

Agenda

Overview and Scrutiny Committee

Date: **Monday 13 November 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 David Brocklebank
Councillor Lorraine Brown
Councillor Andrew Dunkin
Councillor Rachael Ellis
Councillor Roxanne Ellis
Councillor Ron McCrossen
Councillor Grahame Pope
Councillor Martin Smith
Councillor Sam Smith
Councillor Michelle Welsh

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Role of the Overview and Scrutiny Committee:

- a) Hold the Executive to account
 - Review the performance and decisions of the Executive
 - Review the Council's progress in achieving policy aims and performance targets
 - Review the performance of individual services
- b) Develop and review policy
 - Help the Council and the Executive develop policy by studying issues in detail
 - Carry out research and consultation on policy
- c) Call-in Executive decisions
 - Exercise the right to call in decisions made by the Executive, but not yet implemented, if there is a need for the decision to be reviewed

d) Hold others to account

- The Overview and Scrutiny Committee can hold other public service providers to account for their activities and performance
- Undertake an annual review of the work of the Local Crime and Disorder Reduction Partnerships

AGENDA

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- 1 **Apologies for Absence and Substitutions.**
- 2 **To approve, as a correct record, the minutes of the meeting held on 4 September 2023.** 5 - 8
- 3 **Declaration of Interests.**
- 4 **Partnership Review - Emergency planning and business continuity - Health and Safety.** 9 - 10
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- 7 **Gedling Plan - Q1 performance** 35 - 78
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- 8 **Scrutiny Work Programme** 79 - 81
Report of the Democratic Services Manager.
- 9 **Any other item which the Chair considers urgent.**

MINUTES OVERVIEW AND SCRUTINY COMMITTEE

Monday 4 September 2023

Councillor Catherine Pope (Chair)

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

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

8 APOLOGIES FOR ABSENCE

None.

9 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 10 JULY 2023

RESOLVED:

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

10 DECLARATION OF INTERESTS

None.

11 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE

Members welcomed Councillor Jenny Hollingsworth, Portfolio Holder for Sustainable Growth and Economy to the meeting to examine her portfolio. Councillor Hollingsworth gave an update to members on some key happenings within her portfolio.

No questions were received from Members in advance of the meeting, so Councillor Hollingsworth delivered an update on these and the various areas of responsibility within her portfolio. She gave the following updates:

- 1) Preparations have begun for the Greater Nottingham Strategic Plan, which is a collaborative document between Broxtowe Borough, Gedling Borough, Nottingham City and Rushcliffe Borough Councils. The plan covers the period 2022 to 2038 and

will set out policies to secure sustainable growth. The emerging plan will place great emphasis on green and blue infrastructure and 20-minute neighbourhoods. From November 2023 developers will be required to provide a mandatory 10% net gain in biodiversity for major sites of 10 homes or more. Requirements for smaller sites of 1 to 9 dwellings will commence in 2024 with householder extensions being exempt.

- 2) Gedling Borough Council was selected by the Department for Levelling Up, Housing and Communities to participate in a design code pathfinder programme and has been awarded funding to create a borough wide design code. In accordance with national planning policies and guidance, including the National Model Design Code, Gedling's Design Code will set rules and design principles specific to the borough that developers and householders will need to follow when designing new residential development within the borough.
- 3) All ground floor units at the AMP have been occupied which is eight months ahead of projections and discussions have been taking place with Framework contractors regarding the first floor. It was noted that this work was expected to commence this financial year and be completed in 2024/25.
- 4) A successful jobs fair was held on 15th August with 370 people attending - this exceeds the 136 who attended the last event. An evaluation report was prepared by the Economic Growth Officer and the next Jobs Fair has been planned for 14th November in the Civic Centre. The Economic Growth Officer has supported several careers events with local schools, including speed networking and mock interviews. An appointment has been arranged with the careers lead at Derrymount Special School to discuss careers support for the next academic year.
- 5) Over a 6-month period, 4 section 215 notices have been served under the Town and Country Planning Act 1990. These have been properties that were falling into a state of disrepair. It was noted that since April 2023, 74 empty properties have been brought back into use and the empty homes Officer has been working on 334 live cases, with many of them being work in progress.

The Chair asked Members if they had any questions.

Members queried whether the Council would have enforcement options to ensure that developments adhere to their plans to include a 10% biodiversity net gain.

The Head of Development and Place informed members that the biodiversity net gain is a mandatory requirement as part of the planning

application and as such, enforcement is available should developers fall short of the expected requirements within their planning application.

Members asked what mechanisms the Council have in place for identifying empty homes.

Councillor Hollingsworth informed Members that the Empty Homes Officer (EHO) responds to community intelligence and reports received. The Council also implements data sharing agreements with the council tax department, periodically providing a list of all long term (vacant and unfurnished) empty properties in the Borough. The EHO then works through the list making contact with people responsible.

RESOLVED:

The Chair thanked Cllr Hollingsworth for attending the meeting and the information provided.

12 SEWERAGE REVIEW WORKING GROUP RECOMMENDATIONS RESPONSE

The Democratic Services Manager introduced a report, which had been circulated in advance of the meeting, informing members of the response to recommendations of the Sewerage review working group.

RESOLVED:

To note the report.

13 ANNUAL REPORT

The Democratic Services Manager introduced a report, which had been circulated in advance of the meeting, asking members whether they had any comments or recommendations to the annual report.

RESOLVED to:

Note the report and approve its submission to Council.

14 WARM SPACES SUCCESS AND FUTURE OPERATION

The Democratic Services Manager introduced a report, which had been circulated in advance of the meeting, advising members of the success of the warm spaces programme that was put into place for winter 2022 and to give information about its future operation.

RESOLVED:

To note the report.

15 FUNDING BID REVIEW

The Democratic Services Manager introduced a report, which had been circulated in advance of the meeting, advising members of the different bids that the council have previously applied for and those that are planned to apply for in future.

The report also sought to suggest the committee forms a working group to consider the previous bid submissions and how the council can best formulate them going forward to succeed in received funding.

An amendment was passed, proposing changes to the recommendations by Councillor Welsh which was seconded by Councillor Whiting.

RESOLVED to:

- 1) Note the details of the previous and upcoming bids; and
- 2) Form a working group to complete a more thorough review of funding opportunities and subsequent bids, including consideration of the National Audit officers' current study which is reviewing the following major government funds (Towns fund – 3.2 billion, Levelling Up fund – 4.8 billion, UK Shared Prosperity fund – 2.6 billion) and examining whether the three funds have clear aims and objectives as a part of a joined-up approach, whether the three funds are being distributed in line with their objectives and if they are being spent as planned.

16 SCRUTINY WORK PROGRAMME

The Democratic Services Manager introduced a report, which had been circulated in advance of the meeting, providing an update on the scrutiny work programme.

RESOLVED:

To note the report.

17 ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT

None.

The meeting finished at 6.45 pm

Signed by Chair:

Date:



Report to Overview and Scrutiny Committee

Subject: Partnership review – Emergency planning and business continuity – Health and Safety.

Date: 13 November 2023

Author: Democratic Services Manager

Purpose

To consider the work of the Health and Safety team on emergency planning and business continuity, as part of the programme of reviewing the council's partners.

Recommendation(s)

That the Overview and Scrutiny Committee:

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

1 Background

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

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

2. 2022/2023 programme of partnership attendance

The Overview and Scrutiny committee identified the provision of emergency planning and business continuity as the first subject for the partnership review. Due to a lack of provision for emergency planning by external partners, the health and safety team at GBC have taken on this responsibility.

The health and safety team will be present to deliver information on current emergency planning and to answer 'Ad hoc' questions received at the meeting.

3 Financial implications

There are no financial implications arising from this report.

4 Legal implications

There are no legal implications arising from this report.

5 Equalities implications

There are no equalities implications arising from this report

6 Carbon reduction/sustainability implications

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

7 Appendices

None



Report to Overview and Scrutiny Committee

Subject: Programme of portfolio holder attendance

Date: 13 November 2023

Author: Democratic Services Manager

Purpose

To consider the area of responsibility of Councillor Michael Payne, Portfolio Holder for Corporate Resources and Performance, 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. 2023/2024 programme of portfolio holder attendance

Councillor Michael Payne, Portfolio Holder for Corporate Resources and Performance is attending the committee to give members the opportunity to examine his areas of responsibility which includes the below:

Deputy Leader and Portfolio Holder – Corporate Resources and Performance

Councillor Michael Payne

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

The report detailing performance indicators for quarter 1 of 2023-24 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

APPENDIX 1








Quarter 1 indicator report



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

COUNCIL

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Performance	28.24 %	28.44 %	28.44 %	98.50%			

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Performance	30.52 %	27.37 %	30.52 %	98.90%			
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Performance	98.0%	99.0%	98.0%	99.0%			Main reasons for the late payments in Q1 are delayed/late GRN or approval and missing or incorrect POs on invoices. Will continue to chase appropriate departments.
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 Performance	94.8%	94.0%	94.8%	94.0%			
LI411 Number of customers attending outreach hubs	Governance and Customer Services	Deputy Leader Resources and Performance	195	Tracking Indicator Only	195	Tracking Indicator Only	New		

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Report to Overview and Scrutiny Committee

Subject: Corporate Risk Management Scorecard Quarter 1 2022/23

Date: 13 November 2023

Author: Corporate Director

1. Purpose of the Report

To update members of the Committee 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 June 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 1.

The last update of the Corporate Risk Scorecard was presented to Members on 10 July 2023 which provided the 2022/23 quarter 4 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 1, period ending 30 June 2023

Appendix 2 - Risk Management Scoring Matrix

Statutory Officer Approval	
Approved by:	Chief Financial Officer
Date:	
Approved by:	Monitoring Officer
Date:	

Appendix 1 - Corporate Risk Register Monitoring – Quarter 1 – Period Ending 30 June 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: GREEN B1, low likelihood / negligible impact</p> <p>Direction of Travel: 22/23 Q1 D3; Q2 D3; Q3 B3; Q4 B1. 23/24 Q1 B1 </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: RED E3, very high likelihood / serious impact (£50k - £500k)</p> <p>Commentary:</p> <p>Budget monitoring reports are presented to Cabinet on a quarterly basis, and reflect a review of current year budgets and spend to date. They also recognise any trends (both underspends and overspends) as reported in the year-end outturn report.</p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> The closedown process was completed and reported to Cabinet on 6 July 2023. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> The next quarterly budget monitoring report to be presented to Cabinet on 7 September 2023. This is reporting a forecast NIL variance at year end. TARGET DATE: September 2023.
2	<p>FAILURE TO MAINTAIN FINANCIAL INTEGRITY</p> <p>Owner: Director of Corporate Resources</p>

Current Risk: RED E4, very high likelihood / major impact £500k to £1m

**Direction of Travel: 22/23 Q1 E4; Q2 E4; Q3 E4; Q4 E4.
23/24 Q1 E4**



Definition:

Affecting the ability of the Council to meet its financial commitments in the longer term.

Key Risk Driver: Financial Impact


Raw Risk Value: RED E5, very high likelihood / critical impact (£1M+)


Commentary:

The preparation of a balanced budget is a fundamental requirement placed on all local authorities, and this can only be achieved by the control of expenditure and the maintenance or improvement in income. The main financial risk issue continues to be the delivery of the ongoing £2.857m efficiency target against a backdrop of pay rises, fuel and energy price increases, and national pressures around the future of local government funding.

Actions completed during quarter 1:

- The closedown report to Cabinet on 6 July 2023 showed an underspend of £213k (1.73%) against service budgets reflecting an awareness by managers of the current budgetary pressures facing the Council.
- The Medium Term Financial Plan was presented to Council on 2 March 2023 as part of the 2023/24 General Fund Revenue Budget report. It set a future efficiency target of £2.857m and officers continue to analyse the budgets to prepare for a base budget review exercise due to commence in September 2023.
- Several years ago officers had the foresight to engage consultants alongside other local authorities to lobby HMRC on classifying some leisure centre income as non-business. After many years HMRC have finally accepted the argument and have agreed to settle each individual authorities claim. This will be presented as a windfall to balances.

	<p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Conduct a base budget review to identify efficiencies to meet current targets and set a balance budget. TARGET DATE: February 2024. • 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. It will also need to reflect changes arising from the new UK Procurement Bill currently progressing through parliament. TARGET DATE: February 2024. • Development and implementation of a Charging Strategy to maximise current income streams and identify new income opportunities in accordance with all relevant statutory and corporate requirements. TARGET DATE: January 2024. • 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. TARGET DATE: December 2023.
3	<p>FAILURE TO PROTECT STAFF, INCLUDING HEALTH & SAFETY ISSUES</p> <p>Owner: Head of Governance & Customer Services</p> <p>Current Risk: AMBER C3, significant likelihood / serious impact</p> <p>Direction of Travel: 22/23 Q1 B3; Q2 B3; Q3 C3; Q4 C3. 23/24 Q1 C3 </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: RED D4, high likelihood / major impact (loss of life / major illness)</p> <p>Commentary:</p> <p>All staff should feel safe at work and be protected against all dangers wherever possible.</p>

	<p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> The 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. TARGET DATE: January 2024. Rollout of the new Civic Centre emergency evacuation procedures. TARGET DATE: November 2023.
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: AMBER C3, significant likelihood / serious impact</p> <p>Direction of Travel: 22/23 Q1 C3; Q2 C3; Q3 C3; Q4 C3. 23/24 Q1 C3 </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: AMBER C3, significant likelihood / serious impact (significant elements of a service suspended / reduced)</p> <p>Commentary:</p> <p>Like nearly all councils, Gedling is experiencing difficulties with recruitment, particularly with professional roles such as planning, finance and legal. Uncertainty also still remains in the future if, for example, funding reductions impact upon the Council's ability to deliver public services.</p>

	<p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> • Service Plans that align to the new Gedling Plan 2023 – 2027 have been adopted and rolled out to all managers. These will be managed and monitored through the Council’s performance monitoring system called Pentana. • Pentana is now more actively used by officers to manage 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. TARGET DATE: n/a. • Investigate opportunities for the introduction of apprenticeships in areas experiencing particular recruitment issues. TARGET DATE: December 2023. • Continue to work with the universities to facilitate the Supported Intern Placement Programme. TARGET DATE: n/a. • 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. TARGET DATE: December 2023. • 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. The first step is to review the use of office and desk space / patterns of working within the Civic Centre. TARGET DATE: December 2023. • To monitor the impact of workforce capacity on delivery of the Gedling Plan and compliance with governance requirements by identifying practical measures to reduce the pressure within teams and the fragility of some services. TARGET DATE: December 2023. • Prepare a new Workforce Strategy and set out actions for improvement. TARGET DATE: February 2024.
5	<p>FAILURE TO PROPERLY UTILISE EXISTING ICT, REACT TO TECHNOLOGY CHANGES, AND PREVENT DATA LOSS</p>

Owner: Head of Finance & IT

Current Risk: AMBER C3, significant likelihood / serious impact

**Direction of Travel: 22/23 Q1 C3; Q2 C3; Q3 C3; Q4 C3.
23/24 Q1 C3**



Definition:

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.

Key Risk Driver: Objectives

Raw Risk Value: RED D4, high likelihood / major impact (directorates objectives not met)

Commentary:


Good IT is key to the delivery of efficient Council services, and the development of a coherent Digital Strategy is essential.


Actions completed during quarter 1:


- SLT received the findings of the external review of the ICT service, evaluating current service provision and resourcing (baseline review).
- Ongoing review of the Disaster Recovery Plan including consideration of the location of a second storage area network (SAN).
- An internal Digital Transformation team has been established to prepare for the work of the external agent.


Actions outstanding:


- Commission an external agent to deliver an assessment of future IT needs and requirements, and deliver a Digital Strategy for the Council. TARGET DATE: October 2023.
- The review and update of the Information Security Policy has been finalised and will be reported to Cabinet on 7 September 2023.



6	<p>FAILURE TO PROTECT & UTILISE PHYSICAL ASSETS</p> <p>Owner: Head of Regeneration & Welfare</p> <p>Current Risk: AMBER C3, significant likelihood / serious impact</p> <p>Direction of Travel: 22/23 Q1 C3; Q2 C3; Q3 C3; Q4 C3. 23/24 Q1 C3 </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: RED D4, high likelihood / major impact (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 1:</u></p> <ul style="list-style-type: none"> • General condition surveys are now in place for the majority of the main operational estate. • A new compliance regime has been introduced for all Council assets (fire, asbestos, water testing). <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Cyclical update of property condition surveys, starting with those about to expire e.g. pavilions. TARGET DATE: January 2024. • Produce a new Property Asset Management Plan. TARGET DATE: March 2024. • Review the suitability of Council-owned temporary accommodation and establish a short and long term maintenance programme. TARGET DATE: February 2024.
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7	<p>FAILURE TO REACT TO CHANGES IN LEGISLATION</p> <p>Owner: Head of Governance & Customer Services</p> <p>Current Risk: AMBER C3, significant likelihood / serious impact</p> <p>Direction of Travel: 22/23 Q1 C3; Q2 C3; Q3 C3; Q4 C3. 23/24 Q1 C3 </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: RED D4, high likelihood / major impact (£500k - £1m)</p> <p>Commentary:</p> <p>Legislation changes are progressed through parliament and can ultimately affect any Council service. A watching brief on their progression from Bills to Acts is therefore essential.</p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> • The Brazel irregular work pattern case has now been referred to the Supreme Court for determination. It is now unlikely to have an impact on Gedling. • The review of Information Asset Registers has been finalised. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • The outcome of the McCloud pension case at a national level means there may be some liability falling on the Local Government Pension Scheme. Unlikely to be any material impacts on Gedling but we need to wait and determine the final position. TARGET DATE: n/a. • Awaiting further guidance in respect of the government's Resources and Waste Strategy and Environmental Act implications. TARGET DATE: n/a.


8	<p>FAILURE OF CONTRACTORS OR PARTNERSHIP ARRANGEMENTS – CONTRACTUAL BREACHES</p> <p>Owner: Head of Finance & IT</p> <p>Current Risk: AMBR C3, significant likelihood / serious impact</p> <p>Direction of Travel: 22/23 Q1 B3; Q2 B3; Q3 C3; Q4 C3. 23/24 Q1 C3 </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: RED D3, high likelihood / serious impact (£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 1:</u></p> <ul style="list-style-type: none"> • The implementation of some actions resulting from the Contract Management and Procurement internal audits. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Implementation of the new Contract Register and Contract Management module as part of the Intend procurement system. TARGET DATE: June 2024. • Review indemnity clauses in terms and conditions for new contracts to ensure that they reflect the Council’s risk appetite. TARGET DATE: January 2024.
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: GREEN A3, very low likelihood / serious impact</p> <p>Direction of Travel: 22/23 Q1 A3; Q2 A3; Q3 A3; Q4 A3. 23/24 Q1 A3 </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: RED E3, very high likelihood / serious impact (£50k - £500k)</p> <p>Commentary:</p> <p>These may arise as a result of a national policy change, Council decision, or lack of action.</p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> • Work continued to reduce the number of 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"> • National interest around “employment status” and “worker rights” continues to develop. We need to complete the work on assessing the employment status of individuals working for the Council to ensure that legislative and corporate requirements are met. TARGET DATE: n/a.
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: GREEN B1, low likelihood / negligible impact</p>

	<p>Direction of Travel: 22/23 Q1 B1; Q2 B1; Q3 B1; Q4 B1. 23/24 Q1 B1 </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: RED D4, high likelihood / major impact (adverse national publicity)</p> <p>Commentary:</p> <p>This risk refers to deliver of service to the customer and ensuring equal access for all.</p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> • Monitoring of complaints in terms of number, underlying reasons and other trends is continuing. • A new Customer Services Strategy to improve customer engagement and ensure customer service standards are maintained has been developed. <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. TARGET DATE: n/a. • To fully implement the new “webchat” service. TARGET DATE: October 2023. • To trial a new outreach service in Bestwood (already doing it in Carlton and Calverton). TARGET DATE: September 2023.
11	<p>FAILURE TO PREVENT DAMAGE TO THE COUNCIL’S REPUTATION</p> <p>Owner: Chief Executive</p> <p>Current Risk: GREEN B2, Low likelihood / minor impact</p>

	<p>Direction of Travel: 22/23 Q1 B2; Q2 B2; Q3 B2; Q4 B2. 23/24 Q1 B2 </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: RED D4, high likelihood / major impact (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 1:</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. • A new internal 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"> • Individual officers, as well as the Corporate Environment Group, to continue to deliver actions as part of the Carbon Management Strategy Action Plan. TARGET DATE: n/a.
12	<p>FAILURE TO REACT TO AN ENVIRONMENTAL INCIDENT OR MALICIOUS ACT</p> <p>Owner: Head of Governance & Customer Services</p> <p>Current Risk: AMBER C3, significant likelihood / serious impact</p> <p>Direction of Travel: 22/23 Q1 B1; Q2 B3; Q3 C3; Q4 C3. 23/24 Q1 C3 </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: RED D4, high likelihood / major impact (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. This risk also covers preparing for any potential malicious act.</p> <p><u>Actions completed during quarter 1:</u></p> <ul style="list-style-type: none"> • A Heads of Service/Manager workshop to update business continuity plans was delivered in May 2023. • Created a Gedling Hot Weather plan as part of the emergency planning requirements. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Continue dialogue with the County Council to determine whether they will be able to assist Gedling with any emergency planning resource. Alternatively make arrangements for any in-house staff development requirements. TARGET DATE: December 2023. • Update of business continuity plans. TARGET DATE: October 2023. • Maintain a watching brief on the requirements of Martyn’s law (protection for the public from terrorism at public venues). TARGET DATE: n/a. • Review Gedling winter preparations. TARGET DATE: November 2023.
13	FAILURE TO REACT TO SOCIO-ECONOMIC TRENDS

	<p>Owner: Chief Executive</p> <p>Current Risk: GREEN B2, low likelihood / minor impact</p> <p>Direction of Travel: 22/23 Q1 B2; Q2 B2; Q3 B2; Q4 B2. 23/24 Q1 B2 </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: RED D3, high likelihood / serious impact (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 1:</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. TARGET DATE: n/a.
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HIGH RISK AUDIT RECOMMENDATIONS RAISED IN PREVIOUS YEARS BUT NOT YET IMPLEMENTED:

There is one high risk audit recommendations from previous years that has not been addressed and implemented, and that is in relation 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's contract managers (RISK 8).

HIGH RISK AUDIT RECOMMENDATIONS RAISED IN THIS FINANCIAL YEAR:

There are no high risk audit recommendations reported this financial year.

APPENDIX 2 - RISK MANAGEMENT SCORING MATRIX

Likelihood	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 Negligible	2 Minor	3 Serious	4 Major	5 Critical
			Impact				



Report to Overview and Scrutiny Committee

Subject: Gedling Plan Quarter 1 2023/24 Report

Date: 13 November 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 2023-27 Gedling Plan at the end of Quarter 1 of 2023/24.

Key Decision

This is not a key decision.

Recommendation

THAT:

The progress against the Improvement Actions and Performance Indicators in the 2023-27 Gedling Plan for the end of Quarter 1 of 2023/24 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 Members 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 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, Ideagen Risk (formally known as Pentana).

2 Proposal

2.1 It is proposed that Members note the performance information for the Gedling Plan 2023-27 at the end of Quarter 1 of 2023/24 as set out below.

2.2 Actions

At this stage, of the 69 actions currently active in the Gedling Plan 2023-27, 1 is complete and the remaining are either in progress or assigned to an Officer. See Appendix 1 for Quarter 1 Actions Report.



There is one completed action as follows:

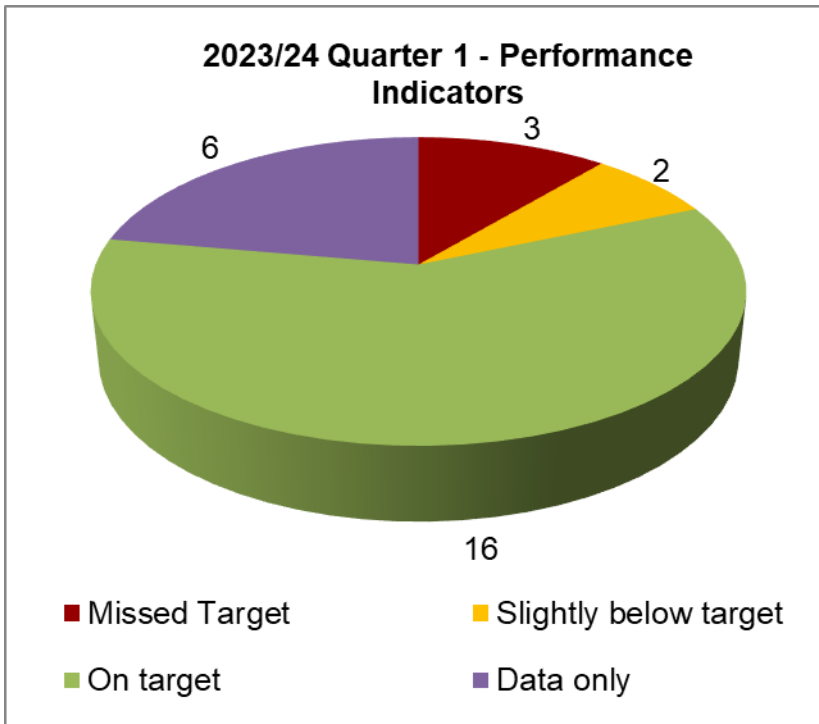
- Produce annual report – this was reported to Cabinet on 6 July 2023.

There are two actions where the target date has been missed as follows:

- Provide member induction and training programme – all training has been delivered, however the next steps are to look to set up a ‘Member Development Working Group’.
- Review current agile working arrangements – work to map out the occupancy and usage of desks and offices is ongoing.

2.3 Indicators

Overall indicator performance at the end of Quarter 1 shows that out of a total of 27 indicators: 16 were on or above target, 2 were slightly below target and 3 indicators missed their target. The other 6 are for data tracking purposes only. A report of all Performance Indicators is shown in Appendix 2.



2.4 Examples of particularly positive performance for Quarter 1 include:

Performance Indicator	Figure reported	Target	Period covered
Number of attendances - Bonington Theatre	10,830	10,150	April to June
Average number of Swim School Members	3,925	3,800	12 month rolling period
Percentage of Business Rates Collected	30.52%	27.37%	April to June
Number of affordable homes delivered (gross)	48	15	April to June
Net additional homes provided	161	124	April to June
Percentage of Major planning applications processed within 13 weeks.	100%	92%	April to June
Number of long term (over 6 months) empty homes in the Borough returned	27	10	April to June

to use as a result of Gedling Borough Council intervention			
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2.5 The following three performance indicators missed their target at the end of Quarter 1:

LI075 Average time to process Housing Benefit change in circumstances (in calendar days) – Performance: 7.7 days against a target of 5 days for the period April to June.

The department continues to receive a high percentage of changes in circumstances. This is down to the changes that occur over year-end and into a new financial year. It is projected that the PI will be on target by the end of Q4, however it has been recorded at above 5 days for the last six quarters. In this regard a further review has been requested to test if the 5 day target is now unachievable with current staffing levels.

NI157b Percentage of Minor planning applications processed within 8 weeks - Performance: 73.3% against a target of 86.0% for the period April to June.

The number of applications determined in this category during the quarter was low (15) and the target was missed due to the complexity of some of the proposals and current vacancies within the team.

NI191 Residual household waste per household in Kg – Performance: 158.1Kg against target of 150kg.

The aim of lowering the amount of residual waste going to the tip by encouraging residents to put all of their dry recyclables in the recycling bin (as opposed to the residual waste bin) remains problematic.

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

We continue to discuss with the County Council and Veolia measures on how to improve the communication in terms of what can and cannot be recycled. GBC are running a 'Please do not Contaminate your bin' campaign in September 2023 using smart phone QR code technology to educate and change behaviours around this performance indicator. The performance with this indicator has been recorded at above 150 kg for three out of the last four quarters. Whilst this is disappointing, the reality is that without a change to the terms of the current PFI contract, this PI will see little change. In this regard a further review has been requested to establish if this target is unachievable and requires increasing.

2.6 Compliments and Complaints

In Quarter 1, the Council received 10% fewer compliments and 25% more complaints than in quarter 4 2022/23. 43% of all complaints that the Council received in Quarter 1 were upheld. Of the complaints that the Council received in Quarter 1, one complaint was escalated to stage 2 and it was classed as unjustified.

The complaints continue to be reviewed by the Senior Leadership Team and any lessons learnt are shared across the relevant team(s).

2.7 Achievements

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

Arnold Summer Fair – Organised by our Community Relations team, a celebration of community and diversity took place at Arnot Hill Park in June with the Arnold Summer Fair, an inclusive and multicultural event featuring live music, creative workshops, performances, stalls and more. Our Communications team produced an online campaign to invite residents to the event including a Facebook event, which received over 60,000 engagements and 1,000 participants stating they would be interested in attending. Posters, social media posts and press releases were also issued as part of the campaign and reports indicate the event was well attended. The multicultural themed celebration held a particularly special significance this year as it coincided with the 75th Anniversary of the Windrush arrivals and was an opportunity for residents to embrace diversity and celebrate the vibrant multicultural heritage of the area.

Films for a Fiver - A new money saving offer was launched at The Bonington Theatre, Arnold, to help make cinema more accessible and affordable for people on a low income. The 'Films for a Fiver' promotion means visitors can buy tickets for film screenings on Tuesdays for £5, allowing them to watch the latest Hollywood blockbusters and independent films at a reduced cost. Our Communications Team helped to promote the scheme via a press release and photo opportunity with the Leader of the Council and also promotion on social media, which generated a high amount of positive engagement with residents.

Cost of living event – this was organised in partnership between GBC, NCC and South Notts PBP and took place at Arnold Methodist Church. The event was supported by a range of stall holders including Inspire, Arnold Foodbank, Health and Wellbeing Hub, Citizens Advice, Nottingham Energy Partnership and Nottinghamshire mental health support services.

Measures to address car cruising – we announced further proactive measures to address the ongoing car cruising nuisance that has been affecting several wards in the area. Recent incidents of car cruising, predominantly at the Victoria Retail Park in Netherfield, Mile End Road, Loop Road, and surrounding areas in Netherfield, Colwick and Trent Valley wards, have led to significant disturbances for residents. At a Cabinet meeting held in June, **Page 39** Councillors approved a Public

Space Protection Order (PSPO) to come into force. A PSPO imposes restrictions on the use of an area to ensure that the majority of law-abiding citizens can enjoy public spaces free from anti-social behaviour. The proposed PSPO includes conditions to address the anti-social behaviour associated with car cruising activities. It means that anyone in the area, including bystanders who are attending car cruising events, will be issued with a fine.

In addition to the PSPO, GBC has taken steps to enhance surveillance and monitoring in the affected areas. Recently, CCTV cameras have been installed on the Colwick Loop Road near Sainsbury's, while four Automatic Number Plate Recognition (ANPR) cameras have been placed along the Loop Road. These security measures are being funded by the Nottinghamshire Police and Crime Commissioner's Safer Streets fund, as part of the joint work with GBC and the Police ensuring the safety and well-being of the community.

Local Elections - The Democratic Services Team administered the local elections with all 19 wards of the Council being contested – there were also contests in all 3 parish wards in Calverton. The team received and processed 219 nomination forms from candidates in the borough across an intense 7-day period. This year was the first elections that were ran under the new voter ID requirements, so several changes were made to the process which placed a large additional workload on the team. The elections ran smoothly and the process of the verification and count went very well with positive feedback being received from election staff, internal officers, candidates, agents and councillors.

Members Induction Programme - The Democratic Services team planned and executed a full and detailed Members' induction programme to ensure that new councillors had all of the tools they needed to start their new term at the Council. 13 training sessions were held which were delivered by Democratic Services, planning, finance and legal. The training topics included things such as health and safety, data protection, council finances and specific committee training. A Members Development Working Group will soon be formed to ensure members training remains a priority for the team.

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 2023-27.

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 – Quarter 1 Actions Report

Appendix 2 – Quarter 1 Performance Indicator Report

Appendix 3 – Examples of Outcomes/Achievements during Quarter 1 of 2023/24.






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 2023-27.

Quarter 1 Action Report

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

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Theme **COMMUNITY**







Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Work with local organisations to improve people’s life chances and reduce levels of poverty	Communities and Leisure	Life Chances and Vulnerability		31-Mar-2024	<div style="width: 60%;"><div style="background-color: #4f81bd; width: 60%;"></div></div> 60%	
Continue to ensure activity programmes for children and young people are incorporated with the Council’s community events programme	Communities and Leisure	Life Chances and Vulnerability		31-Mar-2024	<div style="width: 40%;"><div style="background-color: #4f81bd; width: 40%;"></div></div> 40%	








Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Enabling young people to access careers, training and apprenticeship opportunities	Economic Growth and Regeneration	Life Chances and Vulnerability		31-Mar-2024	<div style="width: 15%;"><div style="width: 15%;"></div></div> 15%	
Facilitate the Gedling Social Mobility Commission	Communities and Leisure	Life Chances and Vulnerability		31-Mar-2024	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	
Review and ensure delivery of the Equality Framework and Action Plan	Governance and Customer Services	Life Chances and Vulnerability		31-Mar-2024	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	
Coordinate the supported internship programme (fourth cohort)	HR, Performance and Service Planning	Life Chances and Vulnerability		30-Sep-2023	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	
Recognise the needs of our rural communities and engage / work with partners on improvement plans	Economic Growth and Regeneration	Communities and Place		31-Mar-2024	<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%	
Promote the uptake of active travel	Environment	Climate Change and Natural Habitat		31-Mar-2024	<div style="width: 50%;"><div style="width: 50%;"></div></div> 50%	
Adopt a new Leisure and Community Facilities Strategy for the Borough	Communities and Leisure	Health and Wellbeing Lifestyles		31-Dec-2023	<div style="width: 43%;"><div style="width: 43%;"></div></div> 43%	






Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Promote 20 Minute Neighbourhoods where residents can meet the majority of their everyday needs within a short walk or cycle.	Development and Place	Climate Change and Natural Habitat		31-Mar-2024	<div style="width: 70%;"><div style="width: 70%;"></div></div> 70%	
Review the Bonington Theatre and Cinema business plan to increase attendance, improve visitor experience and encourage wider community participation	Communities and Leisure	Health and Wellbeing Lifestyles		31-Dec-2023	<div style="width: 10%;"><div style="width: 10%;"></div></div> 10%	

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Theme COUNCIL

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Produce Annual Report	HR, Performance and Service Planning	Leader Portfolio		31-Jul-2023	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	
Improve customer engagement with elections to encourage participation and compliance with Election Act	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024	<div style="width: 35%;"><div style="width: 35%;"></div></div> 35%	

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Improve customer accessibility to Council Services	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024	<div style="width: 10%;"><div style="width: 10%;"></div></div> 10%	
Continue to deliver management training (bi-monthly) to managers and employees through the "Learning carousel"	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Mar-2024	<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%	
Maximise capabilities of technology	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024	<div style="width: 21%;"><div style="width: 21%;"></div></div> 21%	
Develop and implement new ICT and Digital Strategies	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	
Review of policies and procedures defined within Policy review agreement	HR, Performance and Service Planning	Deputy Leader Resources and Performance		30-Apr-2024	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	
Provide member Induction and Training programme	Governance and Customer Services	Deputy Leader Resources and Performance		31-Jul-2023	<div style="width: 60%;"><div style="width: 60%;"></div></div> 60%	All training delivered. Members have been emailed to ask for volunteers to set up a Member development working group to look at ongoing training requirements.

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Review effectiveness of Committees	Governance and Customer Services	Deputy Leader Resources and Performance		30-Sep-2023	<div style="width: 75%;"><div style="width: 75%;"></div></div> 75%	
Ensure compliance with Procurement Bill and contract management	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	
Review Council's arrangements for information governance	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	
Review Code of Conduct and arrangements for dealing for Member Code of Conduct Complaints	Governance and Customer Services	Deputy Leader Resources and Performance		31-Dec-2023	<div style="width: 20%;"><div style="width: 20%;"></div></div> 20%	
Develop and implement a Property Asset Management Plan for the council	Regeneration and Welfare	Deputy Leader Resources and Performance		31-Mar-2024	<div style="width: 28%;"><div style="width: 28%;"></div></div> 28%	
Develop and deliver a new efficiency programme in order to secure a balanced budget in the medium term	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	
Develop and implement a strategy to maximise current income streams	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024	<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%	







Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
and identify new income opportunities						
Update the Risk Management Strategy and deliver training	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024	<input type="text" value="0%"/>	
Update the Fraud Strategy and continue and to implement Fraud Strategy Action Plan	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024	<input type="text" value="0%"/>	
Review current Agile Working Arrangements	HR, Performance and Service Planning	Deputy Leader Resources and Performance		30-Jun-2023	<input type="text" value="10%"/>	Planning commenced to audit current occupancy across the Council's office estate to support the Review of the Agile Working Arrangements.
Evaluate viability of establishing meaningful equality networks within the council comprising groups of employees for whom protected characteristics have a relevance (audit recommendation)	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Mar-2024	<input type="text" value="25%"/>	
Review of induction process (all employees)	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Dec-2023	<input type="text" value="0%"/>	




Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Review Workforce Strategy and implement new 23-27 strategy	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Oct-2023	<input type="text" value="0%"/>	
Complete delivery of roll-out of new equality, diversity and inclusion training	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Mar-2024	<input type="text" value="0%"/>	
Review of health and safety procedures and policies, emergency and continuity plans	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024	<input type="text" value="10%"/>	

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Theme ECONOMY

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Supporting local residents into employment and training	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<input type="text" value="14%"/>	
Continue to promote engagement with work experience programme for ex-offenders	HR, Performance and Service Planning	Sustainable Growth and Economy		31-Mar-2024	<input type="text" value="0%"/>	







Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Support and Coordinate ongoing compact with NTU	HR, Performance and Service Planning	Sustainable Growth and Economy		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	
Facilitate the creation of employment associated with new development and seek to address skills shortages in the construction sector to facilitate growth.	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4F81BD; display: flex; align-items: center; justify-content: center;">50%</div>	
Supporting existing businesses within Gedling Borough to ensure business sustainability and good quality employment opportunities.	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4F81BD; display: flex; align-items: center; justify-content: center;">14%</div>	
Identify the opportunities to drive investment in the Borough and create new business opportunities	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4F81BD; display: flex; align-items: center; justify-content: center;">10%</div>	
Identify the opportunities to move to a net zero carbon economy	Economic Growth and Regeneration	Climate Change and Natural Habitat		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4F81BD; display: flex; align-items: center; justify-content: center;">20%</div>	
Improvements to the town and local centres to make a more vibrant and attractive place to visit	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4F81BD; display: flex; align-items: center; justify-content: center;">12%</div>	


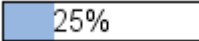

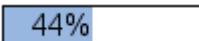

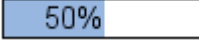
Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Engage with high street retailers and independents and other stakeholders in local centres to ensure our high street remain vibrant and viable	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	
Encourage a more carbon neutral way of travelling to local centres	Economic Growth and Regeneration	Climate Change and Natural Habitat		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	
Develop a strategy to safeguard the long term viability of the Borough's town Centre and addresses the issues of decline to the north of the Arnold Town Centre	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;"><div style="background-color: #4F81BD; width: 52%;"></div>52%</div>	
Develop plans for a active walking and cycling routes in the Borough	Development and Place	Health and Wellbeing Lifestyles		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;"><div style="background-color: #4F81BD; width: 23%;"></div>23%</div>	
Explore and further develop plans for the Gedling Borough Heritage Way	Development and Place	Communities and Place		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;"><div style="background-color: #4F81BD; width: 46%;"></div>46%</div>	

Theme PLACE

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Implement the GBC Carbon Reduction Strategy and deliver to the action plan aligned with key partners across the borough	Environment	Climate Change and Natural Habitat		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	
Minimise the borough's waste and its impact on the environment	Environment	Climate Change and Natural Habitat		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4F81BD; display: flex; align-items: center; justify-content: center;">25%</div>	
Carbon offsetting through development of our green infrastructure across the borough	Environment	Climate Change and Natural Habitat		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	
Develop and implement a plan to enhance existing parks and open spaces and seek external funding for our development projects	Environment	Climate Change and Natural Habitat		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	
Ensure planning policies and decisions protect and enhance the natural environment	Development and Place	Climate Change and Natural Habitat		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4F81BD; display: flex; align-items: center; justify-content: center;">56%</div>	

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Implement Strength in Community programme	Communities and Leisure	Communities and Place		31-Mar-2024	<div style="width: 33%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 33%	
Implement Community Events, Culture and Heritage Programme	Communities and Leisure	Communities and Place		31-Mar-2024	<div style="width: 16%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 16%	
Review the Community Infrastructure Levy Policy.	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div style="width: 20%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 20%	
Preserve the historic built environment.	Development and Place	Communities and Place		31-Mar-2024	<div style="width: 70%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 70%	
Promote and support community based 'clean up' initiatives including the seasonal big clean events	Environment	Environmental Services (Operations)		31-Mar-2024	<div style="width: 25%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 25%	
Promote Town and Local Centres and define Borough gateways	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div style="width: 20%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 20%	
Celebrate our local achievements (Pride of Gedling awards)	Communications	Communities and Place		31-Mar-2024	<div style="width: 0%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 0%	
Address reduction in Crime, Youth Offending and a reduction in the fear of crime and awareness of risk to young people, also a reduction in misuse of	Environment	Public Protection Portfolio		31-Mar-2024	<div style="width: 5%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 5%	

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
substances and domestic violence.						
Seek successful prosecutions and enforcement action for dog fouling, anti-social behaviour and against those that fly-tip waste	Environment	Public Protection Portfolio		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white;">0%</div>	
Invest in new and existing CCTV in priority hot spots	Environment	Public Protection Portfolio		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white;">0%</div>	
Develop the Council's approach to licensing regulation and enforcement	Environment	Public Protection Portfolio		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #ADD8E6;">12%</div>	
Progress the Greater Nottingham Strategic Plan in partnership with Broxtowe and Rushcliffe Borough Councils and Nottingham City.	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #ADD8E6;">60%</div>	
Drive the delivery of key housing sites	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #ADD8E6;">95%</div>	
Promote the uptake of energy efficiency technologies in commercial and domestic properties	Environment	Climate Change and Natural Habitat		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #ADD8E6;">25%</div>	



Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Review the Netherfield pilot Selective Licensing Scheme and investigate renewal or extension of the scheme when the scheme designation concludes at the end of September 2023	Environment	Public Protection Portfolio		31-Mar-2024		
Identify and deliver key interventions to prevent homelessness and rough sleeping.	Regeneration and Welfare	Life Chances and Vulnerability		31-Mar-2024		
Support for Refugees and asylum seekers	Regeneration and Welfare	Life Chances and Vulnerability		31-Mar-2024		

Quarter 1 indicator report













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


PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI027 Number of visits to leisure centres	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	261,619	260,000	261,619	1,060,000	↓	✓	
LI027f Number of attendances - Bonington Theatre	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	10,830	10,150	10,830	40,600	↑	✓	
Page 56 LI074 Average time to process new Housing Benefit claims (in calendar days)	Regeneration and Welfare	Life Chances and Vulnerability	15.7 days	15 days	15.7 days	15 days	↓	⚠	Customers have 28 days to provide evidence in support of their claims, where there is a delay this impact the stats. Apr /May are always busy periods just after year end and more people make fresh claims when they receive their CT bill for the oncoming year. These are the factors in the Q1 stats being slightly over target. It is projected that LI074 will be on target by the

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									end of the year. New claims continue to be the top priority when allocating work.
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 57</p> <p>LE075 Average time to process Housing Benefit change in circumstances (in calendar days)</p>	Regeneration and Welfare	Life Chances and Vulnerability	7.7 days	5 days	7.7 days	5 days			The Department continues to receive a high percentage of changes in circumstances. This is down to the changes that occur over year-end and into a new financial year. It is projected that the PI will be on target by the end of Q4, however it has been recorded at above 5 days for the last six quarters. In this regard a further review has been requested to test if the 5 day target is now unachievable with current staffing levels.







PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI085 Current number of DNA members	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	4,169	4,125	4,169	4,125	↑	✓	
LI086 Average length of time spent in temporary accommodation (in weeks)	Regeneration and Welfare	Life Chances and Vulnerability	21 wks	Tracking Indicator Only	21 wks	Tracking Indicator Only	↓	📊	
LI079 Average number of Swim School Members (12 month rolling period)	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	3,925	3,800	3,925	3,800	↑	✓	
Li410 Total number of family households in B&B at the end of the month (Average)	Regeneration and Welfare	Life Chances and Vulnerability	12	Tracking Indicator Only	12	Tracking Indicator Only	New	📊	
NI155 Number of affordable homes delivered (gross)	Development and Place	Sustainable Growth and Economy	48	15	48	60	↓	✓	






COUNCIL

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	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	8.50 days	9.00 days	8.50 days	9.00 days			
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Performance	28.24%	28.44%	28.44%	98.50%			
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Performance	30.52%	27.37%	30.52%	98.90%			
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Performance	98.0%	99.0%	98.0%	99.0%			Main reasons for the late payments in Q1 are delayed/late GRN or approval and missing or incorrect POs on invoices. Will continue to chase appropriate departments.
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 Performance	94.8%	94.0%	94.8%	94.0%			

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI411 Number of customers attending outreach hubs	Governance and Customer Services	Deputy Leader Resources and Performance	195	Tracking Indicator Only	195	Tracking Indicator Only	New		

PLACE

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Community Safety; Environment	Public Protection Portfolio	14.55	Tracking Indicator Only	14.55	Tracking Indicator Only			
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Community Safety; Environment	Public Protection Portfolio	4.76	Tracking Indicator Only	4.76	Tracking Indicator Only			
LI118 Number of long term (over 6 months) empty homes in the Borough returned to use as a result of	Environment; Public Protection	Sustainable Growth and Economy	27	10	27	40			

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
Gedling Borough Council intervention									
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Community Safety; Environment	Public Protection Portfolio	314	Tracking Indicator Only	314	Tracking Indicator Only	↓		
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Environment	Public Protection Portfolio	96%	95%	96%	95%	↑		
LI346 Percentage of fly tipping incidents removed within 10 working days	Community Safety; Environment	Public Protection Portfolio	99%	98%	99%	98%	↑		
NI154 Net additional homes provided	Development and Place	Sustainable Growth and Economy	161	124	161	497	↑		
NI157a Percentage of Major planning applications processed within 13 weeks	Development and Place	Sustainable Growth and Economy	100%	92.0%	100%	100%	-		

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	73.33%	86.00%	73.33%	86.0%	↓	🛑	The number of applications determined in this category during the quarter was low (15) and the target was missed due to the complexity of some of the proposals and current vacancies within the team.
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	80.17%	80.0%	80.17%	80.17%	↑	✅	
NI191 Residual household waste per household in Kg	Environment; Transport and Waste Services	Environmental Services (Operations)	158.1kg	150kg	158.1kg	600kg	↓	🛑	The aim of lowering the amount of residual waste going to the tip by encouraging residents to put all of their dry recyclables in the recycling bin (as opposed to the residual waste bin) remains problematic.

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	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, and foils, and this leads to these waste streams going into the residual bin. Equally the current increased figure this quarter is due to greater numbers of loads rejected due to contamination of recycling bins by nappies, food, textiles and glass.</p> <p>We continue to discuss with the County Council and Veolia measures on how to improve the communication in</p>

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
Page 64									<p>terms of what can and cannot be recycled. GBC are running a 'Please do not Contaminate your bin' campaign in September 2023 using smart phone QR code technology to educate and change behaviours around this performance indicator. The performance with this indicator has been recorded at above 150 kg for three out of the last four quarters. Whilst this is disappointing, the reality is that without a change to the terms of the current PFI contract, this PI will see little change. In this regard a further review has</p>

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									been requested to establish if this target is unachievable and requires increasing
NI192 Percentage of household waste sent for reuse, recycling and composting	Environment; Transport and Waste Services	Environmental Services (Operations)	37.6%	30.0%	37.6%	30.0%	↑	✓	

GEDLING

PLAN

2023-2027

**Examples of Achievements and
Activities**

During

Quarter 1 - 2023/24

ECONOMY

To encourage and support healthy businesses in our town and local centres, improving local skills and employment opportunities, and promoting an economy that attracts visitors throughout the day and supports leisure activity.

Skills and Employment - the council will support local people into employment using its influence and connectivity with partners to create jobs, and provide support and training.

Jobs Fair - in partnership with the DWP, our Economic Growth and Regeneration service held a jobs fair at the Civic Centre in May 2023. There were 136 attendees, a 22% increase on the February event. A total of 24 exhibitors attended (13 employers, 11 training providers), as well as the Careers Hub. Analysis shows that the majority of people attended came from Arnold (93), with 5 from Calverton, 1 from Woodthorpe, 2 from Netherfield, 2 each from Carlton and Gedling.

Supported Intern Scheme - Since March 2022 Revenues Services have been able to support this scheme giving the opportunity to a local, young individual to learn about what our service as well as the wider Council provides to the borough. The scheme for this particular individual has now come to an end and June saw lots of celebrations/presentations to praise our intern and us as a host, for how well this scheme went and the benefits it brought to us both.

Business - a local economy that attracts new business investment enabling growth and the creation of jobs.

Business Support Surgery – our Economic Growth and Regeneration (EGR) team held a Business Support Surgery during quarter 1 in conjunction with the Nottinghamshire County Council/Growth Hub Adviser. A variety of topics were discussed and all businesses were at a different point in their development.

D2N2 Funding Bid - our EGR team submitted a funding bid to D2N2 for £694k in June to further develop Hillcrest Park at Calverton, with an additional 4 small business units, including PV panels and EV charging points, as well as PV panels for the existing units. A decision is expected towards the end of July 2023. Based on the tenants of the existing units, it is anticipated that the development would create an additional 18 jobs.

Decarbonisation Support - in conjunction with other District and County Councils our EGR team completed the UKSPF Joint Commissioning project with East Midlands Chambers awarded the

delivery contract. The contract will provide decarbonisation support to small businesses across the Borough (SPF E29 Intervention (decarbonisation)).

Tender - The EGR Service has completed the preparation of tender documentation for release in Q2 to secure a Small Business Adviser and Retail (High Streets) Adviser.

Our Town Centre Manager has continued to develop relationships and visibility with local businesses not only in Arnold, but across all our local centres that will provide a network for local initiatives and business support.

Town and Local Centres - to provide vibrant town and local centres that attract shoppers and leisure users.

Arnold Town Centre - our Economic Growth and Regeneration Team through the UKSPF fund coordinated the installation of 12 hanging baskets and 22 lamppost mounted hanging baskets to enhance the Town Centre for shoppers and visitors. The team have also drafted a market organiser (AMP) tender to be released in Q2 and an events plan for Q2 (summer period) to increase footfall into the Town Centre.

Town Centre Manager - During the course of the last quarter, our Town Centre Manager has developed strong working relationships with the Police to address a range of Town Centre issues and is now an established a member of the Police Partnership Group.

COMMUNITY

To enable a resilient, empowered, connected, inclusive and healthy community.

Poverty and the Vulnerable - financially vulnerable residents are supported through our welfare services and community partnerships.

Films for a Fiver - A new money saving offer was launched at The Bonington Theatre, Arnold, to help make cinema more accessible and affordable for people on a low income. The 'Films for a Fiver' promotion means visitors can buy tickets for film screenings on Tuesdays for £5, allowing them to watch the latest Hollywood blockbusters and independent films at a reduced cost. Our Communications Team helped to promote the scheme via a press release and photo opportunity with the Leader of the Council and also promotion on social media, which generated a high amount of positive engagement with residents.

Energy Bill Schemes - A further two Energy Bill schemes, EBSS-AF and AFP-AF, successfully administered by Revenues Services to support our harder to reach customers such as those in care homes.

Household Support Fund - Customer Services have made 506 referrals this quarter for the Household Support Fund. Payments will be made automatically to the same households in the winter. Households receive £60 towards help with utility bills and £30 per member of the household for food. We have also made 25 referrals for white goods to households struggling to replace fridges/cookers/washing machines. We have been able to identify struggling households by working from foodbanks, giving benefit advice and dealing with council tax debt. Our partners, Citizens Advice Bureau, Department for Work and Pensions, and foodbanks and community hubs have also identified households and worked with us for the referral.

Cost of living event – this was organised in partnership between GBC, NCC and South Notts PBP and took place at Arnold Methodist Church. The event was supported by a range of stall holders including, Inspire, Arnold Foodbank, Health and Wellbeing Hub, Citizens Advice, Nottingham Energy Partnership and Nottinghamshire mental health support services.

Carlton Community Hub's Food Club – Support was provided to Hope Nottingham to enable the setup of Carlton Community Hub's Food Club. The Food Club provides families and individuals with a box of good quality food for £3.50 a week. The Food Club runs every Thursday 12:30pm-2pm.

Children and Young People - in partnership, improving the life chances and opportunities for our children and young people.

Gedling Youth Council meeting held Mon 17th April:

- Held YP Mental Health Commissioner to account
- Identified opportunities to support Awareness Days/weeks/months, including World Environment Day
- Nominated YC representative onto Gedling Social Mobility Commission
- Incoming Youth Mayor, YC Chair and committee members elected.

Youth Mayor - Incoming Youth Mayor formally appointed at Council AGM 24th May.

Equality, Diversity and Social Inclusion - providing opportunities for all people to connect and live, work and socialise together, and have equal access to services.

Refugee Week – as part of Refugee Week, Gedling celebrated the way our community has opened its arms to help people who have fled conflicts in places like Ukraine and Syria. It was also a chance to celebrate our diverse culture and highlight those who have come to this country from across the globe and now call Gedling home. As part of the Arnold Summer Fair, we had performances from the Ukraine Male and Female choirs, alongside the Brazilian and African music performances, Windrush generation poetry readings and engagement work throughout the day with the Windrush generation on the Standing In this Place immersive arts and sculpture project.

Arnold Summer Fair – Organised by our Community Relations team, a celebration of community and diversity took place at Arnot Hill Park in June with the Arnold Summer Fair, an inclusive and multicultural event featuring live music, creative workshops, performances, stalls and more. Our Communications team produced an online campaign to invite residents to the event including a Facebook event, which received over 60,000 engagements and 1,000 participants stating they would be interested in attending. Posters, social media posts and press releases were also issued as part of the campaign and early reports indicate the event was well attended. The multicultural themed celebration held a particularly special significance this year as it coincided with the 75th Anniversary of the Windrush arrivals and was an opportunity for residents to embrace diversity and celebrate the vibrant multicultural heritage of the area.

Successful grant applications – we provided support to Handmade Theatre Company to enable successful grant applications to Arts Council England and the National Lottery. This funding will allow Handmade to work with community hubs and care settings around the borough to develop and perform a show ‘Tell Me a Story’ focusing on reminiscence, story sharing and recording childhood memories.

Climate Change community engagement activities:

- First 'climate change school assembly' to 315 children and all staff to celebrate Earth Day in the Borough.
- Delivered 'climate change lessons' to 61 children in years 5 and 6.
- Undertook a bin lorry visit to a local school and engaged with 60 children.

Excellent feedback was received for all of these engagement events.

Health and Wellbeing - work with Health Service partners to enable residents to lead healthy lives through positive social and physical activity.

Funding secured for DNA Health and fitness scheme access - The leisure department have been successful in securing £3,000 worth of funding through the Active Partner Trust which will fund thirty 3-month memberships of Gedling's DNA Health and fitness scheme. These memberships are being handed out to residents via partner organisations with the aim of providing a longer-term pathway of physical activity opportunities for people living with a health condition who are already accessing the leisure centres for short-term courses. The funding will enable people to access and try out the wider leisure offer to support them to bring in more physical activity to their daily life.

Funding secured for residents living with Parkinson's - The leisure department has secured £1,730 of funding from the Parkinson's UK Physical Activity Grant for 2023 to help support the start-up of an activity session specifically for people living with Parkinson's in the borough. Research has shown that taking part in regular physical activity can positively impact patients' symptoms, both physically and mentally. Gedling's Health Activity Officer Sue Prochnicki will run the session at Redhill Leisure Centre combining aerobic fitness, strength training, balance and core control, and stretching to support the attendees in order to have a better quality of life and make everyday tasks easier.

Drowning Prevention Week event - The leisure centres carried out their annual Drowning Prevention Week event which saw over 2,500 learners take part in activities to raise awareness and learn lifesaving skills in and around water. Feedback from participants was very good and everyone came away with a free Drowning Prevention Week 2023 certificate.

Covid Vaccination clinic - we provided support to enable a pop up Covid Vaccination clinic in Calverton and the surrounding rural areas. Over 100 vaccinations were given during the clinic that took place at the Core Centre in Calverton.

Health and Wellbeing e-newsletter – our monthly Health and Wellbeing e-newsletter has covered the following topics over the last quarter: Dementia support information, weight management support, suicide prevention, Daybook Community Café, Age UK – Gentle Walk and Talk, Mental Health Awareness week and local mental health services, Loneliness awareness week, Diabetes week.

Breast Feeding Friendly scheme - The following venues have signed up to the Breast-Feeding Friendly scheme between April and June: Tree Tops, Friar Tuck, Daybrook Medical Practice and

Health Centre, Stenhouse Medical Practice and Razzle Dazzle Pots. Over 30 venues are currently signed up to the scheme in Gedling.

Fitter Tomorrow programme – we provided support to Synergy Primary Care Network to enable their Fitter Tomorrow programme, a programme designed for adults aged 55+ that have been identified by their GP. The programme is a 6-week programme delivered by ABL at Carlton Forum Leisure Centre. The first cohort have completed the programme and the programme is now full until December.

PLACE

To enable a safe, attractive, clean and culturally vibrant borough that plays its part to tackle the climate emergency.

Cleanliness, Environment and Climate Change - cleanliness of our built environment and the protection and enhancement of our natural environment, including our waterways, parks and open spaces, habitats and wildlife; minimising pollution and waste by influencing the council's and borough's carbon emissions.

Funding secured for Lambley Lane play area – working in partnership with the local community, we secured funding of £100k from FCC Communities Foundation to improve Lambley Lane Recreation Ground play area. The works are due to start in November and will see the old equipment and flooring removed and replaced with a brand-new play area, complete with a 30-metre zip line, swings, slides and climbing frame, as well as a number of accessible and inclusive facilities including a DDA compliant roundabout, trampoline, basket swing and play panels. The new equipment will be suitable for children up to the age of 12. The bid for funding was made in partnership with Gedling Park's Community Group and included a consultation with three local primary schools, All Hallows Primary School, Priory Junior School and Willow Farm. Children from each school had their say and gave suggestions for what they wanted to see at the site.

Green Lung Project update - we have been successful in obtaining a grant to plant 2,500 trees on Digby Park as part of the Green Lung Project. This funding was received from Trees for Climate via Nottinghamshire County Council's Green wood team.

Green Rewards Scheme - Nottinghamshire Climate Change Partnership has been highly commended in the Municipal Journal (MJ) Achievement Awards for 'Innovation in Partnership' for the Notts Green Rewards online platform. The project was shortlisted from 63 entries and made it to the finals, alongside eight other shortlisted entries. The same Green Rewards Scheme is also shortlisted as a finalist for the APSE awards for 'Best Collaborative Working Initiative'.

Climate change grant funding - Net Zero Living Fast Followers competition, Gedling submitted a competitive funding application to Government in partnership with other LA's within D2N2 (Derby City, Derbyshire, Nottingham City, Nottinghamshire). The funding application has been successful. This will result in a project to deliver a co-ordinated approach in to work toward Net Zero carbon emissions across D2N2. It will fund a 'Net Zero Delivery and Innovation Manager' for two years, and this post will work with Gedling Borough Council and its partners for up to 2 days a month to strengthen the delivery on the carbon management strategy and actions to reduce carbon emissions in the community.

Pride of Place - developing sustainable community hubs and infrastructure, and encouraging volunteering and participation in cultural activity and preserving our heritage.

Armed Forces Flag Raising - the Mayor of Gedling along with representatives of the Armed Forces rose the Armed Forces Flag at the council offices at Arnot Hill Park in June. Armed Forces Day is a chance to show support for the men and women who make up the Armed Forces community, from currently serving troops to Service families, veterans and cadets.

King's Coronation – Our residents were able to watch the event live and for free on two big screens in the Borough. The Coronation was shown live on the cinema screen at the Bonington Theatre in Arnold and also at the Richard Herrod Centre in Carlton.

Funding Fair – we provided support to N&SCVS with the delivery of a Funding Fair for community groups and organisations. Over 60 organisations attended the event and were able to get advice on funding from the following funders: Severn Trent, Coalfields Regeneration Trust, National Lottery, Gedling Borough Council and Nottinghamshire County Council.

Grants provided:

- Gedling Artists network to enable them to deliver an open studios event at Westdale Lane Community Centre. The event was part of Nottinghamshire Open Studios, a network of events for artists and makers across the County taking place in May each year. Gedling Artists are a collective of six local artists and makers who run their own independent businesses in the borough.
- The Newstead Centre to provide a community celebration for the Coronation of King Charles III. The event was the focus of community activity in Newstead around the Coronation and was also supported by local businesses. Feedback from organisers confirmed that this event helped to reduce social isolation in the village by allowing people to come together in their community, some of whom did this for the first time since the Covid-19 pandemic.

Members' grants awards – So far this year, 13 grants were awarded in the region of £3k to various community groups, for example Bags of Blessings, Burton Joyce Football Club, Calverton & Gedling Art Society, Eagles Nest Church, The Wolfpack Project, Gedling Family Village Gala, and Friends of Valley Road Playing Fields.

Community E Newsletters - Three Community E-Newsletters were circulated to 7,000 community contacts between April and June. Information Shared included the Armed Forces Breakfast Club, Daybrook Community Café, Fare Share Midlands Community Meals Service, Arnold Summer Fair, The Core Centre, St. Tim's School Essential Scheme, Memory Café at Netherfield.

Gedling Country Park update - The Friends of Gedling Country Park working alongside the park rangers have successfully raised £13k for tree planting in the existing woodlands at Gedling Country Park.

Community Protection - reducing crime and the fear of crime so that residents feel safe and protected in their neighbourhoods, and the licensing and regulation of businesses for health and hygiene safety.

Community Protection promotion campaigns – The Communications team worked on two campaigns to promote Community Protection. The first was following a court hearing that found a local couple guilty of illegal dog breeding. The Communications Team, working alongside the Legal Team and Licencing Team, issued a press release to promote the result and highlight the importance of having a licence to breed dogs. The release was picked up the local press and was well received by residents.

The second campaign was to promote the Public Space Protection Order in Colwick. Several press releases were issued, some jointly with Nottinghamshire Police. The Leader and Portfolio Holder for Public Protection also appeared on local media including an interview with Notts TV and a radio interview with BBC Radio Nottingham. Initial findings have shown a reduction in anti-social behaviour in the area and a positive response from local residents to the Council's activities.

Illegal dog breeding – Following the hard work of our licensing and legal officers, we successfully prosecuted a couple from Arnold at Nottingham Magistrates Court for breeding and selling dogs without a licence. By law, individuals who breed three or more litters within a 12-month period or engage in dog breeding for business purposes must obtain the necessary licence. Licences are issued by the Council and ensure that the breeders act responsibly and within the law, as well as protecting customer's rights and the safety of the animals.

Measures to address car cruising – we announced further proactive measures to address the ongoing car cruising nuisance that has been affecting several wards in the area. Recent incidents of car cruising, predominantly at the Victoria Retail Park in Netherfield, Mile End Road, Loop Road, and surrounding areas in Netherfield, Colwick and Trent Valley wards, have led to significant disturbances for residents. At a Cabinet meeting held in June, Gedling Borough Councillors approved for a Public Space Protection Order (PSPO) that has come into force. A PSPO imposes restrictions on the use of an area to ensure that the majority of law-abiding citizens can enjoy public spaces free from antisocial behaviour. The proposed PSPO includes conditions to address the antisocial behaviour associated with car cruising activities. It means that anyone in the area, including bystanders who are attending car cruising events, will be issued with a fine.

In addition to the PSPO, Gedling Borough Council has taken steps to enhance surveillance and monitoring in the affected areas. Recently, CCTV cameras have been installed on the Colwick Loop Road near Sainsbury's, while four Automatic Number Plate Recognition (ANPR) cameras have been placed along the Loop Road. These security measures are being funded by the Nottinghamshire Police and Crime Commissioner's Safer Streets bid, as

part of the joint work with Gedling Borough Council and the Police ensuring the safety and well-being of the community.

Gedling Seniors Council safety meeting – meeting held in May with the theme “Safety when out and about”. Guest speakers from Gedling Policing Team and VIA East Midlands heard and responded to concerns around dangerous use of electric scooters, pavement parking and other highways vulnerabilities experienced by older people when out in the community. Cyber safety and scamming also covered, to be picked up further at a future meeting. Members also considered a refreshed Terms of Reference for the Seniors Council, to be formally adopted at the next meeting on 14th July and provided details of achievements to be included in a Council Website page promoting awareness of, and sign up to the Gedling Seniors Council.

Housing - individuals and families can access high quality, affordable and energy efficient housing to bring life to neighbourhoods.

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. These properties will help improve the quality of the temporary accommodation provided by the Council whilst reducing the reliance on bed and breakfast suppliers.

The Council’s Housing and Welfare Service working with Property Services has been viewing potential properties within the Borough and to date have had 3 offers accepted. Completion is anticipated in Q2 subject to satisfactory surveys and searches.

Affordable Housing - A decision was agreed at Cabinet in March 2023 to develop Burton and Station Road for affordable housing in partnership with a Registered Social Provider. A soft market exercise has been completed and a recommendation is to be prepared for Cabinet in September 2023.

Household Energy Efficiency Retrofit - The delivery of the Sustainable Warmth Competition Government funding is ongoing. The Home Upgrade Grant element concluded at the end of May for properties not connected to the gas network. Five homes were upgraded and any unused funding has been transferred to the Local Authority Delivery Phase 3 scheme (LAD3). LAD3 is due to conclude at the end of September and so far 28 homes have received energy efficiency measures.

THE COUNCIL

To ensure the council is a healthy place to work, it engages with its customers, has a focus on improvement, is financially sound, and ensures compliance with all relevant legislation.

Customer Engagement - our customer experience is the best possible and our facilities and services are accessible to all.

Revenues E-Billing sign-up and competition - Since go live early March 2023, roughly 6,600 customers have now signed up to access their bills/invoices online. To incentivise take up, Revenues Services also ran a competition which entered all those who signed up into a prize draw. This competition has now closed, and the prize winners drawn. Our first winner collected their prize this week with the other two winners to collect soon.

Outreach Sessions – our Customer Services team has seen over 200 residents at the outreach sessions in Carlton and Calverton this quarter, mainly providing help with accessing benefits and housing advice.

Innovation and Improvement - we strive to make improvements by doing things differently and collaboratively, using digital transformation of our services.

Communications Masterclass Event - The Communications Manager was invited to attend a masterclass held in Birmingham in April by Comms2Point0 to speak to other councils and communications about the team's success winning the Small Team of the Year award. He presented the Communications Strategy and talked about the way the team incorporates the Council's Gedling Plan in its work. The event was attended by over 100 local authorities and private sector communication providers.

Local Elections - The Democratic Services team administered the local elections with all 19 wards of the council being contested – there were also contests in all 3 parish wards in Calverton. The team received and processed 219 nomination forms from candidates in the borough across an intense 7-day period. This year was the first elections that were ran under the new voter ID requirements, so several changes were made to the process which placed a large additional workload on the team. The elections ran smoothly and the process of the verification and count went very well with positive feedback being received from election staff, internal officers, candidates, agents and councillors.

IT Projects completed during this quarter included provision of support for the smooth-running of the local elections and the re-deployment of iPads to new members.

Members Induction Programme - The Democratic Services team planned and executed a full and detailed members induction programme to ensure that new councillors had all of the tools they needed to start their new term at the council. 13 training sessions were held which were delivered by Democratic Services, planning, finance and legal. The training topics included things such as health and safety, data protection, council finances and specific committee training. A Members Development Working Group will soon be formed to ensure members training remains a priority for the team.

Governance and Compliance - governance and decision-making is transparent and evidence-led, and services continue to be delivered in accordance with legislation and professional guidance.

Recruitment and Selection Training - As required by the Action Plan arising from the Council's Equality Framework, training in recruitment and selection has now been delivered to the Appointments and Conditions of Service Committee. This is the committee that is responsible for appointment of Chief Officers and the Chief Executive.

Reports were made to Government Websites to notify of Gender Pay Gap and Trade Union Facilities Data.

Civic Centre Lift Replacement - our Property Team completed the lift replacement project at the Civic Centre. Fire Alarm Works are on schedule for next quarter.

UK Share Prosperity Fund (UKSPF) – our Economic Growth and Regeneration team's UKSPF year 1 submission was approved.

Gedling Legal – our Legal Services team received over 100 instructions in quarter 1 which is an increase on last year. This increase both internally and externally demonstrates the success of the team's reputation.

Financial Management - we continue to deliver a balanced budget and receive unqualified opinions from our external auditors.

Revenue Accounts - our Revenue Accounts were closed down for 2022/23 this quarter. The Revenue Outturn net position on services was an underspend, however some late adjustments for business rates meant that a final net overspend position for the Council was recorded.



Report to Overview and Scrutiny Committee

Subject: Scrutiny work programme

Date: 13 November 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 at the last committee and an updated version has been 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
- funding bids
- equality framework and action plan

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
13 Nov 23	Councillor Payne (confirmed)	Corporate Risk Management Scorecard Quarter 1 23/24	Q1 performance		Emergency planning and business continuity - Notts County Council
15 Jan 24	Councillor Paling (confirmed)	Corporate Risk Management Scorecard Quarter 2 23/24	Update on bee friendly and fireworks policy Update on strategic review and local plans	Review of equality framework and action plan	
11 Mar 24	Councillor Pearson (confirmed)	Corporate Risk Management Scorecard Quarter 3 23/24	Q2 performance Update on welcome and warm spaces	Review of Gedling Plan and performance priorities/projects	
22 Apr 24	Councillor Wheeler (TBC)	Update on carbon management strategy and action plan	Q3 performance	Review of effectiveness of hybrid working	
July 24	Councillor Clarke (TBC)	Corporate Risk Management Scorecard Quarter 4 23/24	Q4 performance	Review of fly tipping and litter management across the borough	
Rolling issues			Procurement policy Complaints Rural area links – public transport offerings	Review of public parks	

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