

## **Report to Cabinet**

**Subject:** Gedling Plan Quarter 4 and Year End Performance Report

**Date:** 17 July 2024

**Author:** Senior Leadership Team

### **Wards Affected**

Borough wide

### **Purpose**

To inform Cabinet in summary of the position against Improvement Actions and Performance Indicators in the 2023/24 Gedling Plan at the end of quarter 4 and the year end.

### **Key Decision**

This is not a key decision.

### **Recommendation**

#### **THAT:**

The progress against Improvement Actions and Performance Indicators for quarter 4 and the full year of 2023/24 Gedling Plan be noted.

## **1 Background**

- 1.1 The Council has made a commitment to closely align budget and performance management. This is in line with accepted good practice.
- 1.2 To deliver this commitment, systems to monitor performance against revenue and capital budgets, improvement activity and performance indicators have all been brought together and are now embedded in the way the Council works. Whilst the budget and performance information are presented in two separate reports, they are and will be reported to Cabinet together and will appear on the same agenda.
- 1.3 In addition, performance reports now focus more directly on the Council's priorities and offer an "early warning" system of instances where targets may not be secured.

- 1.4 As usual, comprehensive details about current performance against the Gedling Plan can be accessed through the following link on the Council's website:-

<http://www.gedling.gov.uk/council/aboutus/prioritiesplansandperformance/howweredoing/>

Members are recommended to view this document which provides valuable background detail to this summary paper. It provides a more in-depth review of indicators, actions and outcomes for quarter 4 and the year end.

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

## **2 Proposal**

- 2.1 It is proposed that Cabinet note the current performance information for the Gedling Plan 2023/24 for quarter 4 and the year end as set out below.

### **2.2 Actions**

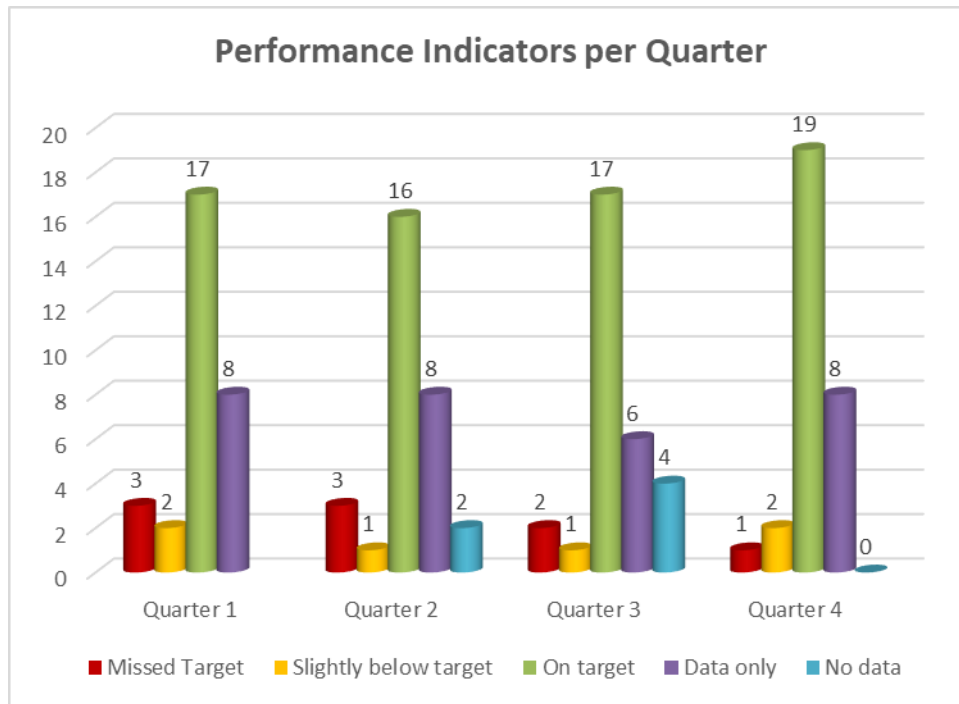
Of the 69 actions included in the Gedling Plan 2023-27 which were due for completion in 2023/24, 61 are complete or incorporated into the 2024/25 Gedling Plan, 8 are uncomplete and are being carried forward into 2024/25.

### **2.3 Indicators**

#### Quarter 4

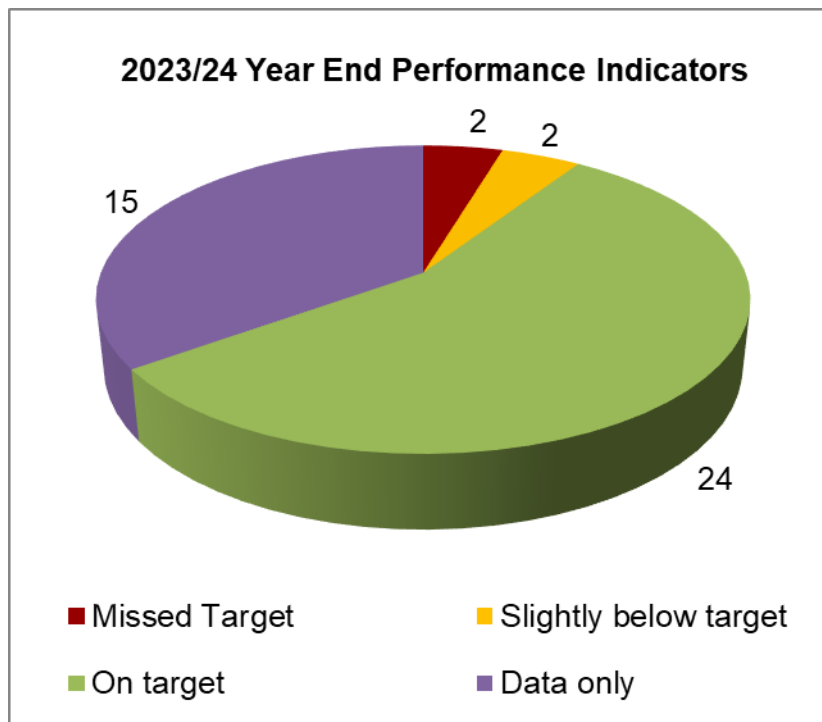
The following table shows the status of performance indicators appropriate for quarterly monitoring for each quarter throughout the year. During quarter 4, 19 of the 30 performance indicators that are appropriate for quarterly monitoring met or exceeded target, 2 were slightly below target, only one indicator missed its target with 8 being tracking only indicators.

The single performance indicator that missed its target was 'Working days lost due to sickness absence' and the explanation for this is set out in paragraph 2.5 below.



### Year end

In addition to the 30 performance indicators which are monitored on a quarterly basis, there are 13 indicators which are reported on an annual basis. The diagram below shows the performance position at the end of the year in respect of all 43 indicators included in the Gedling Plan. Overall performance is good with 24 of the indicators either meeting or exceeding target, 2 were slightly below target and only 2 indicators missed their target, with 15 being tracking only indicators.



2.4 Examples of particularly positive performance over the year include:

<b>Performance Indicator</b>	<b>Figure reported</b>	<b>Target</b>	<b>Period covered</b>
Number of attendances - Bonington Theatre	47,456	40,600	April 23 to March 24
Average number of Swim School Members (12 month rolling period)	4,070	3,800	12 month rolling period
Number of visits to leisure centres	1,153,000	1,060,000	April 23 to March 24
Current number of DNA members	4,389	4,125	April 23 to March 24
Average time to process Housing Benefit change in circumstances (in calendar days)	4.4 days	5.0 days	April 23 to March 24
Average time to process new Housing Benefit claims (in calendar days)	13.5 days	15.0 days	April 23 to March 24
Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	95.0%	94.0%	April 23 to March 24
Number of social media followers	50,300	43,000	April 23 to March 24
Net additional homes provided	604	497	April 23 to March 24
Number of long-term empty homes (6 months) in the Borough returned to use as a result of Gedling Borough Council intervention	217	40	April 23 to March 24
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	87	20	April 23 to March 24

<b>Performance Indicator</b>	<b>Figure reported</b>	<b>Target</b>	<b>Period covered</b>
Number of affordable homes delivered (gross)	111	60	April 23 to March 24
Percentage of Major planning applications processed within 13 weeks	100%	92.0%	April 23 to March 24
Percentage of other planning applications processed within 8 weeks	87.0%	80.0%	April 23 to March 24
Percentage of household waste sent for reuse, recycling and composting	34.5%	30.0%	April 23 to March 24

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

**Percentage of Minor planning applications processed within 8 weeks – Performance 81.4% against target of 86.0%.**

The target has been narrowly missed as several historic complex cases were being dealt with during the quarter, resulting in decisions beyond the target date. Two permanent appointments have now been made to the Development Management team, which will provide longer-term resilience and continuity with complex casework. Target was exceeded in Q4.

**Working Days Lost Due to Sickness Absence (rolling 12 month total) – Performance 9.88 days, against target of 9.0 days.**

The absence rate stands at about 10% above (worse than) the target at year end. Although levels of absence have risen largely month-on-month since the start of the year, the figures for February and March were actually lower than the previous year and so the trend levelled off and started to reduce slightly. Longer term absence is beginning to reduce again and it is these absences that have the most impact, statistically. Nine days' absence still appears to be a stretch target and so no proposals have been made to review the target for 2024/25.

## 2.6 Compliments and Complaints

The compliments and complaints for 2023/24 show the following:

- In 2023/24 the council received 189 compliments, which is about 10% fewer compliments received than in the previous year.
- 92% of the complaints received in 2023/24 were processed in time, which is 2% higher than in the previous year.

- 163 MP letters were received in 2023/24, which is 19% fewer than in the previous year.
- 407 complaints were received in 2023/24, which is 3% higher than in the previous year.
- 58% of the total number of complaints that the council received, related to Waste Services.
- 40% of all complaints received in 2023/24 were classified as justified.

## 2.7 Achievements - Q4

A separate report has been produced highlighting additional key achievements delivered during quarter 4 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:

**Enterprise Centre plans** – We announced plans to create an Enterprise Centre at our flagship AMP business unit to support local start-ups and small/medium enterprises. A report has been published by the Council that is allocating a significant investment into fitting out the vacant first floor of the building to boost economic growth and provide a space for offices, conference and training room in the heart of Arnold. The project will support several Council priorities including revitalising town centres, supporting economic growth and creating jobs in the area. It will also increase footfall to the town shopping precinct and support the existing businesses in the area.

**Growth in swimming lessons members** - The learn to swim scheme has grown by 245 members over the last year, which means more children from the borough will be safer in and around water. In 2022/23 475 children achieved their 25m swim badge, and in 2023/24 this number had grown to 602. There were successful campaigns around drowning prevention over the last 12 months as well as the celebration of swimming at the annual Christmas swim galas held at Arnold and Carlton Forum Leisure Centres.

**Growth in DNA health and fitness members** - DNA health and fitness membership has grown by 319 members over the last 12 months, illustrating the quality of service delivery and choice available to customers across the leisure centres. Through the year the leisure department have implemented more customer functionality such as online joining, reminders for class bookings and the ability to go onto a waiting list for a class. The virtual classes which are available in the pool at Arnold and the dry side activities at Redhill and Carlton Forum have given increased flexibility for customers to use the facilities when instructors aren't scheduled to deliver sessions.

**Great British Spring Clean week** - GBC carried out a week of action as the Great British Spring Clean returned. The Council proudly once again took part in the nation's biggest mass action environmental campaign. Commencing on March 15th, the annual initiative from Keep Britain Tidy promoted environmental responsibility and encouraged people to come together and contribute to keeping their community clean.

As part of its ongoing commitment to the cleanliness of the borough and the protection and enhancement of the natural environment, the Council used the momentum of the Great British Spring Clean to inspire residents to take pride in their surroundings and take care of their environment.

The Council's Climate Change Officer visited local schools and supported community groups, and even developed a litter-acy poetry/rap competition, encouraging creativity in tackling environmental challenges. So inspired by the visit and discussions, one of the children has emailed Gedling Borough Council wishing to join the Youth Council.

**Workforce Strategy 2024-27** - the Council has now adopted a new Workforce Strategy 2024-27. Following a period of consultation with unions and with the Corporate Management Team, the report of the Head of HR, Performance and Service Planning was endorsed by the Appointments and Conditions of Service Committee. The Strategy aims to identify the traits of employees in a modern, forward-thinking organisation and to identify paths of development to ensure that the ambition is delivered. The strategy also identifies the exceptional work that is already undertaken within the workplace.

**Digital Transformation Strategy** – the strategy was approved by the Council and is a significant milestone in our journey towards greater efficiency, collaboration and innovation. It will enable us to deliver easy-to-use services, create more efficient ways of working and ensure responsive, reliable services whilst keeping our data secure.

**Web Chat** - Customer Services have now been using Web Chat as an access channel for six months. During that time, we have had a total of 4,155 interactions with residents. We have received many positive comments around this access channel mainly around how quick and easy it is to access the Authority. We are continuously looking for ways of improving this channel and aim to bring some modifications in the next year.

Customer Services have also dealt with 95% of the 43,138 calls through to the Authority in the last quarter and dealt with 2,321 face to face enquiries at the Civic Centre and our three Community Hubs.

### **3 Alternative Options**

- 3.1 Not to present an update on quarterly performance, in which case the Cabinet will not be aware of performance against the current 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 4 - Year end Performance Indicator Report

Appendix 2 – Quarter 4 - Actions Report

Appendix 3 – Examples of Outcomes/Achievements during Quarter 4 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 2023-27 Gedling Plan.



# Quarter 4/Year End 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	Portfolio Owners	Q4 2023/24			Year end 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
LI363 Number of school-age work experience placements hosted in Gedling Borough Council	HR, Performance and Service Planning	Life Chances and Vulnerability	Not measured for Quarters			11	Tracking Indicator Only			
HEAi1 Number of activities undertaken in our Parks	Environment	Health and Wellbeing Lifestyles	Not measured for Quarters			1,149	Tracking Indicator Only			










PI Code & Short Name	Managed By	Portfolio Owners	Q4 2023/24			Year end 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
including those that take place on Council owned sports pitches										
LI379 Average number of Swim School Members (12 month rolling period)	Communities and Leisure	Health and Wellbeing Lifestyles	4,070	3,800		4,070	3,800			
LI027 Number of visits to leisure centres	Communities and Leisure	Health and Wellbeing Lifestyles	316,365	305,000		1,153,000	1,060,000			
LI085 Current number of DNA members	Communities and Leisure	Health and Wellbeing Lifestyles	4,389	4,125		4,389	4,125			
LI074 Average time to process new Housing Benefit claims (in calendar days)	Regeneration and Welfare	Life Chances and Vulnerability	13.0 days	15 days		13.5 days	15 days			
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Regeneration and Welfare	Life Chances and Vulnerability	4 days	5 days		4.4 days	5 days			

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2023/24			Year end 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
LI086 Average length of time spent in temporary accommodation (in weeks)	Regeneration and Welfare	Life Chances and Vulnerability	26 wks	Tracking Indicator Only		23.5 wks	Tracking Indicator Only			
LI409 Number of Nights Spent in B&B (Temporary Accommodation)	Regeneration and Welfare	Life Chances and Vulnerability	Not measured for Quarters			509	3,800		New	
LI410 Total number of family households in B&B at the end of the month	Regeneration and Welfare	Life Chances and Vulnerability	9	Tracking Indicator Only		10.8	Tracking Indicator Only		New	
NI155 Number of affordable homes delivered (gross)	Development and Place	Sustainable Growth and Economy	111	60		111	60			

## Council








PI Code & Short Name	Managed By	Portfolio Owners	Q4 2023/24			Year End 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
LI250 Number of social media followers	Communications	Deputy Leader Resources and Performance	Not measured for Quarters			50,300	43,000			
LI252 Percentage of customers that are satisfied with overall customer service	Governance and Customer Services	Deputy Leader Resources and Performance	Not measured for Quarters			92.9%	94%			Target narrowly missed, this appears to be down to increased call volumes and demand, particularly in quarter 4 in relation to garden waste sign up and council tax billing which meant not all customers were dealt with as quickly as we would have liked and had longer wait times causing dissatisfaction.

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2023/24			Year End 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
LI321 Number of Keep Me Posted email newsletter subscribers	Communications	Deputy Leader Resources and Performance	Not measured for Quarters			47,100	46,000			
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	95.0%	94.0%		95.0%	94.0%			
LI411 Number of customers attending outreach hubs	Governance and Customer Services	Deputy Leader Resources and Performance	236	Tracking Indicator Only		797	Tracking Indicator Only		New	
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Performance	97.9%	98.9%		97.9%	98.9%			The collection rate is 1.00% behind target which is likely to be caused by the wider economic situation with, for example, inflation increasing sharply in recent months and the

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2023/24			Year End 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
										ongoing cost of living crisis. Any trends will be carefully monitored and monthly targets reviewed and altered as necessary.
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Performance	98.0%	99.0%		98.4%	99.0%			
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Performance	97.8%	98.5%		97.8%	98.5%			
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	HR, Performance and Service Planning	Deputy Leader Resources and Performance	9.88 days	9.0 days		9.88 days	9.0 days			The absence rate stands at about 10% above (worse than) target at year end. Although levels of absence have risen largely month-on-month since the start of the year, the
















PI Code & Short Name	Managed By	Portfolio Owners	Q4 2023/24			Year End 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
									figures for February and March are actually lower than last year and so the trend has levelled off and now starts to reduce slightly. Longer term absence is beginning to reduce again and it is these absences that have the most impact, statistically. Nine days' absence still appears to be a stretch target and so no proposals have been made to review the target for 2024-25.	
















## Economy










PI Code & Short Name	Managed By	Portfolio Owners	Q4 2023/24			Year End 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
Li408 % Occupancy Rate of Commercial Units	Regeneration and Welfare	Sustainable Growth and Economy	Not measured for Quarters			98%	90%		New	
COMi7 Number of placements for young people under the national supported internship programme	HR, Performance and Service Planning	Life Chances and Vulnerability	Not measured for Quarters			1	Tracking Indicator Only			
LI183 Number of working age work placements provided over the year across the Council	HR, Performance and Service Planning	Life Chances and Vulnerability	Not measured for Quarters			6	Tracking Indicator Only			
ECOi8 Percentage of vacant properties along the high street	Regeneration and Welfare	Sustainable Growth and Economy	Not measured for Quarters			8.2%	Tracking Indicator Only			


















## Place

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2023/24			Year End 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
ENVi1 Number of Green Flag status parks	Environment	Climate Change and Natural Habitat	Not measured for Quarters			4	4			
ENVi4 Number of trade waste customers	Environment	Environmenta I Services (Operations)	Not measured for Quarters			878	Tracking Indicator Only			
LI371 Number of garden waste customers	Environment	Climate Change and Natural Habitat	Not measured for Quarters			14,942	Tracking Indicator Only			
NI191 Residual household waste per household in Kg	Environment	Environmenta I Services (Operations)	145.5kg	150kg		580.7kg	600kg			
NI192 Percentage of household waste sent for reuse, recycling and composting	Environment	Environmenta I Services (Operations)	28.7%	30.0%		34.5%	30.0%			
COMi8 Number of successful fly tipping and duty of care prosecutions	Environment	Public Protection Portfolio	5	Tracking Indicator Only		19	Tracking Indicator Only			






PI Code & Short Name	Managed By	Portfolio Owners	Q4 2023/24			Year End 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Environment	Public Protection Portfolio	12	Tracking Indicator Only		49	Tracking Indicator Only			
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Environment	Public Protection Portfolio	395	Tracking Indicator Only		1320	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	98.23%	98%		98.18%	98%			
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Environment	Public Protection Portfolio	12.42	Tracking Indicator Only		13.35	Tracking Indicator Only			

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2023/24			Year End 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Environment	Public Protection Portfolio	2.72	Tracking Indicator Only		3.73	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	41	10		217	40			
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	Environment	Public Protection Portfolio	18	5		87	20			


PI Code & Short Name	Managed By	Portfolio Owners	Q4 2023/24			Year End 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
NI154 Net additional homes provided	Development and Place	Sustainable Growth and Economy	144	125		604	497			
NI157a Percentage of Major planning applications processed within 13 weeks	Development and Place	Sustainable Growth and Economy	100%	92.0%		100%	92.0%			
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	89.3%	86.0%		81.4%	86.0%			The target has been narrowly missed as several historic complex cases have been resolved during the quarter, resulting in decisions beyond the target date. Two permanent appointments have now been made to the Development Management team, which will provide longer-




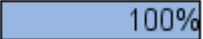
PI Code & Short Name	Managed By	Portfolio Owners	Q4 2023/24			Year End 2023/24			Trend compared to last year	Latest Note
			Value	Target	Status	Value	Target	Status		
										term resilience and continuity with complex casework. Target was exceeded in Q4
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	85.51%	80.0%		87.0%	80.0%			
LI027f Number of attendances - Bonington Theatre	Communities and Leisure	Health and Wellbeing Lifestyles	13,435	10,150		47,456	40,600			









# Quarter 4 Action Report

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	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 style="width: 100%;"><div style="width: 100%; background-color: #4a86e8; color: white; text-align: center; padding: 2px;">100%</div></div>	<p>Annual Agreement 2023/24 completed on 10/12/2023 with Phenomenal Futures, formerly WE R HERE, following reconstitution of the organisation in June/July 2023.</p> <p>2023/24 agreements and monitoring arrangements are now in place for all three Annual Grant Agreements: Gedling Play Forum, CA Nottingham and District and Phenomenal Futures.</p>



Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Continue to ensure activity programmes for children and young people are incorporated with the Council's community events programme	Communities and Leisure	Life Chances and Vulnerability		31-Mar-2024	 100%	Winter Holiday Activities and Food (HAF) Gedling Programme promoted to Gedling Families, alongside winter Leisure, Youth Service and Bonington Theatre offers. YP activities, school choirs and a festive parade included in the Arnold Christmas Lights event 24th November, and support provided to three additional switch on events to ensure safe, children and family friendly activities. The annual Gedling Guide - support and connection in your community distributed at all four events included advice, information, activities and support for Children, YP and Families (Arnold, Netherfield, Warren Action Group event, Carlton Hill)
Enabling young people to access careers, training and apprenticeship opportunities	Regeneration and Welfare	Life Chances and Vulnerability		31-Mar-2024	 100%	The Apprenticeship Fair will be held during Apprenticeship Week in February 2024. Organisation of the event is well-underway and being co-ordinated by Kathryn Banning in conjunction with DWP  6 school events supported by the Economic Growth Officer - complete for this year and three Jobs Fairs have been supported to date.

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Facilitate the Gedling Social Mobility Commission	Communities and Leisure	Life Chances and Vulnerability		31-Mar-2024		<p>In December 2023, the Gedling Social Mobility Commission agreed its Social Mobility Action Plan. This plan will continue to be updated on a six monthly basis and progress reported to the Commission.</p> <p>The focus of the December Commission meeting was the national Social Mobility Commission's new State of the Nation research and the issues affecting early years provision in Gedling.</p>
Review and ensure delivery of the Equality Framework and Action Plan	Governance and Customer Services	Life Chances and Vulnerability		31-Mar-2024		The Equality Action Plan was completed, any outstanding actions carried into the new plans and a new Policy was adopted by cabinet on 31st March 2024
Coordinate the supported internship programme (fourth cohort)	HR, Performance and Service Planning	Life Chances and Vulnerability		30-Sep-2023		The forth cohort of supported interns has now been arranged. Start date is November and the placement will be in our Welfare and Housing Team.
Recognise the needs of our rural communities and engage / work with partners on improvement plans	Regeneration and Welfare	Communities and Place		31-Mar-2024		Actions for 2023/24 completed. Rural local centres and business park expansion included in the service plans for 2024/25






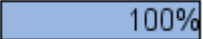
Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Promote the uptake of active travel	Environment	Climate Change and Natural Habitat		31-Mar-2024		Details are on the intranet for staff on sustainable travel and for residents and businesses details are on the internet. Use the Green Rewards platform to promote. the events.
Adopt a new Leisure and Community Facilities Strategy for the Borough	Communities and Leisure	Health and Wellbeing Lifestyles		31-Mar-2024		It is proposed for recommendations from the Built Facilities Strategy work to be considered by Cabinet in Q1 2024/25.
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		<p>It is proposed the further insight and interventions work of the Strategic Outcomes Planning Model review be considered at Cabinet in Q4.</p> <p>The Playing Pitch and Outdoor Sport Strategy was adopted by Cabinet in November 2023. The Council has submitted an initial Expression of Interest to the Football Foundation's Home Advantage Fund targeting potential community asset transfer opportunities at Lambley Lane Rec, Richard Herrod Playing Fields and Magenta Way. Further options to support sport facilities in the Borough are also being considered as part of the Shared Prosperity Fund.</p>



Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>The Head of Communities and Leisure is acting as a Strategic Reporting Officer to the South Notts Place Based Partnership Board on its Integrated Neighbourhood Working programme. Arnold is one of 4 neighbourhoods identified for target working. A launch event with partners in Arnold took place in December that considered local health inequalities data, community assets and the opportunities to link the strategic agendas of health and wellbeing, regeneration and planning.</p> <p>Support was provided to Arnold Methodist Church to enable the setup of the Arnold Methodist Church Community Food Club. The Food Club (God Menu) provides families and individuals with a box of good quality food for £4 a week. The Food Club start in November runs every Monday 2pm-4pm</p> <p>The Gedling Guide – The updated guide contains useful information for residents to get local support on topics such as mental health, finance as well as social activities. It is now in a year-round format to help people at any time of the year not just</p>




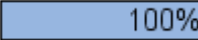
Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>during the winter months. Guides have been distributed at Christmas community events as well as being circulated through the local community hubs and partners.</p> <p>The Killisick NHSE health inequalities programme has supported the following initiatives over the past 3 months: Killisick Youth bus - to provide a Christmas Party and 2 trips for Young People that attend the Killisick Youth bus.</p> <p>A successful Community Event was organised by Positively Empowered Kids along with a range of health and wellbeing a community partners.</p> <p>Killisick Community Living room a social friendship group started at the beginning of November at Tavill Field Community room.</p>
Review the Bonington Theatre and Cinema business plan to increase attendance, improve visitor experience and	Communities and Leisure	Health and Wellbeing Lifestyles		31-Mar-2024		As part of the Ambition Arnold work programme consultants have been commissioned to review the current theatre business plan and propose options for a future venue for Arnold.









Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
encourage wider community participation						




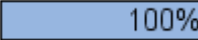


### Theme Council

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		Approved for publication at Cabinet 6 July 23
Improve customer engagement with elections to encourage participation and compliance with Election Act	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024		Contact was made with community groups and youth and senior councils prior to the election to inform them of voter ID process and how to get a VAC. Dem Services also attended the outreach hubs with Customer Services to make contact and try to establish any issues. data from the census was used to identify different groups across the borough to compare with national data. Requests were made for community groups to contact Dem Services with any specific needs or









Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>requirements. Further data collection will be done during canvass.</p> <p>Democratic Services engaged with Customer Services through outreach hubs to advise residents on election requirements and take VACs applications and take photos. Engagement was also done with Communities to enable liaison with community groups.</p>
						<p>Customer journey mapping has begun which will identify pain points where self help videos may be needed. We cannot add a video until the pain points have been identified.</p>
<p>Improve customer accessibility to Council Services</p>	<p>Governance and Customer Services</p>	<p>Deputy Leader Resources and Performance</p>	<p></p>	<p>31-Mar-2024</p>	<p></p>	<p>We have reviewed services not currently online. In light of digital strategy we will not implement any more forms until a steer of digital systems has been given. Webchat has been introduced and can assist those already online report issues quickly and easily.</p> <p>Introduced NPS (Net Promotor Score) which is an ongoing survey of all leisure centre customers to get a better understanding as to the loyalty of</p>




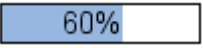


Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>customers as well as a tool of gaining positive and negative feedback allowing the sites to focus efforts in the areas that matter most to customers.</p> <p>During Q3 work was completed with the Gladstone system to ensure all DNA memberships could be sold online, taking away the need for any customers to complete physical forms at reception. This ensures a more efficient link between digital marketing and conversion to sales.</p>
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		<p>Training continues to be offered on learning carousel.</p> <p>Take-up sometimes low. Plan of delivery to be reviewed to keep programme fresh- "investigation training" to be included</p>
Maximise capabilities of technology	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024		<p>As part of the Strength in Community programme a commissioning process is underway that will include development proposals for a new virtual self serve community and voluntary services platform for the Borough.</p> <p>As part of its Strategic Review of Community Facilities work the Council is</p>








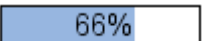
Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						working with consultants to explore the development of a business intelligence platform to inform the ongoing development of its leisure strategy work.
Develop and implement new ICT and Digital Strategies	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024		Printer Audit report carried out by Konica has been received
Review of policies and procedures defined within Policy review agreement	HR, Performance and Service Planning	Deputy Leader Resources and Performance		30-Apr-2024		<p>Small inroads have been made into the harassment policy review. Other tasks have been prioritised as the current policy is still functional.</p> <p>Review of policy is now included in the work programme for 24-25. IT is proposed that the deadline is now extend to 31 December 2024</p>
Provide member Induction and Training programme	Governance and Customer Services	Deputy Leader Resources and Performance		31-Jul-2023		All training delivered. Members have been emailed to ask for volunteers to set up a Member development working group to look at ongoing training requirements.
Review effectiveness of Committees	Governance and Customer Services	Deputy Leader Resources and Performance		30-Sep-2023		<p>Results of member survey taken to SLT on 9 August and approved changes made during that week.</p> <p>Motion to amend chair of Scrutiny debated at Council on 20th Sep - motion and</p>

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						subsequent amendments were lost so no changes to be made. Work programme is reviewed at every meeting.
Ensure compliance with Procurement Bill and contract management	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024		The Procurement Act will be introduced in April 2024 with a "go live" date of October 2024, to be introduced in phases. Legal will continue to monitor progress of the Act as it is introduced to ensure a review of the Councils Contract and Procurement Rules is undertaken with sufficient time before the introduction of the Act.
Review Council's arrangements for information governance	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024		The Data Protection and Digital Information Bill is due to be implemented in the year 2024/2025.  Both DPO and DDPO will attend a training course on the new legislation. Will amend existing arrangements at GBC and deliver training to Officers and Members.
Review Code of Conduct and arrangements for dealing for Member Code of Conduct Complaints	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024		The new Code of Conduct has been adopted, arrangements will follow LGA guidance but will be reviewed in quarter 1 of 2024/25.














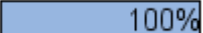
Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Develop and implement a Property Asset Management Plan for the council	Regeneration and Welfare	Deputy Leader Resources and Performance		31-Mar-2024		Property Asset Management Plan to be carried over to 2024/25.
Develop 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		
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		<p>Fees and Charges policy and action plan will be implemented in the second quarter of 2024/25 and is included in service plan activities for 2024/25.</p> <p>A comprehensive fees &amp; charges project will set to be delivered in 2024/25 and included in 24/25 service plans.</p>
Update the Risk Management Strategy and deliver ICT training	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024		<p>The risk management strategy has been updated and approved, initial head of service training has been given this will be rolled out further and more in-depth in the new year, The new process is set to be implemented in the second quarter of the new year and is included in the 24/25 service plans</p>


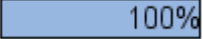

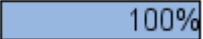
Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Update the Fraud Strategy and continue and to implement Fraud Strategy Action Plan	Finance and ICT	Deputy Leader Resources and Performance		31-Mar-2024		Internal audit are currently carrying out an audit on Counter Fraud, once the audit is complete management will review the recommendations of Internal Audit and update the Fraud Strategy accordingly. The continuation of implementation of the action plan will follow. Carry over into 24/25.
Review current Agile Working Arrangements	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Mar-2024		Civic Centre review included in Ambition Arnold scope and recommendations are to be provided for future of the building. Visits held to Rushcliffe Arena and also Newark HQ to identify different ways of working. Learning to be incorporated into the review of the Civic Centre to be completed in 2024/25 Q1
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		



Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Review of induction process (all employees)	HR, Performance and Service Planning	Deputy Leader Resources and Performance		30-Jun-2024		Continuing into 24/25
Review Workforce Strategy and implement new 23-27 strategy	HR, Performance and Service Planning	Deputy Leader Resources and Performance		31-Mar-2024		Workforce Strategy now progressed through ACSC (first pass) and consultation has commenced and unions briefed.
Complete delivery of roll-out of new equality, diversity and inclusion training	HR, Performance and Service Planning	Life Chances and Vulnerability		31-Mar-2024		
Review of health and safety procedures and policies, emergency and continuity plans	Governance and Customer Services	Deputy Leader Resources and Performance		31-Mar-2024		Some progress made in starting to review plans. Team not up to strength due to mat cover. Day to day management of function taking precedence at this time. Carried over into 24/25


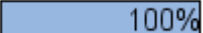





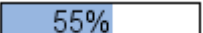
## Theme Economy

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		
Continue to promote engagement with work experience programme for ex-offenders	HR, Performance and Service Planning	Sustainable Growth and Economy		31-Mar-2024		The opportunities have continued to be promoted with ex-offenders. For 2024-25 the scheme may be widened to include care-leavers to help encourage employment opportunities to that group, members of which may sometimes be vulnerable.
Support and Coordinate ongoing compact with NTU	HR, Performance and Service Planning	Sustainable Growth and Economy		31-Mar-2024		Effective engagement continues including the provision of work experience placements across a number of team over the year. There is regular contact over the year between the Council and the university.
Facilitate the creation of employment associated with new development and seek to address skills	Development and Place	Sustainable Growth and Economy		31-Mar-2024		Progress has been made with a new Local Labour Agreement SPD which will introduce a requirement for a financial contribution towards employment and training jobs. Work is ongoing with EGR to determine the cost of a job. It may be necessary to commission external

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
shortages in the construction sector to facilitate growth.						evidence. This is not straight forward and further consideration is being given to the approach.
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		<p>Business Adviser and Retail (High Streets) Adviser completed with appointment from beginning of December 2023. EMCC appointed to the BA role and Ovy Design to Retail. Delivery will fully commence from January 2024</p> <p>Small Business Adviser now recruited, with the remit to re-establish the Networking Group</p>
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		<p>The funding bid to D2N2 has now been approved to move to the next stage of a Green Book Treasury Compliant Business Case. RIBA 4 designs will be needed to support the business case.</p> <p>AMP feasibility completed and Business Case has been approved by Cabinet. Council has appointed cost consultants and technical advisors to prepare for contract negotiations for the build phase that is to commence prior to the end of the financial year (March 2024)</p>



Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>Killisick Fields land disposal progressing - Agents appointed. Alternative use of the Lodge being considered to support TA demand. Calverton Hill Crest Industrial unit expansion to be funded by D2N2 and Council funds. Further review of Council land and assets to be undertaken in 2024/25</p> <p>Based on available data the Council has bid for funding to extend industrial unit provision in Calverton following a review of provision and demand in the Borough. The Council is intending to complete the fit out of the AMP in 2024 with business units suitable for SMEs and Start Ups. The Council also looking at options for extension of industrial units in Newstead - this will be further reviewed in 2024/25</p>
Identify the opportunities to move to a net zero carbon economy	Economic Growth and Regeneration	Climate Change and Natural Habitat		31-Mar-2024		Part of the remit of the new Markets Organiser is to encourage all staff holders to minimise their levels of waste, particularly single-use plastic.
Improvements to the town and local centres to make a more vibrant and	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024		Temporary extension was approved by the Licensing Committee at the end of October. Report for approval for the consultation has been submitted to the

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
attractive place to visit						<p>PFH - consultation will take place during January/February 2024</p> <p>The New Town Centre Manager is undertaking a programme of site visits to each local centre, to identify development opportunities that GBC may be able to support through UKSPF</p> <p>Events were held during the Summer holiday, including Nottinghamshire Day. Support given to Communities Team for Arnold Light Switch On. Markets Organiser also appointed and first Christmas Market held at the beginning of December.</p> <p>Markets Organiser appointed and contract in place - first event held on 2nd December. Town Centre Manager working with Skin Solace Ltd on forward programme of events.</p>
Engage with high street retailers and independents and other stakeholders in local centres to ensure our high	Economic Growth and Regeneration	Sustainable Growth and Economy		31-Mar-2024		<p>New Town Centre Manager has begun to develop relationships with Retailers - next stage will be to develop Retailer Groups</p> <p>Retail (High Streets) Adviser appointed</p>

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
street remain vibrant and viable						
Encourage a more carbon neutral way of travelling to local centres	Economic Growth and Regeneration	Climate Change and Natural Habitat		31-Mar-2024		EMCC appointed through joint commissioning process to deliver UKSPF E29 decarbonisation project aimed at SME's in the Borough
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		Ambition Arnold Project established and short term/immediate priorities identified e.g. acquisition of sites/site assembly and demolition. Wider master planning funding to be identified and procurement options to be agreed
Develop plans for a active walking and cycling routes in the Borough	Development and Place	Sustainable Growth and Economy		31-Mar-2024		Carried forward into 24/25
Explore and further develop plans for the Gedling Borough Heritage Way	Development and Place	Communities and Place		31-Mar-2024		Carried forward into 24/25



## Theme Place

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Implement the GBC Carbon Reduction Strategy and deliver to the action plan aligned with key partners across the borough	Environment	Climate Change and Natural Habitat		31-Mar-2024		<p><b>Minimise the borough's waste and its impact on the environment.</b></p> <p><b>Implement a plan of action to increase levels of recycling and reduce contamination levels and levels of residual waste</b></p> <p>A winter 'educational' campaign was launched in February 2024 to increase levels of recycling and reduce contamination and residual waste using 'Bin contamination wheelie bin tags', in an area with high levels of bin contamination. Using 500 'contaminated bin' tags with QR codes printed on them in the Mapperley, Lambley and Burton Joyce areas.</p> <p>The labels are recyclable and sustainable, and incorporated a 'Don't Waste Your Recycling' campaign message. Appendix 1 at the foot of this report shows the label.</p>





Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>Refuse Recycling crews who come across a contaminated bin, will tag it and in doing so highlight the contamination in the recycling bins to the resident concerned who will be invited to scan the tag,</p> <p>This action then alerts GBC that contamination of the bins has occurred and the QR code directs the resident to information on the contaminants and the requirement to remove them from the bin before presenting for collection again.</p> <p>Promotion of the bin tag initiative through our GBC website, local media, and social media and other outlets will be key to its success.</p> <p>In this way we hope to educate and increase levels of recycling whilst reducing unnecessary contamination and levels of residual waste.</p> <p>Equally engagement work is being undertaken by working closely with property managers and social landlords</p>



Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>around collective bin stores for the same reason.</p> <p>Discussion is also underway as regards rebranding our large commercial containers and those use in communal areas including flat complexes. To prevent confusion as there have been comments from some areas that the bins are easily confused, being the same external colour and only having a sticker on to tell them apart.</p> <p><b>Engage the public, communities, schools and businesses through borough wide behavioural change initiatives and information campaigns to provide a greater understanding of waste issues</b></p> <p><b>Have a dedicated section for residents, communities, school and businesses on the website. Using the Green Rewards Platform to engage with residents.</b></p> <p>Involve schools in campaign work during National Recycling Week (16- 20th</p>

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>October) working with schools in the borough - delivery on the importance of recycling waste and paper making workshop (using school's paper waste)</p> <p>Share the latest information that is promoted in the Business and Communities newsletter and engaged with businesses, communities and all schools on the Gedling week of action and the Great British Spring Clean.</p> <p><b>Carbon offsetting through development of our green infrastructure across the borough</b></p> <p><b>Offset Residual Emissions From Hard To Reduce Sources / Plant 500 UK Native Trees Across The Borough</b></p> <p>Parks ranger lead. Combined projects such as Trees for Climate, Urban Tree Challenge Fund, hedgerow planting and volunteer planning works, mean that we have over exceed this total.</p>

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Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p><b>Carbon offsetting through development of our green infrastructure across the borough</b></p> <p><b>Increase Biodiversity using tree planting plans in Council open space. Explore tree planting grant funding initiatives. / Plant additional trees in our Parks &amp; Open Spaces to ensure the 500 tree target is met for 2023/2024</b></p> <p>Tree planting funds were explored and for parks and open spaces, the Urban Tree Challenge Fund was selected as the most suitable fund for our needs to assist with levelling up access to nature across Gedling Borough, planting trees in socially deprived urban areas with low canopy cover, in proximity to healthcare and educational facilities. An Urban Tree Challenge Funding bid was compiled by our Tree Officer and GBC were successful with the funding of 170 standard trees.</p> <p>Following the opening of the Digby Park arboretum which kicked off the Green Lung project, benches and bins have now been installed at the Digby Park end of the</p>





Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>Green Lung pathway. Weather conditions were not favourable, with wet conditions and extremely boggy ground to contend with. New litter bins, using an external contractor, were installed in January 24.</p> <p>Two Interpretation panels, one supporting the heritage of the area and one the flora and fauna have also been installed at the end of January.</p> <p>In Autumn 2024, 1500 trees will be planted subject to securing grant funding from the NCC 'Trees for Climate' scheme. Delays to this element of the project have been caused by NCC and their capacity to provide contract documentation and formal approvals.</p>
Minimise the borough's waste and its impact on the environment	Environment	Environmental Services (Operations)		31-Mar-2024		
Carbon offsetting through development of our green infrastructure across the borough	Environment	Climate Change and Natural Habitat		31-Mar-2024		

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
<p>Develop and implement a plan to enhance existing parks and open spaces and seek external funding for our development projects</p>	<p>Environment</p>	<p>Climate Change and Natural Habitat</p>	<p></p>	<p>31-Mar-2024</p>	<p></p>	<p>Work has gone on a pace to deliver to the plan to enhance our existing parks and open spaces and seek external funding.</p> <p>A complete refurbishment of the play area at Lambley Lane was completed at the end of October 2023. This was funded by a grant of £100k funded by FCC Communities following a joint funding application being submitted by GBC and the Gedling Parks Community Group. The new play area has been designed to provide equipment for children up to the age of 12 years and includes a wheelchair accessible roundabout, swings, slides, a 30m long zipline, climbing frames, trampoline and play panels and more. Consultation for the design included partnership working with children from three local primary schools.</p> <p>Breck Hill (Green Flag Awarded park) new entrance and footpath - Works began on 8th January 2024. Funding identified from private benefactor and GBC. Completed Feb 2024.</p>



Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>A programme of play area refurbishments priorities has been devised, Following the grant funded Lambley lane play area upgrade completion, the priority list for future grant funding bids is as follows: St Marys, Valley Road, Onchan, Jackie Bells, Newstead, Arno Vale. This work is ongoing.</p>
						<p>Bird Hide at GCP – The structure choice has been agreed with the FoGCP, funding identified from two S106 off site capital payments. A Directory report will be required as only one supplier identified for the agreed structure choice using a bespoke design. This work will carry into the next financial year.</p>
						<p>A new footpath at Lambley Lane Rec is being worked upon for improved access to new play area – S106 identified £19k to install a new footpath from the main entrance gate to the play area. Several complaints received about the inaccessibility to the play area during wet weather. This expenditure is shortly to be approved.</p>



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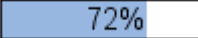




Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>Access and boundary improvements have additionally been carried out at Breck Hill from Woodborough Road. The entrance gate at the rear of the pavilion is currently locked as the post is badly damaged resulting in the gate not opening, this is the only DDA compliant access into the park from Woodthorpe Drive. New railing, post and two new Self-closing, wider access gates are required. The Friends of Breck Hill are considering funding the gates, funding for the railing will be drawn from GBC revenue budgets in 24/25.</p>
<p>Ensure planning policies and decisions protect and enhance the natural environment</p>	<p>Development and Place</p>	<p>Sustainable Growth and Economy</p>	<p></p>	<p>31-Mar-2024</p>	<p></p>	<p>Planning Guidance on biodiversity net gain has now been adopted</p>
<p>Implement Strength in Community programme</p>	<p>Communities and Leisure</p>	<p>Communities and Place</p>	<p></p>	<p>31-Mar-2024</p>	<p></p>	<p>NCVS Strength In Community VCS needs consultation completed in Sept 2023, and the outcomes report, which included proposals for an Asset Based / Customer Relations Management virtual self service platform model of VCS support, was presented to CMT on 8th November 2023.</p> <p>In response to the consultation and findings report, the UKSPF Strength In</p>




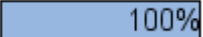


Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>Community (SIC) VCS Resilience Fund was launched in the first week of December, and an SIC Tender Opportunity for VCS Support organisations to submit into was launched the following week. The successful Tender (closing date 19th Jan 2024) will be required to deliver the Asset based Virtual VCS Support model and work with Gedling voluntary groups and commissioned partners to enhance collaborative neighbourhood level projects in 2024 / 2025 .</p> <p>15 Grant applications for the SIC Grant Fund were assessed at a panel meeting on 10th Jan, with £50,000 in grants approved, pending Grant Agreement liaison and signoff.</p> <p>The Gedling Strength In Community (SIC) VCS Resilience Grant Fund was successfully launched in the first week of December 2023. 15 applications were received over Christmas and New Year, and a panel meeting held on 10th Jan committed £50,000 in grant awards, subject to grant agreement liaison and clarifications. A further SIC grant Fund of</p>


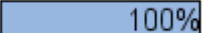
Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Implement Community Events, Culture and Heritage Programme	Communities and Leisure	Communities and Place		31-Mar-2024		<p data-bbox="1525 331 2047 400">£50,0000 will be available to Gedling focussed VCS groups in 2024/25.</p> <p data-bbox="1525 453 2063 488"><b>Arnold Christmas Lights Switch On</b></p> <p data-bbox="1525 528 2130 1187">The Council delivered a Christmas Lights Switch On in Arnold Town Centre outside the AMP which was attended by over 2000 people. Six local choirs and schools performed at the event which was sponsored for the first time by Robert Ellis Estate Agents. Local businesses opened late for the event and Arnold Methodist Church provided a Christmas Craft fair to compliment activities outside. Dice and Balls and Can Samba entertained the crowds alongside Arnold and Mapperley Rotary Club, who brought Santa along for a visit, allowing them to raise £168 for local charities. For the first time the event included a lantern parade which was a collaboration between Gedling Play Forum and St Paul's Church in Daybrook.</p> <p data-bbox="1525 1230 2130 1370">External Shared Prosperity Funding allowed the Council to provide financial support to community events in Carlton Hill (Christmas Lights Switch On organised by</p>

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>Carlton Hill Community Action Group), Netherfield (Christmas Lights Switch on organised by Netherfield Forum) and Warren Hill (Christmas afternoon tea for isolated older residents organised by Warren Action Group)</p> <p>Draft Council programme of events has been compiled and will be confirmed with the Portfolio Holder for Communities and Place by the end of January. Colleagues across the Council have been consulted so that the report can demonstrate the breadth of events delivered by the Council.</p> <p>Initial scoping for events in 2024/25 has taken place to showcase Gedling heritage. A new mural has been commissioned at Breck Hill Recreation Ground and this will tell the story of the local area.</p>
Review the Community Infrastructure Levy Policy.	Development and Place	Sustainable Growth and Economy		31-Mar-2024		The Levelling Up & Regeneration Bill proposes to replace developer contributions and CIL with an infrastructure levy which will be set locally. The review of CIL has therefore been paused and further details are awaited. A payment of £4.48 million has now been made to the County. The balance of strategic CIL receipts held

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>by the Council now exceeds £1 Million. PH for SGE would like the review to commence, if no imminent announcements from the Government are forthcoming.</p> <p>Review of the Infrastructure List to commence in 2024/25</p>
Preserve the historic built environment.	Development and Place	Communities and Place	 #	31-Mar-2024		<p>The ACS and LPD contain policies to preserve the built environment. A list of non-designated heritage assets has been published and is frequently reviewed. An updated Conservation Area Character Appraisal and Management Plan has been drafted for Calverton. This work has been paused due to a planning committee decision made contrary to officer recommendation which has now been upheld by the Planning Inspectorate. The implications of this decision need to be assessed and potentially a further planning application considered, before the work may be resumed. A new Conservation Area Character Appraisal and Management Plan has been drafted for Gedling Village and a consultation will soon be undertaken, subject to PH approval.</p>

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
Promote and support community based 'clean up' initiatives including the seasonal big clean events	Environment	Environmental Services (Operations)		31-Mar-2024		
Promote Town and Local Centres and define Borough gateways	Development and Place	Sustainable Growth and Economy		31-Mar-2024		A project group has been created including members from EGR, Planning and Comms. Meeting have taken place with ViaEM to review welcome signs. Funding is required to further advance the project. Funding from Members pots is a possible funding option which is currently being explored
Celebrate our local achievements (Pride of Gedling awards)	Communications	Communities and Place		31-Mar-2024		The event took place in November 2023. We had over 290 entries and all costs were fully covered by sponsorship.
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	Environment	Public Protection Portfolio		31-Mar-2024		

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
substances and domestic violence.						
Seek successful prosecutions and enforcement action for dog fouling, anti-social behaviour and against those that fly-tip waste	Environment	Public Protection Portfolio		31-Mar-2024		
Invest in new and existing CCTV in priority hot spots	Environment	Public Protection Portfolio		31-Mar-2024		
Develop the Council's approach to licensing regulation and enforcement	Environment	Public Protection Portfolio		31-Mar-2024		<p>Officers attending HOT steering group and working with Notts County Council and other districts to promote scheme. 2 businesses have signed up in Gedling and have been referred for a promotional video which is being developed by Notts CC. A new self assessment form including sustainability pledges has been created for new participants to the scheme. The HOT lead at Notts CC is leaving her post so partners are awaiting a new lead to be appointed to help drive the scheme forward</p>



Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
<p>Progress the Greater Nottingham Strategic Plan in partnership with Broxtowe and Rushcliffe Borough Councils and Nottingham City.</p>	<p>Development and Place</p>	<p>Sustainable Growth and Economy</p>	<p></p>	<p>31-Mar-2024</p>	<p></p>	<p>In partnership with Broxtowe and Rushcliffe Borough Councils along with Nottingham City Council we are developing a Strategic Plan, which sets out the policies which will help guide future development across our combined areas. Once adopted, the Strategic Plan will replace the Aligned Core Strategy and comprise part 1 of the Council's Local plan.</p> <p>The Strategic Plan will look at how Greater Nottingham's longer-term development needs can be met up to 2041 supported by more detailed policies which will be developed in each Council's own individual Part 2 Local Plan. The Strategic Plan will cover key strategic issues such as climate change; improving access to homes and jobs; infrastructure; and conservation and enhancement of the natural, built and historic environment. An important role of the Strategic Plan is to outline the approach to meeting housing need and include housing targets for each Council area.</p>


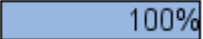








Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>The Growth Options Consultation took place between the 6th July -14th September 2020 with an extension between 10th February and 24th March 2021.</p> <p>The 'Preferred Approach' document was considered by Cabinet on 8 December 2022. Members resolved to approve the Greater Nottingham Strategic Plan Preferred Approach document and Sustainability Appraisal in so far as it relates to Gedling Borough with the exception of proposals to release Green Belt land at Teal Close, in light of the Ministerial Statement made on 6th December 2022 and to be made clear in an updated National Planning Policy Framework, to allow a period of public representations.</p> <p>The consultation was launched on 3 January 2023 for a period of 6 weeks. There has been a press release and a briefing note has been issued to all members.</p>

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Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>The document does not include the full range of topics that will form the Strategic Plan but focusses on the vision and strategy for meeting longer term development needs, including the approach to housing provision and employment need as well as the strategic sites required to meet requirements.</p> <p>For Gedling Borough, the strategy for meeting longer term development needs is:-</p> <ul style="list-style-type: none"> <li>• firstly to accommodate growth in and adjacent to the main built up area of Nottingham;</li> <li>• secondly adjacent to the sub regional centre of Hucknall; and</li> <li>• thirdly in or adjacent to Key Settlements at Bestwood Village, Calverton and Ravenshead.</li> </ul> <p>The housing target for each borough is set by national government and for Gedling Borough the target is 7,950 homes up to 2041 plus a buffer of around 800 homes. Much of the target is already met by sites that are allocated for development or have planning permission, such as:-</p>

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<ul style="list-style-type: none"> <li>the strategic sites at Gedling Colliery/Chase Farm and Teal Close (both on the edge of the urban area); and the strategic sites at Top Wighay Farm and North of Papplewick Lane (both on the edge of Hucknall)</li> </ul> <p>The Preferred Approach proposes an extension to the existing allocation at Top Wighay Farm of 640 homes.</p> <p>A further discrete consultation was undertaken in Q3 2023/24 for a preferred approach to logistics sites. None of the preferred sites are located within Gedling.</p> <p>The next stage is to consult on a full draft of the strategic plan, which is anticipated in the autumn of 2024.</p>
Drive the delivery of key housing sites	Development and Place	Sustainable Growth and Economy		31-Mar-2024		<p>A Housing Delivery Action Plan (HDAP) has been produced and is updated annually. It identifies that a lot of effort has been placed on engaging with developers through the provision of additional planning guidance, pre-application advice and working in partnership to unblock certain sites. In general this support has been</p>

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
						<p>well received and reciprocated by developers/landowners. The working groups are now well established and the key actions for each Aligned Core Strategy/Local Planning Document site are set out in the HDAP.</p>
<p>Promote the uptake of energy efficiency technologies in commercial and domestic properties</p>	<p>Environment</p>	<p>Climate Change and Natural Habitat</p>	<p></p>	<p>31-Mar-2024</p>	<p></p>	<p>Gedling is supporting the Nottinghamshire County Council led consortium for the Home Upgrade Grant 2. First batch of eligible households across the consortium (Gedling, Broxtowe, Newark, Ashfield, Notts) has been submitted for approval including 14 properties. 5 properties are in Gedling Borough.</p> <p>Council is working in partnership with EON and their contractors Thrift to utilise devolution funding to retrofit 41 properties before end of August 24. 136 promotional letters have been sent out and the contractors are visit homes to identify eligible householders. Aiming to maximise use of funding with the time remaining available in project.</p>
<p>Review the Netherfield pilot Selective Licensing Scheme and</p>	<p>Environment</p>	<p>Public Protection Portfolio</p>	<p></p>	<p>31-Mar-2024</p>	<p></p>	<p>12 week public consultation held and completed in quarter 4 to seek views on the council's proposal to introduce a further selective licensing scheme in</p>

Title	Responsible OUs	Portfolio Owners	Status	Target Completion Date	Progress Bar	Notes
investigate renewal or extension of the scheme when the scheme designation concludes at the end of September 2023						Netherfield. Officer's considering consultation responses before sharing findings with council leadership. Officers continuing with the implementation of the existing phase 2 selective licensing scheme in parts of Daybrook, Colwick, Carlton Hill and Newstead Village.
Identify and deliver key interventions to prevent homelessness and rough sleeping.	Regeneration and Welfare	Life Chances and Vulnerability		31-Mar-2024		The Council continues to explore preventative opportunities and proactively works across the County to use NFI funding to minimise rough sleeping across not just Gedling but the whole of Nottinghamshire.
Support for Refugees and asylum seekers	Regeneration and Welfare	Life Chances and Vulnerability		31-Mar-2024		The 8 MOD properties in Arnold have now been occupied by the Home Office.  Regular meetings are being held with NCC and the Districts re Ukrainian refugees and financial support is available.
						A new Resettlement Officer post is being advertised to provide support to all refugees.

**GEDLING  
PLAN  
2023-2027**

**Examples of Achievements and  
Activities**

**During**

**Quarter 4 - 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.**

Enterprise Centre plans – We announced plans to create an Enterprise Centre at our flagship AMP business unit to support local start-ups and small/medium enterprises. A report has been published by the council that is allocating a significant investment into fitting out the vacant first floor of the building to boost economic growth and provide a space for offices, conference and training room in the heart of Arnold. The project will support several council priorities including revitalising town centres, support economic growth and creating jobs in the area. It will also increase footfall to the town shopping precinct and support the existing businesses in the area.

Apprenticeship Fair - The EGR Service, in partnership with DWP, delivered the annual Apprenticeship Fair on the 6 February at the Civic Centre. With just under 200 attendees and 20 exhibitors, the event was a resounding success. The Festival of Science and Curiosity also hosted various events in schools, libraries and community spaces across the Borough as part of a Partnership Agreement to increase engagement in Science, Technology, Engineering and Maths (STEM).

From the 100 completed evaluation forms, most came from Arnold (55), 6 from Carlton and 5 visited from the Nottingham College site, Highfields College to explore Apprenticeship opportunities.

Recruitment/Jobs Fair - The next event is planned for the 16 April from 1-4pm, again at the Civic Centre, with a particular focus on 'Spring into Employment'. The EGR Service are currently working closely with DWP to feed exhibitors into the event.

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

Gedling Business Networking - East Midlands Chamber are in the early stages of creating a business networking group to replace the former 'Gedling Business Partnership'. A steering group is currently being formed, with the 'launch' event to take place mid-May. This will bring businesses together to collaborate, share best practice, knowledge and expertise.

Business Advice Surgery - The EGR Service held a Business Support Surgery in Q4 in conjunction with the Nottinghamshire County Council Business Advisor. All appointments were taken, demonstrating demand for the service. A further Surgery is booked to take place in March.

B&M Arnold Store - B&M Arnold opened in February. The EGR Service worked closely with DWP Employer Advisor to host group sessions for DWP customers. Of the 50 vacancies, all were appointed through Arnold Jobcentre. Inductions were also hosted locally and the opening event was attended by the Mayor, EGR Service Manager and EGR Manager.

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

Funding Award for Carlton – we were awarded funding as part of the Long-Term Plan for Towns in the Spring Budget, which could equate to up to £20 million over a 10-year period to use on community projects to regenerate Carlton and reduce anti-social behaviour.

Retail Advisor - The advisors have completed their on-boarding and are now engaging with retailers through the borough. Each high street has been visited; retail business diagnostics are now taking place with actions already making positive impacts into retailers. Over 53 businesses have been through the initial diagnostic and are now completing actions under the guidance of the retail advisor. Two high street trails have been created and distributed to support engagement and relationship building. Monthly contract review meetings take place with the Town Centre Management Team to maintain contractual agreements and resolve any issues etc.

The AMP Live - Since Christmas, Amp Live have hosted 3 artisan markets and 2 mini markets in conjunction with special calendar dates such as Chinese New Year and International Women's Day. Amp Live have now set a monthly date for a farmers' market, a bimonthly date for an artisan craft market and occasional key calendar dates inserted into their programme. The traders are starting to build their trade and are becoming regulars to monthly dates. Monthly contract review dates with the Town Centre Manager are in place to monitor and support the activity.

Chinese New Year Trail - Chinese New Year trail was successfully rolled out amongst the retailers of Arnold and the children seemed to enjoy taking part, they swapped their completed trails for an orange and a fortune cookie supplied by the events team. This was a great way for the retail advisors to introduce themselves and start to engage. A mini market at The AMP was well attended and although a mini version the traders did well.

International Women's Day - A series of talks filmed in Skin Solace by women in business from the local community, discussing everything from balancing the juggling act of motherhood with work, to escaping a life of violence and reinventing themselves. These were shown in clips on GBC social media and will be available to view in their fullness on YouTube soon. A mini market with local female makers was also sited on the AMP. It is proving difficult to gain commitment from traders in the week so these days may not be something that The Amp will do next year.

Easter Trail - Five local schools have created more than 35 pieces of Easter art to be placed in shop windows from March 22<sup>nd</sup> for another high street trail. This time the Easter Bunny, Alice in Wonderland and the Madhatter were on Arnold and Carlton Hill high streets on Easter Saturday to swap the trails for a free chocolate egg. ALAF have sponsored these characters and the events team have provided the eggs. The mayor picked a winner and two runners up and gave out certificates after the Easter break.



# 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.**

UKSPF Strength In Community Project - UKSPF Strength in Community VCS Resilience Grants have been awarded to 13 local Community and Voluntary Groups across the Borough for the provision of a range of essential neighbourhood services to the vulnerable.

The Strength in Community Asset Based VCS Support Model Tender has been awarded to Nottingham CVS, and a Partnership Development Coordinator post advertised to coordinate engagement of local voluntary groups and charities in the model. The postholder will commence one to one engagement with Community partners in mid-May. An event is planned in early July to reinforce commitments and share a programme for development of the initiative.

Assisting residents who have been affected by recent flooding - The Revenues Services team continues to support the flood response team by creating flood reliefs and flood grant payment processes in relation to Storms Babet and Henk. Payment of support grants has almost concluded, and all eligible domestic and commercial applications have been paid.

Household Support Fund - GBC have identified residents for the household support fund through contact with Customer Service Advisors when discussing arrears in council tax, contacting for access to the foodbanks and behind on rent. Customer Services have also identified residents using the Hubs for warm spaces and low-cost meals. Other departments and partner agencies have been kept informed of the available support and were able to email us with contact details of any resident they had concerns around. Gedling have always been in the top 3 Local Authorities for referrals alongside Broxtowe and Ashfield.

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

Gedling Youth Council - A meeting of the Gedling Youth Council took place in February. Members contributed to Consultation on the Council's Equality and Diversity Policy and engaged with NCC Youth Service practitioners on the Young People's Consultation Action Plan theme of Out of School holiday activities for young people. The group also reviewed the Youth Mayor role and some recommendations for improvement were noted. All work on the Young People's consultation Action Plan has been completed, with an action remaining to enhance the visibility of the Youth Council and Youth Mayor as Champions for Key Council and Partners policies that concern young people, i.e. Climate Change, Equality and Diversity, further engagement with Police to address violence against Women and Girls.

Mindful Vibes - Spritely Sustainable are launching a new outdoor activity session to support young people aged 12-19 with their mental wellbeing. The project takes place at Killisick allotment and is funding by the NHS.

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

Equality and Diversity Policy - The Council's Consultation on the Equality and Diversity Policy was shared in our Community and Health and Wellbeing E-Newsletters and circulated to Parishes, Community Hubs and Partners, Youth Council and Seniors Council. The Youth Council also held a discussion on the policy with the Lead Officer at their meeting in February.

Seniors Council - A meeting of the Gedling Seniors Council was held in February. A guest Speaker from Age UK delivered an engaging session sharing the tools, techniques and services available to promote independence, wellbeing and social connection in the older community.

Parish Clerk's Network - a meeting of the Parish Clerk's Network took place in January. Parish Clerks reviewed the outcomes of the October Parish Conference, and put forward suggestions for themed follow up engagement sessions for all Parishes – the first proposal being a workshop with Planning Officers to better understand how Planning Objections are dealt with in Planning Legislation. Clerks also received an overview of the Council's Events Programme 2024/2025 and were advised of the Council's new enabling approach and imminent Events Support webpage.

Clerks were also advised that due to a range of factors, having event safety management awareness and knowledge has become more significant, and the webpage and enabling approach is designed to support a wide range and a variety of scales of community led and Council events and activities to take place safely across the Borough.

Member's grants awarded – in the region of £15k has been awarded to various community groups. For example the Ark, Gedling Conservation Trust, Friends of Arnot Hill Park, Gedling Southbank Ladies, 1st Porchester Scouts, Cubs & Beavers, Arnold Methodist Church Mental Health Befriending and Support Group, Calverton Toy Library, Hope Nottingham, 3rd Netherfield Scouts, Cubs and Beavers, Netherfield Parents & Toddlers Group, 1st Redhill Scout Group, Bags of Blessings, Redhill Road Runners, Paviers Rugby Club, Support Through Sport Youth CIC, Gedling Play Forum, Nottingham Arimathea Trust, Stoke Bardolph Village Hall Trust, Colwick Parish Church, Netherfield Forum, Dice & Balls and Christmas Trees & Lights around the Borough.

Community E Newsletters – Three Community E-Newsletters were circulated to 7k community contacts between January and March. Articles included Notts Help Yourself updating website, Young Minds, Polling place review 2023, hiring of Gedling's community centres, hiring of Newstead Centre, Inspire money saving tips and tricks adult learning, VCSE Energy Efficiency scheme, Nottinghamshire Electric Vehicle charge point framework, Nottinghamshire Family Hub network consultation, Home Energy Advice Team Hub, The Great British Spring Clean, Carlton Male Voice.

Funding information shared included Awards for All Programme, FCC Community Action Fund, Sport England small grants, Support for families with disabled children, Boots

Charitable Trust, Community Ownership Fund, N&SCVS Transform your Future grants, Children in Need project costs funding stream,

Dementia Directory for Nottingham North and East footprint - partners across the Nottingham North and East footprint including Gedling are working together to create a Gedling Dementia Directory, this will provide information on local dementia support groups as well as information on key health and social care contacts.

Skate and Regenerate sessions with Skate Nottingham - Skate Nottingham have completed a programme of face to face and online engagement with users of skate parks in Gedling – 71 people took part in face-to-face sessions and an additional 60 online. The sessions have enabled the Council to identify which skate park facilities are most used and valued in the borough, which will help to target future investment and improvements. As part of these engagement sessions repairs have been made to the bowl in Arnot Hill Park and kerbs have been constructed on the site of the former skate park at Colwick Recreation Ground, with a view to looking to reinvigorate skate activities on site.

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

Swimming Pool Support Fund - We followed up our successful first phase bid with another in phase 2. We have received £20k from Sport England and the Government for new pool covers and shower flow restrictors at Carlton Forum Leisure Centre. This will help us reduce water usage and reduced heating bills through restriction of excess water and through preventing heat loss. We will be monitoring our progress through moving Communities data which should help the council move towards net zero.

Growth in swimming lessons members - The learn to swim scheme has grown by 245 members over the last year, which means more children from the borough will be safer in and around water. In 2022/23 475 children achieved their 25m swim badge, and in 2023/24 this number had grown to 602. There were successful campaigns around drowning prevention over the last 12 months as well as the celebration of swimming at the annual Christmas swim galas held at Arnold and Carlton Forum Leisure Centres.

Growth in DNA health and fitness members - DNA health and fitness membership has grown by 319 members over the last 12 months, illustrating the quality of service delivery and choice available to customers across the leisure centres. Through the year the leisure department have implemented more customer functionality such as online joining, reminders for class bookings and the ability to go onto a waiting list for a class. The virtual classes which are available in the pool at Arnold and the dry side activities at Redhill and Carlton Forum have given increased flexibility for customers to use the facilities when instructors aren't scheduled to deliver sessions. There is also a focus on the happiness chemicals created through exercise (dopamine, oxytocin, serotonin and endorphins) which our leisure teams are cascading through to customers at every opportunity.

New Treadmills - Calverton Leisure Centre had three new high tech pulse treadmills installed in the Fitness Suite to replace the old ones which were frequently breaking down. This has been met with great enthusiasm by customers who are getting full use of the new equipment. We have received many positive customer comments, and this new equipment can be cited as a contributing factor to Calverton LC hitting an all-time high in terms of DNA membership at the site.

Poolside Audio Upgrade - New surround sound audio equipment has been installed on the poolside at Calverton LC which works alongside the mood lighting to create a superb sensory experience which can be utilised across a range of different sessions. It is particularly attractive for disability sessions, and also makes us a local industry leader in terms of the provision of sensory pool space for disability groups to hire for use. This has been a major contributing factor in establishing a partnership with the Autism group Spectrum Wasp who now regularly hire the pool.

AMP health event - The AMP health event took place in January. Gedling's Leisure Health Hub team including representatives from the leisure centres, Boditrax and ABL engaged with members of the community to help promote a healthy and active lifestyle. Members of the public took advantage of the Boditrax body composition machine, 100s of free passes to Gedling's leisure centres and engaged in conversations with trained health professionals.

Health Memberships in conjunction with Active Notts - The "Active for Life 3-month fitness membership" originally funded by Active Partner Trust and given to identified members of the community, started in Q2 this year, but now all candidates have completed the 3 month scheme there is a fantastic legacy with 24% of people on this pathway having taken out their own fitness memberships and are regular customers at Gedling' Leisure Centres.

New Bike lockers at Redhill Leisure Centre – we installed six new high security, steel bike lockers at Redhill Leisure Centre. Located outside the entrance to the leisure centre, the lockers are free to use and aim to promote cycling as a warm-up exercise before attending workouts at the centre. By offering a safe place to store bikes, it will help customers to focus more on their personal health and wellbeing. These secure bicycle lockers also contribute to the Council's ongoing efforts to provide eco-friendly alternatives to residents who would usually travel by car and encourage them to reduce their carbon footprint. Each of the lockers can store up to two bikes.

The Killisick NHSE health inequalities programme - A weekly after-school club has been set up by Eagles Nest Church on the back of the popular breakfast club during the school holidays. The after-school club takes place in Killisick community centre where children and their families can enjoy a meal together along with fun activities. An evaluation showcase event will be held in May to celebrate the success of the learning of the Killisick NHSE work as it merges into the wider Arnold INW.

Carlton Community Connector - following the success of the "Getting out and about in Carlton" a new monthly Walk and Talk has been set up by Age UK. The walk starts at Carlton Hill recreation ground and ends at the Carlton Hub. The Carlton Community Connector played a pivotal role in the Carlton Voice project where she supported with the engagement of over 100 residents who told their stories of living in Carlton.

Health and Wellbeing Community e-newsletter - the monthly Health and Wellbeing e-newsletter has covered the following topics over the last 3 months: Age UK walk and talk, Dry January, mental health support, Young Minds, no smoking day, safer sleep week and support in Gedling.

Integrated Neighbourhood Working Arnold - three Local Design Team meetings have been held since the initial launch event in December. Over 35 partners have engaged in the meetings, where they have discussed the key priorities for Arnold and have started to look at working on those priorities as a collective. The priorities include social isolation and loneliness, young people's mental health and cardiovascular disease.

Gedling Health and Wellbeing Co-production network - 18 partners from a range of organisations including Nottinghamshire County Council, Citizens Advice, Gedling Borough Council, ABL and Active Partners trust came together to discuss the theme of Children and Young People. Discussions were held around the emerging family hubs, the Holiday Activities and Food programme and the and ABLs family weight management program. Partners also had the opportunity to update on their service areas.

## 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.**

Carbon Management Strategy progress - an annual report on the progress of the Carbon Management Strategy and Action Plan went to Cabinet at the end of January. Our carbon emissions have reduced by 22%. Members noted the progress made to date.

Scheme launched to increase recycling - we launched a new scheme to help increase recycling rates and reduce the amount of recyclable materials going to the incinerator because of the wrong items being placed in the recycling bins. The idea behind the scheme is to let residents know when their bin is contaminated and that certain items can't go in recycling bins, such as plastic bags, nappies and pizza boxes. The initiative is being trialled in Mapperley, Lambley and Burton Joyce.

Great British Spring Clean week - GBC carried out a week of action as the Great British Spring Clean returned. The council proudly once again took part in the nation's biggest mass action environmental campaign. Commencing on March 15th, the annual initiative from Keep Britain Tidy promoted environmental responsibility and encouraged people to come together and contribute to keeping their community clean.

As part of its ongoing commitment to the cleanliness of the borough and the protection and enhancement of the natural environment, the council used the momentum of the Great British Spring Clean to inspire residents to take pride in their surroundings and take care of their environment.

The council's Climate Change Officer visited local schools and supporting community groups and even a litter-acy poetry/rap competition, encouraging creativity in tackling environmental challenges. We were inspired by the number of entries. Two school children from Parkdale Primary School, Carlton won our Litter...acy competition for their brilliant eco-rap. They were presented with a certificate and prizes by the Mayor of Gedling and Climate Change Officer and performed live in the Council Chamber. So inspired by their visit and discussions, one of the children has emailed Gedling Borough Council wishing to join the Youth Council

Climate Impact Assessment and E-Learning - In January 2024 the Climate Change Officer developed and launched a Climate Impact Assessment. This is a mandatory assessment to identify the climate impacts of the activity required when developing or a change of policy, project, service, function, or strategy. Also in that month, the Climate e-learning was launched. This takes 35-40 minutes to complete and is mandatory for all staff to better understand:

- The climate change emergency and its impacts
- The Council's ambitions and approach to tackling climate change
- How such actions will reduce the council's emissions and contribute towards a more sustainable planet
- How you can help the council to achieve its ambitions through changing practices in the workplace and at home.

All participants are offered an opportunity to leave feedback. To date we have received positive feedback averaging between 4 -5\* (note 5\* is the highest rating).

Tree Planting to tackle Climate Change – Our Carbon Management Strategy 2021-2030 highlights our need to tackle climate change, one of the key actions is to plant trees in our parks and open spaces. The Tree Officer and park rangers have organised the planting of 200 standard trees funded from the Urban Tree Challenge Fund administered by the Forestry Commission. The planting took place in several of the parks across the borough during Q4, working alongside partners including the Community Payback Service and Friends Groups.

Wildflower areas created to enhance Bee Pollinator sites - Signage has been installed on the boundary of the wildflower and grasslands areas to educate the public about the ecological benefits of wildflower areas and grasslands, particularly for insects and bees. This will assist with explaining to the public the reasons why we are leaving areas unmown in parks.

Breck Hill Entrance and Footpath - A new entrance and footpath at Breck Hill park was completed in February 2024, allowing equal access for all. Users of the park accessing from Breck Hill Road are now easily able to safely enter the park and travel along the new footpath that links to the recently refurbished playground and community orchard adjacent to the Woodthorpe Drive access. This is particularly helpful for families with pushchairs and wheelchair users. Prior to the works taking place Residents within the Woodthorpe ward reported to the Friends of Breck Hill park and GBC they were unable to access the park from Breck Hill Road during wet weather as the entrance is too muddy and as the entrance is on a hill it is quite dangerous to navigate. Equally access to the playground off Woodthorpe Drive is difficult to reach from Breck Hill Road as the egress route is uphill and is equally as muddy during weather. The new entrance and footpath have provided a solution to this issue.

Green Flag Applications - Four parks have been entered into the Green Flag Award. They are Arnot Hill Park, Burton Road Jubilee Park, Breck Hill Park and Gedling Country Park. The first part of the two-part application process was to submit our updated management plans by the deadline of 30<sup>th</sup> January. We are expecting the second part of the judging process, the field assessments to take place between April/May

Community Native Hedge Planting at Breck Hill Park - The Friends of Breck Hill with support from Greenwood Community Forests, local Schools and park development staff, carried out the planting of a further section of native hedge along the boundary of the park in front of the wooden boundary fence. The hedge will increase biodiversity and provide a habitat for many species and hopefully deter graffiti that has historically been an issue along the boundary fence.

Continued support of Community Payback Service in Gedling parks - The park rangers have continued to guide and support the actions carried out by the Community Payback service in parks across the borough. Tasks have included tree planting, litter picking, leaf litter removal, pruning, weeding and general park maintenance. This has been an invaluable working partnership resulting in many productive tasks being completed, complementing our parks maintenance service.

Green Lung Project - Two new interpretation panels have been installed at Digby Park to complement the overall Green Lung project. One panel is about the bygone history of the site and its links to Gedling County Park, the other describes the wildlife present on the park. Both are filled with interesting facts and are useful educational resources within the park.

Revised Terms and Conditions for Arnold Summer Fair - the terms and conditions for stall holders attending Arnold Summer Fair (taking place on 22<sup>nd</sup> June 2024) have been revised to reflect a greater focus on environmental sustainability. A greater onus has been placed on stall holders in terms of cooking methods, energy usage and food packaging.

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

'My Voice, My Place' Film Screening and Community Celebration - A film has been created by City Arts with local residents through the Carlton Community Hub. The film, 'My Voice, My Place', tells the story of Carlton and how people feel about their local area. A film premiere took place at the Richard Herrod Centre and was attended by 100 local residents. The event brought together community partners including Jigsaw Homes, Friends of King George V and Valley Road Parks, Age Friendly Carlton and Carlton Community Hub. There were also performances from Handmade Theatre, the Jigsaw Homes Singers and Simply Dance. The Council will continue to work with City Arts to share the film online and at future events.

Chinese New Year themed events - the Council held a successful event in Arnot Hill Park, taking inspiration from the Chinese New Year of the Dragon. Over 150 children and their families took part of Chinese themed arts and crafts with Gedling Play Forum with storytelling workshops and a traditional Lion Dance outside the Civic Centre which attracted an additional 100 people. For the first time this year some activities took place outside the AMP in Arnold Town Centre including Asian themed market stalls and a repeat performance of the Lion Dance.

Breck Hill Park Mural Project - a new mural has been designed for the pavilion at Breck Hill Park by a local artist working with the Friends of Breck Hill, young people at Arnold Hill Spencer Academy and the wider community. During February half term Skate Nottingham delivered an engagement session alongside artist Alex Hobby to raise awareness of the project, with over 25 children and parents taking part. This activity and the mural project has been funded by UK SPF.

UK SPF Events, Culture and Heritage - grants have been awarded to the following organisations as part of this project:

- Flying High Expressive Arts Company – funding to create a short piece of theatre reflecting on changes in the borough, community and country over the last 50 years. The show will be performed at Arnold Summer Fair on Saturday 22<sup>nd</sup> June, tying in with 50 years since the creation of the borough.
- Arnold Local History Group – funding to enhance display and exhibition materials for the Arnold Summer Fair and an exhibition at Arnold Library in autumn 2024.
- National Justice Museum – the Council have contributed towards the 'Standing in this Place' arts and heritage project which highlights the contributions and connections between white mill workers and black enslaved women uprooted to the Americas, showing how their stories and histories are connected by cotton, sorrow, strength and resilience. The realisation of this project will be in the creation of a new sculpture which will be installed in the Broadmarsh area of Nottingham City Centre.

## **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.**

“No More Week” support – We actively supported national No More week at the beginning of March – a campaign aimed at raising awareness of domestic abuse and sexual violence while inspiring individuals, organisations and communities to instigate change. We collaborated closely with Nottinghamshire Police as part of its ongoing safeguarding efforts, advocating programmes designed to assist individuals experiencing domestic violence, and showcased these collaborative efforts through the unveiling of a permanent stand at the Civic Centre.

CCTV - A new CCTV camera has been installed on Church Lane recreation Ground, Arnold, to help reduce anti-social behaviour and graffiti, and offer community reassurance. 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. Funding for the camera was provided by the UK Shared Prosperity Fund.

Cycle Lockers – an array of new cycle lockers have now been installed to the front of the Civic Centre building at Arnot Hill Park as part of the Safer Streets 5 project. The cost of the cycle lockers was secured through the Office of the Police and Crime Commissioner and Localities funding. These Cycle lockers will provide a safe place for visitors to the Civic Centre and Arnot Hill Park to store their bicycle and, as well as dealing with crime reduction, will work towards the Council's objective of reducing its Carbon footprint.

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

Temporary Accommodation - The Council's Housing and Welfare Service Department have purchased four further properties since the beginning of 2024. The Council now has a total of 29 properties located within the Borough that are used to provide temporary accommodation for homeless families. These properties will help improve the quality of the accommodation offered by the Council whilst reducing the reliance on using bed and breakfast and other nightly charged providers.

Empty Homes - During quarter 4, our Empty Homes Officer worked with the owners of long term empty properties to return 41 to use. Two examples are outlined below:

- A property on Dunstan Street that had stood empty since December 2014 was returned to use. The Empty Homes Officer worked with the owner who carried out some renovation works and sold the property to a new owner.
- A property at Craigshill Court that had been empty since August 2015 was returned to use. The Empty Homes Officer worked with the owners who sold the property to a new owner who has now occupied the property.

Selective Licensing in Netherfield - the council held a 12 week public consultation into the phase 1A proposal for selective licensing in Netherfield. During the consultation press coverage was achieved and leaflets were delivered to all residents in Netherfield and correspondence sent to known landlords and agents. Two consultation briefings were held in February for residents and landlords and managing agents of properties in Netherfield. The purpose of the briefings was to promote the council's public consultation into a proposal to introduce a further selective licensing scheme in Netherfield and how to respond. The aims of a selective licensing scheme are to



improve housing conditions and property management for private rented homes in the area. The consultation has now closed, and officers are analysing the results before sharing the findings with the council's leadership.

## **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.**

**Customer Engagement - our customer experience is the best possible and our facilities and services are accessible to all.**

Web Chat - Customer Services have now been using Web Chat as an access channel for six months. During that time, we have had a total of 4155 interactions with residents. We have received many positive comments around this access channel mainly around how quick and easy it is to access the Authority. We are continuously looking for ways of improving this channel and hope to bring some modifications in the next year.

Customer Services have also dealt with 95% of the 43,138 calls through to the Authority in the last quarter and dealt with 2321 face to face enquiries at the Civic Centre and our three Community Hubs.

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

Workforce Strategy 2024-27 - the Council has now adopted a new Workforce Strategy 2024-27. Following a period of consultation with unions and with the corporate Management Team, the report of the Head of HR, Performance and Service Planning was endorsed by the Appointments and Conditions of Service Committee. The Strategy aims to identify the traits of employees in a modern, forward-thinking organisation and to identify paths of development to ensure that the ambition is delivered. The strategy also identifies the exceptional work that is already undertaken within the workplace.

Digital Transformation Strategy – the strategy was approved by the council and is a significant milestone in our journey towards greater efficiency, collaboration and innovation. It will enable us to deliver easy-to-use services, create more efficient ways of working and ensure responsive, reliable services whilst keeping our data secure.

Annual Billing – the Revenues team have concluded the annual billing process with the inclusion of the first annual billing run to e-billing customers. Around 7,200 e-bills were issued resulting in significant savings on postage and printing costs. The billing run also includes further incentivisation for new customer sign ups.

Resilience and Upskilling – the Revenues team continues to concentrate on its resilience and business continuity. This quarter has seen more training opportunities for team members and more collaborative working around the team using available tools.

Joint working trial - the Revenues team has begun a joint working trial with the Food, Health and Housing team. The current Empty Homes Officer will operate as a Revenues Property Officer in a joint role for a trial period aiming to make a saving for both teams and a more efficient service overall.

ICT Projects completed during this quarter included:

- e-shot Digital Platform implemented for Communications.
- Hybrid Meeting Rooms Phase 2 – Committee Room and Beeston Room now have camera and microphone systems.
- Contributed to production of new Digital Strategy and Roadmap.
- Contributed to Depot Project.
- Migrated all PCs to Office 365 Desktop Apps.
- Upgraded or replaced Windows Server 2012 installs with supported versions.

**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.**

Legal Services – our Legal Services team have had a highly successful quarter. The team have generated an income of double what was achieved last year, just falling short of the target but achieving nearly £100K of income. The team received 28% more instructions than last quarter which was up by 2% on last year. The team have completed 21 contracts, 2 house purchases, 8 Certificates of Lawfulness and completed a number of property matters including licences and leases.