

## Annual Delivery Plan Actions 2026-27

### Customer Experience, Communities and Digital

Ref	Action
P2-001	Embed the new Customer Services operating model with clear demand and productivity measures.
P2-002	Launch a new Customer Insight Framework and link this to Council governance structures to drive continual service improvement Council wide.
P2-003	Prioritise high-volume online transactions that reduce avoidable customer contact.
P2-004	Define and deliver a minimum viable online customer account aligned to CRM capability.
P2-005	Digitise and streamline the Council's online Freedom of Information, Complaints, MP letters and corporate contact processes.
P2-006	Explore opportunities to strengthen webchat to deliver more responsive services to customers online.
P2-007EQ	Continue to progress digital inclusion in partnership with geographical neighbours and subject to Government funding
P2-008EQ	Complete accessibility audits for all council-managed websites and migrate to main corporate platform.
P1-001	Develop a forward civic and events programme with clear safety and affordability thresholds.
CF-001	Complete planned ICT foundational projects to ensure continued service and resiliency
CF-002EQ	Upgrade the HR Information System to increase efficiency, enhance data security and support strategic decision making.

### Depot Modernisation

Ref	Action
P1-002	Complete work required to maintain Green flag accreditation for the borough's parks.
P2-009	Complete end-to-end process redesign for waste, streets and parks services to improve customer experience and performance monitoring, extending digital process delivery utilising the existing in-cab System
P2-010	Roll out Simpler Recycling, a national policy initiative, in line with the Government's timetable.
P2-011	Introduce a new online customer account across all online waste processes for customers.
P2-012	Redesign Domestic Residual, Recycling and Glass service routes along with the Street Care routes to optimise efficiency and service

<b>P3-001</b>	Review accommodation needs and reconfigure depot, including utilising Jubilee House
---------------	---

### Gedling Growth

<b>Ref</b>	<b>Action</b>
<b>P3-002</b>	Submit the Local Development Plan for examination, ensuring growth is well planned and sustainable.
<b>P3-003</b>	Track progress of activities on the Climate Action Plan and continue to work on achieving identified and agreed outcomes
<b>P3-004</b>	Continue work to complete UK Shared Prosperity Fund projects by the current deadline.
<b>P1-003</b>	Support the Greater Carlton Neighbourhood Board to progress Year 1 activities.
<b>P3-006</b>	Continue to develop the Economic Growth Framework Visitor Economy and Destination Management Plan to present to Cabinet for approval
<b>P3-007</b>	Seek Investment opportunities for Ambition Arnold to enable progression to delivery stage
<b>P3-008</b>	Utilise Grant funding to strengthen early intervention and landlord engagement to prevent homelessness.
<b>P3-009</b>	Align homelessness prevention and rough sleeping activity with county-wide and sub-regional strategies.
<b>P3-010</b>	Utilise Section 106 commuted sum funding to provide additional affordable housing in the borough
<b>P3-011</b>	Introduce the principles described in Renters right act and take enforcement action as appropriate

### Leisure Transformation

<b>Ref</b>	<b>Action</b>
<b>P1-004</b>	Progress RIBA stages of the Carlton Active project.
<b>P1-005</b>	Deliver the Richard Herrod Centre decommissioning plan.
<b>P1-006</b>	Demolition of the Richard Herrod Centre in preparation for site development.
<b>P1-007EQ</b>	Subject to final business case, commence construction phase of Carlton Active that incorporates both sustainability and accessibility considerations.
<b>P1-008</b>	Deliver the business growth plan across all leisure sites to support the Carlton Active business case and to reduce long-term subsidy.
<b>P1-009</b>	Review Leisure Transformation Workforce Strategy, consider related efficiencies and implement key actions.
<b>P1-010</b>	Review Playing Pitch Strategy Action Plan.
<b>P1-011</b>	Work with Football Foundation to carry out site surveys at Lambley Lane Recreation Ground and review findings to inform further project development of football and community facilities at the site.

## Local Government Reorganisation/Smarter Working

Ref	Action
P4-001	Complete a single authoritative inventory of systems, data, contracts and risks.
P4-002	Work with Nottinghamshire authorities to prepare interim data sharing and information governance arrangements.
P4-003	Identify critical roles and single points of failure and develop mitigation plans.
P4-004	Ensure all new contracts explicitly consider transition implications.
P4-005	Work and engage with other Nottinghamshire authorities across all identified workstreams for Local Government Reorganisation
P3-012	Complete a strategic review of council-owned assets to inform retention or disposal decisions.
P3-013	Prioritise the actions identified in the Asset strategy and create a programme of work for delivery
P4-006	Deliver tasks in the Internal communications strategy to ensure Gedling colleagues are aware and engaged in Local Government Reorganisation transition
P4-007	Support teams with the workstream leads to collate and provide necessary data for local Government Reorganisation transition.
CF-003	Review and update corporate risks as necessary
CF-004	Align Budget, Performance and Risk reporting and make changes to the boards to support this new more efficient arrangement
CF-005EQ	Review the Councils Employee Equality and Diversity Policy and implementation of an EDI action plan, with a focus on creating an accountable workforce and an inclusive supportive culture to aid staff wellbeing.
CF-006EQ	Update HR Policies to comply with the Employment Rights Act 2025, with changes that come into force during 2026.
CF-007	Embed the new Learning & Development strategy of 70/20/10 model to support staff to take ownership of their personal development to enhance their skills, knowledge and performance.
CF-008EQ	Create a Wellbeing strategy that supports staffs' mental health and wellbeing to aid a resilient workforce going through change.