

Report to Overview and Scrutiny Committee

Subject: Gedling Plan Quarter 2 2023/24 Report

Date: 15 January 2023

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 2023-27 Gedling Plan at the end of Quarter 2 of 2023/24.

Key Decision

This is not a key decision.

Recommendation

THAT:

The progress against the Improvement Actions and Performance Indicators in the 2023-27 Gedling Plan for the end of Quarter 2 of 2023/24 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 still being reported to Members together and 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 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

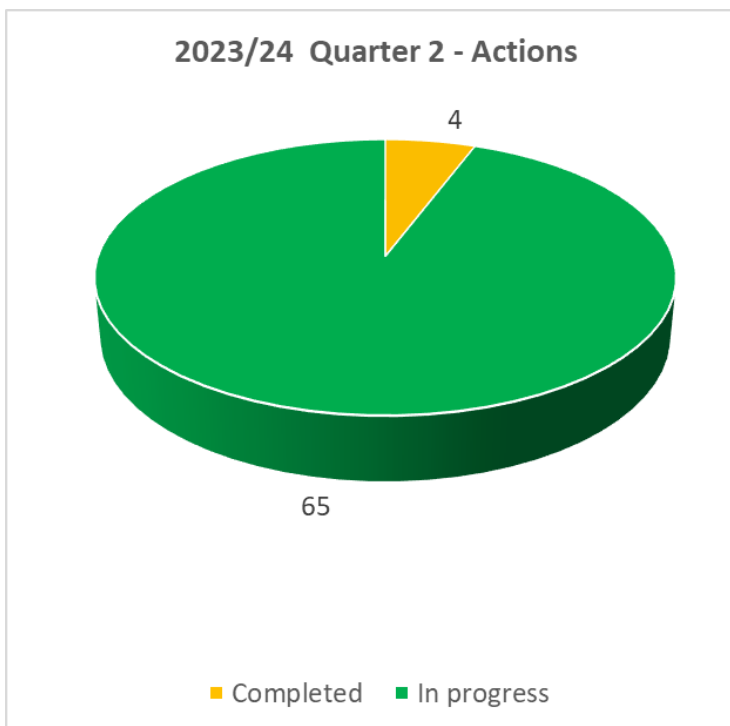
be on target against the “completed” or “in progress” milestones determined within the performance management system, Ideagen Risk (formally known as Pentana).

2 Proposal

2.1 It is proposed that Members note the performance information for the Gedling Plan 2023-27 at the end of Quarter 2 of 2023/24 as set out below.

2.2 Actions

At this stage, of the 69 actions currently active in the Gedling Plan 2023-27, 4 are complete and the remaining are either in progress or assigned to an Officer. See Appendix 1 for Quarter 2 Actions Report.

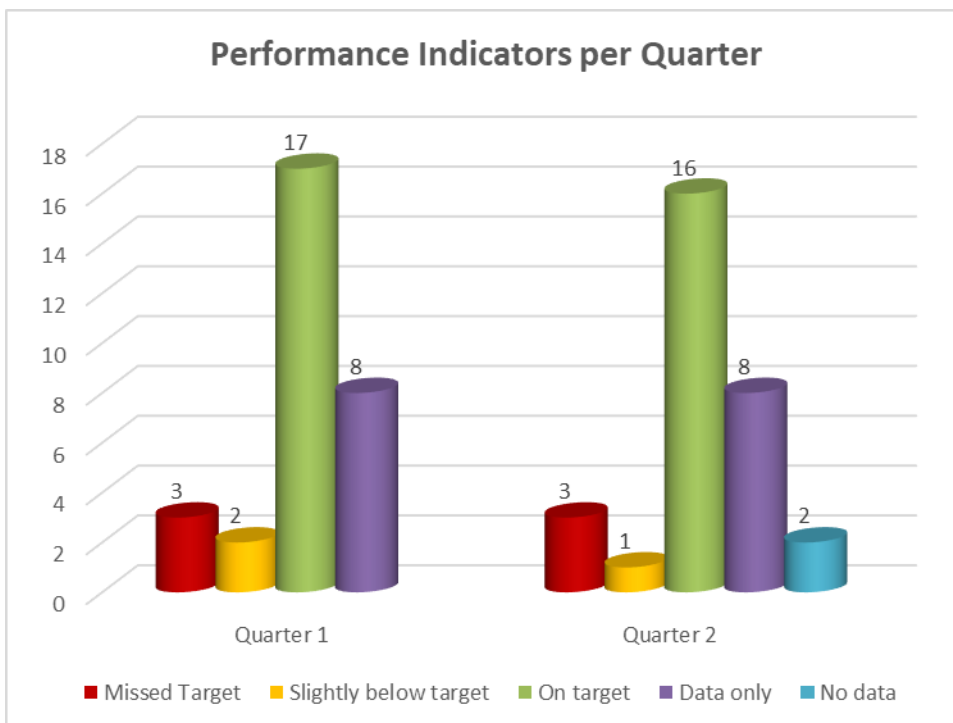
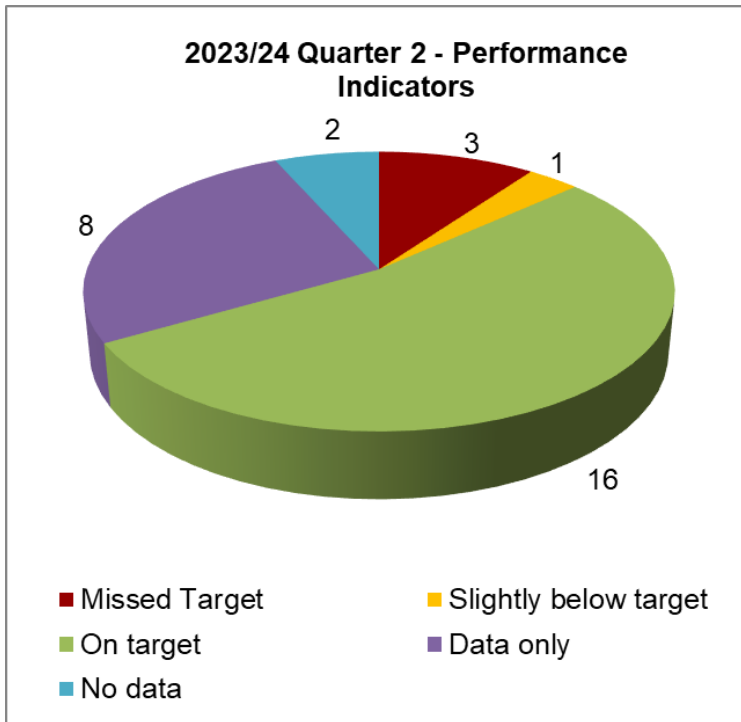


There are four completed actions as follows:

- Produce annual report – this was reported to Cabinet on 6 July 2023.
- Coordinate the supported internship programme (fourth cohort) - The fourth cohort of supported interns has now been arranged. Start date is November and the placement will be in our Welfare and Housing Team.
- Provide member Induction and Training programme.
- Review effectiveness of Committees - Results of member survey taken to SLT on 9 August and approved changes made during that week. Motion to amend chair of Scrutiny debated at Council on 20th Sep - motion and subsequent amendments were lost so no changes to be made. Work programme is reviewed at every meeting.

2.3 Indicators

Overall indicator performance at the end of Quarter 2 shows that out of a total of 30 indicators: 16 were on or above target, 1 is slightly below target and 3 indicators missed their target. The other 8 are for data tracking purposes only. A report of all Performance Indicators is shown in Appendix 2.



We are awaiting data from Veolia so no data is available for the following indicators for Q2.

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

2.4 Examples of particularly positive performance for Quarter 2 include:

Performance Indicator	Figure reported	Target	Period covered
Number of visits to leisure centres	294,553	246,825	July to September
Average time to process new Housing Benefit claims (in calendar days)	13.3 days	15 days	July to September
Average time to process Housing Benefit change in circumstances (in calendar days)	3.3 days	5 days	July to September
Average number of Swim School Members	4,083	3,800	12 month rolling period
Percentage of Business Rates Collected	55.81%	54.9%	April to September
Percentage of calls to the contact centre answered (or call back made)	96.8%	94.0%	12 month rolling period
Number of affordable homes delivered (gross)	90	30	April to September
Net additional homes	173	124	July to September
Percentage of Major planning applications processed within 13 weeks.	100%	92%	July to September
Percentage of other planning applications processed within 8 weeks	88.78%	80.0%	July to September
Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	26	10	July to September
LI 314 Number of rented households with health and safety hazards that fall below the minimum legal standard that have been remediated following the council's intervention	26	5	July to September

- 2.5 The following three performance indicators missed their target at the end of Quarter 2:

NI157b Percentage of Minor planning applications processed within 8 weeks

- Performance: 79.31% against a target of 86.0% for the period July to September.

There has been a backlog of applications in this category due to vacancies. One of the vacant caseworker posts on the establishment has now been filled and the others are covered by contractors. Performance against this indicator is improving and is expected to be on target in Q3.

LI027f Number of attendances - Bonington Theatre – Performance: 9,386 against target of 10,150 for the period July to September.

Due to the ongoing writer/actor strikes in the United States, several key film titles had their release dates delayed until the new year. Despite the success of Barbie / Oppenheimer over the summer, there was very little on offer towards the end of the Summer holidays and into September which has impacted on attendance figures. Officers are working with Marketing team to further promote the theatre.

LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total) – Performance: 9.66 days against target of 9.0 days.

Sickness absence is now above target and it appears that there is an upward trend. The number of long term absences cases is again high at 12 during September. There are two large teams with high rates of absence- Leisure and PASC and this will have a material impact on the overall rate. There are also smaller teams where absence rates are currently running above target including Revenues and Economic Regeneration. Transport and Waste is substantially better than target which is pleasing to see. Heads of Service should be reminded to engage with absent employees, and in more complex cases with HR in order to try to identify and support a return to work at the first safe opportunity.

2.6 **Compliments and Complaints**

In Quarter 2, the Council received 24% more compliments and 9% fewer complaints than in quarter 1 2023/24. 38% of all complaints that the Council received in Quarter 2 were upheld. Of the complaints that the Council received in Quarter 1, 3 complaints were escalated to stage 2.

The complaints continue to be reviewed by the Senior Leadership Team and any lessons learnt are shared across the relevant team(s).

2.7 **Achievements**

A separate report has been produced highlighting additional key achievements delivered during quarter 2, focusing on areas where the Council has made a real difference to people's lives. This is shown in Appendix 3 and is available on the Council's website. The following achievements are identified for particular attention:

Gedling Green Homes - The council's Gedling Green Homes (Local Authority Delivery phase 3) scheme concluded at the end of September installing 64 energy efficiency measures to 63 low energy performance homes for residents likely to be in fuel poverty. The scheme was delivered in partnership with EON Energy Services Limited and Nottingham Energy Partnership to utilise a government grant of £759,000 received via Midlands Net Zero Hub. The scheme successfully utilised 96% of the funding available and completed the installation of: external wall insulation at 24 homes, solar panels at 31 homes, loft insulation at 3 homes and smarter heating controls at 6 properties. The scheme aimed to address fuel poverty and contribute to reducing carbon emissions.

CCTV - A new 360-degree CCTV camera has been installed on Balmoral Road, Colwick, to help tackle anti-social behaviour and support the new Public Space Protection Order (PSPO) which is active in the surrounding area. The camera provides high-quality images to the council's CCTV control room and will be used to assist the police with investigations, as well as aiding the council's Community Safety Team and Neighbourhood Wardens in tackling anti-social behaviour. Additionally, the camera will also support the recently launched PSPO which has been introduced in parts of Netherfield, Colwick, and Trent Valley wards to address issues of car cruising and associated anti-social behaviour.

Funding for the camera, which cost £24,000, was provided by the Nottinghamshire Police and Crime Commissioner as part of the Safer Streets fund. The funding was specifically allocated to parts of Netherfield and Colwick and can be invested in measures that support the council in addressing issues such as neighbourhood crime, anti-social behaviour and violence against women and girls. The camera is the second to be installed in the area thanks to the Safer Streets Fund, following the installation of another CCTV camera on Colwick Loop Road earlier this year.

Free summer holiday activities - The Council's partnership with the St Georges Centre in Netherfield and Jigsaw Homes enabled the delivery of a day of free summer holiday activities for local families. Over 80 people from Netherfield and Colwick attended, all of whom were provided with a free lunch, as well as taking part in creative activities from Gedling Play Forum and storytelling workshops. The event was supported by a number of partners providing information to families to provide support with the cost of living. These included Inspire Culture, Notts County Council's benefits team and Nottinghamshire Talking Therapies.

APSE Service Awards winners – Notts Green Rewards - Gedling Borough Council were announced winners for the APSE Service Awards in the category 'Best Collaborative Working Initiative (with other public sector or third sector)' at the award ceremony in Belfast. The entry was Notts Green Rewards - Helping Nottinghamshire and Nottingham City residents take action to reduce their carbon footprint and to help tackle climate change. A total of 9 projects were shortlisted for this category (the biggest out of 11 categories) and the Green Rewards scheme came out on top successfully receiving the award.

Arnold Jobs Fair - More than 30 employers, training providers and advisors attended the Arnold Jobs Fair offering a number of job vacancies, apprenticeships, training courses, advice and other opportunities to attendees. The event was organised by Gedling Borough Council, in partnership with the Department for Work and Pensions and was attended by a variety of employers and trainers from different job sectors including Tesco, The NHS, Domestic & General, Inspire, Jigsaw Homes, Nottinghamshire Police, The Army, Nottingham City Council and more. Thanks to the event promotion from our Communications team, over 370 people attended on the day (a 172% increase on the previous event). The event coincided with the announcement regarding Wilkinsons and anecdotally there were a number of staff who came to the jobs fair to look for alternative employment with the Tesco stand being particularly busy. It was also targeted at school leavers, promoting careers advice and apprenticeships.

Green Flag Awards – five of our parks in the Borough have once again received the prestigious Green Flag Award, with Arnot Hill Park retaining the award for the 17th consecutive year. The Green Flag Award scheme, managed by environmental charity Keep Britain Tidy under licence from the Department for Levelling Up, Housing and Communities, recognises and rewards well-managed parks and green spaces, setting the benchmark standard for the management of green spaces across the United Kingdom and around the world.

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 Gedling Plan 2023-27.

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 – Quarter 2 Performance Indicator Report

Appendix 2 – Quarter 2 Actions Report

Appendix 3 – Examples of Outcomes/Achievements during Quarter 2 of 2023/24.












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 2023-27.

Quarter 2 indicator report

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				



COMMUNITY



PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q2 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI027 Number of visits to leisure centres	Communities and Leisure	Health and Wellbeing Lifestyles	294,553	246,825	556,172	1,060,000			
LI027f Number of attendances - Bonington Theatre	Communities and Leisure	Health and Wellbeing Lifestyles	9,386	10,150	20,216	40,600			Due to the ongoing writer/actor strikes in the United States, several key film titles had their release dates delayed until the new year.

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q2 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									Despite the success of Barbie / Oppenheimer over the summer, there was very little on offer towards the end of the Summer holidays and into September which has impacted on attendance figures. Officers are working with Marketing team to further promote the theatre.
LI074 Average time to process new Housing Benefit claims (in calendar days)	Regeneration and Welfare	Life Chances and Vulnerability	13.3 days	15 days	14.5 days	15 days	↑	✓	
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Regeneration and Welfare	Life Chances and Vulnerability	3.3 days	5 days	5.5 days	5 days	↑	✓	

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q2 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI085 Current number of DNA members	Communities and Leisure	Health and Wellbeing Lifestyles	4,243	4,125	4,243	4,125	↑	✓	
LI086 Average length of time spent in temporary accommodation (in weeks)	Regeneration and Welfare	Life Chances and Vulnerability	24.7 wks	Tracking Indicator Only	22.9 wks	Tracking Indicator Only	↓	📊	
LI379 Average number of Swim School Members (12 month rolling period)	Communities and Leisure	Health and Wellbeing Lifestyles	4,083	3,800	4,083	3,800	↑	✓	
LI410 Total number of family households in B&B at the end of the month	Regeneration and Welfare	Life Chances and Vulnerability	8.67	Tracking Indicator Only	10.33	Tracking Indicator Only	↑	📊	
LI418 Total number of households in B&B at the end of the month	Regeneration and Welfare	Life Chances and Vulnerability	13.0	Tracking Indicator Only	15.2	Tracking Indicator Only	↓	📊	
NI155 Number of affordable homes delivered (gross)	Development and Place	Sustainable Growth and Economy	90	30	90	30	↓	✓	





COUNCIL







PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q2 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	HR, Performance and Service Planning	Deputy Leader Resources and Performance	9.66 days	9.00 days	9.66 days	9.00 days			<p>Sickness absence is now above target and it appears that there is an upward trend. The number of long term absences cases is again high at 12 during September. There are two large teams with high rates of absence- Leisure and PASC and this will have a material impact on the overall rate. There are also smaller teams where absence rates are currently running above target including Revenues and Economic Regeneration. Transport and Waste is substantially better</p>

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q2 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									than target which is pleasing to see. Heads of Service should be reminded to engage with absent employees, an in more complex cases with HR in order to try to identify and support a return to work at the first safe opportunity.
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Performance	54.75%	55.39%	54.75%	98.5%			<p>The collection rate is 0.63% behind target which is likely to be caused by the wider economic situation with, for example, inflation increasing sharply in recent months and the ongoing cost of living crisis.</p> <p>Any trends will be carefully monitored and monthly targets</p>

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q2 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									reviewed and altered as necessary.
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Performance	55.81%	54.9%	55.81%	98.90%	↓	✓	
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Performance	98.6%	99.0%	98.3%	99.0%	↑	✓	
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Governance and Customer Services	Deputy Leader Resources and Performance	96.8%	94.0%	96.8%	94.0%	↑	✓	
LI411 Number of customers attending outreach hubs	Governance and Customer Services	Deputy Leader Resources and Performance	198	Tracking Indicator Only	393	Tracking Indicator Only	↑	📊	

PLACE






PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q2 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Environment	Public Protection Portfolio	14.23	Tracking Indicator Only	14.39	Tracking Indicator Only	↑		
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Environment	Public Protection Portfolio	4.28	Tracking Indicator Only	4.52	Tracking Indicator Only	↑		
LI118 Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Environment	Sustainable Growth and Economy	26	10	53	40	↓		
LI 314 Number of rented households with health and safety hazards that fall below the minimum legal standard that have been remediated	Environment	Public Protection Portfolio	26	5	45	20	↑		

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q2 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
following the council's intervention									
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Environment	Public Protection Portfolio	302	Tracking Indicator Only	616	Tracking Indicator Only	↑		
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Environment	Public Protection Portfolio	9	Tracking Indicator Only	28	Tracking Indicator Only	↓		
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Environment	Public Protection Portfolio	96%	95%	96%	95%	-		
LI346 Percentage of fly tipping incidents removed within 10 working days	Environment	Public Protection Portfolio	98.68%	98%	98.86%	98%	↓		
NI154 Net additional homes provided	Development and Place	Sustainable Growth and Economy	173	124	334	497	↑		
NI157a Percentage of Major planning	Development and Place	Sustainable Growth and Economy	100%	92.0%	100%	92.0%	-		



PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q2 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
applications processed within 13 weeks									
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	79.31%	86.0%	77.27%	86.0%	↑	⛔	There has been a backlog of applications in this category due to vacancies. One of the vacant caseworker posts on the establishment has now been filled and the others are covered by contractors. Performance against this indicator is improving and is expected to be on target in Q3.
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	88.78%	80.0%	84.11%	80.0%	↑	✅	
NI191 Residual household waste per household in Kg	Environment	Environmental Services (Operations)		300kg					No data for Q2

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q2 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
NI192 Percentage of household waste sent for reuse, recycling and composting	Environment	Environmental Services (Operations)		30.0%					No data for Q2

Quarter 2 Action Report

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed



Theme COMMUNITY








Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Work with local organisations to improve people's life chances and reduce levels of poverty	Communities and Leisure	Life Chances and Vulnerability		31-Mar-2024	<div><div style="width: 60%;">60%</div></div>	
Continue to ensure activity programmes for children and young people are incorporated with the	Communities and Leisure	Life Chances and Vulnerability		31-Mar-2024	<div><div style="width: 40%;">40%</div></div>	








Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Council's community events programme						
Enabling young people to access careers, training and apprenticeship opportunities	Regeneration and Welfare	Life Chances and Vulnerability	▶	31-Mar-2024	<div><div>15%</div></div>	
Facilitate the Gedling Social Mobility Commission	Communities and Leisure	Life Chances and Vulnerability	▶	31-Mar-2024	<div><div>12%</div></div>	
Review and ensure delivery of the Equality Framework and Action Plan	Governance and Customer Services	Life Chances and Vulnerability	▶	31-Mar-2024	<div><div>75%</div></div>	
Coordinate the supported internship programme (fourth cohort)	HR, Performance and Service Planning	Life Chances and Vulnerability	✅	30-Sep-2023	<div><div>100%</div></div>	
Recognise the needs of our rural communities and engage / work with partners on improvement plans	Regeneration and Welfare	Communities and Place	▶	31-Mar-2024	<div><div>50%</div></div>	
Promote the uptake of active travel	Environment	Climate Change and Natural Habitat	▶	31-Mar-2024	<div><div>50%</div></div>	
Adopt a new Leisure and Community Facilities Strategy for the Borough	Communities and Leisure	Health and Wellbeing Lifestyles	▶	31-Dec-2023	<div><div>68%</div></div>	







Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Promote 20 Minute Neighbourhoods where residents can meet the majority of their everyday needs within a short walk or cycle.	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div><div>75%</div></div>	
Review the Bonington Theatre and Cinema business plan to increase attendance, improve visitor experience and encourage wider community participation	Communities and Leisure	Health and Wellbeing Lifestyles		31-Dec-2023	<div><div>10%</div></div>	


Theme COUNCIL

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Produce Annual Report	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Jul-2023	<div><div>100%</div></div>	
Improve customer engagement with elections to encourage participation	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024	<div><div>35%</div></div>	



Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
and compliance with Election Act						
Improve customer accessibility to Council Services	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024	<div><div>35%</div></div>	
Continue to deliver management training (bi-monthly) to managers and employees through the "Learning carousel"	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Mar-2024	<div><div>50%</div></div>	
Maximise capabilities of technology	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024	<div><div>39%</div></div>	
Develop and implement new ICT and Digital Strategies	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024	<div><div>9%</div></div>	
Review of policies and procedures defined within Policy review agreement	HR, Performance and Service Planning	Deputy Leader Resources and Performance		30-Apr-2024	<div><div>33%</div></div>	
Provide member Induction and Training programme	Governance and Customer Services	Deputy Leader Resources and Performance		31-Jul-2023	<div><div>100%</div></div>	
Review effectiveness of Committees	Governance and Customer Services	Deputy Leader Resources and Performance		30-Sep-2023	<div><div>100%</div></div>	






Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Ensure compliance with Procurement Bill and contract management	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024	<div><div>75%</div></div>	
Review Council's arrangements for information governance	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024	<div><div>5%</div></div>	
Review Code of Conduct and arrangements for dealing for Member Code of Conduct Complaints	Governance and Customer Services	Deputy Leader Resources and Performance		31-Dec-2023	<div><div>50%</div></div>	
Develop and implement a Property Asset Management Plan for the council	Regeneration and Welfare	Deputy Leader Resources and Performance		31-Mar-2024	<div><div>38%</div></div>	
Develop and deliver a new efficiency programme in order to secure a balanced budget in the medium term	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024	<div><div>30%</div></div>	
Develop and implement a strategy to maximise current income streams and identify new income opportunities	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024	<div><div>32%</div></div>	
Update the Risk Management Strategy and deliver training	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024	<div><div>0%</div></div>	





Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Update the Fraud Strategy and continue and to implement Fraud Strategy Action Plan	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024	<div><div></div></div> 0%	
Review current Agile Working Arrangements	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Dec-2023	<div><div></div></div> 50%	
Evaluate viability of establishing meaningful equality networks within the council comprising groups of employees for whom protected characteristics have a relevance (audit recommendation)	HR, Performance and Service Planning	Life Chances and Vulnerability		31-Mar-2024	<div><div></div></div> 37%	
Review of induction process (all employees)	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Dec-2023	<div><div></div></div> 50%	
Review Workforce Strategy and implement new 23-27 strategy	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Oct-2023	<div><div></div></div> 50%	
Complete delivery of roll-out of new equality, diversity and inclusion training	HR, Performance and Service Planning	Life Chances and Vulnerability		31-Mar-2024	<div><div></div></div> 22%	

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Review of health and safety procedures and policies, emergency and continuity plans	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024	<div><div></div>20%</div>	


Theme ECONOMY







Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Supporting local residents into employment and training	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div><div></div>55%</div>	
Continue to promote engagement with work experience programme for ex-offenders	HR, Performance and Service Planning	Sustainable Growth and Economy		31-Mar-2024	<div><div></div>50%</div>	
Support and Coordinate ongoing compact with NTU	HR, Performance and Service Planning	Sustainable Growth and Economy		31-Mar-2024	<div><div></div>50%</div>	
Facilitate the creation of employment associated with new development and seek to address skills shortages in the	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div><div></div>50%</div>	








Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
construction sector to facilitate growth.						
Supporting existing businesses within Gedling Borough to ensure business sustainability and good quality employment opportunities.	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div><div></div>14%</div>	
Identify the opportunities to drive investment in the Borough and create new business opportunities	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div><div></div>36%</div>	
Identify the opportunities to move to a net zero carbon economy	Economic Growth and Regeneration	Climate Change and Natural Habitat		31-Mar-2024	<div><div></div>27%</div>	
Improvements to the town and local centres to make a more vibrant and attractive place to visit	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div><div></div>18%</div>	
Engage with high street retailers and independents and other stakeholders in local centres to ensure our high street remain vibrant and viable	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div><div></div>0%</div>	







Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Encourage a more carbon neutral way of travelling to local centres	Economic Growth and Regeneration	Climate Change and Natural Habitat		31-Mar-2024	<div><div></div></div> 0%	
Develop a strategy to safeguard the long term viability of the Borough's Town Centre and addresses the issues of decline to the north of the Arnold Town Centre	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024	<div><div></div></div> 62%	
Develop plans for a active walking and cycling routes in the Borough	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div><div></div></div> 25%	
Explore and further develop plans for the Gedling Borough Heritage Way	Development and Place	Communities and Place		31-Mar-2024	<div><div></div></div> 46%	

Theme PLACE

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Implement the GBC Carbon Reduction Strategy and deliver to the	Environment	Climate Change and Natural Habitat		31-Mar-2024	<div><div></div></div> 0%	

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
action plan aligned with key partners across the borough						
Minimise the borough's waste and its impact on the environment	Environment	Environmental Services (Operations)		31-Mar-2024	<div><div>40%</div></div>	
Carbon offsetting through development of our green infrastructure across the borough	Environment	Climate Change and Natural Habitat		31-Mar-2024	<div><div>0%</div></div>	
Develop and implement a plan to enhance existing parks and open spaces and seek external funding for our development projects	Environment	Climate Change and Natural Habitat		31-Mar-2024	<div><div>0%</div></div>	
Ensure planning policies and decisions protect and enhance the natural environment	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div><div>56%</div></div>	.
Implement Strength in Community programme	Communities and Leisure	Communities and Place		31-Mar-2024	<div><div>33%</div></div>	
Implement Community Events, Culture and Heritage Programme	Communities and Leisure	Communities and Place		31-Mar-2024	<div><div>33%</div></div>	

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Review the Community Infrastructure Levy Policy.	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div><div>30%</div></div>	
Preserve the historic built environment.	Development and Place	Communities and Place		31-Mar-2024	<div><div>70%</div></div>	
Promote and support community based 'clean up' initiatives including the seasonal big clean events	Environment	Environmental Services (Operations)		31-Mar-2024	<div><div>37%</div></div>	
Promote Town and Local Centres and define Borough gateways	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div><div>20%</div></div>	
Celebrate our local achievements (Pride of Gedling awards)	Communications	Communities and Place		31-Mar-2024	<div><div>25%</div></div>	
Address reduction in Crime, Youth Offending and a reduction in the fear of crime and awareness of risk to young people, also a reduction in misuse of substances and domestic violence.	Environment	Public Protection Portfolio		31-Mar-2024	<div><div>37%</div></div>	
Seek successful prosecutions and enforcement action for dog fouling, anti-social	Environment	Public Protection Portfolio		31-Mar-2024	<div><div>0%</div></div>	

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
behaviour and against those that fly-tip waste						
Invest in new and existing CCTV in priority hot spots	Environment	Public Protection Portfolio		31-Mar-2024	<div><div>34%</div></div>	
Develop the Council's approach to licensing regulation and enforcement	Environment	Public Protection Portfolio		31-Mar-2024	<div><div>68%</div></div>	
Progress the Greater Nottingham Strategic Plan in partnership with Broxtowe and Rushcliffe Borough Councils and Nottingham City.	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div><div>60%</div></div>	
Drive the delivery of key housing sites	Development and Place	Sustainable Growth and Economy		31-Mar-2024	<div><div>95%</div></div>	
Promote the uptake of energy efficiency technologies in commercial and domestic properties	Environment	Climate Change and Natural Habitat		31-Mar-2024	<div><div>75%</div></div>	
Review the Netherfield pilot Selective Licensing Scheme and investigate renewal or extension of the scheme when the scheme	Environment	Public Protection Portfolio		31-Mar-2024	<div><div>50%</div></div>	

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
designation concludes at the end of September 2023						
Identify and deliver key interventions to prevent homelessness and rough sleeping.	Regeneration and Welfare	Life Chances and Vulnerability	▶	31-Mar-2024	<div><div>63%</div></div>	
Support for Refugees and asylum seekers	Regeneration and Welfare	Life Chances and Vulnerability	▶	31-Mar-2024	<div><div>75%</div></div>	

**GEDLING
PLAN
2023-2027**

**Examples of Achievements and
Activities**

During

Quarter 2 - 2023/24

ECONOMY

To encourage and support healthy businesses in our town and local centres, improving local skills and employment opportunities, and promoting an economy that attracts visitors throughout the day and supports leisure activity.

Skills and Employment - the council will support local people into employment using its influence and connectivity with partners to create jobs, and provide support and training.

Arnold Jobs Fair - More than 30 employers, training providers and advisors attended the Arnold Jobs Fair offering a number of job vacancies, apprenticeships, training courses, advice and other opportunities to attendees. The event was organised by Gedling Borough Council, in partnership with the Department for Work and Pensions and was attended by a variety of employers and trainers from different job sectors including Tesco, The NHS, Domestic & General, Inspire, Jigsaw Homes, Nottinghamshire Police, The Army, Nottingham City Council and more. Thanks to the event promotion from our Communications team, over 370 people attended on the day (a 172% increase on the previous event). The event coincided with the announcement regarding Wilkinsons and anecdotally there were a number of staff who came to the jobs fair to look for alternative employment with the Tesco stand being particularly busy. It was also targeted at school leavers, promoting careers advice and apprenticeships.

Business - a local economy that attracts new business investment enabling growth and the creation of jobs.

Greater Nottingham Strategic Plan - As part of the preparation of the Greater Nottingham Strategic Plan, the Council consulted on its Preferred Approach to housing and employment. As part of the evidence base that informs the Strategic Plan a Logistics Study has been prepared, which estimated the level of need for logistics development and identified 'Areas of Opportunity'. Following the assessment of sites put forward for consideration, a Preferred Approach to strategic distribution has now been identified and this includes the proposed allocation of two sites, one in Broxtowe and the other in Rushcliffe. The Preferred Approach for Logistics is now being consulted on for a 6-week period from 26th September 2023.

Business Support Surgery - Our Economic Growth and Regeneration (EGR) Service held a Business Support Surgery in conjunction with the Nottinghamshire County Council/Growth Hub Adviser. Approximately half of the appointments were with individuals looking to start a business, and specifically in the care industry.

UKSPF Joint Commissioning project - The EGR Service in conjunction with other District and County Councils completed the UKSPF Joint Commissioning project under the People and Skills element of the UK Shared Prosperity Fund. The successful bidder was Futures, and it is expected that the contract will begin to deliver during Q3.

Town and Local Centres - to provide vibrant town and local centres that attract shoppers and leisure users.

Events –

- A Nottinghamshire Makers Market was held in the AMP event space on Nottinghamshire Day (25th August) with a visit from Robin Hood and Friar Tuck, as well as events at King George V Park aimed at children, including an introduction to skating by Skate UK and sessions with the Play Forum. Our Communications team ran a social media campaign to promote the event to residents and this created considerable footfall at the event with lots of positive feedback from attendees. All the AMP retailers reported an increase in footfall and turnover.
- Leading up to Nottinghamshire Day there was a Digital High Street Safari, with data showing that over 300 people took part over a two-week period.
- Several events were held over the summer holidays again at the AMP event space involving the library and Inspire Learning and the Play Forum – all of which received positive feedback.

The Bonington Theatre achieved great success with its first two comedy events in quarter 2, organised in conjunction with Hotspot Comedy, with over 240 attendees.

COMMUNITY

To enable a resilient, empowered, connected, inclusive and healthy community.

Poverty and the Vulnerable - financially vulnerable residents are supported through our welfare services and community partnerships.

Energy Rebate Scheme closure and reconciliation - Final payments were made from the most recent support package administered before scheme closure. The scheme has allowed us to support our harder to reach residents, such as care home residents. 288 residents were supported in total.

The Killisick Breakfast Club offered free Breakfast and a packed lunch every Monday, Wednesday and Friday during the Summer Holidays. The club was delivered by Eagles nest church and enabled by the NHSE project steering group and fund. On average the sessions were attended by 55 individuals and were all families from the Killisick area.

Bethesda Church Community Food Club - Support was provided to Netherfield Bethesda Church to enable the setup of the Bethesda Church Community Food Club. The Food Club provides families and individuals with a box of good quality food for £3.50 a week. The Food Club runs every Thursday 2pm-4pm. The first session provided 33 boxes for local families.

Children and Young People - in partnership, improving the life chances and opportunities for our children and young people.

Democracy Day/Youth Mayor - The incoming Youth Mayor played host to a number of local Redhill Academy School delegates on Democracy Day on Friday 15th September, arranged by Democratic Services, giving an overview of the Gedling Youth Council and promoting the personal benefits of participation. As a result, 6 young people have registered to join the Youth Council.

Skateboarding Sessions - The Council have developed a partnership with Skate Nottingham to provide inclusion skate sessions for new skaters and young people who already use the Council's skate parks. Over the summer, Skate Nottingham delivered four sessions at skate parks at Arnot Hill, Burton Road and Standhill parks. In addition to skateboarding a number of artists were also engaged to provide complimentary painting and illustration sessions. Over the four sessions that were delivered, 59 young people took part with an equal split of boys and girls. The Council will continue to work with Skate Nottingham to assess the suitability of skate parks in the borough and maintenance requirements for existing parks, as well as potential improvements for existing facilities.

Equality, Diversity and Social Inclusion - providing opportunities for all people to connect and live, work and socialise together, and have equal access to services.

Pride of Gedling Awards launch – we launched our annual Pride of Gedling Awards this quarter, to celebrate the unsung heroes in our community who make a real difference. The Pride of Gedling Awards, in association with Keepmoat Homes, are an opportunity for the council to shine a light on the incredible achievements of residents, businesses and community groups across the borough, making a big difference to peoples' lives. Last year, the council received over 190 nominations across the six categories. People who know a friend, colleague, neighbour, local community or business who deserve to be recognised for something they have done, are encouraged to nominate. Nominations will be accepted until Wednesday 4 October. The awards will be held at the council's civic centre on Wednesday 8 November.

New Inclusive toilet facilities for Arnold Town Centre - work has started on a new public toilet block, including specialist "Changing Places" facilities at King George V Recreation Ground in Arnold. The development cost a total of £191,500 and is due to be completed and open to the public by the end of October 2023. Funding for the project came from the Changing Places Fund, the UK Shared Prosperity Fund and match funding from Gedling Borough Council. The Changing Places toilet facility is designed to help meet the needs of people with profound and multiple learning disabilities, as well people with other physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis who often need extra equipment and space to allow them to use the toilets safely and comfortably. The facilities will include height adjustable changing benches, a tracking hoist system, space for disabled people and carers, a central toilet and a non-slip floor. The roof of the building will feature solar panels which will be used to help power the facility, with remaining energy being fed back into the grid. Access to the changing places facilities will be available by Radar Key and the site will be monitored by the council's existing network of CCTV cameras.

Hong Kong season at Bonington Theatre - The Bonington Cinema was successful in a funding bid for a season on Hong Kong Cinema. Starting in September with the first event (a screening of *In the Mood for Love* alongside a Kei Po exhibition) the season has a focus on providing cultural events to Nottingham's growing population of Hong Kongers, with a keen eye on those also aged 16-25.

The Gedling Caribbean Elders Group met as usual in September and were celebrated in a montage of portraits on GBC social media by GBC Communications, arranged by the Communities Team, as part of Black History Month Oct 2023.

Health and Wellbeing - work with Health Service partners to enable residents to lead healthy lives through positive social and physical activity.

Mayor's charity walk - Democratic Services organised a walk for the mayor to raise money and awareness for her chosen charity, Anthony Nolan. The event raised over £350 and was well attended by the public and local civic dignitaries. The charity walk offered an opportunity for the community to come together and enjoy a health walk at the country park while contributing to a good cause.

National Award for Environmental Scheme - Gedling Borough Council has received the award for Best Collaborative Working Initiative at the Association for Public Service Excellence (APSE) awards. Shortlisted against eight other public sector organisations, we won the award for the environmental collaborative work we carried out as part of the Green Rewards campaign, helping residents take action to reduce their carbon footprint and help tackle climate change.

Green Rewards encourages residents to record activities they do to help reduce their carbon footprint such as cycling or taking public transport instead of driving, litter picking, recycling and other green projects. Since joining the scheme in 2021, our Communications team have promoted the scheme through social media, press releases and email advertising, as well as part of outreach work engaging with local communities and schools by the council's Climate Change Officer.

The scheme is a key part of the council's commitment to achieving net zero carbon by 2030. This year's event brought together hundreds of public sector organisations to celebrate the very best of what they do as part of frontline services.

Sport England funding - Gedling Borough Council have been awarded £127,525 of Sport England's Swimming Pool Fund Phase 1 which was created to support local authority swimming pools with the increase costs associated with the energy price rises. The funding award comes after a detailed submission to Sport England by the leisure and finance teams.

Leisure Centre improvements - During quarter 2 there have been improvements to the wet changing facilities at both Calverton and Carlton Forum Leisure Centres, including works such as new flooring, vanity units, sinks, toilets and decoration.

Swimming lessons - The number of children and adults learning to swim at Gedling's leisure centres reached an all-time high of 4,083 customers during Q2. These incredible figures highlight the impact of high-quality teaching and customer service across the pools at Calverton, Arnold and Carlton Forum which means the council is helping to reduce the risk of drowning by teaching one of the most important life skills any individual should have.

Health and Wellbeing e-newsletter - The monthly Health and Wellbeing e-newsletter has covered the following topics over the last 3 months: NottAlone, Notts NHS Talking Therapies, World Mental health Day, NHS Autumn Boosters, World suicide prevention day, cost of living support, The Wolfpack project and Gedling Leisure opportunities.

One Step at a Time - The One Step at a Time concept was set up on the back of the COVID Pandemic to reduce loneliness and isolation and to reconnect residents back into their local community. Active Notts have produced the following video as part of the evaluation demonstrating the impact of the project in Carlton and Calverton <https://youtu.be/L--fH1u0F0o>

Welcome and Warm Spaces - The Warm Spaces initiative has now been reviewed and it has been extended to become Welcome and Warm Spaces. This promotes the idea that the spaces are not just for keeping warm but offer somewhere for people to go and socialise with others all year round. There are currently around 30 venues listed on the Welcome and Warm Spaces list.

The Killisick NHSE health inequalities programme identified the need for activities to reduce social isolation and loneliness in the community. The set up of a friendship group/Community Living room is being explored by partners. The successful breakfast club has been extended to offer provision during the October Half Term Holidays and a potential monthly after school session is currently being looked into by Eagles Nest Church.

The Carlton Community Connector has been supporting the following initiatives in the Carlton area: Age Friendly Carlton (led by Age Concern) and a bench mapping exercise which will provide details of all the benches, public toilets and defibrillators in the Carlton area the map will be made available to the community to encourage those residents that are less mobile to plan their trip out around those amenities that are important to them. The Carlton Community Connector also had a stall at the Carlton Hub event where she engaged with many residents and partners and was able to get feedback on the bench mapping exercise.

PLACE

To enable a safe, attractive, clean and culturally vibrant borough that plays its part to tackle the climate emergency.

Cleanliness, Environment and Climate Change - cleanliness of our built environment and the protection and enhancement of our natural environment, including our waterways, parks and open spaces, habitats and wildlife; minimising pollution and waste by influencing the council's and borough's carbon emissions.

Green Flag Awards – five of our parks in the Borough have once again received the prestigious Green Flag Award, with Arnot Hill Park retaining the award for the 17th consecutive year. The Green Flag Award scheme, managed by environmental charity Keep Britain Tidy under licence from the Department for Levelling Up, Housing and Communities, recognises and rewards well-managed parks and green spaces, setting the benchmark standard for the management of green spaces across the United Kingdom and around the world.

Community Consultation Event for planting of 2,500 trees – we successfully applied for a grant from Notts County Council's Greenwood programme to fund the planting of 2,500 trees as part of the new Digby Park Green Lung development near Gedling Country Park. As part of the funding criteria, we held a community consultation event during August which provided detailed information about the initiative and answered questions from the community. Residents of the Borough were also encouraged to have their say online.

The tree planting initiative will not only enhance the local environment but also provide numerous benefits such as improved air quality, increased shade, and habitat for wildlife. Additionally, the initiative aligns with the broader goal of creating a more sustainable and resilient community in the face of climate change. Gedling Borough Council has made a pledge to become carbon net zero by 2030 and this scheme will make an important contribution to this commitment.

Presentation to Youth Council – our Climate Change Officer, Sim Duhra gave a compelling presentation to the Youth Council on Monday 18th September and will take on suggestions by the Youth Council to raise the profile of climate change and to continue to work with them going forward.

APSE Service Awards winners – Notts Green Rewards - Gedling Borough Council were announced winners for the APSE Service Awards in the category 'Best Collaborative Working Initiative (with other public sector or third sector)' at the award ceremony in Belfast. The entry was Notts Green Rewards - Helping Nottinghamshire and Nottingham City residents take action to reduce their carbon footprint and to help tackle climate change. A total of 9 projects were shortlisted for this category (the biggest out of 11 categories) and the Green Rewards scheme came out on top successfully receiving the award.

Pride of Place - developing sustainable community hubs and infrastructure, and encouraging volunteering and participation in cultural activity and preserving our heritage.

Killisick and Carlton events - Support was provided to enable community events in the Killisick and Carlton localities. Both events supported by the place-based work in each area. The events had a Community and Health based focus providing local information around services available to the local communities. Examples of stall holders included: NHS Talking Therapies, Gedling Leisure, ABL, Age Concern Carlton, Jigsaw Homes. Both events were also well supported by local ward Councillors.

Gedling Country Park Family Day - To celebrate Love Parks week the Council ran a family day of environmental and creative activities at Gedling Country Park. The event was comprised of outdoor theatre, live music and percussion workshops, seed planting, and environmentally themed crafts. A number of wildlife and environmental organisations also attended with stalls and activities. Around 500 people, mostly families enjoying the school summer holidays, attended over the course of the afternoon. Key partners involved in the event included the Friends of Gedling Country Park, Notts Wildlife Trust, Handmade Theatre, Gedling Play Forum, Men in Sheds, Carlton Male Voice, Beatfeet and Nottinghamshire Police.

Free summer holiday activities - The Council's partnership with the St Georges Centre in Netherfield and Jigsaw Homes enabled the delivery of a day of free summer holiday activities for local families. Over 80 people from Netherfield and Colwick attended, all of whom were provided with a free lunch, as well as taking part in creative activities from Gedling Play Forum and storytelling workshops. The event was supported by a number of partners providing information to families to provide support with the cost of living. These included Inspire Culture, Notts County Council's benefits team and Nottinghamshire Talking Therapies.

Gedling Seniors Council - The Gedling Seniors Council had a successful article in the Summer Contacts magazine which resulted in 6 potential new members coming forward. The group has extended its independent role from the Council, redrafting the Terms of Reference to cement its function as a team of community Health and Wellbeing Champions and as an advisory body to the Council and our partners. A communications strategy including sourcing and grass roots distribution of wellbeing and safety leaflets, and annual the GBC Winter Support Booklet to the older community is at the heart of their approach.

Community E Newsletters – Three Community E-Newsletters were circulated to 7k community contacts between July and September. Information shared included the Pegasus Card Scheme, The Carers Roadshow, Nottinghamshire Day, Voluntary Sector Needs Survey, Pride of Gedling Awards, Bethesda Food Club and the official launch of the Carlton Community Hub.

Neighbourhood Teams - The Communities Team is working with Health, NCC and other partners to develop a Neighbourhood Teams approach linked to a collectively successful Health Inequalities Fund bid to the ICB. Work in Gedling will focus on Arnold, with further work to follow in establishing community stakeholder input and Community Health Champion roles.

Community Protection - reducing crime and the fear of crime so that residents feel safe and protected in their neighbourhoods, and the licensing and regulation of businesses for health and hygiene safety.

Skin Piercing Byelaws - Following adoption of the skin piercing Byelaws by the Licensing Committee and final approval from the Secretary of State, a mailshot was sent in June to over 100 Beauty businesses located within the Gedling District to make them aware of the revised Byelaws along with existing licensing requirements for treatments undertaken by them. The Byelaws enable the regulation of Acupuncture, tattooing, semi-permanent skin-colouring, cosmetic piercing and electrolysis for hygienic practices.

Replies and applications from businesses to date has resulted in over 25 businesses being granted licenses/registrations who previously were trading unlicensed/registered along with over 20 annual renewals for businesses already licensed with the authority. Work is ongoing to ensure the remaining unlicensed/unregistered businesses are contacted/visited to ensure that they apply for the appropriate licence/registration and meet the appropriate licence/registration conditions.

Many businesses have been given advice on the requirements for treatments which fall outside of the current legislation enforced by local authorities for treatments such as Botox, fillers and other beauty treatments. Legislation to cover and licence these activities is currently out to a government public consultation and should come into force within the next two years. Environmental Health Officers have responded positively to the Government consultation which concludes in October. Ongoing work will help ensure that customers within and outside of the Gedling district can be assured that the businesses offering beauty treatments in the Gedling district are safe to visit.

CCTV - A new 360-degree CCTV camera has been installed on Balmoral Road, Colwick, to help tackle anti-social behaviour and support the new Public Space Protection Order (PSPO) which is active in the surrounding area. The camera provides high-quality images to the council's CCTV control room and will be used to assist the police with investigations, as well as aiding the council's Community Safety Team and Neighbourhood Wardens in tackling anti-social behaviour. Additionally, the camera will also support the recently launched PSPO which has been introduced in parts of Netherfield, Colwick, and Trent Valley wards to address issues of car cruising and associated anti-social behaviour.

Funding for the camera, which cost £24,000, was provided by the Nottinghamshire Police and Crime Commissioner as part of the Safer Streets fund. The funding was specifically allocated to parts of Netherfield and Colwick and can be invested in measures that support the council in addressing issues such as neighbourhood crime, anti-social behaviour and violence against women and girls. The camera is the second to be installed in the area thanks to the Safer Streets Fund, following the installation of another CCTV camera on Colwick Loop Road earlier this year.

Localities Funding secured – In September the Public Protection department have been successful in securing £39,600 worth of funding from Nottinghamshire Police and Crime Commissioners Officer. This funding has been awarded for three projects in the area.

- Continuation of the Safer Street Wardens tackling both retail and neighbourhood crimes, including burglary, vehicle crime, robbery and anti-social behaviour. Following on from the Safer Streets 4 work, evidence has been gathered to show how the Safer Street Wardens have liaised with retail businesses and shop users as well as residents in Netherfield and Colwick to make them feel safer in the area and provide another way of reporting crimes and concerns in the area.
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- Continuation of the Youth Outreach Intervention. Following on from the Safer Streets 4 work, young people aged between 12 and 19 years breakdance and music production workshops at the Loco Centre in Netherfield.
-
- Improved Bicycle Parking Facilities at Arnot Hill Park.

Gedling Seniors Council Meeting - The theme of the Gedling Seniors Council meeting this quarter was safety online and wider fraud awareness, with specialist guests from the Police Service advising on common scams and ways to keep safe, remain diligent and report incidents. Arrangements were made with the Police delegates for the wider distribution of Fraud Awareness leaflets and guidance, and for the information to be included in the 2023/24 Winter Support Booklet.

Housing - individuals and families can access high quality, affordable and energy efficient housing to bring life to neighbourhoods.

Temporary Accommodation - since cabinet approval in March for the temporary accommodation options appraisal, officers have been tirelessly viewing suitable accommodation within the borough. Significant progress has been made and 3 properties have been purchased to date. This comprises of a 1-bedroom house in Top Valley and 2 two-bedroom properties located in Colwick and Netherfield. A further 2 successful bids have also been made and the transfer of ownership is currently underway through the conveyancing process. It is hoped a further 2 three-bedroom properties can also be acquired over the next few months which will complete the current project of purchasing 7 new units.

Housing Strategy - The Council is in the process of developing a Housing Strategy which it aims to implement in early 2024. An initial meeting was held to inform the development of the housing strategy and an officer workshop has now been established. The strategy will provide an opportunity to ensure a consistent approach to housing across the organisation and the subsequent action plan which will be developed will outline the key objectives required to address all housing need across the Borough.

Gedling Green Homes - The council's Gedling Green Homes (Local Authority Delivery phase 3) scheme concluded at the end of September installing 64 energy efficiency measures to 63 low energy performance homes for residents likely to be in fuel poverty. The scheme was delivered in partnership with EON Energy Services Limited and Nottingham Energy Partnership to utilise a government grant of £759,000 received via Midlands Net Zero Hub. The scheme successfully utilised 96% of the funding available and completed the installation of: external wall insulation at 24 homes, solar panels at 31 homes, loft insulation at 3 homes and smarter heating controls at 6 properties. The scheme aimed to address fuel poverty and contribute to reducing carbon emissions.

THE COUNCIL

To ensure the council is a healthy place to work, it engages with its customers, has a focus on improvement, is financially sound, and ensures compliance with all relevant legislation.

Innovation and Improvement - we strive to make improvements by doing things differently and collaboratively, using digital transformation of our services.

ICT Projects completed during this quarter included a Disaster Recovery rehearsal with our external recovery company and the rollout of replacements for 43 laptops.

Governance and Compliance - governance and decision-making is transparent and evidence-led, and services continue to be delivered in accordance with legislation and professional guidance.

Gedling Legal – Legal Services team continue to receive a high level of instructions internally which is up on the same period last year. Gedling Legal are still turning down external work demonstrating the success of the team's reputation in the sector. Despite turning down work, the legal income generation target is met.

TUPE transfer - The HR team supported our managers and colleagues in PASC to deliver a successful transfer (technically known as a TUPE transfer) of part of our grounds maintenance team that was responsible for the maintenance of Bestwood Country Park, back to the service of Nottinghamshire County Council. The maintenance of the park, originally the responsibility of Notts CC, had been undertaken by our council for about five years.

Financial Management - we continue to deliver a balanced budget and receive unqualified opinions from our external auditors.

Revenues Audit - Revenues Services has gained a substantial level of audit assurance in the recent internal audit. The team's efforts in designing and continually working to robust processes have allowed us to achieve this.

DBS Assessment - The biennial assessment required by the Disclosure and Barring Service (DBS) to ensure that safeguarding procedures are properly in place was completed. Some process changes were recommended which have now been implemented and the outcome is that the council is deemed to be compliant.

Workforce Strategy audit - The HR Team supported the completion of the Workforce Strategy audit conducted by BDO. This was reported to the Audit Committee of 19 September. Recommended actions are now being implemented.

Healthy Workplace - the council provides a positive working environment for its staff; it is recognised as an employer of choice with a workforce that is empowered, skilled, diverse and responsive and is proud to work for the council; and it embraces all aspects of equality, diversity and inclusion.

Staff Briefing - our Communications Team organised a staff briefing and 95% of staff who took part in the feedback survey said they felt more informed about what the council is doing and said that the presentations were good or excellent.

Gedling Get Together - The Our Gedling Group that comprises staff from a range of teams across the council successfully delivered the “Gedling Get Together”, an event held at the Civic Centre Bowls Pavilion designed to give staff the chance to meet colleagues that they may not often be able to share time within an informal setting.

Civic Centre Maintenance - Property Services has commissioned and co-ordinated a programme of maintenance at the Civic Centre, with a new fire alarm system installed in September, and upgrading of temperature gauges on radiators taking place in October.

Employee Assistance Programme - The procurement exercise for the Council’s employee assistance programme and benefits platform was completed and the contract has now been awarded.

GBC Staff Well at Work E-Newsletter - Three Well at Work E-Newsletters were circulated to GBC Staff during Q2, details of which included Cycle to Work day, staff walkabout Wednesdays, National Fitness week, healthy recipes and more.

