

**GEDLING**

**PLAN**

**2020-2023**

**Examples of Achievements and  
Activities**

**During**

**Quarter 2 - 2020/21**

# Cohesive, Diverse and Safe COMMUNITIES

## Promote and encourage pride, good citizenship and participation

**Service requests to the Food, Health and Housing Team** - The Food, Health and Housing team concluded in Quarter 2, 100 investigations into service requests about 'Covid 19'. The queries range from enquiries from businesses about how to comply with the guidance but also reports from the community about businesses or households not following the guidance. Officers have been inundated with requests but have rose to the challenge to provide high quality advice and support to the communities in Gedling Borough to protect health and wellbeing.

In addition to responding to the service requests officers from the Food Health and Housing Team have been carrying out proactive spot checks at over 130 businesses in key areas of the borough where customers visit and businesses operate. Again this work is to support businesses and our communities.

**RESET - Pilot Covid-19 Secure targeted youth diversionary youth activities** - In partnership with Nottingham Forest Community Trust, NCC Youth Service and Notts Police, Covid-19 secure targeted youth outreach was provided in August 2020 at the following locations across the Borough:

- Calverton x2
- Colwick
- Carlton
- Newstead Village
- Netherfield
- Arnold
- Daybrook
- Warren Hill
- Bestwood Village
- Gedling

Activity was also delivered in Killisick by Notts Police with support from the Council.

## Reduce poverty and inequality and provide support to the most vulnerable

**Council Tax Hardship Fund** - The Council used government grant funding to establish a Council Tax Hardship Fund in quarter one to assist residents who need support with their finances as a result of the Coronavirus outbreak. The Fund helps working age families who are in receipt of Council Tax support and during quarter 2 the scheme was reviewed and the level of council tax reduction was increased from, up to £300, to, up to £450. Qualifying households automatically receive the reduction and do not need to contact the council in order to get the discount. By the end of September, awards totalling £647,820 had been made to 2007 individual households.

**Improvements to the access of facilities** - All leisure centres have had their hearing loops upgraded to ensure customers with a hearing impairment can still access the service with minimal inconvenience. New pool hoists have been purchased for Calverton, Arnold and Carlton Forum leisure centres to provide the necessary assistance for customers requiring supporting entering and exiting the pools.

**Mood Lighting in Calverton Pool** - New sensory lighting has been installed at Calverton Leisure Centre which will benefit customers with Autism and ADHD as it provides a calming relaxing environment. The leisure centre is currently in the process of developing a programme to maximise this new addition to the site and open up access to more customers with additional needs.

**Humanitarian Centre** - Up to the end of quarter 2, the RHC Food distribution hub has packed and delivered 1359 parcels to some of the most vulnerable in the community, with up to 94 parcels a week leaving the centre.

**Help for vulnerable residents** - Some of our leisure staff have also been helping our most vulnerable residents by contacting them by phone during the coronavirus outbreak to check if they need any help. Staff at Carlton Forum have contacted nearly 800 residents who are listed as vulnerable and who haven't responded to the government's communication and registration requests. The staff have been making the calls from the reception area at the forum which has been closed due to the outbreak. Over 850 requests from vulnerable residents for support including food parcels was received. Our Neighbourhood wardens and a host of volunteers have been helping to deliver the parcels to over 40 households who are still shielding and have no access to food.

**Homelessness and rough sleeping** – In October Cabinet approved the work programme of the Temporary Accommodation Officer Working Group. This involves securing funding from nest Steps Accommodation Programme for temporary accommodation to be used through the winter months and various initiatives/measures to be put in place to help prevent homelessness/rough sleeping. Cabinet also approved the work to explore the opportunity to improve the access and provision of temporary accommodation, which officers will be working on in the next quarter.

**Equalities** - The Project Management process has been updated to ensure that Equalities Implications are considered as part of the project management process. Significant progress has also been made to prepare an Equalities Framework and Action Plan with reference to the LGA Equality Framework for Local Government 2020 version and a new Equality and Diversity Policy drafted. These will be presented to Cabinet in November.

### **Improve social mobility and life chances**

**Locality work** – the work of the two locality workers have been re-directed towards the Covid-19 response and to help the most vulnerable residents in our deprived areas. Their work programme is also being revised to reflect the changing economic and social issues within the identified locality areas.

# High Performing COUNCIL

## Improve the customer experience of engaging with the Council

**Gedling Lotto** - The first ever Gedling Lotto draw took place, this initiative will see over £16,000 being raised annually for local good causes.

**Website Accessibility** - The GBC website accessibility statement has been published in time for the September deadline.

**RESET – Humanitarian calls** The customer services team have successfully absorbed the humanitarian calls into day to day work following the reopening of Leisure Services, which has freed up staff to return to their substantive roles.

**RESET - Reinstatement of previously suspended services and reopening of previously closed facilities** - During quarter 2 the following previously suspended services were reinstated and facilities previously closed, re-opened:

- Richard Herrod Leisure Centre theatre and bar re-opened from 4 July 2020.
- Play facilities including outdoor gyms and play parks re-opened from 4 July 2020.
- All public conveniences in the borough re-opened from 4 July 2020.
- The limit on numbers of mourners attending graveside funerals services was increased from 15 to 30 and attending services inside Cemetery buildings from 6 to a maximum of 20 from 4 July 2020.
- Civic Centre re-opened to the public on an appointment only basis from 6 July 2020.
- Café 1899 fully re-opened to the public from 10 July 2020
- Leisure Centres re-opened to the public from 25 July 2020.
- The prohibition on issuing temporary licences to use the Council's parks and open spaces for privately run events and activities was lifted 27 July.
- Return to original response time to reply to complaints with effect from 1 August 2020.
- Council operated community centres re-opened on a phased basis from 14 August.

## Provide efficient and effective services

**Employment Policies** - Organisational Development work continues in respect to the development of strong and fair employment policies. Following a period of consultation the Appointments and Conditions of Service Committee has authorised the implementation of positive benefits to support staff in two policies areas. Firstly in respect to support measures to be put in place in response to the GMB Charter to stop domestic abuse and secondly a policy change to better support employees who might suffer the death of a child.

**RESET – Continued support to Covid-19 response and reset** - In addition to delivery of planned activity the Organisational Development Team has also been very much involved with the Council's response to the Covid19 pandemic. Members of the team have been an integral part of the Council's Incident Management Teams (IMT) both in terms of "response" and more lately "reset" tasks. As one of the largest employers in the borough the Council has had to ensure that it's guidance to managers and employees is technically accurate and appropriate to the services that we deliver and the OD team along with many other officers across the council

has been instrumental in providing this guidance. Other members of the OD team were seconded to support other prioritised areas of work at the height of the first wave of the pandemic; again this work was invaluable in the support our tenants and businesses.

**RESET – Leisure Marketing Plan** - The first phase of the Communications Team’s leisure marketing plan has been successful and achieved targets for the number of people returning to centres.

**RESET – Improved management of data to support continued remote working** - The Records and Retention Policy has been subject to a substantial review and it is intended to take it to November’s Cabinet for approval.

### **Maintain a positive and supportive working environment and strong employee morale**

**Employee Mental Health Awareness** - In support of work to improve mental health and wellbeing officers from the Organisational Development Team have assessed an on-line mental health awareness product that, subject to contract verification, will be rolled out to allow access across all employees of the council.

**Staff Q&A** -The first ever virtual staff Q&A event took place in quarter two with over 100 employees attending. Positive feedback has been received in respect of this.

**RESET – Re-occupation of council offices** - Officers worked extremely hard to put in place the following measures to ensure a covid secure environment for re-occupation of offices with effect from 15 September 2020:

- corporate risk assessments completed
- Covid secure risk assessment posters displayed
- practical measures for communal areas inc signage, entrance and exits, cleaning products in offices etc
- appropriate additional cleaning

Re-occupation could not proceed due to a change in government guidance.

**RESET – Review of the Constitution** - Significant progress has been made in reviewing and redrafting the Constitution to support agile and effective decision making. The following sections have been reviewed and approved by Senior Leadership Team.

Section 1 – Purpose, definition interpretation and Amendment of constitution

Section 2 - Members

Section 3 – Public Involvement in the Council

Section 5 – Overview and Scrutiny Committee

Section 6 – The Executive

Section 8 – Standards Committee

Section 10 – Environment and Licensing Committee

Section 11 – Licensing Act Committee

Section 13 – Joint Consultative and Safety Committee

Section 20 – Proper Officer Provisions

Section 26 – Member Code of Conduct

Section 28 – Petitions Policy

Section 29 – Members’ Allowances Scheme

A cross party working group to consider the revised Constitution has also been established with the first meeting to take place in November.

**RESET Continued support for remote working** - Supporting continued remote working has carried on during quarter 2 with the further roll out of softphones. In addition, webcams have been delivered and issued to staff without laptops to enable Teams video conferencing.

### **Improve use of digital technologies**

**Ensuring staff have the right technology** -The IT team has worked with the lead, Alec Dubberley, on facilitating teams as an internal communications method to ensure staff have the right technology. This probably has an impact on health and wellbeing as well, in terms of effective communications within and between teams. Also, a number of applications and systems have been migrated onto up to date server versions.

# Vibrant ECONOMY

## Ensure a robust strategic development framework is in place

**Greater Nottingham Strategic Plan** - Gedling Borough Council is preparing the Greater Nottingham Strategic Plan with Broxtowe Borough Council, Nottingham City Council and Rushcliffe Borough Council to help guide future development across their combined areas. This Strategic Plan will form part 1 of Gedling Borough Council's Local Plan and replace the Aligned Core Strategy adopted in 2014. The Councils held a joint consultation on Growth Options from 6 July-14 September 2020 and generated a significant level of interest. The Growth Options consultation asks a series of questions on topics including housing growth, employment growth and economic development, climate change and carbon neutrality, city and town centres, the natural environment, urban design, the historic environment, safe and healthy communities, Green Belt and infrastructure provision. Comments received will inform the preparation of the Greater Nottingham Strategic Plan, which once drafted will be subject to further consultation in 2021.

## Provide more homes

**Station Road and Burton Road** – good progress is being made with the council owned sites at Station and Burton Road. Initial drawings have been prepared, which will help feed into the business case and subsequent Cabinet approval. Public consultation will be planned for the next quarter.

## Drive business growth, workforce development and job opportunities

**Internship Placements** - The arrangement to offer supported internship placements within the council was reviewed and has successfully identified the potential for up to three placements that will be possible from January 2021. This success has been possible due the energy and hard work within the Organisational Development Team, Parks and Street Care and our partners at Nottinghamshire County Council and West Notts College. The work has focussed on how we can deliver the placements rather than what will stop us doing this due to Covid restrictions.

**Work Placements** - Following a meeting with senior officers of Nottingham Trent University the Chief Executive has agreed to re-sign the compact agreement that supports partnership working. Although the Covid19 restrictions have put some barriers in place that has made the offer of placements difficult, this work still goes on with energy an currently two opportunities are being explored.

**Business Grants** - The revenues team and financial services team have successfully concluded the full administration and payment of over 1500 Small Business Grants / Retail and Hospitality and Leisure Grants totalling £16.8m, and over 150 Discretionary Business Grants totalling £896,250, providing support for businesses facing financial difficulty during the Covid-19 pandemic.

**Local Labour Agreements** -There has been some significant progress with the local labour agreements at Morrison, Persimmon and Chase Farm - looking at revised methods of involvement.

**Support for small and medium businesses across the borough** - The two business advisors have become embedded and businesses have started to actively seek them out and request their support. The Retail Business Advisor has engaged with businesses in all the main retail areas within the Borough, spending time in Arnold but also in Ravenshead and Carlton Hill. She has achieved this by spending time in the centres and actively going in and speaking directly to owners. She has had notable successes in Calverton assisting a florist who had just opened with accessing support as well as a business in Arnold needing help with marketing and promotion.

The Small Business Advisor has engaged with over 15 businesses. The interactions are more intense and prolonged with some businesses needing more support and advice; this was a key part of this role. She has helped businesses to access advice on bringing an idea to market, funding access, increasing sales as well as promoting employment schemes such as apprenticeships and Kickstart. The two Advisors have also worked together with businesses, each helping with a specific aspect.

### **Create thriving and vibrant town and local centres**

**Arnold Market Place redevelopment scheme** - Significant progress has been made with the Arnold Market Place redevelopment scheme: Cabinet and full Council approval has been received for the capital budget, is due to be determined at planning committee in mid-October and there have been detailed discussions with the main contractor. Expected start on site in December 2020.

**Carlton Square development** - Significant progress has been made with the Carlton Square improvement scheme. Cabinet approval has been received and the planning application has been submitted and is due to be determined at planning committee in mid-October. Discussions with the contractor have taken place, with a view to appointing them shortly. Expected start on site in January 2021.

**RESET - Re-opening the high streets safely** – as part of the re-opening the high street safely funding, officers have been working closely with retailer and businesses to ensure that they re-opened and are adhering to the changing government legislation.

# Sustainable ENVIRONMENT

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

**Gedling Country Park – Viewing Platforms opened July 2020** - Following the successful £138,000 RDPE funding bid, work on the new viewing platforms at Gedling Country Park recommenced in May following lockdown. The Beacon View platform and the Lincoln View platform are now complete and are being enjoyed by visitors to the park taking daily exercise. Geographic points of interest are highlighted on interpretation panels and the project is deemed a great success by local residents who have been enjoying the views.

**Gedling Country Park – Additional Car Parking opened July 2020** - Work on the Extension Car Park was re-commenced by the contractor in May after lockdown. The new car park surface which consists of interlocking nylon grid system filled with limestone chippings is now complete. The project was completed in June.

**Gedling Country Park – Outdoor Seating Area** - Work has commenced on a new outdoor seating area adjacent to the visitor Café 1899 at GCP. When complete this will see a canopied seating area for 20 people plus, which will enable dog walkers to sit in shelter and drink a coffee in the inclement autumnal months ahead.

**Conway Rec Play Area opened August 2020** - Work to construct a new children's junior play area at Conway Road Recreation Ground is now complete. Contractors Proludic completed the work in June after lockdown to complete the project. The official opening for this new play facility was attended by the Mayor.

**Funding for Breck Hill Recreation Ground and Onchan Park** - Two recent FCC Communities Foundation grants bids have been successful. One for Breck Hill Recreation Ground which will see the refurbishment of the children's play area and one for Onchan Park which will see the installation of a Multi-Use Games Area, table tennis tables and DDA compliant pathways to allow access for all. Tenders for both have and are being prepared. HAGS have been awarded the Breck Hill Contract and will start work on site in November. The tender for the MUGA and table tennis tables is underway.

**Improvements to leisure facilities** - During the closure the pool filter media was replaced at Arnold Leisure Centre providing a safer more enjoyable environment for the customers and staff with regards to quality of water and disinfection quality. The circulation pumps were also changed at both Arnold and Carlton Forum leisure centres which has reduced the carbon footprint of the sites by being more energy efficient.

**Calverton Leisure Centre Changing Room Refurbishment** - The changing rooms on poolside at Calverton LC were very old, tired and in desperate need of refurbishment which were highlighted through customer feedback and partner complaints. The site undertook a total refurbishment including new flooring, toilets, cubicles, showers, toilets and urinals. New vanity units were introduced including hand and hair driers. A new vibrant colour scheme and an introduction of two additional private showers in the female changing room completed the transformation. Customer feedback has been positive since re-opening and we have received many compliments from both customers and our partners at the "School Swimming Service"

## **Promote and protect the environment by minimising pollution and waste and becoming carbon neutral**

**Gedling 'Big Clean' Community Volunteer Initiative - Launch Event 2020** – Following this year's Big Spring Clean cancellation due to Covid-19, The Big Clean Forum Group met in early September to re-arrange a new launch event. The launch event took place over the weekend of 26/27<sup>th</sup> September and involved groups from Woodthorpe, Carlton, Arnold and Mapperley all involved in helping to promote the Big Clean Community Volunteer Based Clean Up Initiatives.

**Netherfield Community Activity Intensification Plan** - A 'Partnership' 5 days of Community Activity in Netherfield, titled the Netherfield Community Activity Intensification Plan is taking place over 5 weeks starting at the end of September and going on into October to include internal (PASC Street Cleansing, Community Safety Wardens), external (Police) and partners. This planned activity involves responsive and reactive activity for a wide range of issues including fly-tipping, graffiti, refuse bins on streets and litter due to parked vehicles. It involves leaflet letterbox drops and 'knocking on doors' as well as intensive Street Cleaning Operations to remove graffiti and fly-tips and to cleanse dense urban housing area streets and Netherfield Town Centre. It is hoped this initiative will support local residents and help to improve their environment whilst getting the message out about enviro-crime and the need to recycle.

# HEALTHY lifestyles

## Increase recreational activities

**RESET - Re-commencing sports in our Parks & Open Spaces** - Following the Covid-19 epidemic, on July 4<sup>th</sup> all the Borough Play Areas re-opened to the public as did our Public toilets. Cricket matches re-commenced across the Borough on 11 July 2020 and Football matches resumed on 20 August.

## Reduce levels of loneliness and isolation

**RESET - Reopening the leisure centres** - Following on from the announcement that leisure centres could re-open on 25 July, Redhill, Arnold, Calverton and Carlton Forum opened their doors initially offering swim, gym and classes. A tremendous amount of work went into making the facilities safe to both staff and customers including one way systems, improved cleaning regimes and equipment as well as staff training. Since July more of the facilities have opened up, including racket sports, 3G pitch hire and other club activities returning to the sites, and the pool and group exercise programmes have also continued to grow as customer demand has increased. Feedback from customers has been extremely positive: *“Just returned from my little ones first summer swimming session. I cannot praise the staff enough. The place was immaculate and all systems were in place to ensure Covid guidelines are followed. Thank you!”* Katie, borough resident.

**RESET - Opening of the Bonington Theatre & Cinema** - The Bonington Theatre & Cinema was one of the first cinemas to open as soon as restrictions were lifted from Saturday 4<sup>th</sup> July. One of the principal aims was to help address loneliness and mental health issues often faced by older people and those living alone, by providing a safe respite for local residents, offering a friendly welcome and an opportunity to enjoy some of the latest film releases. The social distancing measures and quality of customer service have proved to be reassuring and popular with patrons. Whilst attendances have been modest due to significantly reduced capacity, the frequency of attendance has been exceptional. *“What a wonderful job the management of the Bonington Theatre have done in order to ensure people are able to enjoy the delights of their films etc. in comfort and safety is outstanding. The way they have designed their auditorium is brilliant, whether people are in family groups or on their own, all are catered for. It certainly made sure my friend and I would not be afraid to go back whenever there was something we would like to see. Well done the Bonington!”*

**RESET - Active for Life specialist sessions** - Prior to April's lockdown Gedling's leisure centres held 26 sessions per week of specialist health sessions which provided targeted exercise in a sociable environment. When the facilities reopened in July it was decided not to reinstate these sessions immediately as most of those attending the sessions were elderly or had underlying medical conditions. However, following extensive consultation with the clients and instructors it was clear that these sessions were important to the individuals attending, and as a result 14 sessions were reinstated in September with social distancing and extra cleaning measures in place. The sessions have been successful and feedback from customers has been extremely positive, and we are now assessing what additional sessions can be added to the programme.

**Your Health Your Way** is Nottinghamshire's new Integrated Wellbeing Service funded by Nottinghamshire County Council and delivered by ABL Health. Their mission is to help all residents of Nottinghamshire (excluding Nottingham city) get more active, eat healthier, manage their weight, drink less alcohol and stop smoking, offering practical support for people to make life long healthy behaviour changes. ABL are working in partnership with Gedling's leisure facilities to provide 4 specialist sessions per week across Redhill and Carlton Forum Leisure Centres to work with residents of the Borough with a BMI of 30+ to help improve their health and wellbeing.