



## **Nottingham City Council Overview and Scrutiny Committee**

**Date:** Wednesday 3 February 2021

**Time:** 2.00 pm

**Place:** To be held remotely via Zoom and livestreamed on the Council's YouTube channel - <https://www.youtube.com/user/NottCityCouncil>

**Councillors are requested to attend the above meeting to transact the following business**

**Director for Legal and Governance**

**Senior Governance Officer:** Laura Wilson **Direct Dial:** 0115 876 4301

- 1 Apologies for absence**
- 2 Declarations of interests**
- 3 Minutes** 3 - 10  
To confirm the minutes of the meeting held on 6 January 2021
- 4 Update on the Action Plan in response to the Report in the Public Interest on Nottingham City Council's governance arrangements for Robin Hood Energy**  
Verbal update from Councillor David Mellen, Leader of the Council
- 5 Non-Statutory Review/Recovery and Improvement Plan**  
Verbal update from Councillor David Mellen, Leader of the Council
- 6 Electoral Registration** 11 - 28  
Report of the Head of Legal and Governance
- 7 Scrutiny of the Portfolio Holder for Employment and Community Protection** 29 - 30  
Report of the Head of Legal and Governance
- 8 Work Programme** 31 - 34  
Report of the Head of Legal and Governance

If you need any advice on declaring an interest in any item on the agenda, please contact the Governance Officer shown above, if possible before the day of the meeting

## Nottingham City Council

### Overview and Scrutiny Committee

Minutes of the meeting held remotely via Zoom and livestreamed on the Council's YouTube channel on 6 January 2021 from 2.01 pm - 3.50 pm

#### Membership

##### Present

Councillor Anne Peach (Chair)  
Councillor Steve Battlemuch  
Councillor Gul Nawaz Khan  
Councillor Pavlos Kotsonis  
Councillor Jane Lakey  
Councillor AJ Matsiko  
Councillor Ethan Radford  
Councillor Angharad Roberts  
Councillor Andrew Rule  
Councillor Cate Woodward

##### Absent

Councillor Georgia Power (Vice Chair)  
Councillor Carole McCulloch (Vice Chair)

#### Colleagues, partners and others in attendance:

Robert Dixon - Head of Business Growth  
Councillor Sam Webster - Portfolio Holder for Finance, Growth and the City Centre  
Laura Wilson - Senior Governance Officer

#### 41 Apologies for absence

None.

#### 42 Declarations of interests

None.

#### 43 Minutes

The Committee confirmed the minutes of the meeting held on 9 December 2020 as a correct record and they were signed by the Chair.

#### 44 Scrutiny of the Portfolio Holder for Finance, Growth and the City Centre

Councillor Sam Webster, Portfolio Holder for Finance, Growth and the City Centre, gave a presentation on the current position of his portfolio and performance in relation to his Council Plan priorities, and highlighted the following points:

- (a) there are 19 Council Plan commitments for the portfolio. 5 have an expected outcome of Red, 3 have an expected outcome of Amber, and 11 have an expected outcome of Green:
  - those with an expected outcome of Green are:

- deliver an integrated benefit, Housing Aid, Futures and the Department for Work and Pensions service under one roof at Nottingham City Council's head office;
- ensure all small to medium sized (SMEs) businesses have access to support through the Nottingham Growth Hub to help businesses grow the value of jobs on offer and work directly with 500 SMEs run by under-represented groups;
- use the Council's purchasing power to support local jobs, apprenticeships and businesses;
- deliver Council security services in-house and explore ways to provide in-house security to events, buildings and community premises;
- work with Nottingham Business Improvement District to maintain Nottingham's Purple Flag status;
- secure more inward investment than any other city in the East Midlands;
- continue to promote science, technology and creative industries as Nottingham's key industrial growth sectors;
- help create a positive environment for social enterprises and support the development of 10 new co-operative businesses;
- create a city 'Growth and Innovation Partnership' with D2N2 Growth Hub, Universities and the private sector to support businesses to grow and employ Nottingham residents;
- develop Nottingham's Creative Quarter and creative industries into a regionally significant economic sector;
- create a new vision for the city centre, including increasing the leisure and visitor offer;
- those with an expected outcome of Amber are:
  - create a wholly owned, not-for-profit company to provide debt recovery and bailiff services to the Council;
  - secure a 'Local Industrial Strategy Deal' with government to support key sectors and grow businesses;
  - protect from cuts: support to help businesses grow and prosper;
- those with an expected outcome of Red are:
  - create 15,000 new jobs for Nottingham people;
  - reduce the number of empty shops from 15% to below 10% and return Nottingham to the top 6 retail rankings outside of London;
  - return Nottingham to the top 6 retail rankings outside of London (performance indicator – Nottingham's position in the retail rankings outside of London);
  - reduce the number of empty shops from 15% to below 10% (performance indicator – the percentage of empty shops);
  - become the country's most commercial council, bringing in at least £4m more from commercial activities to support services local people rely on;

(b) performance highlights include:

- the Loxley House Customer Hub opened on 20 January 2020, accommodating the existing Job Centre Plus and Nottingham Jobs services with Nottingham Revenue and Benefits, and Housing Aid;

- the Growth Hub has remained active throughout Covid, and is now leading the work of recovery as part of the Nottingham Economic Recovery Unit, dealing with over 1,000 enquiries, and providing 12 hour support for businesses. By mid-October the new B Global Officer had made contact with over 600 BAME led businesses in the city, and 70 businesses through the ERDF funded Re-opening High Street Safely Fund;
  - current data for the period April 2020 to October 2020 shows £6.92m was invested in the local economy through contracts awarded through procurement to local organisations, representing 66.30% of the total value of contracts awarded in this period. This is in accordance with the key Procurement Strategy priority of using the Council's spending power to deliver economic benefits for the city by increasing spend with local suppliers;
- (c) challenges and opportunities going forward include:
- the Local Government Settlement;
  - huge and ongoing impacts of Covid;
  - the future of the retail, hospitality and construction sectors;
  - the Economic Recovery and Renewal Plan;
  - Brexit.

During the discussion which followed, the following points were made:

- (d) there are major concerns about how European Regional Development Fund funding will be replicated now that the UK has left the EU;
- (e) the priority to protect the support to help businesses grow and prosper from cuts is amber due to the loss of EU funding;
- (f) the Economic Recovery and Renewal Plan is currently out for consultation and feedback is important;
- (g) the Council uses a variety of structures to deliver services. The majority are in-house, there are wholly owned companies, Arms Length Management Organisations, and hybrid models. The key thing is to ensure that the service is delivered in the most appropriate and efficient way, and ensure that employees are well looked after. There are still lots of opportunities for commercialisation to generate income, and they are reviewed regularly. The main drive for commercialisation is due to the reduction in funding from Government;
- (h) there are some reservations from the Portfolio Holder about whether it would be the right time to bring a debt collection service in-house at, given that the Council already has a lot to do and has little experience in this area, but it would be for the Council to make a decision. The current successful focus of the Council role is welfare rights and ensuring that citizens debts don't get to a level for bailiffs to be involved;

- (i) the city has been successful in attracting lots of EU funding because deprivation levels are usually taken into account. The UK Government don't use the same model for allocating funding, and tend to do equitable funding across the country irrespective of deprivation;
- (j) the impact of Covid on the Council's income is being monitored and, although the Government do have support in place, there is a time lag and it won't replace all of the income that is being lost;
- (k) 14.6% of retail premises are currently empty, but there is a time lag on data, so it is likely that this has increased in the current climate. Neighbourhoods have a lower vacancy rate as people are shopping locally during the pandemic;
- (l) the Council carries the majority of its debts from investments that attract further investment and income, but it has reached a point where there is little headroom to borrow further, although the investments have enabled the infrastructure for private investment, eg businesses locating to the city;
- (m) as a result of the Non Statutory Review a Government appointed Improvement Board will be established, but the review was happy that the Council could achieve the changes needed without further intervention;
- (n) other cities are giving one-off payments to taxi drivers to help towards their loss of earnings. There is a meeting with taxi drivers that live in the city to discuss this possibly being funded from the discretionary funding for local businesses, but their first port of call should be the Government's self employment support scheme;
- (o) more needs to be done to ensure that local town shopping centres have an appropriate retail offer and are not predominantly charity shops, pawn shops, and betting shops, etc;
- (p) the pandemic has highlighted the fragility of some sectors, particularly retail and hospitality, so reformation of how businesses are taxed is needed to make it fairer and more sustainable. Business Rates are set by the Government and 51% of the rates are returned to the Government, and more local decision making powers are needed. Rent also needs to be addressed to ensure that whole buildings are being utilised, rather than just ground floor retail.

#### **45 Economy Building and the Impact of Covid-19**

Robert Dixon, Head of Business Growth, Nottingham City Council, gave a presentation on the city's economy, focusing on the support available to businesses during the pandemic and plans for ongoing and future support, and highlighted the following points:

- (a) the Covid business support from Central Government includes:

- Furlough is not a locally administered scheme, but approximately 41,000 people were furloughed in Nottingham, and is worth a significant amount to businesses;
- the Self Employment Income Support Scheme is available, although the Government recognises that it probably only captures half of the self employed;
- loan schemes administered by both government and via private banks and the British Business Bank, includes the Bounce Back Loan Scheme and the Coronavirus Business Interruption Loan Scheme;
- VAT reductions/delayed payments;
- Kick Start Scheme to help the long term unemployed into work, ran by the Department for Work and Pensions, partly being delivered locally by Nottingham Jobs, enables a business to hire staff for 24 hours a week at minimum wage for 6 months at no cost;

(b) the Covid business grants funded by the Government but delivered locally include:

- a Business Rate discount to zero for retail, leisure and hospitality for 2020/21 worth £65m, and automatically applied to bills (introduced in April 2020);
- the Initial Business Support Grants gave £54.135m to over 4,539 businesses via the Rates Team (April 2020);
- the Nottingham Small Business Fund gave £3.348m to approximately 578 businesses not covered by the rates scheme (June 2020);
- business grants covering Tier 2, Tier 3, Lockdown and then new Tier 3 of £14m (to be confirmed and subject to any new Tier funding) was introduced in November 2020 and is being delivered now. All initial 2,600 applicants have been processed. 2,239 have been paid over £7m, and a further 600 'late' applicants are being processed;
- from December 2020 Tier 3 and January 2021 Lockdown there will be automatic payments to eligible businesses such as hospitality, pubs, etc;

(c) the principle behind the Government funding for grants for mandatory closed businesses per month/4 week period is:

- £1,334 for businesses with a rateable value of £15,000 or under;
- £2,000 for businesses with a rateable value of £15,000 to £51,000;
- £3,000 for businesses with a rateable value of over £51,000.

There is an additional 5% top up for supply chain and discretionary businesses, and an additional per capita allocation of approximately £7m for Nottingham which is already being paid out for open businesses and local discretion businesses. The open grant is calculated at 67% of the closed grant;

(d) an overview of recent grants includes:

	<b>October 2020</b>	<b>November 2020</b>	<b>December 2020</b>	<b>January – March 2021</b>
<b>Tier</b>	2 and 3	3 and Lockdown	3	4 and Lockdown

<b>Closed</b>	Hospitality, leisure, personal Care and accommodation	As Tier 3, plus non-essential retail and personal care	Hospitality and leisure	
<b>Grants (assuming rateable value less than £15,000)</b>	£1,334 if closed. 67% for open businesses for 4 weeks	6 days of Tier 3 (October-November) and the 4 weeks closed £1,334	£1,334 plus £1,000 for wet led (ie pubs)	£1,334 per month for current restrictions, plus a £4,000 single payment
<b>Discretionary Grants</b>	Top up for open businesses	Top up for all SMEs (£1,000-£3,000) and supply chain		To be confirmed

- (e) the Covid business grants from October to December 2020 include:
- 14 October to 4 November 2020 – the Local Restrictions Support Grant (open allocation) – support for businesses in the hospitality, hotel, bed and breakfast, and leisure sectors that remained open under Tier 2 restrictions of up to £2,100 for a 4 week period, pro-rated depending on the rateable value;
  - 30 October to 4 November 2020 – the Local Restrictions Support Grant (closed allocation) – support for businesses in the hospitality, accommodation, beauty and leisure sectors that have legally been forced to close under Tier 3 restrictions of up to £3,000 for a 4 week period, pro-rated depending on the rateable value;
  - 5 November to 1 December 2020 – Local Restrictions Support Grant (closed allocation) – support for businesses that have been legally forced to close under the conditions of the national lockdown of up to £3,000 for a 4 week period;
  - 1 November 2020 to 4 November 2020 – Local Restrictions Support Grant (sector allocation) – support for businesses that were required to close in March and which have never been able to re-open (eg nightclubs) of up to £3,000 for a 4 week period pro-rated depending on the rateable value. This is a very specific cohort;
  - 5 November 2020 – ongoing – Additional Restrictions Grant – support for businesses affected by reduced trading conditions experienced during national lockdown, focusing on the hospitality, accommodation, beauty, and leisure sectors, non-essential retail and their supply chains, including self employed, homebased workers and micro businesses incurring fixed costs;
- (f) the new Lockdown Top Up Grants for January 2021 are on top of the Local Restrictions Support Grant and Additional Restrictions Grant. They are one-off grants to closed businesses, which will be allocated as follows:
- £4,000 for businesses with a rateable value of £15,000 or under;

- £6,000 for businesses with a rateable value of £15,000 to £51,000;
  - £9,000 for businesses with a rateable value of over £51,000;
- (g) for general business support, Nottingham benefits from a specific team within the D2N2 Growth Hub based in Nottingham (4 Business Advisors). Additionally there are 3 retail focussed Business Advisors in the City Centre Management Team. These staff, which are part of Economic Development, are critical to the face to face support that many businesses need during difficult times;
- (h) there are many other support agencies that the Council work with in the city to support businesses, including:
- Creative Quarter which support creative and digital businesses;
  - Medilink which supports life science businesses;
  - NBV which supports new and start up businesses;
  - University of Nottingham/Nottingham Trent University who provide students and access to research support for businesses;
  - Food and Drink Federation which supports the food sector;
  - Nottingham Business Improvement District which supports city centre retail, leisure and hospitality businesses;
  - Marketing Nottingham which support visitor economy businesses and businesses looking to expand or invest in the city;
  - plus others, with over 100 support agencies available;
- (i) the Nottingham Growth Board comprising the universities, colleges, Nottingham City Council, the Creative Quarter, Boots, Experian, Marketing Nottingham, Nottingham Project, the Business Improvement District, and the Castle Trust, was initially created to explore growth plans for the city, but since March 2020 has been looking at the impact of Covid, and developing the Nottingham Economic Recovery and Renewal Plan which is currently out for consultation. The vision is to reimagine the city in order to creatively build a green, digital future, reshaping the local economy so that Nottingham becomes:
- an internationally renowned city of culture, creativity and innovation;
  - the UK's first carbon neutral city;
  - a city which offers opportunities for everyone.
- With a focus on six key ambitions:
- a city of creativity and culture;
  - reimagining the city;
  - a carbon neutral city;
  - digital enterprise;
  - entrepreneurship and innovation;
  - skills and employment.

During the discussion which followed, the following points were made:

- (j) the discretionary grants fund is demand led so it can be re-opened if further businesses need to apply for support;

- (k) when businesses were locked down in March 2020 some had cash reserves which enabled them to survive for a while, and others had to close straightaway. Any reserves will have been used by now, so Government support is very important in the current climate, but it is likely that there are further business failures to come and an increase in unemployment;
- (l) the furlough scheme has been extended, but the retention bonus was removed as part of the extension;
- (m) the Economic Development Team is currently looking at how the city could benefit from the Levelling Up Fund, and will have projects ready to apply for funding;
- (n) the development of the Broadmarsh site is part of the Recovery Plan;
- (o) the Government have released 10 grant schemes to support businesses, which doesn't include the loan schemes. The number has made it complicated to administer, but they have had to respond to changes. The Council has developed one form for businesses to fill out, which is then checked to see what support they are eligible for. With so many grants to administer, there have been errors in distributing the grants, and some businesses that have claimed money they weren't entitled to have had to pay it back.

#### **46 Work Programme**

Councillor Anne Peach, Chair of the Committee, introduced the report of the work programme, detailing the items which will be considered by the Committee for the remainder of the 2020/21 municipal year.

Committee members requested that a further update on the impact of the pandemic on the Council and the Council's response to it be considered for inclusion on the work programme.

**Overview and Scrutiny Committee  
3 February 2021**

**Electoral Registration**

**Report of the Head of Legal and Governance**

**1 Purpose**

- 1.1 To receive information on electoral registration in the city, including the new household enquiry process and the work that is being done to promote and encourage registration.

**2 Action required**

- 2.1 To consider the information provided, use it to inform questioning, make recommendations where appropriate, and decide any future issues for scrutiny.

**3 Background information**

- 3.1 This meeting will provide the Committee with an overview of electoral registration in Nottingham, including the new household enquiry process which has recently been adopted, and the ongoing work to promote and encourage registration in the city.
- 3.2 Sarah Wilson, Chief Electoral Services Officer, and Luke Brewster, Principle Electoral Services Officer, will be in attendance to present the information and respond to queries from the Committee.

**4 List of attached information**

- 4.1 Briefing note from the Chief Electoral Services Officer.

**5 Background papers, other than published works or those disclosing exempt or confidential information**

- 5.1 None.

**6 Published documents referred to in compiling this report**

- 6.1 None.

**7 Wards affected**

- 7.1 All.

## **8 Contact information**

- 8.1 Laura Wilson  
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## **Report to the Overview & Scrutiny Committee**

### **Electoral Registration - Canvass Reform Process & Electoral Engagement**

#### **Purpose of the canvass**

The annual canvass is carried out to audit the information included on the Electoral Register, to ensure that it is both complete and accurate. The Electoral Registration Officer (ERO) has a duty to:

- include the names and addresses of citizens who are entitled to be registered, but who are not already registered;
- remove citizens who are on the register, but who are no longer entitled to be registered at a particular address (normally because they have moved).

Therefore, any canvass process must deliver outcomes that adhered to these two key principles.

#### **Background to Reform**

The electoral canvass has been reformed this year, as the previous system was considered outdated and inflexible. The one size fits all approach did not take account of differences between registration areas and was heavily paper based, expensive and complex to administer.

The key objectives of the reform are:

- to make the process simpler and clearer for citizens
- for ERO's to have discretion on how to run their canvass based on what suits their local area
- to reduce the administrative burden on ERO's and the financial burden on the tax payers
- to safeguard the completeness and accuracy of the register
- to maintain the security and integrity of the register
- to provide a model that is adaptable and has capacity for innovation and improvement

#### **Key Changes**

The new process provides the ERO with a number of additional measures at their disposal, including:-

- Data matching existing records to national and local data records
- Using electronic means of contact via email and text message (where possible)
- Sending different communications to different households at different times
- Making personal contact – to now include telephone in addition to a personal visit

#### **Overview of New Canvass Process**

##### **Step 1 - Data Match & Route Allocation**

At the start of the canvass all electors were data matched against Department for Works and Pensions (DWP) data. Each elector was given a green or red rating as either having matched against these records or having not.

- 101,351 households with all electors matching GREEN were placed in Route 1
- 33,085 households with at least one elector matching RED were placed in Route 2
- 7,344 households classed as 'defined properties' were placed in Route 3

Defined properties are those which have multiple occupants who do not form a single household i.e. Care Homes, Student Accommodation and HIMO's. Direct contact was made with a 'responsible person' at each address, such as the accommodation manager, in order to ascertain who is currently resident there. Unfortunately, we were unable to obtain the HIMO data in time for inclusion in Route 3 this year, so they had to go into Route 2 instead. However, they will be placed in Route 3 at future canvasses.

## **Step 2 - Contact**

### **Route 1 – All matched Electors**

Electronic Communications (E-Comms) were sent to all matched electors between 20- 27 July 2020, where an email or mobile telephone number was held by Electoral Services (except for those under 18). The E-Comms asked the elector to confirm the details for their household online.

- If an elector at a household responded to the E-Comms - **Cycle Complete**
- If none of the electors at a household responded to the E-Comms, then a paper communication had to be posted. This was a Canvass Communication A (CCA) (see Appendix 1).

After receiving the CCA, households with no changes did not need to respond. However, those with changes were required to respond by either going online or by telephone or post, in order to make the necessary amendments.

### **Cycle now complete for all Route 1 properties – Electoral Services take no further action**

### **Route 1 - Response Rates**

Out of the 101,351 Route 1 households, 56,603 E-Comms were sent, with 48,291 electors being contacted by email and 8,312 by text message. 13,706 households responded to the E-Comms which is a response rate of 24.2 %. This meant nearly 14K fewer forms had to be printed and posted.

The number of households which then received a paper form was 87,652, this included households that did not respond to the E-Comms and those where no contact details were held. From this figure 3,794 households (4.32%) did respond, as they still had changes to make, even though their details had matched. These changes included both amendments to the current residents and requests from existing electors for postal vote applications or to 'opt out' of the open register.

### **Route 2 – Unmatched Electors**

There were no E-Comms to Route 2 households at the first stage, as they had to receive a paper form or a personal visit as their initial contact. The form used for Route 2 is a Canvass Form (CF) (see Appendix 2).

Regardless of whether there are changes or no changes, a Route 2 household MUST respond to the paper form. They could respond by using any of the response channels e.g. online, telephone, text and post.

If a responses was received – **Cycle Complete**

If no response was received:-

- E-Comms were sent (if the contact details are held) and if still no response, then a reminder paper form was posted on 7 September 2020.
- If still no response received – E-Comms were sent again and then from 5 October 2020 contact was made by telephone, if a telephone number was held by Electoral Services.
- A personal visit should then have been carried out to all outstanding properties including those where no electors were currently registered or where no contact details were held.

Unfortunately the personal visit was cancelled due to the COVID-19 pandemic as Nottingham City was placed under Tier 3 restrictions just prior to the implementation of the door knocking stage.

To mitigate against the lack of face to face contact through a personal visit and to maximise the number of households to be contacted, an additional form was posted to all outstanding households. The ERO also used their power to inspect and make copies of any records held by the local authority in order to obtain additional telephone numbers, so that contact could be carried out remotely. IT Services conducted a data mining exercising of other databases and were able to identify over 5k additional numbers. However, as E-Comms can only be made to a

matched elector, the telephone numbers had to be cross referenced against the data match results. The final result was an additional 1,594 telephone numbers on top of what was already held by Electoral Services.

Canvassers who had been initially recruited to conduct the personal visit were re-deployed onto the telephone canvass. By using their electronic tablets to record the information directly for upload onto the register, they were able to provide advice and request the required information as they would at the door, but via the telephone instead. All canvassers were Nottingham City Council (NCC) colleagues using NCC equipment, who had all undergone data protection and information security training, so that data security and the integrity of the register were maintained at all times.

To accommodate the additional work from IT Services and conduct the telephone canvass, the canvass was extended into December and the publication of the register delayed until 4 January 2021.

### **Route 2 - Responses Rates**

The total number of households receiving a paper Canvass Form at the start of the canvass, which they were required to respond to, was 33,085. From this figure 11,453 households responded and a reminder was subsequently sent to 21,632 non-responding addresses.

In addition to this, following the initial paper form, E-Comms were also sent to any matched electors at these Route 2 households, where their contact details were held. Further E-Comms were sent to these electors on three more occasions to encourage them to respond.

At the time the personal visit stage was cancelled 17,315 Route 2 households were still outstanding. Each of these households received an extra form in lieu of a visit plus a telephone call where possible. The total number of properties outstanding at the end of the canvass is 14,226.

### **Route 3 – Defined properties**

Defined properties in Route 3 did not receive a paper form. Instead, Electoral Services contacted the 'responsible person' for these properties by email to request the information. The 'responsible person' was either a Care Home Manager or a Student Hall Manager.

#### **Care Homes**

Electoral Services attended an online briefing with care home managers across the city and also provided information through the Contracting Care & Support Team, to outline the new process and to encourage them to respond promptly. A total of 77 care homes were contacted under Route 3 and currently only 38 have responded, even though reminders have been sent.

Obviously, care homes have been extremely busy this year dealing with the virus which may have impacted on their ability to respond. However, the response from care homes has always been patchy since the introduction of Individual Electoral Registration (IER), as many have residents with lack of capacity, which makes the registration process extremely difficult, especially for those with no power of attorney.

#### **Student Halls**

The University of Nottingham (UofN) provided details of all students resident within their own halls of residence. All residents have been sent an Invitation to Register (ITR) communication to encourage them to register and reminders will be sent where necessary in due course.

However, Nottingham Trent University (NTU) were unable to provide details of students resident in their halls due to a technical issue with their system. We are currently liaising with NTU to try and acquire this information through other means.

In addition, 45 privately run halls of residence have also been asked to provide details of their residents. Unfortunately, only 13 of the 45 have provided the required information with several refusing to do so citing data protection issues, even though they were provided with clear guidance and the relevant legislation in advance.

However, we have managed to identify the majority of residents in the remaining private halls by using the student data provided to us directly from both universities (see below) and have sent them an ITR to register.

### **Student Data**

Both the UofN and NTU have provided spreadsheets containing the names, addresses and nationalities of all of their students for the current academic year residing in private accommodation.

This data has been manipulated so that it can be imported into the electoral software and all eligible students that have provided a valid contact address are in the process of being sent an ITR, either digitally or by paper form, to encourage them to register. This is in addition to the process undertaken for halls of residence in Route 3 as outlined above.

Unfortunately the university data does not class as a response from the property and we therefore cannot use it as such, as it only provides information of possible new residents and no confirmation of existing entries on the register, which would require further investigation.

To address this in future we have requested an enhancement from our software provider, which we hope will be able to identify student properties which have not responded at the canvass, so that we can bulk review the pre-existing entries that did not match with the DWP and potentially delete the names of electors who are no longer resident.

Students are also using the JISC system introduced last year to register, by going online or clicking on the link when enrolling with their university. Electoral Services then upload their registration request onto the register from this system. So far 2,003 students have registered this way since the start of the canvass.

### **Canvass Overall Completion Rate**

The overall percentage response rate in 2019 under the old system which included a personal visit was 83.29%. This year under the new system the completion rate for both Route 1 and Route 2 totals 89.42%. Despite the challenges of the pandemic, this represents an increase of 6.13%. Please see attached analysis and full breakdown by wards (Appendix 3)

Although the completion rate has increased, the electorate has actually dropped from 216,323 in July at the start of the canvass, to 207,684 electors on publication of the new register.

As you would expect, the electorate can fluctuate at different points of the electoral cycle, as it usually peaks around the time of an election due to a surge in registrations and then reduces on completion of the canvass.

The decline in electorate on publication of the register is not down to a lack of responses but as a result of the individual registration process. Although responses may have been received including new elector details, they will not become 'live' electors until they complete an ITR which is verified through DWP.

Therefore, the electorate tends to improve in the subsequent months after publication as this process is completed. The increase may take slightly longer than normal this year due to students not residing in the city at present. As due to current restrictions, many have not returned to their term time address and are currently studying remotely.

As all student are being sent their ITR's to register, we anticipate an increase in electorate once they return and especially in the run up to the election.

## **Rolling Registration**

In addition to the canvass activity we have also been maintaining our usual processes.

Revenues and Benefits provide Electoral Services with data of Council Tax accounts that have been opened, closed or amended on a monthly basis, which allows us to maintain the completeness and accuracy of the register during the year and not only at the canvass.

Any potential new electors identified from these records are contacted to invite them to register to vote. Similarly, existing electors that have moved addresses are reviewed in order to remove them from the register.

## **Communications & Engagement**

Throughout the canvass we conducted a programme of communications to assist us with our Engagement Strategy. The majority of this was delivered through social media platforms such as Facebook and Twitter.

During each stage of the canvass the marketing campaign communicated to citizens the following messages:-

- How Electoral Services may contact them – Email, text or Post
- When the information would be sent
- When they needed to respond by
- How they could respond – online, telephone, text and post

We used an eye catching infographic (see Appendix 4) to deliver the key messages and we also delivered a series of targeted Comms with appropriate visual content to groups such as students and home movers.

We also sent information out to BAME citizens through the equalities network to encourage registration, as in a recent Electoral Commission report, national figures suggested that citizens from Black, Asian and Minority Ethnic backgrounds are less likely to register to vote. Unfortunately, there is no way of knowing whether these targeted Comms have created any additional registrations from BAME citizens, as we only require nationality information as part of the registration process, not ethnicity but it was still considered beneficial to do.

An advert was placed in the LeftLion Student Guide (see Appendix 5) advising students that they can register to vote for their student address whilst living in Nottingham and that elections were scheduled for 2021.

Finally, adverts were also placed in the Arrow to ensure that citizens who do not subscribe to social media would also see the advert to remind them to respond, where necessary.

A voter engagement campaign will be launched soon to highlight the PCC election scheduled for May. As part of this we will be working with the student unions at the universities to help promote this to students to ensure they complete their ITR's and register in time to vote. In addition, we will be advising citizens that voting in person at a polling station will be safe as all COVID safety measures will be followed, however other options are also available i.e. postal and proxy votes.

## **Canvass Review**

Electoral Services have participated in workshops and provided feedback to the Cabinet Office on the implementation of the reforms, some suggested amendments were:-

- Cabinet Office and the Office of Students to issue guidance to university accommodation providers (both university managed and private) to highlight the requirement for hall managers to provide the information to the ERO.

- Cabinet Office to provide a standard template data sharing agreement that all universities and LA's can complete and adopt.
- Amend the requirement to only be able to contact matched electors by E-Comms. As contacting a Red matched elector could also provide useful information about the property.

### **Analysis – Costs**

Under the canvass reforms the vast majority of properties are no longer required to respond. Therefore the focus of the canvass is now on the hard to reach groups. As proven this year and in previous years there are still a high percentage of households that do not respond to the canvass form even after being chased numerous times. The reforms will now give us the opportunity to concentrate our efforts on identifying why these households are not responding and provide us with the chance to explore alternatives methods and conduct new engagement activities. This will hopefully improve completion rates further and help us encourage more citizens to register and vote in future elections.

The changes in the way we have conducted the canvass this year have also created an overall saving of approximately £40K on printing and posting costs. In the coming years it is hoped that these savings will increase even further as we expand the number of citizens we can communicate with electronically and maximise the number of households who respond through digital options rather than post.



The Electoral Registration Officer  
Nottingham City Council  
Loxley House  
Station Street  
NOTTINGHAM  
NG2 3NG

Helpline: 0115 876 4111

Email: elections@nottinghamcity.gov.uk

Website: www.nottinghamcity.gov.uk/elections

«Reference number»

«Ref»

«The Resident/Occupier»

«PostalAddress1»

«PostalAddress2»

«PostalAddress3»

«PostalAddress4»

«PostalPostcode»

«Date»

Dear «Resident/Occupier»

### Is the electoral register information correct for this address?

#### You must respond if:

any information is wrong, or if there are people eligible to register to vote at this address that are not included.

#### You do not need to respond if:

all information is correct and includes everyone eligible to register to vote at this address.

Information on who is eligible to register to vote can be found on page 2.

#### People we have registered to vote at this address:

Full Name	Nationality	Aged 76 or over (exempt from jury service)	Postal or proxy vote? (more info page 2)	Included on open register? (more info page 2)
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»

If you need to tell us about any changes, the easiest way is online. It takes just a few minutes.

**1**

Visit the website  
[www.householdresponse.com/nottingham](http://www.householdresponse.com/nottingham)

**2**

Enter your unique security code  
Part 1: «unique security code»  
Part 2: «unique security code»

**3**

Update your household information and submit  
Include the names and nationalities of everyone who lives at this address

You can also respond by:

- Phone: Call 0115 876 4111
- You can also return this form by post to the address on page 1.

If you need to update this information you will be required to declare that the information is true. If you do not live at the address you will need to tell us who you are (e.g. landlord).

If you add any new people they will also need to complete a registration application. They can do this at [gov.uk/register-to-vote](http://gov.uk/register-to-vote). We will send each new person a form if they do not apply online.

If you have a query, or need further information, please contact us using the details on page 1.

Yours faithfully



Katherine Kerswell  
Electoral Registration Officer

### Who is eligible to register to vote?

#### You can register to vote if you are:

- Resident (usually live) in the UK and aged 16 or over (but you will not be able to vote until you are 18).

#### You must also be either:

- A British, Irish or European Union citizen, or
- A Commonwealth citizen who has leave to enter or remain in the UK, or who does not require such leave.

### Postal and proxy votes

To arrange to vote by post or by proxy (someone you trust voting on your behalf) you can download an application form at [electoralcommission.org.uk/voter](http://electoralcommission.org.uk/voter). To change any existing postal or proxy vote arrangements contact us using the details on page 1.

### The open register

The open register is an extract of the electoral register, but it is not used for elections. It can be bought by anyone and used for many purposes including confirming name and address details and direct marketing purposes. Removing your details from the open register does not affect your right to vote.

You can find out more information about both registers and how they may be used at [gov.uk/register-to-vote](http://gov.uk/register-to-vote) or you can contact us using the details on page 1.

### Privacy statement

We collect information under the legal basis of a task carried out in the public interest, as set out in the Representation of the People Act 1983 and related regulations. We look after personal information securely and follow data protection legislation.

If you opted-out of the open register we will only use the information you give us for electoral purposes, including matching it against other sources of data to support the electoral register. If you are currently registered, where applicable, we have processed your data correctly. We will not give personal information to anyone else, unless we have to by law. The law requires us to share your information with candidates, political parties and campaigners for democratic engagement purposes and credit reference agencies to check your identity when you apply for credit.

If you have not opted-out of the open register your name and address can be bought by anyone and used for lots of purposes, including direct marketing.

The Electoral Registration Officer is the Controller. They must have a policy document known as a privacy notice setting out how they process personal data. Refer to the privacy notice at [www.nottinghamcity.gov.uk/electoralprivacy](http://www.nottinghamcity.gov.uk/electoralprivacy) or contact us to request a copy. Katherine Kerswell, Nottingham City Council, Loxley House, Station Street, NOTTINGHAM NG2 3NG. Telephone 0115 876 4111



The Electoral Registration Officer  
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If you have not opted-out of the open register your name and address can be bought by anyone and used for lots of purposes, including direct marketing.

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Dear

**You must respond so we can check who is eligible to register to vote.**

You are legally required to respond. Please respond by The easiest way is online. It takes just a few minutes.

**1** Visit the website  
[www.householdresponse.com/nottingham](http://www.householdresponse.com/nottingham)

▼

**2** Enter your unique security code  
Part 1:  
Part 2:

▼

**3** Update your household information and submit  
Include the names and nationalities of everyone who lives at this address

If you have no changes to make, you can also respond by:

- Phone: Call 0800 197 9871
- Text NOCHANGE followed by both parts of your security code to 80212 (standard charges apply)

Please only respond by post if you cannot use any of the digital options above.

If you have a query, or need further information, please contact us using the details above.

Yours faithfully,

Mel Barrett  
Electoral Registration Officer  
Page 1 of 4

# Canvass Form

## 1 Check who is eligible to register to vote

We need to know who lives at this address in order to check who is eligible to register to vote. Information on who is eligible to register to vote can be found on page 4.

The easiest way to respond is online [www.householdresponse.com/nottingham](http://www.householdresponse.com/nottingham).

You can also respond by post using this form.

### A People we have registered to vote at this address

- Amend printed details in Changes line
- Add new people to section B
- Cross out anyone who has moved out
- Use black ink and CAPITALS

Full Name	Nationality	Aged 76 or over (exempt from jury service)	Postal or proxy vote? (more info page 4)	Included on open register? (more info page 4)
-----------	-------------	--	--	---

### B Add the details of anyone eligible to register to vote at this address who is not listed above

Full Name	Nationality	Aged 76 or over (exempt from jury service)	Phone (optional)	Email (optional)
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		

Providing an email and phone number gives a quick and easy way to contact you about your registration.

Not enough space? Please write further names on a separate sheet of paper.

If you add any new people they will also need to complete a registration application. They can do this at [gov.uk/register-to-vote](http://gov.uk/register-to-vote). We will send each new person a form if they do not apply online.

## 2 Fill in this section if there is no one at this address who is eligible to register to vote

Please tick.

- The property is empty
  This is a second home  
 This is solely a business premises
  None of the residents are eligible to vote because of their nationality. Please give their nationalities

Other reason (please state)

## 3 Declaration

As far as I know, the details on this form are true. I understand that it may be an offence to fail to provide the information asked for in this form and if convicted I may be fined up to £1000.

I understand that it is an offence to knowingly provide false information in this form, or to do so with reason to suspect that the information is false and if convicted I may be imprisoned for up to six months, and/or face an unlimited fine.

Signature

Full name (CAPITALS)

Today's date (dd/mm/yyyy)

Phone (optional)

Email (optional)

If you don't live at this address, please tell us who you are (e.g. landlord).

<b>ROUTE TOTALS</b>			
<b>Route</b>	<b>No.</b>	<b>Responded</b>	<b>Percentage</b>
Route 1 Total	101,351	N/A	N/A
Route 2 Total	33,085	18,859	57.00%
Route 3 Total	7,344	1,761	23.98%

<b>COMPLETION RATE</b>	
Route 1 Total	101,351
Route 2 Responded	18,859
<b>TOTAL COMPLETED</b>	<b>120,210</b>
Route 2 Non-Responded	14,226
<b>TOTAL CANVASSED</b>	<b>134,436</b>
<b>COMPLETION RATE</b>	<b>89.42%</b>
<b>2019 RESPONSE RATE</b>	<b>83.29%</b>

<b>WARD BREAKDOWN</b>						
<b>Ward</b>	<b>Route 1</b>	<b>Route 2</b>	<b>Canvassed Total</b>	<b>Non Responding</b>	<b>Completion Rate</b>	<b>2019 Response Rate</b>
Aspley	5,922	1,145	7,067	402	94.31%	81.50%
Basford	6,128	1,285	7,413	488	93.42%	84.46%
Berridge	5,130	2,161	7,291	1,049	85.61%	80.45%
Bestwood	6,720	1,177	7,897	459	94.19%	82.24%
Bilborough	6,408	1,051	7,459	328	95.60%	89.05%
Bulwell	6,387	1,202	7,589	500	93.41%	83.04%
Bulwell Forest	5,385	844	6,229	243	96.10%	88.56%
Castle	2,998	2,968	5,966	1,398	76.57%	74.30%
Clifton East	6,553	1,070	7,623	318	95.83%	89.09%
Clifton West	3,887	648	4,535	163	96.41%	91.79%
Dales	5,721	1,639	7,360	664	90.98%	80.77%
Hyson Green	4,302	3,643	7,945	2,044	74.27%	74.74%
Leen Valley	3,030	667	3,697	184	95.02%	90.52%
Lenton & WE	3,572	2,802	6,374	1,179	81.50%	86.36%
Mapperley	6,047	1,911	7,958	813	89.78%	82.58%
Meadows	3,627	1,594	5,221	795	84.77%	78.55%
Radford	2,427	2,334	4,761	1,225	74.27%	74.99%
Sherwood	5,781	1,443	7,224	509	92.95%	83.73%
St Anns	6,146	2,500	8,646	1,251	85.53%	79.36%
Wollaton West	5,180	1,001	6,181	214	96.54%	94.87%
	<b>101,351</b>	<b>33,085</b>	<b>134,436</b>	<b>14,226</b>	<b>89.42%</b>	<b>83.29%</b>

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# ANNUAL CANVASS 2020



## STAGE 1: YOU MAY RECEIVE AN EMAIL / TEXT MESSAGE

If Electoral Services have your contact details you may receive an email from [nottingham.city.council.elections@notifications.service.gov.uk](mailto:nottingham.city.council.elections@notifications.service.gov.uk)  
**THIS IS NOT SPAM.**

Alternatively you may receive a text message if they have your mobile number.  
**Please respond as soon as you can!**

## STAGE 2: FORM IN THE POST

If Electoral Services do not have your electronic contact details, you do not respond to the email or text, or your household requires a paper form, you will receive a form by post. If the form requires you to respond, **please do so as soon as you can!**



## STAGE 3: WHAT YOU NEED TO DO!

Check the details for your household by following the instructions on your email, text or paper form. If you need to respond, the easiest way to do this is online.

You'll need the **security codes** included on the email, text or form to respond electronically.

**DON'T DELAY – CHECK  
TODAY AND MAKE SURE YOU  
ARE REGISTERED TO VOTE**

Your vote matters - don't lose it

[www.nottinghamcity.gov.uk/elections](http://www.nottinghamcity.gov.uk/elections)





# ESSENTIAL

# > BINFORMATION

FOR SECOND AND THIRD YEAR STUDENTS

## RUBBISH BIN

Green bin - collected every two weeks



Yes Please!



## RECYCLING BIN

Brown bin - collected every two weeks



Yes Please!



## FREE BULKY WASTE COLLECTION

Request one at [www.nottinghamcity.gov.uk/bulkywaste](http://www.nottinghamcity.gov.uk/bulkywaste)

Or dispose of larger items, electricals, garden waste, rubble and more at your local tip.

Check which days you need to put your bins out - and get weekly emails to remind you - at [www.nottinghamcity.gov.uk/binreminders](http://www.nottinghamcity.gov.uk/binreminders)

**BRING YOUR BIN BACK IN AFTER COLLECTION**

**PLEASE DON'T BLOCK THE PAVEMENT!**

YOUR VOTE MATTERS

DON'T LOSE IT



# Be ready to vote in next year's elections

# Use your vote in Nottingham

**X** It's time to get on the electoral register so you can vote in elections while you're at Uni

**X** Students can register to vote at both their home and their university address

**X** You're able to vote in both areas at local elections

Register to vote at [gov.uk/register-to-vote](http://gov.uk/register-to-vote)



Nottingham City Council

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**Overview and Scrutiny Committee  
3 February 2021**

**Scrutiny of the Portfolio Holder for Employment and Community Protection**

**Report of the Head of Legal and Governance**

**1 Purpose**

- 1.1 To hear from the Portfolio Holder for Employment and Community Protection on her main priorities and challenges for the 2020/21 municipal year, including Council Plan performance.

**2 Action required**

- 2.1 To use the information received at the meeting from Councillor Neghat Khan, Portfolio Holder for Employment and Community Protection to inform questioning and identify potential areas for future scrutiny.

**3 Background information**

- 3.1 The key responsibilities for the Portfolio Holder for Employment and Community Protection are:

**Jobs and Skills**

Lead on skills and employment

Post 16 Training, FE and HE

Apprenticeships

Develop opportunities for young people and adults

Local Jobs for Local People and Making the Connections

Investment initiatives

Nottingham and Notts Futures Advice, Skills and Employment

Employability in Schools

**Community Safety**

**Crime and Drugs Partnership**

Overview of the Council's Section 17 responsibilities.

Public and Consumer Protection

Community Safety and Respect for Nottingham

Domestic Violence

- 3.2 On 11 November 2019 the Council Plan was approved by full Council, and guides the Council's services and approach to support the delivery of its key priorities for the city until May 2023.

- 3.3 It includes five key objectives:

- Build or buy 1,000 Council or social homes for rent
- Create 15,000 new jobs for Nottingham people

- Build a new Central Library, making it the best children’s library in the UK
  - Cut crime, and reduce anti-social behaviour by a quarter
  - Ensure Nottingham is the cleanest big city in England and keep neighbourhoods as clean as the city centre.
- 3.4 In addition, a total of 185 pledges are included under five key headings:
- Nottingham People – support for children, young people, students, families , older people, education and health
  - Living in Nottingham – making Nottingham clean and green, improving transport, housing and providing opportunities
  - Growing Nottingham – developing neighbourhoods and the city centre, creating jobs and training opportunities and supporting businesses and inward investment
  - Respect for Nottingham – tackling crime and anti-social behaviour and supporting strong local communities
  - Serving Nottingham better – improving council services and promoting equality.
- 3.5 Councillor Neghat Khan will be in attendance at the meeting to discuss her main priorities and challenges for the 2020/21 municipal year, and performance against the elements of the Council Plan that she is responsible for.

#### **4 List of attached information**

4.1 None.

#### **5 Background papers, other than published works or those disclosing exempt or confidential information**

5.1 None.

#### **6 Published documents referred to in compiling this report**

6.1 Council Plan 2019-23.

#### **7 Wards affected**

7.1 All.

#### **8 Contact information**

8.1 Laura Wilson  
 Senior Governance Officer  
 0115 8764301  
[laura.wilson@nottinghamcity.gov.uk](mailto:laura.wilson@nottinghamcity.gov.uk)

**Overview and Scrutiny Committee  
3 February 2021**

**Work Programme 2020/21**

**Report of the Head of Legal and Governance**

**1 Purpose**

- 1.1 To consider the Committee's work programme for the remainder of 2020/21.

**2 Action required**

- 2.1 To discuss the attached work programme for the remainder of the municipal year, and make any necessary amendments.

**3 Background information**

- 3.1 The Committee is responsible for setting and managing its own work programme.
- 3.2 In setting the work programme, the Committee should aim for an outcome-focussed work programme that has clear priorities and a clear link to its roles and responsibilities.
- 3.3 The work programme needs to be flexible so that issues which arise as the year progresses can be considered appropriately.
- 3.4 Where there are a number of potential items that could be scrutinised in a given year, consideration of what represents the highest priority or area of risk will assist with work programme planning.
- 3.5 Changes and/or additions to the work programme will need to take account of the resources available to the Committee.

**4 List of attached information**

- 4.1 Overview and Scrutiny Committee 2020/21 Work Programme.

**5 Background papers, other than published works or those disclosing exempt or confidential information**

- 5.1 None.

**6 Published documents referred to in compiling this report**

- 6.1 None.

**7 Wards affected**

7.1 All.

**8 Contact information**

8.1 Laura Wilson  
Senior Governance Officer  
0115 8764301  
[laura.wilson@nottinghamcity.gov.uk](mailto:laura.wilson@nottinghamcity.gov.uk)

## Overview and Scrutiny Committee Work Programme 2020-21

Date	Items
3 March 2021	<p><b>Scrutiny of the Portfolio Holder for Housing, Planning and Heritage – Councillor Linda Woodings</b> To consider information on priorities, budget pressures, challenges and performance against Council Plan priorities</p> <p><b>Section 106 Contributions</b> To consider information on how the contributions are calculated and distributed</p> <p><b>Work Programme 2021/22 Development</b> To discuss the work programme for 2020/21</p> <p><b>Work Programme</b> To agree the work programme for the remainder of the municipal year</p>
7 April 2021	<p><b>Scrutiny of the Portfolio Holder for Leisure, Culture and IT – Councillor Dave Trimble</b> To consider information on priorities, budget pressures, challenges and performance against Council Plan priorities</p> <p><b>Employment Services in the City</b> To consider information on how the services work together, the resources available and their effectiveness</p> <p><b>Update on the Action Plan in response to the Report in the Public Interest on Nottingham City Council's governance arrangements for Robin Hood Energy</b> To consider an update on progress against the Action Plan</p> <p><b>Work Programme</b> To agree the work programme for the 2021-22 municipal year</p>

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### Items to be scheduled:

Item	Focus
Student Accommodation	To consider information on whether the number of developments meet demand and free up family housing
Planning Enforcement	To consider information on the effectiveness of the Planning Enforcement process

Heritage Panel	
Fire Prevention and Safety	To consider information from the Nottinghamshire Fire and Rescue Service on the work they do on fire prevention and safety