

# Your Nottinghamshire Your Future Council Plan

## Priority 1 - A great place to bring up your family

### Our commitments measuring our success

#### Commitment 1 - Families prosper and achieve their potential

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
Young people will have improved physical and mental health	A The proportion of children in Notts who are covered by the Healthy Child Programme (mandated checks undertaken within timescale) New Birth Visit   6-8 week review   1 year review by 15 months   2 year review	88.6% 85.2% 89.7% 81.6%	95%	High	84% 85% 90.8% 79.2%	89.2% 85.5% 82.2% 77.4%
More families in work	C Number of children and young people accessing Outdoor and Environmental Education	29056	-	High	22813	-
More families will live in good quality housing	Early years foundation stage attainment (Reaching a 'Good Level of Development' - at least expected in all early learning goals in all prime areas and in the specific areas of literacy and mathematics)	69.7% (Academic 2017/18)	72.0%	High	68.2% (Academic 2016/17)	71.6% (Academic 2017/18)
More children will achieve a good level of development by the end of reception year	School Readiness: all children with free school meal status achieving a good level of development at the end of reception as a percentage of all eligible children	49.7% (Academic 2017/18)	-	High	47.6% (Academic 2016/17)	57.0% (Academic 2017/18)

#### Commitment 2 - Children are kept safe from harm

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
Children at risk are appropriately identified, supported and protected	A Number of children and young people supported in Domestic Violence services	436 (2018-19 Q1-Q3)	622 (indicative target)	High	156 (Q1 2018/19) 510 to end Q4 2017/18	NA
Improved outcomes for children, young people and families accessing our safeguarding and family services, as a result of high quality interventions	C Child and Family assessments for Children's Social Care carried out within statutory timescales	98.2%	85.0%	High	97.1%	82.9%
Looked After Children (LAC) and care leavers are well supported through improved placement provision, health services and learning opportunities	Percentage of LAC (for at least 12 months) who have had their annual health assessment	93.9% (2017/18)	-	High	95.0%	88.0%
	Percentage of LAC (for at least 12 months) who have had their teeth checked by a dentist	82% (2017/18)	-	High	83.0%	84.0%
	Percentage of (LAC) remaining in long-term placements	72.9%	70.0%	High	74.6%	70.0%
	Percentage of care leavers in education, employment or training aged 19-21	49.8%	49.0%	High	47.5%	51.0%
	Percentage of care leavers in suitable accommodation	87.4%	83.0%	High	85.5%	84.0%

#### Commitment 3 - Children and Young People go to good schools

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
Children and young people are provided with sufficient early years provision and school places in their local communities	A The proportion of children in Notts from less advantaged backgrounds who achieve a good level of development at the end of reception.	49.9% (2017/18)	Increase	High	48.2% (2016/17)	56.6% (2017/18)
Vulnerable children are less likely to miss education	C Percentage of LAC classed as persistent absentees	8.9% (Academic 2017/18)	-	Low	7.9% (Academic 2016/17)	10.6% (Academic 2017/18)
Educational outcomes for vulnerable children improve	Percentage of LAC achieving grades 9-4 (standard pass) GCSEs in both English & Maths at KS4	22.7% (Academic 2017/18)	-	High	21.3% (Academic 2016/17)	17.8% (Academic 2017/18)
More than 90% of Schools are classified as Ofsted "good" or "outstanding"	Number of primary schools in an Ofsted category (Inadequate) - does not include the former judgement of new schools	3 (Q4 2018/19)	-	Low	3 (Q4 2017/18)	-
	Number of secondary schools in an Ofsted category (Inadequate) - does not include the former judgement of new schools	1 (Q4 2018/19)	-	Low	2 (Q4 2017/18)	-
Fewer young people are not in education, employment or training (NEET)	Participation in education, employment and training (EET) aged 16-17	94.9%	-	High	94.7%	-
	P Total/Value of s106 contributions received Primary Education   Secondary Education	£1,172,350 £0	-	n/a	£355,746 £231,390	-
	School meals take-up	57.6%	58.0%	High	56.0%	-



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### Key activities that support delivery of the council plan

#### Commitment 1 - Families prosper and achieve their potential

Success means	Activities to progress the outcome	Progress
Young people will have improved physical and mental health	A We will lead the commissioning of services to promote healthy lifestyles and address ill-health amongst all children, young people and families	The Healthy Families Programme for 0-19's contract commenced on 1st April 2017. The contract is now in Year 2 of service delivery. The model of service is based around 20 locally based Healthy Family Teams across Nottinghamshire aligned to children's centre boundaries, and supporting children, young people and families. The Healthy Families Programme delivers the Department of Health's Healthy Child Programme and each family receives a schedule of universal checkpoint reviews, including a programme of screening tests, developmental reviews and information and guidance to support parenting and healthy choices, to ensure that children and families achieve optimum health and wellbeing. The workforce is configured to provide the highest level of support in areas of greatest need.
More families in work		
More families will live in good quality housing	C Implement a newly commissioned Healthy Families Programme for 0-19 year olds and their families which integrates with children's centre services	This action is complete. NCC will be extending the contract with Nottinghamshire Healthcare NHS Trust for an additional 4 years to deliver the programme until 2024. The key roles and responsibilities remain the same as 2018/19
More children will achieve a good level of development by the end of reception year		
	Working with CCGs, continue to transform our specialist community health services for children and young people (CCYPS)	The community Children and Young People's service (CCYPS) which provides community based healthcare for children with complex needs continues to undergo transformation in order to meet the needs of
	P Develop and deliver the 'Investing in Opportunity Areas' commissioning programme	Building on our long standing relationship with the university we are in the process of agreeing the specifics of a role to focus on Place based initiatives we can work on together. A dedicated Economic Development Officer is working one day a week at the University of Nottingham, Jubilee Campus. Geospatial, 5G, clusters and sensor data collaboration projects currently being explored. A recent civic visit to the University of Nottingham's Sutton Bonington Campus will see the Council collaborating with the School of Biosciences on engagement with schools, raising aspirations (especially in Ashfield, Mansfield and Bassetlaw) and future research projects to support the Council's strategic priorities, such as the visitor economy. A further Midlands Engine Trade Mission to China took place in November 2018 which the Chief Executive of the Council joined. The Council has hosted the inaugural Connected and Autonomous Vehicle (CAV) roundtable discussion. Further work by the Growth and Economic Development Team to develop an action plan is underway which will set a course for future technology developments in transportation.
	Bring forward developments on County Council land including: Rolleston Drive, Top Wighay, Wilford Lane and Broomhill Farm	The first homes of these developments, at Wilford Lane, went on sale from October 2018 and the scheme is due to be completed in January 2022. An area of 2 hectares was retained by NCC as it may be needed for a school in the future. Broomhill Farm: Phase 2 of this development has been marketed and a number of bids have been received. A report will be going to Committee on the 14th November to seek approval of an offer made by the highest bidder in respect of plans for this site. The Digital Skills innovation Fund bid was successful and the growth and economic development team will support the development of partnerships and bids to external funding, and the provision for successful bids in the digital sector, maximising the participation and benefits for Nottinghamshire residents.
	Deliver Phase 2 of the Lindhurst/Berry Hill scheme.	Sales completion of Phase One have now concluded with all the residential plots sold to house builders with a total plan to deliver 519 residential units. The first units have been completed and house sales to occupiers are well underway. An approach to the delivering of Phase Two has been considered by the Lindhurst Group and is now being programmed with a view to presenting to members shortly.



## Commitment 2 - Children are kept safe from harm

Success means	Activities to progress the outcome	Progress
Children at risk are appropriately identified, supported and protected	R The legal team will continue to review and refine our digital working arrangements with Nottingham Family Courts. We will continue to monitor the percentage of child protection matters completed within 26 weeks of commencement	Legal Services continues to actively manage the digital way of working with the Nottingham Family Courts. As soon as any issues are reported by staff, they are addressed immediately and resolved in consultation with the Nottingham Family Courts. This is so that issues do not adversely impact our ability to continue using e-court bundles in child safe guarding cases.
Improved outcomes for children, young people and families accessing our safeguarding and family services, as a result of high quality interventions	C Continue to review our social work practice in Nottinghamshire, including services for Looked After Children and Care Leavers, to ensure that we are delivering high quality social care at the best possible value	Adopting a strength-based model of social work practice within the Children and Families department was approved by Children and Young People's Committee in March 2019. This model is evidence informed, builds on the strengths of existing practice and responds to feedback from children and families about their experience of social work services. In line with this approach, a new model of quality assurance has been developed, which focuses more on children's outcomes and experience of services, and promotes a learning and improvement culture by involving frontline staff in the audit process.
Looked After Children and care leavers are well supported through improved placement provision, health services and learning opportunities	Continue to deliver a comprehensive set of recruitment and retention activities to enable further reductions in the number and cost of social work agency staff	During the 6-month period we have received 67 applications and recruited 33 new social work staff (28 of those in the period since 1st January - which is a new record on recruitment for Quarter 4). Turnover within our hard to recruit to teams had experienced a temporary rise in Quarter 3, but has settled back to just 5.29% within our Hard to Recruit To (HRT) teams, and 4.05% in our non-HRT teams by the end of Quarter 4 - and we have normally had turnover of around 5% for a good period of time now, so it is reassuring to see this figure settled back to the "norm". The national collection of data on children's social workers from 2018, showed that turnover in the wider workforce stood at 16% - so we are managing to maintain a relatively consistent, and low, level of turnover across our frontline teams.
Continued good quality, targeted youth services		Length of service statistics continue to improve, with 61% of the workforce in post for 5+ years, and 74% in post for 3+ years (this is an improvement on the figure of 50% for 5+ years which was recorded in 2015-16. External advertising of our social work roles has been maintained via the BASW website, regular advertorials in Professional Social Work magazine, adverts on Indeed, and on all our feeder University jobs boards). Our link with local universities continues to generate a good level of graduate applications, and the offer of 1:1 sessions with our SW students on placement is still proving beneficial in encouraging applications.
		Our recent Health Check showed that a large proportion of our social work workforce (75%) had found the introduction of Smarter Working and more flexible working arrangements beneficial to their working practice and their own wellbeing, with a similar proportion (75%) stating that the introduction of SWSO's and SWA's to their teams had contributed greatly to the level of support they experienced.
	Further improve the integration of social work and early help services so that families receive a more coordinated service and have the right level of support at the most appropriate time	The results of the themed audit were positive, with evidence that step down is working better with the introduction of the new mosaic workflow. Required Improvements to the way the two services work together were identified, and these have formed the basis of an action plan which is being delivered by the Customer Service Centre (CSC) and Family Service (FS) service managers.
	Transform our safeguarding board arrangements in accordance with the recommendations set out in the Wood Review	Nottinghamshire Safeguarding Children Partnership was formed on 1st January 2019, and intends to build on the strengths of the previous arrangements under the Local Safeguarding Children Board (LSCB). Through the introduction of new arrangements the partnership is seeking to provide a streamlined structure, reducing duplication and lessening the demand on safeguarding leads to attend meetings.
	Cooperate with other East Midlands authorities to improve timeliness for children and young people waiting to be adopted	Adoption East Midlands Regional Adoption Agency went live on 3 April 2019. Adoption East Midlands (AEM) is responsible for recruiting adopters, and finding adoptive families for the children of Derby, Derbyshire, Nottingham and Nottinghamshire, and for providing adoption support in these same areas. This means Nottinghamshire children with adoption plans can be matched with a wider pool of adopters, recruited and supported by AEM. This should result in timely local matches, and when a suitable family is not available, AEM will work with partners in the region to find a family.  There is a consistent adoption support offer across the region to support those affected by adoption, which will contribute to lifelong positive outcomes for children.



Launch a Social Impact Bond (SIB) to help young people remain out of care and/or to transition from residential to foster care placements

Progress on mobilising the SIB has stalled during the latter part of the current period, following the withdrawal of the social investor from the provider-led delivery consortium. The provider remains committed to the programme and is actively seeking a replacement social investor. The 3 Councils continue to support this process in liaison with The Big Lottery Fund which will provide financial support to the programme once it gets underway.



### Commitment 3 - Children and Young People go to good schools

Success means	Activities to progress the outcome	Progress
Children and young people are provided with sufficient early years provision and school places in their local communities	A We will commission a Healthy Families Programme to support school readiness, secure improved emotional and physical health of school age children, and contribute to reducing the number of young people not in education, employment or training due to unplanned pregnancy.	A Healthy Families Programme for 0-19's was commissioned and the contract commenced on 1st April 2017. The range of activity includes: Level one interventions for emotional and mental health issues including depression, low mood, self-harm, anxiety, risk-taking behaviour, and anger management, working closely with schools and families Support around healthy relationships, contraception and sexual health, including pregnancy testing and chlamydia screening In addition, bookable Healthy Child sessions for parents/carers of primary school age children provide further access to one to one support; drop-in sessions for young people are established in or near each secondary school
Vulnerable children are less likely to miss education		
Educational outcomes for vulnerable children improve	C Create additional high quality sustainable childcare places, to ensure adequate sufficiency levels to meet increasing demand for funded childcare following new duties placed on LAs	The CSA is developed annually and the 2019 CSA has yet to be completed and will be presented to CYP Committee in September 2019. Recommendations regarding sufficiency remain as last period and we have increased the active targeting of 2 year olds from low income families to increase the take up of early education entitlements which remain stubbornly at 75%. We have seen a closure of a small number of preschools following the launch of 30 hours funded childcare for 3 and 4 year olds from working households, however this is outweighed by the number of new childcare places created since September 2018. Closures in the main have been attributed to the limitations placed on some early years providers who are unable to offer parents their whole 30 hour childcare entitlement in their setting. Parents prefer not to have to use more than one childcare provider for their child.
More than 90% of Schools are classified as Ofsted "good" or "outstanding"		
Fewer young people are not in education, employment or training (NEET)	Work with key partners to successfully implement the Early Years Improvement Plan to close the attainment gap and prepare children for school	The Early Years Improvement Plan 2018-20 has evidenced a range of successes in the delivery of evidence based interventions to improve school readiness. The plan will be replaced with a new Best Start Strategy which will be launched in January 2020; this plan uses findings of a recent self-assessment exercise (Maturity Matrix) which has identified that interventions need to be strengthened during ante natal stages and for children under the age of 3. A Home Learning pathway has been developed with parents and key stakeholders. A project focusing on target groups of children in Ashfield is underway with a particular focus on children with English as an Additional Language.
	P Ensure delivery of high quality, good value school places to meet basic need	New School Bestwood: The project commenced on site on 28 August 2018, with a forecast completion date of 30 August 2019. The contractor on site is currently forming foundations for the structure. Replacement of Newark Orchard School and Newark Day Service: A new 140 place Special School to replace the existing Orchard School. The school is to be capable of expansion in the future, to at least 170 places. The Council is also committed to providing a new, replacement Day Service. A series of stakeholder and public pre-planning information events took place week commencing 8 October 2018. These were positively received. The planning application for both the replacement school and Day Service has subsequently been submitted.  The current programme is: Day Service relocate to Woods Court - April 2019. Start on site Replacement School- April 2019 Start on site Day Service - July 2019 New School opens - April 2020 New Day Service opens - April 2020



	Devise and agree a revised Developer Contributions Strategy	The revised Developer Contributions Strategy was adopted as council policy at the September meeting of Policy Committee. Work is underway with developers and partner authorities to ensure that the strategy is considered as part of any discussions about the impact of development proposals
	Review of the Catering and Facilities Management service delivery model including for the provision of school meals	The review of the Catering and Facilities Management service delivery model is proceeding. A full management restructure has been completed. A business case has been commissioned to carry out an option appraisal.





# Your Nottinghamshire Your Future Council Plan

## Priority 2 - A great place to fulfil your ambition

### Our commitments measuring our success

#### Commitment 4 - Nottinghamshire has a thriving jobs market

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
People leave education with better qualifications and skills	A Number of people supported by the Council in apprenticeships and placements related to social care and public health	77	N/A	Maintain at same level	43	NA
More people are in higher paid and skilled jobs	Number of adults with disabilities supported into employment by the Council	386	N/A	High	328	N/A
More apprenticeships available for people of all ages	P Number of apprenticeship opportunities available	Under 19: 2,280 19-24: 1,900 25+: 2,540 Total: 6,700	No target set	High	Under 19: 1,460 19-24: 1,380 25+: 1,840 Total: 4,720	-
More graduates choose to stay in Nottinghamshire for further work or study	Number of adult learning opportunities available	522 courses ran so far 359 planned for Summer Term	No target set	High	Over 200 new courses planned for the Autumn Term for 19+ Community and Family Learning learners	-

#### Commitment 5 - Nottinghamshire is a great place to live, work, visit and relax

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
People live in communities supported by good housing and infrastructure	A The fraction of deaths in adults attributable to air pollution	5.0% (2017)	Reduce	Low	5.7% (2016)	5.1% (2017)
	Proportion of adults with learning disabilities who live in their own home or with their family	75.40%	76.0%	High	74.80%	75.4%
People enjoy a wide range of leisure and cultural activities	P % of household waste sent to reuse, recycling or composting	43.00%	45.50%	High	43.70%	n/a
	Number of flood risk projects completed within timescale	10	-	High	-	-
People can travel safely and quickly across urban and rural Nottinghamshire	Number of properties with enhanced levels of flood Protection	10073	No target set	High	51	n/a
	Satisfaction levels at Rufford Abbey Country Park	97.90%	90%	High	93%	-
People look after and enjoy the local environment	Number of visits to libraries	2,538,441	2,500,000	High	1,317,931	n/a
	Total value of successful bids for government funding for transport and highways projects	£20,304,000	-	High	-	-
	% of transport projects within target	100%	-	High	100%	-

#### Commitment 6 - People are healthier

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
Healthy life expectancy increases	A Average number of years people live in good health male   female	62.5   61.6 (2015-17)	Increase	High	61.7   62.4 2014-16	63.4   63.8 (2015-17)
Life expectancy rises fastest in those areas where outcomes have previously been poor	Reduction in the proportion of adults who smoke, are overweight, or who are physically inactive. Smoking prevalence   Overweight adults   Physically inactive adults	15.1% (2017) 64.4% (16/17) 23.2% (16/17)	Reduce	Low	15.4% (2017) 64.4% (16/17) 23.2% (16/17)	14.9% (2017) 61.3%(16/17) 22.2% (16/17)
We have a healthy workforce	Proportion of eligible population who are offered / invited an NHS Health Check	Cumulative offered a health check: 64.9% Cumulative uptake of offer: 59.5% (2014/15 Q1 – 2018/19 Q1)	66% (invites) 66% (uptake) (Targets as from 2018/19)	High	Cumulative offered a health check: 57.7% Cumulative uptake of offer: 58.8% (2014/15 Q1 – 2017/18 Q1)	Cumulative offered a health check: 85.2% Cumulative uptake of offer: 48.0% (2014/15 Q1 – 2018/19 Q1)
	R Level of sickness absence	8.52	7.0	Low	8.50	
	% uptake of flu vaccinations	27.5% (2017/18)	40%	High	16.5% (2016/17)	70%



# Your Nottinghamshire Your Future Council Plan

## Priority 2 - A great place to fulfil your ambition

### Key activities that support delivery of the council plan

#### Commitment 4 - Nottinghamshire has a thriving jobs market

Success means	Activities to progress the outcome	Progress
<p>People leave education with better qualifications and skills</p> <p>More people are in higher paid and skilled jobs</p> <p>More apprenticeships available for people of all ages</p> <p>More graduates choose to stay in Nottinghamshire for work or further study</p>	<p>A We will promote careers in social care and public health for young people, through apprenticeships and placements</p>	<p>The department has been running a local recruitment campaign alongside the national campaign that was launched to attract people into the adult social care sector. The campaign ran from mid-February to the end of March 2019. The County Council developed a comprehensive marketing campaign to increase the number of targeted workers on the current supply register. There were over 2,000 visits to the recruitment website, exceeding the 1000 target set for the campaign, and 1440 'clicks' through to job adverts with 83 applications for Community Care Officer, Reablement Support worker, Social Worker and Occupational Therapist roles. The department has also actively supported the Change 100 programme run by Leonard Cheshire, which brings together employers and talented disabled students and graduates to offer 3 months paid work experience, and has so far had 2 interns - both of whom have successfully secured fixed term contracts with the department. An application has been put forward for another intern to join the department over the summer.</p> <p>Public Health provides placements as part of rotational training programmes for Public Health Consultants and for doctors. In 2018/19 the division hosted three FY2 doctors, three Public Health Registrars, and three GPs on fellowship placements.</p> <p>Public Health also provides shorter work experience placements for local students. In 2018/19 it provided part-time placements for three students on the Masters in Public Health course at Nottingham University, plus two short term work experience placements, one for a local graduate interested in a career in Public Health analysis, and one for a student Health Visitor.</p> <p>The Public Health division contributed to development of a national apprenticeship framework for Public Health practitioners. The full apprenticeship standard was approved in December 2018. End Point Assessment is in development, alongside exploration of training support which will make it practical to offer apprenticeships in the East Midlands region. Once these are in place, the division will examine arising vacancies for suitability to be offered as Public Health practitioner apprenticeships.</p>
	<p>We will work with partners and the wider community to improve the number of adults with disabilities in meaningful employment</p>	<p>The Corporate Director for Adult Social Care and Health is leading a project to improve the Council's performance with regard to employment opportunities for people with disabilities and long-term health conditions. This work involves colleagues from Public Health, Children and Families' services and the Place department. There are a number of workstreams including economic development and working with potential employers, and promoting the Council as a good employer, which will also include the organisations that provide services on behalf of the Council. The I-work team and the Notts Enabling Service have continued to work with people with disabilities to increase independence wherever possible, and to prepare and support people with opportunities for paid and voluntary work. With regard to the redevelopment of the County Horticulture Service, work continues to make improvements to the site, including redesign of the employment hub to improve the commercial elements at Brooke Farm and increase employment readiness for paid outcomes outside of the hub for people with disabilities.</p>
	<p>P Work with partners and business to develop the Apprenticeship programme</p>	<p>This is proceeding via the Compact Agreement with the local Universities and internal teams within Place to develop a County position.</p>
	<p>Develop an action plan for expanded delivery with Futures Advice, Skills &amp; Employment and INSPIRE, related to skills</p>	<p>A dedicated 'skills' lead has been appointed to the Growth and Economic Development Team to develop the action plan for expanded delivery with Futures and INSPIRE. Work is underway in developing bid submissions aligned to Council priorities, following the recent launch of EU funds</p>





Implementation of the Area Based Review's recommendations, including addressing quality and the alignment of the curriculum with employer needs

The reviews were intended to enable a transition towards fewer, larger, more resilient and efficient providers, which are more specialised and collaborate more effectively. The college mergers took place and colleges have developed their strategies and relationships to other colleges. This has acted as a stimulus for working collaboratively and the additional skills resource within the Growth & Economic Development Team will have as part of their responsibility reaching out to the FE sector to align with working with our internal education, learning & skills section.



## Commitment 5 - Nottinghamshire is a great place to live, work, visit and relax

Success means	Activities to progress the outcome	Progress
<p>People live in communities supported by good housing and infrastructure</p> <p>People enjoy a wide range of leisure and cultural activities</p> <p>People can travel safely and quickly across urban and rural parts of the county</p> <p>People look after and enjoy the local environment</p>	<p>A We will work with partners to develop housing, built environment, and transport which supports healthy lifestyles and reduces exposure to poor air quality.</p> <p>We will work with partners to develop housing that will meet the needs of an ageing population and increasing numbers of people with disabilities.</p>	<p>NCC Public Health and Planning are updating the county's Health &amp; Wellbeing Board-endorsed spatial planning and health framework in line with local and national policy changes. This is now being disseminated with district councils and the NHS, and taken to the Communities and Place Committee.</p> <p>During the year Public Health provided advice on 7 Neighbourhood Plans, 1 Development Brief and 1 Local Plan, and a detailed response as part of the recent corporate HS2 development consultation.</p> <p>NCC Public Health are providing resources to support personal travel planning in NCC Transport which prioritises areas with lower levels of physical activity and higher level of air pollution. This will be part of the broader Travel Choices programme which is already supported by the commissioned Obesity Prevention and Weight Management Service, which worked in Newark and Sherwood during 2018/19.</p> <p>NCC Public Health-led refresh of the County &amp; City air quality strategy is being finalised and will be presented at the Health and Wellbeing Board in June. We are also working on publicity for Clean Air Day in that month.</p> <p>A Housing with Support Strategy for working age adults has been developed and a public engagement exercise has taken place to gauge views on it. The Strategy will be considered for approval at the Council's Policy Committee in June. The purpose of the Housing with Support Strategy is to ensure that:</p> <p>The right support is provided at the right time, in the right place for all Nottinghamshire residents who have an assessed need</p> <p>Individuals have access to the right kind of housing to ensure maximum independence whilst their care and support needs are appropriately met</p> <p>People lead as fulfilling and positive lives as possible in a place they can call home.</p> <p>The strategy sets out how the Council optimises the commissioned services that make up its supported accommodation offer for working age adults in Nottinghamshire who have care and support needs, which includes people with long-term illnesses, people with learning disabilities, people with Autism/Asperger's, people with physical and sensory disabilities and people with mental ill-health.</p> <p>With regard to housing with care for older adults, a new scheme - Town view opened in Mansfield in February 2019. There is a scheme in Bassetlaw that is due to open later this year.</p>
	<p>P Develop and deliver the 'Investing in Economic and Social Regeneration' commissioning programme</p> <p>Develop a Heritage Strategy</p> <p>Support the Tour of Britain event 2018</p> <p>Open an additional Household Waste Recycling Centre for residents of Rushcliffe</p> <p>Review and monitor Flood Risk Assessments and plans for towns and villages at risk</p>	<p>The Nottinghamshire Visitor Economy Strategy, positioned to grow tourism by volume and value, to create economic opportunity for business to grow, to create more jobs and to attract private and public investment to deliver unique, defined and sustainable tourism was approved in February 2019 by Policy Committee. Through collaborating with public health colleagues, a formal Health and Productivity Pilot submission was made to the Midlands Engine. The outcome of the regional funding application expected late Spring 2019</p> <p>This has now been combined with the work to develop a visitor economy strategy as the two are closely linked. Support the continued operation of the Greenwood Community Forest partnership</p> <p>The 2018 Nottinghamshire Stage of the Tour was successfully delivered on 8th September, with over 250,000 people watching the event live. Initial estimates indicate an overall positive economic impact of £3m+ for the event.</p> <p>Site searches continue, and Veolia, as the Council's key waste contractor, has commissioned a specialist planning consultant to help identify a suitable site.</p> <p>Flooding experienced throughout Nottinghamshire over the past decade has demonstrated the vulnerability of local communities. The Flood Risk Management Team are actively undertaking and reviewing flood risk assessments and planning matters throughout the county, working with other risk management authorities to manage all flood risk in a joined-up way. We are developing initiatives in partnership with other organisations, including the seven District and Borough Councils, the Environment Agency, Severn Trent Water and Town and Parish Councils to help ensure the residents of Nottinghamshire more resilient.</p>



Deliver a comprehensive and efficient Public Transport network in partnership with commercial providers, community providers and County Council fleet	Communities and Place Committee has approved a new staffing structure to support the Transport Review and the development of future transport provision. Travel and Transport Services continues to work with commercial operators and Community Transport providers to identify opportunities to improve transport provision across the County.
Bid for Clean Bus Technology Fund and Low Emission Bus Scheme to reduce NOX (Nitrogen Oxide) emissions and improve Air Quality	Clean Bus Technology Fund (CBTF) retrofit programme continues with the bus operators and will be completed by April 2030. The County has been successful in the bid to the Ultra Low Emission Bus Scheme and a project plan is being developed. The buses will be delivered in 2020/21.
Invest in reducing our own energy usage, increasing energy efficiency and reducing cost	We are launching a '4PM Power Down' campaign across Council offices. This was trialled during Green Great Britain Week, 15-19 October. It aims to save energy and cut costs at the most expensive time of the day. We are also continuing to invest available capital, including that from our revolving loan fund, Local Authority Energy Fund, in energy saving projects. These include a low energy lighting and an upgraded and networked Building Energy Management System to control heating across our major sites.
Bring forward revised Minerals and Waste Local Plans for approval	The Submission Version of the Minerals Local Plan is being prepared and will be considered by Members later this Summer before public consultation. Waste Local Plan is a joint plan with Nottingham City Council. A cross authority members working group has been established. The first stage of the plan, an Issues and Options consultation will take place in 2019
Review and monitor Local Transport Strategy (LTP) to ensure efficient use of entire network	The LTP contains an extensive set of outcomes to monitor progress towards its stated objectives and targets. Data is collected annually to allow the efficient use of the network to be reviewed.



## Commitment 6 - People are healthier

Success means	Activities to progress the outcome	Progress
<p>Healthy life expectancy increases</p> <p>Life expectancy rises fastest in those areas where outcomes have previously been poor</p>	<p>A We will commission services which provide support for residents seeking a healthier life-style including reducing their exposure to substance misuse, tobacco, excess weight and low physical activity, and sexually transmitted infections.</p>	<p>Previously commissioned, separate services are currently in place to address substance misuse, tobacco, excess weight and low physical activity, and sexual health. Performance is reported quarterly to the Adult Social Care and Public Health Committee. Many of these services are due to expire in March 2020.</p> <p>Public and stakeholder consultation on proposals for new services took place over the Summer of 2018. The results informed the development of detailed proposals for future services: an Integrated Wellbeing Service (IWS) and a separate Substance Misuse service (SMS). The IWS will support residents to address lifestyle risk factors relating to overweight, poor diet, physical activity, smoking and alcohol, and improve mental wellbeing. This approach will be applied proportionate to need with focus on the communities with the poorest health. The SMS will be delivered separately as an all-age service to blur the age of transition from young people's into adults' services. ASC&amp;PH Committee approved the procurement of these two separate services in October 2018. Public Health are currently in the middle of procuring both the IWS and SMS. A competitive dialogue approach has been taken for both, which means that the public health team has been working with providers in the market to shape and refine both service specifications. The following planned timelines apply; Final Tenders submitted in August 2019; tenders awarded September 2019; Sign-off from Committee in October 2019; Services mobilisation from October 2019 and contract commencement April 1st 2020.</p> <p>Sexual health services are mid-contract and deliver an integrated service across Nottinghamshire, which means people can access contraceptive services at the same time and place as testing and treatment for sexually transmitted infections. In response to need an additional on-line chlamydia testing service targeting young people has been commissioned since November 2017. Data for 2018 indicates that the key Public Health indicator improving the detection of chlamydia amongst 15-24 year olds has made positive progress in Nottinghamshire. ASC&amp;PH committee received an update report on this in February 2019.</p>



# Your Nottinghamshire Your Future Council Plan

### Priority 3 - A great place to enjoy later life

## Our commitments measuring our success

## Commitment 7 - People live in vibrant and supportive communities

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
Older people are treated with dignity and their independence is respected	A Number of adults referred/linked to community resources to promote independence and social inclusion	3754	N/A	High	1276	N/A
	% of safeguarding services users who were satisfied that their outcomes were fully achieved	72.60%	80%	High	70.9%	N/A
Our most vulnerable residents will be protected and kept safe from harm	P Number of tailored interventions to protect vulnerable residents	385	250	High	180	n/a
	Increase in number of approved traders	7	No target set	High	3	n/a
Communities will support						

### Commitment 8 - People live independently for as long as possible

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
Carers receive the support they need	A Number of carers given advice and information	5489	n/a	n/a	3329	n/a
	Number of carers who are supported	3597	n/a	n/a	1996	n/a
People will have the opportunity to live independently in their local community	Number of people who receive financial or benefits advice	4144	n/a	High	2287	N/A
	Number of people who receive short term services to recover, recuperate and maximise independence	3943	n/a	High	1856	n/a

## Commitment 9 - People can access the right care and support

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
People's needs are met in a quick and responsive way	Proportion of people whose needs are resolved at the first point of contact	77.50%	n/a	High	75.0%	n/a
Services improve as a result of a better integration of health and social care	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services (effectiveness of the service)	78.70%	80.0%	High	82.4%	82.70%
	Average daily rate of delayed transfers of care attributable to social care	0	0.7	Low	0	n/a







Using Trading Standards powers and our community safety service to protect vulnerable residents, build resilience and independence

The County currently has 51 Nominated Neighbours. Officers are working with Rushcliffe Borough Council and Newark and Sherwood District Council colleagues to implement further Nominated Neighbour schemes at supporting living complexes.

[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk). The County now has 845 Friends" and 42 registered Scam Marshalls placing it third highest nationally for Scam Marshalls with 4% of the total national figure of 1051.

The total number of interventions with vulnerable scam victims (385) has well exceeded the annual target figure of 250. The Service has been able to allocate its 3 new Regulatory Compliance Officer apprentices to assist with the work visiting victims identified by lists provided by the National Trading Standards Scams Team. The Service continues to receive high quality scam referrals from other agencies working with older adults, highlighting the success of our scam awareness raising work.

Officers have worked with colleagues from Nottinghamshire Police, District Councils and Adult Social Care to develop a Safer Nottinghamshire Board (SNB) Strategy, "Tackling Fraud against the Vulnerable". The strategy puts an emphasis on coordinated efforts on fraud and scam prevention across all stakeholders and representatives. A "task and finish group" will produce and oversee an action plan, which will improve the way agencies work together.



### Commitment 8 - People live independently for as long as possible

Success means	Activities to progress the outcome	Progress
Carers receive the support they need	A We will provide support for carers	Following considerable consultation work with carers, partners and the Council's workforce to identify what carers value and how they would like to see services develop in the future, a new Carers' Strategy has been produced to cover the period 2018-2020. It has also informed development of a revised carers support offer, to be implemented by April 2019. This will include changes to the Council's assessment and support planning process as well as its commissioned information, advice and support services.
People will have the opportunity to live independently in their local community		
Better access to financial advice so that older people can make more informed decisions	We will provide information, advice and guidance to support people to live independently	Up to end of August a total of £2.4m in benefits has been achieved as a result of support from the Council's benefits advice staff in the Adult Access Service. The Adult Care Financial Service teams have supported people to claim £6,000 per week in eligible benefits. Following a review of the Independent Financial Information and Advice Service delivered by Age UK Nottingham and Nottinghamshire, a decision was taken to bring the sign-posting and support function in-house, utilising more effectively the existing skills and capacity held within the Customer Service Centre, the Benefits Advice Team and NottsHelpYourself. From June 2018 the Customer Services Centre began providing information regarding the importance of receiving independent financial information and advice directly to people contacting the Council. Between July and Sept 2018 50 self-funders received advice and were directed to independent financial advisers and other sources of information and advice.

### Commitment 9 - People can access the right care and support

Success means	Activities to progress the outcome	Progress
People's needs are met in a quick and responsive way	A We will provide good quality advice, information and support to people with disabilities and long term health conditions to enable them to lead productive and independent lives for as long as possible	The proportion of people whose social care needs are met at first point of contact has remained high over the last year - with a year-end figure of 77.5%. The 3 Tier approach is fully implemented at the Customer Service Centre and Adult Access Service and is being used for all new enquiries coming into the Council. Through a combination of these two services more people are being offered support at an earlier stage to resolve their enquiries. This means that less people need to be referred through to district social care team so these teams can concentrate on promoting independence and more complicated cases. The project is on track to deliver outcomes and achieve savings. Over the last year, over 300,000 people have accessed information on local services and support through the Notts Help Yourself online directory.
Services improve as a result of a better integration of health and social care	We will provide intensive support at times of crisis and care needs will be reviewed once the immediate crisis has passed.	The Council continues to embed a home first approach in hospitals to ensure that a significant proportion of people are assessed for long term services outside of a hospital setting; for example in the south of the county performance data in February showed that across health and social care 92% of assessments for long term services are now completed in the community, which is an improvement of 7% against last quarter. In the year to date 75% of Nottinghamshire service users required no ongoing home care after receiving a reablement service. Work to transform the reablement service and increase the capacity within the service in order to provide the service to more people is progressing well. The Home First Response Service continues to provide an effective 7 day service to support hospital discharge and people in a crisis situation; 1395 people were supported by this service in the year to December 2018.



	<p>We will work with the health service colleagues to provide more seamless services (where there is a benefit), with people at the centre of the care and support provided.</p>	<p>For two consecutive months (December 2018 and January 2019), Nottinghamshire was the best performing Council with regard to performance on delayed transfers of care. Maintaining this performance requires a huge effort and contribution from staff across Adult Social Care and Health. The national pilot to deliver an integrated health and social care approach to assessment, support planning and personal budgets is underway with participation from health and social care staff in the Rushcliffe and the two Mansfield integrated care teams. The teams are using a new template called "All about Me" to capture person-centred information about each service user. Progress continues in the countywide roll out of best practice models for integrated care teams - Mansfield North and South older adults assessment teams were the first to co-locate into the same physical base as the Mansfield Health teams, in July 2018. In January 2019, Ashfield North and South Older Adults assessment staff moved into the same space as Ashfield community health staff. There are also improvements in information-sharing across health and social care IT boundaries, which have helped to avoid unnecessary hospital admissions as information on residents home situation and support has been made available to health practitioners in Emergency services.</p>
R	<p>One of the four business transformation themes of the ICT strategy is health and social care technology integration, which will support the delivery of the Sustainable Transformation Plan (STP) through a shared approach to developing technology infrastructures, sharing relevant information between health and care professionals where appropriate and automating workflows between health and social care services.</p>	<p>Following the successful implementation of workflow automation with King's Mill Hospital, including automatic referrals for patients who require a supported discharge, this has been successfully extended to Mansfield Community and Newark Hospitals ahead of target. Automatic referrals has recently gone live at QMC and City Hospitals. Bassetlaw Hospitals have now got access to live social care information. Projects in development will deliver automated assessments and discharge notices to improve patient flow through all acute hospitals. A pilot enabling Social Workers to view GP and Hospital data has gone live in the Rushcliffe Social Care Teams.</p>



# Your Nottinghamshire Your Future Council Plan

## Priority 4 - A great place to start and grow a business

### Our commitments measuring our success

#### Commitment 10 - Nottinghamshire is a great place to invest and do business

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
An increased amount of inward investment in the county	P Number/value of successful investments - Business births - Five year survival rates	Business Births: 3,480  Survival rates: 1,070 (45.8%)	No target set	High	Business Births: 3,475  Survival rates: 1,085 (45.1%)	n/a
High quality business accommodation is available for businesses to start and grow	R Payment of invoices within timescales	95%	95%	High	95%	-

#### Commitment 11 - Nottinghamshire is a well-connected county

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
Improved roads and transport infrastructure with better connectivity across the county and region	P % of highway capital programmes delivered on target	100%	-	High	-	-
	Total value of successful bids for broadband	£1,000,000	No target set	High	-	n/a
Improved superfast broadband coverage	Total value of NCC investment on broadband programme	£3,479,009	No target set	n/a	£1,332,833	n/a
	Total value of successful bids for government funding for transport and highway projects	£20,304,000	-	High	-	-

#### Commitment 12 - Nottinghamshire has a skilled workforce for a global economy

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
People have a higher level of skills	P Number of apprenticeship opportunities taken up	Under 19: 2,280 19-24: 1,900 25+: 2,540 Total: 6,700	No target set	High	Under 19: 1,460 19-24: 1,380 25+: 1,840 Total: 4,720	n/a
There is a flexible and varied workforce that is able to meet the needs of local businesses in the future	Number of adult learners	4977	6000	High	2,427	n/a
	Care Leavers in employment	17.20%	-	High	18.50%	n/a





# Your Nottinghamshire Your Future Council Plan

## Priority 4 - A great place to start and grow a business

### Key activities that support delivery of the council plan

#### Commitment 10 - Nottinghamshire is a great place to invest and do business

Success means	Activities to progress the outcome	Progress
<p>An increased amount of inward investment in the county</p> <p>High quality business accommodation is available for businesses to start and grow</p> <p>Increased economic productivity across the county</p> <p>More visitors spending more money in our county</p> <p>Increased economic vibrancy and improved appearance of market towns</p>	P Deliver the D2N2 Growth Hub business support programme	In July 2018, Policy Committee approved the Council as a partner in the Growth Hub 2.0 bid for European funds and a contribution of up to £193,561 to be allocated from the Growth and Economic Development base budget over the period 2019-2022, towards the £11.7 million total programme. Officer negotiations currently underway to decide the operational management arrangements to consider and finalise the partner agreement and outcomes. The expected impact of the Growth Hub overall in Nottinghamshire for 2019/20 will be 500 businesses engaged and supported in their growth ambitions and 10 businesses supported in their growth plans via a grant award. The finalisation and signing of the collaboration agreement will be undertaken in Spring 2019.
	Generate investment opportunities and trade as part of the Midlands Engine and Friendship Agreement with China	The Council's Friendship Agreement and links with the Zhejiang province have been central to the Midlands Engine China Strategy, particularly because the Friendship Agreement complements the work of the City of Nottingham and the University of Nottingham in Ningbo, which is the second city of Zhejiang. The Chief Executive joined a Midlands Engine Trade Mission to China in November 2018
	Develop and deliver the 'Investing in Economic and Social Regeneration' programme	Work is progressing to develop our proposition relating to Investing in Economic and Social Regeneration' programme. Performance management focuses on the programme's constituent parts and ensuring that robust mechanisms are in place to ensure effective oversight and accountability
	Develop a Visitor Economy Strategy and delivery plan	<p>The Nottinghamshire Visitor Economy Strategy was approved by Policy Committee in February 2019. Actions which will be delivered in the first 12 months are:</p> <p>Lead a Visitor Economy Summit to launch the strategy that will become an annual event for all major stakeholders to report progress and identify priorities and collaborative activity to deliver the strategy.</p> <p>Develop and launch a new tourism website for Nottinghamshire and establish new dedicated social media channels.</p> <p>Develop a Stories Toolkit – including engaging with businesses to identify stories to take to market.</p> <p>Identify opportunities to develop high quality experience activities as part of the strategy to drive overnight stays.</p> <p>Commission a bank of quality images of Nottinghamshire that tell its stories and make them freely available to businesses.</p> <p>Start work with businesses on market-focused itineraries and promote them.</p> <p>Refresh the audit of cycling and walking routes to align with the Heritage Lottery funded Miner to Major project.</p> <p>Engage the food and drink sector to identify opportunities for new events and showcasing local produce.</p> <p>Work with sports venues to identify corporate opportunities to showcase local food and drink.</p>



<p>In 2016/17 overall supplier spend was £622.188m. We will work to increase the use of the local supply market by holding pre-market engagement events prior to commencing individual procurement projects, and undertaking wider generic "meet the buyer" events aimed at enabling more organisations to feel empowered about tendering for locally-available work</p>	<p>All procurement that involve a full tendering process ie over the value of £25k have pre-market engagement events scheduled in as a standard approach. Generic meet the buyer events are run on a bi annual basis in collaboration with the East Midlands Chamber of Commerce and other local Public Sector Partners. Notts CC specific supplier engagement events are held on a more ad hoc basis as required. All events are advertised in the public domain at Source Notts <a href="http://www.sourcenottinghamshire.co.uk/">http://www.sourcenottinghamshire.co.uk/</a></p>
<p>Develop and adopt a D2N2 Town Centre Strategy</p>	<p>The N2 Town Centre Programme was approved in January 2018. Agreements are in place. External assessors - Genecon - have undertaken business case assessments for all the projects within the Programme. A Programme Board has been established and the inaugural meeting held. We have now reached the stage where projects are being approved and delivery is getting underway. The first project being Mansfield Old Town Hall. A framework for Town Centre Regeneration, including engagement with local place boards and bids and supporting and influencing development of Future High Street Fund submissions and exploring the provision of a town centre regeneration function will be brought forward.</p>
<p>Develop a Property Strategy and Asset Management Plan to align use of Council Assets to strategic priorities</p>	<p>A Property Transformation Programme commenced in April 2018 with the appointment of Turner &amp; Townsend in June 2018. One Strand of this programme is the Corporate Property Strategy. The Strategy will be presented at Policy committee in December 2018. The Strategy will provide an overarching, coherent plan to set out how the Council estate will support the delivery of Council and Place targets.</p>
<p>Lead the Nottinghamshire strand of the One Public Estate (OPE) North Midland Partnership</p>	<p>The Council continues to play a pivotal leadership role as a lead partner in the governance of the OPE North Midlands Partnership and is hosting the N2 OPE Programme Manager post. A key outcome of the N2 element of this partnership is providing a structure and practical support for all public sector partners across the county area to work more collaboratively to make the most effective and efficient use of their property assets as well as developing specific proposals. Growth &amp; Economic Development will join the OPE Steering Group to provide an update and overview of growth and economic development activity across the County with a view to identifying collaborative projects.</p>



## Commitment 11 - Nottinghamshire is a well-connected county

Success means	Activities to progress the outcome	Progress
Improved roads and transport infrastructure with better connectivity across the county and region	P Develop and deliver the 'Investing in Opportunity Areas' and 'Economic and Social Regeneration' commissioning programmes Lead the development of High Speed 2 (HS2) at Toton Nottinghamshire, including the Innovation Campus and network of 'garden villages'	Progress against this commissioning programme is listed under commitment 1.
Improved superfast broadband coverage		First meeting of Toton Delivery Board has been held . Policy committee has agreed a partnership arrangement with LCR to bring forward delivery on the site. A Housing Infrastructure Fund bid has been developed and submission is pending. A programme team has also been established and a planning and delivery route map established. We have received £2m from Government for the creation of a development body plus £1.8m from Government to develop plans for the site.  A dedicated Growth and Economic Development Officer is an active member of the HS2 Skills and Supply Chain Officer Working Group. This will see a scheme of work engaging schools and young people to highlight HS2 opportunities and engagement and collaborative approaches developed with the HE and FE sector.
Local people have the right skills to benefit from employment opportunities generated by HS2 and other major infrastructure developments	Deliver contract 3 of the Better Broadband for Nottinghamshire programme	£2.7m deal signed with BT £1.3m of County Council and Broadband Delivery public funding PLUS £1.4m Openreach match private investment to deliver fibre to the premises broadband to 2,500 premises in Bassetlaw and Rushcliffe by September 2019. £10,000 secured to deliver a new interactive 'where and when' superfast broadband postcode checker  Shortlisted for a Local Government Chronicle Award and Connected Britain Award (the outcome of which is expected in June 2019)  £1 million European Agricultural Fund or Rural Development contract signed to deliver full fibre
	Develop plans for the County's first terabit school and (if appropriate) apply to the Government's Local Full Fibre Network (LFFN) Challenge Fund	The Department for Education (DfE) and Department for Digital, Culture, Media and Sport (DCMS) estimate that 1200 schools in the UK receive below Superfast broadband speeds. They are running a pilot to connect 100 schools with 1 gigabyte so that the results can help build the business case for the other 1100. Work is underway to identify schools in Nottinghamshire which meet the sub-superfast definition and would be eligible to be part of the pilot. Bringing gigabyte capable infrastructure to the County would be the building block towards terabyte availability. Current cost to deliver terabit connectivity is prohibitively expensive. However, work is underway to map public assets with a view to submission of a Local Full Fibre Network submission by Autumn 2019.
	Work with operators to establish a 5G testbed for the Midlands Engine to trial Augmented Reality (AR) on the rural visitor experience	Discussions underway with Openreach to explore full fibre broadband options to some of our key visitor attractions/assets with a view to developing immersive visitor attractions. On 13 March 2019, Margot James MP and Rishi Sunak MP wrote to all local authority Chief Executives asking for help in creating the market and policy conditions necessary to support the large-scale commercial investment required to extend and future-proof digital connectivity. The aim being to achieve the two Government objectives of nationwide full fibre coverage by 2033 and most of the population covered by a 5G signal by 2027. Work is currently underway to establish whether the East Mids Upper Tier authorities wish to collaborate with the Council to work across the region in bringing forward, at pace, the build of fixed and wireless networks, especially to the commercially most difficult to reach premises. The aim being to work with industry and Government to determine the longer-term options for funding rural, town centres and underserved areas, as part of the forthcoming Spending Review process.
	Develop a significant programme of investment in the highway network using Council resources and by accessing Government funding	The Investment Programme has previously been approved by Communities and Place Committee and has now been delivered. An update was reported to C&P Committee in November.
	Review Highway maintenance and integrated transport measures policy framework including with Via East Midland	The review of Highway Maintenance has been completed and has resulted in the adoption of a new Code of Practice. This was approved by Communities and Place Committee.



**Commitment 12 - Nottinghamshire has a skilled workforce for a global economy**

Success means	Activities to progress the outcome	Progress
<p>People have a higher level of skills</p> <p>There is a flexible and varied workforce that is able to meet the needs of local businesses in the future</p>	<p>P Develop a European Social Investment Funding (ESIF) Skills programme</p>	<p>Two ESIF funding call windows, the first in October 2018 and the other in Spring 2019 will provide the opportunity for the Council to consider options to supporting the skills development of Nottinghamshire residents at all levels. Discussions are in advanced stages with Council owned, Futures, Employment, Skills &amp; Employment around collaborative bids. The Access to Employment for Jobseekers and inactive people ESF funding call for proposals was issued in Autumn 2018, aimed at supporting unemployed and inactive participants into employment and self-employment. The Growth &amp; Economic Development Team submitted a bid with the other upper tier authorities and Futures for a project called Way2Work. The outcome of this submission is expected before summer 2019.</p>
	<p>Support the delivery of the County Council Apprenticeship Scheme</p>	<p>All business support practitioners are directed to the NottsHelpYourself online advice pages. This is promoted via the Growth Hub, the Council's business advisers, the Building Better Opportunities Stakeholder Manager and the Nottinghamshire Business Engagement Group membership.</p>
	<p>Develop a series of pathways to work and progression routes into higher value employment</p>	<p>The award winning Careers Local Programme is hosted by the Growth &amp; Economic Development Team. The success of this project which has entered its final stages of a 2 year programme aims to reduce the number of young people who are not in education, employment and training (NEET). A UK first of a kind, multi-funded project operating across 4 East Midlands local authorities, will be expanded as part of future EU funding calls. Work underway with Education, Learning and Skills colleagues from the Children's and Families directorate to deliver a skills summit in Mansfield in Autumn 2019</p> <p>The final claim for the award-winning D2N2 Careers Local programme is June 2019. The project will close shortly thereafter.</p>
	<p>Support the NTU Anchor Institution programme</p>	<p>Nottingham Trent University continues to play a significant and recognised role in the locality by making a strategic contribution to the economy. To support NTU's graduate retention strategy, the Council is exploring how it can offer assessed employment related placements as part of NTU students courses.</p> <p>Discussions at an advanced stage with Nottingham Trent University to replicate the dedicated Economic Development Officer arrangements agreed with the University of Nottingham.</p>



# Your Nottinghamshire Your Future Council Plan

## Council plan approaches

### Our approaches measuring our success

Council plan approach - Put local people at the heart of everything we do						
Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
Services are shaped around the people who use them to reflect the way that they live their lives	Review the customer access strategy by 31 March 2018.	The Customer Access Strategy has been reviewed. A new Strategy is being developed with a view to presenting to members in early 2019/20 (Q1)				
	Develop a Council Transformation Strategy by June 2018	Yes	-	High	-	n/a
Information is shared so that residents can express their views and engage with decision-making	% of people who agree that they can influence decisions affecting the local area	33.0%	Increase	High	31.0%	n/a
	% of people who are satisfied with the way the Council runs things	63.0%	61.0%	High	64.0%	n/a
Council plan approach - Spend money wisely						
Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
The Council makes best use of resources to deliver value for your money	Achieve monthly budget monitoring within 5 working days	Monthly monitoring within 5 days has been dropped as a target. The Council will continue with the current 7 day cycle.				
	Regular updates of local government finances provided to committee	Finance Service report monthly to Finance and Major Contracts Management (MCM) Committee on financial matters.				
	Regular benchmark of services	Yes	-	High	Yes	n/a
		The Council subscribes and report annually to the Chartered Institute of Public Finance & Accountancy (CIPFA), through their benchmarking clubs. These assess our services as a value for money offer in addition to our costs and performance against other local authorities. We benchmark on Procurement, Legal Functions, Estate Management, Information and Communications Technology, Human Resources, Finance, Communications, Corporate Services, Social Care and Audit.				
		The Council also works closely with other local authorities to understand how our services, particularly relating to children's and adults' services benchmark with other areas.				
	% of people who agree that the Council provides value for money	48%	46%	High	46%	n/a
	% of planned audits completed	79%	90%	High	75%	n/a
	% of audit recommendations implemented	58% Priority 1 81% Priority 2	75%	High	81% Priority 1 90% Priority 2	n/a
	Total debt level	£34m	-	Low	£20m	n/a
	% of debt greater than 6 months	18%	-	Low	31%	n/a
	% of services achieving their business objectives following completion of the Commercial Development Unit process		-	High	67%	n/a





### Council plan approach - Be creative and work in new ways

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
The Council takes innovative and commercial approaches to service delivery	Income generated from sold services	Across the Chief Executive's department income is generated through the following areas which sells their services: - Business Services Centre - Payroll, Recruitment, Advertising, DBS Services - HR Operations - Health and Safety				
Technology and business intelligence are used to improve service delivery	Completion of phase three of the BRMI project by April 2018	100%	100%	High	100%	-
	Completion of the Business Intelligence Strategy by March 2018	Yes	-	High	-	-

### Council plan approach - Stand up for local people

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
Local people feel more in control of the work taking place to improve their communities and engage with councillors	Review and revise the Communications and Marketing Strategy	A revised Council Communications and Marketing Strategy is under development pending Member approval to support the delivery of the Council Plan and Departmental Strategy.				
	% of people who feel well informed about the services and benefits the Council provides	52%	55%	High	51%	n/a
	Number of urgent decisions taken	1	-	Low	None	n/a
	Approval of the Annual Governance Statement	Yes	-	Yes	Yes	n/a
	Number of waiver of financial regulations approved	15	-	Low	3	n/a
	Number of events attended by the Chairman	110	-	High	43	n/a
	% FOIA requests responded to within deadlines	86%	85%	High	84%	n/a
	% of complaints upheld	23.9%	n/a	Low	26.4%	n/a
	% of people who agree that they can influence decisions affecting the local area	33%	61%	High	31%	n/a
	% of divisional fund applications dealt with in 10 days	83.20%	65.0%	High	75.26%	n/a

### Council plan approach - Empower people and support their independence

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous	National
Fulfil our responsibilities and support those who need our services the most	% of first call resolution	-	-	-	85% overall	-
	% of assessments completed at the front door (Tier 1 conversations resolved during the first call)	-	-	-	70-80%	-





### Council plan approach - Be creative and work in new ways

Success means	Council Plan Key Measures of Success	Progress
The Council takes innovative and commercial approaches to service delivery	We will continue to explore opportunities to sell selected services to external organisations. This will include looking at the possibility of some shared service arrangements in the Chief Executive's department.	Analysis on the progress of the Services for Schools portfolio following last years review is currently being undertaken and will be completed once all year end financial work has been completed. Individual services are being supported in the areas where they felt further development was needed such as pricing. Further development areas will be identified following the analysis.
	Work will continue to optimise transactional activities and support the channel shift to on-line and self-serve options.	This is an ongoing process and successes so far have included: <ul style="list-style-type: none"> <li>- Adding an online booking and payment facility for the removal of asbestos</li> <li>- Adding an online booking facility and payment to enable people to book onto 15-17 driver training</li> <li>- Enhancements to the Blue Badge process enabling customers to be able to order, be validated and apply over the phone for badges (this was a purely paper and cheque based service prior to this).</li> <li>- Scope and build work on an online form for professional safeguarding referrers (testing and go live in Q3)</li> <li>- Review and scoping the work required for the School Admissions pages</li> <li>- The development of social media campaigns raising awareness of what can be done online and how to do so</li> </ul>
	We will continue to explore new concepts, ideas, best practice and provide resources to support departments to carry out projects allowing them to explore new approaches.	Support for the further adoption of mobile working and automatic scheduling has continued. Multi disciplinary team environments have been supported in Mid Notts. The ICT business analysts have been supporting the central and departmental transformation teams in defining how the technology available to them can enable new process and efficiency improvements. Using Health data to support delivery of Social Care is impacting in a number of different areas including a pilot enabling Social Workers to view GP and Hospital data and passing referrals and assessments directly from Health to Social Care Systems.
Technology and business intelligence are used to improve service delivery	The ICT strategy 2017-20 sets out the roadmap for how ICT will drive and support organisational change and transformation. The emphasis of the strategy is on delivering increasingly joined up services that are effective, affordable and designed around the needs of the service user.	New and improved services have been developed in areas such as the home first service, home based care service, day care services and MASH. These include technology solutions to better integrate our resident facing technology, such as the firmstep platform, with our back end systems such as Mosaic and Confirm(HAMS).
	The next phase of the Business Reporting Management Information project will build on the data warehouse and business intelligence hub which is making data more accessible and readily available.	Phase 4 of the BRMI project is nearing towards a successful conclusion and is planned to come to an end by the end of May 2019. Knowledge transfer to Council staff from the project's technical partner, Acuma is still underway and completion is also expected by the end of May 2019. The Development of incorporating other systems data (Capita ONE) is now complete, this functionality is expected to be in the LIVE data warehouse environment at the end of this phase.
	The emerging business intelligence strategy will provide a framework to ensure that decision making is underpinned by a timely, high quality, reliable evidence base.	The Council's Business Intelligence Strategy established a framework for the development of the way data and information is effectively managed. This continues to make greater use of Business Intelligence to inform the delivery of services and joint working to develop the provision of high quality data leading to evidenced based decision making and identify areas for improvement.



### Council plan approach - Stand up for local people

Success means	Council Plan Key Measures of Success	Progress
Local people feel more in control of the work taking place to improve their communities and engage with councillors	We will ensure that messages are communicated clearly, timely and effectively.	<p><b>Press releases issued to the media communicating key council messages and priorities</b>  <b>199 press releases (updated)</b></p> <p><b>Social media posts issued to support key council messages, priorities and campaigns</b>            Facebook: 842 posts (+ 438)            Twitter: 949 posts (+ 378)            LinkedIn : 40 posts (+ 14)            Instagram: 102 posts (+ 26)  <b>Total social posts: 1933 (+ 856)</b></p> <p><b>The number of people we have been following our social media channels (growth from previous figures in brackets)</b>            Facebook: 13,000 page likes (+ 1,515)            Twitter: 46,000 followers (+ 1,038)            Instagram: 1,829 followers (+ 541)            LinkedIn: 8,679 followers (+ 1,394)  <b>Total social followers: 69,508 (+ 4,488)</b></p> <p><b>The number of Emaille bulletins issued to residents who have subscribed to various topics about Council information: 433 bulletins.</b>  <b>The total number of Emaille bulletin subscribers: 61,061</b></p>
	Our open and transparent decision-making process means that members of the public are notified of decisions that the Council is to make, can attend Committee and Council meetings, and can speak to their local Councillors about any areas of concern.	All agendas for the Council's Public Committee and Full Council meetings continue to be published in line with legislative requirements. The public are able to access the agenda and reports online and to attend such meetings. Details of how Councillors can be contacted are maintained on the Councillors web pages on the internet.
	The Chairman is the first citizen of the County whose duty includes visiting all parts of Nottinghamshire in recognition of the work done by communities and individuals. The Chairman represents Nottinghamshire County Council at other public and civic occasions.	The Chairman continues to attend a significant number of community events throughout the County, as well as representing the Council at other public and civic occasions.
	We investigate and respond to any complaints made and fully comply with the Freedom of Information Act and Environmental Information Regulations.	The Council responds to complaints in accordance with the Council's complaints procedures and responds to Freedom of Information and Environmental Information Regulation requests in a timely manner.
	We will continue to improve our information management to ensure that data is appropriately and securely processed, shared, stored and used to drive decision making.	Phase one of the Information Governance Improvement Programme (focus on GDPR compliance) completed. Annual Information Governance Action Plan for 2019/20 agreed by Governance and Ethics Committee. Over 1,000 social care staff received face-to-face training on information governance and data protection. Approach to the next stage of the Information Governance Improvement Programme (focus on document and records management) agreed
	We will consult with residents around important decisions, especially those linked to significant financial plans.	From October to March 145 consultations were carried out with a total of 7,610 responses. 71 of these consultations were in regard to Traffic Regulation Orders.
	We will support Elected Members in the work they do for their local communities.	Democratic Services continue to support all 66 County Councillors, enabling them to represent their local communities to the best of their abilities.

### Council plan approach - Empower people and support their independence

Success means	Council Plan Key Measures of Success	Progress
Fulfil our responsibilities and support those who need our services the most	The Customer Service Centre will continue to develop the service provided to Adult Social Care, so that residents can access and be assessed for services they need quickly and easily.	The 3 Tier project has been successfully launched within ASCH with the Customer Service Centre picking up Tier 1 conversations (resolution, where possible, during the first call into the Authority). Current resolution rates have increased from 50-60% to 70-80%.
	We will champion the equalities agenda and ensure that appropriate equality impact assessments are carried out to assess the impact of a change to services or policy on people with protected characteristics.	The Council continues to champion the equalities agenda which is led by the Corporate Equality Group and supported by three staff networks (LGBT, BME & Disabled) to recognise the diversity of our service users and staff. The Council has been particularly successful in gaining awards such as Stonewall for its work with the LGBT staff network. Equalities officers continue to monitor any proposed service changes to ensure, where appropriate, equality impact assessments are correctly carried out and published in a timely manner.

