

**Response to the Council Plan Performance – Resident Services Recommendations  
220907-25-1 to 220907-25-18**

**2200907-25-1**

**Circulate statistics on the number of fly tips per ward before the introduction of bulky waste charges and after**

The charge for bulky waste came in 25 April 2022. The comparison data between 21-22 and the current 22-23 financial year is as follows:

- 4 / 20 wards had an increase in reported fly-tipping
- 1 / 20 wards had no difference in reported fly-tipping
- 15 / 20 wards had a decrease in reported fly-tipping

1 April 2021 – 31 March 2022

Ward	Count	48hrs	%	FY
Aspley	376	209	55.6%	2021
Basford	421	371	88.1%	2021
Berridge	767	646	84.2%	2021
Bestwood	592	436	73.6%	2021
Bilborough	295	150	50.8%	2021
Bulwell	673	525	78.0%	2021
Bulwell Forest	260	187	71.9%	2021
Castle	157	134	85.4%	2021
Clifton East	434	338	77.9%	2021
Clifton West	137	109	79.6%	2021
Dales	880	675	76.7%	2021
Hyson Green & Arboretum	1502	1161	77.3%	2021
Leen Valley	109	58	53.2%	2021
Lenton & Wollaton East	408	118	28.9%	2021
Mapperley	404	304	75.2%	2021
Meadows	376	284	75.5%	2021
Radford	639	481	75.3%	2021
Sherwood	367	307	83.7%	2021
St Anns	830	657	79.2%	2021
Wollaton West	122	27	22.1%	2021

1 April 2022 – 12 October 2022

Ward	Count	48hrs	%	FY
Aspley	139	69	49.6%	2022
Basford	214	184	86.0%	2022
Berridge	375	324	86.4%	2022
Bestwood	246	208	84.6%	2022
Bilborough	157	84	53.5%	2022
Bulwell	423	362	85.6%	2022
Bulwell Forest	170	146	85.9%	2022
Castle	83	71	85.5%	2022
Clifton East	173	139	80.3%	2022
Clifton West	76	63	82.9%	2022
Dales	494	408	82.6%	2022
Hyson Green & Arboretum	781	669	85.7%	2022
Leen Valley	73	38	52.1%	2022
Lenton & Wollaton East	266	88	33.1%	2022
Mapperley	224	188	83.9%	2022
Meadows	244	206	84.4%	2022
Radford	286	254	88.8%	2022
Sherwood	235	212	90.2%	2022
St Anns	526	421	80.0%	2022
Wollaton West	57	19	33.3%	2022

Ward	Variance This	
	Report-It Fly Tip TFY	% Var LFY
Hyson Green & Arboretum	781	-14.8%
St Anns	525	7.4%
Dales	494	-10.8%
Bulwell	445	-7.5%
Berridge	370	-26.7%
Radford	282	-39.1%
Lenton & Wollaton East	278	17.8%
Bestwood	246	-37.1%
Meadows	242	-3.6%
Sherwood	235	19.9%
Mapperley	226	-5.8%
Clifton East	220	-27.9%
Basford	215	-24.0%
Bulwell Forest	169	1.2%
Bilborough	159	-27.7%
Aspley	138	-54.8%
Castle	83	-1.2%
Clifton West	78	-19.6%
Leen Valley	73	0.0%
Wollaton West	59	-30.6%
<b>Total</b>	<b>5318</b>	<b>-16.1%</b>

#### Quarter 1 of 2022 (April – June)

- Street Scene have seen a slight reduction of overall waste collected off Highways.
- Data from the Household Waste & Recycling Centre indicates an increased weight of waste being treated which would indicate increased usage:

HWRC, Redfield Rd Summary	2020 (pandemic)	2021	2022
	Q1 Total	Q1 Total	Q1 Total
Recycling	244.64	1,146.10	1,266.96
Composting	112.86	295.00	308.81
WEEE	12.97	72.36	87.73
Rubble	3.62	166.98	259.80
Residual Waste - General Waste	99.10	271.67	291.04
Sub-total	473.19	1,952.11	2,214.34
Other materials	-	35.49	31.65
<b>Total</b>	<b>473.19</b>	<b>1,987.60</b>	<b>2,245.99</b>

## 220907-25-2

### Circulate data on air quality from the Queens Drive monitoring site from before the pandemic and after

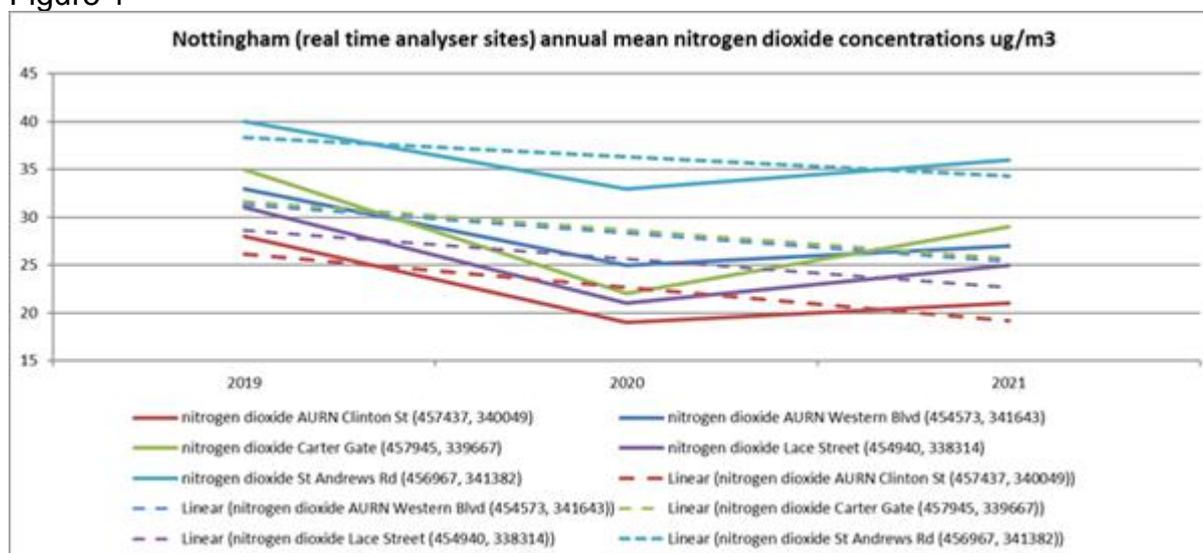
Air Quality Monitoring data 2019-2021

As Nottingham has an AQMA for NO<sub>2</sub> it is required to carry out NO<sub>2</sub> monitoring and uses real time analysers and nitrogen dioxide diffusion tubes to do this.

DEFRA operates two AURN stations (for the Nottingham 'Agglomeration'), monitoring a range of pollutants of concern. Monitoring data from Nottingham City Council's 3 RTAs and the Clinton Street East and Western Boulevard AURN stations show NO<sub>2</sub> concentrations did not exceed the annual mean air quality objective of 40 ug/m<sup>3</sup> (Figure 1.)

Note: the LAQM process did not identify any locations on Queens Drive that meet the criteria for air quality monitoring.

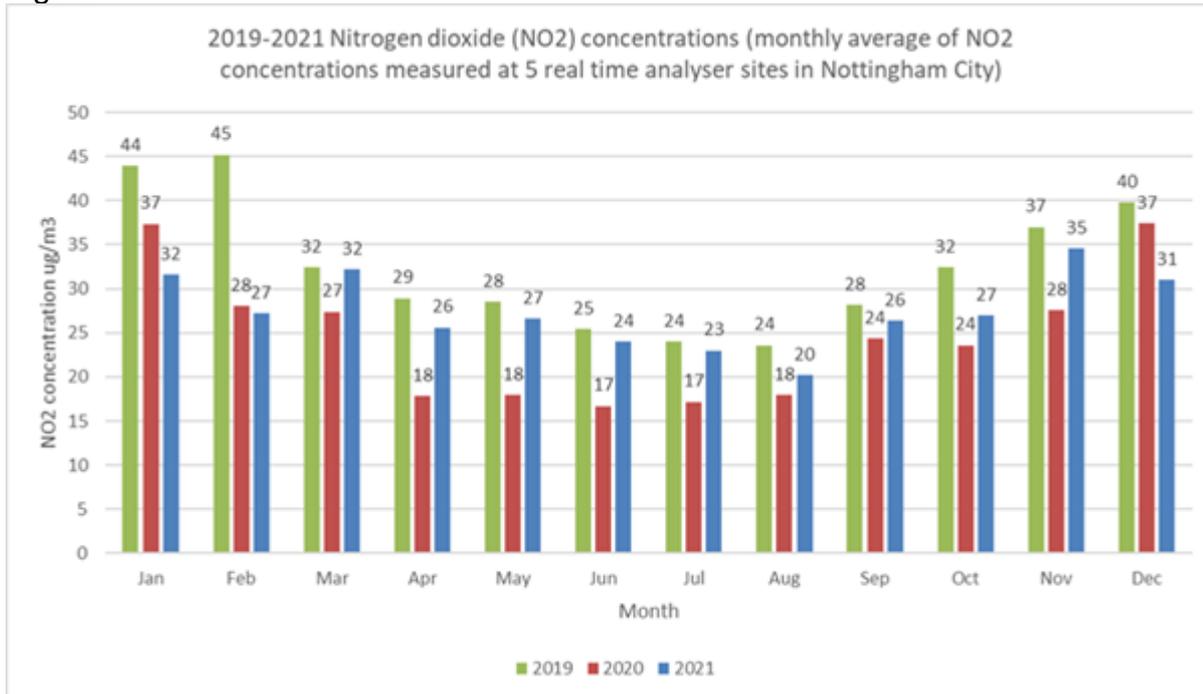
Figure 1



The Covid-19 pandemic and national action to prevent/minimise transmission including 'lockdowns' reduced emissions from road transport and other commercial activity, particularly the office, retail, leisure and hospitality sector, a significant proportion of the commercial activity in Nottingham's city centre.

Figure 2 shows monthly average real time air quality monitoring data for 2019, 2020 and 2021. It shows the typical seasonal variation in NO<sub>2</sub> concentrations (higher levels of NO<sub>2</sub> in winter due to domestic/commercial heating and other meteorological conditions), and the reduction in emissions that coincided with the Covid-19 'lock-downs'. Note: It has been widely reported that the international and national response to the coronavirus pandemic and its economic impact has resulted in reductions in CO<sub>2</sub> emissions and the co-pollutants of concern: NO<sub>2</sub> and particles. It is highly likely that the impact of lock downs; reduced commuter emissions (as many people started working from home where possible) and almost no activity in the leisure and hospitality sector, resulted in the lower measured concentrations during 2020.

Figure 2



### 220907-25-3

#### **Circulate a comparison of sickness rates from the refuse collection team from before and after the pandemic**

We cannot compare sickness rates from the refuse collection team from before and after the pandemic as Oracle Fusion can't calculate FTE days lost to sickness absence unfortunately.

This was communicated corporately by Ceri Morgan pre-Oracle Fusion launch so is the case for all NCC. Fusion was launched in September 2021, so the last FTE absence figure we have is from August 2021.

Nottingham City Council ceased the temporary changes to its Absence Management Policy as of 1 October 2022, so before and after the pandemic dates cannot be compared.

### 220907-25-4

#### **Consider the development of a city wide ward based competition around cleanliness**

We're currently reviewing the cleanliness requirement across each ward and working closely with volunteers through our Clean Champion scheme. There is the opportunity to have additional 'volunteer coordinators' from each ward to help tackle issues around cleanliness. We would be open to consider using apps such as 'Litter lotto local' to encourage community engagement around cleanliness.

### 220907-25-5

#### **To work to strengthen the relationship between Clean Champions and Op teams**

We can recognise that the relationship between Clean Champions and Op teams needs strengthening. The undergoing restructure (which proposes that Street Cleansing, which includes the Clean Champions programme, will come under Waste Management) will allow a

reset of operational roles and responsibilities and will allow discussions amongst volunteers and staff which should improve those relationships.

This change, as well as the creation of 2 new proposed engagement posts, will look to strengthen engagement across internal and external partners and will require significant input from operational colleagues who move over under the restructure as well as those already within waste management.

#### **220907-25-6**

##### **Circulate statistics around potholes that have been filled on more than one occasion**

Highways completed repair works at 2140 different sites (carriageways) between 1-4-2021 and 31-3-2022. 19 sites were returned to over the whole financial year for a number of reasons as listed below, the percentage rate of return is extremely low, only 00.89%

Highways operate under a strict highway maintenance regime, core to this is focusing on highway repairs and that they are completed on time. This includes recording all stats for not only completed emergency pothole repairs but on all 1st time permanent small scale safety repairs – this is in line with the national “Well-Managed Highway Infrastructure – A Code of Practice”.

There are occasions when Highways have to make return visits and this includes:

1. Emergency pothole repairs out of normal hours
2. Emergency pothole repairs in traffic sensitive areas, pending booking road space to complete permanent repairs
3. Temporary repairs pending planned permanent larger scale highways works

Highways flex their own in-house resources to ensure core services are delivered including highway emergency response functions. This is achieved by effective mobile working practices, redirecting highways resources, reprogramming planned works / activities and best utilising local contractors to support operations.

NCC have also had the benefit of an additional DFT pothole grant to assist in addressing highway maintenance priorities and as such this financially supports more repairs being completed and in turn supporting SCP commitments.

A list of duplicate visits is attached to the end of this document.

#### **220907-25-7**

##### **Circulate fly tipping data relating to HMOs**

Community Protection are working with landlords to improve waste which should drive down fly-tips.

Fly-tips that are found at a location do not indicate that the offending party lives at that address, therefore no correlation can be provided to suggest fly-tips relation to HMO properties.

2.88% of all reported fly-tips were found outside of an HMO property, with 29% of these having more than 1 report in relation to fly-tips.

### **220907-25-8**

#### **Circulate the figures on fines and commercial prosecutions for fly tipping**

All Fixed Penalty Notices (FPNs) issued YTD – 756 since the beginning of April 2022. These figures include but aren't limited to breaches of community warning notices, littering, dog fouling and a plethora of other offences. There are 30 FPNs for fly tipping, 0 prosecutions this financial year. However, the Anti-Social Behaviour have recently been in court which was for a waste carrier connected to a fly-tip and failing to produce waste transfer documentation, under section 34 Environmental Protection Act 1990. This individual was fined £500 and charged £100 in court costs.

### **220907-25-9**

#### **To ensure that the joined up working of the REACT team continues and is developed**

REACT are a hybrid team between CPO and CPO Traffic, they continue to work in communities tackling environmental crime and supporting schools. They also play a critical role in dealing with neighbourhood problem solving. Community Protection have recruited 6 more officers and a second REACT team.

### **220907-25-10**

#### **To work with schools and community groups to educate around hate crime and encourage reporting of incidents**

As part of Hate Crime week W/C 10th October 2022, Community Protection have arranged for 3 training sessions for community groups to help raise awareness of Hate Crime and how to report incidents. This is being delivered by Communities Inc in partnership with Community Protection at Joint Service Centres.

Educate Against Hate resources with schools will be shared to all at the Designated Safeguarding Leads network on October 11th, every school will have access to this. In the long term, CP are recruiting to a Community Safety Officer which will play a crucial part in the re-focus on our hate strategy ensuring schools are supported to take the right actions.

### **220907-25-11**

#### **Consider removing the first objective as it is police led, or define where action can be taken by the Council to improve the outcome**

The strategic council plan is currently being reviewed and this aspect will be examined as part of that process to clarify if the objective should remain or be adjusted.

### **220907-25-12**

#### **Monitor the involvement of NCH in resolving ASB issues**

The council is the lead body for tackling and enforcing ASB in its homes across the city, NCH will continue to provide support and evidence as required by the authority. There's no metric measuring involvement.

### **220907-25-13**

#### **To review and reconsider the RAG rating of the objective to provide a network of inclusive sustainable and quality public libraries**

This rating has been reviewed and is now Amber.

### **220907-25-14**

#### **To revisit how outcomes are measured and define how they are measured ensuring outcomes are measurable against money invested**

"Current Value of Investment" refers to the proceeds obtained from the sale of the investment of interest. Because Return on Investment (ROI) is measured as a percentage, it can be easily compared with returns from other investments, allowing one to measure a variety of types of investments against one another.

#### Understanding rate of Return on Investment

ROI is a popular metric because of its versatility and simplicity. Essentially, ROI can be used as a rudimentary gauge of an investment's profitability. This could be the ROI on a stock investment, the ROI a company expects on expanding a factory, or the ROI generated in a real estate transaction. ROI is a measure used in the private sector to measure monetary investment.

On the other hand, when we want to measure performance of a Public Service this follows a set approach so that services can be compared with other local governments', for example Core Cities', performance.

#### Performance measurement in local government

Performance measurement is the process of collecting, analysing and reporting data regarding the performance of an organisation. It is a tool to help local government evaluate the quality and effectiveness of government services. Performance measures include inputs (used), outputs (program activities), efficiency measures (ratio of inputs to outputs), and outcomes (the actual results of programmes and services). Many performance measurement systems are limited to measuring programme inputs and outputs. Ideally, however, performance measurement efforts will also generate information about programme results and outcomes.

For example, we can say how much a service costs to deliver in comparison to what another City declares as the cost of their service or how many people had a successful outcome from using a service.

Some of the measures within the Council's Performance Management Framework are being reviewed, and officers are looking at comparison data (where available) to improve performance reporting. This includes tools such as LG Inform which allows direct comparison with other local authorities on a broad range of metrics, including cost of service delivery.

## 220907-25-15

### To circulate data on prosecution levels of private landlords and the impact of the Licensing scheme

The current scheme approved by Secretary of State in February 2018 runs from August 2018 to July 2023.

#### Summary of core benefits of housing licensing

Housing licensing is a key tool to help ensure privately rented homes:

- Comply with all relevant legislation
- Are safe for people to live in
- Have the Council and partner agencies to tackle nuisance and anti-social behaviour relating to or emanating from residential property
- Are protected from poor landlords so they are tackled and required to improve their properties or leave the private rented market
- Benefit from support and guidance for landlords to enable them to maintain their houses to a good standard, enhancing quality of housing for Nottingham residents

#### Achieving the aims and evidencing the outcomes

Current progress on some key data (as September 2022):

31,250	Total number of licence applications received, relating to 29,744 unique properties
200	Applications still being received per month (in final year of the scheme)
33,650	Projected number of applications received by scheme end (July 2023)
29,064	Total properties licensed and regulated by licensing NB – not all applications received result with a licence being issued, e.g. licence is refused, or property sold before licence issued
6773	Landlords issued with legal notices requiring them to provide information about potentially licensable properties
65	Civil Penalty notices for failure to licence a selective licensing property and breaches of licence conditions
13	Landlords prosecuted for 49 offences at 30 properties. 27 of these offences related to selective licensing. In at least once case the same landlord was also prosecuted for failing to licence houses in multiple occupation (HMOs)
1535 individual and 46 blocks	Selective licence applications received following investigations and/or enforcement action and licences issued to draft or final stage
6,246	Number of inspections by the Council NB More accredited licensed properties have also been inspected by our partners
1,324*	Property improvements by Council intervention at 952* properties
12,780	Estimated number of inspections undertaken by the Council by scheme end (July 2023)
2,091*	Properties inspected by our partners, DASH, Unipol and ANUK (city wide to Jan 2022)
2,409*	Property improvements by our partners, DASH, Unipol and ANUK (city wide to Jan 2022)
<i>*Some properties had more than 1 hazard removed</i>	

Selective licensing is not a tool which will solve all problems by itself. It is there to work alongside other colleagues, partners and wider initiatives, working collectively towards improved housing conditions for all.

In addition to helping to achieve the objectives of the Council's Strategic Plan, Selective Licensing has played an important contribution in delivering the City Council's Housing Strategy 'Quality Homes for All' (<https://www.nottinghamcity.gov.uk/information-for-residents/housing/strategic-housing/the-citys-housing-strategy/>) which set out the clear justifications for introducing the scheme. This is also in line with the commitments outlined and anticipated to be included in the City's new emerging Housing Strategy around 'driving excellence in housing standards and services in the City's existing housing stock, across all tenures'.

Moreover, the Government has emphasised the importance of standards, safety, compliance and robust enforcement in the private rented sector in its recent White Paper 'A Fairer Private Rented Sector' published in June 2022. The White Paper specifically details the powers and benefits licensing can bring, and includes Nottingham as a case study detailing the work to drive up property conditions, and the outcomes achieved, through Selective Licensing in Nottingham (<https://www.gov.uk/government/publications/a-fairer-private-rented-sector>)

The scheme will continue to regulate a significant proportion of the private rented sector. The following are evidence of these successes:

More than expected landlords have applied for and been granted licences, being regulated with licence conditions in place that can be enforced. This is not just about regulating, but also about being able to engage with landlords we have never engaged with before and offering advice and support.

Enforcing against landlords that fail to licence, with the Council prosecuting and issuing civil penalty notices against landlords, with at least 3 portfolio landlords (those who own multiple properties) removing themselves from the market.

Improving properties through inspections – this has not always required enforcement action, (which is a last resort) as some properties have been improved purely because of licensing being in place.

Improving properties without having to inspect – approximately 30% of properties are accredited and meet higher than minimum standards, with properties being improved without the Council having to intervene at all.

Being able to require landlords to have a plan for dealing with ASB and engaging with them to prevent ASB issues escalating. This helps to reduce the likelihood of landlords evicting tenants, supporting and engaging with both tenant and landlords to find workable solutions which enable tenants to remain at their property and prevent homelessness.

### Value for money

The scheme is cost neutral funded via a licence fee paid by landlords. Licensing is not a transactional process; it is there to allow landlords to legally operate within the designated area and is not solely about providing a service to landlords, but about protecting tenants and

regulating landlords. There are added benefits to landlords with a scheme in place including advice and guidance on what makes a safe house, monthly landlord newsletter, support for landlords dealing with difficult tenants, in particular ones causing ASB.

#### **220907-25-16**

**That future presentations include measures, values and targets, especially for Amber rated targets**

There are only set numerical targets for data-driven performance indicators within the Strategic Council Plan.

Some of the indicators report via narrative only where the commitment is not specifically data-driven, for example any which commit to “working with partners” or “prioritising” – it is difficult to provide a firm target for these and therefore officers suggest a RAG rating based on the work undertaken and Portfolio Holders review whether the activities completed constitute a red, amber or green rating. Relevant officers now meet with each Portfolio Holder quarterly to review their corporate performance report, providing an opportunity to discuss and agree the RAG ratings.

To assist Committee members with scrutinising performance more comprehensively, we propose to provide a Word document in advance of each meeting at which performance is discussed, which will include the latest narrative and RAG ratings for the indicators being reviewed.

When developing the reporting framework for the next Strategic Council Plan, we will work to ensure measures have defined baselines and targets to allow for more effective monitoring and evaluation.

#### **220907-25-17**

**That presentations remain focussed on highlighting the most critical priorities, rather than all indicators**

Rather than briefing Portfolio Holders via email, officers intend to meet with those Councillors who will be coming to the Committee meeting. This will allow elected members’ priorities to be agreed in advance of the meeting and ensure that appropriate focus is given to them at the Committee, rather than running through all of their portfolio’s indicators.

Additionally, having had the information in advance as mentioned in recommendation 16, Committee members will be better placed to ask informed questions and delve deeper into specific areas of work.

#### **220907-25-18**

**Ensure measures and commitments are SMART in the future, and that performance is only measured for things that are within the Council’s control**

It should always be the Council’s intention to ensure all measures used for reporting on the contents of the Strategic Council Plan are SMART, with defined baselines and targets we can accurately measure. However, we recognise that there may be some actions and targets that are of a qualitative nature and we want to be ambitious and aspirational in some of these areas, which may be reflected in future Council Plan commitments.

The commitments, however, should not be confused with the wider Performance Management Framework (PMF). The PMF is made up of 'Critical Indicators', which include statutory duties, strategic indicators and 'business as usual' work identified by senior officers as being key priorities, and are all therefore within the Council's control, bearing in mind external factors may impact on performance. We will ensure that the indicators within the PMF remain SMART. These Critical Indicators are currently under review but will be discussed with Overview and Scrutiny Committee in due course; these have defined baselines and targets against which performance can be measured.

The Critical Indicators will form the basis of the next Strategic Council Plan. Officers will work with Councillors on any additional priorities which may be added, identifying ways to measure them which also adhere to the SMART principles where possible.