

GEDLING PLAN 2022/23

ANNUAL REPORT

Serving people **Improving Lives**



Gedling Borough Council

www.gedling.gov.uk

Gedling 
Borough Council

Introduction

This year in particular it is a poignant moment to look back at what the Council has achieved. Not only is it the end of another year but it is also the end of our previous Gedling Plan that took us from 2020 through to 2023 which also spanned one of the most challenging and difficult periods in history on the local, national and world stages.

Over these recent years the Council has achieved some incredible things in the face of real adversity as we worked to support our local communities through the global pandemic; projects such as the acquisition and development of the Arnold Market Place and the tireless work on the part of Members and Officers to finally see the opening of the Gedling Access Road, now known as Colliery Way to reflect the roots of the area. But it's not all about the multi-million pound projects. So many other things have changed for the better in ways that will positively affect our communities now and in generations to come. I'm thinking particularly about our work to improve the natural environment through the planting of trees and the practical measures that we have taken to try to increase our bee population. In the last year alone we have planted 2,387 trees including native tree species such as hawthorn, hazel, field maple, hornbeam, cherry, mountain ash, silver birch, oak, Scots pine and yew, many of which are in our five "Green Flag" awarded parks. Projects such as these help to contribute to our Carbon Management Strategy that was newly-introduced this year.

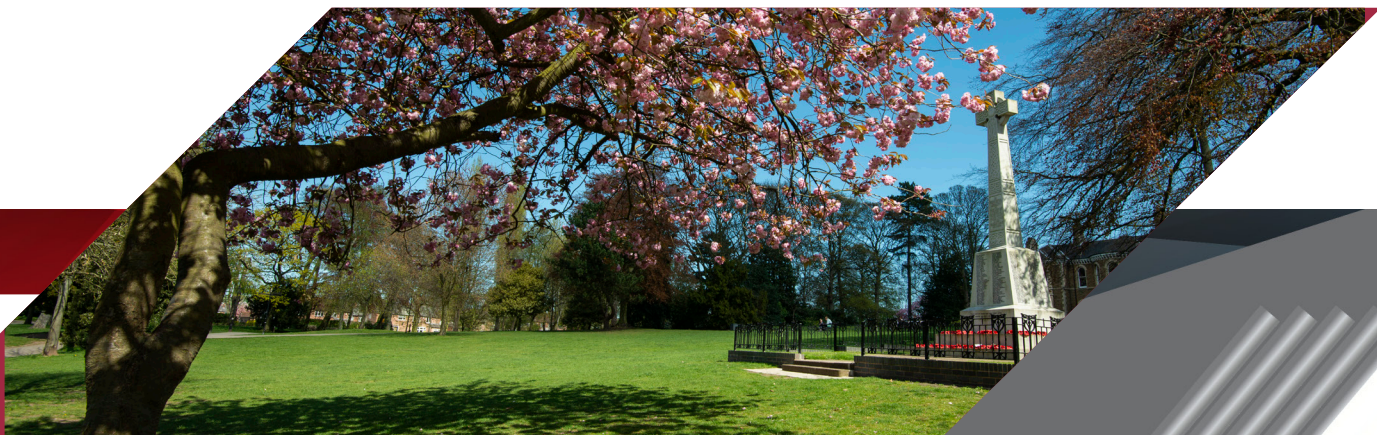
We have listened to the voices of local residents who took part in our surveys that covered the whole of the borough. Tackling crime and antisocial behaviour is something that is very important to people, as is keeping the place clean. We are proud to have responded to these priorities and our positive work includes, just as examples, the investment this year in new and improved CCTV cameras in targeted areas around the borough to help improve security and safety, and the post-Christmas free bulky waste collection service that was extended into its seventh year both as a service to residents and to help to reduce fly tipping.

House building throughout the borough was really healthy over the last year. In the first three quarters of the year 570 new homes were completed including 93 affordable homes. The last quarter saw 234 homes being built which is the fastest rate of completions in Gedling Borough for around 50 years. I see this as a reflection of just how desirable a place to live our borough really is.

Looking to the future, the Council has now approved a new four-year Gedling Plan that is designed to take us forwards with energy, optimism and ambition to again make real changes to the lives of our residents, visitors and businesses. We will again, both Councillors and Officers, strive to fulfil our promise that we will be; "serving people, improving lives".

Councillor John Clarke
Leader of the Council

Arnot Hill Park



OUR PRIORITIES AND WHAT WE DELIVERED

HIGH PERFORMING COUNCIL

To be a high performing, efficient and effective council

Our key achievements



Customer Services outreach work continued with regular sessions at Carlton Community Hub and Calverton Core Centre, as well as one-off sessions at Netherfield and Killisick and cost of living events at Newstead and Carlton designed to help residents with services such as housing, council tax, benefit claims and services from our partners.



The Council has brought in changes to our pay line to help our lowest-paid employees and the lowest pay points have now been removed.



Following a borough-wide survey consulting with residents, businesses and services users, our new Gedling Plan for 2023-27 was finalised and adopted. This will define how we work towards our stated priorities over the coming years.



We introduced our first Fostering-friendly Policy. This supports employees who are foster carers through the award of additional leave at critical times during the adoption process. We were one of the first district Councils in the county to have such a policy and the proposals have been supported by Members, unions and our employees.



We implemented an on-line, bespoke Equality, Diversity and Inclusion training programme. This programme is being rolled out across the Council and adapted for those employees who don't have ready access to a computer at work. Feedback suggests that the material is well-regarded and informative.



We approved a new efficiency programme and achieved a balanced Medium Term Financial Plan.



Our financial services team led the processing of energy support grants totalling in excess of £5.9m.



A new Customer Promise was approved, which sets out clearly to our customers how they can expect to be treated by the organisation. Also a new unacceptable customer behaviour policy was adopted which sets out for staff and customers how the Council will deal with unacceptable behaviour from customers.

Our key performance measures



96% of invoices were paid within 30 days.

Almost 900 of you responded to our borough-wide priorities survey.



We have 50,000 'Keep Me Posted' email newsletter subscribers.



98% of Council Tax was collected.

95% of calls to the contact centre were answered (or call back made).



OUR PRIORITIES AND WHAT WE DELIVERED

COHESIVE, DIVERSE AND SAFE COMMUNITIES

To promote strong, resilient communities and reduce hardship and inequality

Our key achievements



We have continued to invest in both new and upgraded CCTV cameras across the borough. New cameras on Rolleston Drive, Gedling Country Park car park, Conway Road Recreation Ground, Carlton Square and Killisick Recreation Ground and upgraded CCTV monitor wall and software in the control room. We are working on installing new cameras at Muirfield Road Recreation Ground, Burton Joyce Village, and Calverton, as well as two cameras funded under the Safer Streets Fund on Colwick Loop Road.



We extended the Selective Licensing Scheme to parts of Colwick, Carlton Hill, Daybrook and Newstead Village. The scheme makes privately rented homes safer for people to live in, and makes it mandatory for landlords to have licences for each of their private rented properties.



The Operation Reacher Team, our neighbourhood policing model, was established ahead of target and is operational in the community to proactively address crime and disorder. The team has already delivered a number of successful operations and interventions. The team is based in the Partnership Hub at Jubilee House and works jointly with existing police and Council staff.



Over £1.45 million was spent on disabled adaptations to enable residents with disabilities to remain living independently in their own homes across 97 disabled facilities grants and the installation of 15 level access shower wet rooms via the 'bathout' project



We created a new Council Cabinet role to focus on supporting refugees, championing women and people with a disability as well as raising awareness of support for victims of domestic violence, abuse and hate crime.



Homes for Ukraine – we launched the Homes for Ukraine scheme, working with homeowners and landlords who want to help by offering a place for refugees to live. To date, 106 matched sponsors have come forward within the borough, we have undertaken 102 first property checks, 87 second welfare checks and 35 third welfare checks. These checks are to ensure properties are not overcrowded, are safe to occupy and to safeguard the guests.

28 fixed penalty notices were served for litter and dog fouling.



Our Bonington theatre saw over 40,000 visits.



Average time to process new Housing Benefits claims (in calendar days) was 13.8 days against a target of 15 days.



94.5% of fly tipping incidents were removed within 4 working days.



OUR PRIORITIES AND WHAT WE DELIVERED

VIBRANT ECONOMY

To promote and drive sustainable growth across the borough to meet current and future needs

Our key achievements



House building throughout the Borough progressed at pace with a number of volume house builders active in the Borough. In the first three quarters of the year, 570 new homes were completed, including 93 affordable homes. In the last complete quarter of this financial year, incredibly, 234 properties were completed – this is the fastest rate of completions in Gedling Borough since the late 1970's.



We worked with local schools and partners to deliver a programme of events that included career and interview skills training, a Business Advisory Surgery and our most successful Apprenticeship and Jobs Fair at the Civic Centre to date.



We completed the successful regeneration and development of Arnold town centre and market, including our new iconic AMP building and public realm. We have now successfully let all but one of the ground floor business units at the AMP, helping to contribute to the vibrant new space.



An Interim Planning Policy Statement on First Homes was published in October to set out the Council's approach to delivering First Homes within Gedling Borough.

Our key performance measures

We hosted 16 school-age work experience placements over the year.



126 long term (over 6 months) empty homes were returned to use as a result of our intervention.



100 % of major planning applications were progressed within 13 weeks against the target of 90%.



OUR PRIORITIES AND WHAT WE DELIVERED

SUSTAINABLE ENVIRONMENT

To promote a sustainable environment

Our key achievements



Investment in parks and open spaces, play areas, and planting of native trees continued. This year we have planted 2,387 new trees including Digby Park where 560 trees were planted as part of a new arboretum and tree trail. The targets set for tree planting have been met and exceeded.



Further improvements to our flagship Gedling County Park included a new Holocaust Memorial Garden and a brand new website to further boost visitors and highlight our great facilities.



Our Great British Spring Clean was once again a success with many volunteers taking part, and the 'Big Clean' Community Steering Group was created with a number of community groups as members.



Our fifth Green Flag Award, the international quality award for parks and green spaces, was awarded to Breck Hill Park.

Our key performance measures

We currently have over 19,400 garden waste customers.



98% of streets surveyed had acceptable levels of litter.



OUR PRIORITIES AND WHAT WE DELIVERED

HEALTHY LIFESTYLES

To promote the health and wellbeing of our residents

Our key achievements



The Strategic Review of Community Facilities commenced in August and has made good progress. This has included extensive stakeholder engagement with key partners and a resident survey that attracted 600 responses. Data and insight on physical activity behaviour and health inequalities and national and local strategic priorities has also been gathered for further analysis to inform the final Strategy.



The leisure centres successfully moved over to a new leisure management system with improved customer functionality which will help transform how customers engage with the leisure centres. Online joining was also launched for Gedling Leisure Cards and DNA memberships.



Following a successful funding application for £100k for the refurbishment of Colwick Rectory Recreation Ground, refurbishment works were completed to improve the site and add new and inclusive facilities, including a wheelchair accessible roundabout, zip wire, trampoline and a multi play unit with 17 different features.



A new Armed Forces Breakfast Club aimed at bringing members of the Armed Forces together launched at the Richard Herrod Centre. The club is open to any active or ex-members of the forces, including veterans and any family members connected to the forces.



The number of swimmers on our Learn to Swim scheme hit new highs this year, with over 3,800 swimmers using our scheme. More importantly there were 580 children who achieved their 25m badge during 22/23 compared to 303 in 21/22, which is the main indicator used in the industry to help reduce the risk of drowning.

Our key performance measures

There are now 410 registered Gedling residents with access to the Armed Forces Leisure Card scheme.



We distributed 11 quarterly community newsletters to approximately 7,000 community contacts over the year.



96% of food premises scored 4 or 5 in the national food hygiene rating scheme.



There were over 1,000,000 visits to our Leisure Centres.





gedlingborough



gedlingbc



@gedlingbc

Tel: 0115 901 3901

www.gedling.gov.uk

Gedling
Borough Council 