

# GEDLING PLAN 2020-21 ANNUAL REPORT

Serving people **Improving Lives**



Gedling Country Park

[www.gedling.gov.uk](http://www.gedling.gov.uk)

# Introduction

The purpose of this report is to provide an overview of what was achieved and how we performed against the Gedling Plan 2020-21. It shows our key achievements and performance measures for the year for each of our five corporate priorities and how we have delivered services and outcomes which support our ethos of 'Serving People, Improving Lives'. It also shows the huge amount of work that has been undertaken over the past year in response to the Covid pandemic and how this has supported businesses and our most vulnerable residents across the whole of the borough.

The last year has been truly terrible and what we have experienced as a community is beyond the experience of any of us as we have lost friends and loved ones. There is no getting away from the horror of what we have seen and we have commemorated this with the memorial stone set in Arnold Town Centre to help us to remember those losses.

But the pandemic has also shown us what is exceptional about our local community. The way that volunteers came forward in number to help distribute food and support to our most vulnerable residents; we delivered 320 food parcels to those people and made almost 2,500 calls to our older residents to ensure that they were safe and to show them that they were not alone. I could not have been more proud of our residents and our staff. In many ways this has been our "finest hour".

In the face of all of this and ongoing severe financial pressures we continued to work hard on our priorities to provide strong and resilient communities, supported by being a high performing Council, ensuring we have a vibrant economy, having a sustainable environment and to promote and encourage the health and wellbeing of our residents. A few of our planned objectives have had to be rescheduled because of the events of last year but all still remain on track to be delivered within the three-year Gedling Plan. This has been possible due to our incredibly committed and talented staff who really have gone the extra mile to provide the services that we have often taken for granted and to deliver the ambitious projects that will make the borough a better place in which to live, work and spend free time.

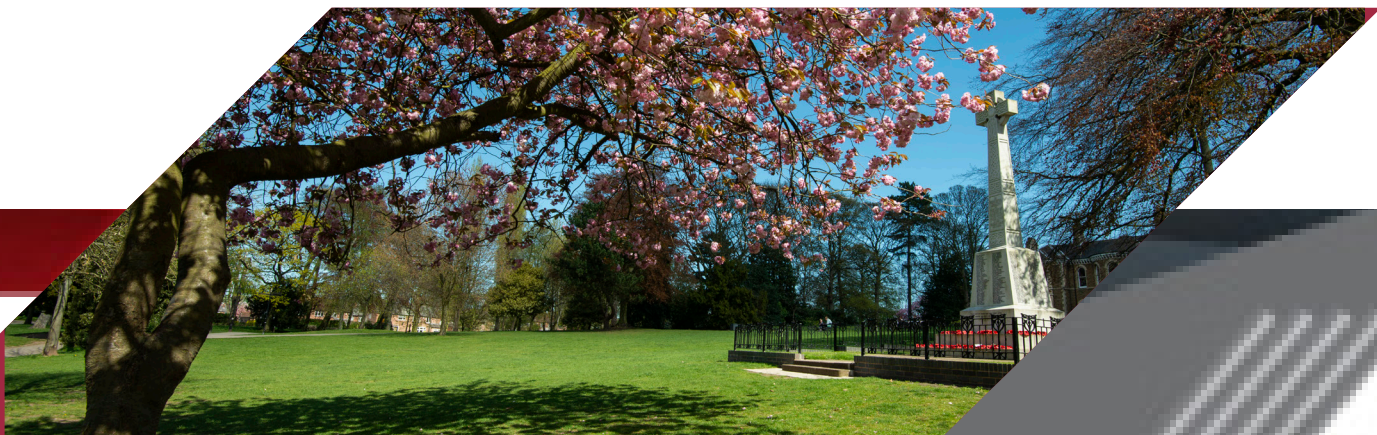
We value our residents' opinion, and feedback from our 2019 Satisfaction Survey told us that we are continuing to deliver good council services, with 82% being satisfied with the local area as a place to live, and 68% were satisfied with the way the Council runs things. We will be conducting another residents' survey later this year.

We know that there are great challenges ahead for us including returning our staff and services to a "new normal" but our intention is that services, even if delivered differently in some areas, will continue to be excellent and meet the needs of the community as a whole; our residents, businesses and service users.

## **Councillor John Clarke**

Leader of the Council

Arnot Hill Park



# OUR RESPONSE TO THE COVID PANDEMIC

## Our key achievements



The Richard Herrod Centre was transformed into the Giving for Gedling Humanitarian Centre and Food Bank and by January 2021 it had become one of the County's biggest Community Vaccination Centres.



Our two community fundraisers, 'Giving for Gedling' and 'Feeding Gedling's Children', raised over £37,000 to support local residents and families for food and emergency humanitarian supplies.



We established a cross service Giving for Gedling Humanitarian team to offer Covid-19 support and advice to residents in need, recruit volunteers, support spontaneous volunteering groups and work in partnership with our local Foodbanks and Church Leaders throughout the pandemic.



We allocated £40,800 of the Covid-19 Winter Grant, working with Arnold and Netherfield Food Banks, 'The Ark' money advice service, St Georges Centre and Nottingham Energy Partnership. Eligible residents received supermarket vouchers, hot meals, food parcels, small white goods and emergency winter warmth.



We successfully completed the full administration and payment of over 15 different grant schemes totalling around £25.1m of support to local businesses facing financial difficulty during the Covid-19 pandemic.



We worked in partnership to establish a new South Nottinghamshire Volunteer Telephone Befriending Service in support of vulnerable Gedling residents affected by the pandemic throughout the school holidays and ongoing support to local community groups and schools.



Working with our partners Gedling Play Forum, family services and primary schools we distributed 500 Festive Food Parcels to local families most in need. These included food items, activity packs, Giving for Gedling 'Good Neighbour' Guides, healthy eating advice and recipes.



Carlton Forum Leisure Centre and Druid's Car Park in Arnold were used as community Covid testing sites.

# OUR RESPONSE TO THE COVID PANDEMIC

## Our key performance measures

850 vulnerable people were supported by our Giving for Gedling Humanitarian team in the first wave of the pandemic.

Since July 2020, nearly 2,500 vulnerable people over 70 have been directly contacted by the Council to offer support.

70 vulnerable residents with dementia were identified as not having claimed 'Severe Mental Impairment' exemption on their Council Tax and supported to access this.

420 direct calls were taken from residents seeking humanitarian advice and support and 320 food parcels were arranged since July 2020.



500 volunteers were recruited as part of our Giving for Gedling campaign.

Over 60,000 vaccinations were undertaken at the Richard Herrod Vaccination Centre.

Throughout the pandemic the Council, Foodbanks, Churches and spontaneous community response groups have supported residents, in the form of food parcels, prescription collections, shopping, support and advice, befriending and access to financial support, on more than 10,000 occasions.

300 eligible households benefitted from the Covid-19 Winter Grant.

Council tax hardship relief of £770k paid to 2686 working families



## OUR PRIORITIES AND WHAT WE DELIVERED

# COHESIVE, DIVERSE AND SAFE COMMUNITIES

To promote strong, resilient communities and reduce hardship and inequality

### Our key achievements



A range of successful Covid-secure events were held throughout the year including a programme of summer on-line arts courses, free access to on-line summer shows at the Nottingham Playhouse, a virtual "Pride of Gedling" awards event, Christmas markets and a synchronised virtual Christmas light switch-on.



Our Seniors Council and Youth Council worked to identify what was particularly important to them in order to help the council to target resources effectively. They prioritised effective communications platforms, community connectivity activities, buddying and befriending, economic recovery and access to wellbeing recovery services.



Consultation targeting young people was designed and promoted to enable concerns of young people to be taken into account when planning future council and partnership services.



We approved a new Equality and Diversity Policy and Action Plan for wider consultation with residents and community groups.



We were selected as a pilot for the integration of NHS Volunteer Responders following a successful bid submitted to the NHS "Good Sam" Funding opportunity. The allocation will help integrate NHS-registered volunteers at a local level, with the aim of developing a sustainable partnership and local volunteer resource.



The Sanctuary installations project was refreshed in response to increases in high-risk domestic abuse cases as a result of the lockdown. This reduced the usual wait for security measures from a 12-week average down to two weeks.



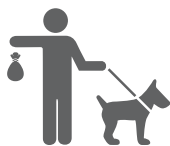
New cameras were installed in Gedling Country Park and on Conway Road Recreation Ground as part of the council's work to reduce crime and anti-social behaviour in the Borough.



Our locality workers continued to provide much-needed help to the most vulnerable residents in our deprived areas. This included support to access food and humanitarian assistance, work and training, planned children's activities and events.

### Our key performance measures

40 fixed penalty notices were served for litter and dog fouling.



£842.2k of adaptations were funded to support people with disabilities to remain in their homes.



Average time to process new Housing Benefits claims (in calendar days) was 12.6 days against target of 13 days.



98% of fly tipping incidents removed within 4 working days



## OUR PRIORITIES AND WHAT WE DELIVERED

# HIGH PERFORMING COUNCIL

To be a high performing, efficient and effective council

### Our key achievements



We developed and implemented strong and fair employment policies, launched our employee Mental Health Awareness programme and completed a senior management restructure.



Our Customer Services team received a Certificate of Excellence award by the iESE, which recognises significant innovations in transforming local public services.



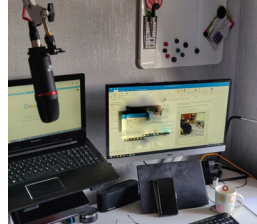
Our Building Control Team and Keepmoat Homes won a joint LABC Regional Building Excellence Award for the Chase Farm development in the category of 'Best High Volume New Housing Development Award'.



The Gedling Lotto was launched which has so far raised over £20,000 and benefitted 27 good causes.



A new on-line taxi licence application portal was created to enable taxi drivers to access their accounts and check the progress of their application.



We successfully implemented remote working for our staff and ensured our services continued to be available during Covid lockdown.



We approved a new efficiency programme and achieved a balanced Medium Term Financial Plan.

### Our key performance measures

95.3% of calls to our Contact Centre were answered or a call back made.



98% of invoices were paid within 30 days.



We have 37,777 'Keep Me Posted' email newsletter subscribers.

KEEP ME POSTED

## OUR PRIORITIES AND WHAT WE DELIVERED

### VIBRANT ECONOMY

To promote and drive sustainable growth across the borough to meet current and future needs

#### Our key achievements



Our accredited learning centre continued to be a huge success with our second cohort of apprentices now almost at end-point assessment and 11 learners (internal and external) having achieved their ILM Level 5 Leadership qualification.



We continued to work collaboratively with the County Council to ensure the timely delivery of the Gedling Access Road that will support housing and economic growth.



With help from our partners, we pushed forward with our Supported Internship and Kickstart programmes providing placements for young people in Waste Services and Parks and Street Care.



Progress was made with the council owned housing sites at Station and Burton Road. Following an appraisal of the various options for the number, size, types of the houses and tenures, a recommendation was taken to Cabinet to build 17 affordable homes, with 7 being earmarked for use as temporary accommodation.



Alongside Broxtowe, City and Rushcliffe Councils we began to develop the Greater Nottingham Strategic Plan, receiving over 5,000 responses from our public consultation on various growth options which are currently being reviewed.



Project work was approved for both the Arnold Marketplace redevelopment scheme and the Carlton Square improvement scheme. Both schemes have secured planning permission and funding approval.

#### Our key performance measures

108 small and medium enterprises were engaged with.



59 affordable homes were delivered (gross) against a target of 20.



65 long term empty homes were returned to use as a result of our intervention.



95% of major planning applications were progressed within 13 weeks against the target of 90%



## OUR PRIORITIES AND WHAT WE DELIVERED

# SUSTAINABLE ENVIRONMENT

To promote a sustainable environment

### Our key achievements



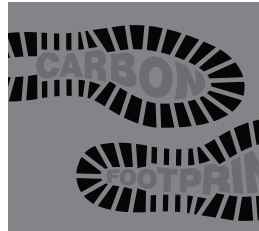
We launched our popular free annual bulky waste collection scheme in December, receiving over 700 on-line bookings from our residents on the first day and 1,503 bookings in total.



Conservation area appraisals were reviewed for Bestwood and Lambley. The boundaries of both conservation areas have been reassessed and a number of changes made.



Gedling Country Park was further enhanced by the installation of viewing platforms, additional car parking, an outdoor seating area, a Tree Trail and a Community Orchard.



Our carbon footprint was established and we identified future potential projects at key council-owned sites to further reduce our carbon emissions. We have also been working with other councils and the D2N2 Local Enterprise Partnership to look at ways we can improve sustainability, create greener infrastructure, decarbonise our vehicles and invest in more green energy.



A new junior play area was constructed at Conway Road Recreation Ground and the play area at Breck Hill Recreation Ground was refurbished.



We were delighted to receive Green Flag Awards for four of our flagship parks including a first for Bestwood Country Park.

### Our key performance measures

1,040 trees were planted in the Borough.



32.4% of household waste was recycled.



Garden waste customers increased from 16,498 to 18,000.



Only 1% of streets surveyed had unacceptable levels of litter.





## OUR PRIORITIES AND WHAT WE DELIVERED

# HEALTHY LIFESTYLES

To promote the health and wellbeing of our residents

### Our key achievements



The Carlton-le-Willows Academy 3G football pitches opened for community football use as part of the community use agreement between the Academy and the Council.



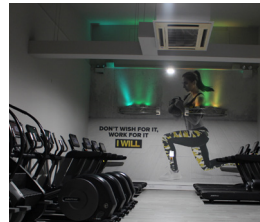
The “One Step at a Time” pilot was established for older isolated people in Carlton working alongside Jigsaw Homes and Active Notts with the aim to increase physical activity through community walking groups.



Working with our NHS primary care partners, we continue to lead on the social prescribing community development programme supporting grass roots organisations to assist those most lonely and isolated. Our Community Development Coordinator has linked up with other wellbeing services to offer advice such as smoking cessation, weight management and falls prevention and supported community groups offering food parcels and both virtual and telephone support to residents.



An Armed Forces Membership scheme was launched for our residents who are retired or serving members of the armed forces. The membership gives unlimited free access to the borough’s three fitness suites as well as motivational sessions with the gym team and help to develop personal fitness programmes.



The accessible changing facility at Carlton Forum Leisure Centre swimming pool has been refurbished including new flooring, shower cubicle, chair, hand rail, toilet and sink. Along with the pool hoist, the changing room improvements will help more customers enjoy the swimming pool for a source of exercise and enjoyment.

### Our key performance measures

97% of food premises scored 4 or 5 in the national food hygiene rating scheme.



150 community groups were identified across South Nottinghamshire to support social prescribing. A £4,000 Community Development Growth Fund was secured for 2021/22 from primary care colleagues to support these groups.



21 Gedling residents volunteered for the South Nottinghamshire Telephone Befriending Service and made 837 calls to 41 Gedling Borough residents.



13 areas of exceptional customer service were identified at our Leisure Centres by an independent Customer Service Excellence audit.



5,659 subscribers have received our regular Community Health and Wellbeing Newsletter offering healthy lifestyles and humanitarian advice and signposting to key health services.





View from Gedling Country Park



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**Gedling** Borough Council 