



Examples of Achievements and Activities

During

Quarter 3 2016/17

PEOPLE

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

- **Rowdy music lovers** - got a resounding bill for forcing a neighbour to sleep in his car. A £330 fine with a £33 government surcharge was imposed on a resident. His flatmate also received a £270 fine with a £30 surcharge. Each must pay £295 costs to the council.
- **Taxi driver fined** - more than £200 for smoking in his cab. The driver pleaded guilty by letter to smoking in a smoke-free place. He was fined £80 with £135 prosecution costs and a £30 government surcharge.

Improve health and wellbeing

- **3G Turf Pitch** - Redhill Leisure Centre, work has started on the replacement Third Generation Football Turf Pitch, this £600,000 project is being delivered in a partnership with Redhill Academy Trust and the Football Foundation.
- **Intern at Bonington Theatre** - An Intern position has been approved for the Bonington Theatre, recruitment is underway and it is anticipated that the new appointment will bring some additional and much welcomed trainee management capacity to further build on the increasing audience numbers at the theatre following a successful first year of the new cinema offer.
- **Outreach Theatre Programme** - The Theatre Development programme has been launched in our Priority Localities by Nottingham Playhouse funded through a grant from the Council and additional funding secured from Gedling Homes. This has enabled the programme to be extended to Gedling Homes' residents and families and is being linked to the development of volunteers and a possible Friends Of Bonington Theatre Group. Sessions in Netherfield and Newstead have been running since October and both groups will be sharing their work to date at the Playhouse Theatre in January 2017.
- **Mapperley Junior Netball Club** - The Council has offered start-up funding and promotion to support Mapperley Netball Club to establish a junior section at Carlton Le Willows Academy. The first session attracted 26 players and some new volunteers.
- **Skate Jam** - The Council has successfully supported the Friends of Arnot Hill Park to apply for £9,500 Awards for All funding for a series of "Skate Jam" events across the Borough in 2017. Timing and content of each event will be subject to consultation with local schools led by the Gedling Youth Council.
- **Evolution Dance Festival 2016** - The Council's annual Evolution Dance Festival took place on 16 November at The Carlton Academy. 14 youth dance groups performed including 150 dancers took a packed audience of 280 people.

- **Children's Arts and Crafts Events at Halloween and Christmas** - Two arts and crafts events for children organised by the Council took place at the Civic Centre in Arnold during October and November to celebrate Autumn and Christmas. The events were delivered in partnership with Gedling Play Forum.
- **Daybrook Street Dance** - The Council has supported new Street Dance sessions delivered at the Daybrook Baptist Church during the Autumn with the aim to encourage girls to get into physical activity. 13 girls have registered for the sessions and a group of 6 performed at the Council's annual Evolution Dance Festival. It was the first time they had performed in public
- **Gedling Young People parade 'Suzy Bones'** - Express Yourself workshops for young people 13 – 17 years old from the Gedling took place in September and October at Arnold Library. The sessions delivered by City Arts provide a supported environment where young people can feel safe while they learn new skills from a professional artist.

Over 6 weeks, a group of seven participants worked with freelance artist Vic Potterton to design and construct the giant puppet 'Suzy Bones'. They drew inspiration from the Catrina's seen at Mexico's 'Day of the Dead' festival. On 29 October, the group took 'Suzy Bones' for a walk around Nottingham's Creative Quarter; amazing onlookers and posing with passers-by.

Express Yourself helps young people to learn new creative skills and grow in confidence. Each Express Yourself participant works towards a Bronze Arts Award.

Promote and encourage pride, good citizenship and participation in the local area

- **Gedling Colliery Event** - In November a reunion event was organised by the Communications Team to commemorate 25 years since Gedling Colliery closed. A service, beacon lighting and reunion event took place and around 220 ex-miners attended. The feedback received was that it was a great event and attendees were very thankful to the council for organising.
Blanket press coverage was also received across Nottinghamshire with ITV Central, BBC East Midlands Today, BBC Radio Nottingham and [Notts TV](#) all covering the event as their main stories on the night of the event. The Nottingham Post also had a feature piece on the event. A feature writer from the Guardian also attended and fed back to the Team stating that the event was very good.
- **Christmas Celebrations** - The Council's Localities team has supported a number of local community events during the festive period including Christmas Fayre's at Newstead and Killisick, the Netherfield Christmas Light Switch on and the Christmas Party at St George's Centre in Netherfield.
- **Gedling African Caribbean Elders Group** -
The Council has worked with members of the Gedling African Caribbean Elders to establish a new committee, constitution and associated policies for the group; the first committee meeting was in October at the Brickyard Community Centre. The group has a monthly Thursday get together at the Centre in Honeywood Gardens.
- **Gedling's Scheme Leads the Way** - The literature and marketing materials designed by the Council as part of its Breastfeeding Friendly scheme have been adopted for use across the Nottinghamshire districts. The scheme seeks accreditation of local venues as recognised places that welcome breastfeeding mothers
- **Evaluation of International Women's Day 2016** - An evaluation of the Council's International Women's Day programme in 2016 has identified that the month long programme was varied, interesting and thought provoking and engaged a wide range and diverse mix of agencies, community organisations and local women. The initiative put Gedling on the map in terms of our visibility as part of a national programme of International Women Day events, and reached a far wider audience than had been possible in previous years. The event included a number of local events including a New Writers Workshop at Arnold Library, Mansfield Soroptomists Craft Fair at Ravenshead Village Hall, a Recognition and Celebration Event at the Civic Centre, free Swimming and Racquet Sports at leisure centres and a Film showing at Bonington Theatre of 'Suffragette'.
- **Building the Capacity of Local Groups** - Consultants paid for by Cabinet Office funds obtained by the Council have been working with Gedling Play Forum, Gedling Borough Arts Association, WE R HERE and Eagles Nest church on the on-going development of business plans, marketing strategies, fundraising, constitutional development and capacity building in order to move groups towards Asset Transfer.

- **Parish Clerk Meetings** - The Council has arranged a first meeting of Parish Clerks across the Borough. This introduced the role of the Community Relations team and was well received by the Clerks who have requested a presentation on the new Playing Pitch Strategy at the next meeting.

Reduce hardship and provide support to the most vulnerable

- **Dementia Friendly Porchester** - The Council is supporting the Porchester community to become dementia friendly. This includes dementia awareness training for local residents and working with Gedling Homes to set up a new Dementia Café at St Andrews House for Borough Residents.
- **Mental Health Befriending for Arnold Residents** - The new Mental Health Befriending Service, run by Arnold Methodist Church and supported by the Council, has now recruited further volunteers and received additional interest following information in the Contacts magazine. This includes links with Alzheimer's Society, Men in Sheds, carer's support and a number of professionals in the mental health field.

The breadth of activities on offer to visitors is increasing including a new multi games table including such things as pool and table football, creative writing courses and a wider range of craft activities.

The weekly Friday sessions offer a safe place for sufferers, carers and their families that they find rewarding and good for their wellbeing.

- **Refugee** - Gedling has accommodated 26 Syrians to date (all family units), out of 142 accommodated across the City and County. Gedling's 'share' of David Cameron's 20,000 pledge, based on a crude population basis, would be 43 individuals.

Our families have settled in well; they've been provided with good quality accommodation and have been warmly received in their neighbourhoods. They are being supported by the Refugee Forum.

In addition we are also looking to accommodate further families later in the year.

PERFORMANCE

Improve the customer experience of dealing with the Council

- **National Customer Services Week** - During the week commencing the 3rd of October the Customer Services Team took part in the Institute of Customer Services' 'National Customer Services Week'. The event provided an opportunity to raise awareness of the Customer Services Team and the vital role it plays in, amongst other things, successful business practice.

All the Senior Management Team, most Service Managers, a large amount of staff and Members visited the Team to get a flavour for the variety of services they provide efficiently and effectively. Leisure, PASC and Waste helped out by providing prizes that could be given on a prize draw basis. The event was well received by staff and customers alike.

- **Award Shortlisting** - The Communications Team were shortlisted for 'Best Small Team' award at the national [Comms2Point0 awards](#). They had 332 entries across the categories and our team were shortlisted alongside 5 other communications teams.
- **New Digital Services** - In October a new Digital strategy was approved by Cabinet. The strategy will support our aim to improve the lives of residents, support local business and provide high quality and excellent value services.

Our Digital strategy focuses on four priority areas: Customer, Council, Community and collaboration and a Digital Programme Board has been set up to oversee digital projects.

In the last few months advances have been made centrally and by individual service areas to improve internal systems and to increase the number of services customers can access on line, completed projects include;

Digital Customer

- A Leisure App allowing customers to book and access class timetables on the go.
- Garden Waste has gone digital – customers can now; join and pay for the Garden waste Service, report changes in circumstance, report stolen and broken bins, uncollected bins, sign up to pay by direct debit, request pull outs and make enquiries online.
- Customers can now apply and pay for pre-application advice service with Planning.
- All Council Services can be paid for online

Give tax payers value for money

- **Digital Council** - including
 - There are established customer focused principles for design and content in respect of the corporate website(s)
 - Better facilities for remote access to the IT network
 - Blackberry devices replaced by improved Smartphones for all relevant staff
 - A new, easier to use, version of the Performance Management System
 - All Complaints and Compliments submitted online will automatically populate the corporate database
 - Traffic light based case management facilities within the Public Protection Idox module to assist with effective work planning and maintaining performance levels.
 - A new IT system to manage the CIL process
 - Additional functionality through the payment taking systems whilst maintaining security compliance when taking card payments.

Maintain a positive and productive working environment and strong staff morale

- **Sessions to Improve Staff Wellbeing** - The Council introduced weekly lunchtime mindfulness sessions for staff in the Autumn. Mindfulness meditation is considered a perfect way to reduce stress. A guided lunchtime walk was also organised for staff in November.
- **Staff e-newsletter promoting health and wellbeing** - The Council is regularly supporting its employees through the promotion of positive health and wellbeing through an internal e-newsletter. Topics promoted have included:
 - Lunchtime activities such as a Staff walk and Mindfulness Meditation Sessions
 - Winter Flu
 - Reducing the risk of Type 2 Diabetes
 - Movember
 - Healthy Recipes
 - Stress Busting Tips
 - National Stress Awareness Day
 - Wheel of Life stress management tool

PLACE

Ensure local people are well prepared and able to compete for jobs

- **Erasmus** - The apprenticeship project supported through the Erasmus+ programme is designed to share valuable learning to improve delivery of effective apprenticeship schemes. The project draws on the expertise of countries in which apprenticeships are well-embedded and highly regarded and shares this experience in very practical ways with other participants such as the UK where apprenticeships are not quite so well developed. We are lucky to have a lead role for the UK being undertaken by Julie Beresford in our Economic Development Team. In support of this work, our trainers, and in particular Mike Calladine, have been involved with designing and delivering training modules for local business managers to help them effectively coach apprentices in the workplace and to manage their performance properly. As we are an accredited training centre, it has also been possible to offer “Management Awards” accredited by the Institute of Leadership and Management to these local business people; something which is quite new to a number of these managers. One cycle of training has been delivered, another is planned and there is a possibility of a third. For the training team it has been a hugely satisfying experience to work with other teams of the Council to deliver meaningful interventions within the local community that can make a tangible and practical difference to the quality of our local apprenticeship programmes.