

REPORT OF THE SERVICE DIRECTOR FINANCE, INFRASTRUCTURE & IMPROVEMENT

PLACE CORE DATA SET COMMUNITIES AND PLACE PERFORMANCE FOR QUARTER 1

Purpose of the Report

1. To provide the Committee with an update of performance for Communities and Place for quarter 1 2019/20 (1 April 2019 to 30 June 2019).

Background

2. The Council's Planning and Performance Framework establishes the approach that the Council takes to planning and managing its performance to deliver effective and responsive services.
3. The Council has agreed that the key measures of its performance will be defined through a number of core data sets which are detailed in its Council Plan and each of its Departmental Strategies. Performance against these core data sets is reported to committee every three months (quarterly) to support the performance management of the delivery of services.

Information and Advice

4. The full Core Data Set is included in Appendix A, and when considering the appendix it should be noted that:
 - The previous figures are for the preceding quarter (quarter 4 2018/19) or financial year (2018/19), although in some cases this is highlighted as not applicable where the data is unavailable for the previous quarter/annual.
 - The appendix also indicates whether the measure is
 - a cumulative measure (C) which shows performance from 1 April 2019 to 30 June 2019,
 - a measure which is reported annually (A),
 - or a measure which only includes the value for the individual quarter

5. The report highlights those core data set measures which have been identified as a risk in the appendix based on the latest performance figures. In addition to reviewing the core data set, each quarter of 2019/20, the report will focus on a specific commitment within the Council Plan and deep dive into the various activities and projects, and their successes in relation to that particular area.
6. A number of Council services are delivered through external parties, these include:
 - Via East Midlands, a company owned by the County Council (NCC) who deliver the Highways Service for the benefit of the County's residents, visitors, businesses and highways users, with some key strategic functions retained by NCC.
 - Veolia Environmental Services (VES), who have a long term Private Finance Initiative (PFI) contract (to 31 March 2033) with NCC to manage the bulk of the Local Authority Collected waste. This includes providing the recycling network and operating and maintaining the Material Recovery Facility (MRF) at Mansfield. It also includes arranging composting services and waste disposal through subcontractors for the production and processing of Refuse Derived Fuel (RDF) from residual waste, and for the use of the Sheffield Energy Recovery Facility (ERF) with Veolia Sheffield. Two other significant contracts are also used to manage waste streams in the County.
 - Inspire, who commenced provision of a range of cultural and learning services from April 2016, including the Council's library services. Supported by the Council, Inspire has implemented a programme of investment to modernise public libraries and develop a range of cultural and learning services on behalf of the Council.
 - Arc Partnership, a joint venture developed by NCC and Scape Group, who work closely with local communities, providing value for money, treating people fairly and creating a better built environment for everyone. Arc's services include design & project management, construction services and repairs & maintenance.

Core Data Set

Waste Services

7. The percentage of household waste sent to reuse, recycling and composting reported at year-end is 43% which is below the target of 45.5%. This is due to the significant effect of the prolonged drought, which affected the entire country last summer and had adversely affected all local authorities' composting performance. The service is currently in discussions with Mansfield District Council on their proposal to introduce kerbside glass collections.

Registration Services

8. The General Register Office (GRO) sets a national target of 90% for deaths registered within five days, however due to the geographical area the service manages, an internal authority target of 78% has been set. The percentage of deaths registered within five days for April, May and June were 71%, 79% and 70%, respectively, which resulted in a quarter 1 outcome of 73%. While lower than the target of 78%, this was expected due to the number of bank holidays in April and May, resulting in an overall loss of 6.25% working days for quarter 1.

Trading Standards

9. The retail value of illicit tobacco seized in quarter 1 2019/20 was £12,750, which was to be expected due to work carried over from the previous quarter. In quarter 4 2018/19, and as a result of targeting further up the supply chain, the service made a large seizure of tobacco with a total retail value of £513,823. Due to the quantity of the seizure, along with the complexity of the joint operation with the HMRC, the resulting legal follow up work was prioritised during the current period.
10. The Service's approach to product safety enforcement, as with other areas of our work, is intelligence led based on the threat risk and harm posed to our communities. Whilst the value and number of products removed from the market was relatively low this quarter at 923 (value £4,050) the products involved were locally manufactured high risk baby and children's products, which posed serious potential choking hazards.
11. The growth in the number of Friends Against Scams has been relatively slow this quarter. The service takes every opportunity it can to actively promote the scheme, such as the annual national Scams Awareness 2019 campaign which ran in June 2019 and promoted www.friendsagainstscams.org.uk via media and social media. The impact of which should be reflected in next quarter's figures.

Commitment 7 - People live in vibrant and supportive communities

12. This quarter's deep dive will focus on Commitment 7: People live in vibrant and supportive communities. The Place department has a number of achievements and milestones that support this commitment, which have been highlighted in this section.
13. **Safer Nottinghamshire Board Strategy:** In May managers from Nottinghamshire Trading Standards and Rushcliffe Borough Council gave a presentation at the Nottinghamshire Safeguarding Adults Board partnership event about the new Safer Nottinghamshire Board (SNB) Strategy: "Tackling Fraud against the Vulnerable". The strategy and resulting action plan both recognise the importance of engaging a wide range of agencies working with older people to reduce the incidence and impact of fraud and scams against the vulnerable in the County.
14. **Friends Against Scams:** Scam Marshals are members of the public who have registered to send in their unwanted post for intelligence purposes to the National Scams Team. We currently have 42 Scam Marshals within Nottinghamshire and this is the 3rd highest in the country and the highest amongst authorities in the East Midlands. The County currently has 877 "Friends" and 29 SCAMchampions and 3 SCAMBassadors. More information about the scheme is available at: www.friendsagainstscams.org.uk
15. **Doorstep Crime:** In 2017 a male in his 80's who lives in Bassetlaw, and had been recently widowed, was the victim of a doorstep crime. The male withdrew £24,500 from his bank to pay rogue traders. An Officer from Trading Standards assisted the resident at the time and put in a complaint to the Financial Ombudsman Service who, after a lengthy case, have now decided that the bank should refund the male £24,500. This will have a huge impact on the resident's quality of life, following what was a very distressing incident.

16. **Community Friendly Approach:** As part of a Community Friendly Approach, the Communities Service ran five Community Organising training workshops; three Introduction to Community Organising and two Listening Skills for Community Organising. Following the training a number of groups were set up by residents to tackle issues of importance within their own communities. Some examples of these groups include:
- The Beeston Breakers - A group set up by a local man who is using break dancing and other popular dancing genres to engage young teenagers to reduce knife crime and other anti-social behaviour. Working with local police, his aim is to set up groups across the county and to organise dancing battle events.
 - 'Bee Friendly' - A group set up by 3 people who have a shared passion for saving bees. The groups aim is to educate everyone about the importance of bees in protecting the ecosystem.
17. Additional projects as part of the Community Friendly Approach, seeking to support Health & Wellbeing have either been set up or are in the process of doing so:
- Eat, Bake, Sing – A project that uses community baking, social eating and music to bring people together to learn new skills and improve their mental wellbeing.
 - A Trauma Support Group.
 - An Idaya group to set up a sensory garden.
18. **The Local Improvement Scheme:** The Local Improvement Scheme (LIS) Capital Fund provides opportunities for communities to apply for capital funding for assets that meet the funding criteria. Projects should seek to contribute to the LIS strategic aims, which are to encourage and support local communities to be strong, vibrant and resilient, to encourage and support volunteering, and to seek wider funding opportunities. Applications for the second round of funding closed in February 2019 and saw 196 applications being received, totalling to a sum of approximately £3.5m. This is an increase of 8% in the number of applications compared with previous year, with an increase of 16% in the total amount of funding requested.
19. Of the applications received 187 were eligible for funding, of which 11 were for gateway signs, 88 were for awards of £10,000 and under, and the remaining 88 were for awards of over £10,000. Applications for up to £10,000 (including all gateway sign applications) were prioritised for assessment. At the Communities and Place committee in June 2019, funding for 80 projects up to a maximum of £10,000 were approved (which included gateway signs), with the total value of these awards being £0.358m, leaving £0.974m remaining.
20. At the Communities and Place committee in July 2019, 45 applications were recommended for approval, totalling to £581,785. A further 47 applications were not recommended due to a variety of reasons, however the service would provide applicants with support and guidance. Outstanding applications are expected to be taken to the Communities and Place committee in September 2019.

21. **Mental Health Awareness Week:** In support of Mental Health awareness week Inspire promoted a number of services, some which include:
- The reading well service to help residents understand and manage their health and wellbeing, using recommended books available from the library.
 - The Reminiscence resources to encourage interaction and communication between people living with dementia, their families, friends and carers, and recommended reads.
 - Recommended Reads, a series of booklists covering dementia, autism, mental health, and mood boosting.
22. **Home Cooked Heritage project:** The project, organised by Inspire, consisted of a series of talks, workshops and touring exhibitions took place across Nottinghamshire, which involved residents working with a performer and a visual artist to explore the heritage of recipes from the past, unearthed in Nottinghamshire Archives.
23. **Creatures creative art programme:** Also ran by Inspire, the Little Creatures creative art programme, which consisted of a number of workshops for 2-5 year olds, led by professional artists, aiming to help early years' children learn new skills and have multi-sensory creative experiences.
24. Performance reports for the remainder of the year 2019/20, will focus on the following commitments:
- Quarter 2 – Commitment 5: Nottinghamshire is a great place to live, work, visit and relax
 - Quarter 3 – Commitment 11: Nottinghamshire is a well-connected county
 - Quarter 4 – Commitment 1: Families prosper and achieve their potential

Other Options Considered

25. This report is provided as part of the Committee's constitutional requirement to consider performance of all areas within its terms of reference on a quarterly basis. The departmental strategy was agreed on 24 January 2018 and the format and frequency of performance reporting were agreed by Improvement and Change Sub Committee on 12 March 2018. Due to the nature of the report no other options were considered appropriate.

Reason/s for Recommendation/s

26. This report is provided as part of the Committee's constitutional requirement to consider performance of areas within its terms of reference on a quarterly basis.

Statutory and Policy Implications

27. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION

- 1) That Committee considers whether there are any actions it requires in relation to the performance information on the Council's services for communities and place for the period 1 April 2019 to 30 June 2019.

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Constitutional Comments (EP 30/07/2019)

2. The Communities and Place Committee is the appropriate body to consider the content of the report. If Committee resolves that any actions are required, it must be satisfied that such actions are within the Committee's terms of reference.

Financial Comments (SES 01/08/19)

3. There are no specific financial implications arising directly from the report.

Background Papers and Published Documents

The performance measures included within appendix A are measures which have previously been included within the performance section of committee reports. These committees are as follows; community safety committee, culture committee, environment and sustainability committee, personnel committee, planning and licensing committee, transport and highways committee.

Electoral Division(s) and Member(s) Affected

All