

**REPORT OF THE CORPORATE DIRECTOR COMMUNITIES AND PLACE, AND  
OF THE SERVICE DIRECTOR FINANCE, INFRASTRUCTURE & IMPROVEMENT****YOUR NOTTINGHAMSHIRE YOUR FUTURE – DEPARTMENTAL STRATEGY  
SIX MONTH REVIEW OF PROGRESS - AND PLACE CORE DATA SET****Purpose of the Report**

1. To provide the Committee with an overview of performance against the Communities and Place Departmental Strategy at the end of quarter 2 of the year 2018-19. The report also includes the Core Data Set for Communities and Place which provides a summary of service performance for quarter 2 (1 July 2018 to 30 September 2018).

**Background**

2. The Council Plan - Your Nottinghamshire, Your Future - sets out the strategic ambition for the future of Nottinghamshire and the Council. It is focused on the future of Nottinghamshire as a prosperous place where people want to live, work, visit and invest.
3. The Council Plan is the core component of the Council's Planning and Performance Framework. The Framework sets out that delivery of the Council Plan will be through four Departmental Strategies detailing the activity and key measures to achieve the Council's strategic ambition. The first four Departmental Strategies – for Adults, Childrens, Place and Resources - were developed during 2017 and agreed by Policy Committee in January 2018.
4. The Planning and Performance Framework also sets out how the Council will plan and manage its performance. The approach and format for reporting this was agreed by the Improvement and Change Sub-Committee on 12 March 2018. As part of that approach Members agreed that progress against the four departmental strategies will be reported to committee every six months.
5. The Council has also agreed that the key measures of its performance will be defined through a number of core data sets. Performance against these core data sets is reported to committee every three months (quarterly) to support the performance management of the delivery of services.

## **The Council Plan - Your Nottinghamshire, Your Future: Review of Progress from April – September 2018**

6. The Dashboard set out at Appendix B provides an overview of performance for the key activities and measures set out at part 3 of the Communities and Place Departmental Strategy. The Dashboard is focused on the 12 Council Plan commitments and covers the first six months of April – September 2018
7. During this period the Council has continued to operate in a challenging financial landscape with ongoing change to local authority funding coupled with many Council services experiencing continued increases in demand.
8. Progress has been made against the Communities and Place Departmental Strategy, with the actions contributing across the range of Council Plan Commitments, highlights include:

### **Commitment 4 – Nottinghamshire has a thriving jobs market**

- People leave education with better qualifications and skills – The report highlights the work of Inspire, who have implemented a programme of investment to modernise public libraries and develop a range of cultural and learning services on behalf of the Council, to support the Council's ambition of having more people in higher paid and skilled jobs. This can be evidenced by Inspire's commitment to a range of over 200 new courses, commencing autumn 2018, for the 19+ provision, in addition to the current range of courses currently offered by Inspire.

### **Commitment 7 – People live in vibrant and supportive communities**

- Communities will support each other through volunteering and involvement in local organisations – The report indicates the work done to support and protect Nottinghamshire's most vulnerable residents, including the protection of doorstep crime victims, through tailored intervention organised by the service and supported by officers and partners. Progress in this area is reflected by the large number of tailored interventions already in place for the period of April to September 2018, with no signs of repeat doorstep crime victims where schemes are already in action.

9. Further progress is expected to be made against the actions in the Departmental Strategy over the remaining six months of the year. Particular attention will be given to any commitment where delivery of an action has not yet been matched by a change in the measure of success linked to it. This will include:

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

- People live in communities supported by good housing and infrastructure & People look after and enjoy the local environment – As set out in the appendix, work is underway to identify a suitable site for the opening of an additional Household Waste Recycling Centre in Rushcliffe, to support the challenges faced with Nottinghamshire's increasing and more mobile population. This work is yet to be reflected in the related measure for the New recycling centre opened within timescale, however the Council's key waste contractor, Veolia, has now commissioned a specialist planning consult to help identify suitable sites for the additional centre which is due to be finished in the coming weeks.

10. The Committee is invited to consider the progress reported in the appendix and any further information that it might require. A further update and year end position on the Departmental Strategy will be provided at the end of quarter 4 (January – March).

## **Core Data Set - Communities and Place**

11. This report provides a summary of the quarter 2 position for the Place Core Data Set (PCDS) performance measures that fall within the responsibility of the Communities and Place Committee. The full PCDS is included at Appendix A.
12. When considering the PCDS appendix it should be noted that:
  - The previous figures are for the preceding four quarter periods (quarters 1, 2, 3, and 4 2017/18) providing performance progress over the last 12 months.
  - The appendix also indicates whether the measure is
    - a cumulative measure which shows performance from 1 April 2018 to 30 September 2018,
    - a measure which only includes the value for the individual quarter
    - a measure which is reported on a rolling 12 month time period, or
    - a measure which is reported annually.
  - The comparisons within the appendix are comparing the current value with the previous quarter/annual (quarter 1 / 2018/19) or for cumulative measures comparison against quarter 2 2017/18, although in some cases this is highlighted as not applicable where the data is unavailable for the previous quarter/annual.

## **Highways and Transport**

13. The Highways Service is delivered primarily through a joint venture company, Via East Midlands, to the County Council (NCC) for the benefit of the County's residents, visitors, businesses and highways users, with some key strategic functions retained by NCC.
14. The overall trend in the numbers of people and children killed or seriously injured in road accidents is still on course to achieve the 2020 target of a 40% reduction from the 2005-09 average. In-year quarterly performance figures can fluctuate for many reasons outside of our control and it is too early in the year to meaningfully compare quarter 2 results to the annual target or previous performance.
15. Building on the £20.3m external funding secured for 2018/19 for highways schemes, the Council has submitted two expressions of interest for additional funding, granted for up to 6 live lab proposals, with up to £25m available in total across the live labs over the period to 2021. The purpose of a Live Lab is to collaborate with public, private and third sector individuals to address a key topic, and come up with actions to take forward that will generate growth and opportunity for people and business. The funding, granted by the Department of Transport (DfT), and organised by the Association of Directors of Environment, Economy, Planning and Transport (ADEPT), aims to bring together ADEPT members, local contractors, innovators in the industry and external partners to demonstrate solutions that can help deliver significantly improved local roads.
16. Cycle Sherwood, a live lab project seeking innovative and eco-efficient solutions to tackling today's highway problems in an ancient Forest environment. The project looks to tackle pollution through the reduction of noise and exhaust emissions, cut congestion, support physical and mental wellbeing, and improve habitat quality, while allowing visitors to Sherwood Forest to enjoy fantastic landscapes.

17. Internet of Things (IoT) Mansfield, a live lab project looking to draw in a range of partners to test approaches to journey time reliability and traditional highway maintenance activities. The project builds on the roll out of EV charging points, LED lighting, infrastructure improvement programmes, and trials of patching techniques in Nottinghamshire. A key aspect of the bid is to engage local schools, colleges, and businesses by holding a Dragon's Den competition to utilise the data & design apps to harness the potential of the live lab. Mansfield has been chosen as it has genuine needs around congestion & economic growth, and is a focus of The Council's ambition to be at the forefront of modern Britain.

### **Place Commissioning – Waste Services**

18. The County Council has a long term Private Finance Initiative (PFI) contract (to 31 March 2033) with Veolia Environmental Services (VES), to manage the bulk of the Local Authority Collected waste. This includes providing the recycling network and operating and maintaining the Material Recovery Facility (MRF) at Mansfield. It also includes arranging composting services and waste disposal through subcontractors for the production and processing of Refuse Derived Fuel (RDF) from residual waste, and for the use of the Sheffield Energy Recovery Facility (ERF) with Veolia Sheffield. Two other significant contracts are also used to manage waste streams in the County.
19. The percentage of household waste sent to reuse, recycling and composting is currently forecasted to be 43.4%, falling below the target of 45.5%. This is a rolling cumulative figure which continues to incorporate poor performance, caused by adverse weather, experienced in quarter 4 of 2017/18. If this is not experienced in quarter 4 of 2018/19, the service is hopeful that the target will be met.

### **Place Commissioning – Libraries**

20. In April 2016, Inspire commenced provision of a range of cultural and learning services, including the Council's library services. Supported by the Council, Inspire has implemented a programme of investment to modernise public libraries and develop a range of cultural and learning services on behalf of the Council.
21. The programme of capital investment refurbishments continues to roll out, which is transitioning libraries into cultural and learning destinations of choice in their communities. Edwinstowe Library is currently closed for refurbishment during quarter 2 and will be re-open by spring 2019. This may have had some impact on overall visitor performance, however a beneficial impact on performance is anticipated following the re-opening. The service is embedding a performance culture, with all libraries having targets for visitor numbers. Libraries are becoming the primary venue for Inspire Learning courses which contributes to footfall.
22. Inspire Learning is developing a 19 years+ provision, including new accredited courses to complement the non-accredited community and family learning, which are providing new progression pathways to be delivered. More sessions than ever before are available at weekends and evenings to widen participation. Ages 16 to 18 Study Programmes are progressing well with a new centre being opened from Hucknall Library, seeing highest performing GCSE resit results in August 2018. New apprenticeships and Access to Higher Education (in Health and Social care) programmes have recruited well at the start of the 2018/19 academic year and this encouraging performance is enabling growth in these areas of provision.

## **Place Commissioning – Country Parks**

23. The Council has taken significant steps to secure the long term sustainable future of key sites of environment and cultural importance across the County. In January 2018 Parkwood Leisure, who manage Rufford Abbey Country Park, took over the management of the green space.
24. The Council validated the quality of Rufford Abbey Country Park by using Visit England to assess the Park as a visitor attraction, with a pass mark of 60%. Rufford achieved a “commendable” 70%, an “impressive” 80%, and an “outstanding” 89%, in 2014, 2016, and 2018, respectively. Rufford Abbey has continued to improve the quality of its offer to the people of Nottinghamshire, and has been shortlisted by Visit Nottinghamshire for "Visitor Attraction of the Year".

## **Catering**

25. During 2017/18 the schools catering business served over 40,000 meals per day. This is being maintained this year to date, with the uptake of meals is in line with last year's result.
26. Financial performance is marginally better than forecast, however there are a number of pre-committed school projects outstanding which are inflating the net return of the service and the service will continue to work to minimise the deficit. This will be challenging as the business is coming under increasing pressure from cost increases in labour and market changes from large multi academy tenders for which it can't compete.

## **Planning**

27. The County Council Planning Service is responsible for processing County Matter planning applications relating to proposals for Minerals or Waste development. Between April and June 2018, 6 applications were determined, 5 of which were within the 13 week timescale or an agreed extension of time. This resulted in a performance of 83%, which continues to exceed the nationally set target of 60% for both the quarter and for the previous 12 months, for which 95% of applications were determined within 13 weeks or an agreed extension in time.
28. The public consultation on the Minerals Local Plan ended on the 28th September. Officers will now be considering all the representations received. A submission version of the Local Plan document will then be prepared, in light of comments received on the draft plan. Approval will then be sought through Communities and Place Committee to publish it for a further period of public consultation, expected to take place in early 2019.

## **Trading Standards**

29. This quarter has seen an increase in the amount of illicit tobacco seized, with intelligence coming from Crimestoppers, the Police and other agencies. A warrant was executed at a premise where previous sales of illicit tobacco had been recorded, and a sniffer dog was utilised to detect a hide which was used to store a substantial amount of cigarettes.
30. The percentage of Trading Standards problems worked on and solved appears much lower this quarter; 323 complaints have been worked on with 66 being solved, however ongoing investigations from those complaints are being carried over from this quarter. The investigations progress and the types of complaints received have also affected this figure.

31. Friends Against Scams continues to steadily increase, however the Nominated Neighbour Scheme has not had an increase in membership this quarter. Officers are currently working with colleagues and partners to increase membership and awareness, and in the areas where the scheme is in place there have been no repeat victims of doorstep crime. The service is currently working with retirement complexes in order to have the scheme managed by the complex manager, which has proved successful in one area of Nottinghamshire so far.
32. The total cumulative income for Quarter 2 is £380,450, which puts the service ahead of target at this stage and on track to achieve the annual target of £567,000 by the end of the financial year.

### **Communities Service:**

33. Anti-Social Behaviour (ASB) remains the most common community safety issue affecting local residents. There have been 17,914 recorded incidents of ASB between the period of September 2017 and August 2018. This is a 0.3% increase in reported incidents compared to the period of July 2017 to June 2018.
34. The Home Office, under its National Standards of Incident Recording (NSIR), identifies three major categories of ASB and all incidents are finalised under one of these three categories. These categorised are Personal (directed at an individual); Environmental (not directed but affecting the community at large); or Nuisance (not intentionally directed but still affecting an individual). Compared to the previous period, Nuisance and Environmental ASB have risen by 0.5% and 0.3%, respectively, with Personal ASB seeing a reduction of 0.5%.

### **Other Options Considered**

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

### **Reason/s for Recommendation/s**

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

### **Statutory and Policy Implications**

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

## **RECOMMENDATION**

- 1) That Committee considers whether there are any actions it requires in relation to the performance information on the Council's services for communities and place for the period 1 July to 30 September 2018.

**Adrian Smith**  
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**For any enquiries about this report please contact:**

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### **Constitutional Comments (SLB 23/10/2018)**

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

### **Financial Comments (RWK 24/10/2018)**

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

### **Background Papers and Published Documents**

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

### **Electoral Division(s) and Member(s) Affected**

All