

# **Examples of Achievements and Activities**

**During**

**Quarter 4 2019/20**

# Strong and Dynamic Communities

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

### **Chinese New Year Children's Themed Event in Netherfield -**

The Chinese New Year themed event which had been running for ten years in Arnot Hill Park was moved to the St Georges Centre in Netherfield to allow more families from the local area to attend.

The event attracted 164 people (71 adults and 93 children). 33 attended from Netherfield, 21 from Gedling and a further 36 from the Carlton/Mapperley area. There were also 23 attendees from Arnold.

Gedling Play Forum provided a variety of Chinese New Year themed arts and crafts activities with seven of their volunteers attending. Musician Ling Peng attended telling stories, playing an erhu and sharing paper craft activities. A traditional Lion Dance performance was also held in the outdoor area and Netherfield Children's Centre attended offering some low key activities as an opportunity to engage with families about local services.

It was encouraging to see that a good amount of people had attended from the Netherfield area as it was one of the primary aims of the event to engage families locally. A reasonable number of attendees also came from the Arnold area where the event has previously taken place, and a few commented that they had enjoyed the event in the past and were happy to travel to continue attending.

Future planning is considering work with the Confucius Institute at the University of Nottingham to enhance the engagement with Chinese artists and performers at the event and allow participants a greater opportunity to engage with and learn about Chinese culture

**Gedling Youth Council receive prestigious award** - The Lord-Lieutenant of Nottinghamshire, Sir John Peace, has accepted the recommendation of his Deputy Lieutenant, to grant Gedling Youth Council his Award for Promoting Voluntary Service. The Lord-Lieutenant wrote to the Youth Council offering congratulations, and thanking them for the magnificent contribution they have made to improve the lives of their members and of the community in which they live.

Unfortunately, the planned reception at Cauntton Manor on 18 April 2020, when the Lord-Lieutenant was due to present their Award, has been postponed due to Covid-19.

**Haywood Road Community Centre** - By the end of March the negotiations for a new long-term lease between the Council and Haywood Community Association were almost complete, put on hold due to lockdown. It is anticipated to complete during Quarter 1, 2020/21.

**Community Grants Scheme** - 51 grants were awarded in quarter 4, with all members grants pots allocated for 2019/20.

**Community and Voluntary Sector E-newsletter** - Two e-newsletters were circulated in January and March to our community and voluntary sector database.

Articles included:

- Funding News
- Gedling Lotto launch
- Gedling Support Group
- The Core Centre
- SPRING promotion
- Volunteering opportunities for The National Allotment and Garden Trust and Arnold Swimming Club
- Free Hot Desks for Charities
- GBC Services available to support the sector

## High Performing Council

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

**Customer Service Award Finalists** - the Customer Service Team were shortlisted for an 'Excellence in Customer Commitment' award with the National Institute of Customer Services. Unfortunately, although the team were finalists, we were not winners. However, the team were one of only very few public sector organisations that had been shortlisted and made it as finalists.

**Certificate of Excellence** - In quarter four the Service Manager – Customer Services and Communications was asked to provide a submission to the iESE for recognition of our customer focus within Customer Services. The outbreak of Covid-19 has delayed the response, however, we were recently informed that we have been awarded a Certificate of Excellence which, in the iESE's words, recognises the work that has been undertaken towards making a difference in the public sector.

**Highest Ever result for Answered Calls** - Despite the increased level of customer contact on the telephones as a result of the start of the Covid-19 outbreak, the Customer Service Team have posted their highest ever quarter end result for % of calls to the contact centre (96.3%).

## **PROVIDE EFFICIENT AND EFFECTIVE SERVICES**

**The Communications Team** - have achieved the highest recorded level of positive page leads/main stories in the local newspaper media (doesn't include radio or TV coverage) at 67 pieces in Q4 – the previous high was 56 and the historic target (this indicator is no longer targeted) was 11 per quarter. This has been achieved in a period which has included two significant storms and the Covid-19 outbreak.

## **IMPROVE USE OF DIGITAL TECHNOLOGIES**

**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 primary focussed around server upgrades.

# **Vibrant Economy**

## **PROVIDE MORE HOMES**

**Housing Completions** - The number of housing completions for the financial year 2019/20 as a whole is 360. This is the highest completions figure since 2011 and compares to the lowest completions figure of 174 dwellings in 2015/16.

**Housing Allocation Policy** – proposed changes on the Housing Allocation Policy underwent a 12 week public consultation, which finished on 5<sup>th</sup> April 2020.

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

**School events** - There were four employability events held local schools this quarter.

**Business support session** – an apprenticeship fair was held at the Methodist Church, where 238 people visited the 22 stands and had the opportunity to attend two CV workshops.

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

**Arnold Market Place consultation and town centre events** - 10 events were held to support the four week Arnold Market Place public consultation. This included morning and evening events, displays located throughout the town and an on-line survey. We received feedback from over 2000 people.

# Sustainable Environment

## **PROVIDE AN ATTRACTIVE AND SUSTAINABLE LOCAL ENVIRONMENT THAT LOCAL PEOPLE CAN ENJOY**

**Conservation Area Appraisals** - The conservation area appraisals for Bestwood Village and Lambley are in the process of being reviewed and draft documents prepared to update the existing appraisals prepared in 2005 and 2007 respectively. These draft documents have been circulated to the relevant parish councils and local history societies (where appropriate) for informal comment prior to formal public consultation in due course.

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

**Development of the Gedling Borough Heritage Way** - Nottingham Trent University has awarded £5,000 to support the development work for a new Gedling Borough Heritage walking and cycling route. The Council will be working alongside creative consultants Culture Syndicates and local heritage consultant Denis Hill to undertake stakeholder and community consultation to inform a future funding bid. A workshop of key partners was held in early March to gauge support and coordinate a multi-agency approach, however plans to engage with the local Gedling Borough Heritage Forum have been postponed due to the Covid-19 outbreak. These plans will be reviewed again as part of the Council's Covid-19 Reset Strategy.

## **PROMOTE AND PROTECT THE ENVIRONMENT BY MINIMISING POLLUTION AND WASTE**

**Waste Collections** – Waste Services provided a free bulky waste collection to residents in January/February 2020. 83% of residents were satisfied with the general domestic waste/recycling service according to the residents' satisfaction survey 2019.

# Healthy Lifestyles

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

**Free Health and Fitness Memberships for Registered Carers** - Gedling Leisure has been running a joint funded initiative in conjunction with east Midlands Carers to provide 12 week free health and fitness membership to registered carers in the borough. Through 19/20 a total of 116 carers have taken up the opportunity with some really positive feedback *"it's helpful to get out of the house for a purpose, to think of something else, change of scenery, amongst other people. Sometimes it's an effort to get out of the house but I know I always feel better for getting the exercise at the gym."*

**Report progress of Plan to the Gedling Health and Wellbeing Delivery Group on a quarterly basis** - The Gedling and Health Wellbeing Partnership adopted a new terms of reference in January and a clear set of aims objectives to towards revising and developing the Gedling Health and Wellbeing Delivery Plan.

This will model seeks to integrate a local collaboration between the voluntary and community sector, commissioned public health services, the South Nottinghamshire Integrated Care Partnership and local GP Primary Care Networks with the Council taking a lead coordination role.

The Partnership adopted the following objectives:

- To adopt and champion a community centred well-being approach to improving health outcomes.
- To adopt an integrated whole system approach to agency and sector working from strategic to neighbourhood level.
- To identify health priorities and establish a Health and Wellbeing Delivery Plan for the Partnership shaped by community insight.
- To enable a strengthened community by giving them a voice, by listening and by considering their needs when planning and shaping work.
- To co-produce its work programme with local engagement forums and communities, responding to, providing direction and influencing change as appropriate.
- To request the delivery of specific pieces of work through local projects or through other appropriate mechanisms in line with the priorities set out in the Health and Wellbeing Delivery Plan.
- To be informed about opportunities to access external funding that may be available to support the Partnership's Plan.
- To monitor, review and evaluate the Gedling Health and Wellbeing Delivery Plan.

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

**Gedling Country Park – Viewing Platforms** Following the successful £138,000 funding bid work on the viewing platforms at Gedling Country Park began in February. The Beacon View platform is now complete and in lockdown is being enjoyed by visitors to the park taking daily exercise. Work to complete the Lincoln View platform commences 11 May and this along with the new geographic point of interest interpretation panels should see the project complete for the summer.

**Conway Rec Play Area** – Following extensive consultation, work to construct a new children's play area at Conway Road Recreation Ground has started. Works on the new junior play park began in February and was due to be completed by the end of March but was delayed due to the virus outbreak. Proludic the contractor are now rescheduled to start work at Conway Road with effect 11th May after bring some of their staff out of furlough. They will ensure social distancing guidelines are adhered to at all times whilst carrying out the completion work to the project. This should see an official opening for this new play facility later in the year after lockdown sanctions

have been lifted, as currently all the Council's play areas are closed to the public because of the virus epidemic.

**Funding for Goosedale Sports Pitches** - The Artificial Grass Pitches at the community run Goosedale Sport facilities, on the edge of Bestwood Village, were identified within the Playing Pitch Strategy as a facility that required investment due to the age and quality of current surface. Nottingham Hockey Club are the main users of the pitches and had been working on sourcing funding, supported by the Council in partnership with England Hockey and Active Notts. The club has been successful with a Sport England Grant to improve the facility, however this is based on further funding being obtained from other sources for the project. The club is currently awaiting the outcome of a pending application for a Local Improvement Scheme grant.

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

**Sign up to the Mental Health Concordat and the Time for Change Pledge** - Public Health England have endorsed the Council's submission to sign up to the Mental Health Concordat.

An adapted version of the submitted action plan has been presented to the Gedling Health and Wellbeing Partnership and partners have agreed to review and consider a joint working approach to support this.

**Developing partnership with Artspeak** - A partnership has been developed with Artspeak, a charity based in Nottingham which uses a bespoke arts programme to improve the social well-being of older people and make over 60's more visible and active in society. A series of taster sessions have been planned at the Bonington Theatre offering photography and poetry with the aim of speaking with those attending about what other creative activities might be of interest. In the longer term the aim is to create a creative hub at the Bonington for older people, linking with the theatre programme and sessions at Arnold Library and inviting partner organisations such as Gedling Homes and those that have been involved in the SPRING project to attend and shape future activities. These sessions are unfortunately on hold due to Covid-19 but will be reviewed as part of the Council's Reset work.

**Giving for Gedling** - As part of the Council's Covid-19 Humanitarian Response in March, a new Giving for Gedling team was established to offer support to those residents most during the crisis, offering advice and guidance to residents and local support groups, recruiting volunteers and to plan for a coordinated approach to distributing emergency food parcels locally. Many officers were re-deployed from Community Relations, Public Protection and Leisure Services to be integral members of the team. By the end of the month, requests for need were being received and responded to by the team and volunteers recruited. The Giving for Gedling reported to the Council's emergency Incident Management Team and was coordinating work with the Nottingham and Nottinghamshire Local Resilience Forum.

**SPRIING** - 93 Referrals had been received in the scheme with many signposted and integrated into local groups. Some participants have unfortunately dropped out of the scheme due to ill health and family issues. There were currently 34 active SPRIING participants at the beginning of March. A total of £2,800 SPRIING grant fund had been awarded to groups and local organisations to help address social isolation in the community.

On 12<sup>th</sup> February, a successful SPRIING Cook and Eat Session with participants was delivered demonstrating different techniques and procedures on food preparation and gave attendees cooking ideas that were easy to prepare and could be easily varied with different ingredients. Feedback was that such sessions were popular and participants said they would be interested in similar future sessions.

A SPRIING project evaluation has now submitted to funder Jigsaw Homes this has been well received by that organisation. The full project evaluation by Nottingham Trent Evaluation is yet to be completed and has now been put on hold due to the Covid-19 outbreak.

Plans for falls prevention sessions, the launch of the Netherfield Allotment Scheme, funded by SPRIING, and an arts and wellbeing based programme have also had to be put on hold due the pandemic. Funding from Jigsaw Homes for SPRIING ceased end of March. A proposed extension to Jigsaw Homes funding to enable a transition from SPRIING into the new NHS funded social prescribing system, delivered on behalf of our four local Primary Care Networks, has unfortunately been suspended, also due to the emergency situation. The local social prescribing community infrastructure developed out of SPRIING, which includes a new community development coordinator, capacity building for and connection between local groups and the SPRIING Coordinator post have all played a key role in the Covid-19 Giving for Gedling Humanitarian Response.

**Funding for New Community Development Worker** - The South Notts Community Development Coordinator post, hosted by the Community Relations team and externally funded by the NHS Integrated Care System, began operations in February. Before the lock down, the post established relationships and collaborated with community organisations and health providers to encourage partnership working with the long term aim to provide the NHS funded social prescribing link workers with groups to signpost their patient and clients too. The resource has also been working closely with the libraries, churches and various voluntary organisations to enhance triangulation work in order to support social prescribing.

The role has raised awareness of the NHS link workers within the Gedling area and some of the community groups have responded positively and are eager to forge lasting relationships that will support social prescribing.

Following the Covid-19 outbreak, this resource has continued to engage with those community groups keen to maintain a social prescribing connection. The post gathered emerging Facebook groups and community groups contacts that offered support to vulnerable people and shared these with link workers adding to their repertoire of support resources. The role has called Link Workers weekly; listening to them, sharing experiences and celebrating their good work. It has also supported



the Giving for Gedling humanitarian team to enhance community support available, sharing our local Good Neighbour Guide with the link workers and will be supporting a funding bid for a new befriending service to support residents in Gedling as part of the Covid-19 response effort.