

Report to Overview and Scrutiny Committee

Subject: Gedling Plan Quarter 3 2021/22 Report

Date: 27 January 2022

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 3.

Key Decision

This is not a key decision.

Recommendation

TO:

- 1) Consider the performance information, ask questions and identify any actions or indicators that require additional information**
- 2) Identify any potential areas for inclusion in the committee's work programme**

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 3.

- 1.5 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 3 as set out below.

2.2 Actions

At this stage, of the 96 actions currently active in the Gedling Plan 2020-23, 4 are complete out of the 27 planned for completion in 2021/22 and the remaining are either in progress or assigned to an Officer.



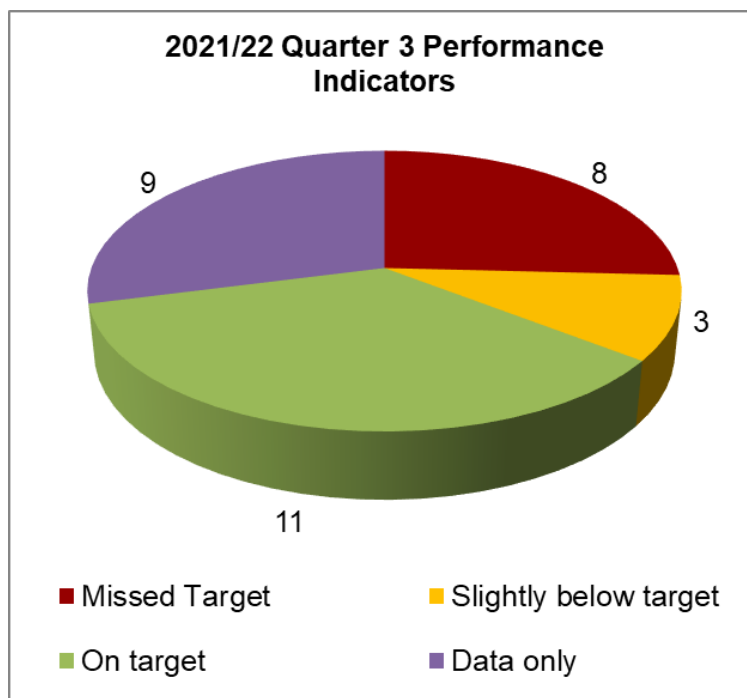
The 4 completed actions are:

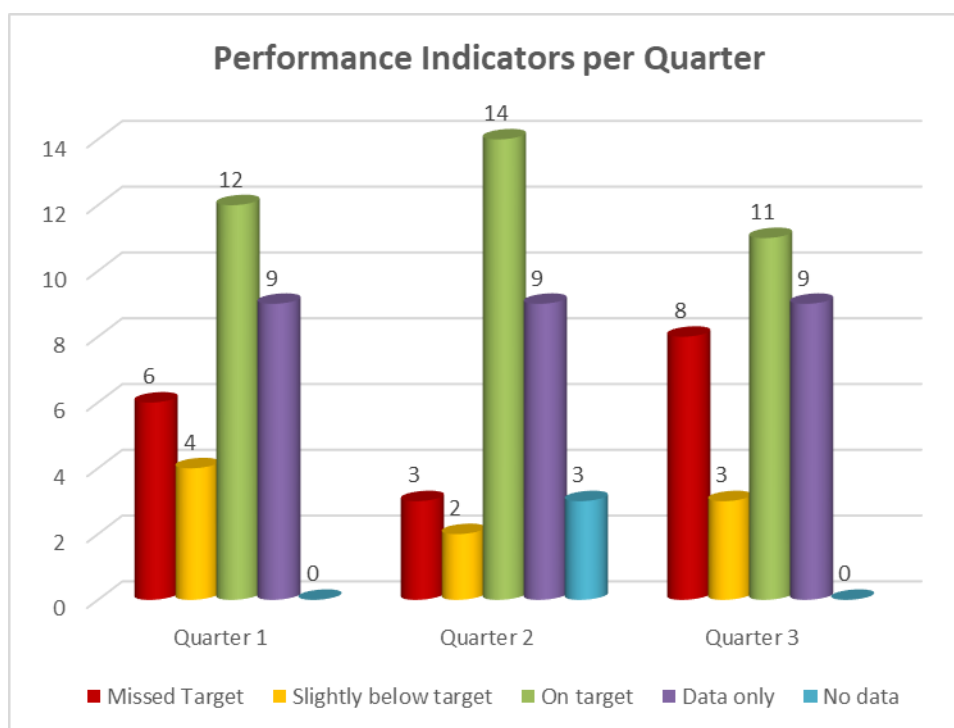
- Undertake targeted youth engagement to seek their views in order to influence provision of services
- Coordinate the supported internship programme
- Deliver the annual Pride of Gedling Awards
- Continue to implement the Demand Management Strategy

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 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 3 shows that out of a total of 31 indicators, 11 were on or above target, 3 were slightly below target and 8 indicators missed their target.





2.4 Examples of particularly positive performance for quarter 3 include:

| Performance Indicator | Figure reported | Target | Period covered |
|--|-----------------|----------|--------------------------|
| % of fly tipping incidents removed within 4 working days | 98.6% | 98% | Oct to Dec |
| Average time to process new Housing Benefit claims | 14 days | 15 days | Oct to Dec |
| Average length of time spend in temporary accommodation Note: This PI is still expected to miss target by end of year | 19.8 weeks | 22 weeks | Oct to Dec |
| % of calls to the contact centre answered (or call back made) | 94.5% | 94% | 12 month rolling average |
| Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention | 20 | 10 | Oct to Dec |
| % of Major planning applications processed within 13 weeks. | 100% | 90% | Oct to Dec |

| | | | |
|---|-----|-----|---------|
| 96% of food premises inspected scoring 4 or 5 in the national food hygiene rating scheme. | 96% | 90% | Ongoing |
|---|-----|-----|---------|

2.5 The following performance indicators missed their target at the end quarter 3.

LI075 Average time to process Housing Benefit change in circumstances (in calendar days) – Performance: 4.7 days against a target of 4 days for the period October to December and 5.1 days against a target of 4 days for the period April to December. Expected to miss target by year end.

We received a significantly higher amount of work due to the Government's changes on Universal credit resulting in a bulk load of change in circumstances being issued. These issues have been resolved and December's performance of 2 days is significantly improved.

LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total) – Performance: 10.1 days against target of 9 days. Expected to miss target by year end.

The rate of absence now stands at more than a day above target. Although in recent months the level of absence has been rising, this is often expected in winter months and little absence was attributed to Covid however in December there have been 58 working days lost to Covid and this represents around 14% of all absence.

Realistically it is unlikely that we will now achieve target by year end as the rates of infection due to the Omicron strain mean that absence from work is more likely perhaps particularly in the next few months. The position is also exacerbated by the high number of long-term absences cases, these are being managed in accordance with the Council's absence policies

LI017 Percentage of Business Rates Collected - The collection rate of 79.0% at the end of Quarter 3 in 2021/22 is lower than the expected collection rate of 83.4% and similarly, lower than the actual collection rate of 81.4% at the end of comparative Quarter 3 period in 2020/21.

This reduction is likely to be due to a combination of factors, not least the reduced level of retail discount available to business rate payers in 2021/22 compared to the previous year and the difficult trading environment for businesses as they seek to recover from the effects of the Covid-19 pandemic.

Debt recovery processes have also continued to be impacted in 2021/22 mainly due to staff having to be re-deployed to other activities such as the processing of Covid-19 business support grants and staff vacancies have also impacted on capacity. However, mitigation measures are being implemented to ensure resources can be directed where possible towards debt recovery work, including the appointment of temporary staffing which includes a dedicated debt recovery officer post.

ECO12 Delivery of school based employability events – No events were held in Q3 against a target of 2 events. Two events were planned for Q3, but both had to be cancelled due to covid. Expected to miss target by year end.

LI363 Number of school-age work experience placements hosted in Gedling Borough Council in partnership with YouNG (and Economic Development) – 3 placements have been held between April to December against a target of 4 by this stage.

It has been possible to offer a small number of work experience programmes this year although there has been no real demand from schools and also, within teams, due to home working there is very limited capacity to support such arrangements. This may be an issue going forwards and it may be necessary to consider a review of targets.

NI154 Net additional homes provided – For Q3 69 homes have been provided against a target of 115. The year to date (April to December) 245 homes have been provided against the target of 345.

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).

NI155 Number of affordable homes delivered – No affordable homes were delivered in Q3 against the target of 5. Overall figure (April to December) 9 were delivered against target of 15.

Whilst the year to date figure is below target there are a range of developments which will complete in the financial year which should achieve the target.

NI157b Percentage of Minor planning applications processed within 8 weeks – 80.8% of applications received in Q3 were processed against a target of 86.0%. Overall figure (April to December) 82.7% were processed against target of 86%.

Due to concentration of efforts on Major and Other applications, the target was missed this quarter but is expected to be on target in Q4.

2.6 Compliments and Complaints

In quarter 3, the council received 1.5% fewer compliments and 60% fewer complaints than in quarter 2. 34% out of all complaints that the council received in quarter 3 were upheld. Out of all complaints that the council received in quarter 3, 11 complaints were escalated to stage 2, of which only one complaint was upheld.

2.7 Achievements

A separate report has been produced highlighting additional key achievements delivered during quarter 3, 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:

Approval of new Equality and Diversity Policy - Gedling Borough Council has approved a new Equality and Diversity Policy following consultation with residents and local community groups. The new policy, approved by the council's Cabinet on 7 October, sets out clearly the commitment that the council has to promote equality and diversity both within the organisation and through service delivery and how it aims to eliminate discrimination, harassment, victimisation and challenge inequalities.

Residents' Survey - The biennial Residents' Survey has now been completed and the results are being analysed. Once analysed the responses will be used to help inform our new Gedling Plan for 2023-27.

Staff Survey - The internal biennial staff survey has been completed and the results have been analysed and reported to our Senior Leadership Team. The purpose of the survey is to encourage staff to have their say about what goes well and what doesn't from their perspective so that, where possible, we can make improvements to the ways that we work for the benefit of the employees themselves and the services that we provide to customers and residents.

Launch of #Rediscover Campaign - Gedling Borough Council launched a new campaign to get more people to shop in their local town centres. The #Rediscover campaign ran throughout the festive season to support and promote local businesses and also to encourage residents to shop locally this Christmas. This campaign has been funded through the recently announced European Regional Development Fund 'Welcome Back Fund', whose aim is to promote coronavirus safety messages while getting more people to shop locally.

Green Rewards launch – Gedling Borough Council united with eight other local councils, two universities and creator Jump to launch a Green Rewards scheme to tackle climate crisis. The scheme provides a new Green Rewards app and web platform which means Notts residents can accumulate points and earn the prizes for many activities they do every day at home or out and about that help lower their carbon footprint. It is part of the Universities for Nottingham civic collaboration which aims to improve the way the universities work with each other and their local partners to help change the lives of local people for the better.

Record numbers for swimming lessons in the borough - Over 3,000 people are taking part in swimming lessons across Gedling Borough Council leisure centres, the highest number of participants since the centres opened. Over half of the swimmers are using Arnold Leisure Centre for lessons, which is seeing its highest membership in its 40 year history. More than 1,500 babies, young children and

adults are taking part in lessons ranging from basic water safety awareness to competitive swimming.

Four Gedling Borough parks recognised with Green Flag Awards - During October, Gedling Country Park, Arnot Hill Park, Burton Road Jubilee Park and for the second year, Bestwood Country Park, joined a record number of parks and green spaces collecting a Green Flag Award - the international quality mark for parks and green spaces.

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 3 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.