

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
P3-001	Review accommodation needs and reconfigure depot, including utilising Jubilee House

Gedling Growth

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

Leisure Transformation

Ref	Action
P1-004	Progress RIBA stages of the Carlton Active project.
P1-005	Deliver the Richard Herrod Centre decommissioning plan.
P1-006	Demolition of the Richard Herrod Centre in preparation for site development.
P1-007EQ	Subject to final business case, commence construction phase of Carlton Active that incorporates both sustainability and accessibility considerations.
P1-008	Deliver the business growth plan across all leisure sites to support the Carlton Active business case and to reduce long-term subsidy.
P1-009	Review Leisure Transformation Workforce Strategy, consider related efficiencies and implement key actions.
P1-010	Review Playing Pitch Strategy Action Plan.
P1-011	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.

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