

# **Examples of Achievements and Activities**

**During**

**Quarter 3 2017/18**

## PEOPLE

### **Reduce hardship and provide support to the most vulnerable**

**Supporting the Arnold Breathe Easy Group** - Support provided to the Arnold Breathe Easy Group to provide a Christmas singalong with an instructor, which is beneficial for those with a lung condition. 30 individuals engaged in the session. The group also accessed a trip to the panto through GBCs partnership with the Playhouse. 28 individuals attended the performance.

**First Dementia Friendly Film at Bonington Theatre** - Support provided to promote the first Dementia Friendly film screening at the Bonington Theatre of It's a Wonderful Life, on Christmas Eve.

**Dealing with unsuitable housing** - A service request came in from a tenant of a House in Multiple Occupation (HMO). Public Protection had had previous involvement with this HMO earlier in the year regarding illegal evictions. He reported extensive building works were being carried out to the structure of the building and he was still residing at the property and he thought it was too dangerous for him to live there. Officers visited on the day of receipt and witnessed the conditions. The kitchen and bathroom were in the process of being ripped out and there were large holes in the external structure of the premises. There was also no water to the property. An Emergency Prohibition Order was served on the landlord of the property and the tenant was found alternative accommodation with help from the housing needs department. The Officers also felt that the health and safety of the building works and site was so insufficient they reported their finding to the Health and Safety Executive who also visited the site. Subsequently the HSE inspector served a prohibition notice on the builders for poor scaffolding and open edges and a Notice of Compliance was served regarding structural safety, supervision and PPE. The site is now unoccupied, the tenant has been found alternative accommodation and builders are completing the build in a safe manner.

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

**Positive news about the work of GBC** - we had 29 positive pieces of press in the quarter against a target of 10, not including the two large features on Arnold Market and Gedling housing development.

**Evolution Dance Festival** - The event this year was supported by Inspire Youth Arts as part of their programme of showcase events across the County, meaning that some groups from outside Gedling performed for the first time. In total 12 dance groups performed to an audience of around 300. Some of those that took part in Evolution will be selected for a further county event at the Palace Theatre in Mansfield.

**Emergency First Aid Course for Local Volunteers** - 12 individuals attended a course held at Richard Herrod for local sport clubs and organisations.

**More People Participating in Local Walking Scheme** - A new Walk Leader trained to support with the delivery of the Get Going in Gedling volunteer led walks has helped recruit new walkers to participate. The Mapperley walk has seen an increase from 15 walkers to between 20-30 walkers per session and the Gedling Country Park walk that has seen an increase from 10 walkers to between 15-20 walkers per session.

**Compliment from East Midlands Ambulance Service** – The following email was received following a refuse crew assisting at the scene of a road traffic accident in the borough.

My reason for contacting yourself in relation to this is because prior to our arrival at this incident it was witnessed first hand by one of your refuse lorry crews. Having witnessed this incident unfold in front of them the crew immediately cared for this member of the public; attempting immobilisation and dressed a nasty head wound with their first aid kit.

Also during our time on scene the crew were further helpful to myself and my colleague which aided us in completing our duties and treatments.

Working within the civil services we often hear complaints but I wanted to take this opportunity to compliment your staff and I believe they should be recognised and commended on a local level for their service towards this member of the public.

I hope that you are able to trace these members of staff from this information.

Following this, the 4 refuse team members involved were presented with compliment certificates by Mike Hill.

**Community Asset Transfer** - A highly productive meeting of the CAT Community Partnership Group was held in November at The Beacon Baptist Church. The meeting was attended by representatives of the Stoke Bardolph Heritage Association, Gedling Borough Arts Association, Flying High Expressive Arts, The Ark advice service, Carlton Brass Band, Haywood Road CC Management Committee, Eagles Nest Church and The Beacon project. New members were welcomed and a joint presentation was made a now completed Asset Transfer experience. This generated a very engaged, positive and practical discussion around the key stages of development – vision, engagement, business planning, policy development and implementation.

A range of information on sources of help was shared, and members were asked to submit ideas for guest speakers and consultants to support the next two meetings. Members were signed up to the VCS Newsletter and the latest funding information was shared immediately following the meeting. The group has secured a grant of £800 from Locality to support cost of expert advisors to address future meetings.

**Gedling Seniors Council** - A well attended meeting of the Gedling Seniors Council took place during December 2017 with a guest speakers from the NCC Coproduction Team, Gedling Borough Council's Community Safety Officer and , and will be working with the group to act as lead advisory body and potential beneficiary groups of ongoing work in this area. The next meeting is planned to take place on during February 2018.

**Gedling Youth Council** - Gedling Youth Council met during November and received a presentation from the Police and Crime Commissioner Paddy Tipping about his priorities around youth crime, young victims and representation on the Youth Commission. The young people have also led on the design and delivery of an Anti-Bullying Survey in local schools as part of annual Anti-Bullying week November 2017, with around 600 responses having been received. The youth council presented the outcomes of the survey to Councillors and representatives of local schools at a meeting in December 2017. Plans are underway to work with the Seniors Council to design and hold an intergenerational event next Spring, and a new Youth Council will be elected in March April 2018.

## **Improve health and wellbeing**

**Virtual Spin Launch** – New Wexer TV and projector screens fitted at Carlton Forum and Redhill Leisure Centres were launched during October to provide ‘virtual’ instructors able to take a variety of classes from pilates, yoga or even surf board work outs. The facility increases the flexibility of fitness room usage and avoids classes needing to be cancelled when instructors are not available at short notice, reducing down time, increasing the use of the fitness rooms and improving value for money. In addition it will enrich the spinning class experience with users now able cycle through the alps and a variety of other locations. The facility has had at over 130 users since installation, overall feedback has been very positive and 10 classes have avoided being cancelled so far.

**Official Launch of new 3G Football Facility at Redhill Leisure Centre** - The Redhill 3G Pitch official launch event took place on Friday 6 October. The pitch was opened by MP Vernon Coaker and The Mayor of Gedling and was supported by Councillors, members from Notts FA and the partner clubs, Gedling Southbank FC and Arnold Town FC.

**Sugar Awareness Week in November** - The Council joined the national Sugar Awareness campaign in November. Each of the Council’s Facebook posts and Tweets on the subject reached over 1000 people. The Tweets got 24 retweets and 39 likes with the Halloween Tweet – a helpful and timely reminder not to overindulge sugary treats - reaching over 8,000. The national Sugar Boy Video and the app had also been on the TV screens in the Civic Centre throughout the week.

During the week, ‘Change4Life’ Food Smart packs were distributed at the Halloween Children’s event in the Civic Centre to the children that attended. This resulted an enquiry from Richard Bonington Primary School who ended up taking 400 resource packs to hand out to children.

Change Point and the NHS Oral Health Promotion team worked with the Council’s Leisure and Community Relations teams to hold an event at Arnold Market on the Friday afternoon to promote sugar awareness and healthy alternatives to members of the public.

**New Calverton Club1 Sessions for Young People** - A new Club1 session started at Calverton Leisure Centre funded by StreetGames to get young people engaged in individual sport and physical activity. 6 Individuals have engaged in the initial sessions - 5 females and 1 male who has physical disabilities but with the support of carers and family members has really benefited from the sessions.

**Supporting activities at Netherfield and Redhill Youth Clubs** - The council has enabled doorstep sport provision to continue at Netherfield Youth Club delivered in partnership with Notts County Football in the Community. An additional Multi-Sport session was added to the existing Redhill doorstep youth provision from October. The new session is delivered by Nottingham Forest Community Trust and takes place on the new 3G pitch every Friday.

**Redhill Hosts Youth Football Tournament** - The Young Elizabethan League Football tournament was held at Redhill Leisure Centre over the October half term weekend. Over 200 children participated in the tournament from 38 teams of U8s. The tournament was supported by 24 first-time referees aged between 14-16.

## **PLACE**

### **Provide more homes**

**Housing Delivery Workshop** - A Housing Delivery Workshop took place on 12<sup>th</sup> October 2017 to explore the reasons for under delivery of housing across Greater Nottingham, and in particular to explore the barriers to stalled sites (sites with planning permission that is not being implemented). The workshop was hosted by GBC on behalf of the Councils comprising Greater Nottingham and invitees included development industry representatives and Homes England. In particular the workshop addressed the following:-

- the national and local picture, in terms of the delivery of housing against the scale of growth required.
- the implications of low housing delivery for councils, the development sector, communities, environment and the economy.
- the barriers to delivery in order to review how these could be addressed both locally and nationally.

There were wide ranging discussions, which included several suggestions for future actions. One idea proposed was the preparation of a 'development protocol' to encourage continued collaborative working between all those involved in delivering sustainable growth in Greater Nottingham and is being explored further.

### **Ensure local people are well prepared and able to complete for jobs**

**Gedling Borough Council's apprenticeship programme commenced** – We have started delivery of our own apprenticeship programme and of the 12 apprentices that we have, 11 apprenticeships are delivered in-house across three subject areas; Business Administration, Professional Operational Delivery and Supervisory Management.

### **Provide an attractive and sustainable local environment that local people can enjoy and appreciate**

**Woodborough Conservation Area Appraisal** - A Woodborough Conservation Area Appraisal was adopted in June 2017, including boundary changes to the conservation area and supported by a management plan. The conservation area was designated in 1974 and extended in 1999, but was not subject to a formal appraisal at the time of its designation. Historic England advise that all local planning authorities are required to review their conservation areas every five years and to undertake a character appraisal.

The conservation area appraisal highlights the specific qualities of Woodborough that contribute to its character and which are worthy of protection and enhancement. This provides a framework against which decisions about future development can be made. The appraisal also provided the opportunity to re-assess the conservation area boundaries and it recommended a number of detailed boundary changes. The appraisal is now used to inform the consideration of management and development proposals within the conservation area. The management plan sets out broad planning guidance by which the objectives of preserving and enhancing the unique character and appearance of the conservation area can be pursued through the planning process. The appraisal process included the opportunity for public engagement.

**Unveiling of new sculpture unveiled at Gedling Country Park** - A project to create a new piece of memorial art work for Gedling Country Park was completed and the sculpture was installed in the Memorial Garden in December 2017. The Friends of Gedling Country Park with

support from the Council commissioned artist Richard Janes to create a piece of art work which both acts as a permanent reminder of the miners who mined the site, commemorating the history of the Country Park and also to celebrate the biodiversity of the sites flora and fauna, and also recognises the future for the park as a visitor attraction and wildlife haven.

**Arnold Christmas Event** - Arnold Christmas event expanded this year and was coordinated by Mellors Group with support from the Council. The event took place over two days at the end of November with a stage located on Eagle Square and market stalls, rides, amusements and food and drink stalls stretching along the length of Front Street.

Local business 'Button Moon' organised the craft market and Arnold Local Area Forum arranged for five local schools to sing carols around the time of the lights switch on. The lights switch on event was extremely well attended and Mapperley Rotary Club arranged for Father Christmas to attend on his sleigh. Arnold Methodist Church held a craft Market on Saturday 25<sup>th</sup> November which added to the festive offer and they also reported good attendance. A review of the event will take place with all partners to assess the potential for it to return in 2018.

**New mural at Burton Rd Jubilee Park** - A mural has been created on the new boundary wall at Burton Road Jubilee Park. With support from some of users of the skate park artist Nathan Bainbridge has designed and painted a mural with an urban take on wildlife in the park.

**Expansion to Carlton cemetery** – The project to lay out the grounds of Carlton cemetery on its western side in readiness for undertaking burials was delivered as planned during November/December 2017, to budget and on time. Seeding of the laid out areas will take place during March 2018.

**Refurbished Vale Road play area** – the play ground has been refurbished and reopened to give Colwick children a better play experience by providing up to date play facilities.

## PERFORMANCE

### Improve the customer experience of dealing with the Council

**Customer Services Week** – Customer Services participated in this year's 'National Customer Services Week' represented hard work by the Customer Service Team to successfully celebrate customer service and raise awareness of the vital role it plays in, amongst other things, successful business practice.

**Opening of Carlton Hub** - Our Customer Access Point in the South of our Borough has now opened and offers residents the opportunity to access services and speak to officers closer to where they live.

**CredAble accreditation within Leisure Services** - The CredAble Provider quality mark is designed to help communicate with disabled customers that we are willing and able to be able to provide them with good services supporting the authority's intention is to improve the lives of people who live in Gedling by providing high quality, value for money services and facilities that are accessible by all. This accreditation covers all our leisure Centres, Bonington Theatre and cinema as well as Gedling Country Park.

**Improving accessibility of Twitter** - We have activated a function on our twitter accounts which enables photographs we upload to be described for the visually impaired. It's part of the accessibility functionality on twitter which is not widely known about but a blind veteran, Rob Long, has been promoting it.

### Maintain a positive and productive working environment and strong staff morale

**Supporting Staff Resilience** - A Mindfulness and Resilience course was delivered by Bassetlaw MIND as part of the County Wellbeing at Work scheme, to members of GBC staff 17 individuals attended the course.

**Staff Pilates Sessions** -The first block of staff Pilates sessions has been completed with 12 members of staff engaging in the sessions over the first 6 weeks.

**Health Fair for Council Staff** - A successful staff Health Fair has been delivered, with representation from the following organisations: The British Heart Foundation, Everyone Health, Let's Talk Wellbeing, NHS Nottinghamshire, Smokefree Nottinghamshire and Fit4Life. Each organisation offered advice on leading a healthy lifestyle and the further support available from local services.

**Employee satisfaction survey** – the latest survey was carried out during September/October 2017 with the results analysed and reported to SLT. Overall staff satisfaction had increased in most areas since the last survey in 2015. Within the areas where issues were identified a number of recommendations have been proposed and actions will be put in place to improve going forward.

### Give taxpayers value for money

**On line applications for Council vacancies** - An in-house IT solution is now in place for candidates to apply for vacancies with the council online. The system also allows managers to shortlist digitally and will email candidates with details, completely removing the need for paper and postage in the process.

**Gedling Conversation 2017** - The review of the Gedling Conversation and Satisfaction Survey are now fully completed with this year's event having now concluded with responses analysed and feedback to officers and Members.