



Examples of Achievements and Activities

During 2015/16

PEOPLE

Reduce anti-social behaviour, crime and the fear of crime

Gedling Youth Council Tackle Bullying - At the Council meeting on 18th November the Gedling Youth Council presented their Anti-bullying Pack to Members. The pack is being rolled by the young people across Gedling schools and is being seen a model of excellent practice with interest to roll this out further afield. The Youth Council's anti-bullying resources are available at <http://www.gedling.gov.uk/community/schoolseducation/bullying/>.

Improved Taxi services - The Taxi Improvement Plan was fully implemented. This has resulted in a safer and better service for taxi users in the borough. The measures that have been brought in include changes to the taxi vehicle specification to have more environmentally friendly vehicles, the introduction of front plates to the vehicles, the introduction of mandatory display of the taxi drivers license on the dash of the car and also the introduction of safeguarding training for all drivers with a mandatory test that all drivers have to pass to continue as a Gedling driver.

Falling Crime - Crime has reduced more in Gedling than any other area in Nottinghamshire due to continued close working in partnership between the police and Gedling Borough Council. This builds on long-term interventions particularly in the areas with the highest levels of crime.

Improve health and wellbeing

Gedling Country Park parkrun - This new parkrun funded by the Council has attracted 1,184 runners since it began in 2015 with an average of 89 runners attending every Saturday morning at 9am. The Gedling park runners have also successfully applied for a public defibrillator to be located at the Country Park. A junior parkrun at the Country Park, also funded by the Council, began in April 2016 taking place every Sunday.

Residents Supported by Citizen's Advice Bureau - Through the Council's annual grant to Nottingham Citizen's Advice Bureau, in total 1,496 Gedling residents were offered advice. 36% of these had a disability or a long-term life limiting illness and 67% received benefit or debt management advice. At the Arnold, Calverton and Netherfield outreach services and at the central Nottingham office Gedling residents saw £267,315 Benefit Gain. £297,209 of debt was managed through the 3 outreach services. Those residents referred to a debt case worker at the Nottingham Bureau saw in total £1,972,955 of debt managed.

Super Kitchen in Newstead - This project provides cheap hot meals at the Newstead Centre using supermarket surplus food for local residents. There have been two events, which were extremely well received by the community. It is proposed to have an event every month with the potential to move to fortnightly.

Doorstep Sports Club - The Council has now been selected to be part of a national Home Office pilot in partnership with several local Police and Crime Commissioners and Street Games. The pilot programme in Newstead will to run 8 doorstep style

sports clubs across the country in with a view to evaluate their effectiveness at reducing crime and antisocial behaviour. Funding will support the Monday night sporting activities for young people in Newstead. This will pay for sports coaches and training opportunities for the young people. Evaluation support for this project will be provided by Loughborough University. Over the next year funding will be used to deliver the Newstead Youth Sports Club with evaluation support coming from Loughborough University. So far 37 young people from Newstead have been engaged in the project.

The Street Games is also funding activities in Netherfield and Killisick run by the Council at the Loco Youth Centre in Netherfield and at Redhill Youth Club in Arnold saw total 313 young people engaged during 2015/16.

Warmer Homes Advice for Residents in Newstead and Killisick - The Fantastic Homes project was invited to two summer community events organised by the Council. At both the Killisick Fun Day and the Newstead Cleaner and Greener Day the project advised residents' on tariff switching, switching energy supplier, solid wall insulation, changing boilers, Green Deal Home Improvement Fund, Economy 7, Warm Home Discount, and top tips for energy saving through behavioural change. Free items, such as showertimers and powersavers, were also handed out to 54 people designed to save energy in the home and ultimately save money. It is estimated that cumulative savings to local residents of the advice and items given was £11,010.

Summer Dance Programme for local young people - This summer the Council ran a summer dance school that resulted in performances at the Gedling Show in September. The dance performances at the Show had an audience of 60 people at all times within the dedicated dance marquee. Feedback from parents on the summer school included:

"My daughter had a great time, both making and performing the piece. It was great on the day and you did wonders with costume and presentation."

"Thank you, you did an amazing job!! The girls would absolutely love performing again. They thoroughly enjoyed themselves on Sunday."

Promote and encourage pride, good citizenship and participation in the local area

Newstead Dragon - CDs, plastic bottles, drinks lids, soda cans, and phone top up cards were some of the many recycled materials used to create the stunning dragon sculpture for the Newstead Bonfire Event in November 2015. .

The dragon was funded by an Arts Council England grant to the Future Newstead group, who worked with City arts to produce the sculpture. Since the event in November the Newstead dragon as it has been to several exhibitions, including at the Civic Centre in Arnold and at Nottingham Light Night and has in fact been seen by an estimated 4,700 people across all the events.

Newstead Young Person wins Award - Lewis Astill won the Young Person of the Year Award at the Pride of Gedling Awards. This recognised Lewis' achievements in volunteering for the Newstead Sports Club run by the Council, activities at school and at the Council's summer camps in the village.

Killisick Hungry Caterpillar Arts Project - Arts and crafts, physical activity and food activities were delivered in November and December for families at Killisick Children's Centre along the theme of the Hungry Caterpillar children's book. In total of 38 children and 16 adults attended sessions with an average of 25 people per session. The projects jointly funded by the Council and Gedling Sports Partnership.

Grant support for local groups - The Council has allocated £74,000 of community grants to local organisations through its Borough wide grant and local Members pots. In total 157 local groups benefited from the grant aid, ranging from local scouts and guides, neighbourhood watch, schools, sports clubs, older persons groups, community groups, parish councils arts groups and churches to name a few.

Gedling Show - The Gedling Show took place on 6 September at the Richard Herrod Playing Fields in Carlton. Thousands of local residents attended the event which included the annual horticultural show and classic car & motorbike show, central arena entertainment, Battle of Britain Memorial flypast, Fun Dog Show, street entertainers and various children's sports and arts activities. Residents were also able to show their support for the many local charities that had a stall at the event.

Arnold Carnival - The annual Carnival took place in June with some of the biggest crowds for many years. It included a broad range of activities for families and teenagers, opportunities for local charities to promote themselves and big stage entertainment all weekend. The stage provided an opportunity for up and coming local artists to perform, followed by more established acts entertaining into the evening. There was also a world record Samba attempt – we are waiting to see if we were successful!

Young people have their say on transport issues - Members of Gedling Youth Council have participated in Gedling Borough Council's 'Transport Links to and within Gedling Borough' Scrutiny Review, giving a presentation on young people's views on public transport and contributing recommendations to the final report.

PERFORMANCE

Improve the customer experience of dealing with the Council

Providing contact point for Gedling Homes customers – following the restructure of Gedling Homes, the dedicated reception area within the Civic Centre manned by Gedling Homes employees is no longer available for their customers. Gedling Borough Council has agreed to provide a service to accept documents brought in which are required by Gedling Homes from their customers to forward on to provide residents with a continued local contact point. The reception area previously used by Gedling Homes will be used to deliver face to face service for taxi drivers.

Increasing satisfaction with Customer Services – the percentage of customers that are satisfied with the overall customer service has increased to 93.54% in 2015/16 from 90.64% in 2014/15.

Improved facilities for taxi drivers - Improvements to the small vehicle workshop were completed in 2015 to include a separate waiting area and toilet facilities for taxi drivers bringing their taxis in for inspection - making the experience more customer friendly.

Give tax payers value for money

Providing effective IT to staff - The IT team have completed a number of projects to provide the Council with effective and robust Information Technology.

- The scheduled replacement of IT hardware is 100% complete
- Independent IT security external and internal vulnerability assessments completed and submitted as part of the Councils annual PSN compliance arrangements
- Formal IT Disaster recovery rehearsal completed
- Remaining Blackberry Smartphones replaced
- Continued IT support for East Midlands Council

Extensive Support programme for Local Groups - As part of the programme to explore community asset transfer of its community centres, the Council successfully accessed 16 days specialist consultancy support for local groups and a pot of £10,000 from the national Community Ownership and Management of Assets (COMA) programme. This resulted in the formation of a partnership of local groups with an interest in asset transfer.

The groups agreed a programme of training workshops for the partnership to benefit from that covered business planning, funding, legal agreements, facility management and governance arrangements. They also agreed to spend money on building surveys, legal and consultancy costs to support member groups interested in specific Council buildings. Although the COMA work ended in March, the Partnership has agreed to continue to meet to support those organisations who have submitted an interest in the future management of particular buildings in the Borough. Gedling Play Forum, Eagles Nest Church, Beacon Baptist Church and Gedling Borough Arts

Association are all now keen to explore or begin the process towards asset transfer at different locations. The Council will produce an online Asset Transfer resource pack for groups, a formal Asset Transfer submission process and other voluntary sector support information.

Gedling COMA programme has been selected as a national Case Study by the Cabinet Office.

Maintain a positive and productive working environment and strong staff morale

Improvements to workshop area - Alterations were made during 2015 to the office area/kitchen and storage room to make the workshop more pleasant and health and safety compliant.

Reduced staff sickness absence - Over the year sickness absence has fallen to 7.24 days per Full Time Equivalent employee against the corporate target of 9 days. This is the second consecutive year that we have done better than target. This is a real achievement following a lot of hard work by lots of people including our managers and supervisors.

PLACE

Ensure local people are well prepared and able to compete for jobs

Apprentice secure permanent employment - An area of major success was the HGV apprentice mechanic who on the completion of their 3 year apprenticeship within the Transport Services Section successfully applied and was appointed to the permanent position of fitter with the Council

Support for Netherfield Students - The Council has funded the travel costs of nine Year 8 Carlton-le-Willows students who reside in Netherfield to attend a visit at Derby University.

Get Ready for School - Netherfield's Get Ready for School resource was produced this summer with families from the Netherfield area. The resource includes a promotional video, leaflet and webpage. This project funded by the Gedling Borough Council, Gedling Homes and Nottinghamshire County Council provides a tool for local organisations to use when promoting the early years' services available for local families. The resource pack information can be found at <http://www.gedling.gov.uk/gettingreadyforschool/>.

Youth Council look to promote career advice and opportunities - Members of the Gedling Youth Council have been liaising with the Rushcliffe Borough Council YouNG project, which provides a web based facility run by young people providing links to jobs, work placements, career development, activities and events, including Youth markets for young entrepreneurs. This has resulted in Gedling Borough Council funding a Gedling Intern post to be based at Rushcliffe to extend the benefits of the project to Gedling Young People

Launch of Newstead IT Suite - The official launch of the IT Suite at Newstead Centre took place on 26 June. New College Nottingham talked to local people about courses they would like to see at the Centre. Free access to ancestry was also provided to kick start a family history / local heritage group and 8 people signed up for a Basic IT course.

Gedling Borough Council's Locality Co-ordinator uses the suite to provide the weekly Newstead Work Club for local residents who either don't have access at home or who need support with CVs, covering letters or job searching online.

Girls Make It Happen - Following a successful joint fund application with the Council, Gedling Sports Partnership received £120,000 from Sport England to deliver the Girls Make It Happen programme over two years. So far new targeted sessions for females have started in the Borough including Women's and Girls Basketball, Women's Social Cycle, Women's Social Walking, Zumba, Clubbercise, Yoga, Mother and Daughter Archery After School Clubs and activity sessions at Newstead Youth Club. The new programme aims to provide a lasting legacy in the Borough of sporting opportunities for females

Provide an attractive and sustainable local environment that local people can enjoy and appreciate

Use of fuel efficient vehicles The Councils has continued to procure vehicles that meet the latest European Engine Standards to improve air quality and pollution to help reduce fuel usage. These include Euro VI refuse freighters with electric binlifts, a Euro VI precinct sweeper and more fuel efficient vans. This along with the drop in fuel prices and our use of the 'Espo' framework to achieve competitive prices has achieved a quarter four saving of £38,008 – and a total saving of £80,508 for 2015/16.

New Mural for Arnot Hill Park - Gedling Borough Council has funded a project to create a new mural involving a number of local community groups working with artist Jess Kemp. Children in years 7-9 at Arnold Hill Academy designed the mural which is actually 7 individual pieces inspired by plant and wildlife in the park.

The mural has been painted by children from Arno Vale Junior School, Gedling Homes' tenants and members of the Debz4coffee group who support families with children with special educational needs and disabilities. The mural is the latest piece of art work to be included in the arts trail for Arnot Hill Park.