



Outcomes achieved

During

Quarter 4 2012/13

Homes

Provide more homes of the right type and in the right places

Local Authority Mortgage Scheme Success - As at the end of March 2013 the scheme helped 34 people to buy a home. In total there have been 49 applications to Gedling Borough's Local Authority Mortgage Scheme, of which 34 have completed (indemnities of £642,151), 10 have been offered but not yet completed (indemnities of £189,502), and 5 are awaiting an offer (indemnities of £96,120).

Total indemnities for these 49 applications are therefore £927,773 and the scheme is 92.8% committed.

Minimise the incidence of homelessness

Allocations Policy Review - In response to the greater flexibilities offered to local authorities through the Localism Act 2011, there has been a detailed review of the Council's allocations policy, which was approved by full Council in February 2013. The key changes will enable the Council to focus its work on those applicants with an identified housing need and to provide a more comprehensive and responsive service. This will be delivered by focusing the waiting list to only include those applicants with an identified housing need. As those applicants with no identified housing need currently represent over 65% of the waiting list this will considerably increase the team's capacity, to not only provide a better service to applicants, but also to be able to respond to the anticipated increase in work load resulting from the significant changes to the benefits system including Welfare Reform and Universal Credit.

The new Joint Homeless Strategy – presented to Council in February 2012 it has been produced in partnership with both Broxtowe and Rushcliffe Borough Councils and defines how services to homeless applicants will be delivered in the future. This document details new legislative options, such as the use of the private sector and also provides a detailed analysis of the main causes of homelessness in the borough over the last four and a half years. This has given the councils a clear understanding of the emerging need and will allow them to develop services to meet that need. In addition, as the impact of Welfare Reform begins to impact on residents the Council has been able to work closely with registered providers and start identifying tenants who will be affected by the changes and help them to prepare for the financial changes such as the revised occupancy standards, the single room rate for under 35 year olds and the impact of Universal Credit.

Jobs

Grow new local businesses and develop existing ones

Encouraging shopping area visitors - Netherfield's Locality Co-ordinator organised the first fresh Food market which took place at Netherfield on the 20th April 2013. The idea for the markets was in response to the desire of the local shops and businesses to increase the footfall in the town centre on Saturday's. A real high point of the first market was Netherfield Primary School's choir who gave a superb performance singing a range of popular hits.

More market traders are attending May's event, and the markets are planned for the third Saturday of each month.

Shop Front Grant Scheme - 12 projects have been delivered under this scheme during 2012/13, taking the overall total of projects during the two year project to 21. The scheme has helped businesses across borough to make improvements to the frontage of their property, with projects ranging from simple decoration or re-pointing, through to complete facelifts and entirely new shop fronts being installed.

Apprenticeships - In July 2012, Central Nottingham College launched the Recruit Local programme, operating out of Arnot Hill House. This matched local employment opportunities to local young people and offering Apprenticeships and work placements to improve employability. To the end of March 2013, 14 Apprenticeship placements have been filled with Gedling residents.

Improve local skills levels

Council Apprenticeships - In partnership with Gedling Homes, the Council has established three apprenticeship placements in our Parks and Street Cleansing section. We also have one apprentice in Customer Services and two in Financial Services. Service plans for 2013/14 include the establishment of more hosted placements.

In addition, work is now underway as part of the 2013/14 programme to create at least 8 "pre-apprenticeship work experience placements" to be offered to young people who wish to enrol on an apprenticeship programme but who are not yet work ready. Working closely with Central College, these opportunities will enable you people to compete more effectively for places on apprenticeship programmes.

Reduce Unemployment - The Netherfield Locality Co-ordinator has been working with Central College to provide training course for the long term unemployed to help get them back into work. The courses are being delivered from the Netherfield Primary School. The College is holding Assessment/work Clubs once a fortnight at the school to start to engage with parents and to ascertain training needs. Once this process is completed the courses will be developed and delivered using the school as the venue.

People

Reduce anti social behaviour, crime and the fear of crime

Netherfield Rock School - The weekly Netherfield Rock School is funded by Gedling Borough Council and run in partnership with the Youth Service. It provides a positive opportunity for local young people to not only playing music, but to perform at local events throughout the year. Between October and January 2012, 14 sessions ran with an average of 16 young people attending a sessions. Rock School has provided the opportunity for one local girl in Netherfield who wanted to sing and have some space and equipment to practise. The School has also been able to support her to get involved in other music projects.

Zumba and Martial Arts for Young People in Newstead - The Council has funded new opportunities for the young people who attend Newstead Youth Centre. Zumba is for the girls and Martial Arts is for the boys. So far there has been a very positive response from the 15-20 young people involved. The Council is now planning a week long summer camp with arts and sports activities for young people in Newstead which will be funded by Gedling Homes.

Special Constables in Gedling Borough – The project for the Council to fund 20 Special Constables within the borough was initiated during April 2012. To the end of March 2013, 9 Specials have completed their training and have been transferred to Gedling Borough (7 at Carlton and 2 at Arnold). The Specials are currently working with a Tutor Constable (Regular Police Constable) and their typical duties generally fall into two categories;

- Response Policing – Mobile patrol attending 999 emergency calls including; Anti Social Behaviour incidents, Road Traffic Collisions, Domestic incidents, Burglaries etc
- Neighbourhood Policing – Mobile and High Visibility Foot patrol attending; Anti Social Behaviour incidents, Night Time Economy town centre patrols plus special events; Christmas Carnivals, Remembrance Day Parades, Fetes/Galas, Fun Runs etc

The remaining 11 officers are currently completing their training at the Hucknall Force Training Centre with 6 Special Constables transferring to Gedling in May 2013, a further 2 in June 2013 and the final 3 in October 2013

Increase pride and personal responsibility

Working in Priority Areas - local residents have been invited to celebrate Newstead and discuss plans for the area at an event on the 11th May 2012. The purpose of the event is to celebrate the achievements of the Parish Plan and develop these themes further in the locality plan, being produced by the Netherfield Locality Co-ordinator. The day will include a host of activities including crafts and storytelling for under-fives, a free prize draw and free bacon cobs and snacks and zorbing, though not in that order.

Improve health outcomes for local residents

Promoting healthy activities - two free Circuit Training sessions were offered to people in Netherfield to help improve overall fitness for local residents. Starting on 30th March, - one is aimed at adults and the other can include younger family members as well and designed to cater for all levels of abilities - from beginners to more experienced exercisers.

Charlotte Brittle, from Gedling, initially lost six stone before joining Carlton Forum Leisure Centre gym. Charlotte was determined to keep the weight off and improve her confidence and after joining the gym she lost a further two stone and hasn't looked back since.

"Before joining Carlton Forum I had worries about what the gym would be like. I thought it would be full of people who are not overweight and that the staff would not really be involved with my personal development, but I was wrong! The staff have encouraged me, are friendly, approachable and always have time to talk to you and help with anything when using the gym."

The staff have recognised and encouraged my own personal achievement of losing 7 stone 12 pounds and through their support I know I will never put that weight back on. Joining Carlton Forum worked wonders for my confidence and has improved my fitness and lifestyle in ways I thought were not possible. If there is one piece of advice I can give to people who are considering joining Carlton Forum it is just do it, it's not as bad as you think and if I can do it then so can you. The results are amazing".

Wendy Gets Others Walking - Wendy Wilson, from Arnold, was diagnosed with fibromyalgia, a long-term condition that causes pain all over the body. But she overcame her condition after being referred to the Council's Positive Moves exercise referral scheme. Her journey to getting fit and active continued when she trained to be a volunteer walk leader, as part of the Council's Get Going in Gedling health walks programme. She now leads weekly walks helping other members of the community to get fit.

She has said: "It's great feeling fit again and being out there. The best thing about being a walk leader is all the lovely people you meet; I get a real buzz from seeing people getting healthy."

Go4it! Sports Camps for Young People with Disabilities - Gedling Borough Council has secured external funding from Nottinghamshire County Council to deliver school holiday sports camps at Redhill Leisure Centre for young people with disabilities over the next year. The camps are a key part of our Paralympic Legacy and provide a greater opportunity for these young people to take part in sport, while providing much need respite for parents and carers.

24 young people attended the February camp with an average of 16 each day. Young people took part in boccia, kwik cricket, dodgeball, sitting volleyball, tag, hockey and a variety of fun warm up games. Woodthorpe sporting hero James Crisp, silver medallist at the 2012 Paralympics has endorsed the camp. He said: "I owe my life to sport. It has given me so many opportunities in life. There's nothing I enjoy more than turning up to training every day."

Reducing smoking - Netherfield's locality Co-ordinator has worked with New Leaf – the national no smoking organisation, to hold a local event for Netherfield residents to raise awareness around health issues, promote local services and events and to encourage

people to stop smoking. The event took place during March and was well attended. The Mayor also joined in with the fun and had a go on the smoothie bike.

Sharing is Caring - The Sharing is Caring project is a joint scheme between Age UK Nottingham north and East Clinical Commissioning Group and Gedling Borough Council to fund an adviser to the over 60s based in Park House, Gedling. The post has been a great success. Some of the outcomes are as follows:-

Individuals were supported in putting claims to the DWP for Attendance Allowance. Thirty five claims were made with the total benefit gain so far of £23,801.85. There are still 23 claims awaiting a decision so this figure will significantly increase once those claims have been processed.

3 claims were rejected upon processing by DWP and these citizens will have the option to appeal or apply again if their conditions deteriorate.

Other achievements include:-

- 81 referrals to Age UK services
- 10 volunteers recruited
- 17 referrals for energy efficiency advice and 3 new central heating boilers installed through the GBC boiler scheme
- 67 1st Contact referrals made (34% of all referrals in the period)
- The average age of clients was 75.

Loneliness Campaign launch - Loneliness and isolation is the fourth indicator for poor health outcomes after, income, obesity and smoking, especially for older people. Tackling loneliness and isolation is therefore important to improve the health of the population.

Driven by Councillor Muriel Weisz, a working group has been set up that includes GBC, the CCG, public health, CVS, Gedling churches and Age UK. The first action was to publicise Age UK's End Loneliness Campaign by having a day where we encouraged people to make a pledge to end loneliness at road shows around the borough, by committing themselves to take action. This garnered much publicity, with Councillor Hollingsworth appearing on Radio Nottingham.

This is just the start with the project being a corporate action in the Council Plan for 2013/4.

Art at the HeART - The Council has begun a pilot arts project with Gedling Homes to reduce social isolation amongst older people that links directly to the Tackling Loneliness Campaign. Benefits will include increased physical activity, confidence, willingness to interact with the world and a slowing of dementia symptoms. Two residents at the Moreland Court accommodation in Carlton who met at the first session and became new friends, now regularly meet up independently to do activities together.

Give people more say, choice and ownership of local facilities and services

Ward Walks – During February to April senior officers, ward members and other partners took part in walks within a number of the wards in the Borough. The purpose was to engage with local residents and to identify issues that the Council and Partners could work together to address. As part of this information packs for each ward were produced by the

Performance Improvement Officer to help give greater understanding of each ward and any issues that were present. It is hoped that there may be opportunity for future ward walks to include attendance from other agencies.

Improving work with Voluntary Groups - Gedling Borough Council in partnership with Gedling Council for Voluntary Service held a Funding Fair during March at the Richard Herrod Leisure Centre to offer advice to Voluntary groups in the borough on how they can attract funding. It was attended by some of the region's largest grant giving bodies – including the Big Lottery fund, Nottinghamshire County Council's Community and Voluntary Sector Team, Sport Nottinghamshire and the Heritage Lottery Fund. Over 70 organisations attended the event and feedback has been very positive.

Performance

Improve the customer experience of dealing with the Council

Improving communication via social media – The Communications Team have increased the take up of social media, allowing information to be communicated more efficiently and effectively – in total, the number of ‘Likes’ across all the Council’s Facebook pages and the number of followers of the Council’s Twitter account has increased by around 40% during 2012/13. This has opened up a more effective and speedy two-way communication channel, increasing the ways that residents can choose to communicate with the Council - including:

- Face to face at the counter
- By telephone to the One Stop
- By email
- By Facebook
- By Twitter
- By a website enquiry from a computer
- By a website enquiry from a tablet or mobile phone

More people are now able to access online services as more forms are available in a mobile-ready format, and work has also been undertaken to improve the mobile version of the website to improve its accessibility from mobile devices such as smart phones, ipads etc.

Improve value for money to customers

Gedling Insight launched – Following partnership work between the Performance Improvement Officer and Nottingham City Council, Gedling Borough Council acted as a pilot authority to launch this new system for district councils in Nottinghamshire. Launched during February to Gedling Officers and a number of partner organisations, Insight is an open data source available via the council’s website providing a wide range of information about the borough including demographic data, deprivation, education and health of residents. The information is presented in a number of formats - by Council priority themes helping Council managers identify what key issues should be addressed and also by ward to help Members and the public to view information relevant to their area. Making the information more accessible from numerous sources in one location with updates carried out by a third party on a regular basis releases officer time to undertake more analysis of the data to help shape Council decisions. It also meets with the Communities and Local Government’s initiative to ensure residents have easy access to information about their area.

High quality transport operations - The Council’s transport operations was short listed as an Apse finalist for Transport operations and vehicle maintenance best performer.

Improved Community Centre Booking – A review of the service delivered by Leisure services for making one-off bookings for the Council’s Community Centres was jointly undertaken between the Business Improvement Team, IT Development and Leisure Services. Customers are now able to phone straight through to Customer Services and book and pay for a community centre over the telephone. Customers can also view community centre calendars on the Gedling website and plan their party or event in advance of calling to make a booking. The calendar also allows contact details about existing groups to be added to the website, so that customers can make enquires directly to

fitness, play and older peoples groups etc. that currently use the centres. The new system went live on 4th March. With these changes to the way the service is delivered and the better use of IT systems Leisure Services were able to save over 50 working days of resource and in addition make some small cash savings on associated paper and postage costs.

Service Process Review – A project was commissioned and undertaken by the Business Improvement Team with the objectives of reducing the amount of visitors to the Jubilee House building and to streamline the business processes for a number of council services such as taxi licensing. After undertaking the review it was identified that the amount of visitors to Jubilee House could be reduced considerably with Customer Services able to provide an improved customer experience at the Civic Centre. In addition, over £3,000 worth of efficiencies were made by changing the way the council delivered the service.

Learning and Development Achievements – During 2012/13 the Council's Training Officer has delivered a number of courses for officers, improving skill levels. These have included

- **Advanced Apprenticeship in First Line Management.** An employee successfully achieved the 'Advanced Apprenticeship' is several qualifications in one, which involved them passing written exams to acquire the Certificate in First Line Management; passing tests in written English, verbal communication and Maths and then be assessed in the workplace to acquire the NVQ level 3 in First Line Management.

- **Level 3 NVQ Learning and Development and the Assessors Award.** Two Employees successfully achieved this qualification allows them to train and assess other colleagues in workplace learning.

- Other qualifications included
 - **NVQ level 2 in Customer Services** - 2 employees achieved this
 - **NVQ level 2 in Business Administration** – achieved by 1 employee
 - **NVQ level 2 in Waste Management** – achieved by 7 employees
 - **ILM Team Leading Certificate** – achieved by 14 employees

Place

Reduce the Council's and the Borough's carbon footprint and energy usage

Reducing Fleet Fuel Usage - A new larger static diesel fuel tank has been installed within the Council's vehicle depot which provides fuel for the Council's HGVs and LGVs – this improves our sustainability and provides discounted fuel prices as buying in greater bulk is possible, improving our value for money. In addition, two new refuse freighters have been purchased with electric bin lifts which will also reduce fuel usage and fuel losses have been reduced due to better monitoring and procedures.

Smarter Driving - The Council has expanded its Smarter Driving training programme for employees who drive council vehicles.

The scheme is a short training programme provided by the Energy Saving Trust, where drivers are assessed and taught how to drive more economically. It also encourages a safer driving style and also leads to less wear and tear on vehicles

Following the successful pilot which saw 20 drivers trained in November 2012, a further 31 drivers went through the training in March and April 2013.

The test results showed an average reduction in diesel of 12.2% (1.1% - 27.2%). If the new driving techniques are sustained, they could lead to annual fuel savings for the Council worth almost £12,000, and reduction on CO2 emissions of over 21,000 kg a year.

Boiler Giveaway scheme - 78 Borough households have benefitted from major improvements to their home heating thanks to the Council's boiler giveaway scheme.

Over £150,000 funding was secured through the Nottinghamshire and Derbyshire Local Authority Energy Partnership from the Department for Energy and Climate Change in late 2012 to install new, fuel efficient boilers and, where needed, full central heating systems. Eligible private sector households had to have an old inefficient boiler and be in receipt of relevant benefits.

From a standing start, staff identified and targeted eligible households; procured a contractor to carry out the installations; carry out on-site assessments and manage the payment process to meet oversee the installations. They were so successful that the Council was able to ask for more partnership funding, with £162,000 finally spent. The 78 households are now warmer and will have lower fuel bills as a result.

Keep our streets, parks and open spaces clean, tidy and attractive

Reducing Dog Fouling - A new initiative for the Council's Locality Co-Ordinators in both Netherfield and Newstead is working with Environmental Health Section to launch a campaign with local schools to tackle the ongoing problem of dog fouling. Initiatives include a poster campaign, an event where the locality team will be using flags to make the prevalence of dog dirt in key areas, and monitoring the effect of a publicity and enforcement campaign over the summer.

Reduce the volume of waste generated and increase recycling

Reduction in waste in the borough - Yet again our residents have reduced the amount of residual waste they have thrown in their black bins, down another 5kg per household. Over the last 10 years our residents have minimized their waste by over 320 kg a year.

Safe disposal of more batteries - Since the introduction of the kerbside battery collection in December we have collected over 3 tonnes of batteries. Our small WEEE (electrical) banks have collected over 6 tonnes since May 2012 from their 4 locations so we will look to expand this.

Recreation

Increase participation in leisure and culture

Chinese New Year event - The 2013 Chinese New Year event was held in the Civic Centre and the Bowls Pavilion during February. The event offered a range of creative activities for children and their families including arts and crafts workshops provided by Gedling Play Forum, music workshops provided by the Nottingham Gamelan percussion group, storytelling with professional actor Nicky Rafferty and performances from local schools and the Flying High Expressive Arts Company. Over 300 people enjoyed the event, which concluded with a lantern procession around Arnot Hill Park. Prior to the main event workshops for Special Educational Needs children was run by the Play Forum volunteers in conjunction with Debz4coffee.

Gedling Sports Hall Athletics Finals - Nearly 500 children from Gedling's Primary Schools have taken part in the Heats and Finals of the Gedling Sports Hall Athletics since October. These are coordinated by the Council, run in partnership with the Gedling Primary Schools Sports Association. The Woods Foundation won the Years 5 and 6 (aged 9-11) Final, while Willow Farm won for Years 3 and 4 (aged 7-9).

Artist sells piece at Civic Centre exhibition - Local artists are being given the opportunity to display their work in the Reception Room at the Council's Civic Centre. Both professional and amateur artists have participated and recent exhibition themes have included 'Animals', 'Colour' and 'Nature and Environment'. One local artist has been successful in selling a piece displayed as part of the exhibition for £340. The Council is now planning to roll out exhibitions to Richard Herrod Centre and Bonington Theatre to help support the local arts scene.

Gedling Handball Club - From April, the handball club based at Sherwood E-ACT Academy will now have sessions running for 8-12 year olds and 12-16 year olds; this is further development following London 2012 where the senior section still continues to grow and develop.

Gedling Youth Make Willow Giants - Gedling Borough Council has supported young people from The Lodge Youth Centre in Arnold in their creation of illuminated Willow Giants which have been displayed at both Nottingham's Light Night and the Aurora display at Rufford Park. 4 of these Giants will become permanent residents of Arnot Hill Park this summer.

Funding for developing the Arts - Gedling Borough Council and City Arts have attracted £66,000 external funding for arts projects into the local area over the last year, including a 3 year Express Yourself arts referral programme for young people in the Borough and parts of Ashfield. In addition, the Council's Arts Grant Fund has matched funded £1,250 to projects that have brought in well over £20,000 of external funding. The projects include a Writing East Midlands poetry project involving 200 children from Arnold schools and the 'Science on Stage' production at the Royal Concert Hall which approximately involves 350 children from a number of primary schools in the Borough.