

Annual Delivery Plan Actions - Quarter 1 Report

Annual Delivery Plan Action	Quarter 1 - Milestone	Status	Target Date	Delivery Theme
Designed and be implementing a new internal operating model for customer services.	001 - Develop and gain approval for conceptual target operating model design	Completed	Jun-25	Customer Experience and Communities Programme
Created, consulted on and embedded a new Consultation Strategy (supporting engagement in the design of services).	001 - Develop new consultation strategy	Completed	Jun-25	Customer Experience and Communities Programme
Implemented a new ID and verification approach	001 - Understand existing verification approach	Completed	Jun-25	Customer Experience and Communities Programme
Implemented the first phases of a waste management system and integration with CRM, improving end to end processes and creating self-service options for customers	001 - Data load 1 and 2 complete in test system (Domestic)	Completed	May-25	Depot Modernisation Programme
Completed existing projects including the sale of Killisick and completion of Hillcrest business units.	001 - Killisick - Exchange contracts	Completed	Jun-25	Gedling Growth
	003 - Hillcrest - Completed Build	Completed	Jun-25	Gedling Growth
	004 - Hillcrest - Marketed industrial units	Completed	Jun-25	Gedling Growth
Aligned funding from the UK Shared Prosperity Fund to achieve impact against the Council's priorities.	001 - Seek internal approvals for 2025/26 proposals	Completed	Jun-25	Gedling Growth
	002 - Procure Programme Management consultancy to support programme administration	Completed	Jun-25	Gedling Growth

Have implemented improved risk control, implemented and embedded the Risk Management Strategy and supporting technology / reporting capabilities.	001 - Workshop with Risk Owners to Review Risks for 2025/26	Completed	May-25	Governance Control Framework
Ensure risk is managed effectively within services and via Corporate Risk Group.	001 - Embed new regular risk boards are moved to BAU	Completed	May-25	Governance Control Framework
	002 - Deliver training managers on use of Risk system	Completed	May-25	Governance Control Framework
Improved reporting up and down, including budgetary grip within services, and risk position / mitigation with oversight at SLT.	001 - Deliver training managers on use of Risk system	Completed	May-25	Governance Control Framework
	004 - Training on financial regulations to Assistant Directors	Completed	May-25	Governance Control Framework
Implemented portfolio management (standard management of projects, centralised oversight and reporting, capacity and dependency management)	001 - Creation of maturity matrix and clear plan of the progression of the maturity of the portfolio	Completed	Jun-25	Governance Control Framework
	002 - Creation and collation of Transformation Central Portfolio Log (Accurate centralised record of all programmes and projects)	Completed	Jun-25	Governance Control Framework
Determined the future for all our Leisure Centre sites, through Business Cases Analysis and Feasibility Studies.	001 - Agree a Workforce Strategy for Leisure Transformation	Completed	May-25	Leisure Transformation
Completed a feasibility study for a theatre / cinema	001 - Consult on RIBA Stage 2 Plans for a new Arts Venue	Completed	Jun-25	Leisure Transformation
Agreed an Outline Business Case, Design Plan and Funding Strategy for the development of new leisure and cultural facilities for Arnold Town Centre	001 - Consult on RIBA Stage 2 Plans for a new Leisure Centre in Arnold	Completed	Jun-25	Leisure Transformation

Undertaken stakeholder and community engagement regarding the future of our leisure centre service	001 - Agree a Consultation and Engagement Strategy for Leisure Transformation	Completed	May-25	Leisure Transformation
	002 - Launch Leisure Transformation microsite	Completed	Jun-25	Leisure Transformation
Completed the annual review of the Playing Pitch and Outdoor Sport Strategy and determined priority sites for future investment	001 - Review the Football Foundation's proposed Gedling Local Football Facility Plan.	Completed	Jun-25	Leisure Transformation
Created and rolled out a new approach to Learning and Development across the organisation, including for employees and members.	001 - Create an organisation wide Training Needs Analysis	Completed	Jun-25	Smarter Working Programme
Improved performance management, including a new PDR process.	001 - Brief managers and staff in the new process	Completed	Mar-26	Smarter Working Programme
Worked with members to determine the ICT and devices they need to operate effectively.	001 - Complete workshops with members to gather feedback and requirements.	Completed	Apr-25	Smarter Working Programme
	002 - Finalise devices and specification	Completed	Apr-25	Smarter Working Programme
Developed an Asset Management Plan and Strategy including a full understanding of compliance position, stock condition and cyclical maintenance costs so that we optimise assets including considering options for retention, re-purposing and disposal	001 - Compile Asset Register	Completed	May-25	Smarter Working Programme
Delivered a successful election in May 2025.	001 - Executed the prepared election project plan and followed statutory timetable	Completed	Mar-26	Smarter Working Programme
	002 - Completed the postal vote process to include data management, quality assurance, issue, opening and checking	Completed	Mar-26	Smarter Working Programme

	003 - Polling day, verification and counts were completed successfully	Completed	May-25	Smarter Working Programme
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