

Agenda

Overview and Scrutiny Committee

Date: **Monday 10 July 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 Catherine Pope

Vice-Chair Councillor Russell Whiting

Councillor Roy Allan
Councillor Sandra Barnes
Councillor David Brocklebank
Councillor Lorraine Brown
Councillor Andrew Dunkin
Councillor Rachael Ellis
Councillor Ron McCrossen
Councillor Grahame Pope
Councillor Martin Smith
Councillor Sam Smith
Councillor Michelle Welsh

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AGENDA

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| 2 | To approve, as a correct record, the minutes of the meeting held on 23 March 2023 | 5 - 8 |
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MINUTES OVERVIEW AND SCRUTINY COMMITTEE

Thursday 23 March 2023

Councillor Liz Clunie (Chair)

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

Apologies for absence: Councillor Paul Feeney and Councillor Sam Smith

Officers in Attendance: B Hopewell, L Juby and E McGinlay

Guests in Attendance: H Brown and K Fox

36 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Feeney and Sam Smith.

37 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 6 MARCH 2023

RESOLVED:

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

38 DECLARATION OF INTERESTS

None.

39 PARTNERSHIP REVIEW - WE R HERE

The Chair welcomed Hilary Brown from We R Here to the committee as part of the Council's partnership review programme.

Hillary gave an overview on the key areas of their work at We R Here, highlights of which were as follows:

- 1) From April 2022 to present, community engagement referrals have been extremely high, with 17 adults and 12 children having 1-to-1 therapy consisting of 725 total sessions.

- 2) In June of 2022 We R Here delivered their first partnership event with a local training provider offering Continuous Professional Development (CPD) for teachers, college and support staff and introduced a programme looking at trauma and the impacts on mental health from domestic abuse. Unfortunately due to demand, the waiting list for new referrals was closed in September 2022 and remains closed at present.
- 3) The first post-pandemic family event was held in August, helping to reintroduce families in isolation to social settings and from September 2022, self-esteem building courses were resumed as well.
- 4) At present, We R Here are working with 11 adults and 7 children and young people every week as well as the self-esteem groups and other projects/activities.

Members then asked questions and queried what impact the pandemic had on the public and how this differs from the pre-pandemic period.

It was confirmed that the difficulties the public are facing, particularly regarding mental health are seeming far more complex when compared to the pre-pandemic period. It was noted that the effects on children and young people have yet to be seen and unfortunately services to help with this are struggling to meet demand.

RESOLVED:

The Chair thanked Hillary Brown for the information provided.

40

PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE

Members welcomed Councillor Kathryn Fox, Portfolio Holder for Diverse Communities and Life Chances to the meeting to examine her portfolio. Councillor Fox gave a presentation, providing an update to members on some key happenings in her portfolio.

Questions were received from Members in advance of the meeting so Councillor Fox delivered an update on this and the various areas of responsibility within her portfolio. She gave the following updates:

- 1) The Homes for Ukraine Scheme (HFU) launched on 14 March 2022. Nottinghamshire County Council allocated £10,500 per guest, which was then reduced to £5,900 in 2023. Sponsors/Hosts receive £350 per month, increasing to £500 per month after 12 months.
- 2) Environmental Health Officers have undertaken a total of 218 visits to matched sponsor/host households in Gedling and keep in touch with sponsors and guests to support re-matching or accommodation moves. It was noted that no Ukrainian Guests have presented as homeless.

- 3) As part of a strategic review of leisure and community facilities, a resident's survey was carried out in December 2022 which received 605 responses, 25% of which had a health condition or disability. The survey suggested that health conditions, disabilities, cost and not enough time are barriers to getting active. This feedback is being used to inform the new strategy.
- 4) As part of the Council's domestic abuse statutory duty, Gedling Borough Council offers a Sanctuary Scheme which enables survivors to remain in their own home safely by providing additional security installations. Funding of £10,000 was received for 2022-2023 to facilitate this.
- 5) Various projects/events have been held or are ongoing across the Council's rural areas, such as community outreach programmes by Customer Services and Citizens Advice, exploring the creation of a parish conference and more. It was noted that support to rural areas is data led to address the needs of the community and the Portfolio Holder for Diverse Communities and Life Chances regularly attends Rural Services Network seminars to learn more about issues affecting rural communities and funding opportunities to address this.

The Chair gave members the opportunity to ask questions of Councillor Fox's portfolio.

Members asked whether communication channels between the Council and Serco are being looked at for asylum seekers prior to the determination of their asylum status, to allow more time for the Housing Needs team to make preparations.

Councillor Fox agreed that the current system is not ideal and that communication channels could be improved, which have been highlighted by other local authorities as well. It was noted that there is a feedback system in place providing an open dialogue to allow the home office to make efficiencies where possible to alleviate the concerns of both asylum seekers and council officers. The Council also liaises with other authorities, sharing best practices to further improve the service.

Members asked whether the Council receives any financial support with regards to supporting asylum seekers and asked where the asylum seekers are in the chain of priority for housing allocation in the Housing Needs system.

Councillor Fox explained that the Council receives funding from Nottinghamshire County Council. It was noted that Councillor Fox did not have information to hand regarding the chain of priority for housing allocations and will provide this information at a later date.

RESOLVED:

The Chair thanked Councillor Fox for her presentation and the information provided.

41 SEWERAGE REVIEW WORKING GROUP RECOMMENDATIONS

Consideration was given to a report of the Democratic Services Manager, which had been circulated in advance of the meeting, detailing a final report of the sewerage review working group, asking the Committee to make recommendations to Cabinet.

Members agreed that an additional recommendation be inserted into the report, as follows:

The Council Liaises on a regular basis with Severn Trent, The Environment Agency and other relevant organisations to build a picture of current levels and locations of sewage and other pollutant discharges (e.g. agricultural and industrial) into the water courses of Gedling to inform planning and policy decisions.

RESOLVED:

That, having considered the report, the Overview and Scrutiny Committee refers the report to Cabinet so that a written response can be provided to the Overview and Scrutiny Committee within 28 days of receipt of the report.

42 REVIEW OF IMPLEMENTATION OF THE WASTE & RECYCLING POLICY

Consideration was given to a report of the Democratic Services Manager, which had been circulated in advance of the meeting, asking Members to review the implementation of the Waste & Recycling policy and make comments as necessary.

RESOLVED to:

- 1) Request statistics on the recycling trial to consider its success;
and
- 2) Note the report.

43 ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT

None.

The meeting finished at 7.18 pm

Signed by Chair:

Date:



Report to Overview and Scrutiny Committee

Subject: Corporate Risk Management Scorecard Quarter 4 2022/23

Date: 10 July 2023

Author: Chief Executive

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. It is due for renewal this financial year.

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 March 2023 are appended to this report, and this includes a summary of all control gaps identified on the Council's Corporate Risk Register at quarter 4.

The last update of the Corporate Risk Scorecard was presented to Audit Committee on 14 March 2023 which provided the 2022/23 quarter 3 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 4, period ending 31 March 2023

Appendix 2 - Risk Management Scoring Matrix

Statutory Officer Approval	
Approved by:	Chief Financial Officer
Date:	16 June 2023
Approved by:	Monitoring Officer
Date:	16 June 2023

Appendix 1 - Corporate Risk Register Monitoring – Quarter 4 – Period Ending 31 March 2023

1	<p>FAILURE TO PREVENT BUDGET OVERHEATING ONCE THE BUDGET HAS BEEN SET</p> <p>Owner: Head of Finance & IT</p> <p>Current Risk and Direction of Travel: GREEN – REDUCTION (from Amber B3, low likelihood / serious impact to Green B1, Low likelihood / negligible 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>Commentary:</p> <p>A projected net underspend of £57k for 2022/23 was reported to Cabinet at Quarter 3 which enabled a transfer of this sum to the Inflationary Pressures Earmarked Reserve to address further emerging pressures should they arise to help maintain a balanced budget.</p> <p>This represented an improved position from the previous two quarters of 2022/23 which presented a projected overspend due to a number of factors related to the economic downturn and resulting inflationary pressures, of which the most significant was the 2022/23 pay award that was an additional cost to the Council of £531,000. This increased risk was recognised in the Risk Register with the assessed risk level increasing from B1 (Green) to D3 (Red) for quarters 1 and 2.</p> <p>The final outturn figures are being finalised, however we are currently projecting an underspend for the year.</p> <p><u>Actions completed during quarter 4:</u></p> <ul style="list-style-type: none"> • The closedown process was reviewed and guidance issued to managers for the closure of the accounts for 2022/23. This work has continued throughout quarter 1 of 2023/24 and is now nearing completion.
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	<p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Complete the closedown process and present the 2022/23 budget outturn report to Cabinet in July 2023.
2	<p>FAILURE TO MAINTAIN FINANCIAL INTEGRITY</p> <p>Owner: Director of Corporate Resources</p> <p>Current Risk and Direction of Travel: RED – NO CHANGE (maintained at Red 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>Commentary:</p> <p>The main financial risk issues as detailed in the 2022/23 Quarter 1 to Quarter 3 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>Some good news has been received in that the HMRC have now classified some leisure centre income as non-business. This will improve the Council's financial position moving forward and should entitle the Council to a VAT refund during 2023/24.</p> <p><u>Actions completed during quarter 4:</u></p> <ul style="list-style-type: none"> • The quarter 3 budget monitoring report to Cabinet on 24 January 2023 provided an update on the delivery of the efficiency programme. • A full review of the Medium Term Financial Plan was prepared as part of the budget process for presentation to Cabinet on 16 February 2023 as part of the 2023/24 General Fund Revenue Budget report. This detailed the continuing high risk to financial sustainability, exacerbated by the ongoing uncertainty in local government funding which will need to be addressed by the development and implementation of further efficiency plans to

	<p>maintain a balanced position. This was approved by full Council on 2 March 2023.</p> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Development of a Procurement and Contract Management Strategy to ensure value for money in purchasing. This will reflect the recommendations arising from the internal audit reviews of both Contract Management and Procurement. • 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. • Completion of additional Internal Audit work required on main financial systems in response to the alleged fraud in 2022, and ongoing liaison with External Audit.
3	<p>FAILURE TO PROTECT STAFF, INCLUDING HEALTH & SAFETY ISSUES</p> <p>Owner: Head of Governance & Customer Services</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE (maintained at Amber C3, significant 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>Commentary:</p> <p>The 2022/23 programme of inspections was ongoing at quarter 4.</p> <p><u>Actions completed during quarter 4:</u></p> <ul style="list-style-type: none"> • The new Health and Safety team continued their programme of inspections and corporate review of risk assessments. This process has identified a number of risks which need to be addressed and some risk assessments which are overdue for review and/or with appropriate control measures not being fully identified, for which mitigations are being planned.

	<p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • To continue with the programme of health and safety inspections to determine the corporate-wide risk position and ensure the delivery of mitigation actions to address identified risks. • Rollout of the new Civic Centre emergency evacuation procedures.
4	<p>FAILURE TO RECRUIT AND RETAIN STAFF, AND MAINTAINING INTERNAL CAPACITY</p> <p>Owner: Head of HR, Performance & Service Planning</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE – (maintained at Amber 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>Commentary:</p> <p>The 2022/23 Annual Governance Statement included a number of actions to address control and risk issues concerning workforce capacity, and the risk level was increased at Quarter 1 to reflect this. We are still experiencing difficulties with recruitment, particularly with professional roles such as planning and legal. Uncertainty also still remains in the future if, for example, funding reductions impact upon the Council's ability to deliver services.</p> <p><u>Actions completed during quarter 4:</u></p> <ul style="list-style-type: none"> • The Gedling Plan performance monitoring report for quarter 3 was considered by SLT, including a review of the Equality Framework and Action Plan. • A new four year Gedling Plan 2023-27 was approved by full Council on 2 March 2023. This was designed to achieve a

	<p>higher level of strategic focus to support the alignment of workload to capacity.</p> <ul style="list-style-type: none"> • Service Plans that align to the new Gedling Plan have been adopted. • The Council's performance monitoring system, Pentana, is now more actively used by officers to identify projects, risks, audit recommendations, carbon management actions, equality actions which will provide an indicator where officers are struggling to deliver due to capacity issues. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Continue to monitor the national review of the impact of the national living wage on local government pay scales and assess the impact for Gedling. • Investigate opportunities for the introduction of apprenticeships in areas experiencing particular recruitment issues. • Review recruitment options, including a refresh of the website recruitment pages, and which enhances the Council's offer in terms of flexible working and accessibility. • Review agile working arrangements currently in place, forming a view on future work needs and requirements, and determining a strategy that will have a positive impact on recruitment and retention of staff.
5	<p>FAILURE TO PROPERLY UTILISE EXISTING ICT, REACT TO TECHNOLOGY CHANGES, AND PREVENT DATA LOSS</p> <p>Owner: Head of Finance & IT</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE (maintain at Amber 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>Commentary:</p> <p>There is now an inherent risk at a national level for the possible disruption to energy supplies (blackouts) that could severely impact upon the provision of the ICT service.</p> <p><u>Actions completed during quarter 4:</u></p> <ul style="list-style-type: none"> • SLT received the findings of the external review of the ICT service, evaluating current service provision and resourcing (baseline review). • Cyber Security Internal Audit finalised with moderate assurance (reported on the previous agenda). • Ongoing review of the Disaster Recovery Plan including consideration of the location of a second storage area network (SAN). <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Commission an external agent to deliver an assessment of future IT needs and requirements, and deliver a Digital Strategy for the Council. • Implement the Internal Audit recommendations, including the production of a cyber-risk register. • Finalise the review and update of the Information Security Policy.
6	<p>FAILURE TO PROTECT & UTILISE PHYSICAL ASSETS</p> <p>Owner: Head of Regeneration & Welfare</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE (maintained at Amber 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>Commentary:</p> <p>The Council owns and manages a number of buildings and it is important that these are all checked on a regular basis and maintained through an up-to-date Asset Management Plan and Strategy.</p> <p><u>Actions completed during quarter 4:</u></p> <ul style="list-style-type: none"> • The general condition surveys of Council Buildings and Suitability and Sufficiency surveys are ongoing. • A new compliance regime has been introduced for Council assets, including pavilions. <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 Council-owned temporary accommodation and establish a short and long term maintenance programme.
7	<p>FAILURE TO REACT TO CHANGES IN LEGISLATION</p> <p>Owner: Head of Governance & Customer Services</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE (maintained at Amber 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>Commentary:</p> <p>An initial outcome to the Brazel case was reached determining that this should apply to the calculation of leave for part-time (mainly term-time)</p>

	<p>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 4:</u></p> <ul style="list-style-type: none"> • National government is still reviewing their position in respect of the Brazel case following consultation. We have received guidance from the LGA and in-house legal teams regarding the implementation approach once determined. • Review of Information Asset Registers commenced in quarter 3 and has taken longer than expected - it is now nearing completion. <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. • Finalise reviews of Information Asset Registers. • Awaiting further guidance in respect of the government's Resources and Waste Strategy and Environmental Act implications.
8	<p>FAILURE OF CONTRACTORS OR PARTNERSHIP ARRANGEMENTS – CONTRACTUAL BREACHES</p> <p>Owner: Head of Finance & IT</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE (maintained at Amber C3, significant 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>Commentary:</p> <p>This risk focusses on perceived weaknesses in the procurement and contract management processes.</p>

	<p><u>Actions completed during quarter 4:</u></p> <ul style="list-style-type: none"> The internal audits of both Contract Management and Procurement contained a number of recommendations and some of these have been implemented this quarter. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> Implementation of remaining recommendations arising from the internal audit of Contract Management and Procurement. Review indemnity clauses in terms and conditions for new contracts to ensure that they reflect the Council's risk appetite.
9	<p>INABILITY TO DEFEND ONE-OFF CHALLENGES TO A COUNCIL DECISION OR NEW COMPENSATION TREND EMERGES</p> <p>Owner: Head of Governance & Customer Services</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE (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>Commentary:</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 4:</u></p> <ul style="list-style-type: none"> Work continued to reduce the number of self-employed instructors in Leisure Services and Agency staff at the depot by moving to employed status. As reported to Environment and Licencing Committee in January 2023, some taxi licensing fees were overcharged and a process of refunds is now operational. A new methodology for calculating the fees has been developed to ensure there will be no reoccurrence going forward.

	<p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Complete the work on assessing the employment status of individuals working for the Council to ensure that legislative and corporate requirements are met.
10	<p>FAILURE TO MAINTAIN SERVICE STANDARDS, CUSTOMER SATISFACTION, AND/OR MEET CUSTOMER EXPECTATIONS</p> <p>Owner: Head of Governance & Customer Services</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE (maintained at Green 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>Commentary:</p> <p><u>Actions completed during quarter 4:</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"> • Continue to monitor and respond as necessary to the impact upon the Council of potential staffing capacity issues in key areas. • To develop a Customer Services Strategy to improve customer engagement and ensure customer service standards are maintained.
11	<p>FAILURE TO PREVENT DAMAGE TO THE COUNCIL'S REPUTATION</p> <p>Owner: Chief Executive</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE (maintained at Green 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>Commentary:</p> <p>One of the major risks for all local authorities is to <u>not</u> meet their promises made in achieving climate change. For Gedling we aim to be carbon neutral by 2030.</p> <p><u>Actions completed during quarter 4:</u></p> <ul style="list-style-type: none"> • The Council has numerous actions for delivery as part of the Carbon Management Strategy Action Plan and work has continued on these in this quarter. • A new Corporate Environment Group has been established to monitor delivery of carbon management actions. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Continue to deliver actions for delivery as part of the Carbon Management Strategy Action Plan.
12	<p>FAILURE TO REACT TO AN ENVIRONMENTAL INCIDENT OR MALICIOUS ACT</p> <p>Owner: Head of Governance & Customer Services</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE (maintained at Amber C3, significant 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>Commentary:</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 and the current emergency planning resourcing issues, it is considered appropriate to remain at this risk level. It was intended that 2.5 days of Emergency Planning resource be provided via Nottinghamshire County Council, however they have recently confirmed that they have been unable to recruit suitably qualified staffing and this option cannot proceed and alternative provision will now have to be determined.</p> <p><u>Actions completed during quarter 4:</u></p> <ul style="list-style-type: none"> • Preparation for a Heads of Service/Manager workshop to update business continuity plans via managed workshops in May 2023. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Determine emergency planning resource arrangements and in-house staff development requirements. • Update of business continuity plans via managed workshops. • Maintain a watching brief on the requirements of Martyn's law (protection for the public from terrorism at public venues) and ensure readiness when the legislation is enacted.
13	<p>FAILURE TO REACT TO SOCIO-ECONOMIC TRENDS</p> <p>Owner: Chief Executive</p> <p>Current Risk and Direction of Travel: GREEN - NO CHANGE (maintained at Green 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>Commentary:</p> <p>This risk relates to the long term view and horizon scanning of potential changes required and modes of delivery for our services.</p> <p><u>Actions completed during quarter 4:</u></p> <ul style="list-style-type: none"> • The Gedling Plan 2023-27 was finalised following a review of strategic direction in light of available resources and was approved by full Council on 2 March 2023. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • This long term work will require Gedling to work with partners from within the Nottinghamshire and Derbyshire regions to deliver a long term strategy as part of the new Mayoral authority from May 2024.
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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 has been one high risk recommendation reported to date during 2022/23. This relates to the Council's contract management arrangements which need to be strengthened by the introduction of a Contract Management Guidance document and supported by training for all of the Council contract managers. This is currently outstanding.

APPENDIX 2 - RISK MANAGEMENT SCORING MATRIX

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



Report to Overview and Scrutiny Committee

Subject: Gedling Plan Quarter 4 and Year End Performance Report

Date: 10 July 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 2022/23 Gedling Plan at the end of quarter 4 and year end.

Key Decision

This is not a key decision.

Recommendation

THAT:

The progress against Improvement Actions and Performance Indicators for quarter 4 and the full year of 2022/23 Gedling Plan be noted.

1 Background

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

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

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

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 quarter 4/year end.

- 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 that 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 member note the current Performance Information for the Gedling Plan 2022/23 for quarter 4 and the year end as set out below.

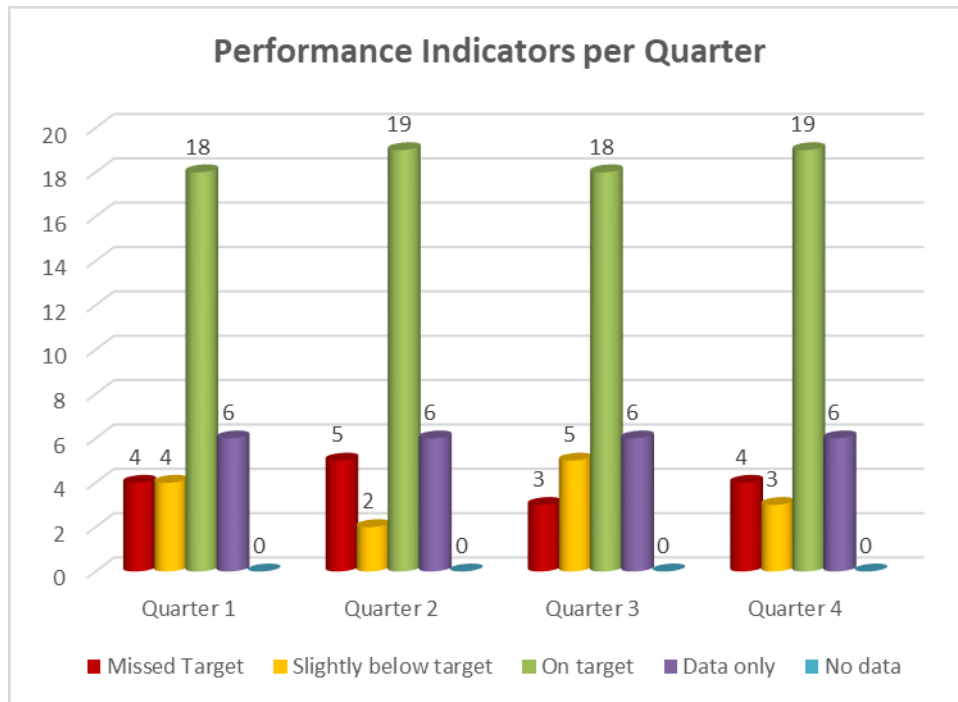
2.2 Actions

Of the 90 actions included in the Gedling Plan 2020-23 which were due for completion in 2022/23, all are complete or incorporated into the 2023-27 Gedling Plan.

2.3 Indicators

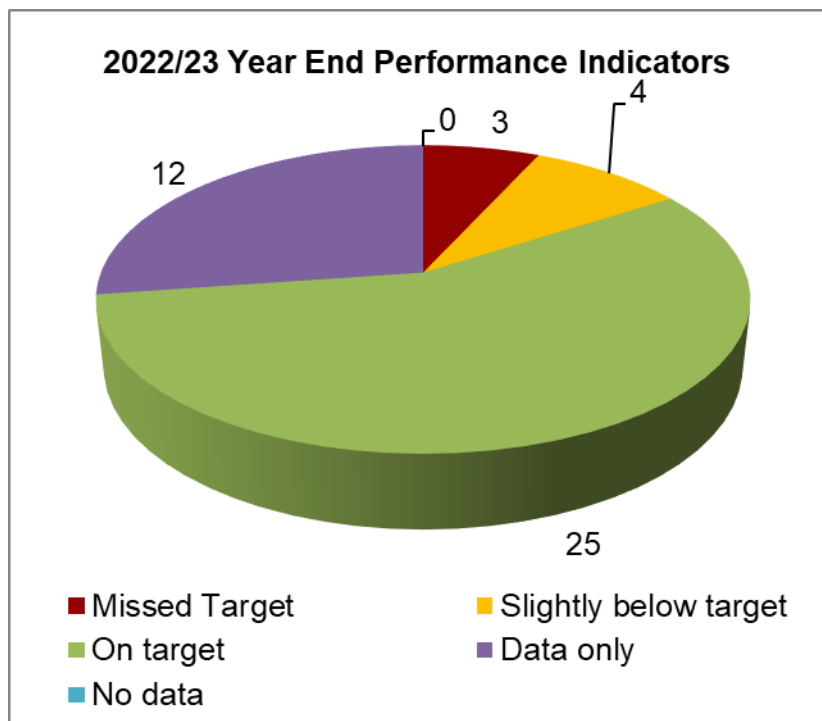
Quarter 4

The following table shows the status of performance indicators appropriate for quarterly monitoring for each quarter throughout the year. During quarter 4, 19 of the 32 performance indicators that are appropriate for quarterly monitoring met or exceeded target and 3 were slightly below target. 4 indicators missed their target. 6 were tracking only indicators.



Year end

In addition to the 32 performance indicators which are monitored on a quarterly basis, there are 12 indicators which are reported on an annual basis. The diagram below shows the performance position at the end of the year in respect of all 44 indicators included in the Gedling Plan. Overall performance is good with 25 of the indicators either meeting or exceeding target. 4 were slightly below target and only 3 indicators missed their target. 12 were tracking only indicators.



2.4 Examples of particularly positive performance over the year include:

Performance Indicator	Figure reported	Target
Number of attendances - Bonington Theatre	40,187	40,000
Average time to process new Housing Benefit claims (in calendar days)	13.8 days	15 days
LI086 Average length of time spent in temporary accommodation (in weeks)	19.1 weeks	22 weeks
Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	94.0%	94%
Number of Keep Me Posted email newsletter subscribers	50,000	42,000
Working Days Lost Due to Sickness Absence (rolling 12 month total)	8.3 days	9.0 days
Net additional homes provided	650	497
Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	126	40
Number of affordable homes delivered (gross)	124	20
Percentage of Major planning applications processed within 13 weeks	100%	90%
Percentage of Minor planning applications processed within 8 weeks	88.8%	86.0%
Percentage of other planning applications processed within 8 weeks	85.2%	80.0%
Average number of Swim School Members (12 month rolling period)	3,805	3,600

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

Average time to process Housing Benefit change in circumstances (in calendar days) – Performance: 7.4 days against an annual target of 5 days.

In Q2 and Q3 the target was narrowly missed but due to several spikes throughout the year especially after Xmas and towards year end, this has meant the overall annual average has exceeded the 5 day target. There has also been a drive to ensure new claims are prioritised (which as reported in the table above has exceeded the target) over changes in circumstances.

Percentage of household waste sent for reuse, recycling and composting – Performance: 33.9% against an annual target of 36% and **Residual household waste per household in Kg** – Performance: 603kg against an annual target of 560kg.

The reasons for both of these relate to the current PFI contract between Veolia and the County Council (as lead waste authority) which does not include certain plastic films, carrier bags, plastic trays, fruit juice cartons and foils. This leads to these waste streams going into the residual bin. Equally, the current increased figure is also due to vehicle loads rejected due to contamination of recycling bins by nappies, food, textiles and glass. The garden waste service is currently being promoted for the new growing season so hopefully this will reduce the amount of garden waste (currently estimated to be 15%) being put in the black residual waste bin. As regards contamination of recycling bins, the Council does regularly promote waste campaigns to educate residents, but we do understand that in practice, the guidance is complex for residents to understand as required under the Veolia contract.

2.6 Compliments and Complaints

The compliments and complaints for 2022/23 show the following:

- In 2022/23 the council received 211 compliments, which is about 10% fewer compliments received than in the previous year.
- 90% of the complaints received in 2022/23 were processed in time, which is 1% higher rate of complaints processed in time than in the previous year.
- 201 MP letters were received in 2022/23 which is 14% higher rate than in the previous year.
- 396 complaints were received in 2022/23, which is 22% fewer complaints received than in the previous year.
- 33% of all complaints received in 2021/22 were classified as justified.

2.7 Achievements - Q4

A separate report has been produced highlighting additional key achievements delivered during quarter 4, 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:

Social Mobility Commission – we announced our new Social Mobility Commission to improve life chances and opportunities for young people in the borough. Research done so far will be reviewed at the Commission's first meeting and its purpose, role and responsibilities will be agreed. Any recommendation or actions agreed at this inaugural meeting will inform the Social Mobility Action Plan for Gedling.

The Gedling Plan - The Council has now adopted its new business plan: The Gedling Plan 2023-27. This lays out the Council's vision and ambitions for the next four years.

Holocaust Memorial Garden opened - A new £45,000 Holocaust memorial garden has been officially opened at Gedling Country Park. The Memorial Garden will commemorate the millions of people who lost their lives in the Holocaust and other genocide atrocities that followed across the world.

Free Bulky Waste Collections – we once again offered residents across the borough the opportunity to dispose of large waste items for free, for a limited period in January and February.

The Big Spring Clean week – This year's Big Spring Clean, our annual community event aimed at improving the cleanliness and appearance of our towns and villages, was held in March. This year, the Council asked for help from residents to make it the most successful yet, and by taking part in one of our litter picks and bulb planting events, local residents made a real difference for the community.

Learn to Swim - During quarter 4 the number of children learning to swim at Gedling increased again to a new high of 3,833. More importantly there were 580 children who achieved their 25m badge during 2022/23 compared to 303 in 2021/22, which is the main indicator used in the industry to help reduce the risk of drowning.

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 current Gedling Plan.

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 achieved during Quarter 4 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 2020-23 Gedling Plan.

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GEDLING
PLAN
2020-2023

**Examples of Achievements and
Activities**

During

Quarter 4 - 2022/23

Cohesive, Diverse and Safe COMMUNITIES

Promote and encourage pride, good citizenship and participation

Love? Film Screening/International Women's Day - The Council partnered with We R Here, a local charity that supports survivors of domestic abuse and their families, to hold a film screening at the Bonington Theatre as part of the celebration of International Women's Day. Love? is written by, directed, produced by and starring Samantha Beckinsale and is a powerful and inspiring portrayal of women's struggles and triumphs dealing with domestic abuse. The film aims to highlight the issue of coercive control in relationships and will be used by the Council and We R Here for further screenings and events.

Chinese Lanterns and Dragons - The Council worked with Gedling Play Forum and Arnold Methodist Church to deliver a Chinese New Year inspired creative play event for families. The event aimed to raise awareness of Chinese culture with traditional music, crafts and a lion dance which took place outside the Civic Centre. Over 120 children and their families for around the borough took part.

Reduce poverty and inequality and provide support to the most vulnerable

Communications - A press release promoting the successful prosecution of a taxi driver for refusing to take a blind couple and their guide dog in his car was the main lead story on all local news outlets. It was the front page feature on the Nottingham Post newspaper and the lead story in BBC East Midlands Today, BBC Radio Nottingham, ITV Central and Notts TV. The communications team worked with the victims to organise photo opportunities and interviews along with the Portfolio Holder for Public Protection to create maximum publicity.

EBSS-AF and AFP-AF payments commenced - The Revenues Service team has implemented the Government's Energy Bills Support Scheme – Alternative Fund and the Alternative Fuel Payment – Alternative Fund with the first payments having been made.

Cost of Living Events – A cost of living event took place at the Calverton Core Centre. There were 8 stall holders including Shareware, NCC Benefits Team, Severn Trent Water, Health and Wellbeing Hub, Nottingham Energy Partnership. The stallholders provided advice and support to local residents on practical ways they could save money and access the relevant benefits. A similar event will also take place at Arnold Methodist Church in April.

Household Support Scheme - Our Customer Services team continued to support 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. During quarter 4, they referred 250 households (399 residents) for £90 per resident to help with food and energy bills. They also helped 12 households obtain white goods under the scheme.

Temporary Accommodation - Following a review of the current demand for temporary accommodation within the Borough, a decision was agreed at Cabinet in March 2023 permitting the Housing and Welfare Service Department to secure a further 7 properties on the open market during 2023/24.

Improve social mobility and life chances

Social Mobility Commission – we announced our new Social Mobility Commission to improve life chances and opportunities for your people in the borough. Research done so far will be reviewed at the Commission's first meeting and its purpose, role and responsibilities will be agreed. Any recommendation or actions agreed at this inaugural meeting will inform the Social Mobility Action Plan for Gedling.

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

CCTV Updates - Through the Safer Streets funding, two CCTV cameras have been installed in Colwick - the first on the Colwick Loop Road and the second at Balmoral Road. The new CCTV camera at the Killisick Recreation Ground is now working.

Shop watch radio scheme - The Shop watch radio scheme has been relaunched in the Victoria retail park with new radios being purchased and the scheme being funded for the next financial year by Safer Streets 4. The Safer Streets wardens are supporting the retailers in using their shop watch radios and tackling retail crime.

Car Park Improvements - Safer streets 4 funding has been used to improve the three GBC car parks located on Arthur Street. The brick planters and overgrown shrubbery have been removed, so the car parks have a clearer view from the residents. The Cinder path has also had environmental improvements to make the area feel safer. The street lighting is also being improved on the Cinder path and in these car parks.

Selective Licensing Scheme - The council successfully investigated a landlord and managing agent who failed to apply for a licence through the council's selective licensing scheme in Netherfield. A civil penalty notice was served as an alternative to prosecution and both parties accepted the charge and paid in full a total fine of £2,350. A licence application has now been received by the council.

Also, an officer from the selective licensing team recently inspected a flat above a shop in Netherfield which had inadequate means of escape from the 3rd floor bedroom if there was a fire in the property. In order to protect the health and safety of the tenant a prohibition order was served to prevent the occupant sleeping in the 3rd floor bedroom until works were carried out to reduce the risks. The landlord is currently working with the council to put in place a safe means of escape to protect the tenant and enable the prohibition order to be removed.

High Performing COUNCIL

Improve the customer experience of engaging with the Council

Electronic billing for council tax and business rates - Alongside the annual council tax bills being sent, the Revenues Services team launched the ability for customers to receive their bills electronically. Take up has been good so far and is encouraged by entry into a prize draw to win a £500 shopping voucher. Reducing the number of bills sent by post will significantly reduce the Council's postage costs as well as reducing the Council's carbon footprint.

Outreach Services – our Customer Services team extended the outreach sessions at Calverton Core to weekly instead of monthly, due to high demand in the area, particularly within Welfare and Housing.

Customer Promise - The new refreshed customer promise was launched as well as the unacceptable behaviour policy. We believe that all residents have the right to be listened to, understood and respected. These are a set of two way standards of behaviours for staff and residents. In addition to this there is a video to support unacceptable behaviour which we have shared on social media.

Provide efficient and effective services

Our **Communications and Web Officer** was featured in the MJ Magazine under the Starlight feature on the rising stars in the Communications world.

Planning - A local requirements list for planning applications was adopted in February. The list seeks to ensure that the Council has enough information at the outset to effectively engage with key stakeholders, and make timely planning decisions.

Annual billing - All households and businesses in the Borough have been issued with their council tax and business rates bills. The bills included information marketing the prize draw to incentivise take up of electronic billing, information relating to the armed forces covenant, advertisements for the Council's leisure services, advertisement of the Council's garden waste service and information for voters relating to the new requirement for photo ID for in person voting.

The Gedling Plan - The Council has now adopted its new business plan; The Gedling Plan. This lays out the Council's vision and ambitions for the next four years.

Maintain a positive and supportive working environment and strong employee morale

Gender Pay Gap - At year end the national analysis of Gender Pay Gap information shows that Gedling BC is the eighth best performing public sector body in the country with a mean gap of 3.79%. The measure is reported nationally and shows the proportionate difference between pay for men and women.

Employee Engagement - A number of employee engagement actions have been delivered over the last quarter including PDR training for managers and supervisors and the production of a new Benefits Statement that sets out the benefits of working for the Council in addition to pay.

Staff Health Fair – The staff health fair took place on 22nd March. Employees were able to book appointments for Boditrax (body scans), prostate tests, bone density tests. Drop in stands were available from ABL, the Health and Wellbeing Hub, Moballise physiotherapists and the Green Rewards scheme. All appointments apart from two prostate tests were booked, most going within two days of being published on the intranet.

Staff Dementia Friends Training – Two Dementia Friends training sessions for staff took place during March (one virtual and one face to face). The sessions were delivered by the Alzheimer's Society and provided staff with a basic understanding of Dementia and some useful advice around supporting individuals living with Dementia.

Improve use of digital technologies

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

- Plan for replacement of Member devices, including making Modern.Gov server more secure and implementing logon from iPads
- Assisted with Bin Lorry CCTV Cloud Hosting
- Advised on Design Code Pathfinder Project (Planning Policy)
- Network Edge Switch Replacement Pilot, updated network technology for faster speeds and better security in preparation for wider roll out
- Upgraded telephone call logging system (Tiger) due to end of support
- Completed upgrading 14 Servers to new Operating system due to Server 2012 end of support - continues into next year.

Vibrant ECONOMY

Provide more homes

Affordable Homes - Cabinet approved last month that a Registered Housing Provider be sought through a tender exercise to deliver affordable homes at Burton Road and Station Road and the tender is currently being prepared.

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.

An **Apprenticeship and Jobs Fair** was held at the Civic Centre in February with over a hundred delegates attending, this being the best attended event for apprenticeship held at the Civic Centre. Next event being planned for May 2023.

A **Business Advisory Surgery** in conjunction with the Growth Hub was held at the Civic Centre in February. The majority of the attendees were start-up businesses that are receiving on-going support since the surgery.

Business Support - Gedling Borough Council has been an active participant in the joint commissioning with the County Council and District Councils to secure providers to deliver business support specifically relating to decarbonisation.

Create thriving and vibrant town and local centres

A **Town Centre Management Officer Group** was established to coordinate UK SPF Town Centre spend with a focus on public realm and encouraging footfall into local centres.

Sustainable ENVIRONMENT

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

Colwick Rectory Play Area reopened following six weeks of refurbishment works to improve the site and add new and inclusive facilities. The refurbishment includes a wheelchair accessible roundabout, zip wire, trampoline, a multi play unit with 17 different features, new swings and more. Funding for the facilities are thanks to 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. In total, FCC Communities Foundation provided a grant of £99,466 for the development.

Conserve, enhance, promote and celebrate our heritage

Holocaust Memorial Garden opened - A new £45,000 Holocaust memorial garden has been officially opened at Gedling Country Park. The memorial garden commemorates the millions of people who lost their lives in the Holocaust and other genocide atrocities that followed across the world.

‘Loco Remembered’ event - the event to celebrate Netherfield's rich railway history was held at the Crossing Social Club on Station Road, Netherfield in March. Railway enthusiasts from the Nottingham Model Railway School recreated a scale model of the Colwick Locomotive depot, known as the Loco, the railway yard where the locomotives were kept as part of an event to celebrate the heritage of Netherfield. This free event was organised by the Nottingham Model Railway Society in partnership with Gedling Borough Council and remembered through the media of models, photos and memorabilia, the Colwick railway sidings and sheds that closed over 50 years ago, showing how Netherfield as a community was shaped by the railway.

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

Free Bulky Waste Collections – we once again offered residents across the borough the opportunity to dispose of large waste items for free, for a limited period in January and February.

Carbon Literacy Training – Senior Leadership Team, Council Cabinet Members and Managers across the council attended Carbon Literacy Training in January 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 later in the year.

Climate Change Champions – Changes to PDRs. As part of the council's commitment to become net zero carbon by 2030, we introduced some plans to help bring staff with us on this journey and to help start a conversation about how we, as individuals and as an employer, can play our part in helping the environment by making small pledges.

A new section was added to all of our Performance Development Reviews (PDR) that includes a new ‘Climate Change Champion’ section. The aim of the section is to create a conversation and to have an opportunity to make a climate change pledge that can be reviewed year on year

Some examples of pledges include:

- Sign up to the Green Rewards app – www.notts.greenrewards.co.uk
- Commute by bus, tram or car sharing whenever you can
- Switch off electrical equipment when not in use
- Reduce your meat intake; go meat-free one day a week
- Improve your home's energy efficiency (insulation, LED lights etc.)
- Recycle waste correctly at home and work
- Try the WWF carbon footprint calculator to see how 'green' you are
- Commit to your own pledge

The Big Spring Clean week – This year's Big Spring Clean, our annual community event aimed at improving the cleanliness and appearance of our towns and villages, was held in March. This year, the council is asked for help from residents to make it the most successful yet. By taking part in one of our litter picks and bulb planting events, residents can make a real difference to the environment and show pride in their local community.

Our annual community event aimed at improving the cleanliness and appearance of our towns and villages took place at various locations throughout the borough during March, with each event lasting around 2 hours. This year, the council asked for help from residents to make it the most successful yet. By taking part in one of our litter picks and bulb planting events, residents can make a real difference to the environment and show pride in their local community.

The council provided all the equipment, including gloves, litter pickers, and bags. Our Climate Change Officer organised a series of litter picking events with local schools and community groups as part of her work to raise awareness of Climate Change. As part of this, a competition was launched to all schools in the Borough to design a poster to promote a 'Cleaner Greener Gedling'. The winning designs will be made into aluminium street sign and placed outside the school/ local area.

Climate Change Lesson - Ernehale Junior School were the first school in the Borough to request a 'climate change lesson', due to the positive publicity of this, the Climate Change Officer has received further requests from schools within the Borough.

Recycling Scheme at Leisure Centres - an innovative recycling scheme is now available at the Arnold, Calverton and Carlton Forum leisure centres. The Leisure Loop Recycling Scheme makes it easier for swimmers to recycle many common items at their local centres such as goggles, swim caps, and floats. Each recycling point holds up to 20kg, or 100 litres, of items which will be taken away to be processed where the items are separated and sorted. The materials are then shredded, cleaned and turned into small pieces of a new version of raw material which can be used to produce new products in the UK.

HEALTHY lifestyles

Improve health and wellbeing and reduce health inequalities

Children's Centre Food Clubs move into the Community – With the closure of the Food clubs in the Netherfield and Killisick Children's centre, there is a significant need to continue with an affordable weekly food offer in the local community. Two new Food clubs will be set up from the end of April in Carlton (Carlton Community Hub) and Netherfield (Netherfield Bethesda Church), families will be able to access a box of food on a weekly basis for £3.50 per week. Conversations are continuing with community partners regarding a potential solution for the Killisick/Arnold area.

Killisick NHSEi Health Inequalities project – The final Community Engagement Report was presented at the March South Notts Place Based Partnership Board Meeting. The report summarises the community conversations with Killisick residents and stakeholders. The report was well received by the Board members.

Skin Piercing Byelaws - The council submitted an application to the Secretary of State to adopt the skin piercing byelaws. The application was approved on 20th February 2023 and the byelaws come into force from 1st April 2023. These byelaws require premises and individuals carrying out skin piercing activities such as body piercing or semi- permanent make-up to register with the council. Premises are then inspected to ensure compliance with a set of conditions to ensure minimum hygienic standards are in place to protect the health and safety of customers.

Tell Me a Story - we assisted Handmade Theatre in successful funding applications to Arts Council England and the National Lottery. Tell Me a Story is a brand-new show which explores childhood stories and memories and is inspired by creative work in care homes for those with dementia. The process of creating this work will enable work across intergenerational groups, exploring experiences of childhood and unlocking the similarities and differences we all share. The show will tour locally and nationally at events and festivals and a smaller compact version suitable for intimate events and spaces will be performed at schools and care homes in the borough.

Doctors surgery visits – Our fitness promotions officer and health activator officer visited 12 GP surgeries and associated pharmacies throughout Gedling Borough this year to promote the activity sessions Gedling Borough and partners provide for local community residents who have long term health conditions. A full brochure of activities was produced that GPs could pass on to suitable patients and update their referral systems.

Support physically active lifestyles

Increase recreational activities

Member referral option launched on leisure bookings app - Utilising new features on the leisure app, DNA members can now refer friends and family to the DNA health and fitness membership scheme, and receive a £10 reduction in their next monthly direct debit payment.

The new member also receives a £10 reduction in their first direct debit scheme, making it a great initiative to get the community active. Since its launch in February there have been 18 referrals through this pathway.

ClassPass - From April the Gedling leisure centres will be partnering with ClassPass to help market and sell gym sessions to the wider community, in particular through corporate marketing. Partnering with large national companies help increase the awareness of the Gedling leisure Centres and their memberships, helping people to become more active in their local communities.

Learn to Swim - During quarter 4 the number of children learning to swim at Gedling increased again to a new high of 3,833. More importantly there were 580 children who achieved their 25m badge during 22/23 compared to 303 in 21/22, which is the main indicator used in the industry to help reduce the risk of drowning.

Reduce levels of loneliness and isolation

Member's grants awarded – in the region of £18,660 has been awarded during quarter 4 to various community groups for example St. Albans Community Kitchen, The Gedling Artist, The Good Shepherd Church, The Ark, Hope Nottingham, Stoke Bardolph Parish Council, Age Concern Carlton & District, Friends of Onchan Park, Calverton Scout & Guides Supporters Association, Gedling Indoor Bowls Club, Friends of Arnot Hill Park, Netherfield & Colwick Senior Citizens Club, 1st Netherfield Rainbows, Brownies & Guides, Paviers Rugby Club, We R Here, St. Mary's Community Kitchen, Friends of Gedling Country Park.

Community E Newsletters – Three Community E-Newsletters were circulated to 7k community contacts between January and March. Articles included winter essentials at St. Pauls Church, The Greater Nottingham Strategic Plan, the Armed Forces Breakfast Club, Nottingham Festival of Science and Curiosity, Daybrook Men in Sheds, The Big Conversation and Young Carers Action Day.

Blue to Green - The Council part funded the delivery of Blue to Green, a joint arts and social prescribing programme supporting local people most impacted by Covid-19 and addressing isolation, wellbeing and inactivity delivered by City Arts.

City Arts worked with Jigsaw Housing, Carlton Community Hub, Netherfield Memory Café, and an array of artists to deliver 48 sessions in Gedling. Activities devised in collaboration with participants included face-to-face sessions, outdoor arts activities, and production of creative outcomes. Content included creative exploration, conversations and learning about the natural environment through art.

The programme included:

- Weekly social and creative sessions, indoors and outdoors
- One off arts workshops inspired by nature
- A series of workshops inspired by the outdoors
- A celebration event at the end of the project.

The aim was to improve quality of life and wellbeing of participants.



Report to Overview and Scrutiny Committee

Subject: Scrutiny work programme

Date: 10 July 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) Discusses the draft work programme and identifies any further areas for examination for the 2023/24 year.

2 Work programme

A draft programme was discussed with the Chair, Vice-Chair and briefly at the committee training session 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 for 23/24 year

Overview and Scrutiny Committee work programme 2023/24 - DRAFT

	Programme of portfolio holding to account	Performance review	Reports/items at committee	Current reviews/responses	Suggestions for partner performance reviews
10 July 23	None	Corporate Risk Management Scorecard Quarter 4 22/23	Q4 and year end performance		
4 Sep 23	Councillor Hollingsworth (confirmed)	Update on carbon management strategy and action plan	Q1 performance Update on success/future of warm hubs	Sewerage review working group recommendations response Review of effectiveness of hybrid working	Youth Council - collaboration and engagement
13 Nov 23	Councillor Payne (TBC)	Corporate Risk Management Scorecard Quarter 1 23/24	Update on strategic review and local plans	Review of public parks	Emergency planning and business continuity - Notts County Council
10 Jan 24	Councillor Paling (TBC)	Corporate Risk Management Scorecard Quarter 2 23/24	Q2 performance Update on bee friendly and fireworks policy	Review of Gedling Plan and performance priorities/projects	
11 Mar 24	Councillor Pearson (TBC)	Corporate Risk Management Scorecard Quarter 3 23/24	Q3 performance Procurement policy review	Review of fly tipping and litter management across the borough	
22 Apr 24	Councillor Wheeler (TBC)		Funding opportunities		
Rolling issues			Procurement policy Complaints		

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