

Report to Cabinet

Subject: Gedling Plan Quarter 1 2021/22 Report

Date: 5th August 2021

Author: Senior Leadership Team

Wards Affected

Borough-wide

Purpose

To inform Cabinet in summary of the position against Improvement Actions and Performance Indicators in the 2020-23 Gedling Plan at the end of 2021/22 quarter 1.

Key Decision

This is not a key decision.

Recommendation

THAT:

The progress against the Improvement Actions and Performance Indicators in the 2020-23 Gedling Plan for the end of 2021/22 quarter 1 be noted.

1 Background

- 1.1 The Council has made a commitment to closely align budget and performance management. This is in line with accepted good practice.
- 1.2 To deliver this commitment, systems to monitor performance against revenue and capital budgets, improvement activity and performance indicators have all been brought together and are now embedded in the way the Council works. Whilst the budget and performance information are presented in two separate reports, they are and will be reported to Cabinet together and will appear on the same agenda.
- 1.3 In addition, performance reports now focus more directly on the Council's priorities and offer an "early warning" system of instances where targets may not be secured.

- 1.4 As usual, comprehensive details about current performance against the Gedling Plan can be accessed through the following link on the Council's website:-

<http://www.gedling.gov.uk/council/aboutus/prioritiesplansandperformance/howwere/doing/>

Members are recommended to view this document which provides valuable background detail to this summary paper. It provides a more in-depth review of indicators, actions and outcomes for 2021/22 quarter 1.

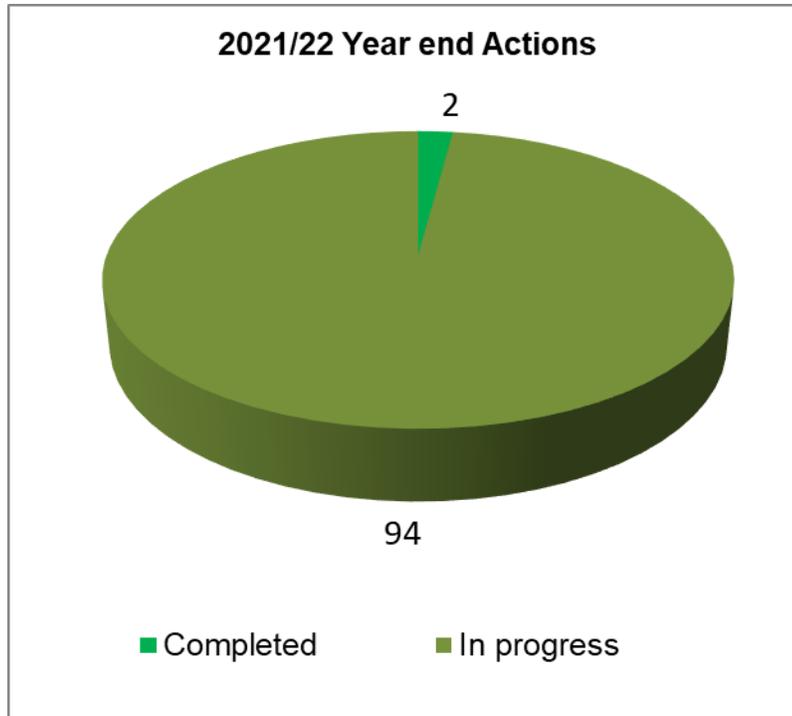
- 1.5 A full set of papers that appear on the website have been printed and these reports are available in the Members' Room. They contain explanations of variances from expected performance together with trend arrows for all the performance indicators within the Gedling Plan (note that an upward arrow indicates improved performance, irrespective of whether improvement is represented by a higher or lower value) and progress bars for all Gedling Plan actions showing progress made against project milestones.
- 1.6 The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the "completed" or "in progress" milestones determined within the performance management system, Pentana.

2 Proposal

- 2.1 It is proposed that Cabinet note the performance information for the Gedling Plan 2020-23 at the end of 2021/22 quarter 1 as set out below.

2.2 Actions

At this stage, of the 96 actions currently active in the Gedling Plan 2020-23, 2 are complete and the remaining either in progress or assigned to an Officer.



There is an ongoing requirement to continue to respond to the COVID pandemic across teams and departments, which continues to affect staff capacity to deliver actions planned for the first period of 2021/22. In addition there are now further risks being realised relating to the effects of the requirements for self-isolation, which is impacting the workforce and service delivery in particular for front line customer facing teams.

2.3 Indicators

Overall indicator performance at the end of quarter 1 shows that out of a total of 31 indicators, 10 were on or above target, 4 were slightly below target and 6 indicators missed their target.



No data was available for

- Residual household waste per household
- Percentage of household waste sent for reuse, recycling and composting

This is because Veolia data for June hasn't yet been sent as Enva has had a new weighbridge system installed so there has been a delay with their figures.

2.4 Examples of particularly positive performance for quarter 1 include:

- 98.7% of fly tipping incidents removed within 4 working days against a target of 98%.
- 94.4% of calls to the contact centre answered (or call back made) - 12 month rolling total against a target of 94%.
- For the first time in two years the corporate target has been achieved for working Days Lost Due to Sickness Absence (rolling 12 month total) with a figure of 8.74 days against target of 9 days.

- Another 13 long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention against a target of 10.
- 100% of Major planning applications processed within 13 weeks.
- The number of garden waste customers has increased to 18,722 against a target of 17,000. (subject to verification)
- 97% of food premises scoring 4 or 5 in the national food hygiene rating scheme.

2.5 The following performance indicators missed their target at the end quarter 1 and are worthy of note.

Average time to process Housing Benefit change in circumstances - During Q1 we experienced significantly higher levels of work, specifically around notifications from DWP regarding Universal Credit changes. Universal Credit is reviewed monthly by DWP and presents us with a challenge as circumstances can change up to 12 times a year per customer. We also expect a similar spike in workload in October when the current £20 Universal Credit top up is scheduled to be removed

LI086 Average length of time spent in temporary accommodation (in weeks) - The lack of large 4/5 bedroom social housing means that we continue to try and re-house families in the private sector, but in reality we struggle to place large families quickly due to their household size. We will never place a family knowing that they cannot sustain a tenancy, and there are several influencers on affordability, namely: welfare reforms e.g. the benefit cap, increasing privately rented rent prices, and LHA rates that are not comparable with the market. From our own experiences in trying to secure new TA options, the market is saturated with those seeking accommodation and those households on benefits do still struggle to secure privately rented accommodation. We continue to assist with deposits, rent in advance and DHP shortfalls wherever possible. We currently have 4 large families living in temporary accommodation, but we also have other households in TA awaiting a specific type of property, and this has a detrimental impact on our figures.

NI154 Net additional homes provided - Certain housing sites have not come forward as quickly as anticipated by landowners and developers. A Housing Delivery Action Plan has been published and includes measures to increase delivery of new housing in Gedling Borough. In addition, the emerging Greater Nottingham Strategic Plan will allocate additional land for housing to meet future needs. In Quarter 1, we have 124 starts, which is the highest number of starts since Quarter 2 2017/18 with 134 starts.

2.6 Achievements

A separate report has been produced highlighting additional key achievements delivered during quarter 1, focusing on areas where the Council has made a real difference to people's lives. This is attached as Appendix 1 and is available on the Council's website and in hard copy in the Members' Room. The following outcomes are identified for particular attention:

Community Hubs and Partners: 'Next Steps on the Road to Recovery' -

Building on the Giving For Gedling Church and Food Bank Leaders group a network of over 200 Community Hubs, Churches, Covid -19 response providers and other community based partners has been mapped and collated by ward and filterable by genre to allow updates on services to be better promoted and groups better supported by the Council and partners. Over 30 representatives joined a meeting to review the successful collaboration during the pandemic and share plans, aspirations and resource needs emerging from the pandemic.

Continued Grant Payments - The Revenues team continues to play a vital part in The Business Grants team that administer the ever changing Covid-19 business grants throughout the varying tiers and lockdowns. With 17 grant schemes having been managed and administered to date paying out around £29.9m in support to local businesses, the team is now managing the reconciliation process and post payment assurance for all grant schemes. The Revenues Services team and the Financial Services team are administering these grants whilst still meeting statutory deadlines and maintaining performance in their day to day functions.

Kick Start Scheme - The Human Resources team has worked with East Midlands Councils and our own service teams to set up our Kick Start scheme (a national scheme through which young people up to the age of 25 can gain paid work experience funded by the government). We have five placements on offer and have, up to now, made three appointments. Each placement can last for up to six months and is designed to help give practical experience that will make that person more employable.

The Big Spring Clean - The Big Spring Clean event is part of Keep Britain Tidy's annual Great British Big Spring Clean usually held late March but which was moved to May/June this year because of the epidemic. Our successful Spring Clean consisted of a series of short local litter-picks across the Borough aimed at tackling areas that attract litter, each organised by a different group of local residents. All the groups are members of the Council 'Community Clean Up Group', a loose partnership of 40-50+ local litter-picking, and environmental groups or individuals working with Gedling Borough Council to try to reduce litter in our parks and open spaces.

Low Carbon Planning Guidance - Nottinghamshire councils have jointly prepared planning guidance on low carbon development in order to help the relevant councils to achieve their stated objectives of reducing carbon emissions. This jointly prepared document provides a foundation for the various Councils to take forward as they see fit through the planning system. Each Council may deliver relevant policies through the preparation of local plans, supplementary planning guidance and non-statutory planning guidance or an appropriate combination of these. Gedling Borough Council has now adapted the Nottinghamshire guidance to meet the particular local circumstances for Gedling Borough and, in May 2021, adopted 'Low Carbon Planning Guidance for Gedling Borough'. This guidance sets out practical measures in order to help assist developers in planning applications for major development.

Dementia Action Week - The Council supported and promoted Dementia Action Week during May. Led by the Alzheimer's Society, Dementia Action Week is a national event that sees the public coming together to take action to improve the lives of people affected by dementia. This included promotion of the Dementia Connect support line 0333 150 3456 for those needing help living with or supporting somebody with dementia.

Flood Prevention Works - we carried out £55,000 worth of flood prevention works in two council owned car parks – Blatherwick's Yard car park near Front Street and the car part outside Arnold Leisure Centre - to help prevent flash flooding causing damage to local businesses nearby. Around 20 businesses will directly benefit from the improvements. The works were carried out by Alliance Contracting, who installed drainage pipes with slow release outlets. These new drains store run-off water from heavy rainfall and slowly release it back into the main drainage systems, reducing risk of damage caused by flash flooding or preventing it all together.

3 Alternative Options

- 3.1 Not to present an update on quarterly performance, in which case Executive members will not be aware of performance against the Gedling Plan 2020-23.

4 Financial Implications

- 4.1 There are no financial implications arising out of this report.

5 Legal Implications

- 5.1 There are no legal implications arising out of this report.

6 Equalities Implications

- 6.1 There are no equalities implications arising out of this report.

7 Carbon Reduction/Sustainability Implications

7.1 There are no carbon reduction/sustainability implications arising out of this report.

8 Appendices

8.1 Appendix 1 – Examples of Outcomes achieved during Quarter 1 2021/22.

9 Background Papers

9.1 None identified.

10 Reasons for Recommendations

10.1 To ensure Members are informed of the performance against the Gedling Plan 2020-23.

Statutory Officer approval

Approved by the Chief Financial Officer

Date: 22nd July 2021

Approved by the Monitoring Officer

Date: 22nd July 2021