

# Agenda

## Overview and Scrutiny Committee

Date: **Monday 29 July 2024**

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Time: **5.30 pm**

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Place: **Council Chamber**

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For any further information please contact:

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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 22 April 2024.** 5 - 10
- 3 **Declaration of Interests.**
- 4 **Programme of Portfolio Holder Attendance.** 11 - 15  
Report of the Democratic Services Manager.
- 5 **Corporate Risk Management Scorecard Quarter 4 2023/24.** 17 - 38  
Report of The Chief Finance and Section 151 Officer.
- 6 **Q4 (year-end) performance.** 39 - 112  
Report of the Senior Leadership Team.
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- 8 **Any other item which the Chair considers urgent.**

## MINUTES OVERVIEW AND SCRUTINY COMMITTEE

Monday 22 April 2024

Councillor Catherine Pope (Chair)

|                              |                                |
|------------------------------|--------------------------------|
| Councillor David Brocklebank | Councillor Rachael Ellis       |
| Councillor Roy Allan         | Councillor Grahame Pope        |
| Councillor Lorraine Brown    | Councillor Kyle Robinson-Payne |
| Councillor Andrew Dunkin     | Councillor Russell Whiting     |

Apologies for absence: Councillor Roxanne Ellis, Councillor Martin Smith and Councillor Sam Smith

Officers in Attendance: T Adams, M Cryer, B Hopewell and L Juby

### 45 APOLOGIES FOR ABSENCE AND SUBSTITUTION

Apologies for absence were received from Councillors Roxanne Ellis, Martin Smith and Sam Smith.

### 46 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 11 MARCH 2024

Councillor Whiting joined the meeting.

#### RESOLVED:

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

### 47 DECLARATION OF INTERESTS

None.

### 48 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE

Members welcomed Councillor Henry Wheeler, Portfolio Holder for Lifestyles, Health and Wellbeing to the meeting to examine his portfolio. Councillor Wheeler gave an update to members on some key happenings within his portfolio.

Councillor Wheeler delivered a presentation, answering questions received in advance of the meeting and updating Members on the various areas of responsibility within his portfolio. He gave the following updates:

Attendance across Gedling leisure centres had grown steady over the last few years and targets for 2023-2024 were surpassed by 93,000. It was noted that Annual attendance had been higher than the pre-Covid levels by 21,200. DNA and Swim School memberships had also surpassed pre-Covid levels.

The falls prevention programme delivered by qualified instructors in Gedling had been shortlisted in the Prevention category of the Nottingham and Nottinghamshire Integrated Care System Health and Care Awards 2023. It was noted that the programme had been running for over 12 months with participants noticing improvements in their strength, balance and social confidence.

Food clubs and pantries had been set up across the Borough to improve resident's access to affordable nutritious food, whilst reducing food waste. Individuals and families could become a member of their local food club for £1 a year. The clubs and pantries operate at the following sites across the borough:

- Calverton CORE Centre Food Pantry Club
- Carlton Community Hub Food Club
- Newstead Village Food Pantry
- Netherfield Food Club
- Arnold Methodist Church

In 2022, Killisick had been selected as one of four areas across Nottingham and Nottinghamshire to deliver an NHSEi pilot project which aimed to promote healthy and happy communities. It was noted that engagement had led to co-produced interventions based on community feedback which included a breakfast club during school holidays, a friendship group reducing loneliness and social isolation and afterschool clubs which were sustained by the local community.

Councillor Wheeler reported that attendance at The Bonnington Theatre had exceeded the target set for 2023/24 with 47,500 attendances compared with 40,200 in 2022/23.

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

Members asked whether the council recorded data on how often those with memberships had attended the leisure centres.

The Head of Leisure and Communities explained that although the Council did not record attendance data, it did record and monitor membership retention rates which provided an indication of how many active members there were for a given period of time.

Members queried the ways in which leisure centre attendees could provide feedback and asked whether the Gedling leisure app offered such a feature.

The Head of Leisure and Communities explained that although regular surveys are conducted to seek feedback, the app does not currently offer a feedback feature. It was noted however that the app received regular development and that such a feature could be considered.

Members queried the ways in which Gedling Borough Council (GBC) currently engaged in social prescribing initiatives, and what non-clinical services the council provided or supported that were accessible through those schemes.

Councillor Wheeler explained that social prescribing is largely the work of the Communities and Leisure Service Area. It was noted that there were a range of physical activity options both within Leisure Centres and within the community that offer non-clinical support for people with health conditions. Leisure centres work with health professionals to raise awareness of activities which patients could be signposted to. The communities team facilitates and supports activities from falls prevention classes and green social prescribing, to walking groups across the Borough to which vulnerable people could access and be signposted to.

Members asked how GBC collaborates with the NHS and the voluntary sector, ensuring joint ownership and involvement in social prescribing programs. Councillor Wheeler was also asked to elaborate on the strategies GBC employs, ensuring that the voluntary sector had been adequately prepared to handle the anticipated increase in referrals resulting from Social Prescribing initiatives.

Councillor Wheeler explained that NHS Social Prescribing is commissioned by the local Primary Care Networks which form a part of the Integrated Care System (ICS) with strategic oversight being undertaken by the South Nottinghamshire Placed Based Partnership (PBP). The Council played a key role within the PBP over a four-year period developing the voluntary sector and community development support for social prescribing. It was noted that additional funding had been allocated by both the ICS through its Health Innovation Fund and by Public Health through its PBP fund to support the community development programme.

Members asked how soon the delivery of the Heartbeat scheme would resume.

The Head of Leisure and Communities informed members that recruitment to the role was ongoing and noted that there had been some challenges to recruit to the post.

**RESOLVED:**

To thank Councillor Wheeler for the information provided.

**49                    PROGRESS REPORT ON CARBON MANAGEMENT STRATEGY**

The Head of Environment introduced a report, which had been circulated in advance of the meeting, updating Members on the progress of the Carbon Management Strategy and Action Plan.

Members queried whether there were more actions that the Council could take to reduce the use of carbon emitting fuels by taxi vehicles within the borough.

The Head of Environment agreed that this was something the council could consider looking at and potentially make some recommendations to help reduce their carbon emissions. Members noted that increased infrastructure within the borough such as charging stations would also make such reductions more feasible.

Members commended the tree planting figures and asked whether the council had been successful in identifying land to plant more significant numbers of trees going forward.

The Head of Environment informed Members that the council would be appointing an ecology officer in due course to identify areas in which biodiversity could be improved and work alongside the planning department and private landowners to further improve biodiversity.

Members queried what the most difficult challenges were with regards to reaching its net zero targets.

The Head of Environment highlighted that decarbonising the Councils property portfolio would be the most difficult challenge to the council, explaining that a lot of the buildings were old and not energy efficient.

**RESOLVED:**

To note the report.

**50                    UPDATE ON BEE FRIENDLY POLICY**

The Head of Environment introduced a report, which had been circulated in advance of the meeting, updating Members on the application of the Council's Bee Friendly Pollinator policy and the actions taken to stop the decline of bee and pollinating insect populations.

Members queried whether the Council could liaise with various local housing organisations such as Nottingham City Homes to potentially use some of their green spaces as wildflower meadows within local neighbourhoods.



The Head of Environment agreed that working with partner organisations with green spaces could be something that the council could incorporate into their Bee Friendly policy.

Members queried how well the Council monitors the effects of the Bee Friendly policy and whether an increase in pollinating insect populations had been noted. Members also asked whether the Council liaises with organisations such as the Wildlife Trust on insect populations.

The Head of Environment confirmed that the Council does work with various organisations and the Wildlife Trust had conducted insect monitoring exercises on Gedling Country Park and other locations across the borough.

Members queried whether the Council would liaise with Parish Councils to plant more wildflower meadows in their local neighbourhoods.

The Head of Environment said he would welcome a conversation with Parish Councils to plant wildflower meadows.

**RESOVLED:**

To note the report.

**51 UPDATE REPORT ON THE QUIET FIREWORK POLICY**

The Head of Environment introduced a report, which had been circulated in advance of the meeting, updating Members on the application of the Council's Quiet Fireworks policy in relation to firework displays held on Council owned land.

Members queried whether the Council had liaised with other neighbouring authorities noting that fireworks over their borders might still affect residents within the borough.

The Head of Environment confirmed that various neighbouring authorities had also adopted a similar quiet fireworks policy.

**RESOLVED:**

To note the report.

**52 QUARTER 3 RISK SCORECARD**

The Head of Finance and I.C.T introduced a report, 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.

Members queried which teams within the council had been training their own staff to mitigate against the lack of applicants to recent vacancies.

The Head of Finance and I.C.T noted that this had been happening and highlighted some recently employed trainees within the Legal and Finance departments.

Members asked if the Council held data on whether roles offering hybrid positions received more applicants compared to roles which were less agile.

The Head of Finance and I.C.T explained that the majority of office-based roles were now hybrid positions but noted that employees did have the option to work in the office full time if desired. It was noted that the HR department could provide further data on this.

**RESOLVED:**

To note the report.

**53 SCRUTINY WORK PROGRAMME**

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

Members highlighted an increase in section 21 notices within their wards, asking whether a report could be brought before the committee, allowing the Council's Housing department to provide further insight on how their systems were coping with the rising evictions.

**RESOLVED:**

To note the report.

**54 ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT**

None.

The meeting finished at 7.45 pm

Signed by Chair:  
Date:



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

**Subject:** Programme of portfolio holder attendance

**Date:** 29 July 2024

**Author:** Democratic Services Manager

### **Purpose**

To consider the area of responsibility of Councillor David Ellis, Portfolio Holder for Public Protection 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 David Ellis, Portfolio Holder for Public Protection is attending the committee to give members the opportunity to examine his areas of responsibility which includes the below:

Councillor David Ellis

- Community protection, crime reduction and safeguarding.
- Modern slavery and hate crime.
- Food hygiene.
- Health and safety regulation.
- Private sector housing and selective licensing.
- Environmental prosecutions and enforcement.

The report detailing performance indicators for quarter 4 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 4/Year End 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 |   |               |   |               |

### Community

|   |             |                             |     |                         |   |      |                         |   |   |
|---|-------------|-----------------------------|-----|-------------------------|---|------|-------------------------|---|---|
| COMi8 Number of successful fly tipping and duty of care prosecutions      | Environment | Public Protection Portfolio | 5   | Tracking Indicator Only |    | 19   | Tracking Indicator Only |    |    |
| LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served | Environment | Public Protection Portfolio | 12  | Tracking Indicator Only |  | 49   | Tracking Indicator Only |  |  |
| LI133 Number of fly tipping incidents reported to                         | Environment | Public Protection Portfolio | 395 | Tracking Indicator Only |  | 1320 | Tracking Indicator Only |  |  |

|  |             |                             |        |                         |   |        |                         |   |   |  |
|--|-------------|-----------------------------|--------|-------------------------|---|--------|-------------------------|---|---|--|
| Gedling Borough Council  |             |                             |        |                         |   |        |                         |   |   |  |
| LI276<br>Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme | Environment | Public Protection Portfolio | 96%    | 95%                     |    | 96%    | 95%                     |    |    |  |
| LI346<br>Percentage of fly tipping incidents removed within 10 working days                    | Environment | Public Protection Portfolio | 98.23% | 98%                     |    | 98.18% | 98%                     |    |    |  |
| LI076 Level of All Crime across Gedling Borough rate per 1000 population                       | Environment | Public Protection Portfolio | 12.42  | Tracking Indicator Only |    | 13.35  | Tracking Indicator Only |    |    |  |
| LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)     | Environment | Public Protection Portfolio | 2.72   | Tracking Indicator Only |  | 3.73   | Tracking Indicator Only |  |  |  |

|   |             |                             |    |   |   |    |    |   |   |
|---|-------------|-----------------------------|----|---|---|----|----|---|---|
| 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 Portfolio | 18 | 5 |  | 87 | 20 |  |  |
|---|-------------|-----------------------------|----|---|---|----|----|---|---|

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## Report to Overview and Scrutiny Committee

**Subject:** Corporate Risk Management Scorecard Quarter 4 2023/24

**Date:** 29 July 2024

**Author:** Chief Finance and Section 151 Officer

### 1. Purpose of the Report

To update members of the Overview and Scrutiny Committee on the current level of assurance that can be provided against each corporate risk.

#### **Recommendations:**

##### **That Members:**

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

### 2. Background

The current Risk Management Strategy & Framework was last considered and approved by the Cabinet in October 2017. A new Risk Management Framework which includes a strategy, policy, risk appetite statement and a risk management toolkit was approved and adopted at Cabinet on 28 March 2024. The new processes will be implemented for Quarter 2 2024/25, with Quarter 1 following the current process.

As part of the new Risk Management Strategy, a process review of internal risk management and risk registers has been undertaken with a view to making the system and reporting of risks more automated. A system has been procured and the transition of risks to the new risk matrix is currently underway.

The purpose of the Strategy and Framework is to define how risks are managed by the Council. It provides guidance on the processes, procedures, roles and responsibilities for risk, and it sets out the context on how risks are to be managed. It defines the key role for the Committee as providing independent assurance to the Council with regard to the effectiveness of the risk management framework and the associated control environment. This

includes the monitoring of the framework and ensuring the implementation of all audit actions.

The Corporate Risk Register is a key enabler of the Strategy and Framework and provides assurance on the key risks identified as corporate risks.

Existing risks identified within both the Council's corporate and operational service risk registers are subject to quarterly review by senior management and on an ongoing basis through the work of Internal Audit.

### **3. Corporate Risk Register**

This approach has meant that some of the risks included within the Corporate Risk Register have been set at a relatively high score with the expectation that as mitigation measures are properly recorded or actions taken, then these risks should start to improve over the coming months. This is not to say that all risks will return to 'green', as mitigation measures can only go so far, and some risks may always be inherently 'red' or 'amber' as the score reflects the potential impact on the Council and the likelihood of that event occurring.

The Corporate Risk Register and supporting comments as at the end of March 2024 are appended to this report, and this includes a summary of all control gaps identified on the Council's Corporate Risk Register at quarter 4.

### **4. Financial Implications**

None arising directly from this report.

### **5. Legal Implications**

None arising directly from this report.

### **6. Equalities Implications**

None arising directly from this report.

### **7. Carbon Reduction/Environmental Sustainability Implications**

None arising directly from this report.

### **8. Appendices**

Appendix 1 - Corporate Risk Register Monitoring – Quarter 4, period ending 31 March 2024

Appendix 2 - Risk Management Scoring Matrix

Appendix 3 – Risk Definitions

**Statutory Officer Approval**


**Approved by: Chief Financial Officer**


**Date:**


**Approved by: Monitoring Officer**

**Date:**

## Appendix 1 - Corporate Risk Register Monitoring – Quarter 1 – Period Ending 31 March 2024

|   |  |
|---|--|
| 1 | <p><b>FAILURE TO PREVENT BUDGET OVERHEATING ONCE THE BUDGET HAS BEEN SET</b></p> <p><b>Owner:</b> Head of Finance &amp; ICT</p> <p><b>Current Risk:</b> GREEN B2, low likelihood / minor impact</p> <p><b>Direction of Travel:</b> 22/23 Q1 D3; Q2 D3; Q3 B3; Q4 B1.<br/>23/24 Q1 B1; Q2 B1; Q3 B2; Q4; B2 </p> <p><b>Definition:</b></p> <p><i>Shorter term implications of overspending budgets or not collecting as much income as forecasted. This can cause adverse impact on Council balances.</i></p> <p><b>Key Risk Driver:</b> Financial Impact</p> <p><b>Raw Risk:</b> RED E3, very high likelihood / serious impact (£50k - £500k)</p> <p><b>Commentary:</b></p> <p>Budget monitoring reports are presented to Cabinet on a quarterly basis, and reflect a review of current year budgets and spend to date. They also recognise any trends (both underspends and overspends) as reported in the year-end outturn report.</p> <p><u>Actions completed to quarter 4:</u></p> <ul style="list-style-type: none"> <li>• Quarter 1 budget monitoring report was presented to Cabinet on 7<sup>th</sup> September 2023. This reported a forecast NIL variance at year end.</li> <li>• Quarter 2 budget monitoring was reported to Cabinet on 9 November 2023 this reported an overall underspend, however there were significant departmental overspends identified which if not controlled could change the overall position at Quarter 3 and therefore increase the risk.</li> <li>• Quarter 3 budget monitoring report was reported to Cabinet on 31 January 2024, whilst it showed a balanced budget position, some significant overspends have been identified in some service areas which have been addressed with appropriate heads of service. The overspends can be offset with additional income and savings</li> </ul> |
|---|--|

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|   | <p>from other service areas thus maintaining a balanced budget position.</p> <ul style="list-style-type: none"> <li>• Outturn for 2023/24 achieved an overall underspend of £107,875 however there were some significant overspends in the Environment Department of £1.3m, predominately in Waste Services and Fleet. Whilst the overspend has been covered by underspends in other areas it has meant that this money was not added to the general fund reserve and will have an impact on the Councils Medium Term Financial Plan. For this reason the risk has remains at an increased level which was reported at Quarter 3.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Zero based budget exercises are being planned for the PASC &amp; Waste and will commence for the 2025/26 budget. More in depth budget monitoring will be undertaken in 2024/25 and budget managers have been informed of increase scrutiny around budget monitoring.</li> </ul>  |
| 2 | <p><b>FAILURE TO MAINTAIN FINANCIAL INTEGRITY</b></p> <p><b>Owner: Head of Finance and IT</b></p> <p><b>Current Risk: RED E4, very high likelihood / major impact £500k to £1m</b></p> <p><b>Direction of Travel: 22/23 Q1 E4; Q2 E4; Q3 E4; Q4 E4.<br/>23/24 Q1 E4; Q2 E4; Q3 E4; Q4 E4</b> </p> <p><b>Definition:</b></p> <p><i>Affecting the ability of the Council to meet its financial commitments in the longer term.</i></p> <p><b>Key Risk Driver:</b> Financial Impact</p> <p><b>Raw Risk Value:</b> RED E5, very high likelihood / critical impact (£1M+)</p> <p><b>Commentary:</b></p> <p>The preparation of a balanced budget is a fundamental requirement placed on all local authorities, and this can only be achieved by the control of expenditure and the maintenance or improvement in income. The main financial risk issue continues to be the delivery of the ongoing £3,558,900 efficiency target against a backdrop of pay rises,</p> |

|   |  |
|---|--|
|   | <p>fuel and energy price increases, and national pressures around the future of local government funding.</p> <p><u>Actions completed to quarter 4:</u></p> <ul style="list-style-type: none"> <li>• The Medium-Term Financial Plan was presented to Council on 6 March 2024 as part of the 2024/25 General Fund Revenue Budget report. It set a future efficiency target of £3,558,900 with £833,700 identified and approved for delivery, with a further £500,000 expected from efficiencies identified through digital transformation. The remaining £2,225,200 have been partially identified but are in the early days of development. Plans will be worked up into viable proposals and presented during 2024/25.</li> <li>• Proposed Efficiencies were agreed by Portfolio Holder for delivery in 2024/25, 2025/26 and 2026/27.</li> <li>• Completion of additional Internal Audit work required on main financial systems in response to the alleged fraud in 2022, and ongoing liaison with External Audit.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Development of a Procurement and Contract Management Strategy to ensure value for money in purchasing. This will reflect the recommendations arising from the internal audit reviews of both Contract Management and Procurement. It will also need to reflect changes arising from the new UK Procurement Act. TARGET DATE: August 2024.</li> <li>• Development and implementation of a Charging Strategy to maximise current income streams and identify new income opportunities in accordance with all relevant statutory and corporate requirements. TARGET DATE: August 2024.</li> </ul> |
| 3 | <p><b>FAILURE TO PROTECT STAFF, INCLUDING HEALTH &amp; SAFETY ISSUES</b></p> <p><b>Owner: Corporate Director</b></p> <p><b>Current Risk: AMBER B3, significant likelihood / serious impact</b></p> <p><b>Direction of Travel: 22/23 Q1 B3; Q2 B3; Q3 C3; Q4 C3<br/>23/24 Q1 C3; Q2 C3; Q3 C3; Q4; Q4 B3</b></p> <p><b>Definition:</b></p>   |

*Ineffective systems, processes and equipment that can present danger to individuals or groups of employees.*

**Key Risk Driver:** Health & Safety

**Raw Risk Value:** RED D4, high likelihood / major impact (loss of life / major illness)

**Commentary:**

All staff should feel safe at work and be protected against all dangers wherever possible.

Actions completed to quarter 4:

- The rollout of the new Civic centre emergency evacuation procedure was implemented in quarter 3, with one test completed and more carried out for quarter 4.
- Health and Safety internal audit was completed in quarter 3 with an overall moderate assurance, there were some actions around risk management with training highlighted. Resourcing improved in quarter 4 as the Health & Safety Officer returned from maternity leave.
- Inspections were conducted as planned and are going well.
- A 5-year health & Safety training plan has been completed and is awaiting budget approval, with courses being undertaken for the current year as per the plan.
- A new occupational health contract is in place which is monitored monthly by the Health & Safety advisor, this included agency staff.
- Reactech has been implemented and is providing better control for monitoring HAVS.

Actions outstanding:

- To continue with the programme of health and safety inspections to determine the corporate-wide risk position and ensure the delivery of mitigation actions to address identified risks. TARGET DATE: April 2025.
- Review of lone worker devices and procurement of solution. TARGET DATE September 2024.
- Thorough review of Risk Assessments In the Environment Department TARGET DATE September 2024.

4

**FAILURE TO RECRUIT AND RETAIN STAFF, AND MAINTAINING INTERNAL CAPACITY**

**Owner: Head of HR, Performance & Service Planning**

**Current Risk: AMBER C3, significant likelihood / serious impact**

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



**Definition:**

*Associated with the particular nature of each profession, internal protocols, managerial abilities, and sickness levels.*

**Key Risk Driver:** Service Provision

**Raw Risk Value:** AMBER C3, significant likelihood / serious impact (significant elements of a service suspended / reduced)


**Commentary:**

Like nearly all councils, Gedling is experiencing difficulties with recruitment, particularly with professional roles such as planning and finance. Uncertainty also still remains in the future if, for example, funding reductions impact upon the Council's ability to deliver public services.

Actions completed to quarter 4:

- Pentana is now more actively used by officers to manage projects, risks, audit recommendations, carbon management actions, equality actions which will provide an indicator where officers are struggling to deliver due to capacity issues.
- Discussions have been had within Corporate Management Team to share experience and ideas for improving recruitment and retention, some teams have adopted "grow your own" approach and in some areas career grading has been used to attract candidates successfully.
- HR have met with comms to look at the recruitment page and individual recruitment campaigns to try and attract candidates.
- Staff survey was launched with all staff with results to be fed to Heads of Service to develop action plans for their services to improve on areas where staff have identified issues.
- A new Workforce Strategy was prepared and approved in quarter 4 which set out actions for improvement.
- High internal audit finding - there were low completion rates of Performance Development Reviews (PDR) in 2022/23 which impacts the Council's ability to fully review the skills base of all staff and ensure staff have the necessary skills and tools - including training - to undertake their roles, deliver to expected standards and ensure future development opportunities. A new programme of PDRs was promoted and undertaken for 2023/24, whilst there are some areas that still have low completion rates,



|   |   |
|---|---|
|   | <p>there has been a much-improved position across most of the Council.</p> <ul style="list-style-type: none"> <li>• Continue the review of agile working arrangements currently in place, forming a view on future work needs and requirements, and determining a strategy that will have a positive impact on recruitment and retention of staff. A review of the use of office and desk space / patterns of working within the Civic Centre has been completed.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Continue to monitor the national review of the impact of the national living wage on local government pay scales and assess the impact for Gedling. TARGET DATE: n/a.</li> <li>• Investigate opportunities for the introduction of apprenticeships in areas experiencing particular recruitment issues. TARGET DATE September 2024.</li> <li>• Continue to work with the universities to facilitate the Supported Intern Placement Programme. TARGET DATE: n/a.</li> <li>• Review recruitment options, including a refresh of the website recruitment pages, and which enhances the Council's offer in terms of flexible working and accessibility. TARGET DATE: September 2024.</li> <li>• To monitor the impact of workforce capacity on delivery of the Gedling Plan and compliance with governance requirements by identifying practical measures to reduce the pressure within teams and the fragility of some services. TARGET DATE: September 2024.</li> <li>• Senior Management Restructure in underway to increase capacity at senior level.</li> </ul> |
| 5 | <p><b>FAILURE TO PROPERLY UTILISE EXISTING ICT, REACT TO TECHNOLOGY CHANGES, AND PREVENT DATA LOSS</b></p> <p><b>Owner: Head of Finance &amp; IT</b></p> <p><b>Current Risk: Red D3, high likelihood / serious impact</b></p> <p><b>Direction of Travel: 22/23 Q1 C3; Q2 C3; Q3 C3; Q4 C3.<br/>23/24 Q1 C3; Q2 C3; Q3 D3; Q4 D3</b></p>    |

**Definition:**

*The capacity of the Council to deal with the pace / scale of technological change, or its ability to use technology to address changing demands. Challenges over the security, storage and retention of both electronic and manual records, and data.*

**Key Risk Driver:** Objectives

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

**Commentary:**


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


**Actions completed to quarter 4:**

- SLT received the findings of the external review of the ICT service, evaluating current service provision and resourcing (baseline review).
- Emergency Response Plan for cyber security incidents approved by SLT.
- An external consultant Change Network was procured to prepare an IT Strategy, road map and target operating model for ICT, this was completed in January 2024. The Strategy has identified some weaknesses in the ICT which are currently being addressed as part of the road map.
- Information Security Policy was reviewed and approved by Cabinet on 7 September 2023.
- Completion of the ICT Strategy and other outputs from Change Network working with the Digital Transformation team. The Digital, Data and Technology Strategy was approved by cabinet in March 2024.
- Senior Management Restructure has put in place a Transformation Director part of which is focussed around ensure the Councils ICT infrastructure is fit for purpose. This is supported by an Assistant Director for Digital transformation.



**Actions outstanding:**

- Deliver of year 1 of the Digital, Data & Technology Roadmap.

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Recruitment of an Assistant Director of ICT TARGET DATE July 2024.</li> <li>• Recruitment of additional ICT posts to deliver the Strategy. TARGET DATE September – December 2024.</li> <li>• Interim Resource for Cyber Risk TARGET DATE July 2024</li> </ul>  |
| 6 | <p><b>FAILURE TO PROTECT &amp; UTILISE PHYSICAL ASSETS</b></p> <p><b>Owner: Head of Regeneration &amp; Welfare</b> </p> <p><b>Current Risk: RED C4, significant likelihood / major impact</b></p> <p><b>Direction of Travel: 22/23 Q1 C3; Q2 C3; Q3 C3; Q4 C3.<br/>23/24 Q1 C3; Q2 C4; Q3; C4; Q4 C4</b></p> <p><b>Definition:</b></p> <p><i>Buildings that are fit for purpose, safe, secure, and meet legislative requirements for fire, asbestos, and water-testing. Land, buildings and other assets to be recorded on a database.</i></p> <p><b>Key Risk Driver:</b> Health &amp; Safety</p> <p><b>Raw Risk Value:</b> RED D4, high likelihood / major impact (loss of life / major illness)</p> <p><b>Commentary:</b></p> <p>The Council owns and manages a number of buildings and it is important that these are all checked on a regular basis and maintained through an up-to-date Asset Management Plan and Strategy. In addition the Council has some management/maintenance responsibility for joint use buildings such as Leisure Centres which are important assets in delivering the Leisure function. The risk in this area has increased due to some issues at Carlton Forum leisure centre drainage. The risk is being managed but the Council is working with the County Council to mitigate risk in the longer term.</p> <p><u>Actions completed to quarter 4:</u></p> <ul style="list-style-type: none"> <li>• General condition surveys are now in place for the majority of the main operational estate.</li> <li>• A new compliance regime has been introduced for all Council assets (fire, asbestos, water testing).</li> </ul> |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Some toilets have been closed at Carlton Forum Leisure Centre to address the current drainage issues. Proposed maintenance works are being carried out in the school holidays. There is still a query around the joint use agreement responsibilities for this work.</li> <li>• Asset Management surveys are being hindered by lack of an integrated asset management system, with asset details held on multiple spreadsheets and folders.</li> <li>• Compliance management arrangements have been introduced across pavilions and community centres and conditions surveys being introduced in 2024/25.</li> <li>• Budget has been approved to carry out outstanding Condition surveys in 2024/25. All compliance checks have now been transferred to property services in line with a corporate landlord approach.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Cyclical update of property condition surveys, starting with those about to expire e.g. pavilions. TARGET DATE: to commence in March 2024.</li> <li>• Produce a new Property Asset Management Plan. TARGET DATE: September 2024.</li> <li>• Review the suitability of Council-owned temporary accommodation and establish a short and long term maintenance programme. TARGET DATE: July 2024.</li> </ul> |
| 7 | <p><b>FAILURE TO REACT TO CHANGES IN LEGISLATION</b></p> <p><b>Owner: Corporate Director</b></p> <p><b>Current Risk: AMBER C3, significant likelihood / serious impact</b></p> <p><b>Direction of Travel: 22/23 Q1 C3; Q2 C3; Q3 C3; Q4 C3.<br/>23/24 Q1 C3; Q2 D3; Q3 D3; Q4 C3</b></p> <p><b>Definition:</b></p>   |

|   |  |
|---|--|
|   | <p><i>Associated with current or potential changes in national or European law which can lead to possible breaches of legislation. Assessing the wider implications of new legislation on both the Council and its residents.</i></p> <p><b>Key Risk Driver:</b> Financial Impact</p> <p><b>Raw Risk Value:</b> RED D4, high likelihood / major impact (£500k - £1m)</p> <p><b>Commentary:</b></p> <p>Legislation changes are progressed through parliament and can ultimately affect any Council service. A watching brief on their progression from Bills to Acts is therefore essential. The risk in this area increased in quarter 2 following the introduction of mandatory qualification requirements for Building Control officers which must be obtained before 1<sup>st</sup> April 2024. This is impacting the current workforce and will impact on the ability to deliver the statutory building control function if qualification is not completed.</p> <p><u>Actions completed to quarter 4:</u></p> <ul style="list-style-type: none"> <li>• Building Control staff are being supported through the qualification this action is ongoing. One member of staff is fully qualified.</li> <li>• A contract to carry out Building Control Inspections has been entered into with Erewash Borough Council for a period of 6 months, therefore the risk has been reduced but still needs to be monitored.</li> <li>• Draft Procurement rules have been written and additional resource has been secured to progress the procurement strategy.</li> <li>• Officers are undertaking in-depth procurement training.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• New waste reforms were announced by government on 23 October 2023 to improve and simplify the approach to waste collections in England, such as the introduction of a free weekly food waste collection, a plan for implementation of simpler recycling and food collection is currently underway. TARGET DATE: September 2024</li> <li>• Changes to the procurement act are expected to come into force in October 2024.</li> </ul> |
| 8 | <p><b>FAILURE OF CONTRACTORS OR PARTNERSHIP ARRANGEMENTS – CONTRACTUAL BREACHES</b></p> <p><b>Owner: Head of Finance &amp; IT</b></p>  |

|   |  |
|---|--|
|   | <p><b>Current Risk: AMBER C3, significant likelihood / serious impact</b></p> <p><b>Direction of Travel: 22/23 Q1 B3; Q2 B3; Q3 C3; Q4 C3.<br/>23/24 Q1 C3; Q2 C3; Q3 C3; Q4 C3</b> </p> <p><b>Definition:</b></p> <p><i>Associated with the failure of contractors and partnership arrangements to deliver services or products to the agreed cost and specification.</i></p> <p><b>Key Risk Driver:</b> Financial Impact</p> <p><b>Raw Risk Value:</b> RED D3, high likelihood / serious impact (£50k - £500k)</p> <p><b>Commentary:</b></p> <p>This risk focusses on perceived weaknesses in the procurement and contract management processes.</p> <p><u>Actions completed to quarter 4:</u></p> <ul style="list-style-type: none"> <li>• The implementation of some actions resulting from the Contract Management and Procurement internal audits.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Implementation of the new Contract Register and Contract Management module as part of the Intend procurement system. TARGET DATE: September 2024.</li> <li>• Review indemnity clauses in terms and conditions for new contracts to ensure that they reflect the Council's risk appetite. TARGET DATE: July 2024.</li> </ul> |
| 9 | <p><b>INABILITY TO DEFEND ONE-OFF CHALLENGES TO A COUNCIL DECISION OR NEW COMPENSATION TREND EMERGES</b></p> <p><b>Owner: Corporate Director</b> </p> <p><b>Current Risk: GREEN A3, very low likelihood / serious impact</b></p> <p><b>Direction of Travel: 22/23 Q1 A3; Q2 A3; Q3 A3; Q4 A3.</b></p>   |

23/24 Q1 A3; Q2 A3; Q3 A3; Q4 A3

**Definition:**

*Councils are increasingly vulnerable to judicial reviews and new compensation claims.*

**Key Risk Driver:** Financial Impact

**Raw Risk Value:** RED E3, very high likelihood / serious impact (£50k - £500k)

**Commentary:**

These may arise as a result of a national policy change, Council decision, or lack of action.

Actions completed to quarter 4:

- As reported to Environment and Licencing Committee in January 2023, some taxi licensing fees were overcharged, and a process of refunds is now operational. A new methodology for calculating the fees has been developed to ensure there will be no reoccurrence going forward.
- No Change in risk, no specific threats identified and there is adequate resource in legal services to support any potential challenges.
- Successful recruitment of vacant post in legal services.

Actions outstanding:

- National interest around “employment status” and “worker rights” continues to develop. We need to complete the work on assessing the employment status of individuals working for the Council to ensure that legislative and corporate requirements are met. TARGET DATE: n/a.

10

**FAILURE TO MAINTAIN SERVICE STANDARDS, CUSTOMER SATISFACTION, AND/OR MEET CUSTOMER EXPECTATIONS**

**Owner:** Corporate Director

**Current Risk:** GREEN B1, low likelihood / negligible impact

**Direction of Travel:** 22/23 Q1 B1; Q2 B1; Q3 B1; Q4 B1.  
23/24 Q1 B1; Q2 B1; Q3 B1; Q4 B1



**Definition:**

*Related to channel shift to more digital on-line services but retaining the availability of face-to-face services. Affecting the competitiveness of the service (in terms of cost or quality) and/or its ability to deliver best value.*

**Key Risk Driver:** Reputation

**Raw Risk Value:** RED D4, high likelihood / major impact (adverse national publicity)

**Commentary:**

This risk refers to deliver of service to the customer and ensuring equal access for all.

Actions completed to quarter 4:

- Monitoring of complaints in terms of number, underlying reasons and other trends is continuing.
- A new Customer Services Strategy to improve customer engagement and ensure customer service standards are maintained has been developed and approved.
- Customer Services Outreach centre in Bestwood was launched.
- Webchat now launched.
- The senior management restructure has introduced a new role of Assistant Director for Customer Experience.

Actions outstanding:

- Continue to monitor and respond as necessary to the impact upon the Council of potential staffing capacity issues in key areas. TARGET DATE: n/a.
- Workshop are planned with waste & Customer services staff to improve processes for waste collection, ad reduce complaints. TARGET DATE August 2024.



11

**FAILURE TO PREVENT DAMAGE TO THE COUNCIL'S REPUTATION**

**Owner: Chief Executive**

**Current Risk: GREEN B2, Low likelihood / minor impact**

**Direction of Travel: 22/23 Q1 B2; Q2 B2; Q3 B2; Q4 B2.  
23/24 Q1 B2; Q2 B2; Q3 B2; Q4 B2**



**Definition:**

*Related to the Council's reaction to a specific event or issue, or generally a downturn in quality of service.*

**Key Risk Driver:** Reputation

**Raw Risk Value:** RED D4, high likelihood / major impact (adverse national publicity)


**Commentary:**


The failure to effectively manage and control corporate risks as set out in this report would have a detrimental impact on the reputation of the Council. In recent months we have seen several councils issue warnings around finances, and for Gedling this continues to be our highest risk score. One of the major risks for all local authorities is to not meet their promises made in achieving climate change. For Gedling we aim to be carbon neutral by 2030.

Actions completed to quarter 4:

- The Council has numerous actions for delivery as part of the Carbon Management Strategy Action Plan and work has continued on these.
- The Corporate Environment Group has met to monitor delivery of carbon management actions.
- Senior Management restructure has been completed.
- A communication plan has been prepared to deal with the impending Fraud prosecution which was identified in 2022.

Actions outstanding:

|    |  |
|----|--|
|    | <ul style="list-style-type: none"> <li>Individual officers, as well as the Corporate Environment Group, to continue to deliver actions as part of the Carbon Management Strategy Action Plan. TARGET DATE: n/a.</li> </ul>   |
| 12 | <p><b>FAILURE TO REACT TO AN ENVIRONMENTAL INCIDENT OR MALICIOUS ACT</b></p> <p><b>Owner: Corporate Director</b></p> <p><b>Current Risk: AMBER C3, significant likelihood / serious impact</b></p> <p><b>Direction of Travel: 22/23 Q1 B1; Q2 B3; Q3 C3; Q4 C3.<br/>23/24 Q1 C3; Q2 C3; Q3 C3; Q4 C3</b> </p> <p><b>Definition:</b></p> <p><i>Council reaction to a natural occurrence e.g. widespread flooding, or other events such as fire and explosions.</i></p> <p><b>Key Risk Driver:</b> Reputation</p> <p><b>Raw Risk Value:</b> RED D4, high likelihood / major impact (adverse national publicity)</p> <p><b>Commentary:</b></p> <p>Climate change is expected to require businesses (including Councils) and individuals to adapt their behaviour to reduce the potential of extreme weather events and other risks to public health. This risk also covers preparing for any potential malicious act.</p> <p>During October the Council mobilised a response to the impacts of Storm Babet and its subsequent recovery actions. The Council is now taking a significant role in inspecting properties and facilitating recovery and improvement payments to local residents and businesses.</p> <p>There was a high internal audit finding in relation to Business Continuity Plans “<i>The Council’s BIAs are out of date, of varying quality and the template does not adequately cover business continuity planning, although the Council are currently refreshing these.</i>” Actions commenced in quarter 2 to address this.</p> <p><u>Actions completed to quarter 4:</u></p> <ul style="list-style-type: none"> <li>Reviewing out of hours emergency support at senior level, following proposed changes to LRF.</li> </ul> |

|    |   |
|----|---|
|    | <ul style="list-style-type: none"> <li>• A Business Continuity consultant was engaged to address gaps in the service and corporate plan, with completion expected in Quarter 1.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• Maintain a watching brief on the requirements of Martyn’s law (protection for the public from terrorism at public venues). TARGET DATE: n/a.</li> <li>• Review of Emergency Plan TARGET DATE December 2024</li> </ul>  |
| 13 | <p><b>FAILURE TO REACT TO SOCIO-ECONOMIC TRENDS</b></p> <p><b>Owner: Chief Executive</b></p> <p><b>Current Risk: GREEN B2, low likelihood / minor impact</b></p> <p><b>Direction of Travel: 22/23 Q1 B2; Q2 B2; Q3 B2; Q4 B2.<br/>23/24 Q1 B2; Q2 B2; Q3 B2; Q4 B2</b> </p> <p><b>Definition:</b></p> <p><i>Relating to the effects of changes in demographic, residential, or socio-economic trends on the Council’s ability to meet its objectives.</i></p> <p><b>Key Risk Driver:</b> Reputation</p> <p><b>Raw Risk Value:</b> RED D3, high likelihood / serious impact (adverse regional publicity)</p> <p><b>Commentary:</b></p> <p>This risk relates to the long- term view and horizon scanning of potential changes required and modes of delivery for our services.</p> <p><u>Actions completed to quarter 4:</u></p> <ul style="list-style-type: none"> <li>• Service Planning for 2024/25 has been completed with a focus on socio-economic data.</li> <li>• Productivity Plan prepared and will be presented for approval in Quarter 1.</li> </ul> <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> <li>• This long-term work will require Gedling to work with partners from within the Nottinghamshire and Derbyshire regions to</li> </ul> |

|  |  |
|--|--|
|  | deliver a long term strategy as part of the new Mayoral authority from May 2024. TARGET DATE: n/a. |
|--|--|

**HIGH RISK AUDIT RECOMMENDATIONS RAISED IN PREVIOUS YEARS BUT NOT YET IMPLEMENTED:**

There are no high-risk audit recommendations from previous years that have not been addressed and implemented, however there are some medium level actions from previous years in relation to contracts, procurement and risk which are currently being addressed and should be completed in 2024/25 as detailed in the internal audit follow up report.

**HIGH RISK AUDIT RECOMMENDATIONS RAISED IN THIS FINANCIAL YEAR:**

Up to Quarter 2 there have been two, one from the 'Workforce Strategy' audit, which is now approved and one from the 'Business Continuity and Emergency Planning' audit which is well underway, these have been included under risk 4 and risk 12 respectively.

During quarter 3 the internal audit on the main financial systems was undertaken with some high-risk recommendations due to the recent fraud coming out of this audit. The findings of the audit and a discussion of remedial actions taken so far was discussed at an exempt part of this meeting.

## APPENDIX 2 - RISK MANAGEMENT SCORING MATRIX

|                   |             |   |               |         |          |       |          |  |  |
|-------------------|-------------|---|---------------|---------|----------|-------|----------|--|--|
| <b>Likelihood</b> | Very High   | E |               |         |          | 2     |          |  |  |
|                   | High        | D |               |         | 5        |       |          |  |  |
|                   | Significant | C |               |         | 4,7,8,12 | 6     |          |  |  |
|                   | Low         | B | 10            | 1,11,13 | 3        |       |          |  |  |
|                   | Very Low    | A |               |         | 9        |       |          |  |  |
|                   |             |   | 1             | 2       | 3        | 4     | 5        |  |  |
|                   |             |   | Negligible    | Minor   | Serious  | Major | Critical |  |  |
|                   |             |   | <b>Impact</b> |         |          |       |          |  |  |

## APPENDIX 3 – RISK DEFINITIONS

|                             | IMPACT                            |  |  |  |   |
|-----------------------------|-----------------------------------|--|--|--|---|
|                             | Negligible                        | Minor  | Serious  | Major                                  | Critical  |
| <b>Financial Impact</b>     | £0 - £10k                         | £10k - £50k  | £50k - £500k   | £500k - £1M                            | £1M+  |
| <b>Service Provision</b>    | No effect                         | Slightly reduced                                     | Significant elements of a service suspended/ reduced | Service suspended short term / reduced | Service suspended long term, statutory duties not delivered |
| <b>Health &amp; Safety</b>  | Sticking plaster/ first aider     | Broken bones/ illness                                | Multiple injuries / illness                          | Loss of life / major illness           | Major loss of life / large scale major illness              |
| <b>Objectives</b>           |                                   | Objectives of one section not met                    | Service objectives not met                           | Directorate objectives not met         | Corporate objectives not met                                |
| <b>Morale</b>               |                                   | Some hostile relationship and minor non co-operation | Major non co-operation                               | Industrial action                      | Mass staff leaving / unable to attract staff                |
| <b>Reputation</b>           | No media attention/ minor letters | Adverse local media                                  | Adverse regional publicity                           | Adverse national publicity             | Remembered for years!!                                      |
| <b>Government relations</b> |                                   | Poor assessment                                      | More than one poor assessment                        | Service taken over temporarily         | Service taken over permanently                              |

|                    | LIKELIHOOD     |                         |                |               |                        |
|--------------------|----------------|-------------------------|----------------|---------------|------------------------|
|                    | Very Low       | Low                     | Significant    | High          | Very High              |
| <b>Probability</b> | < 10%          | 10% to 35%              | 35% to 65%     | 65% to 90%    | > 90%                  |
| <b>Timing</b>      | Next ten years | Next year to five years | Next 12 months | Next 6 months | Next week / this month |



## Report to Overview and Scrutiny Committee

**Subject:** Gedling Plan Quarter 4 and Year End Performance Report

**Date:** 29 July 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 2023/24 Gedling Plan at the end of quarter 4 and the year end.

### Key Decision

This is not a key decision.

### Recommendation

#### THAT:

The progress against Improvement Actions and Performance Indicators for quarter 4 and the full year of 2023/24 Gedling Plan be noted.

## 1 Background

- 1.1 The Council has made a commitment to closely align budget and performance management. This is in line with accepted good practice.
- 1.2 To deliver this commitment, systems to monitor performance against revenue and capital budgets, improvement activity and performance indicators have all been brought together and are now embedded in the way the Council works.
- 1.3 In addition, performance reports now focus more directly on the Council's priorities and offer an "early warning" system of instances where targets may not be secured.
- 1.4 As usual, comprehensive details about current performance against the Gedling Plan can be accessed through the following link on the Council's website:-

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

Members are recommended to view this document which provides valuable background detail to this summary paper. It provides a more in-depth review of indicators, actions and outcomes for quarter 4 and the year end.

- 1.5 The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green, performance indicators must be in line with their expected performance at that stage of the year, whilst actions must be on target against the “completed” or “in progress” milestones determined within the performance management system, Ideagen.

## **2 Proposal**

- 2.1 It is proposed that Members note the current performance information for the Gedling Plan 2023/24 for quarter 4 and the year end as set out below.

### **2.2 Actions**

Of the 69 actions included in the Gedling Plan 2023-27 which were due for completion in 2023/24, 61 are complete or incorporated into the 2024/25 Gedling Plan, 8 are uncomplete and are being carried forward into 2024/25.

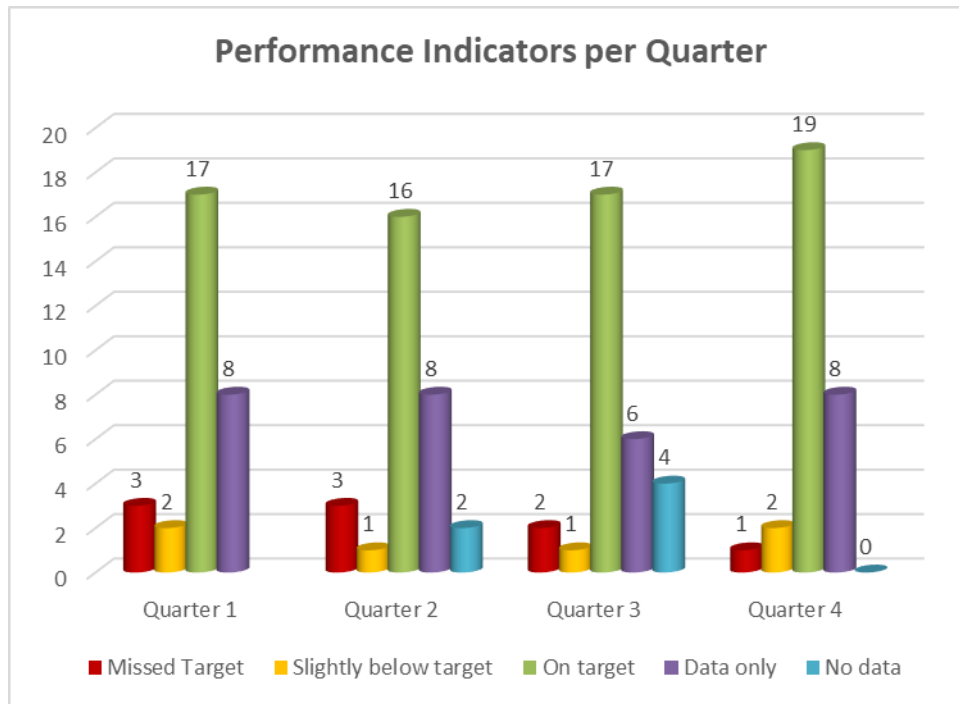
### **2.3 Indicators**

#### Quarter 4

The following table shows the status of performance indicators appropriate for quarterly monitoring for each quarter throughout the year. During quarter 4, 19 of the 30 performance indicators that are appropriate for quarterly monitoring met or exceeded target, 2 were slightly below target, only one indicator missed its target with 8 being tracking only indicators.

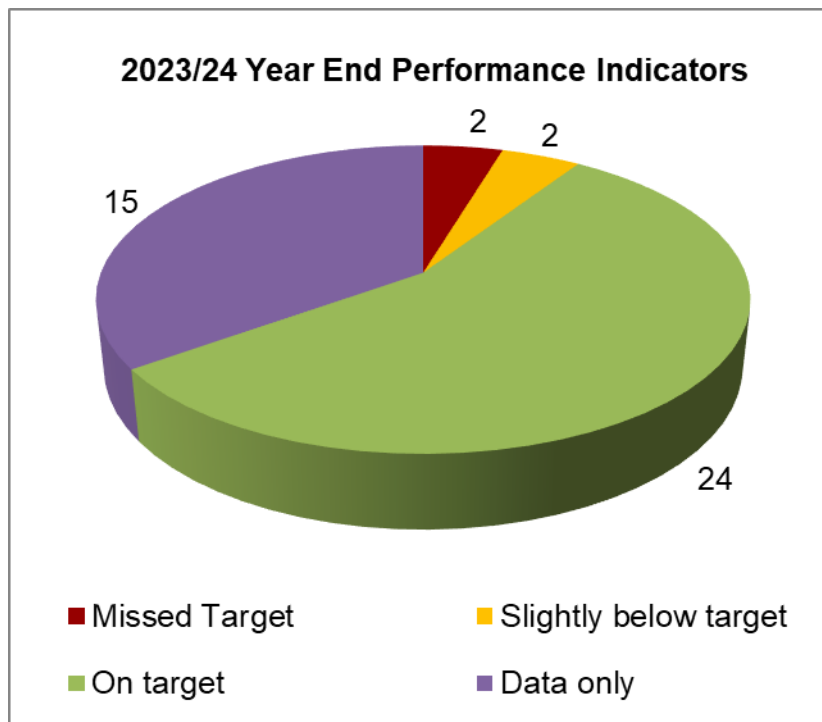
The single performance indicator that missed its target was ‘Working days lost due to sickness absence’ and the explanation for this is set out in paragraph 2.5 below.





### Year end

In addition to the 30 performance indicators which are monitored on a quarterly basis, there are 13 indicators which are reported on an annual basis. The diagram below shows the performance position at the end of the year in respect of all 43 indicators included in the Gedling Plan. Overall performance is good with 24 of the indicators either meeting or exceeding target, 2 were slightly below target and only 2 indicators missed their target, with 15 being tracking only indicators.



2.4 Examples of particularly positive performance over the year include:

| <b>Performance Indicator</b>   | <b>Figure reported</b> | <b>Target</b> | <b>Period covered</b>   |
|--|------------------------|---------------|-------------------------|
| Number of attendances - Bonington Theatre  | 47,456                 | 40,600        | April 23 to March 24    |
| Average number of Swim School Members (12 month rolling period)  | 4,070                  | 3,800         | 12 month rolling period |
| Number of visits to leisure centres  | 1,153,000              | 1,060,000     | April 23 to March 24    |
| Current number of DNA members  | 4,389                  | 4,125         | April 23 to March 24    |
| Average time to process Housing Benefit change in circumstances (in calendar days)   | 4.4 days               | 5.0 days      | April 23 to March 24    |
| Average time to process new Housing Benefit claims (in calendar days)  | 13.5 days              | 15.0 days     | April 23 to March 24    |
| Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total  | 95.0%                  | 94.0%         | April 23 to March 24    |
| Number of social media followers   | 50,300                 | 43,000        | April 23 to March 24    |
| Net additional homes provided  | 604                    | 497           | April 23 to March 24    |
| Number of long-term empty homes (6 months) in the Borough returned to use as a result of Gedling Borough Council intervention  | 217                    | 40            | April 23 to March 24    |
| 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 | 87                     | 20            | April 23 to March 24    |

| <b>Performance Indicator</b>   | <b>Figure reported</b> | <b>Target</b> | <b>Period covered</b> |
|--|------------------------|---------------|-----------------------|
| Number of affordable homes delivered (gross)                           | 111                    | 60            | April 23 to March 24  |
| Percentage of Major planning applications processed within 13 weeks    | 100%                   | 92.0%         | April 23 to March 24  |
| Percentage of other planning applications processed within 8 weeks     | 87.0%                  | 80.0%         | April 23 to March 24  |
| Percentage of household waste sent for reuse, recycling and composting | 34.5%                  | 30.0%         | April 23 to March 24  |

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

**Percentage of Minor planning applications processed within 8 weeks – Performance 81.4% against target of 86.0%.**

The target has been narrowly missed as several historic complex cases were being dealt with during the quarter, resulting in decisions beyond the target date. Two permanent appointments have now been made to the Development Management team, which will provide longer-term resilience and continuity with complex casework. Target was exceeded in Q4.

**Working Days Lost Due to Sickness Absence (rolling 12 month total) – Performance 9.88 days, against target of 9.0 days.**

The absence rate stands at about 10% above (worse than) the target at year end. Although levels of absence have risen largely month-on-month since the start of the year, the figures for February and March were actually lower than the previous year and so the trend levelled off and started to reduce slightly. Longer term absence is beginning to reduce again and it is these absences that have the most impact, statistically. Nine days' absence still appears to be a stretch target and so no proposals have been made to review the target for 2024/25.

## 2.6 Compliments and Complaints

The compliments and complaints for 2023/24 show the following:

- In 2023/24 the council received 189 compliments, which is about 10% fewer compliments received than in the previous year.
- 92% of the complaints received in 2023/24 were processed in time, which is 2% higher than in the previous year.

- 163 MP letters were received in 2023/24, which is 19% fewer than in the previous year.
- 407 complaints were received in 2023/24, which is 3% higher than in the previous year.
- 58% of the total number of complaints that the council received, related to Waste Services.
- 40% of all complaints received in 2023/24 were classified as justified.

## 2.7 Achievements - Q4

A separate report has been produced highlighting additional key achievements delivered during quarter 4 focusing on areas where the Council has made a real difference to people's lives. This is shown in Appendix 3 and is available on the Council's website. The following achievements are identified for particular attention:

**Enterprise Centre plans** – We announced plans to create an Enterprise Centre at our flagship AMP business unit to support local start-ups and small/medium enterprises. A report has been published by the Council that is allocating a significant investment into fitting out the vacant first floor of the building to boost economic growth and provide a space for offices, conference and training room in the heart of Arnold. The project will support several Council priorities including revitalising town centres, supporting economic growth and creating jobs in the area. It will also increase footfall to the town shopping precinct and support the existing businesses in the area.

**Growth in swimming lessons members** - The learn to swim scheme has grown by 245 members over the last year, which means more children from the borough will be safer in and around water. In 2022/23 475 children achieved their 25m swim badge, and in 2023/24 this number had grown to 602. There were successful campaigns around drowning prevention over the last 12 months as well as the celebration of swimming at the annual Christmas swim galas held at Arnold and Carlton Forum Leisure Centres.

**Growth in DNA health and fitness members** - DNA health and fitness membership has grown by 319 members over the last 12 months, illustrating the quality of service delivery and choice available to customers across the leisure centres. Through the year the leisure department have implemented more customer functionality such as online joining, reminders for class bookings and the ability to go onto a waiting list for a class. The virtual classes which are available in the pool at Arnold and the dry side activities at Redhill and Carlton Forum have given increased flexibility for customers to use the facilities when instructors aren't scheduled to deliver sessions.

**Great British Spring Clean week** - GBC carried out a week of action as the Great British Spring Clean returned. The Council proudly once again took part in the nation's biggest mass action environmental campaign. Commencing on March 15th, the annual initiative from Keep Britain Tidy promoted environmental responsibility and encouraged people to come together and contribute to keeping their community clean.

As part of its ongoing commitment to the cleanliness of the borough and the protection and enhancement of the natural environment, the Council used the momentum of the Great British Spring Clean to inspire residents to take pride in their surroundings and take care of their environment.

The Council's Climate Change Officer visited local schools and supported community groups, and even developed a litter-acy poetry/rap competition, encouraging creativity in tackling environmental challenges. So inspired by the visit and discussions, one of the children has emailed Gedling Borough Council wishing to join the Youth Council.

**Workforce Strategy 2024-27** - the Council has now adopted a new Workforce Strategy 2024-27. Following a period of consultation with unions and with the Corporate Management Team, the report of the Head of HR, Performance and Service Planning was endorsed by the Appointments and Conditions of Service Committee. The Strategy aims to identify the traits of employees in a modern, forward-thinking organisation and to identify paths of development to ensure that the ambition is delivered. The strategy also identifies the exceptional work that is already undertaken within the workplace.

**Digital Transformation Strategy** – the strategy was approved by the Council and is a significant milestone in our journey towards greater efficiency, collaboration and innovation. It will enable us to deliver easy-to-use services, create more efficient ways of working and ensure responsive, reliable services whilst keeping our data secure.

**Web Chat** - Customer Services have now been using Web Chat as an access channel for six months. During that time, we have had a total of 4,155 interactions with residents. We have received many positive comments around this access channel mainly around how quick and easy it is to access the Authority. We are continuously looking for ways of improving this channel and aim to bring some modifications in the next year.

Customer Services have also dealt with 95% of the 43,138 calls through to the Authority in the last quarter and dealt with 2,321 face to face enquiries at the Civic Centre and our three Community Hubs.

### **3 Alternative Options**

- 3.1 Not to present an update on quarterly performance, in which case the Members will not be aware of performance against the current 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 4 - Year end Performance Indicator Report

Appendix 2 – Quarter 4 - Actions Report

Appendix 3 – Examples of Outcomes/Achievements during Quarter 4 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 2023-27 Gedling Plan.

# Quarter 4/Year End 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                           | Portfolio Owners                | Q4 2023/24                |        |        | Year end 2023/24 |                         |        | Trend compared to last year | Latest Note |
|---|--------------------------------------|---------------------------------|---------------------------|--------|--------|------------------|-------------------------|--------|-----------------------------|-------------|
|   |                                      |                                 | Value                     | Target | Status | Value            | Target                  | Status |                             |             |
| LI363 Number of school-age work experience placements hosted in Gedling Borough Council | HR, Performance and Service Planning | Life Chances and Vulnerability  | Not measured for Quarters |        |        | 11               | Tracking Indicator Only |        |                             |             |
| HEAi1 Number of activities undertaken in our Parks                                      | Environment                          | Health and Wellbeing Lifestyles | Not measured for Quarters |        |        | 1,149            | Tracking Indicator Only |        |                             |             |











| PI Code & Short Name   | Managed By               | Portfolio Owners                | Q4 2023/24 |         |        | Year end 2023/24 |           |        | Trend compared to last year | Latest Note |
|--|--------------------------|---------------------------------|------------|---------|--------|------------------|-----------|--------|-----------------------------|-------------|
|  |                          |                                 | Value      | Target  | Status | Value            | Target    | Status |                             |             |
| including those that take place on Council owned sports pitches                          |                          |                                 |            |         |        |                  |           |        |                             |             |
| LI379 Average number of Swim School Members (12 month rolling period)                    | Communities and Leisure  | Health and Wellbeing Lifestyles | 4,070      | 3,800   |        | 4,070            | 3,800     |        |                             |             |
| LI027 Number of visits to leisure centres  | Communities and Leisure  | Health and Wellbeing Lifestyles | 316,365    | 305,000 |        | 1,153,000        | 1,060,000 |        |                             |             |
| LI085 Current number of DNA members  | Communities and Leisure  | Health and Wellbeing Lifestyles | 4,389      | 4,125   |        | 4,389            | 4,125     |        |                             |             |
| LI074 Average time to process new Housing Benefit claims (in calendar days)              | Regeneration and Welfare | Life Chances and Vulnerability  | 13.0 days  | 15 days |        | 13.5 days        | 15 days   |        |                             |             |
| LI075 Average time to process Housing Benefit change in circumstances (in calendar days) | Regeneration and Welfare | Life Chances and Vulnerability  | 4 days     | 5 days  |        | 4.4 days         | 5 days    |        |                             |             |












| PI Code & Short Name   | Managed By               | Portfolio Owners               | Q4 2023/24                |                         |   | Year end 2023/24 |                         |   | Trend compared to last year   | Latest Note |
|--|--------------------------|--------------------------------|---------------------------|-------------------------|---|------------------|-------------------------|---|---|-------------|
|  |                          |                                | Value                     | Target                  | Status  | Value            | Target                  | Status  |   |             |
| LI086 Average length of time spent in temporary accommodation (in weeks) | Regeneration and Welfare | Life Chances and Vulnerability | 26 wks                    | Tracking Indicator Only |  | 23.5 wks         | Tracking Indicator Only |  |  |             |
| LI409 Number of Nights Spent in B&B (Temporary Accommodation)            | Regeneration and Welfare | Life Chances and Vulnerability | Not measured for Quarters |                         |   | 509              | 3,800                   |  | New   |             |
| LI410 Total number of family households in B&B at the end of the month   | Regeneration and Welfare | Life Chances and Vulnerability | 9                         | Tracking Indicator Only |  | 10.8             | Tracking Indicator Only |  | New   |             |
| NI155 Number of affordable homes delivered (gross)                       | Development and Place    | Sustainable Growth and Economy | 111                       | 60                      |  | 111              | 60                      |  |  |             |

**Council**








| PI Code & Short Name   | Managed By                       | Portfolio Owners                        | Q4 2023/24                |        |        | Year End 2023/24 |        |   | Trend compared to last year   | Latest Note  |
|--|----------------------------------|---|---------------------------|--------|--------|------------------|--------|---|---|--|
|  |                                  |   | Value                     | Target | Status | Value            | Target | Status  |   |  |
| LI250 Number of social media followers   | Communications                   | Deputy Leader Resources and Performance | Not measured for Quarters |        |        | 50,300           | 43,000 |    |    |  |
| LI252 Percentage of customers that are satisfied with overall customer service | Governance and Customer Services | Deputy Leader Resources and Performance | Not measured for Quarters |        |        | 92.9%            | 94%    |  |  | Target narrowly missed, this appears to be down to increased call volumes and demand, particularly in quarter 4 in relation to garden waste sign up and council tax billing which meant not all customers were dealt with as quickly as we would have liked and had longer wait times causing dissatisfaction. |

| PI Code & Short Name  | Managed By                       | Portfolio Owners                        | Q4 2023/24                |                         |   | Year End 2023/24 |                         |   | Trend compared to last year   | Latest Note  |
|---|----------------------------------|---|---------------------------|-------------------------|---|------------------|-------------------------|---|---|--|
|   |                                  |   | Value                     | Target                  | Status  | Value            | Target                  | Status  |   |  |
| LI321 Number of Keep Me Posted email newsletter subscribers   | Communications                   | Deputy Leader Resources and Performance | Not measured for Quarters |                         |   | 47,100           | 46,000                  |    |    |  |
| 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 | 95.0%                     | 94.0%                   |    | 95.0%            | 94.0%                   |    |    |  |
| LI411 Number of customers attending outreach hubs   | Governance and Customer Services | Deputy Leader Resources and Performance | 236                       | Tracking Indicator Only |    | 797              | Tracking Indicator Only |    | New   |  |
| LI017 Percentage of Business Rates Collected  | Finance and ICT                  | Deputy Leader Resources and Performance | 97.9%                     | 98.9%                   |  | 97.9%            | 98.9%                   |  |  | The collection rate is 1.00% 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                           | Portfolio Owners                        | Q4 2023/24 |          |   | Year End 2023/24 |          |   | Trend compared to last year   | Latest Note   |
|--|--------------------------------------|---|------------|----------|---|------------------|----------|---|---|---|
|  |                                      |   | Value      | Target   | Status  | Value            | Target   | Status  |   |   |
|  |                                      |   |            |          |   |                  |          |   |   | ongoing cost of living crisis. Any trends will be carefully monitored and monthly targets reviewed and altered as necessary.  |
| LI018 Percentage of invoices paid within 30 days                         | Finance and ICT                      | Deputy Leader Resources and Performance | 98.0%      | 99.0%    |    | 98.4%            | 99.0%    |    |    |   |
| LI016 Percentage of Council Tax collected                                | Finance and ICT                      | Deputy Leader Resources and Performance | 97.8%      | 98.5%    |    | 97.8%            | 98.5%    |    |    |   |
| LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total) | HR, Performance and Service Planning | Deputy Leader Resources and Performance | 9.88 days  | 9.0 days |  | 9.88 days        | 9.0 days |  |  | The absence rate stands at about 10% above (worse than) target at year end. Although levels of absence have risen largely month-on-month since the start of the year, the |
















| PI Code & Short Name | Managed By | Portfolio Owners | Q4 2023/24 |        |        | Year End 2023/24 |        |        | Trend compared to last year | Latest Note  |
|----------------------|------------|------------------|------------|--------|--------|------------------|--------|--------|-----------------------------|--|
|                      |            |                  | Value      | Target | Status | Value            | Target | Status |                             |  |
|                      |            |                  |            |        |        |                  |        |        |                             | figures for February and March are actually lower than last year and so the trend has levelled off and now starts to reduce slightly. Longer term absence is beginning to reduce again and it is these absences that have the most impact, statistically. Nine days' absence still appears to be a stretch target and so no proposals have been made to review the target for 2024-25. |

## Economy










| PI Code & Short Name  | Managed By                           | Portfolio Owners               | Q4 2023/24                |        |        | Year End 2023/24 |                         |   | Trend compared to last year   | Latest Note |
|---|--------------------------------------|--------------------------------|---------------------------|--------|--------|------------------|-------------------------|---|---|-------------|
|   |                                      |                                | Value                     | Target | Status | Value            | Target                  | Status  |   |             |
| Li408 % Occupancy Rate of Commercial Units  | Regeneration and Welfare             | Sustainable Growth and Economy | Not measured for Quarters |        |        | 98%              | 90%                     |    | New   |             |
| COMi7 Number of placements for young people under the national Supported Internship Programme | HR, Performance and Service Planning | Life Chances and Vulnerability | Not measured for Quarters |        |        | 1                | Tracking Indicator Only |    |    |             |
| LI183 Number of working age work placements provided over the year across the Council         | HR, Performance and Service Planning | Life Chances and Vulnerability | Not measured for Quarters |        |        | 6                | Tracking Indicator Only |    |    |             |
| ECOi8 Percentage of vacant properties along the high street                                   | Regeneration and Welfare             | Sustainable Growth and Economy | Not measured for Quarters |        |        | 8.2%             | Tracking Indicator Only |  |  |             |










Place







| PI Code & Short Name   | Managed By  | Portfolio Owners                    | Q4 2023/24                |                         |   | Year End 2023/24 |                         |   | Trend compared to last year   | Latest Note |
|--|-------------|-------------------------------------|---------------------------|-------------------------|---|------------------|-------------------------|---|---|-------------|
|  |             |                                     | Value                     | Target                  | Status  | Value            | Target                  | Status  |   |             |
| ENVi1 Number of Green Flag status parks                                      | Environment | Climate Change and Natural Habitat  | Not measured for Quarters |                         |   | 4                | 4                       |    |    |             |
| ENVi4 Number of trade waste customers  | Environment | Environmental Services (Operations) | Not measured for Quarters |                         |   | 878              | Tracking Indicator Only |    |    |             |
| ENVi371 Number of garden waste customers                                     | Environment | Climate Change and Natural Habitat  | Not measured for Quarters |                         |   | 14,942           | Tracking Indicator Only |    |    |             |
| NI191 Residual household waste per household in Kg                           | Environment | Environmental Services (Operations) | 145.5kg                   | 150kg                   |    | 580.7kg          | 600kg                   |    |    |             |
| NI192 Percentage of household waste sent for reuse, recycling and composting | Environment | Environmental Services (Operations) | 28.7%                     | 30.0%                   |  | 34.5%            | 30.0%                   |  |  |             |
| COMi8 Number of successful fly tipping and duty of care prosecutions         | Environment | Public Protection Portfolio         | 5                         | Tracking Indicator Only |  | 19               | Tracking Indicator Only |  |  |             |

| PI Code & Short Name  | Managed By  | Portfolio Owners            | Q4 2023/24 |                         |   | Year End 2023/24 |                         |   | Trend compared to last year   | Latest Note |
|---|-------------|-----------------------------|------------|-------------------------|---|------------------|-------------------------|---|---|-------------|
|   |             |                             | Value      | Target                  | Status  | Value            | Target                  | Status  |   |             |
| LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served                   | Environment | Public Protection Portfolio | 12         | Tracking Indicator Only |    | 49               | Tracking Indicator Only |    |    |             |
| LI133 Number of fly tipping incidents reported to Gedling Borough Council                   | Environment | Public Protection Portfolio | 395        | Tracking Indicator Only |    | 1320             | 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                    | Environment | Public Protection Portfolio | 98.23%     | 98%                     |  | 98.18%           | 98%                     |  |  |             |
| LI076 Level of All Crime across Gedling Borough rate per 1000 population                    | Environment | Public Protection Portfolio | 12.42      | Tracking Indicator Only |  | 13.35            | Tracking Indicator Only |  |  |             |








| PI Code & Short Name  | Managed By  | Portfolio Owners               | Q4 2023/24 |                         |   | Year End 2023/24 |                         |   | Trend compared to last year   | Latest Note |
|---|-------------|--------------------------------|------------|-------------------------|---|------------------|-------------------------|---|---|-------------|
|   |             |                                | Value      | Target                  | Status  | Value            | Target                  | Status  |   |             |
| LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)  | Environment | Public Protection Portfolio    | 2.72       | Tracking Indicator Only |    | 3.73             | Tracking Indicator Only |    |    |             |
| LI118 Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention                                    | Environment | Sustainable Growth and Economy | 41         | 10                      |    | 217              | 40                      |    |    |             |
| 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 Portfolio    | 18         | 5                       |  | 87               | 20                      |  |  |             |


| PI Code & Short Name   | Managed By            | Portfolio Owners               | Q4 2023/24 |        |   | Year End 2023/24 |        |   | Trend compared to last year   | Latest Note  |
|--|-----------------------|--------------------------------|------------|--------|---|------------------|--------|---|---|--|
|  |                       |                                | Value      | Target | Status  | Value            | Target | Status  |   |  |
| NI154 Net additional homes provided  | Development and Place | Sustainable Growth and Economy | 144        | 125    |    | 604              | 497    |    |    |  |
| NI157a Percentage of Major planning applications processed within 13 weeks               | Development and Place | Sustainable Growth and Economy | 100%       | 92.0%  |    | 100%             | 92.0%  |    |    |  |
| Page 58<br><br>NI157b Percentage of Minor planning applications processed within 8 weeks | Development and Place | Sustainable Growth and Economy | 89.3%      | 86.0%  |  | 81.4%            | 86.0%  |  |  | The target has been narrowly missed as several historic complex cases have been resolved during the quarter, resulting in decisions beyond the target date. Two permanent appointments have now been made to the Development Management team, which will provide longer- |




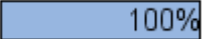
| PI Code & Short Name   | Managed By              | Portfolio Owners                | Q4 2023/24 |        |   | Year End 2023/24 |        |   | Trend compared to last year   | Latest Note   |
|--|-------------------------|---------------------------------|------------|--------|---|------------------|--------|---|---|---|
|  |                         |                                 | Value      | Target | Status  | Value            | Target | Status  |   |   |
|  |                         |                                 |            |        |   |                  |        |   |   | term resilience and continuity with complex casework. Target was exceeded in Q4 |
| NI157c<br>Percentage of other planning applications processed within 8 weeks | Development and Place   | Sustainable Growth and Economy  | 85.51%     | 80.0%  |  | 87.0%            | 80.0%  |  |  |   |
| 027f Number of attendances - Bonington Theatre                               | Communities and Leisure | Health and Wellbeing Lifestyles | 13,435     | 10,150 |  | 47,456           | 40,600 |  |  |   |





# Quarter 4 Action Report







| Action Status   |                            |
|---|----------------------------|
|  | Cancelled                  |
|  | Overdue; Neglected         |
|  | Unassigned; Check Progress |
|  | In Progress; Assigned      |
|  | Completed                  |

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**Theme Community**

| Title   | Responsible OUs         | Portfolio Owners               | Status  | Target Completion Date | Progress Bar  | Notes  |
|---|-------------------------|--------------------------------|---|------------------------|---|--|
| Work with local organisations to improve people’s life chances and reduce levels of poverty | Communities and Leisure | Life Chances and Vulnerability |  | 31-Mar-2024            | <div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div> | Annual Agreement 2023/24 completed on 10/12/2023 with Phenomenal Futures, formerly WE R HERE, following reconstitution of the organisation in June/July 2023.<br><br>2023/24 agreements and monitoring arrangements are now in place for all three Annual Grant Agreements: Gedling Play Forum, CA Nottingham and District and Phenomenal Futures. |



| Title  | Responsible OUs          | Portfolio Owners               | Status  | Target Completion Date | Progress Bar  | Notes  |
|--|--------------------------|--------------------------------|---|------------------------|---|--|
| <p>Continue to ensure activity programmes for children and young people are incorporated with the Council's community events programme</p> | Communities and Leisure  | Life Chances and Vulnerability |    | 31-Mar-2024            |    | <p>Winter Holiday Activities and Food (HAF) Gedling Programme promoted to Gedling Families, alongside winter Leisure, Youth Service and Bonington Theatre offers. YP activities, school choirs and a festive parade included in the Arnold Christmas Lights event 24th November, and support provided to three additional switch on events to ensure safe, children and family friendly activities. The annual Gedling Guide - support and connection in your community distributed at all four events included advice, information, activities and support for Children, YP and Families (Arnold, Netherfield, Warren Action Group event, Carlton Hill)</p> |
| <p>Enabling young people to access careers, training and apprenticeship opportunities</p>  | Regeneration and Welfare | Life Chances and Vulnerability |  | 31-Mar-2024            |  | <p>The Apprenticeship Fair will be held during Apprenticeship Week in February 2024. Organisation of the event is well-underway and being co-ordinated by Kathryn Banning in conjunction with DWP</p> <p>6 school events supported by the Economic Growth Officer - complete for this year and three Jobs Fairs have been supported to date.</p>   |

| Title   | Responsible OUs                      | Portfolio Owners               | Status | Target Completion Date | Progress Bar  | Notes   |
|---|--------------------------------------|--------------------------------|--------|------------------------|---|---|
| Facilitate the Gedling Social Mobility Commission   | Communities and Leisure              | Life Chances and Vulnerability | ✔      | 31-Mar-2024            |    | <p>In December 2023, the Gedling Social Mobility Commission agreed its Social Mobility Action Plan. This plan will continue to be updated on a six monthly basis and progress reported to the Commission.</p> <p>The focus of the December Commission meeting was the national Social Mobility Commission's new State of the Nation research and the issues affecting early years provision in Gedling.</p> |
| Review and ensure delivery of the Equality Framework and Action Plan                              | Governance and Customer Services     | Life Chances and Vulnerability | ✔      | 31-Mar-2024            |    | The Equality Action Plan was completed, any outstanding actions carried into the new plans and a new Policy was adopted by cabinet on 31st March 2024   |
| Coordinate the supported internship programme (fourth cohort)                                     | HR, Performance and Service Planning | Life Chances and Vulnerability | ✔      | 30-Sep-2023            |  | The forth cohort of supported interns has now been arranged. Start date is November and the placement will be in our Welfare and Housing Team.  |
| Recognise the needs of our rural communities and engage / work with partners on improvement plans | Regeneration and Welfare             | Communities and Place          | ✔      | 31-Mar-2024            |  | Actions for 2023/24 completed. Rural local centres and business park expansion included in the service plans for 2024/25  |

| Title  | Responsible OUs         | Portfolio Owners                   | Status  | Target Completion Date | Progress Bar  | Notes  |
|--|-------------------------|------------------------------------|---|------------------------|---|--|
| Promote the uptake of active travel  | Environment             | Climate Change and Natural Habitat |    | 31-Mar-2024            |    | Details are on the intranet for staff on sustainable travel and for residents and businesses details are on the internet. Use the Green Rewards platform to promote. the events.   |
| Adopt a new Leisure and Community Facilities Strategy for the Borough  | Communities and Leisure | Health and Wellbeing Lifestyles    |    | 31-Mar-2024            |    | It is proposed for recommendations from the Built Facilities Strategy work to be considered by Cabinet in Q1 2024/25.  |
| 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            |  | It is proposed the further insight and interventions work of the Strategic Outcomes Planning Model review be considered at Cabinet in Q4.<br><br>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. |




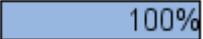
| Title | Responsible OUs | Portfolio Owners | Status | Target Completion Date | Progress Bar | Notes  |
|-------|-----------------|------------------|--------|------------------------|--------------|--|
|       |                 |                  |        |                        |              | <p>The Head of Communities and Leisure is acting as a Strategic Reporting Officer to the South Notts Place Based Partnership Board on its Integrated Neighbourhood Working programme. Arnold is one of 4 neighbourhoods identified for target working. A launch event with partners in Arnold took place in December that considered local health inequalities data, community assets and the opportunities to link the strategic agendas of health and wellbeing, regeneration and planning.</p> <p>Support was provided to Arnold Methodist Church to enable the setup of the Arnold Methodist Church Community Food Club. The Food Club (God 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</p> <p>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</p> |








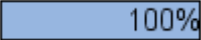
| Title  | Responsible OUs         | Portfolio Owners                | Status  | Target Completion Date | Progress Bar  | Notes   |
|--|-------------------------|---------------------------------|---|------------------------|---|---|
|  |                         |                                 |   |                        |   | <p>during the winter months. Guides have been distributed at Christmas community events as well as being circulated through the local community hubs and partners.</p> <p>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.</p> <p>A successful Community Event was organised by Positively Empowered Kids along with a range of health and wellbeing a community partners.</p> <p>Killisick Community Living room a social friendship group started at the beginning of November at Tavill Field Community room.</p> |
| Review the Bonington Theatre and Cinema business plan to increase attendance, improve visitor experience and | Communities and Leisure | Health and Wellbeing Lifestyles |  | 31-Mar-2024            |  | As part of the Ambition Arnold work programme consultants have been commissioned to review the current theatre business plan and propose options for a future venue for Arnold.   |









| Title                                   | Responsible OUs | Portfolio Owners | Status | Target Completion Date | Progress Bar | Notes |
|---|-----------------|------------------|--------|------------------------|--------------|-------|
| encourage wider community participation |                 |                  |        |                        |              |       |







### Theme Council









| Title  | Responsible OUs                      | Portfolio Owners                        | Status  | Target Completion Date | Progress Bar  | Notes  |
|--|--------------------------------------|---|---|------------------------|---|--|
| Produce Annual Report  | HR, Performance and Service Planning | Deputy Leader Resources and Performance |    | 31-Jul-2023            |    | Approved for publication at Cabinet 6 July 23  |
| 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            |  | Contact was made with community groups and youth and senior councils prior to the election to inform them of voter ID process and how to get a VAC. Dem Services also attended the outreach hubs with Customer Services to make contact and try to establish any issues. data from the census was used to identify different groups across the borough to compare with national data. Requests were made for community groups to contact Dem Services with any specific needs or |




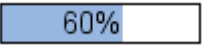


| Title  | Responsible OUs                  | Portfolio Owners                        | Status  | Target Completion Date | Progress Bar  | Notes  |
|--|----------------------------------|---|---|------------------------|---|--|
|  |                                  |   |   |                        |   | <p>requirements. Further data collection will be done during canvass.</p> <p>Democratic Services engaged with Customer Services through outreach hubs to advise residents on election requirements and take VACs applications and take photos. Engagement was also done with Communities to enable liaison with community groups.</p>  |
| Page 67  |                                  |   |   |                        |   | <p>Customer journey mapping has begun which will identify pain points where self help videos may be needed. We cannot add a video until the pain points have been identified.</p>  |
| Improve customer accessibility to Council Services | Governance and Customer Services | Deputy Leader Resources and Performance |  | 31-Mar-2024            |  | <p>We have reviewed services not currently online. In light of digital strategy we will not implement any more forms until a steer of digital systems has been given. Webchat has been introduced and can assist those already online report issues quickly and easily.</p> <p>Introduced NPS (Net Promotor Score) which is an ongoing survey of all leisure centre customers to get a better understanding as to the loyalty of</p> |

| Title  | Responsible OUs                      | Portfolio Owners                        | Status  | Target Completion Date | Progress Bar  | Notes  |
|--|--------------------------------------|---|---|------------------------|---|--|
|  |                                      |   |   |                        |   | <p>customers 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.</p> <p>During Q3 work was completed with the Gladstone system to ensure all DNA memberships could be sold online, taking away the need for any customers to complete physical forms at reception. This ensures a more efficient link between digital marketing and conversion to sales.</p> |
| 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            |    | <p>Training continues to be offered on learning carousel.</p> <p>Take-up sometimes low. Plan of delivery to be reviewed to keep programme fresh- "investigation training" to be included</p>   |
| Maximise capabilities of technology  | Finance and ICT                      | Deputy Leader Resources and Performance |  | 31-Mar-2024            |  | <p>As part of the Strength in Community programme a commissioning process is underway that will include development proposals for a new virtual self serve community and voluntary services platform for the Borough.</p> <p>As part of its Strategic Review of Community Facilities work the Council is</p>   |









| Title  | Responsible OUs                      | Portfolio Owners                        | Status  | Target Completion Date | Progress Bar  | Notes   |
|--|--------------------------------------|---|---|------------------------|---|---|
|  |                                      |   |   |                        |   | working with consultants to explore the development of a business intelligence platform to inform the ongoing development of its leisure strategy work.   |
| Develop and implement new ICT and Digital Strategies                     | Finance and ICT                      | Deputy Leader Resources and Performance |    | 31-Mar-2024            |    | Printer Audit report carried out by Konica has been received  |
| Review of policies and procedures defined within Policy review agreement | HR, Performance and Service Planning | Deputy Leader Resources and Performance |    | 30-Apr-2024            |    | <p>Small inroads have been made into the harassment policy review. Other tasks have been prioritised as the current policy is still functional.</p> <p>Review of policy is now included in the work programme for 24-25. IT is proposed that the deadline is now extend to 31 December 2024</p> |
| Provide member Induction and Training programme                          | Governance and Customer Services     | Deputy Leader Resources and Performance |  | 31-Jul-2023            |  | All training delivered. Members have been emailed to ask for volunteers to set up a Member development working group to look at ongoing training requirements.  |
| Review effectiveness of Committees                                       | Governance and Customer Services     | Deputy Leader Resources and Performance |  | 30-Sep-2023            |  | <p>Results of member survey taken to SLT on 9 August and approved changes made during that week.</p> <p>Motion to amend chair of Scrutiny debated at Council on 20th Sep - motion and</p>   |

| Title   | Responsible OUs                  | Portfolio Owners                        | Status  | Target Completion Date | Progress Bar  | Notes   |
|---|----------------------------------|---|---|------------------------|---|---|
|   |                                  |   |   |                        |   | subsequent amendments were lost so no changes to be made. Work programme is reviewed at every meeting.  |
| Ensure compliance with Procurement Bill and contract management                           | Governance and Customer Services | Deputy Leader Resources and Performance |    | 31-Mar-2024            |    | The Procurement Act will be introduced in April 2024 with a "go live" date of October 2024, to be introduced in phases. Legal will continue to monitor progress of the Act as it is introduced to ensure a review of the Councils Contract and Procurement Rules is undertaken with sufficient time before the introduction of the Act. |
| Review Council's arrangements for information governance                                  | Governance and Customer Services | Deputy Leader Resources and Performance |    | 31-Mar-2024            |    | The Data Protection and Digital Information Bill is due to be implemented in the year 2024/2025.<br><br>Both DPO and DDPO will attend a training course on the new legislation. Will amend existing arrangements at GBC and deliver training to Officers and Members.   |
| 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            |  | The new Code of Conduct has been adopted, arrangements will follow LGA guidance but will be reviewed in quarter 1 of 2024/25.   |









| Title   | Responsible OUs          | Portfolio Owners                        | Status  | Target Completion Date | Progress Bar  | Notes   |
|---|--------------------------|---|---|------------------------|---|---|
| Develop and implement a Property Asset Management Plan for the council                                    | Regeneration and Welfare | Deputy Leader Resources and Performance |    | 31-Mar-2024            |    | Property Asset Management Plan to be carried over to 2024/25.   |
| 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            |    | <p>Fees and Charges policy and action plan will be implemented in the second quarter of 2024/25 and is included in service plan activities for 2024/25.</p> <p>A comprehensive fees &amp; charges project will set to be delivered in 2024/25 and included in 24/25 service plans.</p>                          |
| Update the Risk Management Strategy and deliver ICT training  | Finance and ICT          | Deputy Leader Resources and Performance |  | 31-Mar-2024            |  | <p>The risk management strategy has been updated and approved, initial head of service training has been given this will be rolled out further and more in-depth in the new year, The new process is set to be implemented in the second quarter of the new year and is included in the 24/25 service plans</p> |





| Title  | Responsible OUs                      | Portfolio Owners                        | Status  | Target Completion Date | Progress Bar  | Notes  |
|--|--------------------------------------|---|---|------------------------|---|--|
| Update the Fraud Strategy and continue and to implement Fraud Strategy Action Plan   | Finance and ICT                      | Deputy Leader Resources and Performance |    | 31-Mar-2024            |    | Internal audit are currently carrying out an audit on Counter Fraud, once the audit is complete management will review the recommendations of Internal Audit and update the Fraud Strategy accordingly. The continuation of implementation of the action plan will follow. Carry over into 24/25.                |
| Review current Agile Working Arrangements  | HR, Performance and Service Planning | Deputy Leader Resources and Performance |    | 31-Mar-2024            |    | Civic Centre review included in Ambition Arnold scope and recommendations are to be provided for future of the building. Visits held to Rushcliffe Arena and also Newark HQ to identify different ways of working. Learning to be incorporated into the review of the Civic Centre to be completed in 2024/25 Q1 |
| 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            |  |  |


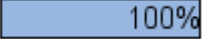

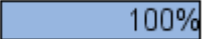




| Title   | Responsible OUs                      | Portfolio Owners                        | Status  | Target Completion Date | Progress Bar  | Notes   |
|---|--------------------------------------|---|---|------------------------|---|---|
| Review of induction process (all employees)   | HR, Performance and Service Planning | Deputy Leader Resources and Performance |  | 30-Jun-2024            |  | Continuing into 24/25   |
| Review Workforce Strategy and implement new 23-27 strategy                          | HR, Performance and Service Planning | Deputy Leader Resources and Performance |  | 31-Mar-2024            |  | Workforce Strategy now progressed through ACSC (first pass) and consultation has commenced and unions briefed.  |
| 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            |  | Some progress made in starting to review plans. Team not up to strength due to mat cover. Day to day management of function taking precedence at this time. Carried over into 24/25 |









## Theme Economy

| Title  | Responsible OUs                      | Portfolio Owners               | Status  | Target Completion Date | Progress Bar  | Notes  |
|--|--------------------------------------|--------------------------------|---|------------------------|---|--|
| Supporting local residents into employment and training  | Economic Growth and Regeneration     | Sustainable Growth and Economy |    | 31-Mar-2024            |    |  |
| Continue to promote engagement with work experience programme for ex-offenders                   | HR, Performance and Service Planning | Sustainable Growth and Economy |    | 31-Mar-2024            |    | The opportunities have continued to be promoted with ex-offenders. For 2024-25 the scheme may be widened to include care-leavers to help encourage employment opportunities to that group, members of which may sometimes be vulnerable.                               |
| Support and Coordinate ongoing compact with NTU  | HR, Performance and Service Planning | Sustainable Growth and Economy |   | 31-Mar-2024            |   | Effective engagement continues including the provision of work experience placements across a number of team over the year. There is regular contact over the year between the Council and the university.   |
| Facilitate the creation of employment associated with new development and seek to address skills | Development and Place                | Sustainable Growth and Economy |  | 31-Mar-2024            |  | Progress has been made with a new Local Labour Agreement SPD which will introduce a requirement for a financial contribution towards employment and training jobs. Work is ongoing with EGR to determine the cost of a job. It may be necessary to commission external |

| Title  | Responsible OUs                  | Portfolio Owners               | Status  | Target Completion Date | Progress Bar   | Notes  |
|--|----------------------------------|--------------------------------|---|------------------------|--|--|
| shortages in the construction sector to facilitate growth.   |                                  |                                |   |                        |  | evidence. This is not straight forward and further consideration is being given to the approach.   |
| 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            |  100%   | <p>Business Adviser and Retail (High Streets) Adviser completed with appointment from beginning of December 2023. EMCC appointed to the BA role and Ovy Design to Retail. Delivery will fully commence from January 2024</p> <p>Small Business Adviser now recruited, with the remit to re-establish the Networking Group</p>  |
| Identify the opportunities to drive investment in the Borough and create new business opportunities                                | Economic Growth and Regeneration | Sustainable Growth and Economy |  | 31-Mar-2024            |  100% | <p>The funding bid to D2N2 has now been approved to move to the next stage of a Green Book Treasury Compliant Business Case. RIBA 4 designs will be needed to support the business case.</p> <p>AMP feasibility completed and Business Case has been approved by Cabinet. Council has appointed cost consultants and technical advisors to prepare for contract negotiations for the build phase that is to commence prior to the end of the financial year (March 2024)</p> |



| Title   | Responsible OUs                  | Portfolio Owners                   | Status  | Target Completion Date | Progress Bar  | Notes   |
|---|----------------------------------|------------------------------------|---|------------------------|---|---|
|   |                                  |                                    |   |                        |   | <p>Killisick Fields land disposal progressing - Agents appointed. Alternative use of the Lodge being considered to support TA demand. Calverton Hill Crest Industrial unit expansion to be funded by D2N2 and Council funds. Further review of Council land and assets to be undertaken in 2024/25</p> <p>Based on available data the Council has bid for funding to extend industrial unit provision in Calverton following a review of provision and demand in the Borough. The Council is intending to complete the fit out of the AMP in 2024 with business units suitable for SMEs and Start Ups. The Council also looking at options for extension of industrial units in Newstead - this will be further reviewed in 2024/25</p> |
| Identify the opportunities to move to a net zero carbon economy       | Economic Growth and Regeneration | Climate Change and Natural Habitat |  | 31-Mar-2024            |  | Part of the remit of the new Markets Organiser is to encourage all staff holders to minimise their levels of waste, particularly single-use plastic.  |
| Improvements to the town and local centres to make a more vibrant and | Economic Growth and Regeneration | Sustainable Growth and Economy     |  | 31-Mar-2024            |  | Temporary extension was approved by the Licensing Committee at the end of October. Report for approval for the consultation has been submitted to the   |

| Title   | Responsible OUs                  | Portfolio Owners               | Status  | Target Completion Date | Progress Bar  | Notes  |
|---|----------------------------------|--------------------------------|---|------------------------|---|--|
| attractive place to visit   |                                  |                                |   |                        |   | <p>PFH - consultation will take place during January/February 2024</p> <p>The New Town Centre Manager is undertaking a programme of site visits to each local centre, to identify development opportunities that GBC may be able to support through UKSPF</p> <p>Events were held during the Summer holiday, including Nottinghamshire Day. Support given to Communities Team for Arnold Light Switch On. Markets Organiser also appointed and first Christmas Market held at the beginning of December.</p> <p>Markets Organiser appointed and contract in place - first event held on 2nd December. Town Centre Manager working with Skin Solace Ltd on forward programme of events.</p> |
| Engage with high street retailers and independents and other stakeholders in local centres to ensure our high | Economic Growth and Regeneration | Sustainable Growth and Economy |  | 31-Mar-2024            |  | <p>New Town Centre Manager has begun to develop relationships with Retailers - next stage will be to develop Retailer Groups</p> <p>Retail (High Streets) Adviser appointed</p>  |

| Title   | Responsible OUs                  | Portfolio Owners                   | Status  | Target Completion Date | Progress Bar  | Notes  |
|---|----------------------------------|------------------------------------|---|------------------------|---|--|
| street remain vibrant and viable  |                                  |                                    |   |                        |   |  |
| Encourage a more carbon neutral way of travelling to local centres  | Economic Growth and Regeneration | Climate Change and Natural Habitat |    | 31-Mar-2024            |    | EMCC appointed through joint commissioning process to deliver UKSPF E29 decarbonisation project aimed at SME's in the Borough  |
| 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            |    | Ambition Arnold Project established and short term/immediate priorities identified e.g. acquisition of sites/site assembly and demolition. Wider master planning funding to be identified and procurement options to be agreed |
| Develop plans for a active walking and cycling routes in the Borough  | Development and Place            | Sustainable Growth and Economy     |   | 31-Mar-2024            |   | Carried forward into 24/25   |
| Explore and further develop plans for the Gedling Borough Heritage Way  | Development and Place            | Communities and Place              |  | 31-Mar-2024            |  | Carried forward into 24/25   |

Theme Place

| Title | Responsible OUs | Portfolio Owners | Status | Target Completion Date | Progress Bar | Notes |
|-------|-----------------|------------------|--------|------------------------|--------------|-------|
|-------|-----------------|------------------|--------|------------------------|--------------|-------|

|  |                    |   |  |                    |  |   |
|--|--------------------|---|--|--------------------|--|---|
| <p>Implement the GBC Carbon Reduction Strategy and deliver to the action plan aligned with key partners across the borough</p> | <p>Environment</p> | <p>Climate Change and Natural Habitat</p> | <p></p> | <p>31-Mar-2024</p> | <p></p> | <p><b>Minimise the borough’s waste and its impact on the environment.</b></p> <p><b>Implement a plan of action to increase levels of recycling and reduce contamination levels and levels of residual waste</b></p> <p>A winter ‘educational’ campaign was launched in February 2024 to increase levels of recycling and reduce contamination and residual waste using ‘Bin contamination wheelie bin tags’, in an area with high levels of bin contamination. Using 500 ‘contaminated bin’ tags with QR codes printed on them in the Mapperley, Lambley and Burton Joyce areas.</p> <p>The labels are recyclable and sustainable, and incorporated a ‘Don’t Waste Your Recycling’ campaign message. Appendix 1 at the foot of this report shows the label.</p> |
|--|--------------------|---|--|--------------------|--|---|

| Title | Responsible OUs | Portfolio Owners | Status | Target Completion Date | Progress Bar | Notes  |
|-------|-----------------|------------------|--------|------------------------|--------------|--|
|       |                 |                  |        |                        |              | <p>Refuse Recycling crews who come across a contaminated bin, will tag it and in doing so highlight the contamination in the recycling bins to the resident concerned who will be invited to scan the tag,</p> <p>This action then alerts GBC that contamination of the bins has occurred and the QR code directs the resident to information on the contaminants and the requirement to remove them from the bin before presenting for collection again.</p> <p>Promotion of the bin tag initiative through our GBC website, local media, and social media and other outlets will be key to its success.</p> <p>In this way we hope to educate and increase levels of recycling whilst reducing unnecessary contamination and levels of residual waste.</p> <p>Equally engagement work is being undertaken by working closely with property managers and social landlords</p> |





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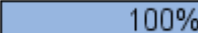


| Title | Responsible OUs | Portfolio Owners | Status | Target Completion Date | Progress Bar | Notes  |
|-------|-----------------|------------------|--------|------------------------|--------------|--|
|       |                 |                  |        |                        |              | <p>around collective bin stores for the same reason.</p> <p>Discussion is also underway as regards rebranding our large commercial containers and those use in communal areas including flat complexes. To prevent confusion as there have been comments from some areas that the bins are easily confused, being the same external colour and only having a sticker on to tell them apart.</p> <p><b>Engage the public, communities, schools and businesses through borough wide behavioural change initiatives and information campaigns to provide a greater understanding of waste issues</b></p> <p><b>Have a dedicated section for residents, communities, school and businesses on the website. Using the Green Rewards Platform to engage with residents.</b></p> <p>Involve schools in campaign work during National Recycling Week (16- 20th</p> |

| Title | Responsible OUs | Portfolio Owners | Status | Target Completion Date | Progress Bar | Notes   |
|-------|-----------------|------------------|--------|------------------------|--------------|---|
|       |                 |                  |        |                        |              | <p>October) working with schools in the borough - delivery on the importance of recycling waste and paper making workshop (using school's paper waste)</p> <p>Share the latest information that is promoted in the Business and Communities newsletter and engaged with businesses, communities and all schools on the Gedling week of action and the Great British Spring Clean.</p> <p><b>Carbon offsetting through development of our green infrastructure across the borough</b></p> <p><b>Offset Residual Emissions From Hard To Reduce Sources / Plant 500 UK Native Trees Across The Borough</b></p> <p>Parks ranger lead. Combined projects such as Trees for Climate, Urban Tree Challenge Fund, hedgerow planting and volunteer planning works, mean that we have over exceed this total.</p> |

| Title | Responsible OUs | Portfolio Owners | Status | Target Completion Date | Progress Bar | Notes  |
|-------|-----------------|------------------|--------|------------------------|--------------|--|
|       |                 |                  |        |                        |              | <p><b>Carbon offsetting through development of our green infrastructure across the borough</b></p> <p><b>Increase Biodiversity using tree planting plans in Council open space. Explore tree planting grant funding initiatives. / Plant additional trees in our Parks &amp; Open Spaces to ensure the 500 tree target is met for 2023/2024</b></p> <p>Tree planting funds were explored and for parks and open spaces, the Urban Tree Challenge Fund was selected as the most suitable fund for our needs to assist with levelling up access to nature across Gedling Borough, planting trees in socially deprived urban areas with low canopy cover, in proximity to healthcare and educational facilities. An Urban Tree Challenge Funding bid was compiled by our Tree Officer and GBC were successful with the funding of 170 standard trees.</p> <p>Following the opening of the Digby Park arboretum which kicked off the Green Lung project, benches and bins have now been installed at the Digby Park end of the</p> |

| Title  | Responsible OUs | Portfolio Owners                    | Status  | Target Completion Date | Progress Bar  | Notes   |
|--|-----------------|-------------------------------------|---|------------------------|---|---|
|  |                 |                                     |   |                        |   | <p>Green Lung pathway. Weather conditions were not favourable, with wet conditions and extremely boggy ground to contend with. New litter bins, using an external contractor, were installed in January 24.</p> <p>Two Interpretation panels, one supporting the heritage of the area and one the flora and fauna have also been installed at the end of January.</p> <p>In Autumn 2024, 1500 trees will be planted subject to securing grant funding from the NCC 'Trees for Climate' scheme. Delays to this element of the project have been caused by NCC and their capacity to provide contract documentation and formal approvals.</p> |
| Minimise the borough's waste and its impact on the environment                       | Environment     | Environmental Services (Operations) |  | 31-Mar-2024            |  |   |
| Carbon offsetting through development of our green infrastructure across the borough | Environment     | Climate Change and Natural Habitat  |  | 31-Mar-2024            |  |   |



| Title  | Responsible OUs    | Portfolio Owners                          | Status   | Target Completion Date | Progress Bar   | Notes  |
|--|--------------------|---|--|------------------------|--|--|
| <p>Develop and implement a plan to enhance existing parks and open spaces and seek external funding for our development projects</p> | <p>Environment</p> | <p>Climate Change and Natural Habitat</p> | <p></p> | <p>31-Mar-2024</p>     | <p></p> | <p>Work has gone on a pace to deliver to the plan to enhance our existing parks and open spaces and seek external funding.</p> <p>A complete refurbishment of the play area at Lambley Lane was completed at the end of October 2023. 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.</p> <p>Breck Hill (Green Flag Awarded park) new entrance and footpath - Works began on 8th January 2024. Funding identified from private benefactor and GBC. Completed Feb 2024.</p> |



| Title | Responsible OUs | Portfolio Owners | Status | Target Completion Date | Progress Bar | Notes   |
|-------|-----------------|------------------|--------|------------------------|--------------|---|
|       |                 |                  |        |                        |              | <p>A programme of play area refurbishments priorities has been devised, Following the grant funded Lambley lane play area upgrade completion, the priority list for future grant funding bids is as follows: St Marys, Valley Road, Onchan, Jackie Bells, Newstead, Arno Vale. This work is ongoing.</p>                                  |
|       |                 |                  |        |                        |              | <p>Bird Hide at GCP – The structure choice has been agreed with the FoGCP, funding identified from two S106 off site capital payments. A Directory report will be required as only one supplier identified for the agreed structure choice using a bespoke design. This work will carry into the next financial year.</p>                 |
|       |                 |                  |        |                        |              | <p>A new footpath at Lambley Lane Rec is being worked upon for improved access to new play area – S106 identified £19k to install a new footpath from the main entrance gate to the play area. Several complaints received about the inaccessibility to the play area during wet weather. This expenditure is shortly to be approved.</p> |


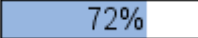
| Title   | Responsible OUs                | Portfolio Owners                      | Status   | Target Completion Date | Progress Bar | Notes   |
|---|--------------------------------|---------------------------------------|----------|------------------------|--------------|---|
|   |                                |                                       |          |                        |              | <p>Access and boundary improvements have additionally been carried out at Breck Hill from Woodborough Road. The entrance gate at the rear of the pavilion is currently locked as the post is badly damaged resulting in the gate not opening, this is the only DDA compliant access into the park from Woodthorpe Drive. New railing, post and two new Self-closing, wider access gates are required. The Friends of Breck Hill are considering funding the gates, funding for the railing will be drawn from GBC revenue budgets in 24/25.</p> |
| <p>Ensure planning policies and decisions protect and enhance the natural environment</p> | <p>Development and Place</p>   | <p>Sustainable Growth and Economy</p> | <p>✔</p> | <p>31-Mar-2024</p>     | <p>100%</p>  | <p>Planning Guidance on biodiversity net gain has now been adopted</p>  |
| <p>Implement Strength in Community programme</p>  | <p>Communities and Leisure</p> | <p>Communities and Place</p>          | <p>✔</p> | <p>31-Mar-2024</p>     | <p>100%</p>  | <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</p>  |









| Title | Responsible OUs | Portfolio Owners | Status | Target Completion Date | Progress Bar | Notes  |
|-------|-----------------|------------------|--------|------------------------|--------------|--|
|       |                 |                  |        |                        |              | <p>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</p> |










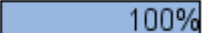
| Title   | Responsible OUs         | Portfolio Owners      | Status  | Target Completion Date | Progress Bar   | Notes   |
|---|-------------------------|-----------------------|---|------------------------|--|---|
| Complement Community Events, Culture and Heritage Programme | Communities and Leisure | Communities and Place |  | 31-Mar-2024            |  100% | <p>£50,0000 will be available to Gedling focussed VCS groups in 2024/25.</p> <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</p> |

| Title   | Responsible OUs              | Portfolio Owners                      | Status  | Target Completion Date | Progress Bar  | Notes  |
|---|------------------------------|---------------------------------------|---|------------------------|---|--|
|   |                              |                                       |   |                        |   | <p>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 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. A new mural has been commissioned at Breck Hill Recreation Ground and this will tell the story of the local area.</p> |
| <p>Review the Community Infrastructure Levy Policy.</p> | <p>Development and Place</p> | <p>Sustainable Growth and Economy</p> |  | <p>31-Mar-2024</p>     |  | <p>The Levelling Up &amp; Regeneration Bill proposes to replace developer contributions and CIL with an infrastructure levy which will be set locally. The review of CIL has therefore been paused and further details are awaited. A payment of £4.48 million has now been made to the County. The balance of strategic CIL receipts held</p>   |

| Title  | Responsible OUs              | Portfolio Owners             | Status   | Target Completion Date | Progress Bar   | Notes  |
|--|------------------------------|------------------------------|--|------------------------|--|--|
|  |                              |                              |  |                        |  | <p>by the Council now exceeds £1 Million. PH for SGE would like the review to commence, if no imminent announcements from the Government are forthcoming.</p> <p>Review of the Infrastructure List to commence in 2024/25</p>  |
| <p>Page 91</p> <p>Preserve the historic built environment.</p> | <p>Development and Place</p> | <p>Communities and Place</p> | <p> #</p> | <p>31-Mar-2024</p>     | <p></p> | <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> |

| Title   | Responsible OUs       | Portfolio Owners                    | Status  | Target Completion Date | Progress Bar  | Notes  |
|---|-----------------------|-------------------------------------|---|------------------------|---|--|
| Promote and support community based 'clean up' initiatives including the seasonal big clean events  | Environment           | Environmental Services (Operations) |    | 31-Mar-2024            |    |  |
| Promote Town and Local Centres and Define Borough Gateways  | Development and Place | Sustainable Growth and Economy      |    | 31-Mar-2024            |    | A project group has been created including members from EGR, Planning and Comms. Meeting have taken place with ViaEM to review welcome signs. Funding is required to further advance the project. Funding from Members pots is a possible funding option which is currently being explored |
| Celebrate our local achievements (Pride of Gedling awards)  | Communications        | Communities and Place               |    | 31-Mar-2024            |    | The event took place in November 2023. We had over 290 entries and all costs were fully covered by sponsorship.  |
| Address reduction in Crime, Youth Offending and a reduction in the fear of crime and awareness of risk to young people, also a reduction in misuse of | Environment           | Public Protection Portfolio         |  | 31-Mar-2024            |  |  |



| Title   | Responsible OUs | Portfolio Owners            | Status  | Target Completion Date | Progress Bar  | Notes   |
|---|-----------------|-----------------------------|---|------------------------|---|---|
| substances and domestic violence.   |                 |                             |   |                        |   |   |
| Seek successful prosecutions and enforcement action for dog fouling, anti-social behaviour and against those that fly-tip waste | Environment     | Public Protection Portfolio |    | 31-Mar-2024            |    |   |
| Invest in new and existing CCTV in priority hot spots   | Environment     | Public Protection Portfolio |    | 31-Mar-2024            |    |   |
| Develop the Council's approach to licensing regulation and enforcement  | Environment     | Public Protection Portfolio |  | 31-Mar-2024            |  | Officers attending HOT steering group and working with Notts County Council and other districts to promote scheme. 2 businesses have signed up in Gedling and have been referred for a promotional video which is being developed by Notts CC. A new self assessment form including sustainability pledges has been created for new participants to the scheme. The HOT lead at Notts CC is leaving her post so partners are awaiting a new lead to be appointed to help drive the scheme forward |

| Title   | Responsible OUs              | Portfolio Owners                      | Status   | Target Completion Date | Progress Bar   | Notes   |
|---|------------------------------|---------------------------------------|--|------------------------|--|---|
| <p>Progress the Greater Nottingham Strategic Plan in partnership with Broxtowe and Rushcliffe Borough Councils and Nottingham City.</p> | <p>Development and Place</p> | <p>Sustainable Growth and Economy</p> | <p></p> | <p>31-Mar-2024</p>     | <p></p> | <p>In partnership with Broxtowe and Rushcliffe Borough Councils along with Nottingham City Council we are developing a Strategic Plan, which sets out the policies which will help guide future development across our combined areas. Once adopted, the Strategic Plan will replace the Aligned Core Strategy and comprise part 1 of the Council's Local plan.</p> <p>The Strategic Plan will look at how Greater Nottingham's longer-term development needs can be met up to 2041 supported by more detailed policies which will be developed in each Council's own individual Part 2 Local Plan. The Strategic Plan will cover key strategic issues such as climate change; improving access to homes and jobs; infrastructure; and conservation and enhancement of the natural, built and historic environment. An important role of the Strategic Plan is to outline the approach to meeting housing need and include housing targets for each Council area.</p> |





| Title | Responsible OUs | Portfolio Owners | Status | Target Completion Date | Progress Bar | Notes  |
|-------|-----------------|------------------|--------|------------------------|--------------|--|
|       |                 |                  |        |                        |              | <p>The Growth Options Consultation took place between the 6th July -14th September 2020 with an extension between 10th February and 24th March 2021.</p> <p>The 'Preferred Approach' document was considered by Cabinet on 8 December 2022. Members resolved to approve the Greater Nottingham Strategic Plan Preferred Approach document and Sustainability Appraisal in so far as it relates to Gedling Borough with the exception of proposals to release Green Belt land at Teal Close, in light of the Ministerial Statement made on 6th December 2022 and to be made clear in an updated National Planning Policy Framework, to allow a period of public representations.</p> <p>The consultation was launched on 3 January 2023 for a period of 6 weeks. There has been a press release and a briefing note has been issued to all members.</p> |

| Title | Responsible OUs | Portfolio Owners | Status | Target Completion Date | Progress Bar | Notes  |
|-------|-----------------|------------------|--------|------------------------|--------------|--|
|       |                 |                  |        |                        |              | <p>The document does not include the full range of topics that will form the Strategic Plan but focusses on the vision and strategy for meeting longer term development needs, including the approach to housing provision and employment need as well as the strategic sites required to meet requirements.</p> <p>For Gedling Borough, the strategy for meeting longer term development needs is:-</p> <ul style="list-style-type: none"> <li>• firstly to accommodate growth in and adjacent to the main built up area of Nottingham;</li> <li>• secondly adjacent to the sub regional centre of Hucknall; and</li> <li>• thirdly in or adjacent to Key Settlements at Bestwood Village, Calverton and Ravenshead.</li> </ul> <p>The housing target for each borough is set by national government and for Gedling Borough the target is 7,950 homes up to 2041 plus a buffer of around 800 homes. Much of the target is already met by sites that are allocated for development or have planning permission, such as:-</p> |



| Title                                   | Responsible OUs       | Portfolio Owners               | Status  | Target Completion Date | Progress Bar  | Notes   |
|---|-----------------------|--------------------------------|---|------------------------|---|---|
|   |                       |                                |   |                        |   | <p>• the strategic sites at Gedling Colliery/Chase Farm and Teal Close (both on the edge of the urban area); and the strategic sites at Top Wighay Farm and North of Papplewick Lane (both on the edge of Hucknall)</p> <p>The Preferred Approach proposes an extension to the existing allocation at Top Wighay Farm of 640 homes.</p> <p>A further discrete consultation was undertaken in Q3 2023/24 for a preferred approach to logistics sites. None of the preferred sites are located within Gedling.</p> <p>The next stage is to consult on a full draft of the strategic plan, which is anticipated in the autumn of 2024.</p> |
| Drive the delivery of key housing sites | Development and Place | Sustainable Growth and Economy |  | 31-Mar-2024            |  | <p>A Housing Delivery Action Plan (HDAP) has been produced and is updated annually. It identifies that a lot of effort has been placed on engaging with developers through the provision of additional planning guidance, pre-application advice and working in partnership to unblock certain sites. In general this support has been</p>  |

| Title   | Responsible OUs    | Portfolio Owners                          | Status   | Target Completion Date | Progress Bar | Notes  |
|---|--------------------|---|----------|------------------------|--------------|--|
|   |                    |   |          |                        |              | <p>well received and reciprocated by developers/landowners. The working groups are now well established and the key actions for each Aligned Core Strategy/Local Planning Document site are set out in the HDAP.</p>   |
| <p>Promote the uptake of energy efficiency technologies in commercial and domestic properties</p> | <p>Environment</p> | <p>Climate Change and Natural Habitat</p> | <p>✔</p> | <p>31-Mar-2024</p>     | <p>100%</p>  | <p>Gedling is supporting the Nottinghamshire County Council led consortium for the Home Upgrade Grant 2. First batch of eligible households across the consortium (Gedling, Broxtowe, Newark, Ashfield, Notts) has been submitted for approval including 14 properties. 5 properties are in Gedling Borough.</p> <p>Council is working in partnership with EON and their contractors Thrift to utilise devolution funding to retrofit 41 properties before end of August 24. 136 promotional letters have been sent out and the contractors are visit homes to identify eligible householders. Aiming to maximise use of funding with the time remaining available in project.</p> |
| <p>Review the Netherfield pilot Selective Licensing Scheme and</p>                                | <p>Environment</p> | <p>Public Protection Portfolio</p>        | <p>✔</p> | <p>31-Mar-2024</p>     | <p>100%</p>  | <p>12 week public consultation held and completed in quarter 4 to seek views on the council's proposal to introduce a further selective licensing scheme in</p>  |

| Title   | Responsible OUs          | Portfolio Owners               | Status   | Target Completion Date | Progress Bar   | Notes   |
|---|--------------------------|--------------------------------|--|------------------------|--|---|
| investigate renewal or extension of the scheme when the scheme designation concludes at the end of September 2023 |                          |                                |  |                        |  | Netherfield. Officer's considering consultation responses before sharing findings with council leadership. Officers continuing with the implementation of the existing phase 2 selective licensing scheme in parts of Daybrook, Colwick, Carlton Hill and Newstead Village. |
| Identify and deliver key interventions to prevent homelessness and rough sleeping.                                | Regeneration and Welfare | Life Chances and Vulnerability |   | 31-Mar-2024            |   | The Council continues to explore preventative opportunities and proactively works across the County to use NFI funding to minimise rough sleeping across not just Gedling but the whole of Nottinghamshire.   |
| 66  |                          |                                |  |                        |  | The 8 MOD properties in Arnold have now been occupied by the Home Office.   |
| Support for Refugees and asylum seekers   | Regeneration and Welfare | Life Chances and Vulnerability |  | 31-Mar-2024            |  | Regular meetings are being held with NCC and the Districts re Ukrainian refugees and financial support is available.  |
|   |                          |                                |  |                        |  | A new Resettlement Officer post is being advertised to provide support to all refugees.   |

**GEDLING  
PLAN  
2023-2027**

**Examples of Achievements and  
Activities**

**During**

**Quarter 4 - 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.**

Enterprise Centre plans – We announced plans to create an Enterprise Centre at our flagship AMP business unit to support local start-ups and small/medium enterprises. A report has been published by the council that is allocating a significant investment into fitting out the vacant first floor of the building to boost economic growth and provide a space for offices, conference and training room in the heart of Arnold. The project will support several council priorities including revitalising town centres, support economic growth and creating jobs in the area. It will also increase footfall to the town shopping precinct and support the existing businesses in the area.

Apprenticeship Fair - The EGR Service, in partnership with DWP, delivered the annual Apprenticeship Fair on the 6 February at the Civic Centre. With just under 200 attendees and 20 exhibitors, the event was a resounding success. The Festival of Science and Curiosity also hosted various events in schools, libraries and community spaces across the Borough as part of a Partnership Agreement to increase engagement in Science, Technology, Engineering and Maths (STEM).

From the 100 completed evaluation forms, most came from Arnold (55), 6 from Carlton and 5 visited from the Nottingham College site, Highfields College to explore Apprenticeship opportunities.

Recruitment/Jobs Fair - The next event is planned for the 16 April from 1-4pm, again at the Civic Centre, with a particular focus on 'Spring into Employment'. The EGR Service are currently working closely with DWP to feed exhibitors into the event.

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

Gedling Business Networking - East Midlands Chamber are in the early stages of creating a business networking group to replace the former 'Gedling Business Partnership'. A steering group is currently being formed, with the 'launch' event to take place mid-May. This will bring businesses together to collaborate, share best practice, knowledge and expertise.

Business Advice Surgery - The EGR Service held a Business Support Surgery in Q4 in conjunction with the Nottinghamshire County Council Business Advisor. All appointments were taken, demonstrating demand for the service. A further Surgery is booked to take place in March.

B&M Arnold Store - B&M Arnold opened in February. The EGR Service worked closely with DWP Employer Advisor to host group sessions for DWP customers. Of the 50 vacancies, all were appointed through Arnold Jobcentre. Inductions were also hosted locally and the opening event was attended by the Mayor, EGR Service Manager and EGR Manager.

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

Funding Award for Carlton – we were awarded funding as part of the Long-Term Plan for Towns in the Spring Budget, which could equate to up to £20 million over a 10-year period to use on community projects to regenerate Carlton and reduce anti-social behaviour.

Retail Advisor - The advisors have completed their on-boarding and are now engaging with retailers through the borough. Each high street has been visited; retail business diagnostics are now taking place with actions already making positive impacts into retailers. Over 53 businesses have been through the initial diagnostic and are now completing actions under the guidance of the retail advisor. Two high street trails have been created and distributed to support engagement and relationship building. Monthly contract review meetings take place with the Town Centre Management Team to maintain contractual agreements and resolve any issues etc.

The AMP Live - Since Christmas, Amp Live have hosted 3 artisan markets and 2 mini markets in conjunction with special calendar dates such as Chinese New Year and International Women's Day. Amp Live have now set a monthly date for a farmers' market, a bimonthly date for an artisan craft market and occasional key calendar dates inserted into their programme. The traders are starting to build their trade and are becoming regulars to monthly dates. Monthly contract review dates with the Town Centre Manager are in place to monitor and support the activity.

Chinese New Year Trail - Chinese New Year trail was successfully rolled out amongst the retailers of Arnold and the children seemed to enjoy taking part, they swapped their completed trails for an orange and a fortune cookie supplied by the events team. This was a great way for the retail advisors to introduce themselves and start to engage. A mini market at The AMP was well attended and although a mini version the traders did well.

International Women's Day - A series of talks filmed in Skin Solace by women in business from the local community, discussing everything from balancing the juggling act of motherhood with work, to escaping a life of violence and reinventing themselves. These were shown in clips on GBC social media and will be available to view in their fullness on YouTube soon. A mini market with local female makers was also sited on the AMP. It is proving difficult to gain commitment from traders in the week so these days may not be something that The Amp will do next year.

Easter Trail - Five local schools have created more than 35 pieces of Easter art to be placed in shop windows from March 22<sup>nd</sup> for another high street trail. This time the Easter Bunny, Alice in Wonderland and the Madhatter were on Arnold and Carlton Hill high streets on Easter Saturday to swap the trails for a free chocolate egg. ALAF have sponsored these characters and the events team have provided the eggs. The mayor picked a winner and two runners up and gave out certificates after the Easter break.

# 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.**

UKSPF Strength In Community Project - UKSPF Strength in Community VCS Resilience Grants have been awarded to 13 local Community and Voluntary Groups across the Borough for the provision of a range of essential neighbourhood services to the vulnerable.

The Strength in Community Asset Based VCS Support Model Tender has been awarded to Nottingham CVS, and a Partnership Development Coordinator post advertised to coordinate engagement of local voluntary groups and charities in the model. The postholder will commence one to one engagement with Community partners in mid-May. An event is planned in early July to reinforce commitments and share a programme for development of the initiative.

Assisting residents who have been affected by recent flooding - The Revenues Services team continues to support the flood response team by creating flood reliefs and flood grant payment processes in relation to Storms Babet and Henk. Payment of support grants has almost concluded, and all eligible domestic and commercial applications have been paid.

Household Support Fund - GBC have identified residents for the household support fund through contact with Customer Service Advisors when discussing arrears in council tax, contacting for access to the foodbanks and behind on rent. Customer Services have also identified residents using the Hubs for warm spaces and low-cost meals. Other departments and partner agencies have been kept informed of the available support and were able to email us with contact details of any resident they had concerns around. Gedling have always been in the top 3 Local Authorities for referrals alongside Broxtowe and Ashfield.

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

Gedling Youth Council - A meeting of the Gedling Youth Council took place in February. Members contributed to Consultation on the Council's Equality and Diversity Policy and engaged with NCC Youth Service practitioners on the Young People's Consultation Action Plan theme of Out of School holiday activities for young people. The group also reviewed the Youth Mayor role and some recommendations for improvement were noted. All work on the Young People's consultation Action Plan has been completed, with an action remaining to enhance the visibility of the Youth Council and Youth Mayor as Champions for Key Council and Partners policies that concern young people, i.e. Climate Change, Equality and Diversity, further engagement with Police to address violence against Women and Girls.

Mindful Vibes - Spritely Sustainable are launching a new outdoor activity session to support young people aged 12-19 with their mental wellbeing. The project takes place at Killisick allotment and is funding by the NHS.

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

Equality and Diversity Policy - The Council's Consultation on the Equality and Diversity Policy was shared in our Community and Health and Wellbeing E-Newsletters and circulated to Parishes, Community Hubs and Partners, Youth Council and Seniors Council. The Youth Council also held a discussion on the policy with the Lead Officer at their meeting in February.

Seniors Council - A meeting of the Gedling Seniors Council was held in February. A guest Speaker from Age UK delivered an engaging session sharing the tools, techniques and services available to promote independence, wellbeing and social connection in the older community.

Parish Clerk's Network - a meeting of the Parish Clerk's Network took place in January. Parish Clerks reviewed the outcomes of the October Parish Conference, and put forward suggestions for themed follow up engagement sessions for all Parishes – the first proposal being a workshop with Planning Officers to better understand how Planning Objections are dealt with in Planning Legislation. Clerks also received an overview of the Council's Events Programme 2024/2025 and were advised of the Council's new enabling approach and imminent Events Support webpage.

Clerks were also advised that due to a range of factors, having event safety management awareness and knowledge has become more significant, and the webpage and enabling approach is designed to support a wide range and a variety of scales of community led and Council events and activities to take place safely across the Borough.

Member's grants awarded – in the region of £15k has been awarded to various community groups. For example the Ark, Gedling Conservation Trust, Friends of Arnot Hill Park, Gedling Southbank Ladies, 1st Porchester Scouts, Cubs & Beavers, Arnold Methodist Church Mental Health Befriending and Support Group, Calverton Toy Library, Hope Nottingham, 3rd Netherfield Scouts, Cubs and Beavers, Netherfield Parents & Toddlers Group, 1st Redhill Scout Group, Bags of Blessings, Redhill Road Runners, Paviers Rugby Club, Support Through Sport Youth CIC, Gedling Play Forum, Nottingham Arimathea Trust, Stoke Bardolph Village Hall Trust, Colwick Parish Church, Netherfield Forum, Dice & Balls and Christmas Trees & Lights around the Borough.

Community E Newsletters – Three Community E-Newsletters were circulated to 7k community contacts between January and March. Articles included Notts Help Yourself updating website, Young Minds, Polling place review 2023, hiring of Gedling's community centres, hiring of Newstead Centre, Inspire money saving tips and tricks adult learning, VCSE Energy Efficiency scheme, Nottinghamshire Electric Vehicle charge point framework, Nottinghamshire Family Hub network consultation, Home Energy Advice Team Hub, The Great British Spring Clean, Carlton Male Voice.

Funding information shared included Awards for All Programme, FCC Community Action Fund, Sport England small grants, Support for families with disabled children, Boots



Charitable Trust, Community Ownership Fund, N&SCVS Transform your Future grants, Children in Need project costs funding stream,

Dementia Directory for Nottingham North and East footprint - partners across the Nottingham North and East footprint including Gedling are working together to create a Gedling Dementia Directory, this will provide information on local dementia support groups as well as information on key health and social care contacts.

Skate and Regenerate sessions with Skate Nottingham - Skate Nottingham have completed a programme of face to face and online engagement with users of skate parks in Gedling – 71 people took part in face-to-face sessions and an additional 60 online. The sessions have enabled the Council to identify which skate park facilities are most used and valued in the borough, which will help to target future investment and improvements. As part of these engagement sessions repairs have been made to the bowl in Arnot Hill Park and kerbs have been constructed on the site of the former skate park at Colwick Recreation Ground, with a view to looking to reinvigorate skate activities on site.

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

Swimming Pool Support Fund - We followed up our successful first phase bid with another in phase 2. We have received £20k from Sport England and the Government for new pool covers and shower flow restrictors at Carlton Forum Leisure Centre. This will help us reduce water usage and reduced heating bills through restriction of excess water and through preventing heat loss. We will be monitoring our progress through moving Communities data which should help the council move towards net zero.

Growth in swimming lessons members - The learn to swim scheme has grown by 245 members over the last year, which means more children from the borough will be safer in and around water. In 2022/23 475 children achieved their 25m swim badge, and in 2023/24 this number had grown to 602. There were successful campaigns around drowning prevention over the last 12 months as well as the celebration of swimming at the annual Christmas swim galas held at Arnold and Carlton Forum Leisure Centres.

Growth in DNA health and fitness members - DNA health and fitness membership has grown by 319 members over the last 12 months, illustrating the quality of service delivery and choice available to customers across the leisure centres. Through the year the leisure department have implemented more customer functionality such as online joining, reminders for class bookings and the ability to go onto a waiting list for a class. The virtual classes which are available in the pool at Arnold and the dry side activities at Redhill and Carlton Forum have given increased flexibility for customers to use the facilities when instructors aren't scheduled to deliver sessions. There is also a focus on the happiness chemicals created through exercise (dopamine, oxytocin, serotonin and endorphins) which our leisure teams are cascading through to customers at every opportunity.

New Treadmills - Calverton Leisure Centre had three new high tech pulse treadmills installed in the Fitness Suite to replace the old ones which were frequently breaking down. This has been met with great enthusiasm by customers who are getting full use of the new equipment. We have received many positive customer comments, and this new equipment can be cited as a contributing factor to Calverton LC hitting an all-time high in terms of DNA membership at the site.

Poolside Audio Upgrade - New surround sound audio equipment has been installed on the poolside at Calverton LC which works alongside the mood lighting to create a superb sensory experience which can be utilised across a range of different sessions. It is particularly attractive for disability sessions, and also makes us a local industry leader in terms of the provision of sensory pool space for disability groups to hire for use. This has been a major contributing factor in establishing a partnership with the Autism group Spectrum Wasp who now regularly hire the pool.

AMP health event - The AMP health event took place in January. Gedling's Leisure Health Hub team including representatives from the leisure centres, Boditrax and ABL engaged with members of the community to help promote a healthy and active lifestyle. Members of the public took advantage of the Boditrax body composition machine, 100s of free passes to Gedling's leisure centres and engaged in conversations with trained health professionals.

Health Memberships in conjunction with Active Notts - The "Active for Life 3-month fitness membership" originally funded by Active Partner Trust and given to identified members of the community, started in Q2 this year, but now all candidates have completed the 3 month scheme there is a fantastic legacy with 24% of people on this pathway having taken out their own fitness memberships and are regular customers at Gedling' Leisure Centres.

New Bike lockers at Redhill Leisure Centre – we installed six new high security, steel bike lockers at Redhill Leisure Centre. Located outside the entrance to the leisure centre, the lockers are free to use and aim to promote cycling as a warm-up exercise before attending workouts at the centre. By offering a safe place to store bikes, it will help customers to focus more on their personal health and wellbeing. These secure bicycle lockers also contribute to the Council's ongoing efforts to provide eco-friendly alternatives to residents who would usually travel by car and encourage them to reduce their carbon footprint. Each of the lockers can store up to two bikes.

The Killisick NHSE health inequalities programme - A weekly after-school club has been set up by Eagles Nest Church on the back of the popular breakfast club during the school holidays. The after-school club takes place in Killisick community centre where children and their families can enjoy a meal together along with fun activities. An evaluation showcase event will be held in May to celebrate the success of the learning of the Killisick NHSE work as it merges into the wider Arnold INW.

Carlton Community Connector - following the success of the "Getting out and about in Carlton" a new monthly Walk and Talk has been set up by Age UK. The walk starts at Carlton Hill recreation ground and ends at the Carlton Hub. The Carlton Community Connector played a pivotal role in the Carlton Voice project where she supported with the engagement of over 100 residents who told their stories of living in Carlton.

Health and Wellbeing Community e-newsletter - the monthly Health and Wellbeing e-newsletter has covered the following topics over the last 3 months: Age UK walk and talk, Dry January, mental health support, Young Minds, no smoking day, safer sleep week and support in Gedling.

Integrated Neighbourhood Working Arnold - three Local Design Team meetings have been held since the initial launch event in December. Over 35 partners have engaged in the meetings, where they have discussed the key priorities for Arnold and have started to look at working on those priorities as a collective. The priorities include social isolation and loneliness, young people's mental health and cardiovascular disease.

Gedling Health and Wellbeing Co-production network - 18 partners from a range of organisations including Nottinghamshire County Council, Citizens Advice, Gedling Borough Council, ABL and Active Partners trust came together to discuss the theme of Children and Young People. Discussions were held around the emerging family hubs, the Holiday Activities and Food programme and the and ABLs family weight management program. Partners also had the opportunity to update on their service areas.

## 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.**

Carbon Management Strategy progress - an annual report on the progress of the Carbon Management Strategy and Action Plan went to Cabinet at the end of January. Our carbon emissions have reduced by 22%. Members noted the progress made to date.

Scheme launched to increase recycling - we launched a new scheme to help increase recycling rates and reduce the amount of recyclable materials going to the incinerator because of the wrong items being placed in the recycling bins. The idea behind the scheme is to let residents know when their bin is contaminated and that certain items can't go in recycling bins, such as plastic bags, nappies and pizza boxes. The initiative is being trialled in Mapperley, Lambley and Burton Joyce.

Great British Spring Clean week - GBC carried out a week of action as the Great British Spring Clean returned. The council proudly once again took part in the nation's biggest mass action environmental campaign. Commencing on March 15th, the annual initiative from Keep Britain Tidy promoted environmental responsibility and encouraged people to come together and contribute to keeping their community clean.

As part of its ongoing commitment to the cleanliness of the borough and the protection and enhancement of the natural environment, the council used the momentum of the Great British Spring Clean to inspire residents to take pride in their surroundings and take care of their environment.

The council's Climate Change Officer visited local schools and supporting community groups and even a litter-acy poetry/rap competition, encouraging creativity in tackling environmental challenges. We were inspired by the number of entries. Two school children from Parkdale Primary School, Carlton won our Litter...acy competition for their brilliant eco-rap. They were presented with a certificate and prizes by the Mayor of Gedling and Climate Change Officer and performed live in the Council Chamber. So inspired by their visit and discussions, one of the children has emailed Gedling Borough Council wishing to join the Youth Council

Climate Impact Assessment and E-Learning - In January 2024 the Climate Change Officer developed and launched a Climate Impact Assessment. This is a mandatory assessment to identify the climate impacts of the activity required when developing or a change of policy, project, service, function, or strategy. Also in that month, the Climate e-learning was launched. This takes 35-40 minutes to complete and is mandatory for all staff to better understand:

- The climate change emergency and its impacts
- The Council's ambitions and approach to tackling climate change
- How such actions will reduce the council's emissions and contribute towards a more sustainable planet
- How you can help the council to achieve its ambitious through changing practices in the workplace and at home.

All participants are offered an opportunity to leave feedback. To date we have received positive feedback averaging between 4 -5\* (note 5\* is the highest rating).

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. The Tree Officer and park rangers have organised the planting of 200 standard trees funded from the Urban Tree Challenge Fund administered by the Forestry Commission. The planting took place in several of the parks across the borough during Q4, working alongside partners including the Community Payback Service and Friends Groups.

Wildflower areas created to enhance Bee Pollinator sites - Signage has been installed on the boundary of the wildflower and grasslands areas to educate the public about the ecological benefits of wildflower areas and grasslands, particularly for insects and bees. This will assist with explaining to the public the reasons why we are leaving areas unmown in parks.

Breck Hill Entrance and Footpath - A new entrance and footpath at Breck Hill park was completed in February 2024, allowing equal access for all. Users of the park accessing from Breck Hill Road are now easily able to safely enter the park and travel along the new footpath that links to the recently refurbished playground and community orchard adjacent to the Woodthorpe Drive access. This is particularly helpful for families with pushchairs and wheelchair users. Prior to the works taking place Residents within the Woodthorpe ward reported to the Friends of Breck Hill park and GBC they were unable to access the park from Breck Hill Road during wet weather as the entrance is too muddy and as the entrance is on a hill it is quite dangerous to navigate. Equally access to the playground off Woodthorpe Drive is difficult to reach from Breck Hill Road as the egress route is uphill and is equally as muddy during weather. The new entrance and footpath have provided a solution to this issue.

Green Flag Applications - Four parks have been entered into the Green Flag Award. They are Arnot Hill Park, Burton Road Jubilee Park, Breck Hill Park and Gedling Country Park. The first part of the two-part application process was to submit our updated management plans by the deadline of 30<sup>th</sup> January. We are expecting the second part of the judging process, the field assessments to take place between April/May

Community Native Hedge Planting at Breck Hill Park - The Friends of Breck Hill with support from Greenwood Community Forests, local Schools and park development staff, carried out the planting of a further section of native hedge along the boundary of the park in front of the wooden boundary fence. The hedge will increase biodiversity and provide a habitat for many species and hopefully deter graffiti that has historically been an issue along the boundary fence.

Continued support of Community Payback Service in Gedling parks - The park rangers have continued to guide and support the actions carried out by the Community Payback service in parks across the borough. Tasks have included tree planting, litter picking, leaf litter removal, pruning, weeding and general park maintenance. This has been an invaluable working partnership resulting in many productive tasks being completed, complementing our parks maintenance service.

Green Lung Project - Two new interpretation panels have been installed at Digby Park to complement the overall Green Lung project. One panel is about the bygone history of the site and its links to Gedling County Park, the other describes the wildlife present on the park. Both are filled with interesting facts and are useful educational resources within the park.

Revised Terms and Conditions for Arnold Summer Fair - the terms and conditions for stall holders attending Arnold Summer Fair (taking place on 22<sup>nd</sup> June 2024) have been revised to reflect a greater focus on environmental sustainability. A greater onus has been placed on stall holders in terms of cooking methods, energy usage and food packaging.

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

'My Voice, My Place' Film Screening and Community Celebration - A film has been created by City Arts with local residents through the Carlton Community Hub. The film, 'My Voice, My Place', tells the story of Carlton and how people feel about their local area. A film premiere took place at the Richard Herrod Centre and was attended by 100 local residents. The event brought together community partners including Jigsaw Homes, Friends of King George V and Valley Road Parks, Age Friendly Carlton and Carlton Community Hub. There were also performances from Handmade Theatre, the Jigsaw Homes Singers and Simply Dance. The Council will continue to work with City Arts to share the film online and at future events.

Chinese New Year themed events - the Council held a successful event in Arnot Hill Park, taking inspiration from the Chinese New Year of the Dragon. Over 150 children and their families took part of Chinese themed arts and crafts with Gedling Play Forum with storytelling workshops and a traditional Lion Dance outside the Civic Centre which attracted an additional 100 people. For the first time this year some activities took place outside the AMP in Arnold Town Centre including Asian themed market stalls and a repeat performance of the Lion Dance.

Breck Hill Park Mural Project - a new mural has been designed for the pavilion at Breck Hill Park by a local artist working with the Friends of Breck Hill, young people at Arnold Hill Spencer Academy and the wider community. During February half term Skate Nottingham delivered an engagement session alongside artist Alex Hobby to raise awareness of the project, with over 25 children and parents taking part. This activity and the mural project has been funded by UK SPF.

UK SPF Events, Culture and Heritage - grants have been awarded to the following organisations as part of this project:

- Flying High Expressive Arts Company – funding to create a short piece of theatre reflecting on changes in the borough, community and country over the last 50 years. The show will be performed at Arnold Summer Fair on Saturday 22<sup>nd</sup> June, tying in with 50 years since the creation of the borough.
- Arnold Local History Group – funding to enhance display and exhibition materials for the Arnold Summer Fair and an exhibition at Arnold Library in autumn 2024.
- National Justice Museum – the Council have contributed towards the 'Standing in this Place' arts and heritage project which highlights the contributions and connections between white mill workers and black enslaved women uprooted to the Americas, showing how their stories and histories are connected by cotton, sorrow, strength and resilience. The realisation of this project will be in the creation of a new sculpture which will be installed in the Broadmarsh area of Nottingham City Centre.

## **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.**

“No More Week” support – We actively supported national No More week at the beginning of March – a campaign aimed at raising awareness of domestic abuse and sexual violence while inspiring individuals, organisations and communities to instigate change. We collaborated closely with Nottinghamshire Police as part of its ongoing safeguarding efforts, advocating programmes designed to assist individuals experiencing domestic violence, and showcased these collaborative efforts through the unveiling of a permanent stand at the Civic Centre.

CCTV - A new CCTV camera has been installed on Church Lane recreation Ground, Arnold, to help reduce anti-social behaviour and graffiti, and offer community reassurance. 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 was provided by the UK Shared Prosperity Fund.

Cycle Lockers – an array of new cycle lockers have now been installed to the front of the Civic Centre building at Arnot Hill Park as part of the Safer Streets 5 project. The cost of the cycle lockers was secured through the Office of the Police and Crime Commissioner and Localities funding. These Cycle lockers will provide a safe place for visitors to the Civic Centre and Arnot Hill Park to store their bicycle and, as well as dealing with crime reduction, will work towards the Council's objective of reducing its Carbon footprint.

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

Temporary Accommodation - The Council's Housing and Welfare Service Department have purchased four further properties since the beginning of 2024. The Council now has a total of 29 properties located within the Borough that are used to provide temporary accommodation for homeless families. These properties will help improve the quality of the accommodation offered by the Council whilst reducing the reliance on using bed and breakfast and other nightly charged providers.

Empty Homes - During quarter 4, our Empty Homes Officer worked with the owners of long term empty properties to return 41 to use. Two examples are outlined below:

- A property on Dunstan Street that had stood empty since December 2014 was returned to use. The Empty Homes Officer worked with the owner who carried out some renovation works and sold the property to a new owner.
- A property at Craigshill Court that had been empty since August 2015 was returned to use. The Empty Homes Officer worked with the owners who sold the property to a new owner who has now occupied the property.

Selective Licensing in Netherfield - the council held a 12 week public consultation into the phase 1A proposal for selective licensing in Netherfield. During the consultation press coverage was achieved and leaflets were delivered to all residents in Netherfield and correspondence sent to known landlords and agents. Two consultation briefings were held in February for residents and landlords and managing agents of properties in Netherfield. The purpose of the briefings was to promote the council's public consultation into a proposal to introduce a further selective licensing scheme in Netherfield and how to respond. The aims of a selective licensing scheme are to

improve housing conditions and property management for private rented homes in the area. The consultation has now closed, and officers are analysing the results before sharing the findings with the council's leadership.

## **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.**

Web Chat - Customer Services have now been using Web Chat as an access channel for six months. During that time, we have had a total of 4155 interactions with residents. We have received many positive comments around this access channel mainly around how quick and easy it is to access the Authority. We are continuously looking for ways of improving this channel and hope to bring some modifications in the next year.

Customer Services have also dealt with 95% of the 43,138 calls through to the Authority in the last quarter and dealt with 2321 face to face enquiries at the Civic Centre and our three Community Hubs.

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

Workforce Strategy 2024-27 - the Council has now adopted a new Workforce Strategy 2024-27. Following a period of consultation with unions and with the corporate Management Team, the report of the Head of HR, Performance and Service Planning was endorsed by the Appointments and Conditions of Service Committee. The Strategy aims to identify the traits of employees in a modern, forward-thinking organisation and to identify paths of development to ensure that the ambition is delivered. The strategy also identifies the exceptional work that is already undertaken within the workplace.

Digital Transformation Strategy – the strategy was approved by the council and is a significant milestone in our journey towards greater efficiency, collaboration and innovation. It will enable us to deliver easy-to-use services, create more efficient ways of working and ensure responsive, reliable services whilst keeping our data secure.

Annual Billing – the Revenues team have concluded the annual billing process with the inclusion of the first annual billing run to e-billing customers. Around 7,200 e-bills were issued resulting in significant savings on postage and printing costs. The billing run also includes further incentivisation for new customer sign ups.

Resilience and Upskilling – the Revenues team continues to concentrate on its resilience and business continuity. This quarter has seen more training opportunities for team members and more collaborative working around the team using available tools.

Joint working trial - the Revenues team has begun a joint working trial with the Food, Health and Housing team. The current Empty Homes Officer will operate as a Revenues Property Officer in a joint role for a trial period aiming to make a saving for both teams and a more efficient service overall.

ICT Projects completed during this quarter included:

- e-shot Digital Platform implemented for Communications.
- Hybrid Meeting Rooms Phase 2 – Committee Room and Beeston Room now have camera and microphone systems.
- Contributed to production of new Digital Strategy and Roadmap.
- Contributed to Depot Project.
- Migrated all PCs to Office 365 Desktop Apps.
- Upgraded or replaced Windows Server 2012 installs with supported versions.

**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 – our Legal Services team have had a highly successful quarter. The team have generated an income of double what was achieved last year, just falling short of the target but achieving nearly £100K of income. The team received 28% more instructions than last quarter which was up by 2% on last year. The team have completed 21 contracts, 2 house purchases, 8 Certificates of Lawfulness and completed a number of property matters including licences and leases.





## Report to Overview and Scrutiny Committee

**Subject:** Scrutiny work programme

**Date:** 29 July 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 2024/25 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 24/25 year

## Overview and Scrutiny Committee work programme 2024/25 - DRAFT

|                       | Programme of portfolio holding to account | Performance review  | Reports/items at committee  | Current reviews/responses                                      | Suggestions for partner performance reviews      |
|-----------------------|---|---|---|--|--|
| 22 Apr 24             | Councillor Wheeler (Confirmed)            | Corporate Risk Management Scorecard Quarter 3 23/24<br><br>Update on carbon management strategy and action plan | Update on bee friendly policy<br><br>Update on fireworks policy         |  |  |
| 29 July 24            | Councillor David Ellis (Confirmed)        | Corporate Risk Management Scorecard Quarter 4 23/24   | Q4 (year-end) performance   |  |  |
| 30 Sep 24             | Councillor Clarke (Confirmed)             | Corporate Risk Management Scorecard Quarter 1 24/25   | Contacts Magazine update<br><br>Section 21 notice update                | Update on sewerage review recommendations                      | South Notts placed based partnership (Confirmed) |
| Page 115<br>20 Nov 24 | Cllr Viv McCrossen (Confirmed)            |   | Complaints  | Review of effectiveness of hybrid working                      | Gedling Play Forum (Confirmed)                   |
| 13 Jan 25             | Councillor Kathryn Fox (TBC)              | Corporate Risk Management Scorecard Quarter 2 24/25   |   | Review of fly tipping and litter management across the borough | Jigsaw Homes (Confirmed)                         |
| 10 Mar 25             | Councillor Jenny Hollingsworth (TBC)      | Corporate Risk Management Scorecard Quarter 3 24/25   |   | Review of public parks   | Nottingham City Homes (TBC)                      |
| Rolling issues        |   |   | Procurement policy<br><br>Rural area links – public transport offerings | Review of Gedling Plan and performance priorities/projects     |  |

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