

**GEDLING
PLAN
2020-2023**

**Examples of Achievements and
Activities**

During

Quarter 4 - 2020/21

Cohesive, Diverse and Safe COMMUNITIES

Promote and encourage pride, good citizenship and participation

Gedling Play Forum Chinese New Year Packs - Due to Covid-19 restrictions to annual Chinese New Year play activity delivered in partnership with Gedling Play Forum was unable to take place this quarter. However, the Council did commission the Play Forum to produce Chinese New Year crafts packs that were distributed to families most in need during February half-term via Children's Centres and other family support agencies.

NHS GoodSam Integration and Learning Pilot - The Council has been working alongside Nottinghamshire County Council to undertake local integration and learning of the NHS National GoodSam volunteer scheme. A joint allocation of £30,000 from NHS England has been received for this pilot. As part of the pilot, The Council has commissioned Nottingham CVS to undertake a series of Zoom stakeholder engagement workshops and engaged the GBC Customer Insight Officer. The aim is to:

- interrogate the GoodSam Futures database to provide information about current referral sources
- understand the deployment of volunteer roles
- evaluate the effectiveness of the response in the Gedling area
- make recommendations as to how the scheme might be further integrated at local level.

40 local stakeholders have signed up to the Zoom sessions, comprising of potential service users, voluntary and community sector organisations, local community groups and commissioned partners. The first workshop, attended by 12 delegates, was held on 24 March.

Members Community Initiatives Fund 2020/21 - For the 2020/21 Fund, all Councillors have allocated individual spend budgets within the financial year. Over 100 applications have been processed – less than average due to the pandemic having an impact on the ability for groups to deliver activities. Each Councillor contributed £250 towards the Giving for Gedling Humanitarian Centre efforts to support the most vulnerable, at risk and elderly during the pandemic. In October the Feeding Gedling Fund Spacehive was set up to tackle child hunger within the borough were both Labour and Conservative members donated £150 each.

Activities supported ranged from assisting groups who were experiencing hardship due the pandemic, supporting local Rainbow, Brownies, Guides and Scouts groups in organising activities bags for their members during the pandemic.

A new set of criteria is being developed to enable a broader application of the fund in the light of emerging Covid Recovery 'blended' initiatives, enabling businesses as well as community groups to apply to deliver activities of benefit in the Borough under a series of Council priority themes.

Seniors Council and Youth Council - Both the Gedling Seniors Council and Youth Council have met over MS Teams in the Autumn and Winter 2020 and again in February 2021. Both groups are sharing concerns around mental health, anxiety and the need to focus on hard to reach people as we emerge from Covid -19. Priorities for both are effective communications platforms for older and younger residents, community connectivity activities, buddying and befriending, economic recovery and access to wellbeing recovery services.

Information regarding vaccinations has been discussed and distributed via the Seniors Council representative groups. Exercise sheets have also been distributed to members and for one these have been gratefully received. Following a recent fall a member received the exercise sheets from in our Seniors Council mail out. He has been doing the neck exercise daily, and reports that it has made a huge positive difference to his pain and mobility levels, and not only will he carry on with those, but also intends to share in a local community group newsletter, for other members to gain the benefit. He thanked us very much.

Gedling Young People's Consultation - A consultation targeting young people aged 11-16 was designed and promoted to Gedling Young People between December 2020 and February 2021. As a result of intensive targeted promotion 236 online forms were completed by young people in the Borough. 30 of these were assisted completions from hard to reach young people supported by the Nottinghamshire County Council Youth Service during specialist youth settings. Gedling Youth Council members will support the Portfolio Holder for Equalities and Young People to assess the findings and develop recommendations for Cabinet in May. It is proposed for the survey to be integrated into the bi-annual Gedling Conversation and concerns of young people taken into account in the planning of council and partnership services going forward. A follow up survey is also proposed to coincide with this summer's Gedling Conversation survey. An opportunity to re-engage and seek the views of our young people as Covid-19 restrictions are lifted.

Reduce poverty and inequality and provide support to the most vulnerable

RESET Gedling Covid-19 Winter Grant Delivery Partnership - The Council has worked with Arnold Food Bank, Netherfield Food Bank, The Ark money advice service and Netherfield Forum and St Georges Centre hot food takeaway to deliver supermarket vouchers, hot meals, food parcels and small white goods to eligible families in Gedling impacted by Covid-19 over Winter 2020/21. The scheme also offers referral for emergency winter warmth support via Nottingham Energy Partnership. In total £40,800 have been allocated to the Gedling area. It is anticipated that around 300 eligible households will have benefitted from the scheme in Gedling by April 2021.

Temporary Accommodation - cabinet approval received in January for the temporary accommodation options appraisal which sets out the proposed future approach to reduce B&B and nightly paid-for accommodation usage. This means now Officers are pursuing the purchase of 8 2/3 bedroomed properties and then leasing 7 2/3 bedroomed properties. Furthermore, approval was given at March Cabinet to construct 17 units at the council owned sites at Burton Road and Station Road (7 of which are to be used for temporary accommodation).

Improve social mobility and life chances

RESET Leisure Centres Support the Covid-19 Effort - The leisure facilities and staff continue to support the local effort of tackling the impact of Covid by providing food parcels and a mass vaccination service at the Richard Herrod Centre and a lateral flow testing site at Carlton Forum Leisure Centre.

Reduce anti-social behaviour, crime and the fear of crime

CCTV at Conway Road Recreation Ground - Gedling Borough Council has invested in the new CCTV equipment to support residents in Carlton. A new CCTV camera has been installed on Conway Road Recreation Ground as part of the council's work to reduce crime and anti-social behaviour in the borough. The camera, which cost £19,500, covers the whole of the recreation ground, including the new children's play area.

Covid Marshals - Additional Covid marshals have been brought in to provide additional cover at weekends to support the work of our Public protection Neighbourhood Wardens.

Covid Compliance Checks – Environmental Health Officers have been working on a project in collaboration with the HSE and Public Health doing spot check of supermarkets and corner shops for Covid compliance. So far over 40 premises in the borough have been visited. Generally compliance has been good. A couple of national retailers have been identified for not proactively challenging customers who do not wear face coverings. We are tackling this in collaboration with Nottinghamshire councils to raise at head office level with the specific organisations trading in the area. Local Authorities have limited enforcement powers for this aspect so we are working with partners try to improve the situation and help control transmission of the virus.

High Performing COUNCIL

Improve the customer experience of engaging with the Council

Online Taxi Application Portal - Customer Services, with help from IT, have created a new online taxi licence application portal to enable taxi drivers to access their accounts and check the progress of their application. This saves on phone calls/queries to customer services to chase licence applications and saves on paper/print and postage on application forms and renewal letters.

Leisure Centres Customer Service Excellence - The leisure centres successfully went through their external re-evaluation for Customer Service Excellence in January 2021, which showed significant improvement across a range of criteria associated with delivering good customer service. The assessor highlighted strong leadership and a proactive shift in the engagement and interaction with residents in response to the impact of Covid-19.

Provide efficient and effective services

Legal Services – During quarter 4 our legal services team successfully defended a taxi appeal against revocation of a licence, successfully prosecuted a taxi driver for driving without a taxi licence and successfully prosecuted an individual for breach of a Community Protection Notice. We also completed the contract for Breckhill play area which has now been opened and completed an agreement with NHS Trust and Sherwood hospitals in relation to staff assisting at the mass vaccination centre.

Gedling Plan - The performance team has worked hard to support the completion of the 2019/20 Annual Plan (the document that summarises our activity against the Gedling Plan) as well as providing support in the production of the 2021/22 refresh of the Gedling Plan itself.

Garden Waste Invoices - Revenues Services faced a challenging time with a last minute alteration to an invoicing process that has existed for many years. Revenues officers have had to maintain high priority workloads elsewhere at the same time as managing the adjustment of a system output which had an impact on just under 17,000 customers in the borough as well as pausing the ability to collect income for other departments within the authority. This adjustment included working with software providers to develop the alterations needed as well as demonstrating excellent communication throughout the relevant departments and with our customers affected. The conclusion of this process meant officers within Revenues Services were required to give additional time over a many days to facilitate the issue of the new invoices.

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 15 grant schemes having been managed and administered to date paying out around £25.1m of support to local businesses, the team must now look forward to new grant funding coming from April 2021. 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.

Annual Billing - From procurement of a new printing company through to the very final print of all annual bills, Revenues Services managed to complete this task successfully and in line with statutory deadlines alongside other high priority workloads.

Maintain a positive and supportive working environment and strong employee morale

Employment Policies - A number of key employment policies have been re-drafted, passed through consultation and taken through the Appointments and Conditions of Service Committee for implementation including the Equality Policy (Employment), the Stand-by and Callout Policy and the Overtime Policy. Trade unions were particularly supportive of the positive changes to the terms and conditions of employment made within the revised Overtime Policy.

Workforce Strategy 2020/23 - An action within the 2019/20 Gedling Plan was to produce a Workforce Strategy for the period 2020/23. Due to conflicting priorities presented by the C-19 pandemic this was not achieved on time, however, the strategy has now been approved for implementation from 1 April this year. The strategy not only demonstrates the “building blocks” already in place that make the organisation a strong, good, fair and business-like place to work but also identifies a clear set of actions that will further support and develop our workforce.

Improve use of digital technologies

Projects and Upgrades - A number of projects and upgrades have been completed within IT including year-end for Civica and ResourceLink, new feature rollout of Office 365, Resourcelink Server and DB migration upgrade and Agresso upgrade to MS7.

RESET Homeworking - Our IT team have continued to facilitate homeworking and roll out of appropriate kit and soft phones whilst maintaining appropriate cyber security controls.

Vibrant ECONOMY

Provide more homes

Station Road and Burton Road - good progress is being made with the council owned sites at Station and Burton Road with Cabinet approval given in March.

Drive business growth, workforce development and job opportunities

Building Your Future/Apprenticeship Fair - A virtual Building Your Future/Apprenticeship Fair was held for a week in February. This replaced the usual Apprenticeship Faye that would be held in the Methodist Church. Over the week we had 115 attendees over the 19 sessions.

Business Advisors - The two businesses advisors have been in place now for over 9 months. Their contracts are due to end at the end of the month, but we are seeking a two year contract.

The Retail Business Advisor continues to engage with a businesses in all the main retail areas within the Borough, spending time in Arnold but also in Ravenshead and Carlton Hill and the other centres too. She has achieved this by spending time in the centres and actively going in and speaking directly to owners as well as through referrals from the EGR team. She is also starting to see direct requests for her help through the Economic Development inbox, highlighting that businesses are starting to hear directly about the service.

The Small Business Advisor has engaged with over 50 businesses in the first year of the contract. The interactions are more intense and prolonged with some businesses needing more support and advice; this was a key part of this role and is working well. She has helped businesses to accesses advice on bringing an idea to market, funding access, increasing sales as well as promoting employment schemes such as apprenticeships and Kickstart. She is also finding that businesses are coming directly to her following earlier advice and we are also seeing direct requests for her help as well showing that the promotion of the role is starting to work.

Both Advisors also took part in the events to mark National Apprenticeship Week. Their services have also been linked up with the Environmental Health team as part of the high street reopening work. This is good way to share resources and to engage positively with businesses to help them through this difficult time.

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 and the construction works will start in April 2021.

Carlton Square Development - Significant progress has been made with the Carlton Square improvement scheme and the construction works will start in Spring 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 retailers and businesses to ensure that they re-opened and are adhering to the changing government legislation. This work will be increased to coincide with the relaxing of the restrictions in April.

Sustainable ENVIRONMENT

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

Gedling Country Park – Community Orchard – The Council has created a new Community Orchard, installing a number of fruit and blossom trees as part of ongoing works to improve the destination country park. Over 20 native trees have been planted, including apple trees, heritage pear trees, damson trees and cherry trees. All of the trees originate from the Nottingham area. The new orchard will also play a vital part in supporting local wildlife due to the produce created from the trees. The tree planting is also part of the council's pledge to plant 500 new trees, which has already been exceeded, as they have now planted 1,050 trees and more are planned over the next year.

Breckhill Recreation Ground, Woodthorpe - Work to refurbish the play area at Breckhill Recreation Ground has taken place. The official opening in February had to be very low-key due to Covid restrictions. A community celebration event will be arranged once the restrictions have been lifted. The official opening for this new facility was attended by the Mayor of Gedling Cllr Barnes and Portfolio Holder Peter Barnes.

Conserve, enhance, promote and celebrate our heritage

Memorial Stone - A memorial stone dedicated to the memories of Gedling borough residents who have tragically lost their lives due to Covid was unveiled during March. The stone was unveiled by Cllr. John Clarke, Leader of Gedling Borough Council and Cllr. Michael Payne, Deputy Leader of Gedling Borough Council at the site of Eagle Square, near the main Arnold town centre.

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

Local litter picks - Street Cleansing staff continue to support local litter picks by individuals even during lock down, providing litter pickers and black bags before the litter picks and collecting the bags and disposing of them afterwards. Operations to remove graffiti and fly-tips and to cleanse hot spot areas continue apace. All in support of local resident groups who help to improve their environment whilst getting the message out about enviro-crime and the need to recycle. This initiative took place early Jan 2021 before lock down.

HEALTHY lifestyles

Improve health and wellbeing and reduce health inequalities

RESET Health and Wellbeing Coproduction Partnership - This partnership was established in 2020 as a mechanism for developing and promoting partnership health and wellbeing initiatives to support recovery from Covid-19. Joint planning and coordination has included Self Help UK/MacMillan Cancer Gateway, Rushcliffe CVS, Newark and Sherwood CVS, Age UK, 'Your Health, Your Way' wellbeing service, Active Notts Trust, Jigsaw Homes, Children's Centres and Youth Service. The partnership has supported:

- the development of the 'One Step at a Time' physical and social isolation initiative with local residents in Carlton
- City Arts wellbeing programmes being blended with local recovery priorities
- engagement between groups and agencies to assess the role of volunteering as part of the 'GoodSam' NHS Responder pilot
- Covid-19 Winter Grant scheme
- initial planning for the development of Family Food Clubs in the Borough.

Promotion of Health and Wellbeing activities - The latest edition of the Community Health and Wellbeing E-Newsletter was received by 5,659 subscribers and contained content on the following:

- Community COVID testing centre information
- Psychological First Aid training
- Create to Connect
- Olle virtual advice service
- View Points
- Your Health Your Way smoking cessation service
- Breastfeeding support.

National No Smoking Day has been promoted by the Council both to its staff and externally via social media platforms. In particular information has been shared on the support offered the 'Your Health, Your Way' smoking cessation service.

Throughout the New Year period, the Council has regularly promoted the community sessions for young people offered by Nottingham Forest Community Trust.

A range of local Health and Wellbeing initiatives have also promoted on the TV screens at the Richard Herrod Vaccination Centre, including information on the local 'One Step at a Time' project.

Gymsales - The leisure centres have implemented a new piece of software which manages, tracks and communicates with prospective new gym and swimming lesson customers, ensuring there is a consistent flow of information and interaction regardless of which leisure centres are contacted.

Support physically active lifestyles

RESET Engagement with Local Football Clubs - Communication with local grass roots football clubs has been re-established through the Gedling Football Development Group to support clubs with the return to football and the latest funding opportunities.

RESET Health Walks - Getting Going in Gedling Health Walks resumed from 29 March with the first walk taking place in Gedling County Park on 31 March. Other walks will commence after Easter with social distancing being safely be adhered to.

RESET Funding for Jigsaw Homes tenants - Jigsaw Homes were successfully awarded £6240 from the Active Notts Tackling Inequalities Fund to get residents socially and physically active once their communal areas reopen and activities can safely take place.

Increase recreational activities

New Artificial Pitch for Nottingham Hockey Club - Nottingham Hockey Club (Goosedale) replacement of Artificial Grass Pitch and installation of new lighting and fencing completed. There has now been four new artificial pitch sport pitch hubs developed for community use and activity since the current Playing Pitch Strategy was adopted in 2016:

- 3G football pitches at the Redhill Leisure Centre and Redhill Academy site
- 3G football pitches at Carlton-le-Willows Academy
- Carlton Football Centre at the Carlton Academy site
- Sand based artificial pitch for hockey and other sports use at Goosedale Sports Hub just outside Bestwood Village.

Lambley Lane Recreation Ground Changing Rooms - A funding application has been submitted to the Football Foundation to replace the Changing Cabins at Lambley Lane Rec. Pitch renovations works have commenced in March 2021 and will be completed by August 2021 to enable Mapperley All Stars FC to move back to that site.

Engagement with Bonington Patrons - Throughout the Covid-19 lockdown the Bonington Theatre and Cinema has continued to engage with their patrons through regular communications, which has also resulted in income generation for the facility due to partnership working with film distributors.

RESET Public Art for Our Local Parks - Public Art projects which had been delayed by the pandemic are now recommencing with plans to create a new mural at Burton Road Jubilee Park alongside the Friends of Group, Netherfield Youth Club and Carlton Le Willows Academy. A series of art works to enhance the new tree trail at Gedling Country Park in partnership with the Friends of Group are also being developed.

Reduce levels of loneliness and isolation

South Nottinghamshire Community Development Worker - The Council has recently secured a further year's extension to the South Nottinghamshire Community Development Coordinator post up until February 2022 to support NHS organisations with the development of a sustainable social prescribing system. This system enables patients to be referred to suitable community based activities to support their health and wellbeing. Along with the post, additional resource of £4,000 has been secured for the provision of a small grant fund for local groups across the area.

RESET Gedling Community Development Forum - The South Notts Community Development Worker has established Community Development Forums for Gedling and will work with these groups ongoing to identify gaps in service, share good practice and build community resilience and connectivity as we emerge from lockdown over the coming year.

RESET 'One Step at a Time' Project Addressing Isolation - This partnership project involving Jigsaw Homes and Active Notts, supported by the Council, has developed in the Carlton area, following collaborative research by partners that identified older people in Carlton as being a local community that had low levels of physical activity.

A case study has recorded the journey of a local resident as part of this project:

“Our tenant has a degenerative condition in his vertebrae which means he has to use an electric scooter when out and about. This condition also affects his speech. He has been quite isolated during the pandemic with the communal Lounge being closed at his Independent Living Scheme. A volunteer recruited through the Giving for Gedling volunteer process was matched with this tenant. He was a volunteer at the Arnold Methodist Church Mental Health project in Arnold and also been a social prescribing volunteer previously for Jigsaw Homes and Gedling Borough Council. The tenant revealed to our volunteer over the phone that he was currently shielding. Our volunteer had his first Covid jab three weeks before his first visit and they had a socially distanced conversation. They found they both had a transport connection through work. As the tenant was initially unable to go out he asked if the volunteer knew anything about pruning rose bushes. The volunteer didn't but consulted his wife who gave him instructions on what to do. At their next meeting the volunteer pruned the rose bush outside the tenant's flat and they had a further chat where the tenant revealed it was his birthday on the following Sunday and he would be unable to see his wife. The volunteer sent a birthday card through the post to the tenant. He also passed on to the project coordinator that there was an issue with a security light affecting the tenant's sleep. This issue is now being addressed by Jigsaw Homes. On 17/03/21 the volunteer reported that - 'we took advantage of the excellent sunshine this afternoon to spend about an hour with the tenant in his electric scooter exploring the shopping area on Carlton Hill. He enjoyed getting the sun on his skin'. Outcomes recorded by this resident have included getting out of the house, increased confidence, increased social contact and feeling less lonely.”

Psychological First Aid training - The Council has been sharing and signposting Psychological First Aid Training to volunteers, voluntary groups and specialist family support teams that are in contact with children and young people aged up to 25 who may be affected by Covid-19.

Time to Talk Day - For Time to Talk day on 4 February the Council focused on the promotion of opportunities for people to talk about their mental health with connections made to local counselling and support services. The directory on the Giving for Gedling page of the Council website has been enhanced, including support for children and young people's mental health, and recommendations have been made for a new webpage to direct residents to specific support that is available and relevant to them as we move out of lockdown.

'Create to Connect' Arts to tackle isolation - The Council has been supporting City Arts who have been awarded £28,000 by Department of Culture Media and Sport to tackle loneliness and isolation through creative activity. The Create to Connect programme will offer online arts sessions for anyone aged over 55 and the Council has provided support in making connections to social prescribing link workers and partners through its Health and Wellbeing Co-production Partnership, enabling referrals to these sessions. Some face to face sessions may take place later in the year and a series of sound walks are planned at Gedling County Park in May.

Online Photography Course for Young People - The Young People's project, Express Yourself has had an excellent response to an online photography course named 'View Points; that has been funded by Active Notts). Led by organisation City Arts, 19 young people have signed up to the course which encourages them to visit Arnot Hill Park and Gedling Country Park as inspiration for their photography. Participants will have the chance to work towards a bronze or silver Arts Award as well as sharing their images online and as part of a local exhibition.