

Bestwood, Bulwell and Bulwell Forest Area Committee
9 September 2020

Title of paper:	Bestwood, Bulwell and Bulwell Forest Ward Report	
Director(s)/ Corporate Director(s):	Andrew Errington Director, Community Protection	Wards affected: Bestwood, Bulwell and Bulwell Forest
Report author(s) and contact details:	Suki Shergill – Neighbourhood Development Officer, Bulwell Ward sukhbir.shergill@nottinghamcity.gov.uk , 07950947514 Celia Knight – Neighbourhood Development Officer, Bulwell Forest Ward celia.knight@nottinghamcity.gov.uk , 07939065477 Dale Griffin - Neighbourhood Development Officer, Bestwood dale.griffin@nottinghamcity.gov.uk , 07506690329	
Other colleagues who have provided input:	N/A	
Date of consultation with Portfolio Holder(s) (if relevant)	N/A	
Relevant Council Plan Key Theme:		
Nottingham People		X
Living in Nottingham		X
Growing Nottingham		X
Respect for Nottingham		X
Serving Nottingham Better		X
Summary of issues (including benefits to citizens/service users): This report focusses on the work done in Bestwood, Bulwell and Bulwell Forest Wards during the lockdown period of the Coronavirus pandemic. It also provides the latest statistics on crime, etc., for those wards.		
Recommendation(s):		
1	To note the work done during the lockdown period and the latest statistics for each ward.	

1 Reasons for recommendations

- 1.1 The events and activities detailed in the report take account of the work undertaken by Neighbourhood Development Officers (NDOs), with partner organisations, within the wards. It shows a range of activity in place across neighbourhoods to improve social cohesion and tackle priorities at a ward and area level.

2 Background (including outcomes of consultation)

- 2.1 This report usually outlines the priorities actioned through the Neighbourhood Action Team Meetings. During the lockdown period, the main priority of the neighbourhood

development officers and partner agencies was to ensure that residents had access to food, medication and other support and remained safe.

- 2.2 Community events and meetings were postponed during the lockdown period due to the need for social distancing. Events have been cancelled until the end of September and will be reviewed after that time.

3 Other options considered in making recommendations

- 3.1 None.

4 Finance colleague comments (including implications and value for money/VAT)

- 4.1 None.

5 Legal and Procurement colleague comments (including risk management issues, and legal, Crime and Disorder Act and procurement implications)

- 5.1 None.

6 Strategic Assets & Property colleague comments (for decision relating to all property assets and associated infrastructure) (Area Committee reports only)

- 6.1 None.

7 Equality Impact Assessment (EIA)

- 7.1 An EIA is not required as this is not a new or changing policy, service, or function.

8 List of background papers other than published works or those disclosing confidential or exempt information

- 8.1 None.

9 Published documents referred to in compiling this report

- 9.1 None.

Introduction

Purpose:

The purpose of the report is to enable the Mobilising Civil Society Gold Group to make timely and efficient decisions.

Summary

All of the 18,069 individuals who are either medically or socially vulnerable to Covid 19 have been contacted or accounted for

The Customer Hub team are proactively re-contacting citizens currently shielding who have been identified as most vulnerable with respect to food needs and medicine delivery to link them with alternative support

(a) 1,510 have been successfully contacted or accounted for

(b) 1,314 are in the process of being contacted

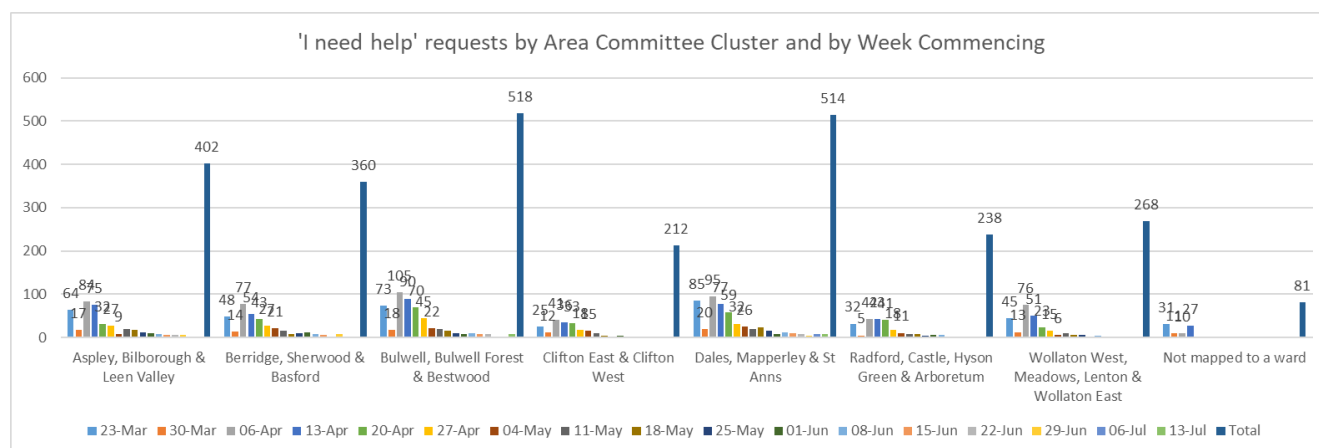
2,633 free emergency food parcels (including requests via Neighbourhood Development Officers, medically vulnerable and socially vulnerable) requests processed from 28th March 2020 – 17th July 2020.

173 requests for the paid for food parcel service from 25th March 2020 – 17th July 2020

73 volunteers have been assigned to a cluster between the 4th April 2020 to the end of June 2020 out of 116 enquiries received. From July onwards, these volunteers are being linked up with volunteering agencies within the community to strengthen the network of volunteering groups within the Nottingham City Council area.

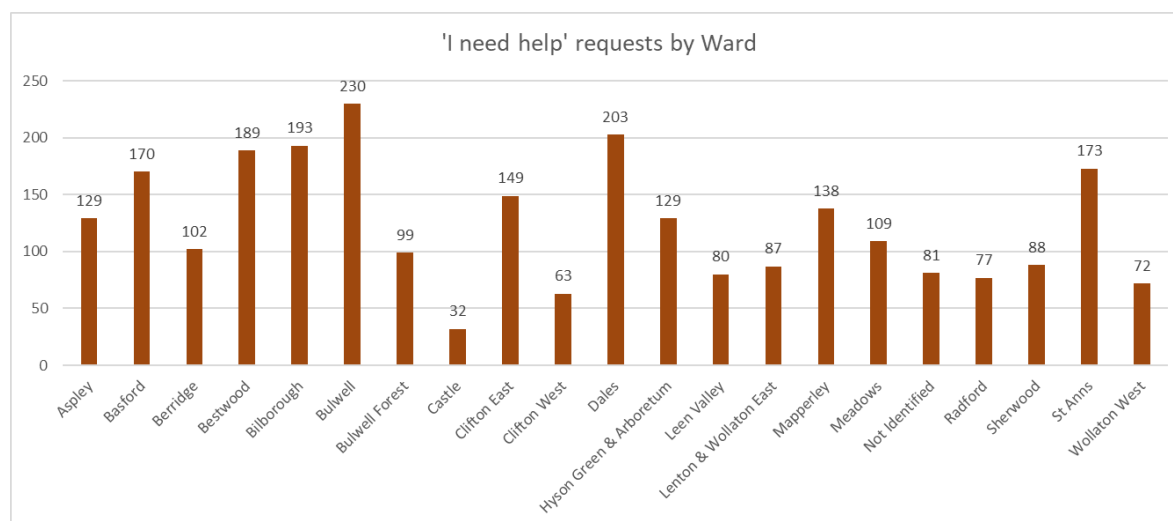
Analysis

Table 1: 'I need help' requests by Area Committee Cluster and by Week Commencing



Highest volume of requests from Bulwell, Bulwell Forest & Bestwood (518)

Table 2: Number of 'I need help' requests by ward



Top 3 highest volume of requests are from Bulwell (230), Dales (203) & Bilborough (193)

Table 3: No of requests by the method of contact

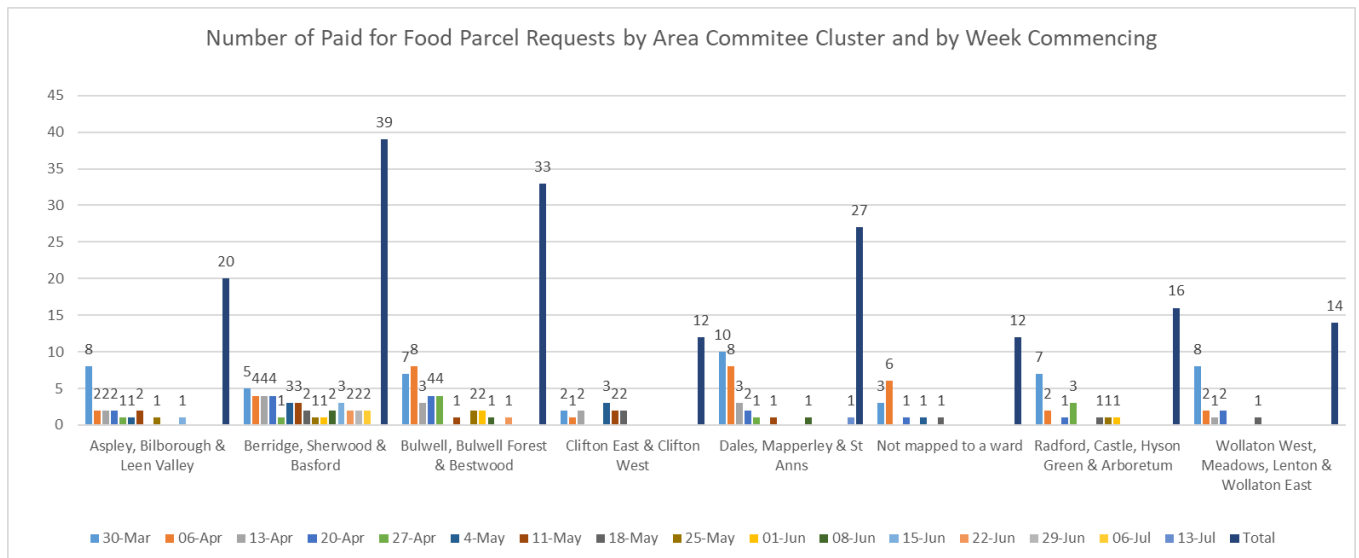


2,593 requests to date, 75% of which are via telephone

Table 4 Number of Free Food Parcels Requests via NDOs by week

Week Commencing	Number of Free Emergency Food Parcels Requests made via NDOs
30-Mar	11
06-Apr	5
13-Apr	7
20-Apr	10
27-Apr	3
04-May	2
11-May	1
18-May	2
25-May	2
01-Jun	4
29-Jun	1
06-Jul	2
Total	50

Table 5 Number of Paid for Food Parcel Requests by Area Committee Cluster and by week commencing



173 requests for the paid for food parcel service

- (a) Highest volume of paid for service food parcel requests Berridge, Sherwood & Basford (39)

Table 6A - Number of volunteers

Number of volunteering enquires received from members of the public between 4 th April 2020 to end of June 2020	116
Number of volunteering application forms returned	86
Number of volunteering application forms awaiting references	13
Number of volunteers assigned to a cluster based on where they live to comply with central government guidance with regard to unnecessary travel	73

Numbers of volunteers vary across the City due to connections with the VCS and a strong local community response. Individuals wishing to volunteer will do so directly with the organisations and groups in that area and not contact either NCVS or the council directly. Similarly, there are lots of mutual aid groups that have been established which are less formal so will appeal to some.

Table 6B - Number of roles performed by volunteers

Role	Delivery of items (driving/ cyclist	Phone support	Dog walker	Any support needed (Combination of other three roles)	Total '
No of volunteers	50 (49%)	17 (16%)	16 (15%)	20 (20%)	103

('Note each individual volunteer may perform more than one role)

From July onwards, these volunteers are being linked up with volunteering agencies within the community to strengthen the network of volunteering groups within the Nottingham City Council area.

Table 7 – Good News Stories by Ward

Area	Ward	Update for w/e 17/07/20
Bulwell, Bulwell Forest and Bestwood	Bulwell	The support team were asked to check up on a Bulwell resident whose father was very worried about him. His father is usually his carer and was doing his shopping for him, but is now isolating so cannot support his son. He said his son had received a shielding letter but was still going out to get food despite not being able to walk very far. An officer rang the resident and gave him the priority Morrisons number, as he is able to pay by bank card. He stated that his prescriptions were delivered by the pharmacy. He had not received a letter from the NHS but had been told to shield by his GP, so he was assisted to register him on the Government portal see if he could obtain food. It was agreed that the officer would follow up with another call in a week's time. The officer did so and found that the gentleman had no problems using Morrisons and no longer needed to go out shopping. He was not sure whether to go out for a walk and he was advised to check with his GP. No further help was required.
Bulwell, Bulwell Forest and Bestwood	Bulwell Forest	An elderly Bulwell Forest resident who has been told to shield by the NHS was running low on basic items and wanted advice on how to go about getting food. An officer rang her and agreed to email a list of the local shops offering delivery service. The officer rang back the following day and established that she had already booked a delivery, and was going to be using the Morrisons doorstep delivery service. She is now confident that she can obtain what she needs and she thanked us for our help.

Area	Ward	Update for w/e 17/07/20
Bulwell, Bulwell Forest and Bestwood	Bestwood	<p>We were contacted by a gentleman on behalf of his diabetic friend who lives in Bestwood and was struggling. After a long conversation, the officer was able to advise and signpost to give him the tools to support his friend going forward. A check showed that his friend was not yet on the steering list, and the officer asked whether the GP had been in contact. After a follow-up call, it was established that the citizen had contacted his GP who sent a letter to confirm that he is very vulnerable: his friend was then able to register him on the Government website. His friend was also able to use the Morrisons priority order number to order food, since the citizen has a debit card. He was also referred to Bestop Kitchen for hot food. The officer made one more follow-up call to the friend to ensure that necessary measures were in place before closing the case. He said that no further help was required at the moment and he would ring back if anything else was needed.</p>

Appendix A – Notes on the data

What data is included?

Government Shielding Programme data is downloaded from the Government Data Source

eHealth Scope data comes from local GPs and is based on the following definition:

- (a) Diagnosed dementia cases
- (b) Severe frailty (frailty index: >0.36)
- (c) Known housebound (records will be flagged)
- (d) Over 70's and living alone (records will be flagged)

'I need help requests' consists of **requests** via two channels

- (e) Nottingham City Council's Customer Hub 0115 915 5555*
 - (i) ASC referrals (press 1)
 - (ii) Food (press 2)
 - (iii) Basic needs like shopping (press 3)
 - (iv) Volunteers (press 4)
 - (v) Everything else (press 5)
- (f) Internet online forms <https://www.nottinghamcity.gov.uk/coronavirus-covid-19/help-for-residents-self-isolating/>

Note * Nottingham City Council Customer Hub telephone number 0115 915 5555 is open from 9-5 Monday to Friday. The Contact Centre is the name given to the team who answer the telephone during the opening hours.

Free Emergency food Parcels Requests consists of requests for food parcels via a variety of channels.

Paid for Parcel Requests consists of **requests** via the internet online forms

<https://www.nottinghamcity.gov.uk/coronavirus-covid-19/request-a-food-parcel> (charged at standard £21 per pack and family pack charged at £33). There could be multiple packs in a request. The data is based on the number of requests only and not the number of actual packs ordered.

Volunteering data comes from Nottingham City Council Volunteer Coordinator

Good News Stories – anecdotal anonymised cases that gives a human flavour behind the statistics and relies on personal testimony.

BESTWOOD NAT REPORT

Ward Summary

Ward	Category	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Year To Date				YTD Rates	
														2019-20	2020-21	Vol +/-	% Change	2019-20	2020-21
Bestwood	All Crime	96	132	133										507	361	-146	-29%	29.07	20.70
	Victim Based Crime	79	100	107										419	286	-133	-32%	24.02	16.40
	Criminal Damage	9	6	15										90	30	-60	-67%	5.16	1.72
	Theft	8	16	9										71	33	-38	-54%	4.07	1.89
	Burglary - Residential	1	10	4										22	15	-7	-32%	1.26	0.86
	Violence	48	56	70										191	174	-17	-9%	10.95	9.98
	Domestic Violence	17	27	42										86	86	0	0%	4.93	4.93
	NTE Violence	0	1	1										5	2	-3	-60%	0.29	0.11
	Other Violence	31	28	27										100	86	-14	-14%	5.73	4.93
	ASB	96	115	72										192	283	91	47%	11.01	16.22
	Noise	43	60	41										86	144	58	67%	4.93	8.26
	Youth	13	17	11										39	41	2	5%	2.24	2.35
	Alcohol	12	14	10										15	36	21	140%	0.86	2.06
Ave. Qrt Score	Deliberate Fires	4	0	3										10	7	-3	-30%	0.57	0.40
	Cleanliness Score	0												0	0	0	-	N/A	N/A
	Graffiti (reactive)	0												0	0	0		0.00	0.00
	Fly-Tipping (reactive)	0												0	0	0		0.00	0.00
	Dog Fouling (reactive)	0												0	0	0		0.00	0.00
	Unemployment	1047	1187											1575	2234	659	42%	90.29	128.07

Ward	Category	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Year To Date				YTD Rates	
														2019-20	2020-21	Vol +/-	% Change	2019-20	2020-21
Bestwood	Burglary - Business & Co.	0	1	0										1	1	0	0%	0.06	0.06
	Vehicle Offences	10	7	3										16	20	4	25%	0.92	1.15
	Personal Robbery	2	1	2										6	5	-1	-17%	0.34	0.29
	Business Robbery	0	0	0										2	0	-2	-100%	0.11	0.00
	Sexual Offences	1	3	4										20	8	-12	-60%	1.15	0.46
	Hate Crime	5	7	3										12	15	3	25%	0.69	0.86
	Misc. Crimes Against Soc.	1	5	9										20	15	-5	-25%	1.15	0.86
	Possession of Weapons	1	0	1										9	2	-7	-78%	0.52	0.11
	Public Order Offences	8	15	9										40	32	-8	-20%	2.29	1.83
	Drugs Offences	7	12	7										19	26	7	37%	1.09	1.49

BULWELL NAT REPORT

Ward Summary

Ward	Category	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Year To Date				YTD Rates	
														2019-20	2020-21	Vol +/-	% Change	2019-20	2020-21
Bulwell	All Crime	144	179	186										626	509	-117	-19%	37.98	30.88
	Victim Based Crime	116	140	154										522	410	-112	-21%	31.67	24.88
	Criminal Damage	16	14	20										78	50	-28	-36%	4.73	3.03
	Theft	40	42	52										136	134	-2	-1%	8.25	8.13
	Burglary - Residential	5	4	4										16	13	-3	-19%	0.97	0.79
	Violence	38	65	68										217	171	-46	-21%	13.17	10.38
	Domestic Violence	17	24	29										85	70	-15	-18%	5.16	4.25
	NTE Violence	0	0	5										4	5	1	25%	0.24	0.30
	Other Violence	21	41	34										128	96	-32	-25%	7.77	5.82
	ASB	130	116	87										191	333	142	74%	11.59	20.21
	Noise	48	49	37										69	134	65	94%	4.19	8.13
	Youth	19	22	20										36	61	25	69%	2.18	3.70
	Alcohol	18	19	9										14	46	32	229%	0.85	2.79
Ave. Qrt Score	Deliberate Fires	10	8	3										15	21	6	40%	0.91	1.27
	Cleanliness Score	0												0	0	0	-	N/A	N/A
	Graffiti (reactive)	0												0	0	0		0.00	0.00
	Fly-Tipping (reactive)	0												0	0	0		0.00	0.00
	Dog Fouling (reactive)	0												0	0	0		0.00	0.00
	Unemployment	1066	1236											1506	2302	796	53%	91.38	139.68

Ward	Category	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Year To Date				YTD Rates	
														2019-20	2020-21	Vol +/-	% Change	2019-20	2020-21
Bulwell	Burglary - Business & Co.	2	1	1										11	4	-7	-64%	0.67	0.24
	Vehicle Offences	9	5	5										24	19	-5	-21%	1.46	1.15
	Personal Robbery	1	3	1										8	5	-3	-38%	0.49	0.30
	Business Robbery	0	0	0										2	0	-2	-100%	0.12	0.00
	Sexual Offences	5	6	3										30	14	-16	-53%	1.82	0.85
	Hate Crime	2	2	4										14	8	-6	-43%	0.85	0.49
	Misc. Crimes Against Soc.	7	5	2										22	14	-8	-36%	1.33	0.85
	Possession of Weapons	2	0	2										9	4	-5	-56%	0.55	0.24
	Public Order Offences	16	22	18										48	56	8	17%	2.91	3.40
	Drugs Offences	3	12	10										25	25	0	0%	1.52	1.52

BULWELL FOREST NAT REPORT

Ward Summary

Ward	Category	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Year To Date				YTD Rates	
														2019-20	2020-21	Vol +/-	% Change	2019-20	2020-21
Bulwell Forest	All Crime	90	82	101										327	273	-54	-17%	23.86	19.92
	Victim Based Crime	77	66	79										263	222	-41	-16%	19.19	16.20
	Criminal Damage	7	10	9										37	26	-11	-30%	2.70	1.90
	Theft	13	5	10										68	28	-40	-59%	4.96	2.04
	Burglary - Residential	3	1	2										10	6	-4	-40%	0.73	0.44
	Violence	41	36	47										121	124	3	2%	8.83	9.05
	Domestic Violence	10	6	20										39	36	-3	-8%	2.85	2.63
	NTE Violence	0	0	3										2	3	1	50%	0.15	0.22
	Other Violence	31	30	24										80	85	5	6%	5.84	6.20
	ASB	53	81	73										101	207	106	105%	7.37	15.11
	Noise	18	33	23										32	74	42	131%	2.34	5.40
	Youth	6	12	20										21	38	17	81%	1.53	2.77
	Alcohol	7	11	4										10	22	12	120%	0.73	1.61
Ave. Qrt Score	Deliberate Fires	1	0	1										3	2	-1	-33%	0.22	0.15
	Cleanliness Score	0												0	0	0	-	N/A	N/A
	Graffiti (reactive)	0												0	0	0		0.00	0.00
	Fly-Tipping (reactive)	0												0	0	0		0.00	0.00
	Dog Fouling (reactive)	0												0	0	0		0.00	0.00
	Unemployment	502	627											701	1129	428	61%	51.15	82.38

Ward	Category	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Year To Date				YTD Rates	
														2019-20	2020-21	Vol +/-	% Change	2019-20	2020-21
Bulwell Forest	Burglary - Business & Co.	1	1	0										1	2	1	100%	0.07	0.15
	Vehicle Offences	9	6	4										13	19	6	46%	0.95	1.39
	Personal Robbery	1	1	2										3	4	1	33%	0.22	0.29
	Business Robbery	1	0	0										0	1	1		0.00	0.07
	Sexual Offences	1	6	5										10	12	2	20%	0.73	0.88
	Hate Crime	4	4	8										2	16	14	700%	0.15	1.17
	Misc. Crimes Against Soc.	0	3	2										4	5	1	25%	0.29	0.36
	Possession of Weapons	1	0	2										3	3	0	0%	0.22	0.22
	Public Order Offences	8	10	12										41	30	-11	-27%	2.99	2.19
	Drugs Offences	4	3	6										16	13	-3	-19%	1.17	0.95