

Report to Cabinet

Subject: Gedling Plan Quarter 2 2021/22 Report

Date: 4 November 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 2.

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 2 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 2.

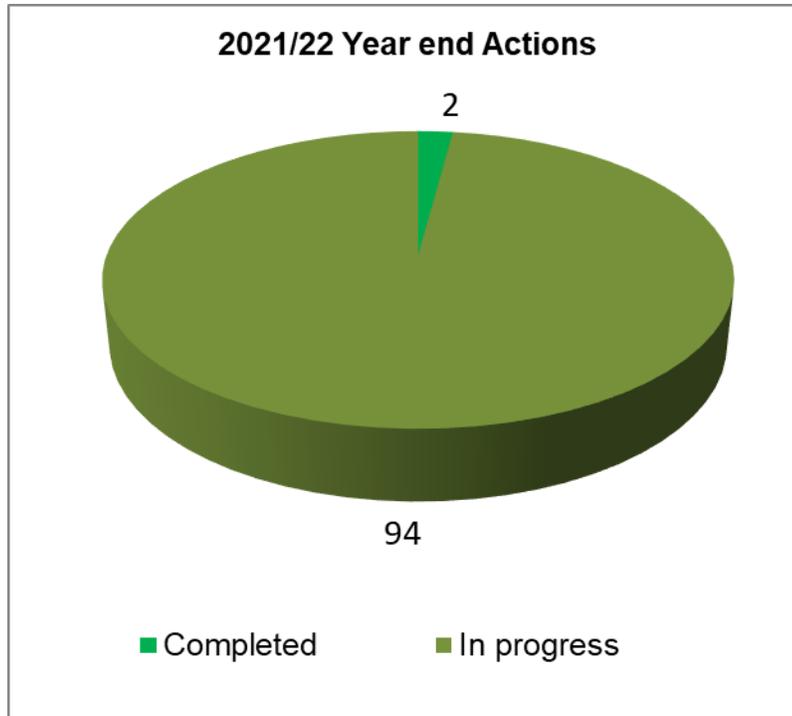
- 1.5 A full set of papers that appear on the website have been printed and these reports are available in the Members' Room. They contain explanations of variances from expected performance together with trend arrows for all the performance indicators within the Gedling Plan (note that an upward arrow 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 2 as set out below.

2.2 Actions

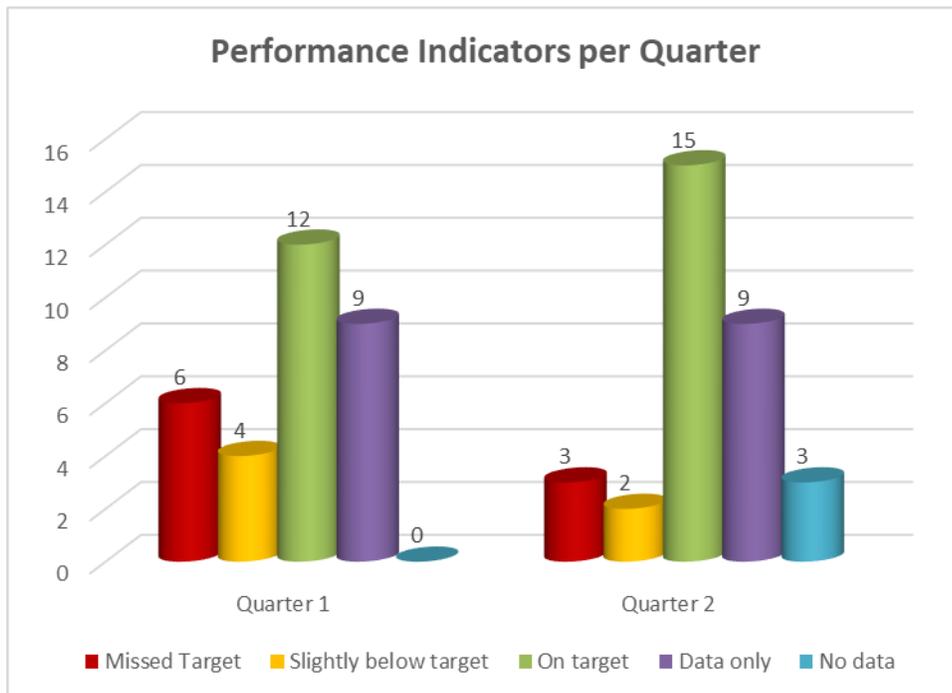
At this stage, of the 96 actions currently active in the Gedling Plan 2020-23, 2 are complete and the remaining either in progress or assigned to an Officer.



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 2 shows that out of a total of 31 indicators, 15 were on or above target, 2 were slightly below target and 3 indicators missed their target.



At the time this report was uploaded no data was available for:

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

A verbal update on these Performance Indicators will be given at the meeting.

In addition no verifiable figure is currently available for:

- Number of garden waste customers

2.4 Examples of particularly positive performance for quarter 2 include:

- 99.8% of fly tipping incidents removed within 4 working days against a target of 98%.
- Average time to process new Housing Benefit claims was 11 days against a target of 15 days
- 97.4% of calls to the contact centre answered (or call back made) - 12 month rolling total against a target of 94%.
- Another 30 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.
- 96% 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 2 and are worthy of note.

LI086 Average length of time spent in temporary accommodation (in weeks) -

Previous highlighted issues regarding sourcing move on accommodation for certain households in temporary accommodation remain. However, the length of time spent in temporary accommodation has reduced this quarter from 28.4 weeks to 24.8 weeks and the Housing Needs Team have been working hard to reduce the number of people in Bed & Breakfast. Due to the building works being undertaken in the Borough, further new social housing should be made available to us over the oncoming months which will help reduce down existing temporary accommodation placements. We continue to struggle to source private rented move on accommodation but will continue to fund deposits and rents in advance wherever possible.

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. There are a number of developments currently progressing that will help us to get closer to the target: Teal Close (Netherfield), Lendrum Court (Burton Joyce), Rolleston Drive (Arnold), Chase Farm (Gedling), Mapperley Plains, Park Road (Calverton), Vale Road (Colwick).

LI017 Percentage of Business Rates Collected - The collection rate at the end of Quarter 2 is lower than expected. The recovery process has been adversely affected by factors such as vacancies, long term sickness and staff being re-deployed to other activities such as the processing of Covid-19 business support grants. This has mainly impacted upon the debt recovery work.

Available resources have now been directed where possible towards debt recovery work. Recruitment exercises are underway to fill vacant posts and measures are being taken to appoint agency staffing support.

It is anticipated that the collection rate will see an improvement in the next quarter.

2.7 Achievements

A separate report has been produced highlighting additional key achievements delivered during quarter 2, 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:

GBC Summer 2021 Events Programme - The events programme over the summer balanced the intention of the Council to provide family events and bring people together again, with the need to ensure activities operated safely and in line with current Covid guidance. The programme aimed to bring about greater opportunities to work collaboratively in community led settings, to reach the communities and individuals who would most benefit from participation, foster positive behaviour and engage much stronger investment from commissioned and community partners. The Service Level Agreement the Council has with Gedling Play Forum allowed for them to deliver activities at each of our events and to bring in other providers, partners and community organisations to provide appropriate activities alongside them in response to the needs of each community and venue.

Events included:

- **Picnic in the Park** - This event took place at part of 'Love Parks' week and engaged around 300 families, over 200 children and young people and a significant number of the older community attended and enjoyed the various activities and music provided on the day.

- **Netherfield St Georges Centre** – This event was based over two sites, with music, arts and crafts and healthy eating themed activities taking place at the St Georges Centre.
- **Gedling Country Park** - Over 300 children and family members interacted with the activities on the day.

Temporary Accommodation - Since cabinet approval in January for the temporary accommodation options appraisal, officers are now pursuing the purchase of 8 2/3 bedroomed properties and then leasing 7 2/3 bedroomed properties. Progress has been made and there are a number of bids that have been submitted for properties for sale and we are working on the options for some lease properties. Furthermore, officers also received approval to construct 17 units at the council owned sites at Burton Road and Station Road sites (7 of which are to be used for temporary accommodation).

Netherfield Intensive Weeks of Action – Our Public Protection team completed 3 weeks of intensification in Netherfield during September/early October, in partnership with Youth Services, Notts Police, Notts Fire and Rescue and Jigsaw Homes. Patch walks were carried out to identify locations of concern for environmental crime including dog fouling, fly tipping, rubbish accumulations and areas of disrepair. Our Parks and Street Care team allocated a cleansing crew to the area and our engagement officers completed face-to-face engagement with retail premises to promote development of Shop Watch and shared information on basic crime prevention to reduce shop theft. Our Neighbourhood wardens also installed signs with regard to CCTV, Neighbourhood Watch, Burglary and Vehicle Crime.

Carlton Hill Recreation Ground Memorial Woodland - A new Covid-19 memorial woodland at Carlton Hill Recreation Ground, Carlton, officially opened in July following a successful fundraising campaign. Organised by The Carlton Hill Community Action Group, the Gedling Borough Memorial Woodland has been created to remember the people of Gedling Borough who have tragically lost their lives due to the Covid-19 pandemic, and will be a place where people can pay their respects in quiet contemplation while enjoying the outdoor space. The memorial woodland includes native trees, wildflowers, seating areas, interpretation boards and a memorial. The group launched a fundraiser for the woodland online and received thousands of pounds in donations, as well as additional support with the installations and tree planting from Gedling Borough Council's Parks team.

Killisick Park Refurbishment - Works at the Killisick Recreational Ground in Arnold started early September, and are expected to be completed by the end of October. The park will be refurbished with new equipment, including a 30m zip line, basket swing, roundabout and multi play unit, as well as accessible play equipment such as a wheelchair friendly roundabout, pod swing, play house and more.

Improvements can be made thanks to funding from FCC Communities Foundation, a not-for-profit business that awards grants for community, conservation and heritage projects from funds donated by waste and resource management company FCC Environment through the Landfill Communities Fund. FCC Communities Foundation will be providing a grant. The funding bid was made jointly by Gedling Borough Council and The Friends of Killisick Park, a local residents' community group who undertook community consultation and identified a strong community need for the project.

Gedling Green Homes Scheme - The targeted scheme to improve the energy efficiency of low income and low energy performance homes in Netherfield has made good progress in identifying, assessing, and signing up eligible households. 100% of the target private sector homes (35) for external wall insulation has been achieved. 100% of the target of 20 social housing properties for solar pv roof installations has been achieved. Further targeted promotional work including letter drops and door-to-door visits is ongoing to sign up the remaining eligible privately owned households to achieve the full target for solar PV roof installations.

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 2 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 Deputy Chief Financial Officer

Date: 26 October 2021

Approved by the Monitoring Officer

Date: 27 October 2021