

# Agenda

## Overview and Scrutiny Committee

Date: **Monday 11 March 2024**

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Time: **5.30 pm**

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Place: **Council Chamber**

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# Overview and Scrutiny Committee

## Membership

**Chair** Councillor Catherine Pope

**Vice-Chair** Councillor David Brocklebank

Councillor Roy Allan  
Councillor Lorraine Brown  
Councillor Andrew Dunkin  
Councillor Rachael Ellis  
Councillor Roxanne Ellis  
Councillor Grahame Pope  
Councillor Kyle Robinson-Payne  
Councillor Martin Smith  
Councillor Sam Smith  
Councillor Michelle Welsh  
Councillor Russell Whiting

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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 15 January 2024.** 5 - 10
- 3 **Declaration of Interests.**
- 4 **Programme of portfolio holder attendance.** 11 - 16  
Report of the Democratic Services Manager.
- 5 **Gedling Plan - Q3 Performance** 17 - 55  
Report of the Senior Leadership Team.
- 6 **Update on welcome and warm spaces.** 57 - 62  
Report of the Health Development Officer.
- 7 **Scrutiny Work Programme.** 63 - 65  
Report of the Democratic Services Manager.
- 8 **Any other item which the Chair considers urgent.**

## MINUTES OVERVIEW AND SCRUTINY COMMITTEE

Monday 15 January 2024

Councillor Catherine Pope (Chair)

Councillor David Brocklebank	Councillor Kyle Robinson-Payne
Councillor Lorraine Brown	Councillor Martin Smith
Councillor Rachael Ellis	Councillor Sam Smith
Councillor Roxanne Ellis	Councillor Clive Towsey-Hinton
Councillor Grahame Pope	Councillor Russell Whiting

Apologies for absence: Councillor Roy Allan and Councillor Michelle Welsh

Officers in Attendance: M Avery, M Cryer, A Gibson, B Hopewell, E McGinlay and F Whyley

Guests in Attendance: M Paling

### 27 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS.

Apologies for absence were received from Councillors Allan, Dunkin, and Welsh. Councillor Towsey-Hinton attended as substitute.

### 28 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 13 NOVEMBER 2023.

#### RESOLVED:

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

### 29 DECLARATION OF INTERESTS.

None.

### 30 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE.

Members welcomed Councillor Marje Paling, Portfolio Holder for Environmental Services (Operations) to the meeting to examine her portfolio. Councillor Paling 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 Paling delivered an update on the various areas of responsibility within her portfolio. She gave the following updates:

Cabinet had adopted The Waste & Recycling Policy in June 2022 which set out to formalise the approach and to address areas of under-performance in relation to recycling rates and levels of recycling contamination. The Waste and Fleet Manager had been working with the refuse teams to give them fresh focus in targeting households that contaminate their recycling bins.

A winter educational pilot campaign had taken place to increase levels of recycling and reduce contamination and residual waste using bin contamination tags with QR codes printed on them. This was implemented in areas with high levels of bin contamination such as Mapperley, Lambley and Burton Joyce areas. It was noted that the labels were recyclable and sustainable, and incorporate a 'Don't Waste Your Recycling' campaign message.

Members noted that the Waste Projects Officer and Waste Manager have been working to deliver a new in-cab round scheduling and reporting software system called Abavus. As part of the process, the refuse rounds data has been sense checked which includes adding data onto the new system for Garden Waste, Bulky Waste and Trade Waste Rounds. Historically, this data was on paper-based systems which were not effective. The new software links in real time with customer services and offers residents the ability to report missed collections through a 'My Gedling App' which also provides residents with up-to-date information on bin collection issues where they live.

Members noted that Gedling Borough Council (GBC) manages three allotments sites in Arnold. Waiting lists for these sites continue to be high. It was highlighted that on average there was a two year waiting list which was kept up to date by writing annually to those still waiting.

Councillor Paling noted that cemetery inspections and maintenance were still carried out by GBC's Parks and Street Care (PASC) Supervisors and grounds maintenance operatives. It was noted that Burials are undertaken by a trained grave-digging team, ensuring that all health and safety rules and regulations continue to be adhered to. Measures to combat anti-social behaviour in GBC cemeteries involve regular patrols by Wardens and PCSO's when funerals are not taking place. It was noted that cemetery satisfaction levels remain high and customer satisfaction surveys showed an 87% satisfaction rate for 2023/24.

The Chair gave members the opportunity to ask questions.

Members queried the response time for reported missed bins via the QR tagging and Abavus systems.

Councillor Paling informed members that bins would be collected within 3 working days after the resident confirms that the contamination is

removed. The bin collection crews also return the same day when an entire street is blocked.

Members queried whether streets were swept immediately after flooding occurs in the borough to prevent leaves from blocking drains.

The Head of Environment confirmed that crews did go out to sweep hotspot areas immediately after flooding events and Nottingham County Council (NCC) teams attend any blocked drains with suction equipment to clear them.

Members queried the DEFRA figures within the report, asking whether plans were being made based on the figures from 2023 or whether there is still room for negotiation.

The Head of Environment confirmed that negotiations were ongoing as needs vary across the country.

Members queried a recent comms statement regarding bin collection calendars and asked whether GBC plan to continue sending them out to residents.

The Head of Environment confirmed that although there is a push to become more digital, bin calendars were still available for printing on the GBC website and can also be sent to residents on request.

**RESOLVED to:**

The Chair thanked Councillor Paling for the information provided.

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**PROGRESS ON THE GREATER NOTTINGHAM STRATEGIC PLAN AND CONSULTATION METHODS FOR THE FORTHCOMING PUBLICATION DRAFT**

The Planning Policy Manager introduced a report, which had been circulated in advance of the meeting, informing members of the progress made in preparing the Greater Nottingham Strategic Plan and to set out proposals for the methods for public consultation locally within Gedling Borough on the Publication Draft version of the Greater Nottingham Strategic Plan.

A presentation was delivered, informing members on some key areas of work on the Greater Nottingham Strategic Plan, giving the following updates:

It was noted that the Greater Nottingham Strategic Plan was expected to replace the current Aligned Core Strategy adopted in 2014. The Local Planning document adopted in 2018 was also expected to be reviewed going forward. Members noted that there had been two rounds of

consultation on the strategic plan. The first was in Spring 2021 detailing the growth options available, receiving over 5000 comments. The other consultation was carried out in two stages. The first stage was the preferred approach to housing and employment, held between Jan - Feb 2023 and the second stage was the preferred approach to strategic logistics and distribution from September – November 2023. This consultation received responses from 250 stakeholders and over 800 comments were received.

Comments received on the strategy highlighted a need to increase the plan period, reduce dependence on brownfield and strategic sites to include a broader range of locations, types, and sizes and to widen the distribution of development to include key settlements and other villages.

It was highlighted that the housing target set by government using the standard method was 8,334 and the current supply was 6,502. The shortfall was planned to be met in part by a proposed strategic site extension of Top Wighay Farm and through non-strategic allocations in Part 2 of the Local Plan. This might include key settlements for growth of Bestwood Village, Calverton and Ravenshead.

It was noted that 134 representations from 53 consultees were made regarding strategic distribution sites. Many of the representations were expressing the need for strategic distribution, which the council's evidence supports. The rest were regarding the land for strategic distribution and developers promoting alternate sites.

It was noted that key elements of ongoing work include strategic transport modelling, report of responses, housing needs assessment refresh, infrastructure delivery plan, centres study, plan-wide viability, habitat regulations assessments, and a carbon reduction study.

The Chair then gave members the opportunity to ask questions.

Members queried whether the transport modelling included improvement to road networks in areas identified for potential expansion.

The Planning Policy Manager informed members that SYSTRA had been commissioned to undertake the transport handling who will look at the growth across the greater Nottinghamshire area to provide sufficient mitigation. It was noted that growth data had been provided for the strategic sites, but the details of the smaller local plan sites had yet to be determined however this data was expected to inform the mitigation required within the transport assessment.

Members queried the depth of conversation with other authorities/partners to ensure assets such as schools, libraries, dentists, and doctors were sufficient.



It was noted that through consultation with infrastructure providers and external partners such as health, education, the environment agency and others, the infrastructure delivery plan had set out detailed requirements for infrastructure at strategic sites across the borough.

**RESOLVED to:**

- 1) Note the report; and
- 2) Thank the Planning Policy manager for the information provided.

**32 EQUALITY AND DIVERSITY POLICY, FRAMEWORK AND ACTION PLAN.**

Consideration was given to a report of the Interim Corporate Director, which had been circulated in advance of the meeting, updating members on the progress made across the Council on the Equality and Diversity Framework and action plan for 2021-2024 as well as other work undertaken in relation to improving equality and diversity in the provision of Council services since the adoption of the Equality and Diversity Policy in 2021. The report also sought to establish a working group to consider the proposed amendments to the Equality and Diversity Policy 2024-27 and new approach to the framework and action plan as part of a wider public consultation.

**RESOLVED to:**

- 1) Note the work undertaken on the Equality and Diversity Framework and Action Plan and the wider work undertaken by officers and members to strengthen the Council's approach to equality and diversity in the performance of its functions from 2021-2024; and
- 2) Establish a working group to consider the proposed changes to the Council's Equality and Diversity Policy for 2024-27.

**33 CORPORATE RISK MANAGEMENT SCORECARD QUARTER 2 2022/23.**

Consideration as given to a report of the Interim Corporate Director, which had been circulated in advance of the meeting, updating members on the current level of assurance that could be provided against each corporate risk.

**RESOLVED:**

To note the progress of actions identified within the Corporate Risk Register.

**34 GEDLING PLAN - Q2 PERFORMANCE.**

Consideration was given to a report of the Senior Leadership Team, which was circulated in advance of the meeting, informing Members in summary of the position against Improvement Actions and Performance Indicators in the 2023-27 Gedling Plan at the end of Quarter 2.

**RESOLVED:**

To note the report.

**35 SCRUTINY WORK PROGRAMME**

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

Members expressed an interest in hearing from officers on the lessons learned following the recent flooding. It was noted that this was a recent working group, for which an update would be presented to the committee soon.

**RESOLVED to:**

Note the report.

**36 ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT.**

None.

The meeting finished at 7.05 pm

Signed by Chair:

Date:



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

**Subject:** Programme of portfolio holder attendance

**Date:** 11 March 2024

**Author:** Democratic Services Manager

### **Purpose**

To consider the area of responsibility of Councillor Lynda Pearson, Portfolio Holder for Communities and Place 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 Lynda Pearson, Portfolio Holder for Communities and place is attending the committee to give members the opportunity to examine her areas of responsibility which includes the below:

## Portfolio Holder – Communities and Place

Councillor Lynda Pearson

- Heritage
- Community Events
- Engagement with the voluntary sector
- Parish Council liaison
- Senior's Council and other engagement forums
- Rural affairs

The report detailing performance indicators for quarter 3 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



# Quarter 3 Performance Report


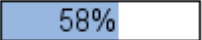
PI status		Action Status		Trends	
	Missed target		Cancelled		Improving
	Slightly below target		Overdue		No Change
	On or about target		Check Progress		Getting Worse
	Unknown		Not Started; In Progress		
	Data Only		Completed		


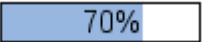


## Portfolio Owners Communities and Place

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Title	Service Area	Status	Completion Date	Progress Bar	Latest Notes
Recognise the needs of our rural communities and engage / work with partners on improvement plans	Regeneration and Welfare		31-Mar-2024	<div style="width: 60%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 60%	<p>The new Town Centre Manager is undertaking site visits to all local Centres to identify potential improvements that GBC could support.</p> <p>In addition, meeting held with Calverton Parish Councillors regarding their concerns - work undertaken to identify and engage with St Wilfrid's Square owners.</p>
Explore and further develop plans for the Gedling Borough Heritage Way	Development and Place		31-Mar-2024	<div style="width: 46%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 46%	

Title	Service Area	Status	Completion Date	Progress Bar	Latest Notes
Implement Strength in Community Programme	Communities and Leisure		31-Mar-2024		<p>NCVS Strength In Community VCS needs consultation completed in Sept 2023, and the outcomes report, which included proposals for an Asset Based / Customer Relations Management virtual self service platform model of VCS support, was presented to CMT on 8th November 2023.</p> <p>In response to the consultation and findings report, the UKSPF Strength In Community (SIC) VCS Resilience Fund was launched in the first week of December, and an SIC Tender Opportunity for VCS Support organisations to submit into was launched the following week. The successful Tender (closing date 19th Jan 2024) will be required to deliver the Asset based Virtual VCS Support model and work with Gedling voluntary groups and commissioned partners to enhance collaborative neighbourhood level projects in 2024 / 2025 .</p> <p>15 Grant applications for the SIC Grant Fund were assessed at a panel meeting on 10th Jan, with £50,000 in grants approved, pending Grant Agreement liaison and signoff.</p> <p>The Gedling Strength In Community (SIC) VCS Resilience Grant Fund was successfully launched in the first week of December 2023. 15 applications were received over Christmas and New Year, and a panel meeting held on 10th Jan committed £50,000 in grant awards, subject to grant agreement liaison and clarifications. A further SIC grant Fund of £50,0000 will be available to Gedling focussed VCS groups in 2024/25.</p>

Title	Service Area	Status	Completion Date	Progress Bar	Latest Notes
Complement Community Events, Culture and Heritage Programme	Communities and Leisure		31-Mar-2024		<p><b>Arnold Christmas Lights Switch On</b></p> <p>The Council delivered a Christmas Lights Switch On in Arnold Town Centre outside the AMP which was attended by over 2000 people. Six local choirs and schools performed at the event which was sponsored for the first time by Robert Ellis Estate Agents. Local businesses opened late for the event and Arnold Methodist Church provided a Christmas Craft fair to compliment activities outside. Dice and Balls and Can Samba entertained the crowds alongside Arnold and Mapperley Rotary Club, who brought Santa along for a visit, allowing them to raise £168 for local charities. For the first time the event included a lantern parade which was a collaboration between Gedling Play Forum and St Paul's Church in Daybrook.</p> <p>External Shared Prosperity Funding allowed the Council to provide financial support to community events in Carlton Hill (Christmas Lights Switch On organised by Carlton Hill Community Action Group), Netherfield (Christmas Lights Switch on organised by Netherfield Forum) and Warren Hill (Christmas afternoon tea for isolated older residents organised by Warren Action Group)</p> <p>Draft Council programme of events has been compiled and will be confirmed with the Portfolio Holder for Communities and Place by the end of January. Colleagues across the Council have been</p>

Title	Service Area	Status	Completion Date	Progress Bar	Latest Notes
					<p>consulted so that the report can demonstrate the breadth of events delivered by the Council.</p> <p>Initial scoping for events in 2024/25 has taken place to showcase Gedling heritage.</p> <p>A new mural has been commissioned at Breck Hill Recreation Ground and this will tell the story of the local area.</p> <p>No update</p>
Preserve the historic built environment.	Development and Place		31-Mar-2024		<p>The ACS and LPD contain policies to preserve the built environment. A list of non-designated heritage assets has been published and is frequently reviewed. An updated Conservation Area Character Appraisal and Management Plan has been drafted for Calverton. This work has been paused due to a planning committee decision made contrary to officer recommendation which has now been upheld by the Planning Inspectorate. The implications of this decision need to be assessed and potentially a further planning application considered, before the work may be resumed. A new Conservation Area Character Appraisal and Management Plan has been drafted for Gedling Village and a consultation will soon be undertaken, subject to PH approval.</p>
Celebrate our local achievements (Pride of Gedling awards)	Communications		31-Mar-2024		<p>The event took place in November 2023. We had over 290 entries and all costs were fully covered by sponsorship.</p>





## Report to Overview and Scrutiny Committee

**Subject:** Gedling Plan Quarter 3 2023/24 Report

**Date:** 11 March 2024

**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 3 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 3 of 2023/24 be noted.

## 1 Background

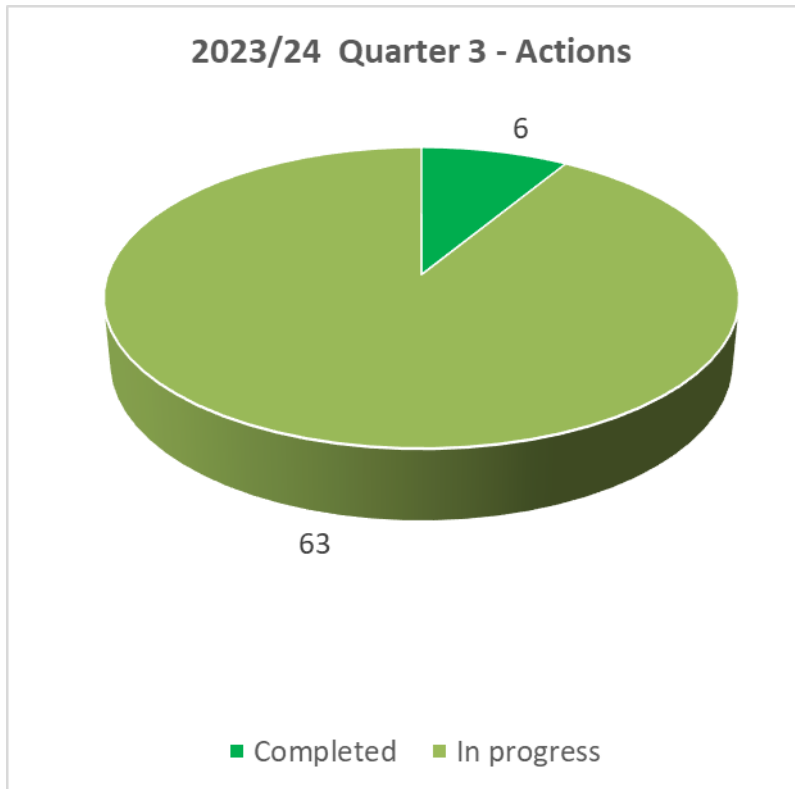
- 1.1 The Council has made a commitment to closely align budget and performance management. This is in line with accepted good practice.
- 1.2 To deliver this commitment, systems to monitor performance against revenue and capital budgets, improvement activity and performance indicators have all been 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 3 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, 6 are complete and the remaining are either in progress or assigned to an Officer. See Appendix 1 for Quarter 3 Actions Report.



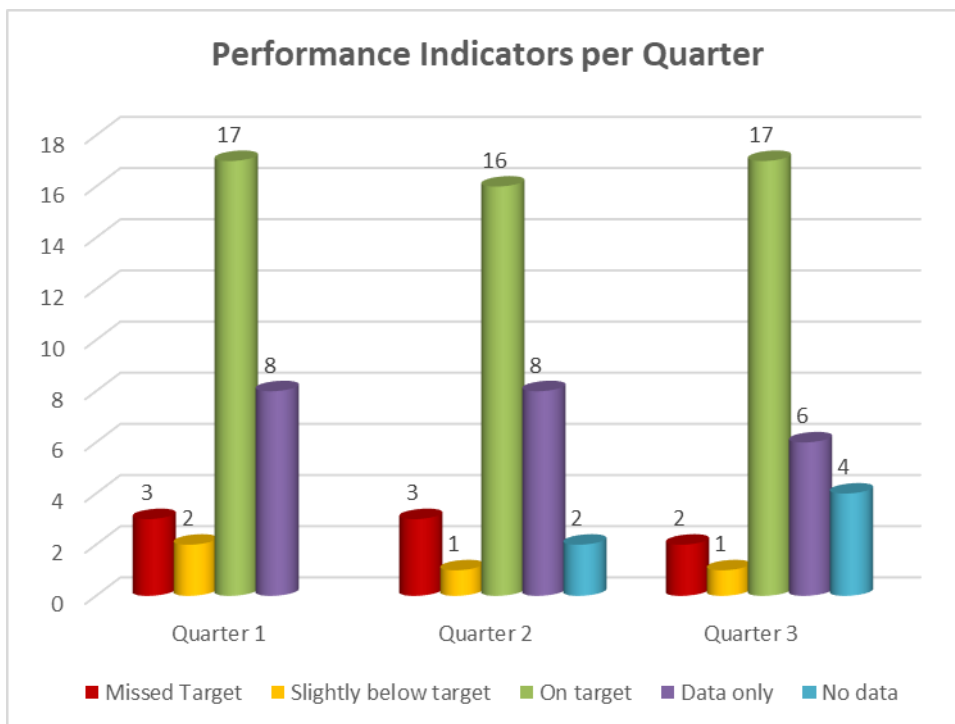
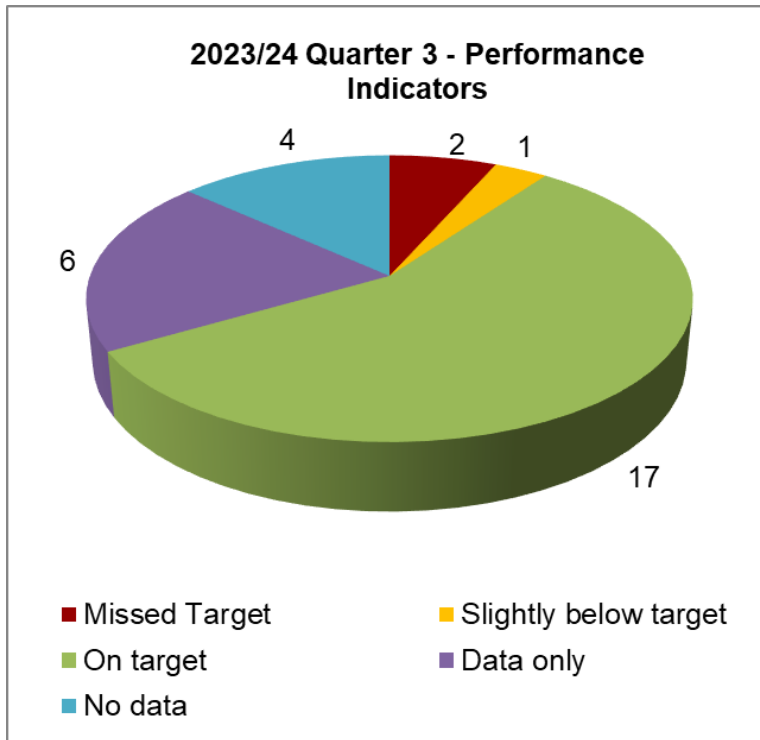
There are six completed actions as follows:

- Produce annual report – this was reported to Cabinet on 6 July 2023.
- Coordinate the supported internship programme (fourth cohort) - The fourth cohort of supported interns started in November with a placement in our Welfare and Housing Team.
- Provide member Induction and Training programme – completed post election in May/June.
- Review effectiveness of Committees - Member survey undertaken with results shared with SLT on 9 August. A motion to change the chair of Scrutiny was debated at Council in September. The work programme is reviewed at every meeting.
- Work with local organisations to improve people's life chances and reduce levels of poverty – the formal agreement for 2023/24 was completed in December with Phenomenal Futures, formerly WE R HERE, following reconstitution of the organisation in June/July 2023. The 2023/24 formal agreements and monitoring arrangements are now in place for all three Annual Grant Agreements i.e. Gedling Play Forum, Citizens Advice Nottingham and District, and Phenomenal Futures.

- Celebrate our local achievements (Pride of Gedling awards) – delivered in November.

### 2.3 Indicators

Overall indicator performance at the end of Quarter 3 shows that out of a total of 30 indicators: 17 were on or above target, 1 is slightly below target and 2 indicators missed their target. 6 are for data tracking purposes only and data wasn't available for 4 indicators. A report of all Performance Indicators is shown in Appendix 2.



We are awaiting data from Veolia so no data is available for the following indicators for Q3:

- Residual household waste per household in Kg
- Percentage of household waste sent for reuse, recycling and composting.

These were not reported at Q2 due to the same issue, however the figures are as follows:

PI Name	Managed by	Q2 2023/24			Annual 2023/24
		Value	Target	Year to Date	
Residual household waste per household in Kg	Environment	141.7	150	299.8	600
Percentage of household waste sent for reuse, recycling and composting	Environment	38.25%	30.0%	37.9%	30.0%

We are also awaiting data from the Police so no data is available for:

- Level of All Crime across Gedling Borough rate per 1000 population
- Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)

#### 2.4 Examples of particularly positive performance for Quarter 3 include:

Performance Indicator	Figure reported	Target	Period covered
Number of visits to leisure centres	280,463	248,175	October to December
Number of attendances - Bonington Theatre	13,805	10,150	October to December
Average time to process new Housing Benefit claims (in calendar days)	12 days	15 days	October to December
Average time to process Housing Benefit change in circumstances (in calendar days)	2.7 days	5 days	October to December
Average number of Swim School Members	3,883	3,800	12 month rolling period
Percentage of calls to the contact centre answered (or call back made)	96.0%	94.0%	12 month rolling period
Number of affordable homes delivered (gross)	118	45	April to December
Net additional homes	149	124	October to December
Percentage of Major planning applications processed within 13 weeks.	100%	92%	October to December

Percentage of other planning applications processed within 8 weeks	94.7%	80.0%	October to December
Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	21	10	October to December
LI 314 Number of rented households with health and safety hazards that fall below the minimum legal standard that have been remediated following the council's intervention	24	5	October to December

2.5 The following two performance indicators missed their target at the end of Quarter 3:

**NI157b Percentage of Minor planning applications processed within 8 weeks**  
- Performance: 80.0% against a target of 86.0% for the period July to September.

The target has been narrowly missed due to the complexity of some of the cases. A grant award of £20,400 has been secured for the purpose of addressing planning application backlogs. Plans are in place to direct the funding to secure improvements against this performance indicator.

**LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)** –  
Performance: 10.1 days against target of 9.0 days.

The rate of absence still remains high (above target) and with an upwards trend. HR Officers are aware of this and will continue to focus attention on support for managers. Long term absence in December (almost entirely within the Environment and Leisure Service Areas) remains high and accounts for 60% of time lost.

## 2.6 Compliments and Complaints

In Quarter 3, the Council received 14% fewer compliments and 11% fewer complaints than in quarter 2 2023/24. 40% of all complaints that the Council received in Quarter 3 were upheld. Of the complaints that the Council received in Quarter 3, six complaints were escalated to stage 2.

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 3, 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 Christmas Lights Switch On** – The Council delivered a Christmas Lights Switch On in Arnold Town Centre outside the AMP which was attended by over 2,000 people. Six local choirs and schools performed at the event which was sponsored for the first time by Robert Ellis Estate Agents. Local businesses opened late for the event and Arnold Methodist Church provided a Christmas Craft fair to compliment activities outside. Dice and Balls and CaPage 24

Mapperley Rotary Club, who brought Santa along for a visit, allowing them to raise £168 for local charities. For the first time the event included a lantern parade which was a collaboration between Gedling Play Forum and St Paul's Church in Daybrook.

**Challenging Poverty Drop-In Event** - As part of Challenge Poverty Week, Gedling Borough Council held a drop in event at the Civic Centre during October to promote the different range of support services available for residents to help with the cost of living. A range of partner organisations attended to highlight the different services they offer, helping with enquiries, and raising awareness of the other schemes that may be available for residents.

Support at the event included housing benefit and legal advice, checking residents are receiving the correct benefits, health and wellbeing support, help completing application forms, job seeker information as well as details of schemes and promotions across the borough to help with the cost of living.

**GBC partnership with Health and Fitness Education (HFE)** – we announced a partnership with HFE, who will support the Gedling Leisure Team with essential training and education to provide safe and effective exercise for members with a disability.

**Tree Planting to tackle Climate Change** - Our Carbon Management Strategy 2021-2030 highlights our need to tackle climate change, and one of the key actions is to plant trees in our parks and open spaces. During Q3, 2,361 trees have been planted on several sites in the borough including Gedling Country Park, Arnot Hill Park and Digby Park. The park rangers have organised the planting alongside partners, including the Community Payback Service and Friends Groups.

We have been successful in our funding application for 200 standard trees and ongoing 15-year maintenance from the Urban Tree Challenge Fund administered by the Forestry Commission. Planting will take place during the 2023/24 tree planting season.

**Pride of Gedling Awards** - We held the Pride of Gedling Awards in November. We received a record number of nominations, with over 290 received. The event was held in the Council Chamber, and it showcased the very best of the borough. Notts TV attended the event, and it was also covered by other local media outlets. The Overall Pride of Gedling Award went to Lauren Cope, for her community and charity work. The Communications and Marketing Team, with support from Executive Support, organised the event and raised over £6,000 in sponsorship.

**Proposal for a further selective licensing scheme in Netherfield** - following approval by Cabinet in December the Council has begun a 12-week public consultation into a proposal to designate a further selective licensing scheme in the Netherfield ward. This follows a review of the previous scheme that operated from October 2018 to September 2023 which described that 81% of properties inspected required essential works to remove hazards and 52 homes had high risk imminent issues requiring urgent action to protect the tenants or visitors to the properties. Key objectives of the pilot scheme which have been satisfied are to “address poor housing conditions” and to “introduce a mechanism to address anti-social behaviour, and crime associated with private rented homes”.

The public consultation will continue until Spring 2024 and the findings will be reported to Cabinet to determine whether to implement a further selective licensing scheme in Netherfield.

### **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 3 Performance Indicator Report

Appendix 2 – Quarter 3 Actions Report

Appendix 3 – Examples of Outcomes/Achievements during Quarter 3 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 3 indicator report







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











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## COMMUNITY

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 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	280,463	248,175	836,635	1,060,000			
LI027f Number of attendances - Bonington Theatre	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	13,805	10,150	34,021	40,600			



PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI074 Average time to process new Housing Benefit claims (in calendar days)	Regeneration and Welfare	Life Chances and Vulnerability	12 days	15 days	13.7 days	15 days			
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Regeneration and Welfare	Life Chances and Vulnerability	2.7 days	5 days	4.6 days	5 days			
LI085 Current number of DNA members	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	4,088	4,125	4,088	4,125			The DNA membership base at the end of Q3 has surpassed the start of the financial year membership base, which demonstrates steady growth through-out the year. The December promotion was particularly strong bringing in 255 new DNA members. As usual there will be an influx of new customers in January, which is a









PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									typical cycle in the leisure industry, which we hope to capitalise on with our marketing and communication plan
LI086 Average length of time spent in temporary accommodation (in weeks)	Regeneration and Welfare	Life Chances and Vulnerability	22.4 wks	Tracking Indicator Only	22.7 wks	Tracking Indicator Only			
LI379 Average number of Swim School Members (12 month rolling period)	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	3,883	3,800	3,883	3,800			
LI410 Total number of family households in B&B at the end of the month	Regeneration and Welfare	Life Chances and Vulnerability	13.7	Tracking Indicator Only	11.4	Tracking Indicator Only			
LI418 Total number of households in B&B at the end of the month	Regeneration and Welfare	Life Chances and Vulnerability	26	Tracking Indicator Only	18.8	Tracking Indicator Only			
NI155 Number of affordable homes delivered (gross)	Development and Place	Sustainable Growth and Economy	118	45	118	60			

## COUNCIL









PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 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	Deputy Leader Resources and Performance	10.1 days	9.0 days	10.07 days	9.0 days	↓	🛑	The rate of absence still remains high (above target) and with upwards trend. HR Officers are aware of this and will continue to focus attention on support for managers. Long term absence in December (almost entirely within the Environment and Leisure Service Areas) remains high and accounts for 60% of time lost.
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Performance	81.51%	82.69%	81.51%	98.4%	↑	⚠️	The collection rate is slightly behind target which is likely to be caused by the wider economic situation with, for example, inflation increasing sharply in recent months and the

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									ongoing cost of living crisis. Any trends will be carefully monitored.
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Performance	82.39%	82.26%	52.39%	98.9%	↑	✓	
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Performance	98.94%	99.0%	98.50%	99.0%	↑	✓	
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	96.0%	94.0%	96.0%	94.0%	↓	✓	
LI411 Number of customers attending outreach hubs	Governance and Customer Services	Deputy Leader Resources and Performance	168	Tracking Indicator Only	561	Tracking Indicator Only	↓	📊	

**PLACE**

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI 314 Number of rented households with health and safety hazards that fall below the minimum legal standard that have been remediated following the council's intervention	Environment; Public Protection	Public Protection Portfolio	24	5	69	20			
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Community Safety; Environment	Public Protection Portfolio		Tracking Indicator Only		Tracking Indicator Only			Q3 data not available
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Community Safety; Environment	Public Protection Portfolio		Tracking Indicator Only		Tracking Indicator Only			Q3 data not available
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Community Safety; Environment	Public Protection Portfolio	9	Tracking Indicator Only	37	Tracking Indicator Only			






PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI118 Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Environment; Public Protection	Sustainable Growth and Economy	21	10	74	40	↓	✅	
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Community Safety; Environment	Public Protection Portfolio	309	Tracking Indicator Only	925	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	96.76%	98%	98.16%	98%	↓	✅	
NI154 Net additional homes provided	Development and Place	Sustainable Growth and Economy	149	124	483	497	↓	✅	
NI157a Percentage of Major planning	Development and Place	Sustainable Growth and Economy	100%	92.0%	100%	92.0%	▬	✅	

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
applications processed within 13 weeks									
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	80.0%	86.0%	78.38%	86.0%			The target has been narrowly missed due to the complexity of some of the cases. A grant award of £20,400 has been secured for the purpose of addressing planning application backlogs. Plans are in place to direct the funding to secure improvements against this performance indicator.
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	94.68%	80.0%	87.34%	80.0%			
NI191 Residual household waste per household in Kg	Environment; Transport and Waste Services	Environmental Services (Operations)		150kg		600kg			Q3 data not available
NI192 Percentage of household waste sent	Environment; Transport and Waste Services	Environmental Services (Operations)		30.0%		30.0%			Q3 data not available

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
for reuse, recycling and composting									





# Quarter 3 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	Q3 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: 100%;"><div style="width: 100%;"></div></div> 100%	
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: 95%;"><div style="width: 95%;"></div></div> 95%	


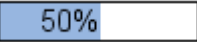









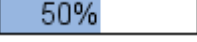
Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 Notes
Enabling young people to access careers, training and apprenticeship opportunities	Regeneration and Welfare	Life Chances and Vulnerability		31-Mar-2024		
Facilitate the Gedling Social Mobility Commission	Communities and Leisure	Life Chances and Vulnerability		31-Mar-2024		
Review and ensure delivery of the Equality Framework and Action Plan	Governance and Customer Services	Life Chances and Vulnerability		31-Mar-2024		
Coordinate the supported Internship programme (fourth cohort)	HR, Performance and Service Planning	Life Chances and Vulnerability		30-Sep-2023		
Recognise the needs of our rural communities and engage / work with partners on improvement plans	Regeneration and Welfare	Communities and Place		31-Mar-2024		
Promote the uptake of active travel	Environment	Climate Change and Natural Habitat		31-Mar-2024		
Adopt a new Leisure and Community Facilities Strategy for the Borough	Communities and Leisure	Health and Wellbeing Lifestyles		31-Mar-2024		
Promote 20 Minute Neighbourhoods where residents can meet the majority of their everyday needs within a short walk or cycle.	Development and Place	Sustainable Growth and Economy		31-Mar-2024		


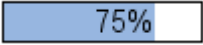





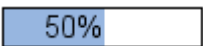

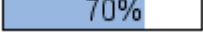



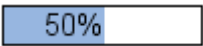
Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 Notes
Review the Bonington Theatre and Cinema business plan to increase attendance, improve visitor experience and encourage wider community participation	Communities and Leisure	Health and Wellbeing Lifestyles		31-Mar-2024	<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 50%;"></div></div> 50%	




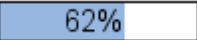

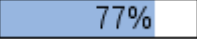

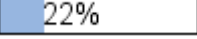

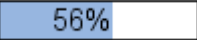
### Theme COUNCIL

Page 5

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 Notes
Produce Annual Report	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Jul-2023	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; 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: 60%;"><div style="background-color: #4f81bd; height: 10px; width: 60%;"></div></div> 60%	
Improve customer accessibility to Council Services	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024	<div style="width: 65%;"><div style="background-color: #4f81bd; height: 10px; width: 65%;"></div></div> 65%	


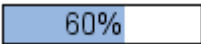

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 Notes
Continue to deliver management training (bi-monthly) to managers and employees through the "Learning carousel"	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Mar-2024		
Maximise capabilities of technology	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024		
Develop and implement new ICT and Digital Strategies	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024		
Review of policies and procedures defined within Policy review agreement	HR, Performance and Service Planning	Deputy Leader Resources and Performance		30-Apr-2024		
Provide member Induction and Training programme	Governance and Customer Services	Deputy Leader Resources and Performance		31-Jul-2023		
Review effectiveness of Committees	Governance and Customer Services	Deputy Leader Resources and Performance		30-Sep-2023		
Ensure compliance with Procurement Bill and contract management	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024		
Review Council's arrangements for information governance	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024		

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 Notes
Review Code of Conduct and arrangements for dealing for Member Code of Conduct Complaints	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024		
Develop and implement a Property Asset Management Plan for the council	Regeneration and Welfare	Deputy Leader Resources and Performance		31-Mar-2024		
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		
Develop and implement a strategy to maximise current income streams and identify new income opportunities	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024		
Update the Risk Management Strategy and deliver training	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024		
Update the Fraud Strategy and continue and to implement Fraud Strategy Action Plan	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024		
Review current Agile Working Arrangements	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Mar-2024		



Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 Notes
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	Life Chances and Vulnerability		31-Mar-2024		
Review of induction process (all employees)	HR, Performance and Service Planning	Deputy Leader Resources and Performance		30-Jun-2024		
Review Workforce Strategy and implement new 23-27 strategy	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Mar-2024		
Complete delivery of roll-out of new equality, diversity and inclusion training	HR, Performance and Service Planning	Life Chances and Vulnerability		31-Mar-2024		
Review of health and safety procedures and policies, emergency and continuity plans	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024		

## Theme ECONOMY




Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 Notes
Supporting local residents into employment and training	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div style="width: 61%;"><div style="width: 61%;"></div></div> 61%	
Continue to promote engagement with work experience programme for ex-offenders	HR, Performance and Service Planning	Sustainable Growth and Economy		31-Mar-2024	<div style="width: 50%;"><div style="width: 50%;"></div></div> 50%	
Support and Coordinate ongoing compact with NTU	HR, Performance and Service Planning	Sustainable Growth and Economy		31-Mar-2024	<div style="width: 50%;"><div style="width: 50%;"></div></div> 50%	
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="width: 50%;"><div style="width: 50%;"></div></div> 50%	
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="width: 33%;"><div style="width: 33%;"></div></div> 33%	
Identify the opportunities to drive investment in the	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div style="width: 90%;"><div style="width: 90%;"></div></div> 90%	




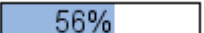



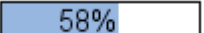



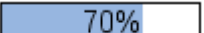


Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 Notes
Borough and create new business opportunities						
Identify the opportunities to move to a net zero carbon economy	Economic Growth and Regeneration	Climate Change and Natural Habitat		31-Mar-2024		
Improvements 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		
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		
Encourage a more carbon neutral way of travelling to local centres	Economic Growth and Regeneration	Climate Change and Natural Habitat		31-Mar-2024		
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		










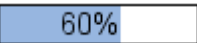





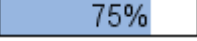

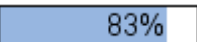


Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 Notes
Develop plans for a active walking and cycling routes in the Borough	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 39%; background-color: #4a86e8;"></div></div> 39%	
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: 15px; background-color: #e0e0e0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 46%; background-color: #4a86e8;"></div></div> 46%	

**Theme PLACE**

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 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: #e0e0e0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 0%; background-color: #4a86e8;"></div></div> 0%	
Minimise the borough's waste and its impact on the environment	Environment	Environmental Services (Operations)		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 40%; background-color: #4a86e8;"></div></div> 40%	
Carbon offsetting through development of our green	Environment	Climate Change and Natural Habitat		31-Mar-2024	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 0%; background-color: #4a86e8;"></div></div> 0%	

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 Notes
infrastructure across the borough						
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		
Ensure planning policies and decisions protect and enhance the natural environment	Development and Place	Sustainable Growth and Economy		31-Mar-2024		
Implement Strength in Community programme	Communities and Leisure	Communities and Place		31-Mar-2024		
Implement Community Events, Culture and Heritage Programme	Communities and Leisure	Communities and Place		31-Mar-2024		
Review the Community Infrastructure Levy Policy.	Development and Place	Sustainable Growth and Economy		31-Mar-2024		
Preserve the historic built environment.	Development and Place	Communities and Place		31-Mar-2024		
Promote and support community based 'clean up' initiatives including the seasonal big clean events	Environment	Environmental Services (Operations)		31-Mar-2024		

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 Notes
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="width: 20%;"></div></div> 20%	
Celebrate our local achievements (Pride of Gedling awards)	Communications	Communities and Place		31-Mar-2024	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	
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 substances and domestic violence.	Environment	Public Protection Portfolio		31-Mar-2024	<div style="width: 37%;"><div style="width: 37%;"></div></div> 37%	
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="width: 0%;"><div style="width: 0%;"></div></div> 0%	
Invest in new and existing CCTV in priority hot spots	Environment	Public Protection Portfolio		31-Mar-2024	<div style="width: 34%;"><div style="width: 34%;"></div></div> 34%	
Develop the Council's approach to licensing regulation and enforcement	Environment	Public Protection Portfolio		31-Mar-2024	<div style="width: 85%;"><div style="width: 85%;"></div></div> 85%	

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Q3 Notes
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		
Drive the delivery of key housing sites	Development and Place	Sustainable Growth and Economy		31-Mar-2024		
Promote the uptake of energy efficiency technologies in commercial and domestic properties	Environment	Climate Change and Natural Habitat		31-Mar-2024		
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		

# **GEDLING PLAN 2023-2027**

## **Examples of Achievements and Activities**

**During**

**Quarter 3 - 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 - The Economic Growth and Regeneration team, in partnership with the DWP, held the third jobs fair of the year on the 14<sup>th</sup> of November 2023 at the Civic Centre. There were 250 attendees – with 25 exhibitors (employers, training providers and apprenticeship providers). Unfortunately, Tesco and Sainsburys did not attend.

From the 167 completed evaluation forms, most people heard about the event from the Jobcentre (126). 114 came from Arnold, seven from Calverton and one from Ravenshead.

The next event is planned for the 6<sup>th</sup> of February, again at the Civic Centre, with a particular focus on apprenticeships, in line with National Apprenticeship Week. Nottingham Trent University and the University of Nottingham have both confirmed attendance.

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

Business Support Surgery - The Economic Growth and Regeneration team held a Business Support Surgery in quarter 3 in conjunction with the Nottinghamshire County Council/Growth Hub Adviser. Over half were looking to grow their business and one was a start-up looking how to get her business started.

Small business and retail advisor - Contracts have been awarded in quarter 3 for a small business and retail advisor to work across the Borough providing support, advice and guidance. They will work alongside the Town Centre Manager and Economic Growth and Regeneration Officer.

D2N2 funding - The decision on the application to D2N2 for funding to further develop Hillcrest Park at Calverton has now been approved. This has now moved to the next stage; Green Book treasury compliant business case is being developed.

'Transform Your Future' Project - The Council has entered into a joint commissioning contract with the district/borough Councils of Nottinghamshire under the UK Shared Prosperity Fund, People and Skills. The Project 'Transform Your Future' will address local need and fill provision gaps in the employment and skills system.

Town Centre Masterplan/Ambition Arnold – a contractor has been appointed to undertake a town centre masterplan and feasibility to support the regeneration and long-term sustainability of the Borough's main retail centre. This work forms part of the Council's Ambition Arnold Programme.

Enterprise Centre - The Council has appointed technical advisors to support the creation of an Enterprise Centre on the first floor of the AMP. A contractor is to be appointed in the new year and works should commence March/April 2024.

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

Arnold Christmas Lights Switch On – The Council delivered a Christmas Lights Switch On in Arnold Town Centre outside the AMP which was attended by over 2000 people. Six local choirs and schools performed at the event which was sponsored for the first time by Robert Ellis Estate Agents. Local businesses opened late for the event and Arnold Methodist Church provided a Christmas Craft fair to compliment activities outside. Dice and Balls and Can Samba entertained the crowds alongside Arnold and Mapperley Rotary Club, who brought Santa along for a visit, allowing them to raise £168 for local charities. For the first time the event included a lantern parade which was a collaboration between Gedling Play Forum and St Paul's Church in Daybrook.

AMP Live, the new market provider contract is now in place, provided by Skin Solace and Taste First (both AMP retailers). Christmas markets haven't taken place throughout December except for one cancellation, due to bad weather. The Town Centre Manager is working with AMP Live on a programme of events for 2024.

Carlton Square – we are continuing to work with Waypoint, the managing agent at Carlton Square. Improvement works are scheduled to take place early 2024. Farmfoods have confirmed they will expand into the vacant former Wilko unit.

St Wilfred's Square, Calverton - we are building relationships with L&C investments, the landlord for St. Wilfrids Square, Calverton. This follows meetings with Parish Councillors, keen to engage and work together.

New signage at Eagle Square - our Town Centre Manger is working with local designer Richard Janes, bringing in local schools and youth groups to design a new sign to go at Eagles Square, welcoming visitors to Arnold.

High Street Strategy - The first draft of the High Street Strategy is being worked on at present and will be completed by Spring 2024.

## 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.**

Challenging Poverty Drop-In Event - As part of Challenge Poverty Week, Gedling Borough Council held a drop in event at the Civic Centre during October to promote the different range of support services available for residents to help with the cost of living. A range of partner organisations attended to highlighting the different services they offer, helping with enquiries, and raising awareness of the other schemes that may be available for residents.

Support at the event included housing benefit and legal advice, checking residents are receiving the correct benefits, health and wellbeing support, help completing application forms, job seeker information as well as details of schemes and promotions across the borough to help with the cost of living.

Arnold Methodist Church Community Food Club - Support was provided to Arnold Methodist Church to enable the setup of the Arnold Methodist Church Community Food Club. The Food Club (God's Menu) provides families and individuals with a box of good quality food for £4 a week. The Food Club start in November runs every Monday 2pm-4pm. The first session provided almost 30 boxes for local families.

Assisting residents who have been affected by recent flooding - the Revenues Services team is supporting the flood response team by creating flood reliefs and flood grant payment processes. Payment of support grants has commenced, and all eligible domestic applications having been paid.

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

Gedling Youth Council meeting – As part of their championship and scrutiny of the Council's response action plan to the Gedling Young People Consultation 2020/2021, young people met with local Police Inspector Mark Stanley and colleagues to discuss young people's safety. Concerns were raised and discussed about vaping, substance misuse, safety of women and girls when out and about and knife crime. It was noted that Young People felt less safe in the City Centre than in Gedling, however there were some concerns about choices being made by young people attending Gedling Schools.

We have formally launched the recruitment drive to appoint a new incoming Gedling Youth Council 2024 – 2028, which marks the 10<sup>th</sup> Anniversary of the Gedling Youth Council initiative at the Council. An article in Contacts, promotion of the opportunity at the GBC Democracy Day reported in Q2 and establishment of a new, dedicated Gedling Youth Council webpage has been followed by a pre-Christmas letter out to all Secondary Schools / Academies and Youth Clubs in or serving the Borough. Five new members have signed up to date, with further expressions of interest pending.

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

Gedling Caribbean Elders - Supported by the Communities Team, The Gedling Caribbean Elders have achieved additional funding income and further developed their activities over 2023/24, holding knitting and sewing classes and arranging two cultural awareness trips to London, to see the Windrush statue and make a visit to Parliament, also contributing a legacy donation from long standing member and equality and diversity activist and historian Mrs Anderson to the 'Standing in this Place' Women in the Cotton Industry sculpture project, led by artist and sculptor Rachel Carter. The Council has also made a Silver Award pledge to the Standing in This Place project of £5,000.

A video montage celebrating Windrush Generation Caribbean Elders Members was shared by the Council on social media during Black History Month, which the Caribbean Elders were able to use as part of their monitoring reports on a recent successful National Lottery Community Fund application.

Gedling Seniors Council - The Gedling Seniors Council held their Festive Brunch meeting on Friday 8<sup>th</sup> December, and pledged £250 of Mrs Anderson's legacy donation to the group to a memorial tree, which will be planted in memory of Mrs Anderson in Arnot Hill Park.

Skate Nottingham – The Communities team have commissioned Skate Nottingham to deliver a series of engagement sessions which will also result in improvements to skate parks across the borough. As part of workshops where young people will be encouraged to come and learn to skate, sessions will run concurrently where there are also opportunities to learn practical skills and assist in making repairs to skate parks. Skate Nottingham have also agreed to conduct a review of skate park facilities around the borough as part of these workshops.

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

GBC partnership with Health and Fitness Education (HFE) – we announced partnership with HFE, who will support the Gedling Leisure Team with essential training and education to provide safe and effective exercise for members with a disability.

New gym equipment – a successful tender process was completed for three new treadmills at Calverton Leisure Centre ensuring customer expectations are met and satisfaction levels are improved by having more up to date equipment.

NPS (Net Promotor Score) –NPS, an ongoing survey of all leisure centre customers was introduced, which is an indicator of loyalty as well as a tool of gaining positive and negative feedback allowing the sites to focus efforts in the areas that matter most to customers.

RLSS (Royal Life Saving Society) - we upgraded the RLSS compliance across the leisure centre sites which allows Gedling to continue to run RLSS courses, providing the opportunity for individuals to gain a qualification which enables them to operate as lifeguards at swimming pools.

Gedling Leisure app improvements – we increased the functionality of the Gedling Leisure app which can now be used for referring new members and accessing discounts, as well as setting up reminders for bookings made at the sites.

Swimming pool support fund – we applied for phase two of the fund which seeks funding to improve energy efficiency at the three Gedling pools.

Swim England pool schematics training – the training was completed, which provides insights into maximising pool water space, increasing teaching points and more efficiency when planning the pool layout.

The Gedling Guide – The updated guide contains useful information for residents to get local support on topics such as mental health, finance as well as social activities. It is now in a year-round format to help people at any time of the year not just during the winter months. Guides have been distributed at Christmas community events as well as being circulated through the local community hubs and partners.



The Killisick NHSE health inequalities programme has supported the following initiatives over the past 3 months: Killisick Youth bus to provide a Christmas Party and 2 trips for Young People that attend the Killisick Youth bus. A successful Community Event was organised by Positively Empowered Kids along with a range of health and wellbeing a community partners. Killisick Community Living room a social friendship group started at the beginning of November at Tavill Field Community room.

Health and Wellbeing e-newsletter - The monthly Health and Wellbeing e-newsletter has covered the following topics over the last 3 months: Winter Vaccinations, NottAlone, stop smoking services, Killisick Community Living Room, Nottinghamshire County Council Family Hub consultation, Age UK Connect Service and Gedling Leisure opportunities.

Community Falls Prevention Programme - The Falls prevention programme delivered by a Postural Stability instructor across community venues in Gedling, was shortlisted in the Prevention category of the Nottingham and Nottinghamshire Integrated Care System Health and Care Awards 2023. The programme has now been running for over 12 months with participants noticing improvements in their strength, balance and social confidence.

Carlton Community Connector - Active Notts have worked with Age Concern Carlton & District, Gedling Borough Council, The Carlton Community Connector and Jigsaw Homes to produce an information leaflet called 'Getting in and about in Carlton', which shows where benches in Carlton are situated, helping local residents to plan rest stops when out and about. The leaflet is available from the information stand in the Age Concern Carlton & District shop, Jigsaw homes complexes and the Carlton Community Hub.

Integrated Neighbourhood Working Arnold – A launch event was held at the beginning of December which included over 30 partners from various organisations including, health, local authority and charities. The event was designed to invite partners to be part of a new way of working to deliver better health and wellbeing outcomes for the local Arnold Community.

The Playing Pitch and Outdoor Sport Strategy was adopted by Cabinet in November 2023. The Council has submitted an initial Expression of Interest to the Football Foundation's Home Advantage Fund targeting potential community asset transfer opportunities at Lambley Lane Rec, Richard Herrod Playing Fields and Magenta Way. Further options to support sport facilities in the Borough are also being considered as part of the Shared Prosperity Fund.

Strategic Outcomes Planning Model Stage One Strategy - In November 2023, Cabinet adopted the Strategic Outcomes Planning Model Stage One Strategy. Through extensive community and stakeholder consultation, an assessment of national and local strategy and a comprehensive assessment of local insight and community need a new vision, themes and outcomes have been adopted within the Strategy with an emphasis on enabling better health equality through physical activity.

# 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.**

Tree Planting to tackle Climate Change - Our Carbon Management Strategy 2021-2030 highlights our need to tackle climate change, one of the key actions is to plant trees in our parks and open spaces. During Q3 2361 trees have been planted on several sites in the borough including Gedling Country Park, Arnot Hill Park and Digby Park. The park rangers have organised the planting alongside partners including the Community Payback Service and Friends Groups.

We have been successful in our funding application for 200 standard trees and ongoing 15-year maintenance from the Urban Tree Challenge Fund administered by the Forestry Commission. Planting will take place during the 2023/24 tree planting season.

Wildflower areas created to enhance Bee Pollinator sites - Continued careful maintenance of existing wildflower areas in the borough's parks including Gedling Country Park, Arnot Hill Park, Burton Road Jubilee Park, Digby Park, The Hobbucks and many more. New sites developed during Q3 include Arno Vale and Willow Park. The projects are led by the park rangers.

Litter picking at the Hobbucks with children from Killisick Junior School and the Hobbucks Friends Group - Working in partnership with the Friends of the Hobbucks and Killisick Junior School, 30 children came to collect items of fly tipping and general litter from the Hobbucks site. A total of 32 black bags of rubbish was collected along with several fly tipped items. The activity was organised to coincide with the Schools Environmental themed week of activities at the end of November.

Installation of Defibrillators on Parks Pavilions - Two defibrillators have been installed on the pavilions at Breck Hill Park and Burton Road Jubilee Park. The friends of Breck Hill and the Gedling Parks Community Group applied for the funding from the Department of Health & Social Care. Staff in the facilities team arranged for the installation.

Lambley Lane Play Area Refurbishment - A complete refurbishment of the play area was completed at the end of October. This was funded by a grant of £100k funded by FCC Communities following a joint funding application being submitted by GBC and the Gedling Parks Community Group. The new play area has been designed to provide equipment for children up to the age of 12 years and includes a wheelchair accessible roundabout, swings, slides, a 30m long zipline, climbing frames, trampoline and play panels and more. Consultation for the design included partnership working with children from three local primary schools.

APSE performance networks finalists – our environmental team were selected as APSE performance networks 'top ten' finalists out of 130 Authorities overall, in the following categories:

- APSE performance networks best performer finalist notification: street cleansing
- APSE performance networks best performer finalist notification: Parks, open spaces and horticultural services
- APSE performance networks most improved performer finalist notification: Parks, open spaces and horticultural services.

We didn't win, but being a finalist as 'best' in both Parks and Street Cleansing is very important and shows that we are operating our services in an efficient and cost-effective manner in these difficult times.

Engaging paper making workshop – response was overwhelming for the workshop that was offered to five schools to celebrate National Recycling Week. The main focus was the importance of recycling paper (saving trees) and how this links in with climate change. The workshops also highlighted what to put into the residual and recycling bin.

Warm Homes talk – our Climate Change Officer regularly communicates with, supports and updates two of our local Climate Groups: Gedling Climate Group and Burton Joyce Climate Action Group. As a result, Burton Joyce Climate group held a 'warm homes talk' for residents in October.

A compelling presentation on 'Gedling's journey to net zero' to the Parish Councils Conference was presented by the Climate Change Officer.

Carbon Literacy has been rolled out to Members – 11 attended to raise awareness of climate science and the need to take action to reduce greenhouse gas emissions.

Climate Change debate - the first climate change debate took place in the Council Chamber, with 60 children taking part, it was chaired by the Mayor of Gedling and Climate Change Officer taking on board a Q&A session.

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

Pride of Gedling Awards - We held the Pride of Gedling Awards in November. We received a record number of nominations, with over 290 received. The event was held in the Chamber, and it showcased the very best of the borough, Notts TV attended the event, and it was also covered by other local media outlets. The Overall Pride of Gedling Award went to Lauren Cope, for her community and charity work. The Communications and Marketing Team, with support from Executive Support, organised the event and raised over £6,000 in sponsorship.

The Gedling UKSPF /NCC SRF 'Strength In Community' VCS Resilience Grant Fund and VCS Support and Commissioning Tender were both launched in the first week of December, providing resources for the Gedling Voluntary Sector and wider VCS Support organisations to extend their services to vulnerable people and those with protected characteristics in the Equalities Act 2010, and offering a tender opportunity to Councils for Voluntary Services to create a sustainable system model for the provision of support to Gedling voluntary organisations.

The VCS Grant fund value is £100,000 over two financial years 23/24 and 24/25, and the Tender Value £77,800 over the same timeframe. Five applications have been received to the grant fund to date; the Tender opportunity closes on 19<sup>th</sup> January 2024.

UKSPF Funding for Community Events - UKSPF funding has enabled the Council to provide support for Christmas events across the borough including:

- Carlton Action Group's Christmas Lights Switch On on Carlton Hill, enabling the group to provide a stage for the event and increase the capacity of the event.
- Netherfield Christmas Lights Switch On organised by Netherfield Forum. Additional funding allowed Netherfield Forum to enhance the event with a performance from Burton Joyce Community Band. The Communities team also provided practical support with events planning and guidance to allow the event to take place safely.
- Warren Action Group hosted a Christmas afternoon tea for 39 residents in the local area with the aim of bringing people together and reducing isolation for the most vulnerable in the community. WAG delivered Christmas hampers to those residents who were unable to attend.

Remembrance – the Council worked alongside the Royal British Legion, uniformed organisations and St Paul's Church in Daybrook to hold a remembrance parade and service in

Arnold and Arnot Hill Park. Additional assistance was also provided to community event organisers to enable the Gedling and Mapperley remembrance parade to take place.

Members Community Initiatives Fund awards - During Quarter 3, 57 grants in the region of £13,000 have been awarded to various community groups, including Lambley Reed Pond Group, Parkinson's UK Nottingham, Burton Joyce Co-op, Age Concern Carlton & District, Bestwood Miners Welfare, Friends of King George V Recreation Ground, Netherfield Forum

Community E Newsletters – Three Community E-Newsletters were circulated to 7k community contacts between October and December. Information shared included Calverton Parish Council Community units open day, Newark and Sherwood Free Funding Fair, Armed Forces Breakfast Club, Killisick Community Living Room Friendship Group, Gedling UKSPF Strength in Community Funding Launch, Re-engage Christmas Telephone Befriending Service and much more.

### **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.**

CCTV - A new 360-degree CCTV camera has been installed on St Wilfrid's Square Car Park, Calverton, to help tackle anti-social behaviour. The camera provides high-quality images to the council's CCTV control room and will be used to assist the police with investigations, as well as aiding the council's Community Safety Team and Neighbourhood Wardens in tackling anti-social behaviour. Funding for the camera, which cost £8,534, was provided by the UK Shared Prosperity Fund.

Planning Permission has also been granted at the November Committee Meeting to install a CCTV camera in Burton Joyce.

Safer Streets Fund Round 5 – In December the Public Protection department were successful in securing £95,570 worth of funding from Nottinghamshire Police and Crime Commissioners Office. This funding has been awarded for improvements to the street lighting in Arnot Hill Park. This will include 4 new lights and 39 lighting upgrades.

Free film screening to raise awareness of domestic violence. – during October, as part of the Council's activities for Domestic Violence Awareness Month, we hosted a free screening of the film What's Love Got to Do With It? at the Bonington Theatre. The screening was shown after a short talk by Phenomenal Futures, a local community organisation that works with survivors of domestic abuse and their families to promote recovery and empowerment.

The council is working with local organisations such as Phenomenal Futures, We R Here, and local health services to provide information, support, and resources to anyone who is experiencing or witnessing domestic violence in the borough. As well as the showing of the film, there were also events and information stalls hosted at the council's civic centre during the awareness month.

Unlicensed beauty-related businesses - The council has issued over ten new beauty-related licenses/registrations from premises previously unlicensed and working our way through the district in small batches. The majority of businesses have welcomed officer visits as this will ensure all businesses offering licensable treatments are working to the same high safety and hygienic standards in the licence conditions and premises who cannot initially meet these standards are given help and advice on how to comply before they are licensed or registered. The Council has enforcement powers and if businesses are unwilling to meet the conditions, legal action can be taken to ensure that they comply or ultimately the Council can prevent them carrying out unsafe procedures. To date, businesses have followed the advice and help has been given.

Unlicensed dog care businesses - Following complaints regarding animal welfare, officers have advised two dog-walking businesses who were unlicensed to provide dog home-boarding/day

care, from continuing to offer these services until they are licensed thereby ensuring dog owners are not leaving their dogs where they may be issues with safe and suitable accommodation.

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

Temporary Accommodation - since cabinet approval in March for the temporary accommodation options appraisal, officers have been tirelessly viewing suitable accommodation within the borough. Significant progress has been made and three properties have been purchased to date. This comprises of a one-bedroom house in Top Valley and two two-bedroom properties located in Colwick and Netherfield.

A further two successful bids have also been made and the transfer of ownership is currently underway through the conveyancing process. It is hoped a further two three-bedroom properties can also be acquired over the next few months which will complete the current project of purchasing seven new units.

Housing Strategy - The Council is in the process of developing a Housing Strategy which it aims to implement in early 2024. An initial meeting was held to inform the development of the housing strategy and an officer workshop has now been established.

The strategy will provide an opportunity to ensure a consistent approach to housing across the organisation and the subsequent action plan which will be developed will outline the key objectives required to address all housing need across the Borough.

Empty Homes - The empty homes officer has worked with a long-term empty homeowner of a property on Lees Road which has been empty for 19 years. Utilising the council's empty property matchmaker scheme, the council has introduced an investor who has entered into an agreement with the owner to refurbish the property and lease it to provide rented accommodation to a tenant. The property that has sat empty since 2004 was brought back into use in December 2023.

Proposal for a further selective licensing scheme in Netherfield - following approval by Cabinet in December the council has begun a 12-week public consultation into a proposal to designate a further selective licensing scheme in the Netherfield ward. This follows a review of the previous scheme that operated from October 2018 to September 2023 which described that 81% of properties inspected required essential works to remove hazards and 52 homes had high risk imminent issues requiring urgent action to protect the tenants or visitors to the properties. Key objectives of the pilot scheme which have been satisfied are to “address poor housing conditions” and to “introduce a mechanism to address antisocial behaviour, and crime, associated with private rented homes”.

The public consultation will continue until Spring 2024 and the findings will be reported to Cabinet to determine whether to implement a further selective licensing scheme in Netherfield.

# 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.**

National Customer Services Week celebrated the partnership work between Gedling Borough Council and the community hubs in Carlton, Calverton and Bestwood Village. Senior Leadership Team and Members visited the hubs to see how they were run and how important they are to the local community. Our Customer Services team work at these hubs weekly and assist with help in Housing, Council Tax, Planning, Environmental Health/Public Protection and Benefit enquiries.

Web Chat - Customer Services have introduced web chat as a new digital access for residents. Web chat allows the team to deal with multiple enquiries at the same time (dependant on complexity) and therefore gives advisors the ability to answer queries straight away with no queuing time. So far, we have dealt with 1,366 enquiries through this access channel.

In addition to this it allows us to see the customer journey and those pinch points on the website which users struggle with. We are hoping that this will highlight some improvements for the website in order to help users self-serve.

Some of the comments we have received from the public are - very helpful, helpful and efficient, clear and helpful, very professional, great service, fabulous service, great service - not used this before but very impressed, super helpful and patient what a great service, really helpful and answered quickly, resolved my query immediately and was a great help.

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

ICT Projects completed during this quarter included:

- Implementation of the Tree Inspection Database System
- Mitel Handset replacement / Softphone rollout
- ArcGIS Enterprise Mapping Upgrade
- WIFI for Bin lorry workshop & Cube
- ResourceLink HR System SQL database upgrade
- Implementation of Web Chat for Customer Services
- IDOX Total Land Charges upgrade to version 10.2 and Public Access to 3.5.

## **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.**

Legal Services – in quarter 3, legal services had 8% more open matters than the same time last year. Legal services successfully defended two Judicial Review claims and successfully defended two Pre-Action Judicial Review claims. RIPA training successfully delivered on 29<sup>th</sup> November 2023.

**Healthy Workplace - the council provides a positive working environment for its staff; it is recognised as an employer of choice with a workforce that is empowered, skilled, diverse and responsive and is proud to work for the council; and it embraces all aspects of equality, diversity and inclusion.**

Succession planning – we implemented a succession planning process to ensure that key posts within the organisation are identified and that measures are put into place to retain existing staff and to train and develop internal candidates so that they are equipped to succeed into those key posts (through appropriate selection process) should the posts become vacant.

Diversity Network Group - we created a “Diversity Network” of employees drawn from teams across the Council. The purpose of the group is to contribute to the work of the Council to the benefit of the organisation and its workforce in respect to issues relating to equality, diversity and inclusion.

Successful tendering exercise – we successfully tendered for the renewal of the contract to supply the Employee Benefits platform and the Employee Assistance Programme (employee support service).

Staff Well@Work e- newsletter - The monthly Staff well@work e-newsletter has covered many topics over the last 3 months, including Stoptober to help staff to quit smoking, monthly healthy recipes, World menopause day, and stress awareness.

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## Report to Overview & Scrutiny Committee

**Subject:** Welcome and Warm Spaces Update

**Date:** 11 March 2024

**Author:** Health Development Officer

### Purpose

To update members of the transition from the warm spaces programme into the wider welcome and warm spaces programme.

### Recommendation

#### That the Overview and Scrutiny committee:

- Notes the report and makes comments as appropriate.

## 1 Background

1.1 Following on from the update provided to Scrutiny in October 2024 this report provides a further update on the warm spaces programme that has now transitioned into the wider welcome and warm spaces initiative. The decision was made to evolve the warm spaces initiative due to the recognition that there is a need for all year-round use; a slightly different name and offering enabling support to residents throughout the year and not just to keep warm during winter, but to help reduce loneliness and social isolation all year round.

### 1.2 Who has signed up?

35 venues/partners signed up to offer services in various settings across the Borough, including some of our venues such as the Richard Herrod Centre and the Bonington Theatre. Several other community groups also offered out their spaces such as Men in Sheds in Carlton, Netherfield Forum and the Salvation Army.

The full list of venues is attached at appendix 1.

### 1.3 **How have the welcome and warm spaces been supported by Gedling Borough Council?**

#### **Gedling Community Hubs and Partners Network**

All of the partners signed up to the welcome and warm spaces initiative have the opportunity to be part of the Community Hubs and Partners Network, where appropriate. The network meets virtually on a quarterly basis and whilst this space isn't specifically about welcome and warm spaces it offers hubs and organisations the chance to share experiences, find out about funding opportunities and to connect with other local organisations.

#### **The Gedling Guide**

All of the welcome and warm spaces have been included in the Gedling Guide. This is an updated version of the winter support booklet, although this was republished during the winter the name has been changed to reflect that the use of the support booklet being used all year round and not just during winter. This was produced and circulated in November 2023.

#### **Health and Wellbeing e-newsletter promotion**

The welcome and warm spaces are also still promoted in the council's monthly health and wellbeing e-newsletter which is sent to roughly 7000 residents and partners. The Council has a dedicated web page where all of the welcome and warm spaces are listed, this link is also shared on a regular basis with wider partners through officer communication channels.

#### **Gedling Community and Voluntary Sector Pride event 2024**

We continue to work closely with our Community Hubs and Partners network to channel opportunities for further welcome and warm spaces, community based service expansion, VCS resilience and opportunities to showcase and promote community based services. A meeting of the Gedling Community Hubs and Partners Network held on 22<sup>nd</sup> February agreed plans for a Voluntary Sector Pride event at the Richard Herrod Centre in Spring, date to be confirmed at time of writing.

The event will include a combination of VCS stallholder information displays, volunteer recruitment workshops and a conference to engage community hubs in a proposed new asset-based Council for Voluntary Services for Gedling.

#### **UKSPF 'Strength In Community' VCS Resilience programme**

The Gedling Asset based Council for Voluntary Services proposal has been commissioned from the UKSPF Strength In Community budget and will be delivered by Nottingham CVS in 2024/2025. This new 'hub and spoke' CVS pilot will enable CVS outreach services to be delivered through a partnership network of community hubs in the Borough, offering the facility of a digital self - service platform and technical assistance to

extend the reach of training, volunteer recruitment. fund finding and constitutional/policy development /financial management information resources to VCS groups on their doorstep.

Alongside the VCS support model, we are providing 2 rounds of VCS Resilience Grant Funding totalling £100k to Gedling Voluntary Groups in 2-23/24 and 2024/25 to enable community partners to extend welcome and warm spaces and other services to those most vulnerable in our communities. Round 1, launched in December 2023, has resulted in 13 successful applications covering rural, urban and suburban areas with great variety of services to key target groups of all ages, and broad coverage of the Borough.

This blended support, coproduction and networking approach provides the best approach to ensure long term sustainability of welcome and warm spaces and other essential community-based services.

#### **1.4 Future of the warm spaces programme**

The Communities team will continue to work with the existing welcome and warm spaces and will also look to support new organisations who wish to become part of the initiative over the next 12 months. The Council will also continue to work with organisations to review and share their experiences and successes, of the welcome and warm space initiative.

#### **2 Proposal**

That the committee note the report and makes comments as appropriate.

#### **3 Alternative options**

The committee could choose not to note the report and give any comments but this would go against their wish to review the programme.

#### **4 Financial implications**

No additional council resources were utilised specifically for the programme – the communities’ team have been and will continue to utilise resources we already have. To confirm, there was no funding from central government or the county council for this project.

#### **5 Legal implications**

None.

#### **6 Equalities implications**

The programme supports people in need of a welcome and warm spaces and helps to combat isolation and loneliness. The programme is available

for all residents of the borough and is not means tested.

**7 Carbon reduction/environmental sustainability implications**

There are no carbon implications as a direct result of this report.

**8 Appendices**

Appendix 1 – Welcome and warm spaces list

**9 Background papers**

None.

**Statutory Officer approval**

**Approved by:**

**Date:**

**On behalf of the Chief Financial Officer**

**Approved by:**

**Date:**

**On behalf of the Monitoring Officer**

## **Appendix 1- Welcome and Warm Spaces**

Age Concern Carlton & District Tearoom.

Arnold Library. An Inspire Culture, Learning Library.

Arnold Methodist Church. Gods Menu Food Club.

Arnold Methodist Church: Mental Health Befriending and Support Group.

Bethesda Community Hall: Netherfield Food Bank and Food Club.

Bestwood Miners Welfare / Welfare Public House & Kitchen which is also part of the Welfare.

Calverton Baptist Church.

Calverton Young People's Centre

Redhill Young People's Centre

Carlton Baptist Church Community Kitchen.

Carlton Community Hub, Community Café and Food Bank. Run by Hope Nottingham.

Daybrook Baptist Church: Arnold Food Bank, Job Club, "Kettles On".

Emmanuel Church and Community Kitchen.

Men in Sheds Carlton.

Men in Sheds Daybrook Age UK.

Netherfield Forum/St Georges Centre.

Parkinson's Support Group.

Phoenix Farm Methodist Church.

Richard Herrod Centre.

Sacred Heart Catholic Church & Community Centre.

St James Church.

St Jude's Church.

St Mark's Church, Woodthorpe.

St Mary's Church and Family Centre.

St Timothy's Church & Community Centre.

St Wilfrid's Church Calverton.

The Ark Advice Centre.

The Core Centre Charity Hub. Food Pantry

The Gleaners Inn.

The Good Shepherd Church

The King's Church, Arnold

The Newstead Centre and Courtyard Café .

The Salvation Army. Café and Craft Connect Club.



## Report to Overview and Scrutiny Committee

**Subject:** Scrutiny work programme

**Date:** 11 March 2024

**Author:** Democratic Services Manager

### 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.

## 1 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
- update on welcome and warm spaces
- update on bee friendly and fireworks policies
- Gedling Plan, performance priorities and projects

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.

## 2 Financial implications

There are no financial implications arising from this report.

**3 Legal implications**

There are no legal implication arising from this report.

**4 Equalities implications**

There are no equality implications arising from this report.

**5 Carbon Reduction/Environmental Sustainability implications**

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

**6 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
11 Mar 24	Councillor Pearson (confirmed)		Q3 performance  Update on welcome and warm spaces		
22 Apr 24	Councillor Wheeler (Confirmed)	Corporate Risk Management Scorecard Quarter 3 23/24  Update on carbon management strategy and action plan	Update on bee friendly and fireworks policy	Update on sewerage review recommendations  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  Review of Gedling Plan and performance priorities/projects	

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