

Report to Overview & Scrutiny Committee

Subject: Gedling Plan Q4 and Year End Performance Report

Date: 5 September 2022

Author: Senior Leadership Team

Wards Affected

Borough wide

Purpose

To inform members in summary of the position against Improvement Actions and Performance Indicators in the 2021/22 Gedling Plan at the end of quarter 4 and year end.

Key Decision

This is not a key decision.

Recommendation

THAT:

The progress against Improvement Actions and Performance Indicators for quarter 4 and the full year of 2021/22 Gedling Plan 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/howweredoing/>

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 quarter 4/year end.

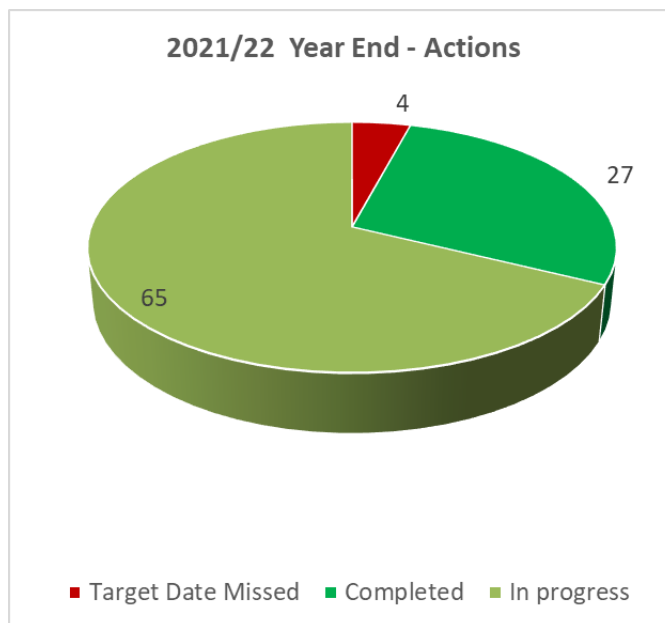
- 1.5 The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the “completed” or “in progress” milestones determined within the performance management system, Pentana.

2 Proposal

- 2.1 It is proposed that members note the current Performance Information for the Gedling Plan 2021/22 for quarter 4 and the year end as set out below. A presentation on year end performance will be provided at the meeting.

2.2 Actions

Of the 96 actions included in the Gedling Plan 2020-23 which were due for completion in 2021/22, twenty seven are complete. Of the 4 occasions where the target was missed, all were planned to have been completed in 2021/22 and have been carried forward into the new year.



The actions which were not progressed as anticipated during 2021/22 but are now nearing completion as at June 2022 are:

- Create a welcoming and vibrant reception at the Civic Centre

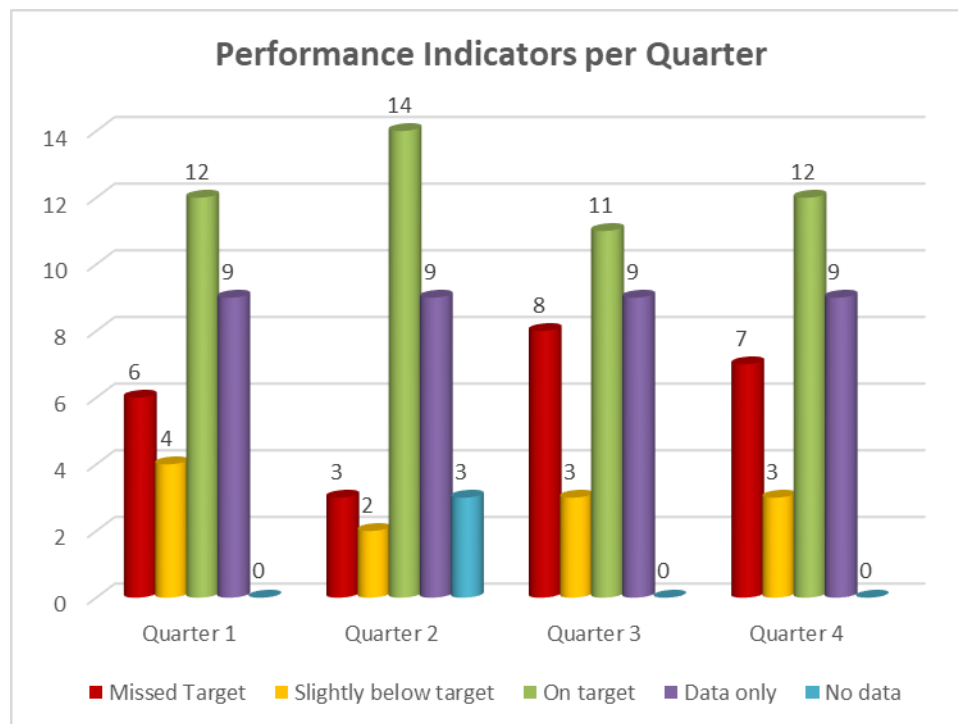
The actions which were not progressed as anticipated during 2021/22 are:

- Develop and implement a new ICT Strategy
- Explore and further develop plans for the Gedling Borough Heritage Way
- Work with owners to identify and secure opportunities for external funding for key historic assets

2.3 Indicators

Quarter 4

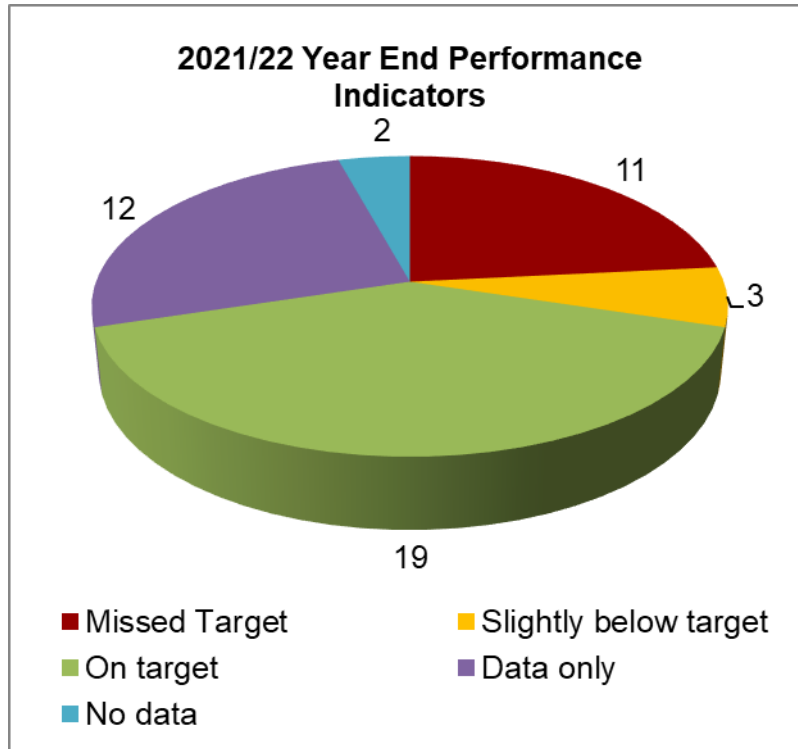
The following table shows the status of performance indicators appropriate for quarterly monitoring for each quarter throughout the year. During quarter 4, 12 of the 31 performance indicators that are appropriate for quarterly monitoring met or exceeded target and 3 were slightly below target. 7 indicators missed their target. 9 were tracking only indicators.



Year end

In addition to the performance indicators which are monitored on a quarterly basis, there are a number of indicators which are reported on an annual basis. The

diagram below shows the performance position at the end of the year in respect of all 47 indicators included in the Gedling Plan. Overall performance is satisfactory with 22 of the indicators either on target or slightly below target, and 11 behind target. 12 were tracking only indicators. No data was available for 2 indicators. These results were affected by addressing the various issues arising out of the Covid-19 pandemic, where a 'whole council' approach went into addressing these needs and caused capacity issues for some teams.



No data was available for the following 2 indicators:

- ECOI5 Amount of employment land developed for the delivery of jobs – Deleted for 2022/23.
- ENVi2 Level of CO2 emissions from Council Buildings – Deleted for 2022/23.

2.4 Examples of particularly positive performance over the year include:

Performance Indicator	Figure reported	Target
Average time to process new Housing Benefit claims (in calendar days)	13.5 days	15 days
Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	94.4%	94%
Percentage of customers seen within 15 minutes	100%	94%
Number of Keep Me Posted email newsletter subscribers	44,000	38,000
Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	81	40
Number of affordable homes delivered (gross)	37	20
Percentage of Major planning applications processed within 13 weeks	100%	90%
Percentage of fly tipping incidents removed within 4 working days	99.2%	98%
Residual household waste per household	535.3kg	560kg
Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	96%	90%
Average number of Swim School Members (12 month rolling period)	3501	No target, but highest figure on record

2.5 The following performance indicators missed their target at the end of the year.

Net additional homes provided – Performance: 357 against an annual target of 458.

Gedling Borough Council Housing Delivery Action Plan, published in July 2021, [HDAP 2021.pdf \(gedling.gov.uk\)](https://www.gedling.gov.uk/media/10000/HDAP_2021.pdf), analyses the key reasons for the under delivery of the Council's housing requirement and identifies measures the Council intends to undertake to increase delivery of new housing.

The Action Plan looks at the planning policy context, provides an analysis of past housing delivery (with regards to past performance, progress on Local Plan housing allocations, engaging with developers and viability and infrastructure issues) and identifies a number of key actions which aim to improve housing delivery. A number of the actions identified in the Action Plan fall within the remit of the Council, whilst other actions will need to be supported by other stakeholders involved in delivering housing, in particular landowners and house builders. The number of additional homes provided in Q4 is now only 3 below the target and further improvement is expected as development has now commenced on a number of new sites.

Working Days Lost Due to Sickness Absence (rolling 12 month total) –

Performance: 11.22 days against target of 9 days.

The full year outturn is almost 25% above target. Although earlier in the year absence due to Covid was not particularly significant, it has become more so in recent months. In March the number of working days lost due to Covid-19 was 103 out of a total of 386 (26.7% of days lost were due to Covid-19). In addition, in March 80 days were lost due to "operations/ post op recovery" and this represents almost 21% of all absences in that month. The number of long-term cases has reduced slightly from earlier in the year and is now down to six; some of those cases have now been resolved and will not be going forward into 2022/23.

Over the whole year Covid-19 accounted for 13.5% of all working days lost (538 days lost out of 3969.5 days). It is currently expected that the impact of Covid-19 on sickness levels will be lower in 2022/23.

Number of working age work placements provided over the year across the Council – Performance: 12 placements against an annual target of 16.

The target of achieving 16 working age work experience placements was always unlikely to be achieved this year due to opportunities being restricted by Covid-19. What is encouraging is that of the 12 placements provided we had five starters in our KickStart Programme, the national scheme to encourage young people aged under 25 into work and to give them genuine paid experience that will help them later to secure permanent work.

Delivery of school based employability events – Performance: 3 events against target of 8.

Due to Covid-19 we have been unable to run a full programme of school employability events. We have continued to engage with schools and offer online support and signposting to career services & partners. We are in the process of planning a full schedule of 2022/23 events.

Number of school-age work experience placements hosted in Gedling Borough Council – Performance: 3 placements against an annual target of 6.

Placements have not been available from schools due to Covid-19 restrictions.

Average time to process Housing Benefit change in circumstances (in calendar days) – Performance: 5.3 days against an annual target of 4 days.

The abolition the £20 Universal Credit 'top-up' coupled with a significant increase in Universal Credit 'change in circumstances', has meant that the team have had to process thousands of changes to housing benefit this quarter. Officers have continued to prioritise new claims but with a shrinking team it has been difficult to meet the 4 day target. The team have also continued to successfully deliver the Test and Trace scheme within existing resources.

Average length of time spent in temporary accommodation (in weeks) - Performance: 24.3 weeks against an annual target of 22 weeks.

During the Covid-19 pandemic officers have had to deliver the "everyone in campaign". This was aimed at ensuring nobody was rough sleeping or homeless despite their circumstances, meaning the overall number of clients entitled to temporary accommodation increased. The team have also continued to support 'extremely vulnerable' clients as well as supporting several large families who require a larger property. Finding housing in the private rented sector continues to be a challenge as current rent levels far exceed the Local Housing Allowance rates awarded for those on benefits, and this gap increases for the larger properties. As a consequence, clients have to be housed in temporary accommodation.

Percentage of Minor planning applications processed within 8 weeks – Performance: 82% against an annual target of 86%.

The overall number of cases per officer and demands upon the service remain high. The target has therefore narrowly been missed. Targets exceeded for major and other applications.

Percentage of household waste sent for reuse, recycling and composting – Performance: 33.9% against an annual target of 36%

The garden waste collection service does not operate during the winter months, therefore collections which contribute towards the recycling/composting figure only apply for one month i.e. March of Q4.

Annually in 2020/21 it was 30.72% and 2021/22 was 34.62% this is a 3.9% annual increase improvement in rates.

In March of Q4 2021/22 we reached 41.15% recycling rate on a 36% target compared with March 2021 which was only 29.25%.

To continue the marked increase in recycling we have a media campaign to promote recycling utilising the website, social media, advertising on refuse vehicles, the bin calendar distributed to all households, leafleting, and the bin reminder email service.

Number of Green Flag status parks – Performance: 4 parks against an annual target of 5.

Our 4 previously entered parks (Gedling Country Park, Arnot Hill Park, Burton Road Jubilee Park, Bestwood Country Park) entered in Jan 2020/21 all achieved Green Flag status in 2021/22 in Jul 2021.

5 parks (Breckhill Recreation Ground Park, in addition to the 4 parks from 2021/22) have been entered for Green Flag awards in 2021/22 but the results do not come in until July 2022. So will not be reported until 2022/23.

Number of activities undertaken in our Parks including those that take place – Performance: 959 activities against an annual target of 1,200 activities.

The target was missed due to the impact of the Covid-19 epidemic during the early part of the year, but Q3 and Q4 exceeded the target.

2.6 Compliments and Complaints

The compliments and complaints for 2021/22 show the following:

- In 2021/22 the council received 234 compliments, which is 47% fewer compliments received than in the previous year.

89% of the complaints received in 2021/22 were processed in time, which is just 8% lower rate of complaints processed in time than in the previous year.

- 173 MP letters were received in 2021/22 which is almost the same as in the previous year.
- 505 complaints were received in 2021/22, which is only 3 fewer complaints received than in the previous year.
- 33% of all complaints received in 2021/22 were classified as justified.

2.7 Achievements

A separate report is produced highlighting key achievements delivered during quarter 4, 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. The following outcomes are identified for particular attention:

Community Heroes Award 2022 - The Richard Herrod site and its humanitarian efforts, through its transformation into a public health response unit throughout the pandemic, have been shortlisted for the Local Government Awards. The slick, co-ordinated, whole-systems effort from our council officers, partners and volunteers ensured that we worked quickly and met all of our milestones. We helped 1,200 families with food parcels and supported the NHS to vaccinate 150,000 people.

Agile Working – All of the IT equipment required to allow staff to work in an agile manner was provided by 31 March 2022. This included the provision of over 100 new laptops plus other equipment to allow a further 100 (approximately) existing laptop users to work in a fully agile manner.

The Gedling Access Road (GAR) – the GAR now named Colliery Way opened to traffic on the 22nd March 2022. The road now links the A612 with Mapperley Plains and has improved journey times, reduced congestion through Gedling village and facilitated the delivery of new homes and businesses to the Borough. Gedling has worked collaboratively with partners to secure development funding and the delivery of the project.

Arnold Market Place (the AMP) - The site works are in the final stages of completion (Week 44/54). The last quarter has seen a noticeable progression of the physical building and its outer brickwork being completed. External works to create the new public realm have begun on the market place. Utilities and services are being installed with agreements being finalised between providers. Promotion and marketing is underway. The agent continues to receive a steady number of letting enquires and continues to support the property team on discussions with interested tenants. The role of the High Street Retail Business Advisor has been repurposed to focus on supporting the marketing / promotion of the units and handling general enquires as well as providing early business support to new start-ups.

Carbon Management Strategy & Action Plan - following consultation, the Carbon Management Strategy and action plan were approved by Cabinet in March. With over 100 actions, which have now been prioritised to deliver from 2022 onwards, this will require all departments to act to drive the council forward to achieve our ambitious net zero target by 2030.

The Great British Spring Clean | Keep Britain Tidy event - Once again our Community Litter Heroes have joined us in taking action to protect the environment. Litter not only blights the environment and makes areas look untidy, it also affects natural habitats and wildlife. Our Gedling Big Spring Clean encourages and supports residents, businesses and volunteers to organise litter pick activities or events to help tidy their local environment be it a village or town. The Big Spring Clean event and others that we organise throughout the year are an ideal time to join one of our Community Litter Volunteer Groups - new members are always welcome. The Council provide litter picking equipment for anyone or any group wishing to take part in a litter pick and the Street Cleansing team will collect the bags of litter afterwards too. With many volunteers taking part in previous events and throughout the year, we are proud of all our remarkable volunteers as each one of them is making a real difference to our environment. Some very positive comments were received after the events from headmasters of local schools.

Swimming Passport Scheme - A new swimming scheme has been launched to help people in the borough to be more active and enjoy swimming. The Swimming Passport scheme is open to Gedling residents aged under 16 and over 65. These age groups are able to swim at dedicated weekly sessions for free at Arnold,

Calverton and Carlton Forum leisure centres. The Swimming Passport scheme was developed as part of the Gedling Borough Council's priorities to improve the health and well-being of residents, as well as reduce health inequalities across the borough.

Audit of 2020/21 Accounts - The external auditors (Mazars) have concluded their work on the Council's accounts for 2020/21 and the audited Statement of Accounts 2020/21 can be found on the Council's website. The Council received an unqualified audit opinion and no internal control recommendations were identified.

3 Alternative Options

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

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 4 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 2020-23 Gedling Plan.

**GEDLING
PLAN
2020-2023**

**Examples of Achievements and
Activities**

During

Quarter 4 - 2021/22

Cohesive, Diverse and Safe COMMUNITIES

Promote and encourage pride, good citizenship and participation

Queens Platinum Jubilee - Plans are being developed for a weekend of events and activities to celebrate the Queens Platinum Jubilee. The Communities Team have been scoping these events alongside colleagues in Parks, Property and Legal Services. We have also engaged a number of community organisations in shaping events including Gedling Play Forum, Arnold and Mapperley Rotary Club and faith and community leaders through the well-established Community Hubs network.

Bestwood Village Play Event - Successful play event delivered at Bestwood Village Hall in partnership with Gedling Play Forum and with support from Bestwood Miners Welfare. The event had a Chinese New Year theme with craft activities and a traditional Lion Dance. This event has taken place at a number of venues in the borough and this is the first time it has been delivered in Bestwood Village. The event attracted 22 adults and 40 children with over half coming from Bestwood Village, and others attending from Arnold and Gedling Village who were made aware of the event through Gedling Play Forum. The Play Forum are committed to delivering further events in Bestwood Village and are seeking funding to employ a Community Development Play Worker who can train volunteers in the village to deliver more regular events and activities.

Gedling Holiday Activity and Food programme 2021 - Gedling has been highly successful in working with Community Activity Providers to deliver Holiday Activities and Food (HAF) programmes over Easter, Summer and Winter 2021. The programme has also been maximised by additional HAF delivery at Family Events, resulting in over 1000 FSM and SEND eligible children and young people aged 5 - 16 in Gedling and their families benefiting from the scheme.

Mapping of the Borough's Voluntary and Community Sector - A full mapping exercise of local grass roots community organisations has been completed and this is being used to inform partnership work programmes supporting voluntary and community sector development.

Community web platform - Communities and Leisure colleagues are exploring opportunities for additional information to be added to the Gedling Leisure webpage. During and post Covid, the Communities Team has successfully developed the following assets and approaches to further an engagement strategy to support the Council when working with communities:

- **Community and Health and Wellbeing E Newsletters** - Funding, Services, Council-wide and Commissioned Partner opportunities are regularly shared with over 10,000 community and VCS contacts on a monthly basis, resulting in increased take up and extended reach investment in Gedling.

- **Community Hubs and Partners Network Quarterly meetings:** The Councils Community Relations, Housing, Benefits, Climate Change and Customer Services Teams are working collaboratively with over 60 community facilities to coproduce essential support, events, outreach and resilience opportunities to further the Council's aims.
- **Ward by Ward VCS services database** - Over 100 community based services are logged on this database and promoted to commissioned partners, SP Link Workers and via E-Newsletters and Helping Hands directory.
- **Members Community Initiatives Fund 21/22: 100** grants in the region of £46k have been awarded to a wide range of community groups.
- **Giving For Gedling Helping Hands directory** - services delivered by the Gedling VCS are promoted with the directory being circulated bi annually in 22/23 to public outlets including supermarkets, libraries, Post Offices and Community hubs across the Borough.
- **GBC CSC Outreaches in community hubs** - Current outreach support in Carlton Food Bank Hub, Calverton Core Centre and Netherfield. Plans underway for a blended approach with CA Nottm and District and improved promotion/system booking arrangements to increase take up in some areas and manage demand.
- **Covid - 19 VCS Recovery Grant** - 14 community hubs and services benefited from this one off £50k grant fund and are delivering outcomes in line with the Council's aims. Monitoring reports will be shared in Q1 2022/23.

Reduce poverty and inequality and provide support to the most vulnerable

Approval of new Fireworks Policy - Firework displays across Gedling Borough will be changing as part of a new council policy to protect vulnerable people and animals. In January, councillors unanimously agreed to introduce a number of changes to reduce the impact of fireworks. Following this decision, the Leader of Gedling Borough Council, Councillor John Clarke, and Deputy Leader, Councillor Michael Payne, wrote to the government asking them to introduce legislation to limit the maximum noise level from fireworks sold to the public to 90dB and to support the RSPCA with their #BangOutOfOrder campaign to protect animals.

All public displays on council owned land now need to be advertised in advance to allow residents to take precautions where needed, and the council will be promoting the RSPCA #BangOutOfOrder campaign to raise awareness of the impact of fireworks on animals and vulnerable people, highlighting precautions that can be taken.

Local fireworks suppliers will be encouraged to stock quieter fireworks to help minimise the disruptions and the council will be working with other relevant authorities to ensure the

current rules around the purchase and setting off of fireworks is enforced across the borough and county.

Household support grant referrals - Customer Services have continued to refer and issue vouchers to residents who are experiencing financial hardship this winter. Residents can receive £49 towards help with energy bills, £80 towards help with water bills and £30 per resident in supermarket vouchers of their choice. 1000 referrals have been made since November 2021.

Community Heroes Award 2022 - The Richard Herrod site and its humanitarian efforts, through its transformation into a public health response unit throughout the pandemic, have been shortlisted for the Local Government Awards. The slick, co-ordinated, whole-systems effort from our council officers, partners and volunteers ensured that we worked quickly and met all of our milestones. We helped 1,200 families with food parcels and supported the NHS to vaccinate 150,000 people.

Temporary Accommodation - since Cabinet approval in January 2021 for the temporary accommodation options appraisal, officers have been tirelessly viewing suitable accommodation within the borough. The Council has now taken ownership of 5 properties located within the Borough and aims to have all of these available in the oncoming weeks to those households who are homeless or at risk of being homeless, following the completion of some essential works.

A further two bedroom property located in Top Valley is due for completion in April and officers will continue to pursue and secure the 2 remaining properties required.

Further progress is also being made to secure several Nottinghamshire County Council caretaker bungalow properties on a 2 year lease. These properties have remained vacant for several years and therefore a detailed inspection of each unit is required to identify what building works need to be undertaken before they can be considered habitable and safe for temporary accommodation use. These inspections are scheduled for April.

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

New CCTV at Carlton Square - A new £15,000 CCTV camera has been installed to monitor the recently redeveloped Carlton Square car park and surrounding area, thanks to funding from the Nottinghamshire Police and Crime Commissioner. The camera, which has been fitted at the top of a 10-metre column to improve its coverage, has been installed as part of the council's commitment to reduce crime and anti-social behaviour and to invest in new and existing CCTV in priority hot spots. The camera provides high quality images which can help assist the Police investigating criminal activities taking place in or around the area.

Improved CCTV equipment in Arnold Town Centre - Four new digital cameras have been installed on Front Street, Arnold, using existing CCTV infrastructure and upgrading the cameras themselves. The cameras are able to provide high quality images to help improve facial recognition and identify number plates, which will help assist the Police investigating criminal activities taking place in or around the town centre. The cameras have been installed as part of the council's commitment to reduce crime and anti-social

behaviour and to invest in new and existing CCTV in priority hot spots such as Arnold Town Centre.

High Performing COUNCIL

Improve the customer experience of engaging with the Council

Community outreach sessions – Customer Services have continued to receive excellent uptake at community outreach sessions this quarter, with a weekly session now in Carlton.

Provide efficient and effective services

Gedling Plan - Production of the third and final year of the Gedling Plan. This is the document that sets out the Council's ambitions for the coming year and the actions that will achieve these. The plan is now adopted and will determine our work streams for 2022-23.

Insurance Contract - Following an extensive tender exercise, a new insurance contract has been put into effect from 31 March 2022. The tender consisted of nine separate lots and these have been awarded to four different insurers. The new contract will result in savings on the cost of premiums when compared to the 2022/23 budget and will last for a minimum of three years with the potential to increase it for a further two years if considered appropriate.

Audit of 2020/21 Accounts - The external auditors (Mazars) have concluded their work on the Council's accounts for 2020/21 and the audited Statement of Accounts 2020/21 can be found on the Council's website. The Council received an unqualified audit opinion and no internal control recommendations were identified.

Energy Bills Rebate | Planning and Modelling - The Revenues team will lead on the energy bills rebate scheme (valued at around £7.2m) to be paid from April 2022 onwards. Extensive planning and scheme modelling has already been undertaken and is ongoing. Significant resource will be required to complete this project and the results will be reported as appropriate.

Legal Services – completed a number of successful court cases during Quarter 4 including successfully defending 2 licence revocation decisions in the magistrates' court and crown court and prosecution of breach of a tree preservation order. The legal team delivered taxi licensing training through EM Lawshare to licensing lawyers across the country. Legal Services also won LLG Community Champion and public health award for their work during Covid.

Health and Safety – a review of Health and Safety Policies was undertaken and we developed successful working relations with Bolsover for Health and Safety provision with an inspection programme rolled out for sites.

Maintain a positive and supportive working environment and strong employee morale

Agile Working – All of the IT equipment required to allow staff to work in an agile manner was provided by 31 March 2022. This included the provision of over 100 new laptops plus other equipment to allow a further 100 (approximately) existing laptop users to work in a fully agile manner.

Senior Leadership Team/Heads of Service development - The wider Senior Leadership/Heads of Service Team participated in an in-house development workshop to identify practical actions to help establish and determine team cultural norms and expectations.

Completion of the Constitution review - Following an extensive review by both members and officers, the new constitution was approved by council on 3 March 2022. The review was required to ensure that the council's constitution was as robust and up to date as possible to allow for effective governance. The constitution has been amended to provide clearer narrative around the functions, make up and responsibilities of committees and the executive. These changes make it easier for all to understand the different decision making bodies within the council. A training programme will shortly be rolled out to officers to confirm the amended rules.

Improve use of digital technologies

Projects and Upgrades - A number of projects and upgrades have been completed in this quarter.

A new Microsoft Enterprise Agreement came into operation on 1 January 2022 that will run until 31 December 2024. The replacement mobile device management system (InTune) has been rolled out for Android and Apple devices (phones and tablets) used by members and officers. On line application forms for housing benefits have gone live with all accompanying documentation completed.

The Microsoft Exchange Phase 2 project has been completed with the removal of the Sophos e-mail appliance. Some old printers have been replaced and the replacement programme (including monitors) has continued. Continuous external vulnerability scanning is now in place and operating as intended.

Vibrant ECONOMY

Provide more homes

Adoption of a revised residential and non-residential car parking standards – sets out the national and local policy context relating to parking provision for new development in Gedling Borough, and provides a clear framework to set out how parking provision is to be provided. The new policy is now used to assess car parking requirements when determining planning applications.

Authority Monitoring Report – the report covering a number of planning topics is prepared annually with the latest version considered by Cabinet in January. In relation to housing, it should be noted that the number of commencements and completions across the borough are increasing.

Design Code funding award – the planning team have received a significant grant award of **£160,000** to produce a residential design guidance, following the submission of an expression of interest for the National Design Code Phase 2 pilots in September 2021. The emerging design guide will be used to negotiate future planning applications and will promote higher design standards.

The Gedling Access Road (GAR) – the GAR now named Colliery Way opened to traffic on the 22nd March 2022. The road now links the A612 with Mapperley Plains and has improved journey times, reduced congestion through Gedling village and facilitated the delivery of new homes and businesses to the Borough. Gedling has worked collaboratively with partners to secure development funding and the delivery of the project.

Drive business growth, workforce development and job opportunities

Continued Grant Payments - The Revenues team continues to play a vital part in the Business Grants team that administers the ever changing Covid-19 business grants throughout the varying tiers, lockdowns and re-opening periods. The team has worked with 20 different grant schemes to date which have all been managed and administered to support businesses in the community. The latest iteration of these grant schemes is the Omicron grant and the final ARG grant. The Revenues Services team and the Financial Services team are administering these grants whilst still meeting statutory deadlines and maintaining performance in the day to day functions.

Grant Reconciliation and Post Payment Assurance - As well as managing the final outgoing payments of grant funding before the end of the financial year, reconciliations and post payment assurance exercises are ongoing to ensure accurate spending of Government funds.

Changes to RHL Relief / Transitional Relief and SSB Relief - In advance of the annual billing project, significant alterations have been made by Government to the following business rates reliefs:

- Transitional relief
- Supporting small business relief for small and medium properties
- Retail, hospitality and leisure relief

These reliefs have all been amended accordingly in time for annual billing and the maintenance and administration of these reliefs is ongoing.

Covid Additional Relief Fund (CARF) - Distribution payments for the CARF scheme (valued at nearly £1.2m) have been extensively modelled and will be paid to businesses in April 2022.

Support to small and medium businesses across the Borough – our business advisors have supported 29 businesses this quarter. Other support work has included

representing the Council at two events: Help to Grow Business Adviser Briefing and the launch event of the North Nottinghamshire Manufacturing Network, and hosting a series of digital and practical skill building sessions for businesses over a 6 week period with between 14 and 36 people attending each session.

Create thriving and vibrant town and local centres

Arnold Market Place (the AMP) - The site works are in the final stages of completion (Week 44/54). The last quarter has seen a noticeable progression of the physical building and its outer brickwork being completed. External works to create the new public realm have begun on the market place. Utilities and services are being installed with agreements being finalised between providers. Promotion and marketing is underway. The agent continues to receive a steady number of letting enquires and continues to support the property team on discussions with interested tenants. The role of the High Street Retail Business Advisor has been repurposed to focus on supporting the marketing / promotion of the units and handling general enquires as well as providing early business support to new start-ups.

Carlton Square Car Park Improvement Scheme - This project is practically complete and the car park has now fully reopened. The remaining snagging items and landscaping work are due to be completed shortly. The main contract and landscaping works have a 12 month defects period therefore Final Completion will be in November 2022 / April 2023. Our Regeneration team will prepare a final report for completion of project monitoring for N2TC funding purposes and bring the project team together as part of the project closure process to report any lessons learnt.

Sustainable ENVIRONMENT

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

The Great British Spring Clean | Keep Britain Tidy event - Once again our Community Litter Heroes have joined us in taking action to protect the environment. Litter not only blights the environment and makes areas look untidy, it also affects natural habitats and wildlife. Our Gedling Big Spring Clean encourages and supports residents, businesses and volunteers to organise litter pick activities or events to help tidy their local environment be it a village or town. The Big Spring Clean event and others that we organise throughout the year are an ideal time to join one of our Community Litter Volunteer Groups - new members are always welcome. The Council provide litter pickers, hoops, bibs and bags for anyone or any group wishing to take part in a litter pick and the Street Cleansing team will collect the bags of litter afterwards too. With many volunteers taking part in previous events and throughout the year, we are proud of all our remarkable volunteers as each one of them is making a real difference to our environment. Some very positive comments were received after the events from headmasters of local schools.

Green Lung Project – since October 2021 approximately 1200 trees have now been planted in total, at both Gedling Country Park and Digby Park. Additional trees have been planted to complete the Digby Park Tree Trail (previously known at the Arboretum Tree Trail)

Colwick Rectory Recreation Ground Play Area Refurbishment – the project is currently out to tender and work is progressing on the funding application.

King George V Recreation Ground Play Area - Work with partners to access external funding was progressed and £10,000 was awarded to the Carlton Hill Action Group to provide a fence around the play area to prevent out of hours access due to regular antisocial behaviour and vandalism.

New footpath works at Willow Park, Gedling – Since works were identified last quarter to create an extension to the footpath in the park, £25,000 Community Infrastructure Levy funding was approved this quarter. The footpath will allow all users to travel between both accesses at Willow Lane and Jessops Lane and will be installed later this year.

Arnot Hill Park Fountain – The fountain at Arnot Hill Park was replaced and is once again working. Illuminated at night it provides a much recognised feature in the park.

Conserve, enhance, promote and celebrate our heritage

The Heritage Way - One of the actions from the Gedling Heritage Strategy is to develop a borough wide heritage way, a recreational route that highlights the many locations and iconic places across the borough. Work has begun on the draft with some details of the potential route it could take. We are working with City Arts on a pilot of green social prescribing activities on local green spaces which will incorporate walking with creative and mindful activities and which can also include links to Gedling heritage. The evaluation of this work will be helpful to reflect as planning for the Heritage Way development continues.

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

Carbon Management Strategy & Action Plan - following consultation, the Carbon Management Strategy and action plan were approved by Cabinet in March. With over 100 actions, which have now been prioritised to deliver 2022 onwards, this will require all departments to act to drive the council forward to achieve our ambitious net zero target by 2030.

Chase Farm housing development - detailed plans have been approved for 433 dwellings. Thirty-three of the dwellings will include air source heat pumps and solar panels to reduce car carbon emissions. All of the approved homes will include high levels of thermal insulation and electric vehicle charging points. The development fully supports the emerging "Green Lung Project" by providing direct footpath connectivity between the Mapperley Golf Course and Gedling Country Park.

Green Homes retrofit scheme - The Council's Green Homes retrofit scheme is progressing in Netherfield and works are underway to install external wall insulation and solar panel arrays to over 80 low energy performance homes. The council is working in partnership with

EON, Nottingham Energy Partnership, Jigsaw and residents in the ward. The scheme aims to reduce carbon emission and help protect low income households who could be vulnerable to rising energy costs and at risk of fuel poverty. Further progress and installations are planned for Q1 2022/23.

Climate Change Officer - The council's new climate change officer started in December 2021 and has been busy engaging with the community to help achieve the council's ambition of Net Zero carbon emissions by 2030.

She said 'I am passionate about climate change and to achieve net-zero emissions by 2030, we have to work collaboratively with the community and partners to reduce our carbon emissions, everyone has a part to play'.

She has held meetings with the two local climate groups in Gedling and is actively supporting both groups. She is also engaging with schools, for example she organised a bin lorry to visit Robert Mellors Primary Academy, where 56 children got the opportunity to see how a recycling bin lorry works. The children got to find out more about what happens to their waste and what materials can go into the recycling bin.

New Waste and Recycling policy - Consultation on a new waste and recycling policy that sets out our ambition to increase recycling rates and create a more sustainable way of disposing waste, was approved this quarter.

The proposals include ensuring all households have large 240 litre recycling bins as standard and access to additional recycling bins, free of charge, if there's a proven need. We will also offer additional glass recycling boxes to households who need them and a large 240 litre residual waste bin as standard to all households consisting of one to five residents. Further residual waste capacity will be offered to households where there are six or more residents.

Gedling has seen rates of contamination in recycling bins increase and the new policy will look at ways it can reduce the issue. The policy will also aim to strengthen our working relationship with Nottinghamshire County Council to look at ways to improve recycling rates, setting out some key principles around communication and advice to residents and, as a last resort, enforcement for continued contamination of bins.

Annual free bulky waste collection - We extended our annual free bulky waste collection for a sixth year, running from December 2021 until February 2022, offering a free collection of large household items to all residents, subject to availability and on a first come, first served basis. The offer contributes towards the removal of bulky waste for the entire Borough's residents to ensure equity of service provision. Residents were given the option to select weekday collections up until the scheme ends in February. All slots were allocated and the offer was open to all. The free service will also have the potential to reduce the number of items fly tipped across the Borough.

HEALTHY lifestyles

Improve health and wellbeing and reduce health inequalities

Swimming Passport Scheme - A new swimming scheme has been launched to help people in the borough to be more active and enjoy swimming. The Swimming Passport scheme is open to Gedling residents aged under 16 and over 65. These age groups are able to swim at dedicated weekly sessions for free at Arnold, Calverton and Carlton Forum leisure centres. The Swimming Passport scheme was developed as part of the Gedling Borough Council's priorities to improve the health and well-being of residents, as well as reduce health inequalities across the borough.

Learn to Swim Scheme - The learn to swim scheme has grown from 2,426 members pre Covid to 3501 by the end of March 2022, which is growth of 140%.

Redhill re-upholstering - The gym equipment at Redhill has been re-upholstered from black to yellow to help the facility become more accessible for customers with a visual impairment.

Support physically active lifestyles

Personal Training at our Leisure Centres – Working in partnership with YOUR Personal Training, we are now providing members of the public the opportunity to book a qualified personal trainer at Calverton, Redhill and Carlton Forum leisure centres to help stay on track and motivated to stay fit and healthy. This not only provides additional services for the customer but also creates an income stream for the Council. Further information can be found at [YOUR Personal Training website](#).

Virtual Aqua Classes - New equipment has been purchased this quarter to provide virtual aqua classes at Arnold Leisure Centre. These will launch to the public in Q1 22/23.

Armed Forces Leisure Card - The free access to the fitness suites for serving or retired armed forces personnel has proven really popular since its launch. There are now 279 registered Gedling residents that have access to the scheme and these customers have utilised the fitness suites 4,136 times in 21/22.

Increase recreational activities

Bonington Theatre and Cinema - A new theatre/cinema system has been identified which will be implemented during summer 2022. The system will provide improved online functionality and support audience growth. The BFI scheme continues to grow and its success is feeding into the development of the Bonington business plan.

Playing Pitch Strategy - The Football Foundation application for £90,000 has now been awarded to deliver the facility improvement at Lambley Lane. A potential project at the Play Football Site - Arnold Hill Academy has been identified and the Football Foundation have

been to visit the site. Further sites have been successful in investment from the Football Foundation - these include Ravenshead, Arnold Town FC and Goosedale. We are now waiting for the FA to produce their updated Local Football Facilities Plan (LFFP) and will synchronise a published update of Gedling Playing Pitch Strategy Action Plan with this. It is likely that this will now be in 22/23.