

Report to Cabinet

Subject: Gedling Plan Quarter 3 2024/25 Report

Date: 13 February 2025

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 2023-27 Gedling Plan at the end of Quarter 3 of 2024/25.

Key Decision

This is not a key decision.

Recommendation

THAT:

The progress against the Improvement Actions and Performance Indicators in the 2023-27 Gedling Plan for the end of Quarter 3 of 2024/25 be noted.

1 Background

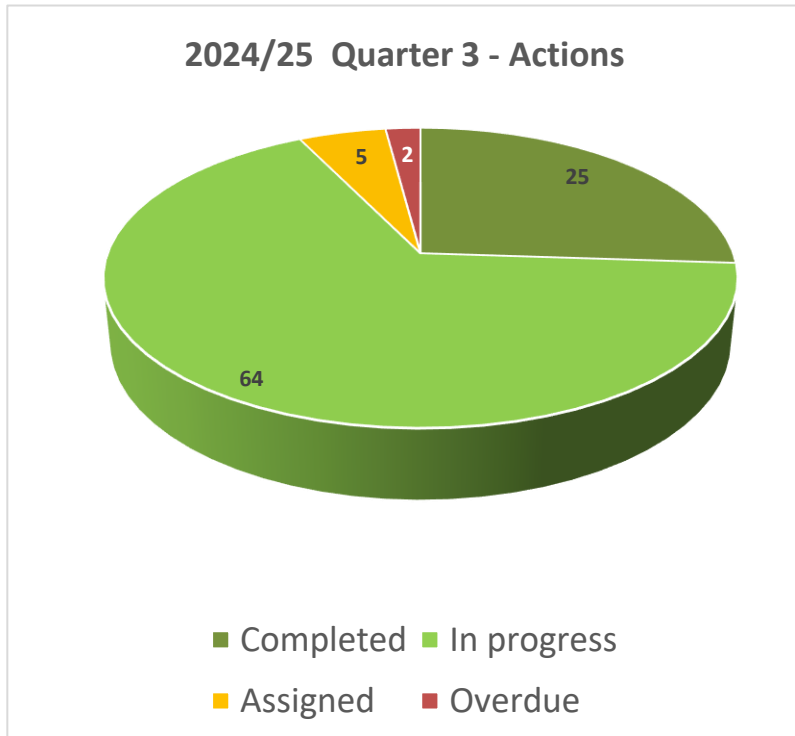
- 1.1 The Council has made a commitment to closely monitor its performance. This is in line with accepted good practice. To deliver this commitment, systems to monitor performance against improvement activity and performance indicators are put in place and next year the council will align more closely its performance management with the budget for more robust monitoring.
- 1.2 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.
- 1.3 The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green, performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the "completed" or "in progress" milestones determined within the performance management system, Ideagen Risk (formally known as Pentana).

2 Proposal

2.1 It is proposed that Cabinet note the performance information for the Gedling Plan 2023-27 at the end of Quarter 3 of 2024/25 as set out below.

2.2 Actions

At this stage, of the 96 actions currently active in the Gedling Plan 2023-27, 25 are complete, 64 in progress, 5 assigned and 2 are overdue. Please see **Appendix A** for more details.



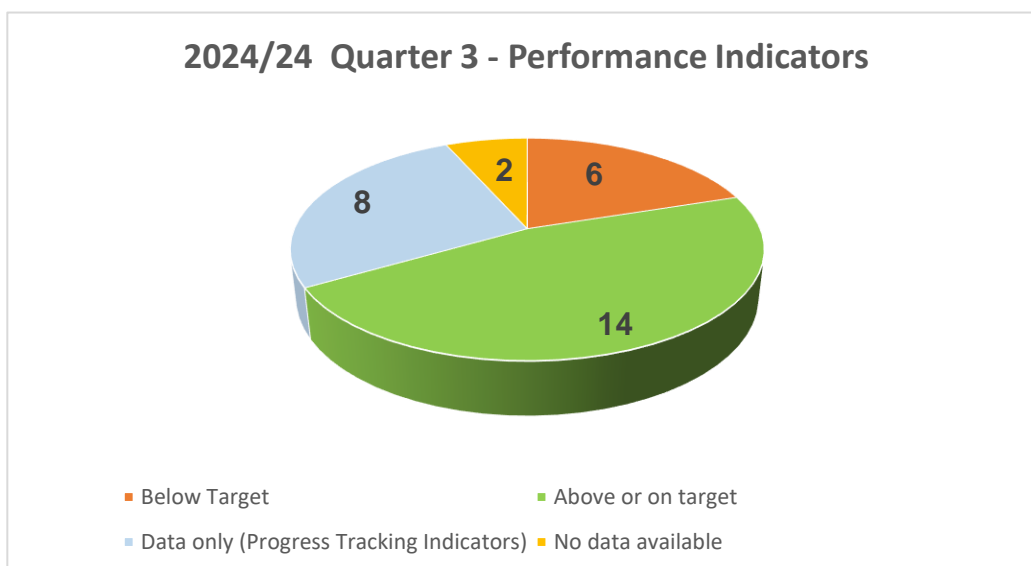
There are 25 completed actions as follows:

- Produce annual report – this was reported to Cabinet on 17 July 2024.
- Ensure continued compliance with Election Act changes through updates to staff and Members on changes to impact elections in 2024.
- Implementation of revised induction process (all employees) to include both departmental and corporate material.
- Produce Council Productivity Plan - Report presented to Cabinet on 17 July 2024 and sent to government and uploaded to the council website.
- Invest in new and upgrade CCTV in priority hot spots.
- Ensure recruitment and Selection Training includes training to avoid bias.
- Review content of Learning carousel and deliver bi-monthly training workshops to improve management skills (to include process training e.g. casual recruitment).
- Develop recruitment processes to improve opportunity and access for areas that are under-represented.
- Designated Resettlement Officer to work directly with refugees and asylum seekers.

- Establish a corporate Health and safety Training Plan across the Council
- Coordinate a manageable number of work experience placements (school age and working age placements)
- Coordinate the supported internship programme.
- Support and coordinate ongoing compact with Nottingham Trent University.
- Develop and implement plans to support improvements to the borough's town and rural Centres.
- Install a bird hide on the lower lagoons as part of the 10-year development strategy for the improvement of Gedling Country Park.
- Celebrate our local achievements (Pride of Gedling awards)
- Put in place a design code for the Borough.
- Identify and implement a method (interim or permanent) to record (and report on) completion compliance for mandatory training.
- Establish and deliver an annual calendar of Stakeholder Group meetings.
- Deliver a communications plan to stakeholder groups, including community, parish council, commissioned partners.
- Enable and maximise targeted resources to those most vulnerable in Gedling and wider residents as appropriate.
- Enable the Gedling Youth Council to scrutinise, advise upon and champion services to young people and ensure ongoing promotion of initiatives and support offers for young people i.e. 'Nottalone' website.
- Complete the development and market the AMP Enterprise Centre funded by UKSPF grant.
- Continue to work with partners and stakeholder to join up services.
- Roll out new Risk Management Framework to Officers and Members

2.3 Indicators

Overall indicator performance at the end of Quarter 3 shows that out of a total of 30 indicators 14 were on or above target, 6 were below target, 8 indicators are for data tracking purposes only and for 2 indicators data is not available. Please see **Appendix B** for more details.



2.4 Examples of particularly positive performance for Quarter 3 include:

Performance Indicator	Figure reported	Target	Period covered
Number of visits to leisure centres	302,207	262,750	October to December
Current number of DNA members	4,495	4,500	October to December
Number of attendances - Bonington Theatre	14,026	13,943	October to December
Percentage of Council Tax collected	80.85%	73.88%	October to December
Percentage of Business Rates Collected	81.82%	74.17%	October to December
Percentage of invoices paid within 30 days	99.02%	99.00%	October to December
Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	98.3%	94.0%	12 months rolling total
Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	95%	95%	October to December
Percentage of Major planning applications processed within 13 weeks	100%	100%	October to December
Percentage of Minor planning applications processed within 8 weeks	89.47%	86.00%	October to December
Percentage of other planning applications processed within 8 weeks	85.06	80.00	October to December
Working Days Lost Due to Sickness Absence (rolling 12-month total)	9	9	October to December
Percentage of fly tipping incidents removed within 10 working days	97.52%	98%	Year to date
Net additional homes provided	150	116	October to December

2.5 The following performance indicators missed their target at the end of Quarter 3:

LI074 Average time to process new Housing Benefit claims -

Performance: 24 days against the target 15 days and **LI075 Average time to process Housing Benefit change in circumstances (in calendar days) –** Performance: 11.3 days against the target 5 days.

The Department has experienced several long-term sicknesses which has resulted in a backlog of work which is now being cleared which should result in a reduction in processing times in the oncoming months.

LI379 Average number of Swim School Members (12 month rolling period)-

Performance: 4,039 against target 4,200.

December had a drop off in swim lesson members which is typical at this time of the year. Despite the lower figure in December, October and November were above the end of year target of 4200. There is a planned marketing and communication plan for Q4 which will provide us with the opportunity to recover the lost members.

NI155 Number of affordable homes delivered (gross) – Performance 39 against target 57.

The target has been missed as the completion of affordable housing units at Rolleston Drive has been slower than anticipated. Higher completion rates at this site and across the Borough are expected in the next quarter, but the end of year target may not be achieved.

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 – Performance: 8 against target 13.

The service has improved less properties this quarter than the projected target. Resources this quarter have been focussed on the launch of the new phase 1A selective licensing scheme in Netherfield and raising awareness supporting landlords to apply.

LI118 Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention - Performance: 17 against target 18.

17 properties returned to use out of a target of 18. Have previously exceeded the targeted in earlier quarters.

2.6 Compliments and Complaints

In Quarter 3, the Council received 42% more compliments and 15% fewer complaints than in quarter 2 2024/25. 29% of all complaints that the Council received in Quarter 3 were upheld.

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

2.7 A separate report has been produced highlighting additional key achievements, corporate activities and projects delivered during quarter 3. Please see **Appendix C** for more details.

The following achievements and corporate activities are identified for particular attention:

Ambition Arnold masterplan approved - Following the Ambition Arnold public consultation, a Cabinet report was produced and presented to Members in December, where the Ambition Arnold Masterplan was approved. The Visionary Masterplan provides a strategic framework designed to revitalise Arnold town centre and address its long-term sustainability.

Carlton Long Term Plan for Towns - the Council continued to develop the initial 3-year investment plan and 10-year vision through to completion at end of October 2024. Within quarter 3, the government has positively confirmed that it will honour the 20m funding award as part of a repurposed program with revised guidelines.

Challenge Poverty Event – As part of Challenge Poverty Week, the council held a free event during October at the Civic Centre. The council and the DWP worked alongside a range of external organisations that attended this event to provide advice and support to residents struggling financially. The event well-attended.

Sports Clubs funding – Gedling Borough Council received funding from the UK Shared Prosperity Fund to support improvements to local sports facilities across the borough, making them more accessible and helping to enhance the community's access to high-quality sporting opportunities.

Pride of Gedling Awards - Gedling Borough Council hosted the 9th annual Pride of Gedling Awards in November. Over 120 nominations were received over the six categories. The event was held in the Civic Council Chamber and was attended by local residents, businesses, community leaders and Cabinet members. The event was fully funded by external sponsors and showcased the best of the borough's local community.

3 Alternative Options

- 3.1 Not to present an update on quarterly performance, in which case Cabinet members will not be aware of performance against the Gedling Plan 2023-27.

4 Financial Implications

- 4.1 There are no financial implications arising out of this report.

5 Legal Implications

- 5.1 There are no legal implications arising out of this report.

6 Equalities Implications

- 6.1 There are no equalities implications arising out of this report.

7 Carbon Reduction/Sustainability Implications

- 7.1 There are no carbon reduction/sustainability implications arising out of this report.

8 Appendices

- 8.1 Appendix A – Quarter 3 Actions Report

Appendix B – Quarter 3 Performance Indicator Report

Appendix C – Examples of achievements, projects and corporate activities during Quarter 3 of 2024/25.

9 Background Papers

- 9.1 None identified.

10 Reasons for Recommendations

- 10.1 To ensure Members are informed of the performance against the Gedling Plan 2023-27.

