

Place Select Committee

Wednesday, 20 December 2023 at 10:30

County Hall, West Bridgford, Nottingham, NG2 7QP

AGENDA

- | | | |
|---|--|---------|
| 1 | To note the appointment at Full Council on 7 December 2023 of Councillor Mike Adams as Chairman of the Place Select Committee for the remainder of the 2023-24 municipal year. | |
| 2 | Minutes of the last meeting held on 20 September 2023 | 3 - 10 |
| 3 | Apologies for Absence | |
| 4 | Declarations of Interests by Members and Officers:- (see note below) | |
| 5 | Highways Joint Innovation and Continuous Improvement Plan | 11 - 18 |
| 6 | On-Street Low Emission Vehicle Infrastructure (LEVI) Programme and Electric Vehicle Cable Channel (EVCC) Pilot Project Update | 19 - 24 |
| 7 | Culture, Learning and Libraries - Inspire: Development Plan 2024/2025 | 25 - 32 |
| 8 | Catering, Cleaning and Facilities Management Service - Future Service Models | 33 - 46 |
| 9 | Work Programme | 47 - 62 |

Notes

- (1) Councillors are advised to contact their Research Officer for details of any Group Meetings which are planned for this meeting.
- (2) Members of the public wishing to inspect "Background Papers" referred to in the reports on the agenda or Schedule 12A of the Local Government Act should contact:-

Customer Services Centre 0300 500 80 80

- (3) Persons making a declaration of interest should have regard to the Code of Conduct and the Council's Procedure Rules. Those declaring must indicate the nature of their interest and the reasons for the declaration.

Councillors or Officers requiring clarification on whether to make a declaration of interest are invited to contact Rhys Atwell (Tel. 0115 804 1277) or a colleague in Democratic Services prior to the meeting.

- (4) Councillors are reminded that Committee and Sub-Committee papers, with the exception of those which contain Exempt or Confidential Information, may be recycled.
- (5) This agenda and its associated reports are available to view online via an online calendar - <http://www.nottinghamshire.gov.uk/dms/Meetings.aspx>



PLACE SELECT COMMITTEE

Wednesday 20 September 2023 at 10:30am

COUNCILLORS

Nigel Moxon (Chairman)

Tom Hollis (Vice-Chairman) - **Apologies**

Richard Butler - **Apologies**

Anne Callaghan BEM

Penny Gowland

Mike Introna

Kane Oliver

John Ogle

Roger Upton

Jonathan Wheeler

Elizabeth Williamson

SUBSTITUTE MEMBERS

Councillor Steve Carr for Councillor Tom Hollis

Councillor John Lee for Councillor Richard Butler

OTHER COUNCILLORS IN ATTENDANCE

Councillor Mike Adams

Councillor Neil Clarke MBE

OFFICERS

Mick Allen	- Group Manager, Environment and Resources
Vicky Cropley	- Programme Manager – Safer Nottinghamshire Board
Martin Elliott	- Senior Scrutiny Officer
Kate Morris	- Democratic Services Officer
Sue Jaques	- Flood Risk Manager
Mark Walker	- Interim Service Director, Place and Communities
Claudine White	- Group Manager – Trading Standards and Communities

1. MINUTES

The minutes of the last meeting held on 20 September 2023, having been previously circulated, were confirmed and signed by the Chairman.

2. APOLOGIES FOR ABSENCE

Apologies for absence were received from:

- Councillor Richard Butler (Other County Council Business)
- Councillor Tom Hollis (Other Reasons)

3. DECLARATIONS OF INTERESTS

None.

4. PLACE SELECT COMMITTEE JULY 2023 – RESPONSE TO RESOLUTIONS

For this item the Place Select Committee sat in its role as the Council's Statutory Crime and Disorder Committee, as defined by the Crime and Disorder (Overview and Scrutiny) Regulations 2009.

Mark Walker, Interim Service Director Place and Communities, introduced a report that responded to the resolution that had been made at the meeting of the Place Committee in September 2023:

“That a further report be submitted to the September 2023 meeting of the Place Select Committee that:

- i. acknowledges the commitments of the Motion of Full Council in March 2023.*
- ii. includes information around performance issues under the current strategic priorities of the Nottinghamshire Community Safety Agreement.*
- iii. provides information on the suitability of those assigned to lead on priorities.*

Vicky Cropley, Programme Manager for Safer Nottinghamshire Board, gave a detailed summary of the response set out below:

- The report confirmed that rising crime rates were acknowledged in the Community Safety Agreement (CSA). Crime figures were one of a number of factors taken into account when setting the CSA priorities for the year and were taken from the Police and Crime Needs Assessment.
- The Safer Nottinghamshire Board was due to consider a revised performance management approach at its September 2023 meeting. If approved, this would use information from the Nottinghamshire Police Crime Update, information that was also used for reporting to the Police and Crime Panel in order to align information and to facilitate collaborative working.
- The latest performance information would be available publicly at the next Police and Crime Panel meeting
- Safer Nottinghamshire Board priority leads had been reviewed in April 2023 as part of the development of the current CSA. The rational for each was set out in the report.
- Annual reports were not currently published, but a recommendation would be put to the Safer Nottinghamshire Board that a summary of the workshop style reviews should be shared in an annual report.

In the discussion that followed, members raised the following points and questions:

- Members noted that the Priority Lead for Reducing Re-Offending had changed from the Police and Crime Commissioner to the Chief Executive of the Police and Crime Commissioners Office. They asked why this change had been made.
- Members asked if Adult reoffending statistics were broken down into different categories of crime, and whether that data separated traffic offences from other crime types.

- Members welcomed the report and how it demonstrated partnership working towards reducing crime across Nottinghamshire. However, they raised concerns about varying focus on violence against women and girls.
- Members asked what the definition of “mutual cooperation” was as mentioned in the published report at paragraph nine.

In response to the points raised, the officers present provided the following responses:

- The Priority Lead for Reducing Reoffending was traditionally the Chief Executive of the Office of the Police and Crime Commissioner, and the Chair of the Reducing Reoffending Board. The Police and Crime Commissioner had Chaired a meeting of that Board in the period where a new Chief Executive was being appointed and was named as the lead. However, a new Chief Executive was now in place and so the Lead had been updated.
- The Police and Crime Needs assessment covered all types of crime and a specific breakdown could be circulated to members. The data seen by the Reducing Reoffending Board had many layers of information in order to target specific areas of crime. It was confirmed that speeding was not one of the offences that the Board focused on.
- The Community Safety Agreement currently prioritised violence against women and girls within the violent crime work programme. At the upcoming meeting of the Safer Nottinghamshire Board a proposal would be made to make violence against women and girls a cross cutting priority in its own right to further tackle the issue and enable greater partnership working.
- There was no legal definition of mutual cooperation, however in the context of the report it meant partners working from the same data set, joined up working with joint targets and goals, and aligned priorities.

The Chairman thanked Mark Walker, Interim Service Director Place and Communities, and Vicky Cropley, Program Manager for Safer Nottinghamshire Board for attending the meeting and answering the questions that members had posed.

RESOLVED 2023/014

That the report be noted.

5. PROGRESS REPORT ON WORK WITH THE JOINT WASTE MANAGEMENT BOARD TO INCREASE RECYCLING RATES

Councillor Neil Clarke, Cabinet Member for Environment and Transport introduced a report that outlined the progress of work with the Joint Waste Management Board to encourage greater recycling rates across Nottinghamshire. The Cabinet Member highlighted that a key focus of activity for the Board was centred on communication with residents to encourage higher levels of recycling.

In the discussion that followed, members raised the following points and questions:

- A number of years ago some district councils had gifted garden compost bins to residents. Members highlighted that the recycling of green waste done at home could not be captured and so could not be presented in the figures. They asked how many similar schemes had been rolled out that had resulted in non-recordable recycling.
- Members asked if it would be possible to have data broken down further to show what kerb side collections were available in which district, to establish what was working well, and what districts could do differently.
- Members asked if it was possible to see a breakdown of contaminated recycling by district and the cost of this contamination to the Council. Members asked what could be done around communication with residents to minimise contamination rates.
- Members recognised that in some residential areas having multiple bins and containers for recycling was difficult due to space. Members asked if data existed around how many residents were impacted by this issue, and how this would be impacted further by the proposed introduction of food waste collection.
- Members asked if data existed to highlight areas with higher contamination rates than others, and if so, how those areas were being targeted in order to reduce contamination levels.
- Members queried how the potential strike of union members employed by Veolia would impact on their fulfilment of their contract.
- Members highlighted that communication with residents was key, and that regular communication was essential to driving up recycling figures and reducing contamination rates.
- Members expressed frustration that all seven district and borough councils had different collection regimes and different coloured bins. They acknowledged that it would not possible to align waste collection and recycling services across the county due to a number of factors.

In response to the points raised the Cabinet Member for Transport and Environment and the Group Manager Place Commissioning provided the following responses:

- A number of districts had had similar schemes and had given out compost bins to residents. There was no way to record the recycling that had resulted from these schemes.
- Officers confirmed that that it was possible to break down data further and include details of what kerb side collections were in place in each district.
- Contamination rates varied across the county between 10% and 20% and represented a significant cost. The Joint Waste Management Board was working on communication strategies and campaigns to further educate the public to reduce contamination rates.

- For new developments the District and Borough Councils, as the local planning authorities, were responsible for ensuring that plans included sufficient provision for waste disposal. In areas of existing housing where space was an issue, it was more of a challenge.
- Sampling of dry recyclables took place at the Material Recovery Facility which identified areas with higher contamination rates. The District and Borough Councils were aware of streets with a particular problem around contamination and were able to target support to improve rates.
- The Environment Bill was still outstanding and so plans for food waste collection could only progress so far. The District and Borough Councils were the responsible collection authorities and so plans for how the kerb side collection would work sat with them. The County Council had been working with districts and boroughs to start planning for the introduction of the primary legislation.
- Officers were working with Veolia around the issues that were emerging as a result of strike action and flexible contingency plans had been developed to respond to whatever circumstances could arise from any strike action.
- Consistent communication with residents had been in place for a number of years. There was a comprehensive range of information available to District and Borough Councils from Veolia to enable education and communication with residents. A programme of analysis was underway for some districts to see what additional waste could be recycled that was currently being disposed of through residual waste.
- Aligning the collection regime of the District and Borough councils would not be cost effective and would generate a large amount of plastic waste exchanging bins. It would also lead to a spike in contamination and a drop in recycling rates as citizens adjusted to the new arrangements.

The Chairman thanked the Cabinet Member for Transport and Environment and the Group Manager Place Commissioning for attending the meeting and answering members' questions.

RESOLVED 2023/015

- 1) That the report be noted.
- 2) That the following issues raised by the Committee in its consideration of the report on the work with the Joint Waste Management Board to increase recycling rates across Nottinghamshire be progressed:
 - a) That the delivery of effective communications that encourage residents to recycle should continue to be a key focus of activity for the Nottinghamshire Joint Waste Management Board.

- b) That information on recycling rates in the districts and boroughs that show the amount of glass collected through kerbside collections as well as at bring sites be circulated to members of the Place Select Committee.
- c) That information on contamination levels of recycling collected through kerbside collections in the districts and boroughs be circulated to members of the Place Select Committee.
- d) That the invitation that has been made to all district and borough councillors across Nottinghamshire to visit the Materials Recovery Facility be reaffirmed

6. STATUTORY FLOOD RISK MANAGEMENT SCRUTINY: SECTION 19 REPORT RE FLOODING IN RAVENSHEAD APRIL 2023

Sue Jaques, Flood Risk Manager, introduced the report to the Committee summarising the Council's statutory duties as the Lead Local Flood Authority and presented the Section 19 report in relation to the flooding event in Ravenshead in April 2023. The points below were highlighted:

- Following heavy rain nine residential properties and one business suffered from internal flooding. Two further residential properties that had been affected came to light later and were included within the report.
- Factors contributing to the flooding were topography, heavy rain and runoff. Work had subsequently taken place with Via and the community to look at potential solutions.

In the discussion that followed, members raised the following points and questions:

- Members asked what the Council was able to do as the Lead Local Flood Authority to influence developers to help avoid development in areas at risk of flooding.
- Members asked how many properties needed to be flooded to trigger a Section 19 report.

In response to the points raised the Flood Risk Manager provided the following responses:

- As Lead Local Flood Authority the Council was able to comment on planning applications and did so. They liaised with district and borough planning teams around drainage plans. The Council also worked with communities to develop flood warning schemes in areas of risk.
- A section 19 investigation was triggered when five or more residential properties were flooded internally. This was a nationally, statutory threshold.

The Chairman thanked the Flood Risk Manager for attending the meeting and answering members' questions.

RESOLVED 2023/016

1. That in accordance with Section 19 of the Flood and Water Management Act 2010 and the Council's Lead Local Flood Authority responsibilities, the Section 19 Report – Ravenshead – April 2023, as attached as an appendix to the officer's report, be approved and published.
2. That the work (as detailed in the officer's report) that has taken place in response to the flooding incident in Ravenshead in April 2023 be endorsed.

7. PLACE SELECT REVIEW - PROPOSED SCOPE

Martin Elliot, Senior Scrutiny Officer presented the report proposing the scope for a Task and Finish Group looking at the Household Waste Recycling Centre network. The scope had been drawn up with the Chair in consultation with Officers as a result of discussions at the July 2023 meeting of the Place Select Committee where it was resolved:

"That a scrutiny task and finish working group be established to carry out further scrutiny on, and to feed into the work being carried out on the review of Household Waste Recycling Centre provision."

The Chairman thanked the Senior Scrutiny Officer, the Interim Service Director Place and Communities and the Group Manager Place Commissioning for their input in drawing up the scope. He urged members to participate where possible, and if they were unable to, to nominate a group member to attend in their place.

RESOLVED 2023/017

That the proposed scope for the Place Select Committee's review around Household Waste Recycling Provision be approved.

8. WORK PROGRAMME

The Committee considered its Work Programme.

RESOLVED 2023/018

- 1) That the Work Programme be noted.
- 2) That committee members make any further suggestions of items for inclusion on the work programme to the Chairman and Vice-Chairman (subject to consultation with the relevant Cabinet Member(s) and senior officers and the required approval by the Chairman of the Overview Committee).

The meeting closed at 12:09pm

CHAIRMAN

REPORT OF THE CABINET MEMBER FOR TRANSPORT AND ENVIRONMENT**HIGHWAYS JOINT INNOVATION AND CONTINUOUS IMPROVEMENT PLAN****Purpose of the Report**

1. The purpose of the report is to:
 - Show progress against the actions identified as part of the Highways Review and the development of the Highways Joint Innovation and Continuous Improvement plan.
 - Provide an update on highway activities which have been undertaken since the beginning of the financial year.

Information

2. The innovation and change activities described in this report continue to form a significant change programme across the Council's highways functions, which has been embraced by the Council and Via East Midlands (Via) staff. The change programme was initiated by the Highway Services Review the outcomes of which were reported to the Place Select Committee in January 2023.
3. Subsequent work has been closely steered and monitored by a joint County Council and Via Innovation and Continuous Improvement Board. The outputs of this Board are closely aligned with the Council Plan and are resident focussed. Work continues to utilise sector best practice and has been guided and challenged by external critical support and the Via East Midlands Ltd Board.
4. The Joint Innovation and Continuous Improvement Plan builds on the scope of the original Highways Review, incorporating a summary of the key outputs from that review which are set out below:
 - To embed the functional split between the County Council and Via, underpinned by clear leadership arrangement, accountabilities, and responsibilities.
 - To embed performance management arrangements and contract management of Via by monitoring and managing performance against national and County Council metrics.
 - To deliver value for money and review processes to ensure quality of output is delivered.
 - Increase our effectiveness and efficiency, maximising the return on our investment in highways by ensuring that our strategy, policy, and plans drive our maintenance/ investment priorities and treatments/techniques, alongside our increased use of innovation and technology.
 - Maintain our overall network condition and seek to improve it within financial constraints, alongside our footways wherever possible.

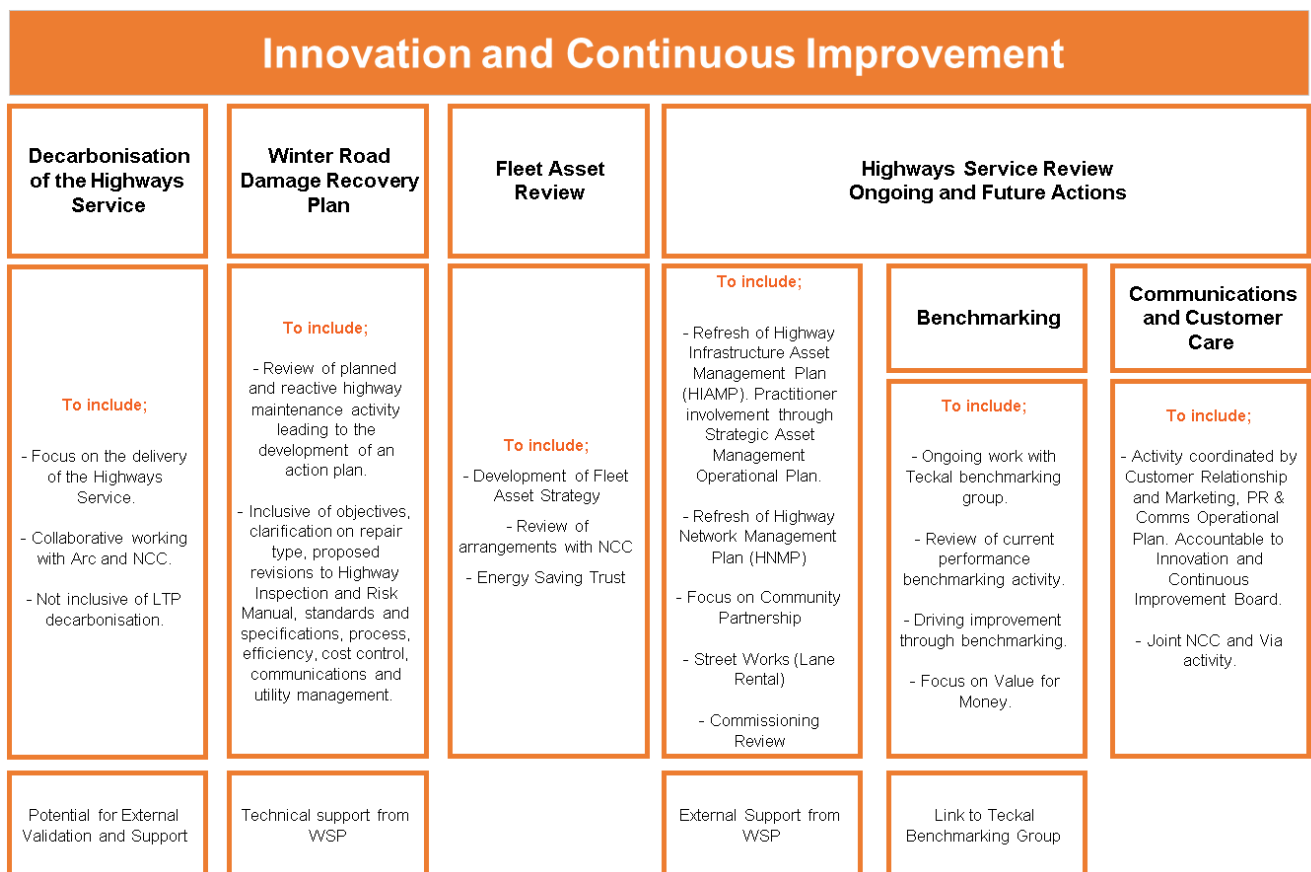
- To embed a move to right repair, right time approach that delivers permanent repairs wherever possible. Recognising that prevention is better than cure and that whole street approaches are desirable.
- Improve our major capital programme management.
- To proactively monitor utility works including remediation standards, coordination, traffic management and damage to infrastructure.
- Publish a longer-term programme of capital works to keep residents informed of future plans.
- Improve our communications, so that residents are better informed about our work, and understand our approaches and future plans.

Governance

5. The Innovation and Continuous Plan is managed by a joint Innovation and Continuous Improvement Board which meets on a bi-monthly basis. The purpose of this Board is to maintain momentum and measure progress against the key deliverables of the Plan. The Board ensures that any actions delivered are aligned with the goals set out below (paragraph six).

Innovation and Continuous Improvement

6. The Innovation and Continuous Improvement actions have been consolidated into one of the eleven operational plans. This operational plan includes any outstanding actions of the Highway Services Review and future developments. Consistent progress continues to be made against each of these actions.
7. The diagram below illustrates the Board's current workstreams.



8. Officers are working alongside Cornwall Council, Norfolk County Council and North Yorkshire Council who have similar highway delivery arrangements to benchmark activities and capture best practice.
9. Following the successful launch of Alloy - *the new Highway Asset Management System (HAMS) in April 2023* - a further phase of development is underway to maximise the benefits which can be realised from the use of this system. This will result in Alloy becoming a central database containing a comprehensive set of jobs, assets, and other relevant information, replacing or interfacing with other systems to provide a reliable and timely source of data. The delivery of this project will be governed through the existing collaborative Via and Council Project Board.

Strategic Asset Management

10. Positive collaboration is ongoing between Via and the Council to develop the Strategic Asset Management Strategy. This includes the creation of the Asset Management Policy, Strategy, and Plan, the Highways Inspection and Risk Manual, and the Highways Maintenance Delivery Plan. This collaboration establishes a “Golden Thread” of accountabilities and responsibilities between the Council as the asset owner and Via as the delivery partner, with a focus on governance, programming, risk management, cost management, and service delivery reporting.
11. The illustration below shows the relationship between the strategic and operational plans.



12. Work is progressing to develop a three-year capital programme programme which will be delivered from April 2024. Central to the delivery of this programme will be the continued development of ‘The Hub’ which is designed to effectively manage the coordination of all highways programmes of work including revenue activities. ‘The Hub’ will also ensure the delivery of timely programme/project management information to key stakeholders, enabling effective communication with residents through the MyNOTTS App.

13. Following the Highway Review, a commitment was made to manage and maintain Nottinghamshire's roads differently in order to provide a quality, long-term improvement of the network. As a result, a right repair, right time approach has been prioritised. One consequence of this is has been that 22 of 38 additional machine lay maintenance schemes have already been delivered with the remaining planned for early December 2023.
14. Additional resource planning has taken place to accommodate for the anticipated winter damage to the highway which typically occurs between December and March. Since November 2022, 128,279 m² of permanent Hotbox patching repairs across 357 sites as well as 17,600m² of spray injection Roadmaster repairs have been delivered.

Street Works Permits

15. Via continue to collaborate with the Council to effectively manage and inspect utilities - *and other statutory undertakers* - works to ensure they comply with the Street Works Permitting Scheme and any applicable highway reinstatement specifications. This is managed through a quarterly meeting with the Council's Traffic Management team.
16. These improvements translate into minimised disruption for members of the public, better communication to road users and the effective coordination of works.

Communications

17. The implementation and delivery of a joint communications and engagement plan has continued throughout the year. This has built on previous initiatives and is aimed at pro-actively informing and engaging with residents about highways activities. This has generated improvements including:
 - Road surface improvements communicated (with completed photographs) through a new website at NottsHighways.co.uk, raising visibility and awareness of works amongst residents online and through the MyNOTTS App.
 - Introducing the NottsHighways brand to make it clearer to residents who is delivering works and improvements in Nottinghamshire, including visual branding on vehicles and signage.
 - Ongoing delivery of year-round campaigns using the 'Inform, Celebrate, educate' model. This has included winter maintenance, seasonal maintenance, surfacing, riparian ownership.
 - Increasing engagement with parish councils through the development of new channels, such as the Lengthsman Local newsletter.
 - Introducing new video explainers with front-line staff in different service areas.
 - Continuing to develop resident feedback systems, provide more opportunities, online surveys, wider promotion of opportunities for residents to feedback, and pilots of door-to-door surveys.
 - A proactive media and PR programme with regular generated PR and a full forward calendar of positive opportunities and releases
 - Celebrating the positive impact on communities, people and environment through the delivery of highways services
18. The joint PR, Marketing and Communications Operational Plan continues to be developed, refined and delivered. A key development in 2024/25 will involve the improved communication of future planned works to residents. This initiative will be combined with further development

of the [NottsHighways.co.uk](https://www.NottsHighways.co.uk) website to become a hub of operational highways information for residents and stakeholders.

Update of Highways Activities

19. In addition to the progress made towards the delivery of the actions identified in the Highways Joint Innovation and Continuous Improvement plan, Via has also received a number of awards over the course of the last year, these include:

- 2023 ICE East Midlands Major Project Award for GAR
- 2023 ICE East Midlands - Highly Commended for Regatta Way Cycling Scheme
- 2023 ICE East Midlands, Highly Commended for Lowes Wong School / Southwell Flood Scheme

20. During the same period Via's ISO 9001 (Quality Management) and ISO 14001 (Environmental Management) accreditations were also renewed by the British Standards Institution (BSI).

21. Throughout 2023/24 Via has undertaken significant volumes work across the wide variety Highway Services it delivers on behalf of Nottinghamshire County Council, these include:

- 151 Emergencies attended.
- 998 Street lights repaired.
- 22,629 Potholes filled.
- 25,082 Gullies emptied.
- 23,026 Highway enquiries received.
- 48 Bridges inspected.
- 83,143m² of programmed patching and preventative maintenance,
- 26,450 Highway inspections carried out.
- 147 Highway schemes delivered.

22. In future a six-monthly update will be provided which will detail the highway activities that have been delivered within the previous period.

23. It is proposed that information for these updates will be recorded within Alloy and presented in the form of a dashboard. Officers are seeking the views of the Place Select Committee about the format of this dashboard however, it is anticipated that it will make use of Microsoft's Power BI data visualisation tool. This application has already been adopted by several departments within the County Council and internal expertise is available to support its use.

Reason/s for Recommendation/s

24. This report and its recommendation have been produced in order to comply with the resolution made at the January 2023 meeting *i.e.: for a progress report on the delivery of the Highways Joint Continuous Improvement Plan be brought to the December 2023 meeting of the Place Select Committee.*

Statutory and Policy Implications

Financial Implications

The actions set out in this report will be funded from within existing Highway Budgets.

Implications for Residents

The delivery of the actions contained within the Innovation and Continuous Improvement Plan will provide an improved Highway Service for the people of Nottinghamshire.

Implications for Sustainability and the Environment

The actions contained in the Innovation and Continuous Improvement Plan will enhance the sustainability of the Highways Service and assist the Council to comply with Ambition 9 of The Nottinghamshire Plan.

RECOMMENDATION/S

It is recommended that:

- a. Members consider and comment on the contents of this report.

Councillor Neil Clarke MBE

Cabinet Member for Transport and Environment

For any enquiries about this report please contact:

Mark Walker, Interim Service Director, Place & Communities
Email: mark.walker@nottscc.gov.uk Tel: 0115 977 2173

Constitutional Comments (SSR 12.12.2023)

25. The recommendation falls within the terms of reference for the Place Select Committee to consider.

Financial Comments (PAA29 12/12/2023)

26. The cost of completed and proposed work for 2023/24 as set out in the report will be met from existing 2023/24 revenue and capital budgets.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Report of Transport and Environment Committee, Highways Review Update Report (15th of June 2021)
- Report of Cabinet Member for Highways and Environment, Highways Review

(15th of December 2022)

- Report of Cabinet Member, Transport and Environment, Highways and Road Safety
(11th of January 2023)

Electoral Division(s) and Member(s) Affected

- All

REPORT OF CABINET MEMBER, TRANSPORT & ENVIRONMENT**ON-STREET LOW EMISSION VEHICLE INFRASTRUCTURE (LEVI)
PROGRAMME AND ELECTRIC VEHICLE CABLE CHANNEL (EVCC) PILOT
PROJECT UPDATE****Purpose of the Report**

1. This report provides an update to the Place Select Committee on Nottinghamshire's Highway Electric Vehicle (EV) Charging Infrastructure Programme and Electric Vehicle Cable Channel (EVCC) pilot project.

Information**LEVI Project Update**

2. On the 31st of March 2023, the Department for Transport (DfT) announced £343m of capital funding for the installation of on-street charging infrastructure for Electric Vehicles. £33.744m of capital funding was pre-allocated for the East Midlands with £5.522m indicatively allocated for Nottinghamshire. The funding focuses on the installation of highway chargepoints in areas where residents do not have access to off-street parking.
3. Nottinghamshire County Council (NCC) submitted an expression of interest bid for £5.522m of funding from the LEVI Capital Fund on the 26th of May 2023, with an ambition to install highway EV chargepoints across Nottinghamshire. This expression of interest was approved by DfT on 8th September 2023. The next step is to submit a full business case.
4. NCC are working collaboratively with Midlands Connect, who are assisting with overseeing the consortium of local councils, the Office for Zero Emissions Vehicles (OZEV) and the Energy Saving Trust, who are distributing the funding on behalf of the Department for Transport and our regional partners.
5. NCC are currently consulting on an EV Charging Forward Framework, the consultation closes at the end of March 2024. Having a framework in place is a requirement of the LEVI capital funding bid. The framework will incorporate the wider aims and ambitions of the Nottinghamshire Plan and other complimentary local and regional policies and focuses on our approach to the LEVI project. As part of the development of the framework, we will undertake an Equalities Impact Assessment.
6. The EV Highway Chargepoint project focuses on the installation of highway EV chargepoints in areas where home charging is not feasible. The project aims to improve access to EV

charging infrastructure, which in turn will support green growth and investment as per our ambition in the Nottinghamshire Plan.

7. As part of the LEVI project, NCC are developing a public survey which will collect data to inform future EV infrastructure installation within the County.
8. NCC are currently leading a consortium of 12 authorities, coordinating the procurement exercise (circa £34m) and soft market testing. The consortium consists of: Nottingham City Council, Lincolnshire County Council, City of Stoke on Trent, Telford & Wrekin Council, Derby City Council, Herefordshire Council, Shropshire Council, Staffordshire County Council, Rutland County Council, Derbyshire County Council, Warwickshire County Council and Leicestershire County Council.
9. Should the bid be successful capital funding will be allocated in 2023/2024. a total of 90% will be released by DfT once the application is approved, with a further 10% released once procurement is finalised. The project completion date is flexible; however, a delivery plan will be submitted to DfT to ensure that funding is appropriately utilised for the lifetime of the delivery of the project.
10. To date NCC have received revenue funding allocations for this financial year 2024/25 and 2025/26. The revenue funding breakdown of £652k, from the Energy Savings Trust through DfT, is shown below:

	Financial Year 2023/24	Financial Year 2024/25	Financial Year 2025/26
Allocation	£117,360	£267,320	£267,320

This funding is being utilised initially for staffing resources to enable the development of our bid and the EV Charging Forward Framework.

11. Following an initial round of recruitment, a Senior Officer was appointed on 12th October 2023 to support the delivery of the project.
12. Support from the District and Borough Councils within Nottinghamshire has been sought to ensure a partnership working approach. We have undertaken an initial chargepoint site selection consultation exercise with all County Council Members and District and Borough colleagues to guide future site selection. The project, if the capital bid is successful, has the potential to allow the installation of over 2500 chargepoints across the county.
13. The LEVI Capital Funding bid was prepared by Nottinghamshire County Council together with Midlands Connect on behalf of the consortium. The submission deadline was the 30th of November 2023, with a response from DfT likely by Quarter 4 of 2023/24. The funding if allocated in the last quarter of 23/24, will be available for spend in future years.
14. If the bid is successful, contract development with Chargepoint Operators (CPOs) will commence. NCC's Procurement team are working with the Oxford Dynamic Purchasing System (DPS) Framework with support from Oxford City. The tender will be written and managed by NCC, on behalf of the consortium, with no financial risk to the authority. Following the tendering process, contracts will be sent to DfT for review.

15. All local authorities will be responsible for managing their individual contracts for their respective authority (potential value £39m). NCC will only manage contracts relevant to NCC.
16. This On-Street Low Emissions Vehicle Infrastructure project will be fully funded through the LEVI Capital Fund and LEVI Capability Fund (revenue).
17. On a successful bid outcome, NCC will continue work with procurement to finalise contract with the Chargepoint Operator. Once finer details are considered, public consultations on the rollout of the project will be held with both partners and communities to ensure full engagement.
18. Further site development will take place with the District Network Operator and the Chargepoint Operator to ensure that sites are viable for installation. Partner working with neighbouring authorities will take place to allow coordination of infrastructure provision around the region.
19. If the announcement of funding is given in Q4 2023, there is the potential in early summer 2024 to commence further public engagement/drop-in sessions. Contracts could look to be agreed in 2024 and delivery installations in 2025/26.
20. It is intended to bring a further report to the Cabinet Member once the DfT have considered our bid.

LEVI Fund pilot scheme - EV cable channel trials project update:

21. On the 9th February 2022, the County Council's Transport & Environment Committee approved the EV Cable Channel pilot scheme (funded wholly by the householder) to help eligible households without off-street parking provision to charge their EV on-street (outside their home) rather than off-street in public car parks. The pilot scheme enables eligible households to commission Via EM to install a cable channel in the footway outside their property to house their EV charging cables. The cable channel is cut into the footway to extend EV charging cables from an off-highway domestic EV chargepoint (installed by the householder) to the roadside through a discreet and safe conduit, without creating a trip hazard to road users or adding to street clutter.
22. Prior to fully launching the LEVI Fund (detailed above), OZEV ran a £10m pilot scheme in 2022/23 to test the application process for the LEVI Fund, before its full roll-out in 2023/24. In June 2022, NCC submitted a bid to the Government's support body, Energy Saving Trust (EST), for LEVI pilot funding to help households fund some of the costs of the installation of the EV cable channels, and to accelerate the roll-out of the proposed EV cable channel project on a much wider scale. In August 2022 Government announced that the County Council's bid had been successful and in January 2023 the County Council received £774,000 from the pilot LEVI fund towards the potential delivery of up to 300 EV cable channels.
23. The LEVI pilot funding will cover the costs for the installation of the on-highway EV cable channels and enabling works only, which would otherwise have been funded by the householder. The householder will still be liable to fund the purchase and installation of the

domestic EV chargepoint on their property, and the householder will also still be liable for any future maintenance costs associated with the EV cable channel.

24. As the EV cable channel is a trial, the products used have developed and changed during the trial based on customer feedback and as other suitable products have become available. Via EM have had discussions with several suppliers and will continue to work with suppliers on the identification and testing/use of different cable channel products over the lifetime of the trial. This will include the identification of alternative products available (or that may come to market) within the trial period that will help overcome engineering issues that currently prevent some eligible households from participating in the trial.
25. As of 10 November 2023:
 - 99 households have registered an interest in participating in the trial.
 - EV cable channels have been installed at 7 properties.
 - 9 properties have been assessed as eligible/feasible and are awaiting the installation of EV cable channels, with a further 12 properties currently under assessment or needing to provide further information on their application.
 - Out of the 99 properties that have registered an interest, 34 properties have been assessed as not eligible for participation in the trial. It has not been feasible to install the currently available cable channels at 27 of the interested properties.
26. Via EM are currently in the process of developing a marketing plan to further promote the roll-out of the trial EV cable channels across the county.

Reason/s for Recommendation/s

27. The recommendations are designed to ensure that Nottinghamshire uses DfT funding for the installation of highway EV chargepoints across the county to allow for a greater transition to cleaner travel and reducing carbon emissions.

Statutory and Policy Implications

28. The recommendation falls within the remit of the Place Select Committee by virtue of its terms of reference.

Financial Implications

29. The revenue costs of the on-street charging infrastructure for electric vehicles from 2023/24 to 2025/26 as set out in the report will be met from the LEVI Capability Fund allocation of £652,000 with no additional costs to be met by the Council. Confirmation of the capital funding is awaited and once confirmed, approval will be sought to include this in the capital programme.
30. The existing LEVI pilot to install cable channels outside properties to house EV charging cables is funded through a £774,000 grant received from the Energy Saving Trust. The household is liable for the funding of the purchase and installation of the domestic EV chargepoint on their property and also for any future maintenance costs associated with the EV cable channel. There are no additional costs to be met by the Council.

RECOMMENDATION/S

31. It is recommended that:

- a. Members consider and comment on the report.

Councillor Neil Clarke MBE
Cabinet Member, Transport and Environment

For any enquiries about this report please contact:

Gary Wood, Head of Highways and Transport, Tel: 0115 9774270 Email: gary.wood@nottsc.gov.uk

Sue Jaques, Team Manager, Flood Risk Management, Tel: 0115 9774368 Email: sue.jaques@nottsc.gov.uk

Constitutional Comments (LW 22/11/2023)

32. The recommendation falls within the remit of the Place Select Committee by virtue of its terms of reference.

Financial Comments (01/12/2023)

33. The financial implications are set out in paragraphs 29 and 30. There are no additional financial costs to the Council arising from the report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- On-street Electric Vehicle Charging Infrastructure Report (9th February 2022).
- EV Charging Forward Framework consultation document.

Electoral Division(s) and Member(s) Affected

- All

REPORT OF THE CABINET MEMBER FOR COMMUNITIES AND PUBLIC HEALTH**CULTURE, LEARNING AND LIBRARIES – INSPIRE: DEVELOPMENT PLAN 2024/2025****Purpose of the Report**

1. To update the Place Select Committee on the development of Inspire in the delivery of cultural, learning and library services across Nottinghamshire and to share its plans for 2024/2025.

Information**Context**

2. Inspire – Culture, Learning and Libraries (Midlands) was established as an independent Community Benefit Society with charitable status in June 2015 and commenced the delivery of a range of cultural and learning services on behalf of the County Council from the 1st of April 2016. The change in operating model was part of the Council's 'Redefining Your Council' strategic vision and identified as part of the 'Strategy for Nottinghamshire's Libraries,' approved by the Council in December 2011.
3. Inspire has a contractual arrangement with the Council which outlines the scope and range of services to be delivered on the Council's behalf. A detailed services specification and performance mechanism has been established and is reviewed and reported on to the Council on a quarterly basis.
4. A high level of service delivery has been maintained and further developed since April 2016. This report and an accompanying presentation by the Chief Executive Officer of Inspire will inform members of progress and allow them to note and consider plans for 2024/25.

Priorities 2024/2025**Public Libraries Contractual Delivery**

5. Inspire will continue to deliver the service outlined in the contractual agreement with the County Council. This includes access to services (via open hours across library buildings, telephone and online). The core offer, covering Reading, Information/Digital, Heritage, Culture, Health and Learning, will be delivered in line with the current libraries' strategy and national universal offers.
6. Specific service offers are linked to the level of libraries outlined in the current Libraries strategy and customised in the context of, and demand from, local communities.

Areas of Future Development

7. Most activities and projects are long-term and will continue to be delivered into 2024/25. Appendix A provides a detailed summary of the key service area actions for this period.

Impact

8. Inspire has a mission to 'inspire people to read, learn and enjoy culture,' and has eight key outcomes designed to make a positive impact for individuals, communities, and schools, enabling them to:
- i. enjoy and value reading.
 - ii. achieve their learning potential.
 - iii. discover, value and share the Nottinghamshire story.
 - iv. live an active, long and healthy life.
 - v. engage with and participate in arts, music and cultural activity.
 - vi. be better informed and more knowledgeable.
 - vii. be a part of supportive, safe and thriving community.
 - viii. able to participate in increased economic growth and employment.
9. Outcomes for individuals can be significant and life changing, many and varied, from someone gaining a qualification to access a university course, making an online application to gain employment, preventing debilitating loneliness, helping a child learn to read, attending a course for the first time and making a healthy choice as a result of accessing a health hub.

Finance

10. The Council's budget for the contract with Inspire in 2023/2024 is £10.9m. As an independent organisation and employer, Inspire has been able to drive through greater efficiencies and has been flexible enough within the first five-year contract period (2016-2021) to manage financial pressures without reduction of service provision.
11. Inspire achieved £1m savings as it went live in April 2016. This included a £500,000 saving from the change to charitable status of the new organisation. Overall, the initial contract period delivered a total of £1.2m of savings for the Council.

Entrepreneurial Dividend/Grants/Continuous Improvement

12. In 2018 Inspire became an Arts Council England National Portfolio Organisation (NPO) to deliver cultural programmes through the library network aimed at children and young people. Inspire was awarded £1.25M between 2018 – 2023.
13. In 2023 Inspire was awarded NPO status for a further 3 years to continue to develop an expanded cultural offer. Inspire was awarded £1.5M between 2023-2026).
14. Recent additional grant funding gained has included –
- £165,000 ACE National Lottery project Grant to develop and support the Able Orchestra.
 - £262,000 DCMS/ACE Volunteering Futures Fund to provide a creative volunteering programme for young people.
 - £40,000 – ACE National Lottery project Grant – "I AM A READER" project.

- £ 175,000 – DCMS Libraries Improvement Fund – Village Hubs – 6 small libraries reconfigured following consultation with local communities to meet local needs.

Governance

15. The independent Inspire board has been operating since April 2016. The board has established committees to scrutinise and support the development of the organisation. These include Music; Culture and Heritage; Learning and Skills; Finance and Audit; Staffing and Standards. The County Council has two nominated places on the board.
16. Inspire continues to gain from the wide-ranging skills and experience of board members.

Capital Investment

17. The council has also provided match funding capital contributions to Libraries Improvement Funding projects.
18. Towns funding in Ashfield has enabled the development of Kirkby library as a learning centre and will create a learning centre at Sutton library during 2024.
19. Towns funding in Broxtowe has enabled the development of new learning spaces at Stapleford library and will during 2024 enhance the exterior of the library façade to improve the street scene.

Customer and Learner Satisfaction

20. Across all service areas there is a regular process of gaining satisfaction levels and feedback. Complaints are very low and outnumbered by compliments, both are reported to the Council monthly. Customer and learner satisfaction levels (good or very good) target of 90% is set within the performance specification.

Relationship with the Council and Stakeholders

21. The Council has a good working relationship with the organisation and maintains two nominated places on its main board. The Council also has board observer status for senior officers.
22. The Local Government Association and Arts Council England peer review of Library services undertaken in February 2021 highlighted the good relationship with the council and opportunities to ensure the service and wider Inspire services can further deliver council priorities and objectives.
23. An agreed communications protocol between the Council and Inspire was approved by the former Culture Committee and is working well.
24. Other funders, including the Arts Council England, Education Funding Agency, and Skills Funding Agency, continue to engage in a positive way with Inspire.
25. Good partnership relationships have been developed with a range of partner organisations, including:
 - ABL Health
 - ATTFE and REACH

- BBC Radio Nottingham
- BFI / Broadway Cinema
- First Arts Creative People and Places
- Fun Palaces
- Lakeside Arts University of Nottingham
- Libraries Unlimited and Suffolk Libraries
- Nottingham City Librarians
- Nottingham Playhouse
- Nottingham Trent University
- NYCGB
- The Harley Foundation
- The Royal Concert Hall Nottingham
- UNESCO City of Literature
- West Notts College
- York Explore

Other Options Considered

26. No other options were considered.

Reasons for Recommendations

27. The recommendation is made for the purpose of enabling the Committee to note and consider Inspire's activities, and development plan for 2024/2025.

Statutory and Policy Implications

28. This report has been compiled after consideration of implications in respect of crime and disorder, 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, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

29. There are no direct financial implications arising from this report.

Implications for Residents

30. This report sets out the priorities for the delivery of cultural, learning and library services for Nottinghamshire residents and service-users for 2024/2025.

RECOMMENDATION

- 1) That the Committee notes and considers the activities undertaken by Inspire alongside proposals for the future development and delivery of cultural, learning and library services in 2024/25.

**Councillor Scott Carlton,
Cabinet Member for Communities and Public Health**

For any enquiries about this report please contact: Peter Gaw, Chief Executive – Culture, Learning and Libraries – Inspire, Tel: 0115 977 4201, Email: peter.gaw@inspireculture.org.uk

Constitutional Comments (LPW 11/12/2023)

31. The recommendation falls within the remit of the Place Select Committee by virtue of its terms of reference.

Financial Comments (PAA29 11/12/2023)

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

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Launch of Inspire – report to Culture Committee 19 April 2016
- Inspire communications and marketing activity protocol – report to Culture Committee 1 November 2016
- Culture, Learning and Libraries – Inspire development update and first year review – report to Communities and Place Committee 22 June 2017
- Inspire review and Forward Plan 2020 - October 2017
www.inspireculture.org.uk/uploads/documents/IAR_for_web.pdf
- Culture, Learning and Libraries – Inspire development update and second year review – report to Communities and Place Committee 14 June 2018
- Culture, Learning and Libraries – Inspire development update and third year review – report to Communities and Place Committee 4 April 2019
- Inspire Inspiration and impact review of 2018/19 - October 2019
<https://www.inspireculture.org.uk/about-us/annual-review/>
- Culture, Learning and Libraries – Inspire development update and fourth year review – report to Communities and Place Committee 3 September 2020
- Culture, Learning and Libraries – Inspire development update and fifth year review – report to Communities and Place Committee 10th June 2021
- Inspire Annual Review 2022- 23 – October 2023 (digital only)
www.inspireculture.org.uk/about-us/annual-review-2022-23/

Electoral Division(s) and Member(s) Affected

- All.

Appendix A— Inspire Key Service Area Actions 2024/2025

This appendix below outlines Inspire's six key service area actions for 2024/2025.

1. Public Libraries

- Childrens Offer - maintain and develop programmes aimed at children and young people; for example, Bookstart, Summer Reading Challenge, and continue to work with Early Years services, family hubs and schools across the county.
- Eastwood, Kirkby and Stapleford Libraries – community outreach and learning centre development.
- Home Library Service - promote and extend the reach of the service.
- Library management system - implement a replacement system ensuring improved access and functionality in resource location, borrowing and stock management.
- Mobile library service review to ensure routes and stops are still fit for purpose.
- Newark Library heating and ventilation replacement project to improving energy efficiency and site useability.
- Sutton Library refurbishment and development of an innovation centre.
- Village Hubs project – complete works at Langold Library and undertake grant funded works at Hucknall Library if award is made.
- Virtual tours of larger sites – through an external funding award the service will create state of the art tours of libraries to improve access to services.
- Volunteering – Increase the level of community engagement through the 'community makers' programme.
- West Bridgford Library – potential colocation of Rushcliffe Borough Council customer contact service.

2. Adult Learning and College Programme

- Adult learning opportunities to be expanded at Eastwood, Kirkby, Newark, Stapleford and Sutton outside of core hours.
- Business and skills - In partnership with the British Library and Nottingham City Libraries provide a business support and advisor service to support new business and skills development.
- Learning Centre for adults and young people established at High Pavement building Sutton in Ashfield, delivering hospitality and construction vocational modules.
- Multiply (adult numeracy) – deliver year 3 programme on behalf of the County Council.

3. Archives and Heritage

- Byron Anniversary - support initiatives to celebrate the 200th anniversary of Byron's death.
- Digitisation of local history and archive resources through grant funding from the national archives.
- Pride in Our Place – UKSPF funded project to work with Bircotes and Harworth adults looking at heritage photos and map based creative work with local school resulting in a combined in a touring exhibition.

4. Organisation Standards and Accreditation

- Customer Service Excellence – complete full accreditation renewal.
- Library Service Accreditation – complete and gain accreditation in the first phase of the national programme.
- MATRIX – complete full reaccreditation for Information, Advice and Guidance services.

5. Arts, Culture and Community

- Arts Council England national portfolio organisation programme of cultural and creative programmes for children and young people.
- 'Beyond the Baseline in 24' 'Black British Music Exhibition in partnership with the British Library.
- Community makers.
- I am a Writer – NPO project started this year and continuing next. Writers working with Older Adults, those living with memory loss and neurodiverse.
- Knitting Challenge 2024 in partnership with ABL Health.
- Youth Arts Able Orchestra ACE funded project delivery.

6. Music Services

- Horizons Project working with partners Orchestra Live, community schools' music project, with Sinfonia Viva, Ollerton and Bassetlaw Summer Term.
- Inspire Junior Orchestra.
- Mish Mash: Musicians residence.
- Mish Mash Productions: training project for early career professional musicians
- Open Voices SEND Inclusive Vocal/music workshops, weekly term time, delivered in partnership with Music for Everyone
- World Music Day - Celebration of cultural diversity within our communities - Summer

REPORT OF THE CABINET MEMBER FOR COMMUNITIES AND PUBLIC HEALTH**CATERING, CLEANING AND FACILITIES MANAGEMENT SERVICE – FUTURE SERVICE MODELS****Purpose of the Report**

1. To provide an overview of the Catering, Cleaning and Facilities Management Service and its current operating context.
2. To propose that Place Select Committee agrees to undertake work to consider the issues faced by the Service and offer subsequent recommendations to the Cabinet Member for Public Health and Communities.
3. To propose the formation of a Task and Finish group to explore the issues faced in detail to inform the Place Select Committee's recommendations.

Information**Background and Context**

4. The Catering, Cleaning and Facilities Management Service is a large and complex set of services, offering a range of services to a variety of customers, both internal and external. Appendix One provides a summary of the Service, the service offer, and its scale of operations.
5. As a Traded Service, the Service operates on a commercial basis and is expected to fully recover all of its costs. It has been facing significant financial pressure over a number of years. Expenditure is likely to exceed income by approximately £2.5m in 2023/24 and recent experience suggests this shortfall has the potential to increase in future years. In 2021/22 the actual outturn of the Service was a deficit of £606k, while in 2022/23 it was a deficit of £2.69m.
6. In common with all Services, its ways of working and challenges faced are under continuous review to ensure it meets Council priorities and delivers on customer needs, within appropriate financial parameters.

Recent Challenges

7. Global events have meant the service has faced unprecedented challenges. The Covid-19 pandemic resulted in significant changes in the Service's markets, and also resulted in

significant workforce challenges that continue now. Recent unprecedented inflationary pressures have also had a significant financial impact on the Service's cost base.

8. Prices of food and non-alcoholic beverages rose by 10.1% in the year to October 2023. This was down from 14.9% in the year to July 2023 and a high of 19.2% in the year to March 2023 which was the highest rate seen for over 45 years.
9. Another significant input into the cost of services delivered is labour. The Local Government pay award increased the pay of most staff by £1,925 per employee from April 2023. In addition, the County Council pays the Foundation Living Wage which increased by 10.1% from £10.90 to £12.00 per hour from November 2023 and applies to many staff. The latest Foundation Living Wage is 15% higher than the current national minimum wage of £10.42 paid in some commercial operations.
10. The long term academisation of schools has significantly impacted the Service, as schools represent its main customer base for catering, cleaning, and facilities services. Academisation has resulted in many schools exploring and procuring these services from other providers, a trend which is set to continue.
11. These changes in market conditions and costs, many of them unpredictable, put pressure on the Service's pricing strategy – the means by which it is intended to recover its costs from customers across its business – and mean that it is difficult for the Service to respond quickly and flexibly to changes in its cost base whilst retaining customers and remaining competitive within its markets.
12. The increasing cost pressures faced by the Service are reflected across the wider Council, which faces broader challenges with its finances and operating context. Given that the Service is currently unable to trade on a break-even basis, it is important to explore ways to address this in the short, medium, and long term.

Potential ways forward

13. There are a range of potential areas for exploration in respect of the Service's future operating and trading model. This work needs to balance the needs of staff and customers whilst minimising financial and other risk to the Council.
14. Areas for potential exploration include:
 - **The effectiveness of continuing to operate the service as it is currently designed and delivered** - the Council could look to continue 'as is' and deliver services in house, improving efficiency as far as able to be as cost effective as possible.
 - **Market opportunities** – opportunities to work with partners in the market who might be better placed to cost effectively deliver some or all services.
 - **Stop delivering services/market withdrawal** – if internal work and/or partnering is unable to secure a cost effective and sustainable future model of service delivery, to consider whether there may be areas of the Service's operation where the Council should explore ceasing the provision of discretionary services.
 - Other opportunities/models that may be worthy of consideration.

Task and Finish Group

15. Given the complexity of the Service and the issues faced, it is proposed that the Committee considers the establishment of a Task and Finish group to consider the Service's context, challenges, and opportunities in more detail.

Other Options Considered

16. To not engage with the Place Select Committee. This option is not recommended as scrutiny involvement is required and valuable given the issues being considered.
17. To engage Place Select Committee but without establishment of a Task and Finish Group. This is not recommended due to the complexity of the issue and the limited time that dealing in a Committee meeting would afford.

Reasons for Recommendations

18. To work with the Committee to provide a detailed picture of the Service to enable it to fully consider the challenges and opportunities for the Service.

Statutory and Policy Implications

19. 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.

Financial Implications

20. The Service has an annual turnover in excess of £36m per annum and is currently projecting a shortfall of approximately £2.5m in 2023/24. Within this, the Service contributes around £1.5m to the County Council's central overheads annually.
21. A £4.0m traders resilience reserve was created at the end of 2022/23 to help mitigate the expected increase in traded services net costs in both 2023/24 and future years whilst work on reviewing these services continues.

Human Resources Implications

22. The Service employs circa 1,900 members of staff in numerous service locations. The majority are part time, with the full-time equivalent workforce being 1,100.

Implications for Residents

23. The purpose of the Place Select Committee review is to explore future options for sustainable and cost-effective delivery of services that reflect the requirements of the Council and the Service's customer base.

RECOMMENDATIONS

That the Committee:

- 1) Agrees to undertake work to consider the issues faced by the Service and offer subsequent recommendations to the Cabinet Member for Public Health and Communities.
- 2) Agrees to the formation of a Task and Finish group to explore the above issues to inform the Place Select Committee's recommendations.
- 3) That the Chairman and Vice-Chairman, in consultation with officers create a scope that will determine the work of the task and finish working group.

Cllr Scott Carlton

Cabinet Member for Communities and Public Health

For any enquiries about this report please contact: Mark Walker, Interim Service Director, Place and Communities, email: mark.walker@nottsc.gov.uk, Tel: 0115 977 2173

Constitutional Comments (LPW 04/12/2023)

24. The recommendations fall within the remit of the Place Select Committee by virtue of its terms of reference.

Financial Comments (PAA29 07/12/2023)

25. The financial implications are set out in paragraphs 20 and 21 of the report.

HR Comments (JP 12/12/2023) Any HR implications are contained in the body of the report. The HR service will continue to provide advice to any on-going work

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None.

Electoral Division(s) and Member(s) Affected

- All



CATERING AND FACILITIES MANAGEMENT



**QUALITY
SERVICES**

*Delivered
with care...*



**Nottinghamshire
County Council**



Catering and Facilities Management

Business Support Services

● Wages ● Invoicing ● Orders ● Maintenance

Facilities Management

400 contracts
220 schools
900 staff

- NCC Offices
- Primary Schools
- Secondary Schools
- Youth Centres
- Bus Stations
- House Clearance
- Landscape Construction Projects

PFI Schools

Ground Maintenance Services

- Tree Clearance
- Site Safety, Snow etc

County Enterprise Foods

- Worksoop Production kitchen
- Rainworth distribution centre
- Private care home contracts
- Private meals on wheels contracts
- Notts City meals on wheels contract

Frozen school meal contracts

Catering

35,000 meals per day
230 schools
900 staff

- NCC Catering
- Sixth Form Colleges
- Secondary Schools

PFI Schools

School Catering

- Maintained schools
- Academy Schools
- Stand alone schools

Introduction

Nottinghamshire County Council firmly believes in high quality services centred around the vision *'A healthy, prosperous and greener future for everyone'*.

We focus on:



Improving the health and wellbeing of our communities.



Placing residents, customers, schools, and children at the heart of everything we do.



Growing our economy and improving living standards.



Shaping our services around the people who use them.



Helping everyone access the best of Nottinghamshire.



Using resources creatively to deliver value for money.



Developing the local economy and job prospects.



Innovative and commercial approaches to service delivery.



Promoting healthy and active lifestyles.



Supporting a flexible and varied workforce able to meet the needs of businesses in the future.

Catering and Facilities Management

Nottinghamshire County Council provides a range of facility management and catering services to schools and other customers across the county.

Our facilities teams specialise in helping to create a clean and tidy environment where children can learn and grow, while our award-winning catering teams lead the way in providing fresh and nutritious meals that are a vital lifeline to many - helping people to live happy, healthy lives.

The catering and facilities management services have been specifically developed to create a package of efficient and responsive services that can be tailored to meet the specific needs of our customers and include:

- School catering.
- Facilities management advisory and support services.
- Building, cleaning and hygiene services.
- Ground maintenance and landscaping services.
- County Enterprise Foods - a door-to-door food delivery service that has been producing and delivering tasty and great value Meals at Home for over 30 years.
- Sophisticated CRM system using latest technology to manage the business.

Our teams are highly trained and motivated and have a wealth of experience and expertise to offer impartial advice, bespoke contracts and tailored packages of support and training.

We pride ourselves on the relationships we build, shaping our services around our customers and striving for excellence in everything we do.

Page 40 of 62



400 building, cleaning, caretaking and hygiene services contracts

400 ground maintenance /landscaping contracts

2000 meals delivered by County Enterprise Foods each day



School Catering

We know school meals are an important part of a child's life. Children who eat a balanced, healthy diet are more likely to maintain their concentration in class and conserve their energy levels throughout the day.

As an award-winning service, we support this ethos by providing popular, healthy and ethical meals using only the best ingredients.

We make the most of seasonal produce, using items when they are at their best, to create comforting, nutritionally balanced and tasty meals. 75% of meals are freshly prepared and we source the finest quality, locally sourced meats and vegetables for all of our meals.

Key service features include:

- Dedicated account managers for each school.
- Experienced and knowledgeable management team.
- Complete school meals package.
- Professional and trained staff.
- Menus for all dietary requirements and faiths.
- Regular annual audits to check and maintain the highest standards.
- Cashless online food ordering system.
- A recognised marketing brand.
- Accredited with 'Silver Food for Life'.
- Bespoke tailor-made contracts available wherever required.
- Schemes available covering maintenance, servicing, repairs, and replacement of school kitchen equipment.



2,111,964
school meals
served between
April and July
2023



County Enterprise Foods

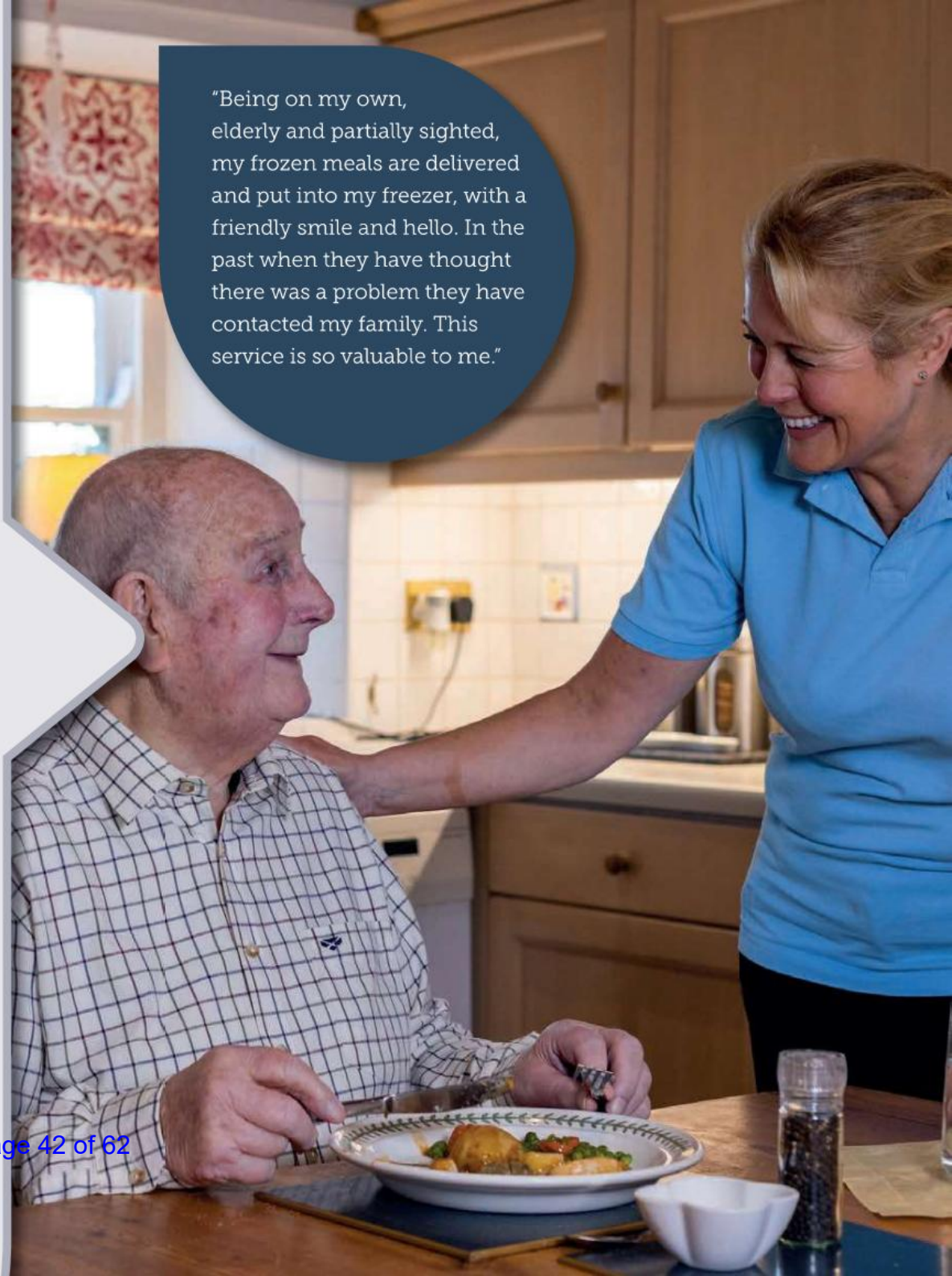
County Enterprise Foods is an award-winning service that has been producing and delivering tasty and excellent value meals at home for over 30 years.

From our distribution and production units in Rainworth and Worksop, we provide a tailored service and have over 70 delicious meals to choose from. As well as our frozen meals which customers can order in advance, customers can also order a hot meal from anywhere in Nottinghamshire and receive it the very next day. As a value-added service, our fully trained delivery drivers regularly check on our customers' health and wellbeing to ensure our customers are safe and well.

Key service features include:

- Delivery driver's free safe and well checks. Trained drivers check on our customer's wellbeing and report any concerns immediately.
- Hospital hamper delivery.
- Frozen foods delivery.
- Hot meals delivery.
- Our own fleet of vans with ovens/food warmers/freezers built in.
- Catering provided for larger groups/lunch clubs/day centres/care homes, etc.
- Meals on Wheels service.
- Customers include local authorities and business in South Yorkshire, Leicestershire, and Nottingham City.
- Only supplier of Hot/Frozen meals across Nottinghamshire.
- Operate seven days a week.

"Being on my own, elderly and partially sighted, my frozen meals are delivered and put into my freezer, with a friendly smile and hello. In the past when they have thought there was a problem they have contacted my family. This service is so valuable to me."





Facilities Management Advisory and Support Services

We provide a range of advisory and support services for schools employing their own caretaking and site management staff.

This includes a sickness absence cover scheme for a school's caretaker or cleaner-in-charge, independent audits and checks for schools, staff training, advice on specialist areas of facilities management and a range of specialist cleaning services.

Our comprehensive caretaker/cleaner-in-charge sickness cover scheme gives schools peace of mind knowing that their site will function regardless of challenges or problems while our impartial advice provides reassurance on health and safety issues, risk assessments, training standards, use of chemicals and emergency procedures and solutions.

Key service features include:

- Advisory and support services for schools.
- Independent audits, checks, training, facilities management, and specialist cleaning services.
- Training and development for staff.
- Recruitment advice.
- Independent facilities audit/service improvement.
- Health and safety.
- Advice on managing contracts.
- Facilities management services including pest control, cleaning, waste disposal and hygiene services.
- Sickness absence cover.





Building Cleaning and Hygiene Services

Our cleaning and hygiene services team is committed to excellence and passionately believes in the importance of maintaining clean and safe operating environments. Each customer is unique with different needs and requirements.

Despite the differences, all buildings demand the same high level of professional care. Whether customers choose a complete service providing caretakers, cleaners, audits and advice, or just individual elements such as specialist cleaning, our team of experts utilise the right blend of skills and knowledge to offer customers a tailored solution to meet their needs.

Key service features include:

- High level of professional care.
- Service tailor-made to suit individual customer's requirements.
- COSHH and risk-assessed cleaning materials, equipment, and supplies.
- Waste collection and recycling, sanitary disposal, general as well as other specialist cleaning solutions including pest control.
- Fully trained staff, regular audits, and satisfaction surveys to maintain highest standards.
- Best cleaning procedures and practices.
- ISO 45001 Health & Safety Accreditation.
- In house training available for staff.

"It is extremely reassuring to know that you are only a phone call away and able to solve even the most complex problem. You have been extremely proactive even going above and beyond the call of duty to provide cover in the event of sickness and absence."

Site Manager,
Wainwright Primary Academy.





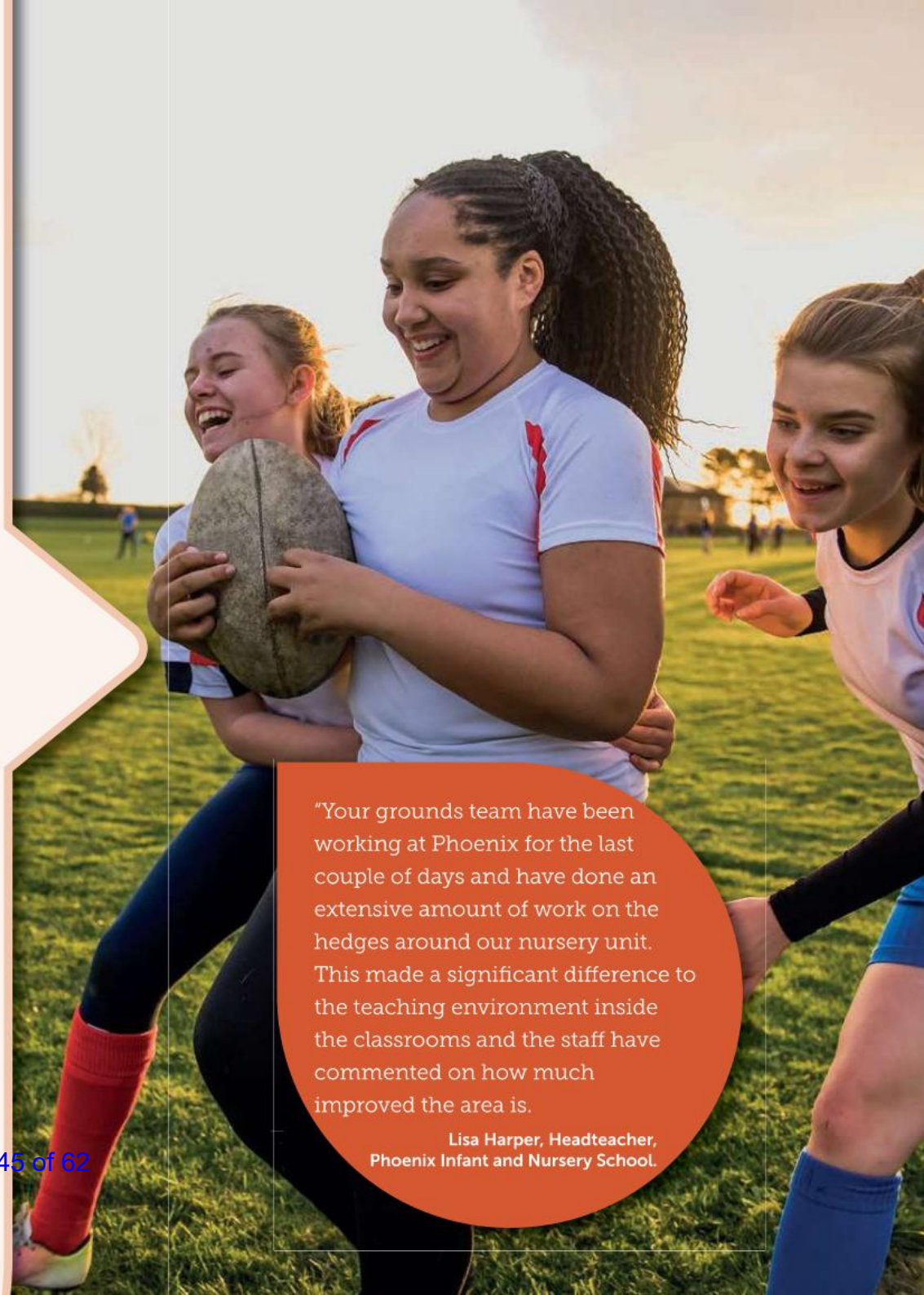
Ground Maintenance/ Landscaping Services

Our fully trained ground maintenance/landscaping services team provide professional sports grounds and facilities, landscape and horticultural services that are tailored to meet customers' needs.

Utilising their skills, experience and knowledge, they ensure that school sites look attractive, comply with relevant legislation and are fit-for-purpose throughout the year.

Key service features include:

- Advice, guidance, design, and quotes for development of school grounds as well as creating environmental areas, play and sports areas.
- Advice on health and safety compliance/security measures.
- Dedicated staff and support from management team to ensure highest service standards.
- Regular site inspections.



"Your grounds team have been working at Phoenix for the last couple of days and have done an extensive amount of work on the hedges around our nursery unit. This made a significant difference to the teaching environment inside the classrooms and the staff have commented on how much improved the area is.

Lisa Harper, Headteacher,
Phoenix Infant and Nursery School.

**REPORT OF SERVICE DIRECTOR, CUSTOMERS, GOVERNANCE AND
EMPLOYEES****WORK PROGRAMME****Purpose of the Report**

1. To consider the Committee's work programme.

Information

2. The attached work programme will assist the management of the committee's agenda, the scheduling of the committee's business and forward planning.
3. The work programme has been developed using suggestions submitted by committee members, the relevant Cabinet Member(s) and senior officers and has been approved by the Overview Committee. The work programme will be reviewed at each pre-agenda meeting and committee meeting, where any member of the committee will be able to suggest items for possible inclusion.

Other Options Considered

4. None

Reason/s for Recommendation/s

5. To assist the committee in preparing its work programme.

Statutory and Policy Implications

6. 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.

RECOMMENDATIONS

- 1) That the work programme be noted.
- 2) That committee members make any further suggestions for consideration by the Chairman and Vice-Chairman for inclusion on the work programme, in consultation with the relevant Cabinet Member(s) and senior officers, and subject to the required approval by the Chairman of Overview Committee.

Marjorie Toward
Service Director, Customers, Governance & Employees

For any enquiries about this report please contact: Martin Elliott, Senior Scrutiny Officer, martin.elliott@nottsc.gov.uk.

Constitutional Comments (HD)

7. The Committee has authority to consider the matters set out in this report by virtue of its terms of reference.

Financial Comments (NS)

8. There are no direct financial implications arising from the contents of this report. Any future reports to Committee on operational activities and officer working groups, will contain relevant financial information and comments.

Background Papers and Published Documents

- None

Electoral Division(s) and Member(s) Affected

- All

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Meeting Date	Agenda Item	Cabinet Member Responsibility	Purpose/Outcomes	Resolutions
20 September 2023	Section 19 Report – Ravenshead Flooding	Cabinet Member – Transport and Environment	Statutory Section 19 report following flooding in Ravenshead	<p>1) That in accordance with Section 19 of the Flood and Water Management Act 2010 and the Council's Lead Local Flood Authority responsibilities, the Section 19 Report – Ravenshead – April 2023, as attached as an appendix to the officer's report, be approved and published.</p> <p>2) That the work (as detailed in the officer's report) that has taken place in response to the flooding incident in Ravenshead in April 2023 be endorsed.</p>
	Safer Nottinghamshire Board – Progress Report	Cabinet Member – Communities	<p>(As the Council's statutory Crime and Disorder Committee) Resolved at the July 2023 meeting:</p> <p>a) That a further report be submitted to the September 2023 meeting of the Place Select Committee that:</p> <ul style="list-style-type: none"> i. acknowledges the commitments of the Motion of Full Council in March 2023. ii. includes information around performance issues under the current strategic priorities of the Nottinghamshire Community Safety Agreement. iii. provides information on the suitability of those assigned to lead on priorities. 	That the report be noted.

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Meeting Date	Agenda Item	Cabinet Member Responsibility	Purpose/Outcomes	Resolutions
20 September 2023	HWRC Strategic Review – Task and Finish Review Scope		<p>To approve the scope for the task and finish project on the HWRC Review.</p> <p>Resolved at July 2023 meeting: That a scrutiny task and finish working group be established to carry out further scrutiny on, and to feed into the work being carried out on the review of Household Waste Recycling Centre provision.</p>	That the proposed scope for the Place Select Committee's review around Household Waste Recycling Provision be approved.
	Recycling	Cabinet Member – Transport and Environment	<p>To receive the response from the resolution made at the March 2023 meeting: <i>"That the Cabinet Member for Transport and Environment, in consultation with officers, gives further consideration to what further activities could be carried out through the Joint Waste Management Board to increase recycling rates across Nottinghamshire."</i></p> <p>Page 50 of 62</p>	<ol style="list-style-type: none"> 1) That the report be noted. 2) That the following issues raised by the Committee in its consideration of the report on the work with the Joint Waste Management Board to increase recycling rates across Nottinghamshire be progressed: <ol style="list-style-type: none"> a) That the delivery of effective communications that encourage residents to recycle should continue to be a key focus of activity for the Nottinghamshire Joint Waste Management Board. b) That information on recycling rates in the districts and boroughs that show the amount of glass collected through kerbside collections as well as at bring sites be circulated to members of the Place Select Committee. c) That information on contamination levels of recycling collected through kerbside collections in the districts and boroughs be circulated to members of the Place Select Committee. d) That the invitation that has been made to all district and borough councillors across Nottinghamshire to visit the Materials Recovery Facility be reaffirmed.

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Meeting Date	Agenda Item	Cabinet Member Responsibility	Purpose/Outcomes	Resolutions
20 December 2023	Highways Joint Continuous Improvement Plan – Progress Report	Cabinet Member – Transport and Environment	Resolved at January 2023 meeting “That a progress report on the delivery of the Highways Joint Continuous Improvement Plan be brought to the December 2023 meeting of the Place Select Committee.”	
	Electrical Vehicle Charging	Cabinet Member – Transport and Environment	Resolved at the March 2023 meeting: That a further progress report on Electric Vehicle Infrastructure be brought to a future meeting of the Place Select Committee at a date to be agreed by the Chairman of the Committee. To include information on NCC doorstep and community EV charging schemes	
	Annual Library Plan/Strategy	Cabinet Member – Communities and Public Health		
	Catering and Facilities Management	Cabinet Member – Communities and Public Health	To receive a report on the Catering and Facilities Management Service	

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Meeting Date	Agenda Item	Cabinet Member Responsibility	Purpose/Outcomes	Resolutions
27 March 2024	Crime and Disorder	Cabinet Member – Communities and Public Health	To sit as the Council's statutory Crime and Disorder committee to scrutinise delivery of crime and disorder strategies. To meet the requirements of the Crime and Disorder (Overview and Scrutiny) Regulations 2009.	
	Bus Network Review	Cabinet Member – Transport and Environment	Resolved at the March 2023 meeting: That a progress report on the Bus Network Review be brought to a future meeting of the Place Select Committee at a date to be agreed by the Chairman of the Committee.	
	Section 19 Reports – October 2023 Flooding	Cabinet Member – Transport and Environment	Statutory Section 19 reports following the flooding in October 2023. Also to include report on Eastwood flooding event.	
	Outcomes of the review of Household Waste Recycling Centres		To consider the outcomes of the task and finish review of Household Waste Recycling Centres.	

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Meeting Date	Agenda Item	Cabinet Member Responsibility	Purpose/Outcomes	Resolutions
26 June 2024	Flooding	Cabinet Member – Transport and Environment	To scrutinise the activity that is being carried out around kerbside drainage and other activities to mitigate flooding.	
	Visitor Economy Framework	Cabinet Member – Economic Development and Asset Management	To scrutinise the implementation of the Visitor Economy Framework	
	Access to Digital Services and Digital Inclusion	Cabinet Member – Economic Development and Asset Management	To receive a report on, and to scrutinise activity regarding the Council's activity regarding access to superfast broadband and digital inclusion.	

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Items pending scheduling or removal.

Item	Cabinet Member Responsibility	Details	Status
Waste and Recycling	Cabinet Member – Transport and Environment	Resolved at the January 2023 meeting: “That once the situation regarding the responsibilities being placed on local councils by Government around the kerbside collection of food waste become clearer, that the Cabinet Member for Transport and Environment gives consideration to how the Council could support the District and Borough Council’s in the provision of collection receptacles.”	To be considered for scheduling once situation around the issue is clearer.
Off-peak travel for armed forces veterans	Cabinet Member – Transport and Environment	Resolved at the March 2023 meeting: That a report on the feasibility of introducing free off-peak travel for armed forces veterans in Nottinghamshire be presented at a future meeting of the Place Select Committee at a date to be agreed by the Chairman of the Committee.	To be scheduled
Lane Rental Scheme	Cabinet Member – Transport and Environment		To be scheduled
Review of Active Travel/Staff Travel	Cabinet Member – Transport and Environment		To be scheduled
Environmental Impact of hybrid working		To gain an understanding of the environmental impact of the Council’s hybrid working strategy.	To be considered for scheduling

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Reviews

Project Start Date	Item	Cabinet Member Responsibility	Purpose of Review	Current Status and activity
October 2023	HWRC Review	Cabinet Member – Transport and Environment	Resolved at July 2023 meeting. a) That a scrutiny task and finish working group be established to carry out further scrutiny on, and to feed into the work being carried out on the review of Household Waste Recycling Centre provision.	Scope approved at September meeting, Review activity carried out during October/November. Report to be considered by committee March 2024.

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Project Start Date	Item	Cabinet Member Responsibility	Purpose of Review	Current Status and activity
TBC	Free School Meals	Cabinet Member – Communities and Public Health	To gain assurance that the quality of Free School Meals is not being negatively impacted by the increased number of children in receipt of Free School Meals.	

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Project Start Date	Item	Cabinet Member Responsibility	Purpose of Review	Current Status and activity
TBC	Flooding	Cabinet Member – Transport and Environment	<p>Resolved by Council on 7 December 2023.</p> <p>“Requests that the Place Select committee carry out a full review of Nottinghamshire County Council’s preparation for and response to the flooding caused by Storm Babet, including consideration of information and recommendations that are automatically brought forward in Section 19 reports and from reports of the Nottingham & Nottinghamshire Local Resilience Forum in response to all significant flooding incidents.”</p>	

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Project Start Date	Item	Cabinet Member Responsibility	Purpose of Review	Current Status and activity
TBC	Gully Cleaning	Cabinet Member – Transport and Environment	<p>Resolved by Council on 7 December 2023.</p> <p>“Requests that the Place Select committee carry out a full review of gully cleaning across Nottinghamshire, including the role and responsibilities of other local councils (e.g.) in relation to street cleaning.”</p>	

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Project Start Date	Item	Cabinet Member Responsibility	Purpose of Review	Current Status and activity
TBC	Inward investment Framework	Cabinet Member – Economic Development and Asset Management	To feed into the development of the framework that will allow inward investment activities to be coordinated and prioritised.	

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Project Start Date	Item	Cabinet Member Responsibility	Purpose of Review	Current Status and activity
TBC	20mph Pilot Schemes	Cabinet Member – Transport and Environment	Resolved at the January 2023 meeting that the Place Select Committee carries out scrutiny in advance of any decisions taken by the Cabinet Member for Transport and Environment on the location of 20mph speed limit pilot schemes.	

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Items to be scheduled for 2024/25

Item	Cabinet Member Responsibility	Details	Status
Concessionary Travel	Cabinet Member – Transport and Environment	To receive a progress report on the implementation of the recommendations made by the task and finish review.	To be scheduled

WORK PROGRAMME 2023/24 – PLACE SELECT COMMITTEE: UPDATED 8 DECEMBER 2023

Items for information briefings for committee members

Item	Cabinet Member Responsibility	Details	Status
Subsidised Bus Services	Cabinet Member – Transport and Environment	Briefing note to be circulated to members of the committee.	