

# **Examples of Achievements and Activities**

**During**

**Quarter 3 2019/20**

# Strong and Dynamic Communities

## **PROMOTE AND ENCOURAGE PRIDE, GOOD CITIZENSHIP AND PARTICIPATION**

**Christmas Events** – a range of successful and well-attended Christmas Fairs and events were held throughout the Borough including the Arnold Christmas event. Feedback from businesses and the public suggested that this year's Arnold Christmas event has been the most successful of its kind so far.

**Under 16's Youth Diversionary programme** - Following the success of the Youth Diversionary Activity Programme for 11- 16 year olds during the summer holidays the Portfolio Holder for Young People and Equalities agreed that the remaining budget for the project could be spent on a programme of activities for October half term. As with the summer programme, the main aims of these activities included engaging young people into positive activities away from low level anti-social behaviour and general boredom, promoting social cohesion and providing opportunities away from technology and mobile phones. Activities included DJ Skills workshops, sports and circus skills and films at the Bonington Theatre. Overall this week of activities attracted more young people than the summer programme which took place over a period of a few weeks.

**Remembrance Day Parades** - The Council supported the annual Remembrance Day Parades in Arnold, Gedling and Mapperley by funding and appointing a traffic management company to manage the road closures for the duration of the parades. This allowed the local organising groups to engage with the community and organise the services and parade marches. The Council also funded and supplied a PA System for the service in Arnot Hill Park in November.

**Haywood Road Community Centre** - In October, Cabinet agreed the community asset transfer of Haywood Road Community Centre to Haywood Road Community Association. A long-term lease is now being agreed between the Council and Community Association following consideration of detailed business and financial plans. The Centre will work through a core letting of space to the successful Haywood Road Pre-School Club and via regular and ad hoc bookings by community groups and local users. Existing users are the Art group, Circle Dance group and Scrabble group, alongside newly developed groups now offering yoga, meditation, Weight Watchers, martial arts and drama. The Centre is increasingly used for social events, children and family parties and celebrations, including many organised for the local community.

**Syrian Society of Nottingham Community Meal event** - This event took place in December. Supported by the Community Investment Manager, the Gedling Senior Council collaborated with the Syrian Society of Nottinghamshire and Gedling Refugee Befriending Scheme to host a traditional Syrian meal at The Beacon, prepared by members of the Syrian community. The theme of the meeting was 'Celebrating Volunteering and Support in the Community', and also presented an opportunity for Syrian families to thank Nottingham for the welcome they have received. The event was attended by over 85 members of older support groups in Gedling, including the Arnold Methodist Church Mental Health Befriending project,

Arnold Community Group, SPRING Project, Allotments groups as well as volunteers, community navigators and professionals including Gedling Police, Asda Community support and engagement, NCC Coproduction, Gedling Homes and many more. Outcomes have included NCC Co production now working with the Syrian Society to set up a Syrian Self Help group for Gedling, two new SPRING referrals, a new SPRING community navigator, assistance from Asda with free food provisions for a SPRING 'Cook and Eat' session and plans in train to further strengthen links between the Mental Health Befriending project and Syrian Families Befriending project. Other opportunities for the Syrian families to participate in themed Arnold Market events are also planned, along with a culturally/age/disability inclusive Heritage Tour of Gedling Borough in Spring 2020.

**Gedling Youth Council** - A meeting of Gedling Youth Council was held in November, at which Healthwatch Nottinghamshire undertook structured consultation about Young People's Mental Health Service needs. This will feed into and help shape future commissioning of Mental Health Services to young people. Councillors McCrossen and Fox, Portfolio Holder and Policy advisor for Young People, shared information about the 16 and under holiday activity programme, and consulted with the group on reasons why girls are not currently picking up on the outdoor gym sessions. This information has been useful in shaping our approach to future holiday provision for girls.

**Community Grants Scheme** - 52 grants were awarded to local community groups during Quarter 3.

**Statement of Community Involvement Update** – this Statement sets out the Council's policies on community consultation and involvement in planning policy documents and planning applications. We have updated our Statement to replace the version adopted in 2014 (which was called the Statement of Consultation). The revised document exceeds the minimum legal requirements for consultation as set out in the Planning Acts and regulations.

<http://www.gedling.gov.uk/media/gedlingboroughcouncil/documents/planningpolicy/documents/GBC%20SCI%20FINAL%202019.pdf>

## **REDUCE POVERTY AND PROVIDE SUPPORT TO THE MOST VULNERABLE**

**Food Bank Drive** - A Food Bank Drive was run in December 2019 organised by our Housing Services Team Leader with support from Revenues and Welfare Support colleagues. This was due to an expected higher demand in customers in the run up to the Christmas holidays. A number of service users known to the Housing Team use this facility to assist with food for the family in the short term. We delivered distinctive red "Bag of Life" with a list of requested items to each Service Area in the Council, DWP, Gedling Homes and CCG and collected the donated items a few weeks later. In that time over 50 large bags weighing over half a tonne were filled with food and toiletries. This equated to 2 full car loads which was delivered to very happy staff at the Daybrook Baptist Church food bank on the 13th December. The donations did not stop and since the original handover of the initial 50 bags a further 10 large bags have now been delivered in early January 2020. Further Food Bank Drives are planned for 2020.

**Severe Weather Emergency Protocol - Winter Night Shelter** - Discussions across the south of the borough identified an opportunity to provide a direct access hostel at Elizabeth House in Arnold, which could accommodate 8 people and would run from the beginning of December 2019 until the end of March 2020. Its aim is to provide safe accommodation overnight for rough sleepers and/or those at risk of rough sleeping during the cold weather whilst also reducing the need to use B&B accommodation for overnight stays. Officers at Gedling Borough Council submitted a joint funding application to cover the majority of the cost of the hostel. The provision has been in operation since the 4<sup>th</sup> December 2019 and runs daily from 8pm until 8am. Rough sleepers are provided with a meal (hot or cold), washing facilities and there is also scope for pets and separate areas for women. Referrals to the scheme are made by the local authority. This scheme is provided in partnership with Broxtowe and Rushcliffe Borough Councils.

**Homelessness and Rough Sleeping Strategy** – the strategy was consulted on and revised during Quarter 3. It is now live on our website:  
<https://www.gedling.gov.uk/resident/housing/housingstrategies/>

## High Performing Council

### IMPROVE THE CUSTOMER EXPERIENCE OF ENGAGING WITH THE COUNCIL

**National Customer Services Week and Festive Support Day** - Since 2016 the Council has participated in the National Customer Services week run by the National Institute of Customer Services. The event has been run on a themed basis and in previous years themes have included digital support and partnership working. The 2019 event took place between the 7 and 11 October and was themed around support for the most vulnerable residents of the Borough. The event was led by the Council's Customer Service Manager, and was supported by Customer Services staff, colleagues in other service areas and our partners. A number of events took place over the week, including two advice days at the Civic Centre run in conjunction with 13 other partners, which were well attended. Competitions were also run over social media and a 'guess the park' competition attracted 244 entries and very positive comments. Partners attending felt the events were a success and it has led to further instances of working together such as the festive support day held on the 9 December, which also attracted a number of partners and was well attended by the public.

**Gedling Conversation Resident Satisfaction Survey** - The 3,760 responses received represent the highest ever return rate of the Gedling Conversation Resident Satisfaction Survey. 36% of the responses were received online (10% higher than the last survey in 2017).

### PROVIDE EFFICIENT AND EFFECTIVE SERVICES

**Inclusion on Register of Apprenticeship Training Providers** - Earlier in the year we undertook a very rigorous reapplication process to be considered by the Department of Education to be included again on the Register of Apprenticeship Training Providers (RoATP). This registration is a requirement for us to be able to deliver apprenticeships. We are delighted to have received notification that we have

successfully passed the assessment. This success is down to the hard work of a number of staff in the Organisational Development service and in particular one of our Training Officers. This means that we can deliver and assess apprenticeships undertaken both by our own staff and by apprentices employed by other large organisations.

## **MAINTAIN A POSITIVE WORKING ENVIRONMENT AND STRONG EMPLOYEE MORALE**

**Employee Conference** – this year’s conference was delivered over three days to over 100 people. The theme of the conference was “serving people, improving lives” with sessions about how we achieve this being delivered by a range of colleagues from services across the council.

**Employee Awards** - In December the annual employee awards were held in front of a lively audience of colleagues who filled out the council chamber. The event was organised again by the STEP’s group and this year nearly 100 nominations were received across the seven categories. The categories were:

- Employee of the year: “Can do”/ “Conscientious”/ “Capable and Professional”/ “Care and Consideration”
- Manager of the year
- Team of the year
- Chief Executive Award

The event was very successful and proved to be a fitting way to recognise the great work of all of our employees across the council who deliver first-rate services every day.

**Flu Vaccinations** - staff members took advantage of free flu vaccinations provided at work during December. For those unable to attend, reimbursements were provided for vaccinations obtained elsewhere.

## **IMPROVE USE OF DIGITAL TECHNOLOGIES**

**Investment in digital infrastructure** - A large number of IT infrastructural projects have been completed this quarter in the ongoing work to upgrade our operating systems, these have included a large scale project of migrating our email boxes to Office 365 in the cloud and upgrades to IDOX, Telephony, Cash Receipting system, Leisure Bar Tills and ModernGov. In addition we have successfully upgraded our broadband speed which will assist remote working and support the movement of some functions into the cloud.

# **Vibrant Economy**

## **ENSURE LOCAL PEOPLE ARE WELL PREPARED AND ABLE TO COMPETE FOR JOBS**

**Opportunities and Careers event** - held at Newstead to encourage local people to access employment, training and understand the opportunities open to them.

## **SAFEGUARD AND CREATE JOB OPPORTUNITIES**

**Business event – Recruiting Talent Locally** – specific event held in November to showcase the opportunities for businesses to recruit locally. There were around 50 businesses, providers and associations attended.

## **CREATE THRIVING AND VIBRANT TOWN AND LOCAL CENTRES**

**Arnold Town Centre** - following the installation of the temporary market stalls, there have been a series of events throughout 2019. In this period there was a Halloween theme treasure hunt (over the school holidays) and the Christmas market/light switch on.

## **DRIVE BUSINESS GROWTH AND JOB CREATION THROUGH LOCAL AND INWARD INVESTMENT**

**Business support session** – run by D2N2 Growth Hub, facilitated by EGR, to provide support to local businesses. In this quarter, five businesses received this opportunity for support.

# **Sustainable Environment**

## **CONSERVE, ENHANCE, PROMOTE AND CELEBRATE OUR HERITAGE**

**Thomas Hawksley Memorial** - At the end of October a memorial to pioneering 19<sup>th</sup> Century water engineer Thomas Hawkesley was installed in Arnot Hill Park. Funding from Severn Trent allowed the Council to bring together a project steering comprised of members of Arnold Local History Group, staff from Papplewick Pumping Station, a heritage consultant and local Hawksley enthusiasts to oversee the project and install a memorial to Hawksley in Arnot Hill Park where he was born. Following a selection process artist Richard Janes was appointed by the steering group to create the memorial, following a period of research and workshops with a local school, Arnbrook Primary, to work on some design details. The final design, inspired by a Victorian gothic memorial, incorporated materials which would have been used by Hawksley and included some of the details of his designs at Papplewick and other local water pumping stations. The memorial was unveiled by the Deputy Mayor and an interpretation panel sits alongside the memorial to provide more information about Hawksley to visitors in Arnot Hill Park. Early in 2020 a heritage plaque to Hawksley will be installed on the outside of Arnot Hill House.

# Healthy Lifestyles

## **IMPROVE HEALTH AND WELLBEING AND REDUCE HEALTH INEQUALITIES**

**Funding to target rogue landlords** – Gedling Borough Council is to take further steps to improve the living standards of residents by targeting criminal landlords and letting agents. The council will use £40,000 funding provided by central government to create two posts whose role will be to target rogue landlords and take appropriate enforcement action. The team will also work closely with Nottinghamshire Police on joint operations to address modern slavery, serious organised crime and child sexual exploitation. The majority of landlords provide decent homes for their tenants, but a small minority persist in breaking the law, making tenants' lives a misery by offering inadequate or unsafe housing. The new funding will be used to take enforcement action against these landlords, and advise tenants of their housing rights. The funding will also be used to target landlords operating without licences.

**Environmental Health Award finalists** - Employees from Environmental Health were nominated for a national award and attended the Chartered Institute of Environmental Health Awards in London in November. They were finalists in the "Best Environmental Health Project 2019". This award was for a project or campaign that has had an impact or outcome of improving health, wellbeing and environment. They have been shortlisted for The Gedling Hospital Prevention and Discharge Project. The pilot project between Gedling Borough Council Public Protection Service and three hospitals in Nottingham was established to reduce bed-blocking and avoidable admissions caused by unsafe or unsuitable housing and to support homeless patients through holistic and flexible services.

**Health and Wellbeing Plan** - An updated terms of reference has been circulated to the group to ensure its key priorities are still reflective of the needs of Gedling Borough residents and the wider changing landscape of the County Public Health system and the Nottingham and Nottinghamshire NHS Integrated Care System and NHS Integrated Care Partnership footprint. The meeting in November focused on Mental Health and an exercise with partners to develop an Action Plan to sit behind the Mental Health Concordat commitment.

## **SUPPORT PHYSICALLY ACTIVE LIFESTYLES**

**Customer Service Excellence** - The 5 leisure centres recently went through an external assessment to evaluate their approach to customer service and were awarded The Customer Service Excellence accreditation. The accreditation is a national quality mark that rewards organisations that have a truly customer-focused commitment to all they do while providing a positive steer for customer-centred change.

**Pool Mark Accreditation** - Gedling Leisure Centre pools have achieved the Pool Mark certification which is an assurance to members of the public that the pool meets essential healthy pool operational standards. By having 'Pool Mark' it demonstrates Gedling Leisure are in the very top tier in terms of standards and practice, and that we apply perfectly within the PWTAG code of practice in all aspects of our operations. By achieving the accreditation Gedling Leisure is the third

pool group in the UK to successfully achieve this award, and it means our standard of swimming pool will be recognised on a national level

**Redhill Leisure Centre** - Redhill Leisure Centre was shortlisted in the Best Performer category for APSE Performance Networks award for 2018/19 in the Sport & Leisure Facility Management Category. Redhill Leisure Centre has always been a high performing leisure centre but has only just missed out on shortlisting over the past few years. It has always had a high number of performance indicators that have been in the top or second quartile. From analysing the figures, it is clear that the recent efficiencies that have been made have contributed to the improved KPI's, as well as having favourable income and usage, compared to other local authority facilities.

## **INCREASE RECREATIONAL ACTIVITIES AND USERS TO PARKS AND OPEN SPACES**

**Gedling Country Park funding** – Following some excellent work done by our Parks and Street Care team, they were successful in securing a funding bid for £138,000 for some new viewing platforms at Gedling Country Park.

**Muirfield Road Play Area** - Work to refurbish and reopen the play area at Muirfield Road took place in Oct/Nov. Works on the play park began in October and were completed this week. It was opened by the Mayor of Gedling on Thursday 28 November at 2pm. Warren Primary Academy and members of the Warren Action Group were in attendance at the opening. The new equipment in the play area includes a viper rope swing, 30m Zip Line, Disability Access Roundabout and 5m tall multi-climbing unit with slide. Gedling Borough Council and the Warren Action Group, a local residents group, made the joint funding bid for the improvements. The group have been working to revitalise the playground area.

**Carnarvon Grove Play Area** - Work to refurbish and reopen the play area at Carnarvon Grove took place in Oct/Nov. The play area on the corner of Carnarvon Grove and Foxhill Road, Carlton was re-opened by the Mayor of Gedling, Councillor Sandra Barnes, on Monday 25 November at 2pm. Local school children from Carlton Central Academy were in attendance at the opening to test out the new equipment. The park closed in July following a spate of vandalism that left it too dangerous to stay open. A decision to close the park indefinitely, on health and safety grounds, was made and discussions took place with senior officers and councillors about the future of the park. The council listened to residents and the local school and took the decision that it would be refurbished rather than close permanently. Gedling Borough Council has invested £38,000 to improve the park. The old wooden equipment has been replaced by solid steel metal materials, which will last longer and are less likely to be vandalised. The new play area includes new swings, climbing frame, slide, roundabout, rocking horse and a new bench and rubber surfacing.

**APSE Benchmarking Award** – Our Parks and Street Care team were the National Winners on December 5<sup>th</sup> at the APSE Benchmarking Awards in the Parks and Open Spaces category for 'The Most Improved Parks and Open Spaces Service 2019. Also shortlisted as in the top 10 best for the Best Street Cleansing Service 2019 and Most Improved Street Cleansing Service 2019 categories. "APSE's data



benchmarking service allows local government to recognise those top performing local councils who are striving to continuously improve their frontline services. As a national winner it shows that Gedling Borough Council frontline services are driving forwards on service improvements and placing quality at the heart of what they do. The winners and finalists are showing a real commitment to those services which we all value at a neighbourhood level."

**Carlton Forum Falls Prevention Project** - There are 18 active members. The group has a pink inflatable flamingo which is now our mascot and puts in an appearance every week – derived from the one leg stand otherwise known as flamingo! Other props make an appearance from time to time including some light up flamingos and little cocktail umbrellas! The group are swapping numbers and offering support to each other away from the sessions with phone calls and texts. A Christmas lunch of participants was held at the Tree Tops in November.

### **REDUCE LEVELS OF LONELINESS AND ISOLATION**

**Growth Fund Grants** - SPRING Grass Roots Growth fund grants of £250 have been awarded to a Social Reading group and the Chandos Community Allotment project.

**Mental Health Prevention Concordat** - Cabinet approval granted in November for the Council to sign up to the Mental Health Prevention Concordat. An Action Plan has now been drafted to be submitted to Public Health England by the end of January 2020.

**SPRING** - A successful SPRING Link session, delivered in partnership with Nottinghamshire County Council Co Production, took place at the Arnold Older People's Centre on 16<sup>th</sup> December, with 10 individuals attending. The session was used to discuss an emerging community led Allotment project, and to engage interest in the Heritage bus tour 'Cook and Eat' and 'Falls Prevention' taster sessions planned between February and May 2020. Two new SPRING clients were also registered at the session.

**Funding for New Community Development Worker** - The Council has been commissioned to host a 12 month Community Development Worker post working across South Nottinghamshire. The £35,000 funding has been allocated by South Nottinghamshire Integrated Care Partnership and will work with other districts and partners to support the new social prescribing Link Workers across the area that are funded by the NHS. This work builds on the local community capacity building work that the Community Relations Service area has been undertaking as part of the SPRING scheme.