups, businesses and partners to establish what they think the money should be used for. The fund identifies three local priorities; communities and place, support for local businesses and people and skills. Projects in the first year include plans to refurbish Lambley Lane sports pavilion, expand CCTV in crime hotspots, provide community grants to local charities and groups and the council will also use the funding to install new Changing Places public toilets at King George V Playing Fields in Arnold Town Centre.

Comms Team Award - Our Communications team won the Small Team of the Year Award at the National Comms2point0 awards that were held in Birmingham on Friday 2 December. The judges said that it was “An excellent entry – the epitome of small team doing big strategic thinking and many other things! Entry has flair, style and character, showing the belief in what they are doing.” The Communications Manager will now be invited to present at a national masterclass in the New Year, showcasing the great work the team has done.

Legal Services – During Quarter 3, our Legal Services team successfully defended an appeal against conviction and sentence for 6 offences of breaching coronavirus regulations, completed a successful health and safety prosecution and supported practical completion of the AMP build contract by resolving the outstanding issue regarding collateral warranties which enabled the building to be handed over to the council.

Gedling Legal – the Gedling Legal team have taken on a further 10 new external matters which will contribute to their income generation target.

Single Persons’ Discount Review - Review of all cases of single persons’ discount has been concluded in Revenues Services. Cancellations are still incoming, so results not yet known. The purpose of the review is to maximise revenue and reduce occurrences of fraud.

Maintain a positive and supportive working environment and strong employee morale

Corporate Debts Support Team creation - A new central support point for all lead officers and invoice raising officers across the Council has been created and is being managed by the Revenues Services team. This provision includes debts advice surgeries for officers and “masterclass” training sessions on specific administrative tasks.

Policy development - In the last quarter there have been several policy changes that have been positive from an employee and employer perspective. These include:

- Implementation of enhanced payments for employees undertaking stand-by and callout duties on Boxing Day when it falls on a weekend.
- The standardisation of weekend overtime payments to teams in Environmental Services when their work is prevented from taking place due to Bank Holidays.
- The introduction of the Council’s first Fostering-friendly Policy. This supports employees who are foster carers through the award of additional leave at critical times during the adoption process. We are one of the first

district councils in the county to have such a policy and the proposals have been supported by Members, unions and our employees.

- Senior Leadership Team has brought in changes to our pay line to help our lowest-paid employees. The lowest pay points (points 1 to 4) have now been removed and this means that our lowest paid jobs are now at Band 3 on pay point 5. The changes are back dated to April and the payments are being made in December's salaries.

Improve use of digital technologies

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

- Iken (Legal) System Upgrade
- Firewall Replacement
- Leisure System Replacement
- Q-Matics (Queuing System) replacement with 365 tools
- Office 365 authentication protocol changes

Vibrant ECONOMY

Ensure a robust strategic development framework is in place

Authority Monitoring Report - The 2021/22 Authority Monitoring Report was published in December 2022 to provide background information on the social, environmental and economic characteristics of the Borough; to assess progress on the preparation of the Council's planning policy documents and to monitor the extent to which Local Plan policies are being successfully implemented. [AMR2021-22.pdf \(gedling.gov.uk\)](#)

Five Year Land Supply - All local planning authorities in England are requested to establish whether we have a five year supply of housing land and the Council's 2022 report was published in October 2022. The Assessment shows that against the housing target, Gedling Borough Council has a 7.25 year supply of land for housing. [Final Interim Planning Policy First Homes for web.pdf \(gedling.gov.uk\)](#)

Provide more homes

Empty Homes Review – the empty homes review has been concluded in Revenues Services with the purpose being to maximise the opportunity for receipt of new homes bonus funding from government. The review was concluded in time for the cut off point for receipt of maximum funding.

First Homes - An Interim Planning Policy Statement on First Homes was published in October 2022 to set out the Council's approach to delivering First Homes within Gedling Borough. [Final Interim Planning Policy First Homes for web.pdf \(gedling.gov.uk\)](#)

Drive business growth, workforce development and job opportunities

Supported Internship Programme - The Council's first supported intern is currently working in the Revenues Services team. The team is able to offer support to the intern to better her future chances of employment and the intern provides administrative support to the team. Feedback is very positive and the intern is showing clear development and acquisition of key skills as well as growing in confidence.

Cohort 1 Business Grants fully completed - All post payment assurance audits and reconciliation exercises for cohort 1 of the Covid-19 business grants schemes have been completed and signed off by the Department for Business, Energy and Industrial Strategy.

Jobs Fair – we delivered a jobs fair during quarter 3 with 25 stall holders and around 100 people attended throughout the day. Feedback was really good from stall holders and jobseekers alike with one stall holder saying it's the best jobs fair they have been to since Covid and would definitely be encouraging other departments to attend.

Mock Interviews – We organised and delivered mock interviews for over 300 pupils ranging from year 10 to year 13. Local business leaders, councillors and GBC staff attended and gave up their time to support the young people of the borough as part of our ongoing commitment to make sure young people get real life opportunities to prepare them for work.

Create thriving and vibrant town and local centres

Completion of the new Arnold Market Place (AMP) - The AMP, the £4 million flagship business development in Arnold Town Centre, has officially been completed and handed over to Gedling Borough Council. The building is now the new home to several new business start-ups as well as the Post Office, who were the first business to open its doors to the public. There is a wine tasting experience outlet, a cat and dog accessory and treats store, a cake shop and a delicatessen to go alongside the Post Office, which has relocated from nearby Worrall Avenue.

Sustainable ENVIRONMENT

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

Colwick Rectory Play Area funding – funding to improve Colwick Rectory Play Area has been secured from FCC Communities Foundation, a not-for-profit business that awards grants for community, conservation and heritage projects from funds donated by waste and resource management company FCC Environment through the Landfill Communities Fund. FCC Communities Foundation will be providing a grant total of £99,466.

Local school children from Netherfield Primary School and St John the Baptist Primary School in Colwick, took part in a consultation with the council to have their say and give suggestions for what they wanted to see at the site.

In addition to the existing equipment at the park, the improvements will see new facilities added including a wheelchair accessible roundabout, zip wire, trampoline, a multi play unit with 17 different features, new swings and more. The funding bid to FCC was made jointly by Gedling Borough Council and Colwick Parish Council and works are due to start in the New Year.

Green Lung Tree Trail - A tree trail at Digby Park, Mapperley, has officially opened as part of Gedling Borough Council's commitment to protect and create a sustainable environment. The trail was opened to coincide with National Tree Week, an annual celebration where the country's conservation sector, volunteer groups and tree-lovers come together to plant thousands of trees to mark the start of the annual tree planting season.

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

Corporate Environmental Policy - The council's Cabinet adopted a new corporate Environmental Policy Statement which embeds an environmentally conscious culture and behaviours within the council. The policy applies to staff and members and will enable a corporate approach to protecting the environment on the journey towards Net Zero carbon emissions. The same report also noted the establishment of a new Corporate Environment Group where Heads of Service and the council's Climate Change Officer meet quarterly to progress corporate actions to deliver the council's carbon management strategy and action plan.

Heads of Service and key managers across the council attended Carbon Literacy Training to raise awareness and understanding of the challenges presented by climate change and to pledge to take action to protect the environment. Further carbon literacy training is to be rolled out to the Council's Cabinet members and Managers who could not attend the first session.

HEALTHY lifestyles

Improve health and wellbeing and reduce health inequalities

The Strategic Review of Community Facilities has made good progress during quarter 3. This has included extensive stakeholder engagement with key partners and a resident survey that attracted 600 responses. Data and insight on physical activity behaviour and health inequalities and national and local strategic priorities has also been gathered for further analysis to inform the final Strategy.

Support physically active lifestyles

Swim Stars Swim Galas - To celebrate the incredible progress of young people learning to swim in the borough, Arnold and Carlton Forum Leisure Centres ran a fun Swim Stars gala prior to Christmas which gave learners the chance to complete in a fun and supported environment. Over 140 children on stages 3 and above took part, and all participants were given a souvenir swim gala medal

"My son attended the swimming gala today at Arnold Leisure Centre (21.12.22). I just wanted to say how enjoyable this was for all. In Thankyou to the fantastic swimming instructors who encourage and teach the children week after week and then organise such a great event for them. It was very well staffed, really well organised and the children received not only a medal at the end with a lovely presentation, they also received a great deal of encouragement and support during the races. Thank you to all the staff involved, the Council should be very proud of them." Kate, Arnold.

Launch of Online Leisure Joining - With the introduction of the new leisure management system in September, the leisure facilities have now launched online joining for residents to be able to apply for their Gedling Leisure cards and DNA health and fitness memberships online. The benefits of this new functionality means a more efficient process for residents to join the scheme as well as reducing the amount of paper used at sites on membership forms.

Carlton Insight - Funding has been secured from Jigsaw Homes (via Active Notts) to fund a Carlton Community Connector for one day a week (for two years). The role will build on the insight from the Physical Activity work in Carlton and will focus on connecting older residents into the local community, whilst supporting their health and wellbeing and encouraging them to become more active.

Falls Prevention Pilot Classes update - The 12 week pilot phase of the Falls Prevention Classes is now complete. Outcomes including participants seeing a noticeable increase in their mobility and confidence to be able to get up from the floor unassisted. Other outcomes include participants make new friendships and gaining valuable information in the social element that follows the exercise session. Sessions are due to continue in 2023.

Increase recreational activities

Engaging with young people at the Bonington Theatre - The Bonington Theatre showed two performances of the Royal Shakespeare First Encounters shows which aim to give 7-13 year olds a fantastic first experience of Shakespeare whilst also being brilliant introductions for anyone new to his work, bringing the plays to life on stage in just 90 minutes. A screening of the Triangle of sadness film at the end of December targeted at 16 to 25yr olds also proved popular increasing visits from this age group by 2% compared to normal screenings.

Reduce levels of loneliness and isolation

Member's Grants Award - 45 grants in the region of £14,558, have been awarded to various community groups for example Parkinson's UK, Emmanuel Church, Willow Farm Primary School, St. Helen's Church (Burton Joyce), Westdale Lane Baptist Church, Friends for Life, Aye Up Mi Duck, Burton Joyce Primary School PTA, Woodborough Celtic Youth FC, Drone to Home, Ravenshead Parish Council, Newstead Parish Council, Papplewick Village Fayre Group, Linby Parish Council, Burton Joyce & Bulcote Local History Group, We R Here,, Mellish Rugby Club, Arnold in Bloom, Arnold Foodbank, All Hallows Church, Gedling Conservation Trust.

Community E Newsletters – Two Community E-Newsletters were circulated to 7k community contacts between October and December. Information Shared included sharing of the Warm Spaces in Gedling initiative, Armed Forces Breakfast Club, survey about activity levels, parks and leisure services, veteran's survey, Woodthorpe library improvement fund, Carlton and Gedling U3A.



Report to Overview and Scrutiny Committee

Subject: Scrutiny work programme

Date: 6 March 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

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
6 Mar 23	Cllr D Ellis	Risk scorecard – Q2 2022 Q3 performance			
23 Mar 23	Cllr K Fox			Sewerage review working group recommendations Review of implementation of the waste policy	We R Here
Rolling issues		Traffic regulation orders review	Procurement policy Complaints	Review of public parks	

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