



Examples of Outcomes achieved

During

Quarter 4 2013/14

People

Reduce antisocial behaviour, crime and the fear of crime

- **Crime and antisocial behaviour levels fall** - Levels of all crime across the borough per 1,000 population has fallen by 3.3%. The level of antisocial behaviour recorded has fallen by 14.1% during the year, exceeding the 8% reduction target.
- **February Half Term- Free Holiday Activity Camps in Newstead and Netherfield** - These camps are coordinated by Leisure and Culture and delivered by Nottinghamshire YMCA and funded by Gedling Borough Council, the South Nottinghamshire Community Partnership and Gedling Homes.

40 different children (aged 5-14) attended Netherfield Camp and 42 children attended the Newstead Camp. All parents said their child's enthusiasm with the camp was excellent and 100% thought the effectiveness of the camp meeting their child's needs was either excellent or good.

Additional comments from parents were:

- We are so lucky to have these camps put on in our community for free.
 - Thanks - very professionally run, my child had a great time. Brilliant for all the kids in the village.
 - Very friendly staff and happy children.
- **Community Sports Clubs in Netherfield, Killisick and Newstead** - Three new sports clubs for local young people in priority localities have become a real success. The Killisick and Netherfield doorstep clubs and the Newstead Sports Club have over 90 young people participate since October 2013 in range of sports such as trampolining, badminton, dodgeball and street golf.

In addition 32 coaching qualifications have been gained by the coaches and youth workers to support the clubs. These have included sessions on dealing with challenging behaviour, engaging females in sport, accessing funding, badminton, table tennis, handball and dodgeball courses.

Funding for the programme has been sourced from Street Games UK, Gedling Borough Council and the South Nottinghamshire Community Safety Partnership and is delivered in partnership with Nottinghamshire County Council Youth Service and Groundwork Greater Nottingham.

- **More young people participating in sport** - 18 projects which aim to get 14-25 year olds participating in sport and physical activity have been delivered in Gedling during 2013/14. Funded by Sportivate, Sports Development has helped to submit and process funding applications for local clubs and organisations on behalf of Sports Nottinghamshire.

Improve health and wellbeing

- **More adults participating in sport and physical activity** - 25.7% of adults in Gedling are participating in 30 minutes of moderate activity three times a week, according to the latest Active People Survey 2012/13 figures released in December 2014. Sport England records this as a significant increase and results in a 7.5% increase since 2009/11.
- **Ley Street Choir** - The choir whose membership is made up of adults with learning difficulties have recorded their song 'Listen to Me' with singing artist Mellonie Williams. They have also had performances at two Gedling Homes centres and one at Park House Health and Social Care Centre and also at the Civic Centre in Arnold. Singing is great for the respiratory system and has proven to be a great activity in improving both the confidence and self-esteem of the participants.

This project has been funded by Arts Development, local councillors and Gedling Homes.

- **Young Persons Positive Moves** - With funding from Nottingham North and East CCG ending for this young person's exercise referral scheme, the Council has been working with Young Persons Positive Moves Extras, a charitable group, to consider future options for service delivery. The group, who raise funds for children with disabilities to remain in the activities after their first two terms of the current scheme, have successfully been awarded £10,000 from Awards for All. From summer term 2014 Extras will manage this programme, although it will no longer be able to take health referrals, but will give parents the options of booking their children on to activities. In total 74 children with physical or mental health conditions participated in the programme during 2013/14.
- **Gedling families' art on show at Nottingham Light Night** - 11 children and 15 adults who worked with an artist to create ceramic art during the summer holidays in 2013 have had their work exhibited as part of Nottingham Light Night on 28th February. The final installation of their work will be in Arnot Hill Park.

Reduce Poverty and disadvantage

- **Supporting the local Citizens Advice Bureau** – Gedling Borough Council has supported the local CAB office by providing accommodation within the Civic Centre to provide a local drop in point for residents. During the period 1 January to 31 March 2014 a total of 417 Gedling residents were assisted. The majority of advice focussed on debt (369 queries) followed by Benefits and tax credits (189 queries) (NB clients frequently seek advice on more than one issue covering more than one area of law). The amount of debt managed totalled £734,433 and £14,173 benefit income secured. For the full year 2013/14 the bureau assisted a total of 1,234 individuals.
- In addition to the sessions held at the Civic Centre, the CAB have also outreach points in Arnold, Calverton and Netherfield. These sessions

assisted 146 individuals, with benefits and tax credits being the largest area that advice was sought on (154 queries). This support helped residents gain £98,441 (annualised figure) in benefits they were entitled to, with £81,337 debt managed. For the full year 2013/14 the bureau assisted a total of 490 individuals.

Homes

Provide more homes of the right type and in the right places

- **Increasing numbers of new homes** - The number of new houses started during 2013/14 totalled 374 homes, the highest number over the last 3 years.

2013/14 saw 321 new homes completed, again the highest level since 2010/11. Whilst this has not met the local target, work is being undertaken to progress stalled sites and additional land is being allocated for housing development in the Aligned Core Strategy.

Jobs

Ensure local people are well prepared and able to compete for jobs

- **Deliverables achieved by the Employment & Skills Group** -The following is an overview of the collective work and achievements of the s group between April 2013 and March 2014.
 - 94 Gedling young people placed into an Apprenticeship Vacancy by Central College Nottingham.
 - 14 Apprentices taken on by Gedling businesses through the help of the 'Gedling Grant' scheme.
 - Local Employment Agreements negotiated for the Sainsburys and Teal Close developments.
 - Greater collaboration between parties to better promote the Gedling Enterprise Club resulting in better attendance from people interested in starting their own business.
 - Promotion of Youth Contract offer resulted in a positive response from 40% of employers on the Colwick Industrial Estate.
 - Two Health & Social Care Sector Based Work Academy successfully run in conjunction with Care Training resulted in 17 people completing and 14 moving into paid employment.
 - Hospitality Sector Based Work Academy successfully run in conjunction with Spirit Group & Blue Training Ltd resulted in 7 people moving into paid employment.
 - 53 young people have completed a work experience placement under the 'Get Britain Working' initiative.
 - Gedling Homes established a Housing Academy, with over 106 tenants having taken up a total of 134 training places over 17 different courses since its start.
 - Over 1,200 tenants contacted about the shift to Universal Credit, the implications and support available.
 - Over 110 local businesses contacted regarding Jobcentre Plus Universal Job Match and Wage Incentive initiatives.
 - Jobcentre Plus have moved 38 eligible Gedling 18-24 year olds into employment through the Wage Incentive initiative.
 - Overall 25 young people and over 30 local businesses engaged in the EU funded 'YouPro' project run by Central College. To date 3 young people have gone into self-employment; 8 have gained employment; 2 have gone onto further training and 6 are still engaged on the programme. This leaves 6 who are still actively looking for employment

Place

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

- **Heritage Guide Completed** - Following an extensive research project the Gedling Heritage Guide is now accessible through the Experience Nottinghamshire website and through the Gedling Borough Council website by following <http://www.gedling.gov.uk/leisure/tourism/gedlingheritageguide/> – which is a key tourism portal for visitors to the county. This interactive guide is built on the Empedia platform and covers 52 notable sites around the borough, with over 100 photographs and key information about each location, alongside web site addresses to more detailed sources of information. All local history groups, parish councils and ward members were asked to contribute to the project and we received crucial information to build the site from these community partners. Following the Easter break, a press campaign will be developed to support the launch of the guide.
- **Youth Council elections held** - School students from across Gedling had their first taste of democracy in action when they elected representatives to the borough's first Youth Council.

Five schools (Arnold Hill; Carlton Academy; Carlton-le-Willows; Joseph Whitaker and Redhill Academy) took part, electing 14 youth councillors in total. Schools largely ran the elections themselves, drawing on extensive advice and support from the Borough Council and Nottinghamshire County Council's Youth Engagement Team. The Youth Council met for the first time in April.

Reduce the Council's and Borough's energy usage

- **Energy savings on target** - The Council is on target to secure target reductions in energy usage and CO2 emissions set out in its Sustainability Action Plan.

Overall, energy use in the Council's main buildings is down 2% during the year (after adjusting for weather). This means the Council has used 128,192 kWh less energy, reducing CO2 emissions by 9.9 tonnes.

Actual savings before taking into account weather are higher than this – electricity usage is down 8%, with the biggest reduction (23%) at Richard Herrod Centre, while actual gas consumption fell by 21%, saving over 103 tonnes of CO2.

The Council has also generated over 99,000 kWh of renewable electricity through the solar panels installed at offices and Richard Herrod Leisure Centre. This is the equivalent of 11% of the total electricity it used during the year

Performance

Mitigate the impact of budget reductions by maximising efficiency and effectiveness

- Joint Working secures saving** – The Performance Officer at Gedling Borough has worked with all the other Nottinghamshire district councils and Nottinghamshire County Council to negotiate competitive terms for the ongoing performance management system support fee. For the last 3 years this was funded via a successful joint Nottinghamshire authority REIP funding bid. By joining together to negotiate for the next three years a 45% discount was secured. A portion of REIP funding was retained by Gedling in order to cover future performance management costs, which along with the discount secured has saved Gedling Borough Council just under £14,000 over the next 3 years.
- Selling training to other organisations** – Gedling Borough Council was recognised during 2013 by the City and Guilds as an 'Accredited Centre for Learning' authorising the delivery of 8 different programmes and were also recognised by the Institute of Leadership and Management (ILM) enabling the delivery of a further 3 programmes. This has allowed the Council to continue the well-established programme of qualification training for staff at a substantially reduced cost, and also enabled these to be offered to external organisations, making an appropriate charge to cover costs of delivery.

For the financial year 2013/14 the Council's Training Officer has issued invoices for over £7,000. Customers include Newark and Sherwood District Council, Nottingham North and East Clinical Commissioning Group (CCG) and Gedling Homes. A provisional order for a further £6,600 has been placed for training to take place during 2014/15. Programmes offered include, "Trainer and Assessors' award", Management, and Level 5 Leadership.

Indicators exceeding their target

The Council exceeded its annual performance targets for the following 17 indicators:-

PI Code & Name	Managed By	Portfolio Owner	2013/14	
			Value	Target
LI 118 Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Andy Callingham	Health and Housing Portfolio	10	4
NI 155 Number of affordable homes delivered (gross)	Alison Bennett	Health and Housing Portfolio	56	50

PI Code & Name	Managed By	Portfolio Owner	2013/14	
			Value	Target
LI047 Percentage of invoices paid within 10 days - local suppliers	Alison Ball	Leader	95.89%	91%
LI 257 Number of women and girls engaged in new sports projects	Jayne Cox	Leisure and Development Portfolio	355	340
LI 258 Number of young people attending the disability sports camps	Jayne Cox	Leisure and Development Portfolio	122	70
LI074 Average time to process new Housing Benefit claims (in calendar days)	Duncan Adamson	Health and Housing Portfolio	11.3 days	13 days
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population) - quarterly cumulative figure	Andy Callingham	Public Protection and Communications Portfolio	19.1	20.47
LI085 Average number of DNA members (12 month rolling period)	Jayne Cox	Leisure and Development Portfolio	3026	2975
LI098 Percentage of those presenting for housing advice who submit a homeless application	Alison Bennett	Health and Housing Portfolio	5%	7%
NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims	Duncan Adamson	Health and Housing Portfolio	4.0 days	6.0 days

PI Code & Name	Managed By	Portfolio Owner	2013/14	
			Value	Target
and change events (in calendar days)				
LI 207 Percentage response rate to electoral canvass	Alec Dubberley	Community Development Portfolio	96%	90%
LI 241 Percentage of customer complaints processed on time - Corporately	Mark Lane	Public Protection and Communications Portfolio	84.49%	82%
LI 252 Percentage of customers that are satisfied with overall customer service	Mark Lane	Public Protection and Communications Portfolio	93.36%	85%
LI 278 Average peak time parking space occupancy	Vince Rimmington	Environment Portfolio	85.67%	85%
LI040 Percentage of survey respondents satisfied with household waste collection	Caroline McKenzie	Environment Portfolio	88%	86%
LI054 Number of services available from website	Caroline Newson; Carolynne Watson	Public Protection and Communications Portfolio	53	47
LI 166 Number of Open Gedling registered users	Duncan Adamson	Public Protection and Communications Portfolio	3,184	2,500

Improve customer experience of dealing with the Council

- **Quest Assessments at the Leisure Centres - Richard Herrod and Redhill**
Leisure Centre went through a Quest audit during Quarter 4 which included a 2 day assessment and mystery visit. The two sites once again achieved the "Good" standard, illustrating the high quality of service the centres have continued to maintain since their last audit.
- **Resident Satisfaction Levels** – The Gedling Conversation conducted towards the end of 2013 gathered information on the overall level of satisfaction of our residents with the Council. The Local Government Association (LGA) has also published information from public polls conducted by telephone between 25-27 October 2013. Gedling Borough's local results cannot be directly compared to these results, or included in the official benchmarking exercise due to differences in the format of our paper based questionnaire, but data from this is included below as a broad comparator.

Gedling had a higher positive response rate than the LGA in the following areas:-

- **How satisfied or dissatisfied are you with your local area as a place to live?**

Gedling Borough Residents	86.6% satisfied
LGA	84% satisfied

- **How well informed do you feel about your Council?**

Gedling Borough Residents	71.7% satisfied
LGA	66% satisfied

Gedling Borough equalled the LGA result for the following indicator:-

- **Do you think that your local council provides good value for money?**

Gedling Borough Residents	51% satisfied
LGA	51% satisfied

