

**GEDLING**

**PLAN**

**2020-2023**

**Examples of Achievements and  
Activities**

**During**

**Quarter 4 - 2022/23**

# Cohesive, Diverse and Safe COMMUNITIES

## Promote and encourage pride, good citizenship and participation

**Love? Film Screening/International Women's Day** - The Council partnered with We R Here, a local charity that supports survivors of domestic abuse and their families, to hold a film screening at the Bonington Theatre as part of the celebration of International Women's Day. Love? is written by, directed, produced by and starring Samantha Beckinsale and is a powerful and inspiring portrayal of women's struggles and triumphs dealing with domestic abuse. The film aims to highlight the issue of coercive control in relationships and will be used by the Council and We R Here for further screenings and events.

**Chinese Lanterns and Dragons** - The Council worked with Gedling Play Forum and Arnold Methodist Church to deliver a Chinese New Year inspired creative play event for families. The event aimed to raise awareness of Chinese culture with traditional music, crafts and a lion dance which took place outside the Civic Centre. Over 120 children and their families for around the borough took part.

## Reduce poverty and inequality and provide support to the most vulnerable

**Communications** - A press release promoting the successful prosecution of a taxi driver for refusing to take a blind couple and their guide dog in his car was the main lead story on all local news outlets. It was the front page feature on the Nottingham Post newspaper and the lead story in BBC East Midlands Today, BBC Radio Nottingham, ITV Central and Notts TV. The communications team worked with the victims to organise photo opportunities and interviews along with the Portfolio Holder for Public Protection to create maximum publicity.

**EBSS-AF and AFP-AF payments commenced** - The Revenues Service team has implemented the Government's Energy Bills Support Scheme – Alternative Fund and the Alternative Fuel Payment – Alternative Fund with the first payments having been made.

**Cost of Living Events** – A cost of living event took place at the Calverton Core Centre. There were 8 stall holders including Shareware, NCC Benefits Team, Severn Trent Water, Health and Wellbeing Hub, Nottingham Energy Partnership. The stallholders provided advice and support to local residents on practical ways they could save money and access the relevant benefits. A similar event will also take place at Arnold Methodist Church in April.

**Household Support Scheme** - Our Customer Services team continued to support residents in need of financial help, using their knowledge and understanding to assess the individual cases of residents, checking eligibility and making requests for financial support on behalf of the residents to Nottinghamshire County Council. During quarter 4, they referred 250 households (399 residents) for £90 per resident to help with food and energy bills. They also helped 12 households obtain white goods under the scheme.

**Temporary Accommodation** - Following a review of the current demand for temporary accommodation within the Borough, a decision was agreed at Cabinet in March 2023 permitting the Housing and Welfare Service Department to secure a further 7 properties on the open market during 2023/24.

## **Improve social mobility and life chances**

**Social Mobility Commission** – we announced our new Social Mobility Commission to improve life chances and opportunities for your people in the borough. Research done so far will be reviewed at the Commission's first meeting and its purpose, role and responsibilities will be agreed. Any recommendation or actions agreed at this inaugural meeting will inform the Social Mobility Action Plan for Gedling.

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

**CCTV Updates** - Through the Safer Streets funding, two CCTV cameras have been installed in Colwick - the first on the Colwick Loop Road and the second at Balmoral Road. The new CCTV camera at the Killisick Recreation Ground is now working.

**Shop watch radio scheme** - The Shop watch radio scheme has been relaunched in the Victoria retail park with new radios being purchased and the scheme being funded for the next financial year by Safer Streets 4. The Safer Streets wardens are supporting the retailers in using their shop watch radios and tackling retail crime.

**Car Park Improvements** - Safer streets 4 funding has been used to improve the three GBC car parks located on Arthur Street. The brick planters and overgrown shrubbery have been removed, so the car parks have a clearer view from the residents. The Cinder path has also had environmental improvements to make the area feel safer. The street lighting is also being improved on the Cinder path and in these car parks.

**Selective Licensing Scheme** - The council successfully investigated a landlord and managing agent who failed to apply for a licence through the council's selective licensing scheme in Netherfield. A civil penalty notice was served as an alternative to prosecution and both parties accepted the charge and paid in full a total fine of £2,350. A licence application has now been received by the council.

Also, an officer from the selective licensing team recently inspected a flat above a shop in Netherfield which had inadequate means of escape from the 3<sup>rd</sup> floor bedroom if there was a fire in the property. In order to protect the health and safety of the tenant a prohibition order was served to prevent the occupant sleeping in the 3<sup>rd</sup> floor bedroom until works were carried out to reduce the risks. The landlord is currently working with the council to put in place a safe means of escape to protect the tenant and enable the prohibition order to be removed.

# High Performing COUNCIL

## **Improve the customer experience of engaging with the Council**

**Electronic billing for council tax and business rates** - Alongside the annual council tax bills being sent, the Revenues Services team launched the ability for customers to receive their bills electronically. Take up has been good so far and is encouraged by entry into a prize draw to win a £500 shopping voucher. Reducing the number of bills sent by post will significantly reduce the Council's postage costs as well as reducing the Council's carbon footprint.

**Outreach Services** – our Customer Services team extended the outreach sessions at Calverton Core to weekly instead of monthly, due to high demand in the area, particularly within Welfare and Housing.

**Customer Promise** - The new refreshed customer promise was launched as well as the unacceptable behaviour policy. We believe that all residents have the right to be listened to, understood and respected. These are a set of two way standards of behaviours for staff and residents. In addition to this there is a video to support unacceptable behaviour which we have shared on social media.

### **Provide efficient and effective services**

Our **Communications and Web Officer** was featured in the MJ Magazine under the Starlight feature on the rising stars in the Communications world.

**Planning** - A local requirements list for planning applications was adopted in February. The list seeks to ensure that the Council has enough information at the outset to effectively engage with key stakeholders, and make timely planning decisions.

**Annual billing** - All households and businesses in the Borough have been issued with their council tax and business rates bills. The bills included information marketing the prize draw to incentivise take up of electronic billing, information relating to the armed forces covenant, advertisements for the Council's leisure services, advertisement of the Council's garden waste service and information for voters relating to the new requirement for photo ID for in person voting.

**The Gedling Plan** - The Council has now adopted its new business plan; The Gedling Plan. This lays out the Council's vision and ambitions for the next four years.

### **Maintain a positive and supportive working environment and strong employee morale**

**Gender Pay Gap** - At year end the national analysis of Gender Pay Gap information shows that Gedling BC is the eighth best performing public sector body in the country with a mean gap of 3.79%. The measure is reported nationally and shows the proportionate difference between pay for men and women.

**Employee Engagement** - A number of employee engagement actions have been delivered over the last quarter including PDR training for managers and supervisors and the production of a new Benefits Statement that sets out the benefits of working for the Council in addition to pay.

**Staff Health Fair** – The staff health fair took place on 22<sup>nd</sup> March. Employees were able to book appointments for Boditrax (body scans), prostate tests, bone density tests. Drop in stands were available from ABL, the Health and Wellbeing Hub, Moballise physiotherapists and the Green Rewards scheme. All appointments apart from two prostate tests were booked, most going within two days of being published on the intranet.

**Staff Dementia Friends Training** – Two Dementia Friends training sessions for staff took place during March (one virtual and one face to face). The sessions were delivered by the Alzheimer's Society and provided staff with a basic understanding of Dementia and some useful advice around supporting individuals living with Dementia.

## **Improve use of digital technologies**

**ICT Projects and Upgrades** - A number of projects and upgrades have been completed in this quarter, including:

- Plan for replacement of Member devices, including making Modern.Gov server more secure and implementing logon from iPads
- Assisted with Bin Lorry CCTV Cloud Hosting
- Advised on Design Code Pathfinder Project (Planning Policy)
- Network Edge Switch Replacement Pilot, updated network technology for faster speeds and better security in preparation for wider roll out
- Upgraded telephone call logging system (Tiger) due to end of support
- Completed upgrading 14 Servers to new Operating system due to Server 2012 end of support - continues into next year.

# Vibrant ECONOMY

## **Provide more homes**

**Affordable Homes** - Cabinet approved last month that a Registered Housing Provider be sought through a tender exercise to deliver affordable homes at Burton Road and Station Road and the tender is currently being prepared.

## **Drive business growth, workforce development and job opportunities**

**Supported internship programme** - The Council's first supported intern is currently working in the Revenues Services team. The team is able to offer support to the intern to better her future chances of employment and the intern provides administrative support to the team. Feedback is very positive and the intern is showing clear development and acquisition of key skills as well as growing in confidence.

An **Apprenticeship and Jobs Fair** was held at the Civic Centre in February with over a hundred delegates attending, this being the best attended event for apprenticeship held at the Civic Centre. Next event being planned for May 2023.

A **Business Advisory Surgery** in conjunction with the Growth Hub was held at the Civic Centre in February. The majority of the attendees were start-up businesses that are receiving on-going support since the surgery.

**Business Support** - Gedling Borough Council has been an active participant in the joint commissioning with the County Council and District Councils to secure providers to deliver business support specifically relating to decarbonisation.

## **Create thriving and vibrant town and local centres**

A **Town Centre Management Officer Group** was established to coordinate UK SPF Town Centre spend with a focus on public realm and encouraging footfall into local centres.

# Sustainable ENVIRONMENT

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

**Colwick Rectory Play Area** reopened following six weeks of refurbishment works to improve the site and add new and inclusive facilities. The refurbishment includes a wheelchair accessible roundabout, zip wire, trampoline, a multi play unit with 17 different features, new swings and more. Funding for the facilities are thanks to 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. In total, FCC Communities Foundation provided a grant of £99,466 for the development.

## **Conserve, enhance, promote and celebrate our heritage**

**Holocaust Memorial Garden opened** - A new £45,000 Holocaust memorial garden has been officially opened at Gedling Country Park. The memorial garden commemorates the millions of people who lost their lives in the Holocaust and other genocide atrocities that followed across the world.

**'Loco Remembered' event** - the event to celebrate Netherfield's rich railway history was held at the Crossing Social Club on Station Road, Netherfield in March. Railway enthusiasts from the Nottingham Model Railway School recreated a scale model of the Colwick Locomotive depot, known as the Loco, the railway yard where the locomotives were kept as part of an event to celebrate the heritage of Netherfield. This free event was organised by the Nottingham Model Railway Society in partnership with Gedling Borough Council and remembered through the media of models, photos and memorabilia, the Colwick railway sidings and sheds that closed over 50 years ago, showing how Netherfield as a community was shaped by the railway.

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

**Free Bulky Waste Collections** – we once again offered residents across the borough the opportunity to dispose of large waste items for free, for a limited period in January and February.

**Carbon Literacy Training** – Senior Leadership Team, Council Cabinet Members and Managers across the council attended Carbon Literacy Training in January to raise awareness and understanding of the challenges presented by climate change and to pledge to take action to protect the environment. Further carbon literacy training is to be rolled out later in the year.

**Climate Change Champions – Changes to PDRs.** As part of the council's commitment to become net zero carbon by 2030, we introduced some plans to help bring staff with us on this journey and to help start a conversation about how we, as individuals and as an employer, can play our part in helping the environment by making small pledges.

A new section was added to all of our Performance Development Reviews (PDR) that includes a new 'Climate Change Champion' section. The aim of the section is to create a conversation and to have an opportunity to make a climate change pledge that can be reviewed year on year

Some examples of pledges include:

- Sign up to the Green Rewards app – [www.notts.greenrewards.co.uk](http://www.notts.greenrewards.co.uk)
- Commute by bus, tram or car sharing whenever you can
- Switch off electrical equipment when not in use
- Reduce your meat intake; go meat-free one day a week
- Improve your home's energy efficiency (insulation, LED lights etc.)
- Recycle waste correctly at home and work
- Try the WWF carbon footprint calculator to see how 'green' you are
- Commit to your own pledge

**The Big Spring Clean week** – This year's Big Spring Clean, our annual community event aimed at improving the cleanliness and appearance of our towns and villages, was held in March. This year, the council is asked for help from residents to make it the most successful yet. By taking part in one of our litter picks and bulb planting events, residents can make a real difference to the environment and show pride in their local community.

Our annual community event aimed at improving the cleanliness and appearance of our towns and villages took place at various locations throughout the borough during March, with each event lasting around 2 hours. This year, the council asked for help from residents to make it the most successful yet. By taking part in one of our litter picks and bulb planting events, residents can make a real difference to the environment and show pride in their local community.

The council provided all the equipment, including gloves, litter pickers, and bags. Our Climate Change Officer organised a series of litter picking events with local schools and community groups as part of her work to raise awareness of Climate Change. As part of this, a competition was launched to all schools in the Borough to design a poster to promote a 'Cleaner Greener Gedling'. The winning designs will be made into aluminium street sign and placed outside the school/ local area.

**Climate Change Lesson** - Ernehale Junior School were the first school in the Borough to request a 'climate change lesson', due to the positive publicity of this, the Climate Change Officer has received further requests from schools within the Borough.

**Recycling Scheme at Leisure Centres** - an innovative recycling scheme is now available at the Arnold, Calverton and Carlton Forum leisure centres. The Leisure Loop Recycling Scheme makes it easier for swimmers to recycle many common items at their local centres such as goggles, swim caps, and floats. Each recycling point holds up to 20kg, or 100 litres, of items which will be taken away to be processed where the items are separated and sorted. The materials are then shredded, cleaned and turned into small pieces of a new version of raw material which can be used to produce new products in the UK.



# HEALTHY lifestyles

## Improve health and wellbeing and reduce health inequalities

**Children's Centre Food Clubs move into the Community** – With the closure of the Food clubs in the Netherfield and Killisick Children's centre, there is a significant need to continue with an affordable weekly food offer in the local community. Two new Food clubs will be set up from the end of April in Carlton (Carlton Community Hub) and Netherfield (Netherfield Bethesda Church), families will be able to access a box of food on a weekly basis for £3.50 per week. Conversations are continuing with community partners regarding a potential solution for the Killisick/Arnold area.

**Killisick NHSEi Health Inequalities project** – The final Community Engagement Report was presented at the March South Notts Place Based Partnership Board Meeting. The report summarises the community conversations with Killisick residents and stakeholders. The report was well received by the Board members.

**Skin Piercing Byelaws** - The council submitted an application to the Secretary of State to adopt the skin piercing byelaws. The application was approved on 20<sup>th</sup> February 2023 and the byelaws come into force from 1<sup>st</sup> April 2023. These byelaws require premises and individuals carrying out skin piercing activities such as body piercing or semi- permanent make-up to register with the council. Premises are then inspected to ensure compliance with a set of conditions to ensure minimum hygienic standards are in place to protect the health and safety of customers.

**Tell Me a Story** - we assisted Handmade Theatre in successful funding applications to Arts Council England and the National Lottery. Tell Me a Story is a brand-new show which explores childhood stories and memories and is inspired by creative work in care homes for those with dementia. The process of creating this work will enable work across intergenerational groups, exploring experiences of childhood and unlocking the similarities and differences we all share. The show will tour locally and nationally at events and festivals and a smaller compact version suitable for intimate events and spaces will be performed at schools and care homes in the borough.

**Doctors surgery visits** – Our fitness promotions officer and health activator officer visited 12 GP surgeries and associated pharmacies throughout Gedling Borough this year to promote the activity sessions Gedling Borough and partners provide for local community residents who have long term health conditions. A full brochure of activities was produced that GPs could pass on to suitable patients and update their referral systems.

## Support physically active lifestyles

### Increase recreational activities

**Member referral option launched on leisure bookings app** - Utilising new features on the leisure app, DNA members can now refer friends and family to the DNA health and fitness membership scheme, and receive a £10 reduction in their next monthly direct debit payment.

The new member also receives a £10 reduction in their first direct debit scheme, making it a great initiative to get the community active. Since its launch in February there have been 18 referrals through this pathway.

**ClassPass** - From April the Gedling leisure centres will be partnering with ClassPass to help market and sell gym sessions to the wider community, in particular through corporate marketing. Partnering with large national companies help increase the awareness of the Gedling leisure Centres and their memberships, helping people to become more active in their local communities.

**Learn to Swim** - During quarter 4 the number of children learning to swim at Gedling increased again to a new high of 3,833. More importantly there were 580 children who achieved their 25m badge during 22/23 compared to 303 in 21/22, which is the main indicator used in the industry to help reduce the risk of drowning.

### **Reduce levels of loneliness and isolation**

**Member's grants awarded** – in the region of £18,660 has been awarded during quarter 4 to various community groups for example St. Albans Community Kitchen, The Gedling Artist, The Good Shepherd Church, The Ark, Hope Nottingham, Stoke Bardolph Parish Council, Age Concern Carlton & District, Friends of Onchan Park, Calverton Scout & Guides Supporters Association, Gedling Indoor Bowls Club, Friends of Arnot Hill Park, Netherfield & Colwick Senior Citizens Club, 1<sup>st</sup> Netherfield Rainbows, Brownies & Guides, Paviers Rugby Club, We R Here, St. Mary's Community Kitchen, Friends of Gedling Country Park.

**Community E Newsletters** – Three Community E-Newsletters were circulated to 7k community contacts between January and March. Articles included winter essentials at St. Pauls Church, The Greater Nottingham Strategic Plan, the Armed Forces Breakfast Club, Nottingham Festival of Science and Curiosity, Daybrook Men in Sheds, The Big Conversation and Young Carers Action Day.

**Blue to Green** - The Council part funded the delivery of Blue to Green, a joint arts and social prescribing programme supporting local people most impacted by Covid-19 and addressing isolation, wellbeing and inactivity delivered by City Arts.

City Arts worked with Jigsaw Housing, Carlton Community Hub, Netherfield Memory Café, and an array of artists to deliver 48 sessions in Gedling. Activities devised in collaboration with participants included face-to-face sessions, outdoor arts activities, and production of creative outcomes. Content included creative exploration, conversations and learning about the natural environment through art.

The programme included:

- Weekly social and creative sessions, indoors and outdoors
- One off arts workshops inspired by nature
- A series of workshops inspired by the outdoors
- A celebration event at the end of the project.

The aim was to improve quality of life and wellbeing of participants.