

**ARBORETUM, DUNKIRK AND LENTON, RADFORD AND  
PARK AREA COMMITTEE - 17 JUNE 2015**

<b>Title of paper:</b>	<b>WARD PERFORMANCE REPORTS: QUARTER 4</b>	
<b>Director(s)/ Corporate Director(s):</b>	Andy Vaughan Strategic Director of Commercial and Neighbourhood Services	<b>Wards affected:</b> Arboretum Dunkirk and Lenton Radford and Park
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<b>Date of consultation with Portfolio Holder(s) (if relevant)</b>	N/A	
<b>Relevant Council Plan Strategic Priority:</b>		
Cutting unemployment by a quarter		<input checked="" type="checkbox"/>
Cut crime and anti-social behaviour		<input checked="" type="checkbox"/>
Ensure more school leavers get a job, training or further education than any other City		<input checked="" type="checkbox"/>
Your neighbourhood as clean as the City Centre		<input checked="" type="checkbox"/>
Help keep your energy bills down		<input type="checkbox"/>
Good access to public transport		<input type="checkbox"/>
Nottingham has a good mix of housing		<input type="checkbox"/>
Nottingham is a good place to do business, invest and create jobs		<input type="checkbox"/>
Nottingham offers a wide range of leisure activities, parks and sporting events		<input type="checkbox"/>
Support early intervention activities		<input checked="" type="checkbox"/>
Deliver effective, value for money services to our citizens		<input checked="" type="checkbox"/>
<b>Summary of issues (including benefits to citizens/service users):</b>		
The ward performance reports provide updates on key issues and themes which link back to local priorities and strategic themes in the Nottingham Plan 2020. The reports provide summary updates on the following key themes:		
<ul style="list-style-type: none"> <li>• ward priorities;</li> <li>• community engagement;</li> <li>• finance;</li> <li>• safer theme – crime and anti-social behaviour (ASB);</li> </ul>		

- neighbourhood theme – environmental issues;
- working theme – unemployment rates;
- housing;
- Community Protection;
- fire;
- health theme – local health priorities.

The following are brief summaries by the respective Neighbourhood Development Officers (NDOs):

**Ward: Arboretum Ward NDO: Linda Wright**  
**Crime Statistics Quarter 4: Jan - March Data 2015.**

All crime is down by 8%, there were actually 394 incidents in 2013/14 compared with 363 in 2014/15 year to date. There was a decrease in violence of 12 % year to date. There were 87 reported incidents compared to 99 in the previous year. Burglary dwelling has seen an improvement with a 30% decrease, meaning there were 13 fewer offences year to date 2013/14 compared with 30 actual offences 2014/15. This improvement must be due to the continuation of various targeted operations being carried out in the ward over past months.

**ASB:** All ASB was up 27%, year to date, with 322 incidents in 2014/15 compared with 254 in 2013/14.

**Cleanliness Index:** Index Score set as a target city wide is 88; we have seen an improvement in this quarter year to date from 94 in 2013/14 to 89 in 2014/15. The Hyson Green Action Plan was developed to combat and directly improve this score factoring in sustainability. This has improved by 5% year to date.

**Graffiti Reports:** There has been a positive increase in the response time to remove graffiti once reported. There were 17 incidents in 2014/15 compared to 25 in 2013/14.

**Fly Tipping:** There has been an increase in incidences to 56 from 65 over the last year.

**Unemployment Rate:** There was a 22% decrease of people on Job Seekers Allowance.

**Community Protection:** Dog fouling - a slight decrease in the number of incidents reported year to date - 14 actual incidents in 2014/15 down by 3 in comparison to last year.

Other data collected relating to the Month of March only are:

Fixed Penalty Notices (for bins on street) 46.  
 Dog Fouling Operations – 6  
 Businesses visited to check Trade Waste agreements - 29  
 Formal letters issues for untidy Gardens (LBA) - 33  
 Noise Visits - 34

**Fire:** Arboretum Ward has had 40% increase of deliberate fires this quarter compared to the same quarter in the previous year, a rise of 2 actual incidents compared with 7 in 2013/14.

**Key Successes:** The Arboretum “Nice and Clean Hyson Green Plan” had been developed to problem solve a number of issues in the ward. The aim of the plan was to deliver sustainable outcomes in relation to improving street cleansing in the area and decreasing general ASB. To then capture and roll out the learning across the Ward but, more importantly, engage with local people and encourage them on an individual basis to take more pride in the area in which they live.

Another key message was raising their awareness of the potential for fires in the home. The last quarter’s statistics and first evaluation of the plan, has shown that the resources invested have had the desired impact. Delivering sustainability as fly tipping; accidental fires and complaints from residents in the targeted Phase 1 and 2 areas have decrease noticeably by all the key stakeholders.

The other social housing providers ( RSL) have been contacted and have had a meeting to ensure they buy into the Hyson Green Plan and ensure sustainability. The RSLs are in the process of agreeing a unified welcome pack for their tenants in the ward, which will have a variety of information to promote good neighbourliness and better recycling.

Finally, the learning and good practice from the plan has been written up and shared with other practitioners in order for the ideas to be adapted and developed to resolve similar problems across the City.

The Budget Consultation event was delivered successfully, in partnership with the Radford and Park Ward, and was well attended by local residents.

**Issues:** The outstanding issues for the Ward are related to the number of cars for sale although there does seem to be a decrease on Gregory Boulevard. It was agreed that a delivery plan will be put in place after the elections in May, to increase the cleaning of the Boulevards and Radford Road South.

A variety of issues indicating poor social cohesion have been raised by residents whilst completing the Hyson Green Plan. It was agreed at the Neighbourhood Development Team (NAT) that a subgroup should be gathered to unpick the problem and develop a response. It was agreed that Bridlington Park would be the focus point for any delivery plan worked up by the sub group.

### **Neighbourhood Action Team**

NATs (Neighbourhood Action Team) – All the partners have worked well together on the agreed ward priorities for 2014-2015 as planned. The NAT has delivered well on the issues that have arisen over the last year ending 31<sup>st</sup> March.

The Issues that arose from September’s consultation event for 2015/16 NAT plan have been incorporated into this working document. The NAT team is committed to delivering the key actions across the area, as they want to enhance visitors and residents experience of being in the ward.

**Events:** The Roma Community had the start of the new English as a Second Language (ESOL) classes at the Vine Community Centre on the 30/01/15.

The Domestic Violence Forum training programme is on-going, plus an additional targeted planning session for youth workers in February. This session was open to all youth providers in the Locality to encourage and develop good practice from all partners operating in the ward.

**Ward: Dunkirk and Lenton**  
**NDO: Iffat Iqbal**

All figures for the ward are based on January, February and March 2015 data.

**Crime:**

- all crime in the ward has decreased by 33% in this quarter. 101 crimes have been reported compared to 209 in the same period last year;
- there has been a decrease in dwelling burglaries this quarter with 27 incidents reported, compared to 37 in the same period last year, however year to date there has been an 8% increase in dwelling burglary;
- there has been a significant decrease in auto-crime in the residential area across the whole ward.

**ASB:** The largest volume of crime is ASB with 486 incidents reported in 2014/15 compared to 407 in 2013/14 year to date. Noise related ASB accounts for 50% of all incidents for the year to date. From April 2014 to March 2015, there were 94 incidents on Derby Road, 50 incidents on Rolleston Drive, 42 on Alderney St and 29 incidents reported on Harrington Drive. This quarter 94 ASB incidents have been reported from which noise generated the most incidents totalling 39, the majority relate to loud music/party. The QMC continues to have the highest level of alcohol related ASB, accounting for around 20% of all calls on the ward.

**Cleanliness Index:** the Cleanliness Index Score for this quarter is 90 compared to a neighbourhood target of 86.

**Graffiti Reports:** there has been a decrease in graffiti with only 3 incidents reported, compared to 6 in 2013/14.

**Fly Tipping:** there has been a slight decrease, 15 incidents compared to 16 in the same period last year.

**Community Protection:**

- Bins on Street and messy garden notices – Jan 25, Feb 14, March 101;
- Letter Before Action – Jan 136, Feb 43, March 99;
- Community Protection notices – 4;
- Dog Fouling Operations – Jan 11, Feb 0, March 0;
- Alcohol Seizures – Jan 01, Feb 0, March 0.

**Unemployment Rate:** the number of recorded unemployed people in the ward is 1636 in 14/15 compared to 2289 in 13/14. One of the main reasons for the difference in figures will be the decommissioning of Lenton high-rise flats. Also figures could be skewed by the student population which is 64% of the total ward population.

**Fire:** This quarter there have been 2 incidents of deliberate (primary and secondary) fires in the ward.

## **Key successes:**

**Lenton Boulevard Waste Action Plan-** a waste Action plan has been developed by Neighbourhood Services to look into the waste and recycling collections on Lenton Boulevard to ascertain whether there were any changes that could be made to improve the use of the waste and recycling collections and tackle issues with excess waste and recycling with incorrect items in bins.

Over a period of time Jan to March the Waste Advisors monitored the bins and waste put out for collection, making note of those putting out incorrect items for recycling and excess side waste. These properties were then revisited to provide them with information on how to recycle correctly. In February a door-to- door survey was completed to find barriers to good waste practices and recycling and encourage students to think about and care for their local environment.

All properties on Lenton Boulevard were then provided with a small internal bin for recycling. The aim of this was as an incentive to encourage the students to recycle as well as to install a long lasting reminder of what can and cannot be recycled. It was also hoped that this would cut down on the use of plastic bags for recycling in the home, which then end up in the bin.

On the 19<sup>th</sup> of March a waste research company was engaged to perform a waste composition analysis on the side waste presented for collection. This has provided information on the makeup of the side waste, which will help to focus Waste education and services.

All the above initiatives have showed significant improvement after return visits and door-knocking. One of the possible solutions to the excess waste would be to locate some large containers on Lenton Boulevard. Research into other local authorities such as Sheffield, Newcastle and Manchester has shown that communal bins are used in areas predominantly occupied by students. Communal bins address the issue of bins being left on the pavements, no access to remove the bins from the pavement and nowhere to store the bins on the property.

The Action Plan is now being reviewed to take into account the results and recommendations from the Lenton Boulevard waste pilot.

## **Let's get together, wellbeing in Dunkirk and Lenton**

Thomas Helwys Baptist Church and Dunkirk Community Centre in partnership carried out a survey interviewing a sample of 100 older people to find out the needs of older people and how they would want their needs to be met. The results showed 78% of people were unaware of the provision available in the area and there was a need for transportation to and from sessions. The Dunkirk and Lenton Health profile also indicates that older people and those who are isolated make up a significant number of the population once the students have been accounted for. The influx of students threatens the natural permanent community and indirectly contributes to the poor provision for older people.

Both organisations have received funding from local Councillors to set up a wellbeing Project for older people in Dunkirk and Lenton to help to reduce loneliness and isolation through increased involvement, volunteering and active citizenship. The Church is setting up a new Befriending Scheme and in-house activities aimed at the target audience. The Community Centre has set up a Silver Surfer activity, Discovery award and Chair-obics. A transport scheme has also been set up to enable older people to travel across the ward.

**Western Cycle corridor-** Nottingham City Council is investing in and working up plans to improve and expand the City's cycle facilities, to provide a joined up network of cycle corridors throughout the City. The Western Cycle Corridor will run through the Dunkirk and Lenton ward from Castle Road along Castle Boulevard in a westerly direction to Abbey Street and along University Boulevard towards the Broadgate/Woodside Road roundabout.

The initial designs for the route are to the latest cycle design standards, as outlined in the new Transport for London design guidance and the Sustrans Handbook for Cycle Friendly Design and include:

- a cycle super highway that runs along Castle Boulevard to Abbey Street and up towards Gregory Street. This is a two way segregated route that runs alongside the carriageway;
- new side road entry treatments that give priority to cyclists and pedestrians along the route;
- the redesign of the Abbey Street roundabout to a single gyratory;
- the closure of Grove Road / Castle Boulevard Junction to motor vehicles and a no entry at Harley Street from Abbey Bridge roundabout;
- upgrades to most traffic signal locations along the route;
- the route will maximise space and priority for cyclists and pedestrians. Two options are being drawn up. One with greater segregation and one with areas of shared space, both of which will be discussed with Councillors and citizens as part of the consultation process.

Consultation on the initial designs for the scheme has begun and the Traffic Regulation Order consultation is likely to begin in June this year.

**Lenton Boulevard improvements** - A wooden planter made of railway sleepers was built in March funded by the local Councillors to soften the image of the Boulevard which is very concrete and brick orientated. This has made a very positive contribution to the overall appearance and welcomed by local residents. To further enhance the area a flower bed has been planted on Park St near the Castle Boulevard roundabout and a bench installed for residents to enjoy.

**Lenton redevelopment** - The forecast for Palmer Court is:-

- North Wing expected completion end of June;
- whole building completion end of July;
- Newgate tenants to move into Palmer Court end of August, then Newgate high-rise demolition by March 2016.

As for the rest of the site, construction of the 16 bungalows and 62 (NCH owned) family houses are next on the agenda, programmed around the demolition activities. Whole scheme completion including the two commercial units and 10 general purpose flats by Autumn 2017.

**Issues:**

- ongoing issues with cyclist speeding through Friary Court, Abbey Bridge and Beeston Rd. The situation has been affected by on-going tram works on Lenton Lane and the removal of cycle path markings. A new Cycling sign has been put up on Abbey Bridge which allows cyclists to use the footpath, adding more confusion;
- parking issues continue at Friary Court and Gregory St for residents which have been made worse by the tram works. Consultation on a parking scheme will be initiated shortly;
- all kinds of waste including recycling, bins on pavements, over-flowing and contaminated bins, and waste in gardens are still a major concern for residents;
- trade waste bins on pavements;

- student let properties are still a main target for burglaries due to insecurities which include unlocked doors and windows;
- slight increase in dog fouling in the lenton area.

**Events:**

21 January: Budget Consultation at St Mary's hosted by NAG

04 February: Dragon's Den 2015

31 March: Penn Avenue gate closure consultation

09 April: Area 4 Jobs Fair

**NAT:** the NAT which has representation of various key service providers across the ward are currently delivering / planning to deliver on the revised ward priorities. Challenges include tackling waste management, noise nuisance, promoting positive mental health and wellbeing and reduction in burglaries.

**Ward: Radford and Park**

**NDO: Rob Gabbitas**

All figures shown are the latest available from the Crime and Drugs Partnership (CDP). These figures are based on data for Quarter 4 covering January, February and March 2015 and in most cases comparisons are made with the same period in the previous year.

**Crime:**

- across all crimes the Ward has seen an increase from 391 in the same quarter last year to 401 this quarter – a slight increase of 3%;
- crimes relating to criminal damage have increased from 47 in Quarter 4 last year to 62 in Quarter 4 this year – an increase of 32%;
- there were 8 fewer instances of theft during this same period;
- crimes relating to violence increased from 50 in Quarter 3 last year to 83 for the same Quarter this year, an increase of 66%;
- there were 4 more dwelling burglaries (from 25 to 29).

**ASB:** 223 incidents – an increase of 33 (representing 17%)

**Cleanliness:**

- The Cleanliness Index Score for this Quarter is 94 compared to 95 for the same period last year.
- Graffiti: 5 incidents (reduction of 15);
- Fly tipping: 35 incidents (reduction of 59);
- Dog fouling: 29 incidents ( increase of 11);

**Community Protection:** These statistics are for the Radford West and Leen Police Beat areas and relate to March only:-

- Enviro - audits – 6
- Letters Before Action (LBA's) – 14
- Community Protection notices - 46
- Fixed Penalty Notices (FPN's) – 7

**Fire:** there have been 16 deliberate fires in this quarter compared to 3 in the same quarter last year. Year to date the Ward has suffered 30 deliberate fires compared to 17 year in the previous year, a 76% increase.

**Unemployment Rate:** The number of unemployed persons in this Quarter is 1,583 compared to 2,027 for the same period in the previous year. One of the possible reasons for the reduction may be the decommissioning of Radford High-rise flats which resulted in a large group of residents moving out of this area.

**Key successes:**

- development of Radford Recreation Ground /Green Flag submission and installation of raised bed areas;
- Glentworth Road, Wordsworth Road, Grimston Road – alleyway cleansing and gating repairs to improve levels of cleanliness and waste management and recycling in this area;
- John Carrol open space – on going improvements and increased usage;
- progress on new build schemes at Radford Mills and Forest Mills site. Installation of knee high rail fencing at former Club 1 site (Denman Street) to prevent unauthorised parking in this area;
- partner organisation support to local schemes and projects - Moorgate environmental scheme (Groundwork Greater Nottingham); Radford Lenton Library community garden Ilkeston Road memorial gardens (Dunkirk and Lenton Forum); Week of Action (23 - 27 March);
- area based domestic violence and mental health training;
- Radford Boulevard trees scheme / framework pruning which included creating greater all round visibility at the junction at Denman Street Central and Radford Boulevard;
- Globe pub site – demolition of garages and continued site security by Nottingham Community Housing Association (NCHA) in respond to Police concerns about intruders;
- councillor funded event at Ilkeston Road memorial gardens supported by PRIMARY, Dunkirk and Lenton Forum and the City Council to raise awareness of play and open space provision in this area and seek fresh input;
- joint meetings with Locality Management and Registered Social Landlords (RSL's) to share knowledge of key issues affecting RSL's in this area and identify where the City Council could offer support;
- Western Cycle corridor – to run through from Castle Road along Castle Boulevard in a westerly direction to Abbey Street and along University Boulevard towards the Broadgate / Woodside Road roundabout. This is a two way segregated route that runs alongside the carriageway incorporating upgrades to most traffic signal locations along the route. The route will maximise space and priority for cyclists and pedestrians.

**Issues:**

- persistent flytipping around known sites including Graham Street, Garfield Road, Clifford Street; Norton Street and the rear of shops at 481 - 505 Alfreton Road;
- derelict sites and open spaces – targets for waste materials and fly tipping – areas such as Salisbury Street, Alfreton Road/Ilkeston Road corner and the Forest Mills site;
- extensive fire damage to the former John Player site at Player Street, Radford.
- high number of properties in multiple occupation with many instances where occupants have little or no knowledge of current City Council waste management arrangements which leads



to bins on streets, high levels of side waste and, at times, repeat visits by Waste Management operatives to tackle persistent issues;

- the impact of high student numbers (10,000 plus) and the Park Estate on the overall perception of this ward when analysed through existing ward data – which does not show the extent of prevailing issues within the Radford West and Radford and Leen police beat boundaries;
- to work with NCH to ensure a smooth transition for tenants moving into areas of new build and to help increase resident satisfaction levels by regular citizen contact opportunities including local resident groups, Ward Walks and the development on local projects and ward;
- general waste issues across the Ward including fly-tipping, bins on streets, recycling, overflowing and contaminated bins,.

**Events:**

27 January: Budget consultation

29 January: Joint City Council / Registered Social Housing providers information event

30 January: Partnership working at Central Fire station in response to Radford Mills fires

9 April: Area 4 Community Jobs Fair, All Souls

**Neighbourhood Action Team (NAT):**

The NAT has representation from the core local service providers and its monthly meeting provides a focus for reviewing service delivery and addressing current challenges in response to the Ward priorities.

**Recommendation(s):**

1	To note the key information from the ward performance reports for December 2014 detailed above and included in the appendices.
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**1. REASONS FOR RECOMMENDATIONS**

- 1.1 Ward performance reports provide a descriptive and statistical picture of what is happening at a ward level and invite community representatives to comment, debate, and challenge and identify how they can add value to improve their neighbourhoods.
- 1.2 Ward performance reports will also monitor progress in the wards and act as a catalyst for debate about the key performance issues impacting upon the ward on a quarterly basis.

**2. BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)**

- 2.1 Neighbourhood working has been important for a number of years in Nottingham as a means of engaging better with citizens and to drive forward service improvement.
- 2.2 The Nottingham Plan has a goal that ‘public service delivery will be better integrated and appropriately devolved, ensuring more accessible and responsive services for all and giving residents more control over what

happens in their neighbourhoods', and ward performance reports will help to support this.

- 2.3 The ward performance report captures work at a local level to support the Nottingham Plan. It is a short summary of key updates on priorities and issues in the ward. More detailed implementation plans sit behind the report such as the Ward Action Plan, NAT's action log, CDP plans and other partners' implementation plans.
- 2.4 The ward performance reports are co-ordinated by NDOs, with data analysis undertaken by the CDP.

**3. OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS**

3.1 None

**4. FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)**

4.1 None

**5. RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS AND CRIME AND DISORDER ACT IMPLICATIONS)**

5.1 None

**6. EQUALITY IMPACT ASSESSMENT**

Has the equality impact been assessed?

Not needed (report does not contain proposals or financial decisions)

No

Yes – Equality Impact Assessment attached

**7. LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION**

7.1 None

**8. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

8.1 None