



Wednesday, 16 March 2022

Dear Sir/Madam

A meeting of the Policy and Performance Committee will be held on Thursday, 24 March 2022 in the Council Chamber, Council Offices, Foster Avenue, Beeston NG9 1AB, commencing at 7.00 pm.

Should you require advice on declaring an interest in any item on the agenda, please contact the Monitoring Officer at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors: M Radulovic MBE (Chair)
S J Carr (Vice-Chair)
S A Bagshaw
M J Crow
S Easom
T Hallam
M Handley

M Hannah
E Kerry
G Marshall
P J Owen
P D Simpson
E Williamson

A G E N D A

1. APOLOGIES

To receive apologies and to be notified of the attendance of substitutes.

2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. MINUTES

(Pages 5 - 8)

The Committee is asked to confirm as a correct record the minutes of the meeting held on 2 December 2021.

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4. REVISION OF THE FIRE SAFETY MANAGEMENT POLICY (Pages 9 - 34)

To review the Council's Fire Safety Management Policy and procedures to minimise/eliminate the risks from the exposure of fire at work. This is in accordance with the Council's duty to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all employees and others.

5. REVISIONS OF THE CONTROL OF LEGIONELLA BACTERIA IN WATER POLICY (Pages 35 - 60)

To revise the Legionella Policy to ensure that the Council is undertaking all reasonable precautions to prevent or control the risk of Legionella at all Council buildings. This is in accordance with the Council's duty to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all employees.

6. ICT STRATEGY 2022 TO 2027 (Pages 61 - 86)

To seek approval for the new ICT strategy through to 2027 in accordance with the Council's values of continuous improvement and value for money.

7. EQUALITY AND DIVERSITY ANNUAL REPORT 2021/2022 (Pages 87 - 106)

To provide Members with an annual review of activity and outcomes in respect of the Council's equality and diversity work.

8. REVIEW OF CORPORATE PLAN PROGRESS AND FINANCIAL PERFORMANCE (Pages 107 - 124)

To report progress against outcome targets linked to Corporate Plan priorities and objectives and to provide an update as to the latest financial performance as measured against the budget.

9. SURVEILLANCE CAMERA UPDATE (Pages 125 - 132)

To provide the Committee with various updates and information regarding the review of surveillance cameras owned and operated by the Council. Specifically, those monitored as part of the share service with Ashfield District Council and Newark and Sherwood District Council.

10. PARKING SERVICES ANNUAL UPDATE (Pages 133 - 138)

To provide the Committee with a general update on parking services including shared service arrangements for 2020/21.

11. BEESTON TOWN CENTRE REDEVELOPMENT (Pages 139 - 140)

To update Members on progress on The Square Phase 2 in Beeston.

12. EXCLUSION OF PUBLIC AND PRESS

The Committee is asked to RESOLVE that, under Section 100A of the Local Government Act, 1972, the public and press be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1, 2, and 3 of Schedule 12A of the Act.

13. BEESTON TOWN CENTRE REDEVELOPMENT – APPENDIX (Pages 141 - 142)

14. CONTRACT FOR THE PROVISION OF MAINTENANCE OF THE OPENHOUSING HOUSING MANAGEMENT SOFTWARE (Pages 143 - 144)

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POLICY AND PERFORMANCE COMMITTEE

THURSDAY, 2 DECEMBER 2021

Present: Councillor M Radulovic MBE, Chair

Councillors: S J Carr (Vice-Chair)
M J Crow
T A Cullen (Substitute)
S Dannheimer (Substitute)
S Easom
T Hallam
E Kerry
G Marshall
P J Owen
P D Simpson
E Williamson

Apologies for absence were received from Councillors S A Bagshaw, M Handley and M Hannah.

25 **DECLARATIONS OF INTEREST**

Councillor S Easom declared a non-pecuniary interest in agenda item 11 due to being a board member of Liberty Leisure. Minute number 34 refers.

Councillors M Radulovic MBE, G Marshall and S J Carr declared a non-pecuniary interest in agenda item 4 as being members on the board for Beeston Town Centre. Minute number 27 and 37 refers.

Councillors PJ Owen, SJ Carr, E Kerry declared a non-pecuniary interest in agenda item 9 as they were Nottinghamshire County Councillors. Minute number 32 refers.
Councillor P J Owen declared a non-pecuniary interest in agenda item 6 as he was on the Planning and Rights of Way Committee at Nottinghamshire County Council. Minute number 29 refers.

26 **MINUTES**

The minutes of the meeting held on 30 September 2021 were approved and signed as a correct record.

27 **BEESTON TOWN CENTRE REDEVELOPMENT**

Members were updated on progress on the Square Phase 2 in Beeston. Key updates included leases for units, 2,3 and 6 had now been completed and fitting-out works had commenced. Strong interest in unit 5, agents were undertaking negotiations and due diligence prior to making recommendations to the board. Tenders for the Argos Block upgrade would be advertised and a report would be going to Finance and Resources

Committee on 9 December as the tendering costs had been significantly higher than anticipated. The project board would continue to provide governance over the additional work to bring the Argos Block up to a suitable standard now additional investment had been approved.

Queries were raised over what evidence the current footfall of Beeston was especially since the Cinema had opened and if the illuminated light sign that was approved at Planning Committee be an illuminated projector board instead. It was discussed that the sign was for an event in January 2022 and maybe too late to change the idea and evidence would be provided to the Committee on footfall figures within Beeston and Town Centres.

A further verbal update was provided in Exclusion of Public and Press.

1. **NOTED the report and any further verbal updated provided.**
2. **RESOLVED to continue to delegate to the Deputy Chief Executive all key approvals, in consultation with the cross-party project Board, and subject to the overall project cost remaining within the financial limits already set or subsequently changed by the Finance and Resources Committee and/or Full Council as appropriate.**

28 ENERGY PROCUREMENT STRATEGY 2021 - 2025

Councillors considered the Energy Procurement Strategy 2021-2025. The updated Energy Procurement Strategy aimed to establish the parameters for the Council's gas and electricity procurement process for the next four years. The evaluation process was required to ensure the Council was achieving value for money in its procurement of energy supplies and also business continuity ensuring the continuation of the energy supply.

RESOLVED that the Strategy and the four strategic principles set out within be adopted.

29 LAND AT REDWOOD CRESCENT: APPLICATION FOR DEDICATION AS VILLAGE GREEN

Members welcomed the application to be made to dedicate green space land at Redwood Crescent as Village Green.

The development consisting of four new homes were built and subsequently an application for a pocket park was made to Government by the residents. This was successful. As the legal owner of the land the Council had been approached to make an application to Nottinghamshire County Council to register and dedicate the green space as village green in order that its status can be protected for the future.

RESOLVED that an application to the County Council be made to register the open space at Redwood Crescent identified in red on the plan in appendix 1 as village green.

30 ADDITIONAL FACILITIES CO-ORDINATOR- HOUSING COMPLIANCE

Members considered the additional Facilities Co-ordinator post to be created in the Compliance team within Housing Repairs. The additional post would support the need for ensuring the safety of the Council's less vulnerable tenants located in the 180 general needs communal areas and the 28 non-fire panel schemes. It was recognised that post Grenfell to have clear accountability and record-keeping in relation to fire safety and emergency lighting checks. such checks.

RESOLVED that the creation of an additional Facilities Co-ordinator post be approved.

31 INTEGRATED RAIL PLAN ANNOUNCEMENT

The Committee received a verbal update on the announcement regarding the Integrated Rail Plan.

Discussions ensued around the disappointment of the announcement of the Eastern Leg of the HS2 not being built. However, with a £13 billion investment to the East Midlands there was hope and the need to remain positive. A motion would be presented by Councillor M Radulovic MBE at Full Council on 15 December with regards to the announcement.

32 COUNTY DEAL FOR NOTTINGHAMSHIRE

Committee noted the progress in creating a proposal for devolution for Nottingham and Nottinghamshire in the form of a County Deal.

The Economic Prosperity Committee, Leaders of Districts, the City and Council Councils in Nottinghamshire agreed a proposition on 29 October to be forwarded to government for consideration that would form the basis of a County Deal for our area.

Opportunities for Broxtowe to benefit from a County Deal included creating a national skills academy to support areas in Broxtowe where skills levels are lower, Development of the Chetwynd barracks site and the Toton area of strategic growth that required significant investment in infrastructure, ambitions for carbon reduction and working collaboratively to engage local communities. Improvements to Town Centres to develop, diversify and thrive was more possible within structures which were collaborative and were more likely to be funded from government. Connectivity was important to achieve the ambition to ensure access to job opportunities and skill progression was available for residents living in the northern parts of Broxtowe.

Collaborating in a County deal with a strong leadership model would hopefully attract the step change in government investment for Broxtowe and help realise the potential of the vision for job creation and next generation sustainable living.

33 REVIEW OF CORPORATE PLAN PROGRESS AND FINANCIAL PERFORMANCE

Committee was updated with the progress against outcome targets linked to Corporate Plan priorities and objectives and to provide an update as to the latest financial performance as measured against the budget.

34 LEISURE FACILITIES STRATEGY - UPDATE ON PROGRESS

The Committee was updated with the latest progress on the Bramcote site options and the latest position on negotiations with East midlands Education trust regarding the Kimberley school joint use agreement. Members would be updated regularly on any further developments with negotiations.

35 WORK PROGRAMME

The Committee considered the work programme.

RESOLVED that the work programme was approved.

36 EXCLUSION OF PUBLIC AND PRESS

RESOLVED that, under Section 100A of the Local Government Act, 1972, the public and press be excluded from the meeting for the following item of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 1,2 and 3 of Schedule 12A of the Act.

37 BEESTON TOWN CENTRE REDEVELOPMENT

A further verbal update was provided in relation to agenda item 4.

Report of the Executive Director

REVISION OF THE FIRE SAFETY MANAGEMENT POLICY1. Purpose of Report

To review the Council's Fire Safety Management Policy and procedures to minimise/eliminate the risks from the exposure of fire at work. This is in accordance with the Council's duty to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all employees and others.

2. Detail

The Council owns a number of properties such as offices, sheltered housing, leisure centres, museums, works depot etc. all of which contain a risk of fire from their activities. The Council has produced fire risk assessments, but needs an up to date written policy and procedure to support these buildings in terms of business continuity and employees and visitors with regards a risk to life. The revised policy was submitted to the Safety Committee on 16 October 2021 and approved.

The reviewed policy and procedures is attached at appendix 2. This document assists the Council to be in a position to comply with fire safety legislation thus ensuring that where a risk from fire exists, procedures are implemented and properly managed to minimise/eliminate that risk.

3. Legal Implications

The Council has a responsibility under the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Regulatory Reform (Fire Safety) Order 2005, which has replaced over one hundred different pieces of fire legislation, thus providing one document. In addition, the Reform (Fire Safety) Order 2005 has removed the requirement of the fire certificate in preference of a risk based approach thus placing the onus on the employer/owner and not the Fire and Rescue Service for fire safety.

4. Equality Impact Assessment

As this is a change to policy an equality impact assessment is included in appendix 1 of this report.

Recommendation

Policy and Performance Committee is asked to RESOLVE that the revised Fire Safety Management Policy be approved

Background Papers

Nil.

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APPENDIX 1**Equality Impact Assessment**

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

Public bodies are required in it to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited under the Act
- advance equality of opportunity between people who share a protected characteristic and people who do not share it, and
- foster good relations between people who share a protected characteristic and people who do not share it.

The public sector Equality Duty came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation.

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

Having due regard means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they

design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to advance equality of opportunity involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low.

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore take account of disabled people's impairments when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they considered the aims of the Equality Duty. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Executive Director	Lead officer responsible for EIA	Kevin Powell
Name of the policy or function to be assessed:		Fire Safety Policy	
Names of the officers undertaking the assessment:		Neil Smith	
Is this a new or an existing policy or function?		Existing	
1. What are the aims and objectives of the policy or function? It is a requirement under the Health and Safety at Work Act and the Regulatory Reform (Fire Safety) Order for all organisations to prepare a Fire Safety Policy. The Policy aims to highlight the binding commitment of the Council to fire safety and will rank as a prominent and permanent feature of all activities conducted.			
2. What outcomes do you want to achieve from the policy or function? The Policy is intended to define how the Council will manage fire safety across all areas of operation. It sets out the responsibilities of staff and gives clear guidance on fire safety matters.			
3. Who is intended to benefit from the policy or function? Directly: Broxtowe Borough Council and Broxtowe Borough Council employees. Indirectly: residents, visitors, customers, contractors			
4. Who are the main stakeholders in relation to the policy or function? Broxtowe Borough Council and Broxtowe Borough Council employees			
5. What baseline quantitative data do you have about the policy or function relating to the different equality strands? Fire safety data is stored but does not relate to different equality strands			
6. What baseline qualitative data do you have about the policy or function relating to the different equality strands? No specific data is available			
7. What has stakeholder consultation, if carried out, revealed about the nature of the impact? Unions will be consulted and the Policy will be presented to Health and Safety Committee.			
8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways? In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group: <ul style="list-style-type: none"> • Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified? No specific groups will be excluded.			

<ul style="list-style-type: none"> Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?
Yes
<ul style="list-style-type: none"> Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?
No
<ul style="list-style-type: none"> Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?
The Policy addresses the fire safety of all, with specific attention given to those that may need extra assistance exiting a building in a fire situation
<ul style="list-style-type: none"> What further evidence is needed to understand the impact on equality?
None

9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?
Age: No further action required
Disability: No further action required
Gender: No further action required
Gender Reassignment: No further action required
Marriage and Civil Partnership: No further action required
Pregnancy and Maternity: No further action required
Race: No further action required
Religion and Belief: No further action required
Sexual Orientation: No further action required

Head of Service: I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.
Signature of Head of Service:



**Broxtowe
Borough
COUNCIL**

APPENDIX 2

POLICY & GUIDANCE

Fire Safety Management



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APPENDICES

Appendix 1 – Fire Safety Management Arrangements (Responsible Persons)

Appendix 2 – Fire Safety Risk Profile for Broxtowe Borough Council

1.0 Corporate Fire Safety Policy

1.0 Broxtowe Borough Council is committed to protecting the health, safety and welfare of all employees and others who may be affected by the Council's activities, including tenants, visitors, contractors and the general public.

1.1 Broxtowe Borough Council will comply with the Regulatory Reform (Fire Safety) Order 2005 (RRFSO) by ensuring that;

- It safeguards all persons on Council premises from death or injury in the event of a fire or explosion.
- It minimises the risk of fire and explosion and puts plans in place to limit the spread of fire.
- All means of escape are adequately maintained, kept free from obstruction and available for safe and effective use at all times.
- All means of escape have adequate emergency lighting which will be maintained in full and effective working order.
- Adequate means of raising the alarm and giving warning of fire are provided where required.
- Adequate means for fighting fire (where required) are present and are maintained in good working order.
- Appropriate information and instruction is provided to employees and others with regards to safe evacuation procedures.
- Appropriate fire training is given to designated employees who have an active role in the implementing fire precautions.
- All employees will receive fire safety awareness training.
- Effective management procedures are in place to respond to and deal with the aftermath of a fire.
- All premises owned or occupied by the Council are subjected to a fire risk assessment. Where any issues or significant risks are identified by the assessment, action will be taken to implement appropriate control measures. All fire risk assessments will be reviewed at a predetermined date or following any significant changes.
- Although the RRFSO does not apply to individual domestic dwellings, Broxtowe Borough Council (as a provider of social housing) accepts its duty as a landlord and recognises that the majority of fires (and any associated fatalities) occur in domestic dwellings. As a consequence of this we will ensure a fully holistic approach when undertaking fire risk assessments of multi-occupancy housing schemes (i.e. Independent Living) and any multi-occupancy blocks of flats (e.g. Independent Living, General Needs and Lease Holders). The fire risk assessments carried out in these circumstances will also pay attention to those at special risk (e.g. elderly, disabled, young persons and anyone with individual needs) and will aim to ensure that the fire precautions in place are 'suitable and sufficient' given all reasonably foreseeable circumstances.

2.0 Background

- 2.1 The RRFSO came into force on 1st October 2006. The RRFSO applies in England and Wales and affects all non-domestic premises.
- 2.2 The RRFSO and the Management of Health and Safety at Work Regulations 1999 (as amended) require that the main focus of fire safety provision is to 'protect and save' lives. This legislation requires Broxtowe Borough Council (through the nominated 'Responsible Person(s) to carry out 'suitable and sufficient' fire risk assessments of premises, sites and activities in order to protect employees, visitors and others.
- 2.3 Fire safety legislation as it relates to Broxtowe Borough Council is enforced by Nottinghamshire Fire and Rescue Service (NFRS). Health and Safety legislation, which may relate to fire safety, is enforced by the Health and Safety Executive.
- 2.4 The RRFSO requires fire precautions to be put in place 'where necessary' and to an extent that is both 'reasonable and practicable' in each given circumstance.
- 2.5 Responsibility for complying with the RRFSO rests with the 'Responsible Person'. Within Broxtowe Borough Council the duties of 'Responsible Person' are currently discharged by a number of employees at both a Strategic and Operational level. Appendix 1 of this document provides details of those posts with specific responsibilities.
- 2.6 If you are the 'Responsible Person' you **must** arrange or carry out a 'suitable and 'sufficient' fire risk assessment which focuses on the safety of all 'relevant persons'. This is not a new requirement, the Fire Precautions (Workplace) Regulations 1997 as amended 1999 also required a fire risk assessment to be carried out. Fire risk assessments must take account of all potential sources of ignition during normal operating times and unsocial hours, all equipment, activities, means of detection, means of escape, firefighting information and instructions for employees and relevant other persons.
- 2.7 Because Broxtowe Borough Council employs five or more people, the significant findings from all fire risk assessments must be recorded and made available to all relevant persons.
- 2.8 Why is fire safety so important?
- **Fire kills** – In 2020/21 (England and Wales) Fire and Rescue Services attended over 151,086 fires. 61,912 of these were serious fires that caused harm to people and property. These fires also killed 245 people and injured over 6300.
 - **Fire costs** – The costs of a serious fire can be high and afterwards many organisations and businesses do not recover. In 2020/21, the cost as a consequence of fire, including property damage, human casualties and lost business, was estimated at well over £6 billion.
 - **There is a legal duty to manage fire safety effectively.** These duties are outlined specifically in the RRFSO. Failure to comply with these duties may lead to enforcement action being taken by the local Fire Authority and in serious cases this may also lead to fines and imprisonment.

3.0 Control

- 3.1** Broxtowe Borough Council will establish control over the management of fire safety by:
- Establishing and communicating clear responsibilities for fire safety (see Appendix 1).
 - Using an initial programme of risk assessments to plan and implement fire risk controls.
 - Ensuring that employees are clear on their responsibilities within this policy.
 - Achieving necessary competence for all managers and employees to discharge their duties and responsibilities effectively.
 - Regular monitoring of the effectiveness of management arrangements and fire safety performance.
 - Promoting the importance of fire safety within the organisation.

4.0 Planning & Implementation - Fire Risk Assessments

- 4.1** Fire risk assessments will be carried out for each Broxtowe Borough Council managed premise, site and activity.

Fire risk assessments will be conducted using an appropriate methodology in accordance with local/national guidance and incorporate an action plan of measures to improve or maintain the current level of fire safety (see 4.2 below). A copy of the fire risk assessment (and any subsequent review) will be held on site by the Responsible Person. It will also be made available to all relevant persons.

The fire risk assessment will be reviewed at a period specified by the initial fire risk assessment or sooner where significant change/modification has occurred to the premises or a significant change to its occupancy or use.

- 4.2** The types of fire risk assessment undertaken for Broxtowe Borough Council premises / sites / activities will fall in to one of the following 2 categories;

A. Highest Fire Risk: PAS79: 2012. A detailed fire risk assessment based on standards and guidance issued by the British Standards Institute. This type of risk assessment is particularly suitable for multi-occupancy buildings including; purpose built blocks of flats and housing (corridor) schemes. This type of fire risk assessment ensures a fully holistic approach and does not exclude the 'sampling' of residential accommodation and dwellings' which may not be directly included within the scope of the RRFSo.

B. Low Fire Risk to Medium Fire Risk: Nottinghamshire Fire & Rescue Service Fire Risk Assessment Template. This type of risk assessment is primarily 'management' based and is particularly suitable for public and other buildings / sites where there is no sleeping accommodation.

5.0 Training & Competency of Fire Risk Assessors

- 5.1** All fire risk assessors **must** be competent and have as a minimum;

- Relevant qualifications and experience in undertaking 'suitable and sufficient' fire risk assessments.
- Ability to identify the nature, level and scope of the fire risk assessment needing to be undertaken (as outlined in section 4.2 above).
- Knowledge of building construction methods and the ability to identify features and areas of deficiency which could lead to the accelerated spread of fire and smoke throughout a structure.
- Knowledge and experience in relation to the management of fire safety and how this can be applied in a range of environments.
- Knowledge of fire safety equipment and systems and their application and use within different environments.
- Knowledge of the principles of fire safety in order to identify / quantify risks and determine how they should be removed or managed to meet relevant or adopted standards.
- An understanding of the fire hazards, fire risks and relevant factors associated with occupants at special risk within premises owned and operated by Broxtowe Borough Council.
- Full understanding of all relevant fire safety and associated legislation.

6.0 Organisation - Roles & Responsibilities

6.1 Chief Executive

The Chief Executive has ultimate responsibility for ensuring compliance with this Policy and for providing the necessary resources.

The Chief Executive will ensure that Directors / Heads of Service comply with their individual duties and responsibilities to implement the requirements of this Policy within their Departments / Service Areas and will hold them accountable for achieving this.

6.2 Directors

Directors will be responsible to the Chief Executive for applying this Policy and monitoring its effectiveness. Within their responsibility, they will establish standards of fire prevention to be enforced by Heads of Service.

They will ensure compliance with fire procedures and will recommend to Heads of Service resource levels necessary to sustain a healthy and safe working environment.

6.3 Managing Director (L Leisure Limited)

L Leisure Limited is a Teckal company, owned 100% by the Council

L Leisure Limited currently operates the following sites;

- *Bramcote Leisure Centre*
- *Kimberley Leisure Centre*
- *Chilwell Olympia Leisure Centre*
- *DH Lawrence Birthplace Museum - Eastwood*

As a consequence of the above TECKAL arrangements the appointed Managing Director of L Leisure Limited will;

- Act as statutory '**Responsible Person**' as defined in the Regulatory Reform (Fire Safety) Order 2005 and will through L Leisure Limited's management structure, take all reasonable steps to protect employees and others persons likely to be affected by the risks of fire.
- Create a local policy for Fire Safety Management across all of L Leisure Limited's undertakings (as identified above).
- Ensure that the local policy is effectively implemented and that adequate resources are made available to achieve this.
- Ensure that all L Leisure Managers and Supervisors are familiar with the policy and effectively implement it within their area(s) of responsibility.
- Appoint **Managers** to take day-to-day responsibility and accountability for controlling any identified risks from fire.
- Ensuring that all Managers, their deputies and any relevant employees who have essential roles in fire safety management have received 'suitable and sufficient' training in order to discharge their duties and responsibilities effectively.
- Report any failings or non-compliances immediately to the identified **Competent Person** (see appendix 1).
- In the case of Kimberley and Chilwell Olympia work closely with the building owners and their nominated responsible and competent persons.

6.4 Heads of Service (and those Managers that report directly)

Heads of Service will be responsible to the Director for applying this Policy and monitoring its effectiveness. Within their area of responsibility, they will ensure standards of fire prevention are enforced by managers and supervisors.

Heads of Service will arrange for fire risk assessments to be conducted by the Health and Safety Manager / Health and Safety Officer/Modernisations Manager at all permanent premises within their responsibility. Heads of Service will also co-operate with safety representatives and the Council's Health and Safety Manager / Health and Safety Officer / Modernisations Manager in remedying defects and hazards identified.

Heads of Service will ensure compliance with fire procedures and sustain a healthy and safe working environment and will:

- Ensure all employees, visitors and contractors are familiar with the fire procedures and know what action to take should they hear an alarm or discover a fire.
- Appoint a sufficient number of people to assist each disabled person in the event of an evacuation and ensure that they receive appropriate training.
- Appoint a sufficient number of Fire Wardens to cover all their respective areas and activities.

6.5 Managers and Supervisors

Managers and supervisors will be responsible to the Head of Service/Director/CEO for applying this Policy and monitoring its effectiveness. Within their responsibility they will ensure standards of fire prevention are enforced by employees. They will:

- Arrange for information, instruction, training and supervision to be given to employees. They will be responsible for identifying hazards on a 'day to day' basis and for ensuring 'so far as is reasonably practicable' that any necessary action is taken to remove the hazards and for reporting significant issues to the Director or Head of Service as appropriate.
- Recommend disciplinary action against any employee within their section who breaks fire safety rules.
- Conduct workplace inspections and ensure that working environments are maintained in a clean and tidy condition. They will apply the standards required under any relevant legislation.
- Understand thoroughly the fire safety procedures and other emergency evacuation procedures.
- Liaise with the Health and Safety Manager / Health and Safety Officer to identify training needs and will assist in the provision of training.
- Ensure all electrical equipment is tested to minimise the risk of fire.
- Ensure all escape routes and fire exits are kept clear of all obstructions and combustible materials.
- Ensure employees participate in fire drills.
- Ensure that in buildings owned by the Council, but occupied by non-Council employees, that the occupants or others instruct their employees in fire safety procedures and arrangements.
- Ensure all contractors working on their instructions are fully aware of and fully co-operate with the Council's Health and Safety and Fire Safety Policies and procedures.

6.6 All Employees

Employees must co-operate with Broxtowe Borough Council (as their employer) by complying with all instructions given to them with regards to fire safety. Failure to comply with such instructions may lead to disciplinary action being taken.

Employees must also report any observed shortcomings in fire safety precautions to their manager/supervisor immediately.

6.7 Health and Safety Manager / Health and Safety Officer/ Modernisations Manager

The Health and Safety Manager / Health and Safety Officer will act as 'competent persons' for Broxtowe Borough Council on all matters relating to Fire Safety. Where directed to do so the Health and Safety Manager / Health and Safety Officer will conduct fire risk assessments at Broxtowe Borough Council premises / sites / activities.

The Health and Safety Manager / Health and Safety Officer / Modernisations Manager will conduct fire risk assessments by taking an approach determined by the overall level of risk. Section 4.2 of this document outlines the types of fire risk assessment that may need to be undertaken based on level of risk.

Any fire safety deficiencies needing to be rectified will be entered into an action plan. A report will be produced from the action plan for the responsible person for the building to implement.

An annual report relating to fire risks at Council premises will be submitted to the Safety Committee by the Health and Safety Manager / Health and Safety Officer.

6.8 Persons Responsible for Commissioning Works

Any persons responsible for commissioning works within or at a Broxtowe Borough Council premises / site must ensure that:

- A specific risk assessment has been completed for the work planned and that appropriate health and safety precautions for fire prevention are in place, e.g. hot work permits, etc.
- A method statement and risk assessment is obtained from the contractor carrying out any work (prior to commencement) and that it is reviewed by a 'competent person' prior to work starting. For work which may increase the fire loading of the building this review will be in conjunction with the Health and Safety Manager / Health and Safety Officer.
- All work (for new buildings, extensions or substantial alterations) complies with the relevant building standards relating to fire.
- The Responsible Person is notified of any works that are planned that are likely to change the risk status as identified in the fire risk assessment so that the assessment can be updated as necessary.

7.0 Fire Safety Support Roles

7.1 Chief Fire Warden

The Chief Fire Warden must ensure that the evacuation process is recorded and that the record is provided to the emergency services on arrival.

Once the fire alarm has been activated all communication including reports from fire wardens should be via the Chief Fire Warden. The Chief Fire Warden will ascertain if possible where the fire is located.

The Chief Fire Warden will ascertain if a sweep and clear has been conducted of all areas and whether they are confident from the gathered information that the building is empty

The Chief Fire Warden will inform the Fire and Rescue Services (on arrival) of the above 'sweep and clear' process, and the possible location of the fire.

7.2 Fire Wardens

Fire Wardens are required to attend a specific fire safety and fire wardens training course.

Fire Wardens are required to check their given zone/work area is 'swept and cleared' during emergency evacuations. In addition, once all the people have left the zone/building area fire wardens should assist in preventing re-entry to the building until the Fire and Rescue Service gives the "all clear".

It is imperative that sufficient employees are appointed as Fire Wardens to cover for holidays, meetings, working from home and other absences.

When appointed as a Fire Warden, employees need to familiarise themselves with the nearest fire exits in the area, the location of the designated assembly point, the location fire extinguishers in the area they work. They should also report any fire safety hazards identified during normal operations.

When the fire alarm rings, it is the responsibility of Fire Wardens, without putting themselves in danger to;

- Ensure that they wear the high visibility fire safety vests as soon as the alarm is activated.
- Ensure doors and windows are closed behind the evacuees.
- Encourage employees, visitors etc. to leave the building by the nearest safe route and check that the assigned area/zone is clear. They should not put themselves at risk or attempt to go against the flow of people leaving the building.
- When the nearest escape route is not clear/safe, direct evacuees to an alternative escape route.
- Ensure evacuees go to the designated fire assembly point.
- Report to the Chief Fire Warden on site, any evidence of the fire, whether the Fire and Rescue Service has been called and/or progress and any problems with the evacuation (including sweep and clear activities)
- Prevent re-entry by anyone (except for the Building Assessors and Fire and Rescue Service) to the building, until the area is declared safe by the Fire and Rescue Service.
- Remind anyone refusing to leave the building that they are putting themselves and others at risk and will be subject to disciplinary action.

- Report any problems or issues arising during fire drills to the Chief Fire Warden and the Health and Safety Manager / Health and Safety Officer.

7.3 Building Assessor(s)

At designated sites, when Building Assessors have been informed by the Chief Fire Warden that no fire or smoke has been identified by the Fire Wardens at least two Building Assessors will re-enter the building and view the fire control panel. They will identify the area from which the alarm was activated and go to that area constantly using skills of smell, feel, see, hear, etc. to identify any signs of fire. At the activated area they must assess for any signs of fire/smoke damage, check smoke detectors lights and for broken/cracked glass on manual break glass call points. If it is identified that it is a false alarm, they will instruct employees to re-enter the building and contact the Council's fire alarm engineers to rectify the fault.

A Building Assessor must not place themselves in any danger in conducting the check. At any sign of fire/smoke they must immediately evacuate the building and dial 999 for the Fire and Rescue Service.

8.0 Operational Arrangements

8.1 General Emergency Evacuation Plans (GEEPs)

All premises will have appropriate written general emergency evacuation plans (GEEPs) in place to ensure safe evacuation of the premises. This will include arrangements for summoning the fire and rescue services in an emergency in order to protect life and also to mitigate loss of property and business function.

Fire Safety Planning procedures must be displayed conspicuously throughout the premises. All employees, visitors and those affected will need to be made aware of and understand how the procedures will apply to them.

Complexity of the procedures adopted will be appropriate to the risks presented and the findings of the fire risk assessment for the premises / site.

8.2 Fire Alarm / Warning Systems

The vast majority of Broxtowe Borough Council premises are linked to a fire alarm / warning system. Fire alarm / warning systems must comply with British Standards - BS 5839. To comply with fire safety legislation (and any applicable standards) fire alarms, fire manual break glass call points should be checked and tested weekly. Records of all such checks should be maintained in the on-site fire log book.

In the event of a fault occurring in any part of the fire alarm / warning system, the Public Buildings Senior Maintenance Officer, Housing Repairs Manager or the relevant Service Contractor should be notified immediately.

8.3 Testing, Maintenance & Inspection

Routine testing, inspection and periodic preventative maintenance of all fire detection / alarm / warning systems will be carried out, including testing / inspection of emergency lighting (where installed), fire precautions (including

fire doors and shutters) and any fire extinguishing appliances; e.g. blankets, fire extinguishers, misting systems etc. Details of any such testing must be recorded in the on-site fire log book.

The Health and Safety Manager / Health and Safety Officer organises an annual programme of maintenance to ensure that all extinguishers are in good working order. All employees have a duty to report acts of vandalism or discharge of extinguishers to their manager / supervisor who will arrange via the Health and Safety Manager / Health and Safety Officer for the extinguisher to be replaced / recharged.

Managers should include visual checks of extinguishers during their workplace inspection(s).

8.4 Information, Instruction & Training

Instruction on the building's fire safety procedures will be given to all employees occupying the premises at induction. Formal fire training (including identifying different types of fires / fire extinguishers) will be provided as soon as practicable after the commencement of employment. Routine refresher training and fire drills and practice evacuations (where applicable) will be carried out at a frequency dependent on the assessed fire risk but not exceeding 6 months. Participation in fire drills is compulsory for all employees and visitors at relevant sites. Premises which are identified through a fire risk assessment as presenting a high fire risk may be subject to a frequency of drills greater than 6 months.

Details of any such training / drills must be recorded in the on-site fire log book.

Fire procedures covering the action to be taken during a fire emergency are prominently displayed on fire action notices around each premises. Employees and visitors should familiarise themselves with the assembly points and alternative exit routes.

8.5 Fire Refuges / Safe Zones

In very limited circumstances fire refuges may be used although Broxtowe Borough Council still remains responsible for all employees and others being evacuated from its premises / buildings / sites.

8.6 Wheelchair Users and Other People with Impaired Mobility

To ensure the safety of all employees and visitors, all wheel chair users and other people with mobility difficulties should, with the assistance of helpers or colleagues, proceed to a staircase and descend via an evacuation chair, once the main body of evacuees has passed in order not to hinder the evacuation.

Any action taken to assist the evacuee must be with the full consent of the wheel chair user or the person with impaired mobility. This will be determined prior to any evacuation by a personal emergency evacuation plan (PEEP) being conducted.

8.7 Employees or Visitors with Hearing Difficulties

People with hearing difficulties may have problems sensing an audible alarm. However, it should be noted that many people with hearing difficulties will have a degree of perception of some types of conventional audible alarms dependent on the sound frequency being emitted by the system. Where this is not the case it is reasonable in the vast majority of cases to have others (via buddy systems) alert the individual. Each case must be risk assessed by the responsible manager so that special arrangements can be put in to place where necessary.

Broxtowe Borough Council has a number of buildings with alarm systems that link to visual alerting systems (flashing light beacon / low frequency strobe) which provide a means of warning for those with hearing difficulties. In areas where people may be alone, such as toilets, a visual alerting system should be considered following completion of a local risk assessment.

8.8 Employees or Visitors with Visual Impairments

Broxtowe Borough Council has a number of buildings with an alarm system that interrupts the siren and repeats the following message “this is an emergency, please evacuate the building”.

Where a visually impaired employee / visitor has a sighted person who can assist (as part of a buddy system) the sighted person should lead the way during an emergency evacuation. They should look to exit the building after the main evacuation has passed with the sighted person inviting their colleague (or visitor) to take their arm. The sighted person should be ahead when descending the stairs.

8.9 Personal Emergency Evacuation Plans (PEEPs)

Personal Emergency Evacuation Plans (PEEP) must be provided for employees where assisted emergency evacuation is required. The PEEP template is available from the Broxtowe Borough Council (Health and Safety) intranet site or directly from the Health and Safety Manager / Health and Safety Officer. Those assigned responsibilities for assisting persons to which a PEEP applies must receive appropriate training in the use of any necessary equipment required for evacuation; including where necessary the Evac Chair.

8.10 Means of Escape from Premises

Fire escape routes and exits should be kept clear of obstructions at all times. Doors leading to and at the end of fire escape routes should be fastened so that they can be immediately and easily opened by persons without the use of a key. Vision panels are installed in fire doors to safeguard the safety of occupants within the room. Vision panels should be kept clear and free from all obstructions, posters etc. at all times.

Fire doors (marked with a blue and white sign, “fire door keep shut”) are there to safeguard against the spread of smoke and fire. They should never be wedged open. Some fire doors have Dorgard or purposely designed magnetic

catches linked to the alarm system are installed, these allow the doors to close upon activation of the alarm.

8.11 Furniture & Furnishings

All furniture and furnishings in Broxtowe Borough Council premises must comply with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended). Care must also be taken over the type of materials used for decoration, including Christmas decorations. All these items should be fire-retardant, any items that are not fire retardant or causing an obstruction that may hinder escape will be removed.

8.12 Smoking

Tobacco smoking and the use of e-cigarettes by employees is not allowed in any of Broxtowe Borough Council's premises or vehicles. Smoking by tenants is currently permitted in individual residential dwellings.

8.13 Housekeeping

Waste material shall be placed in non-combustible receptacles, which should be emptied daily. Large waste material such as boxes should be broken-up and taken to the waste skips. Recycling of waste materials is encouraged wherever possible.

Fire escape routes and corridors, stairways, under stair and receptions should be kept clear of all combustible materials. In housing schemes any item left in these areas may be removed if considered to be a hazard.

8.14 Contractors

Contractors working on premises owned by Broxtowe Borough Council must;

- Comply with the Council's Fire Safety Policy and obey all instructions given to them by authorised Council employees with regard to fire safety.
- Comply with any local fire safety arrangements and procedures that are in place.
- Ensure that all personnel for whom they are responsible are adequately trained and instructed in fire safety procedures.
- Not block or obstruct fire escape routes and thoroughfares.
- Only work in accordance with their written / verbal work instruction.
- Obtain a 'hot work' permit where necessary.
- Check for 'hot spots' immediately after hot work using a naked flame is completed.
- Before leaving site recheck the work area in order to double check that 'hot spots' have not reappeared. If this occurs, they must be fully cooled / extinguished before leaving the work area. This process also applies to Broxtowe Borough Council's own maintenance employees.

9.0 Measuring & Reviewing Performance

9.1 Measuring Performance

- 9.2** Fire evacuation drills must be carried out periodically in order to check the effectiveness of the General Emergency (Evacuation) Procedures. The outcome of any drill must be recorded in the Fire Log Book
- 9.3** Any incidents involving fire must be reported via the Authority's reporting systems.
- 9.4** Managers or their nominated person(s) should make periodic inspections of the workplace and work activities to check that fire prevention and protection measures remain in place. Inspections should be recorded in the fire log book.
- 9.5** Fire risk controls will be included in audits and inspections carried out by the Health and Safety Manager / Health and Safety Officer.
- 9.6** Records, particularly the "Fire Log Book", must be kept of all actions taken to maintain, inspect or check the performance of any fire risk controls.

9.7 Reviewing Performance

- 9.8** Managers in control of premises will review the performance of the local fire risk management systems on an annual basis or during the planning stage for any significant changes. This will include a thorough review of the fire risk assessment and of any data collected when measuring performance.
- 9.9** The Responsible Person (see Appendix 1) must ensure that the fire risk assessment for the premises is kept up to date following any building alterations or additions.

10.0 Legal Framework

10.1 Health and Safety at Work etc. Act 1974

- 10.2** This requires Broxtowe Borough Council to ensure, so far as is reasonably practicable, the health and safety at work of its employees and of any other persons who may be affected by its operations. This requirement includes hazards from fire. The Authority has legal duties as an employer, occupier of premises and as a landlord.

10.3 Management of Health and Safety at Work Regulations 1999 (as amended)

- 10.4** The general requirements of the Management of Health and Safety at Work Regulations will be discharged by compliance with the more specific requirements for fire safety under the RRFSo.

10.5 Regulatory Reform (Fire Safety) Order 2005

- 10.6** The RRFSo is now the primary legislation for fire safety in England and Wales. It replaced the Fire Precautions (Workplace) Regulations 1997 as amended 1999 and fire certification required under the Fire Precautions Act 1971 with:
- a general duty to ensure, so far as is reasonably practicable, the safety of employees

- a general duty, in relation to non-employees, to take such fire precautions as may reasonably be required in the circumstances to ensure that premises are safe
- a duty to carry out a fire risk assessment that includes consideration of dangerous substances and the presence of young people where relevant.

10.7 Domestic premises (apart from the shared areas of multi-occupancy domestic premises) and Agricultural or Forestry land away from main buildings are exempted from the RRFSO. The risk of fire from activities on agricultural & forestry sites must still be assessed under the Management of Health and Safety at Work Regulations 1999 (as amended).

11.0 CHECKLIST ON FIRE SAFETY

11.1 All fire wardens or nominated deputies have a responsibility to be aware of the routine checks needing to be carried out in order to maintain a high standard of fire safety within a building / workplace. The following check list is designed to give guidance on the routine monitoring checks which should be carried out.

11.2 Escape Routes

Check that:

- a) Stairways, corridors and all exit doors are not obstructed and all escape doors (including regular entrance doors) are capable of being opened easily and immediately from within whilst people are present within the building.

At no time whilst the building is occupied are any of the doors which lead out of the building to be locked with a key unless the lock is of the type which is fitted with an immediate release mechanism.

- b) Fire-resisting doors are maintained and self-closing and of good fit. These doors must never be held in the open position unless fitted with an approved automatic release which will permit the doors to close automatically on actuation of the automatic fire alarm and smoke detection system.

Wedges **MUST NEVER** be used to keep fire doors open.

- c) Stairway treads are in good condition, in particular, external stairways are kept free from ice and mould growth.
- d) Items of furniture are so arranged as to provide adequate gangways leading to exit doors.
- e) Fire exit signs where provided are clearly visible.

11.3 Fire Alarms

Check that:

- a) The installation is tested weekly from a different call point on each successive test and the result of tests and maintenance are recorded in the Fire Log Book.
- b) The alarm is audible throughout all occupied parts of the premises.

11.4 Fire Fighting Equipment

Check that:

- a) All equipment is located in its correct position and unobstructed.
- b) Steps have been taken to ensure that the location and method of operation is known to employees.
- c) All firefighting equipment is tested annually and that equipment is marked indicating the last date of test.
- d) Used equipment is reported and re-serviced immediately (contact Health and Safety Section).

11.5 Refuse

Check that:

- a) Only suitable receptacles are used for waste materials; wicker baskets or cardboard boxes must not be used.
- b) Daily collections of waste are removed to a suitable storage area.

11.6 Display and Decorations

Check that:

- a) Displays do not obstruct escape routes or seriously add to the fire risk.
- b) Decorations are of the type inherently fire resistant and are not fixed near heat sources.

11.7 Access for Fire Appliances

Check that:

Gateways, roads and fire hydrants on the site used for firefighting purposes are not obstructed so as to impede access to them by fire appliances and other emergency vehicles.

11.8 Fire Procedures (GEEPs & PEEPs)

Check that:

- a) On those occasions when disabled persons are present on the premises, special arrangements are made so as to enable all persons to leave the premises safely in the event of fire.
- b) Every employee is familiar with the action to be taken in the event of fire and all the means of escape routes.
- c) A notice detailing procedure to follow in the event of fire is displayed by each fire break glass point.
- d) Fire drills are carried out regularly and recorded in the Fire Log Book.

11.9 Reporting of Defective Fire Precaution Measures

Check that:

All defects are reported immediately to a manager/supervisor for action.

Fire Safety Management Arrangements

Appendix 1

	Broxtowe Borough Council		L Leisure Ltd. (TECKAL)
	Housing Operations	Public Buildings (including Bramcote Crematorium & Kimberley Depot)	Leisure & Leisure Centre Operations (includes DH Lawrence Birthplace Museum)
Overall Duty Holder	Chief Executive		Board of Directors L Leisure Limited
Responsible Person(s)	Head of Housing	Head of Asset Management	Managing Director
Competent Person(s)	Health and Safety Manager Health and Safety Officer	Health and Safety Manager Health and Safety Officer	Health and Safety Manager Broxtowe Borough Council Health and Safety Officer Broxtowe Borough Council

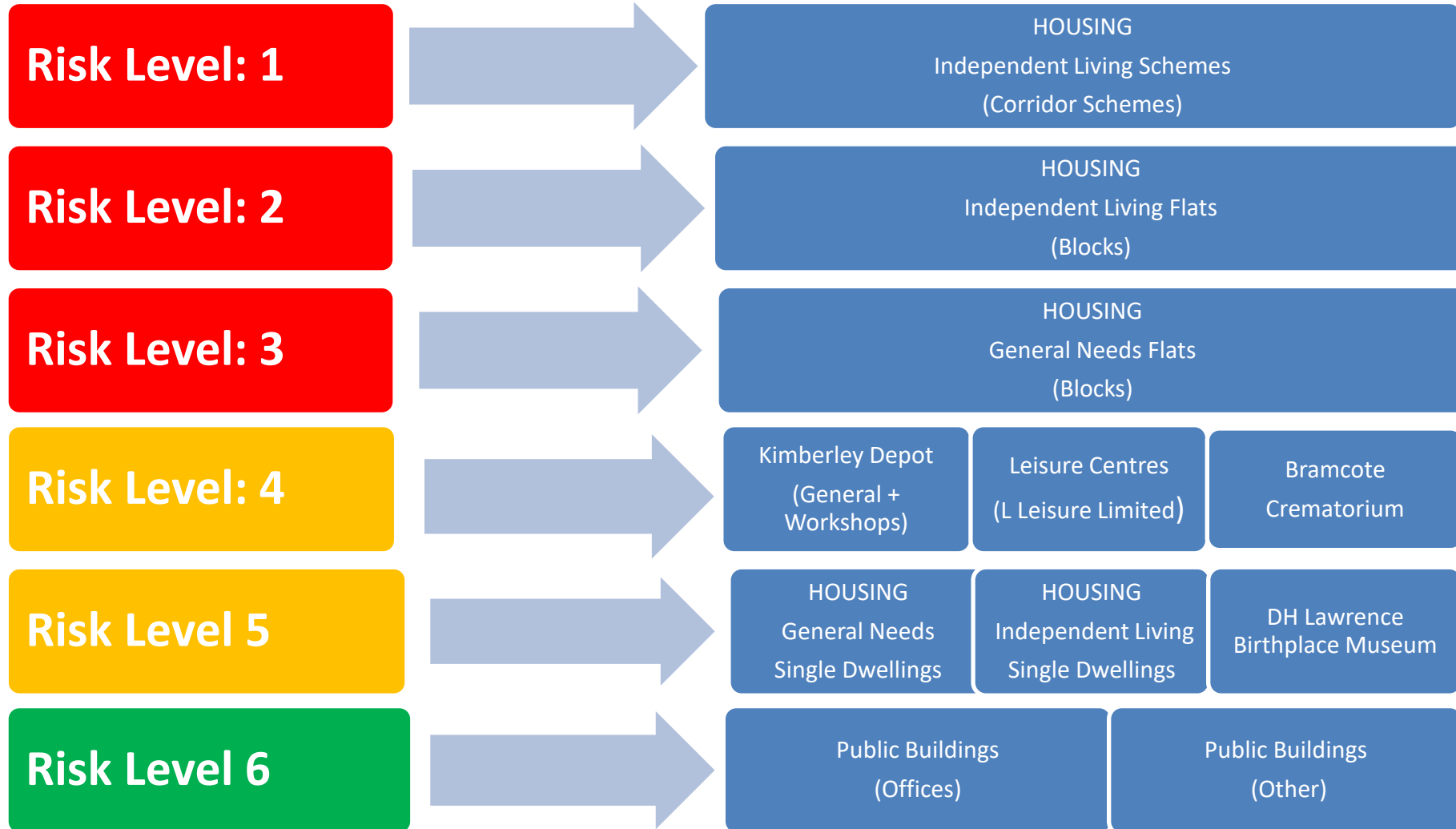
APPENDIX 2

Broxtowe Borough Council

Fire Safety Risk Profile



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Report of the Executive Director

REVISIONS OF THE CONTROL OF LEGIONELLA BACTERIA IN WATER POLICY

1. Purpose of Report

To revise the Legionella Policy to ensure that the Council is undertaking all reasonable precautions to prevent or control the risk of Legionella at all Council buildings. This is in accordance with the Council's duty to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all employees.

2. Detail

Legionella is commonly found in natural water sources such as rivers, lakes, streams and ponds where it poses no hazard to health, mainly because of its low concentrations. It is when the organism gains access to manmade water systems such as hot and cold water tanks, thermostatic mixing valves, shower heads and air conditioning units, where problems can and do occur.

The revised policy was submitted to the Safety Committee on 12 October 2021 and approved. It is included in the report at appendix 2.

The Council is undertaking measures by competent persons to ensure that the possibility of legionella is removed/reduced as far as is practicable. Should the bacteria be identified appropriate control measures are implemented without delay.

3. Legal Implications

The Council has a responsibility under the Health and Safety at Work etc. Act 1974, the Control of Substances Hazardous to Health Regulations 2002 and other relevant statutory provisions, to ensure as far as is reasonably practicable, the safety of all of its employees and others who may be exposed to legionella bacteria in the course of the Council's operations. The Approved Code of Practice L8 outlines the health and safety responsibilities in relation to legionella.

4. Equality Impact Assessment

As this is a change to policy an equality impact assessment is included at appendix 1 to this report.

Recommendation

The Committee is asked to RESOLVE that the revised Control of Legionella Bacteria in Water Systems Policy be approved.

Background Papers

Nil.

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Equality Impact Assessment

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

Public bodies are required in it to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited under the Act
- advance equality of opportunity between people who share a protected characteristic and people who do not share it, and
- foster good relations between people who share a protected characteristic and people who do not share it.

The public sector Equality Duty came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation.

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

Having due regard means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to advance equality of opportunity involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low.

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore take account of disabled people's impairments when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they considered the aims of the Equality Duty. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Executive Director	Lead officer responsible for EIA	Kevin Powell
Name of the policy or function to be assessed:		Control of Legionella Bacteria in Water Systems Policy	
Names of the officers undertaking the assessment:		Neil Smith	
Is this a new or an existing policy or function?		Existing	
1. What are the aims and objectives of the policy or function? The Health and Safety at Work etc Act 1974 extend to risks from legionella bacteria, which may arise from work activities. More specifically, the Control of Substances Hazardous to Health Regulations 2002 provide a framework of actions designed to assess, prevent or control the risk from bacteria like Legionella and take suitable precautions.			
2. What outcomes do you want to achieve from the policy or function? The Policy is intended to define how the Council will manage Legionella across all areas of operation. It sets out the responsibilities of staff and gives clear guidance on health and safety matters			
3. Who is intended to benefit from the policy or function? Directly: Broxtowe Borough Council residents, visitors, customers and employees. Indirectly: Contractors			
4. Who are the main stakeholders in relation to the policy or function? Broxtowe Borough Council and Broxtowe Borough Council employees			
5. What baseline quantitative data do you have about the policy or function relating to the different equality strands? Flushing and temperature data is stored but does not relate to different equality strands			
6. What baseline qualitative data do you have about the policy or function relating to the different equality strands? No specific data is available			

7. What has stakeholder consultation, if carried out, revealed about the nature of the impact? Unions have been consulted and the Policy has been presented to Health and Safety Committee.
8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways? In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group: <ul style="list-style-type: none"> • Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified?

No specific groups will be excluded.
<ul style="list-style-type: none"> Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?
Yes
<ul style="list-style-type: none"> Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?
No
<ul style="list-style-type: none"> Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?
The Policy addresses the health and safety of all
<ul style="list-style-type: none"> What further evidence is needed to understand the impact on equality?
None

9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?
Age: No further action required
Disability: No further action required
Gender: No further action required
Gender Reassignment: No further action required
Marriage and Civil Partnership: No further action required
Pregnancy and Maternity: No further action required
Race: No further action required
Religion and Belief: No further action required
Sexual Orientation: No further action required

Head of Service: I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.
Signature of Head of Service:



Broxtowe
Borough
COUNCIL

Control of Legionella Bacteria in Water Systems Policy



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- Appendix 2 – Housing Operations – (Legionella Control & Risk Management Framework)
- Appendix 3 – Public Buildings – (Legionella Control & Risk Management Framework)
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Control of Legionella Bacteria in Water Systems

1. Introduction

This document outlines Broxtowe Borough Council's Policy in relation to the control of Legionella bacteria in 'hot and cold' water systems. It is supplemented with guidance and where applicable any relevant safe systems of work.

Legionnaires' disease (or Legionellosis) is the name given to a group of infections caused by Legionella bacteria. The illness caused by these organisms can range from the potentially fatal pneumonia caused by Legionella pneumophila to the Flu like illness' Pontiac Fever and Lochgoilhead Fever.

Breathing in fine droplets (aerosols) of water contaminated by the bacteria causes the infection. The disease cannot be passed from one person to another. Everyone is potentially susceptible to infection but some people are at a higher risk, e.g. males, those over 45 years of age, smokers and heavy drinkers, those suffering from chronic respiratory or kidney disease and people whose immune system is impaired.

Government statistics show that on average there are 200 - 250 cases of Legionnaires' disease recorded in England and Wales each year. Clearly Legionnaires' disease isn't going away and therefore rigorous and robust systems of mitigation and control need to be implemented.

2. Where is Legionella Found?

Legionella bacterium commonly occurs in natural watercourses such as rivers, ponds and also in the water supply network. Since Legionella is widespread within the environment, it may gain access to, contaminate and grow in manmade water systems such as cooling towers and 'hot and cold' water services. It becomes dormant at low temperatures and thrives/multiplies at temperatures between **20°C - 45°C** if the water conditions are suitable for proliferation (i.e. if a supply of nutrients is present in the water system such as rust, sludge, scale, algae, and other forms of bacteria).

3. Legislation and Applicable Standards

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999 (amendment 2006)
- The Control of Substances Hazardous to Health Regulations 2002.
- Legionnaires' disease. The Control of Legionella Bacteria in Water Systems. Approved Code of Practice and Guidance L8 (4th Edition)
- The Control of Legionella Bacteria in Hot and Cold Water Systems HSG274
- HSG 274 Part 1 (cooling towers)
- HSG 274 Part 2 (hot and cold water services)
- HSG 274 Part 3 ("other" water systems)
- BS 8580-1:2019 Water quality. Risk assessments for Legionella Control. Code of practice.
- HSG 282 - Control of Legionella and other infectious agents in spa-pools.
- Reporting Injuries, Disease and Dangerous Occurrences Regulations 2013
- Safety Representative and Safety Committee Regulations 1977 The Health and Safety (Consultation with Employees) Regulations 1996
- The Corporate Manslaughter Act 2007

4. Policy Statement - Control of Legionella Bacteria in Water Systems

Broxtowe Borough Council recognises and accepts its responsibility for the Control of Legionella under all relevant legislation (and applicable guidance/standards) and will take all reasonable precautions to prevent or control risks to employees, contractors and others (including tenants of Social Housing where the Council acts as Landlord) from the effects of contaminated water and/or airborne droplets.

Broxtowe Borough Council will comply with relevant legislation and take the following action to control Legionella in water systems and any associated plant and equipment: -

- **Appoint** officers to be responsible for implementing this policy. This will include a statutory 'duty holder' and a number of responsible and competent persons.
 - **Provide** training for all relevant employees in their duties.
 - **Establish, implement, monitor and review** robust and effective management systems relating to this policy.
 - **Identify** potential Legionella sources and assess the risk of proliferation and exposure.
 - **Identify** occupants who are especially susceptible to the Legionella bacteria.
 - **Prepare** a management plan for preventing or controlling the risk at each water system under the Council's control. This will include all elements of Social Housing where the Council act as Landlord.
 - **Prevent** or reduce the risk of Legionella proliferation and/or exposure from all operational sites using a combination of engineering, treatment and procedural controls as appropriate.
 - **Develop** an annual audit programme for checking, inspecting and monitoring risk controls at all operational sites. This will include any site owned and operated as part of "as part of an TECKAL (Arms Length Management Organisation) or Teckal (e.g. Liberty Leisure Limited)
 - **Address** any shortcomings in risk controls, including from possible cases of legionellosis or water samples containing significant Legionella bacteria counts.
 - **Maintain** records of all actions taken in the interests of Legionella control, including risk assessments, schemes of work, inspection and monitoring activities.
-

5. Roles and Responsibilities

To ensure that water systems within the Council's control are suitably managed in accordance with specific legislation and to conform to the above general duties, the following posts have been identified in line with specific designated responsibilities.

5.1 Chief Executive

The Chief Executive is the '**Duty Holder**' as defined in the document, Legionnaires Disease: Control of Legionella Bacteria in Water Systems (L8) and will through the Council's management structure, take all reasonable steps to protect employees and other persons likely to be affected from exposure to Legionella bacteria in water systems under the Council's direct control. The Chief Executive will also support the Council's Departmental Directors and those identified as '**Responsible Persons**' in fulfilling their responsibilities in accordance with this policy.

As the '**Duty Holder**' the Chief Executive must;

- (a) Ensure that the policy is effectively implemented and that adequate resources are made available to achieve this.
- (b) Ensure that an effective and robust management structure is in place identifying those persons/posts with designated roles in the effective management/control of Legionella within the Council's premises (see appendix 1).
- (c) Ensure that Directors and Heads of Service are familiar with the policy and effectively implement it within their area(s) of responsibility.
- (d) Ensure that Departmental Directors have appointed **Responsible Person(s)** and Deputies to take day-to-day responsibility for controlling any identified risk from Legionella bacteria.
- (e) Ensure that Departmental Directors have received 'suitable and sufficient' information, instruction and training in order to discharge their responsibilities relating to Legionella effectively.

5.2 Departmental Directors

All Departmental Directors must:

- (a) Ensure that suitable budgetary allowance and appropriate resources are made available to manage the water systems within their control in accordance with the relevant guidance and risk assessments.
- (b) Ensure that robust management systems are in place to guarantee that all specified checks/maintenance programmes are completed within specified timescales.
- (c) Ensure that all identified controls/recommendations are actioned in accordance with guidance provided by the competent contractor(s) and/or the competent person(s). Where this cannot be completed, the relevant Director (of the affected Department) must ensure that an action plan is implemented and/or a written statement is provided to the **Duty Holder** detailing why the recommendation(s) and/or control measures cannot be implemented.

- (d) Appoint **Responsible Person(s)** and **Deputy Responsible Person(s)** for managing individual water systems as identified by the risk assessment. The responsible person(s) must be identified/documented within all water systems risk assessments and control systems produced as a requirement of this policy.
- (e) Ensure all employees responsible for, and having a role in, the Control of Legionella bacteria in water systems have received 'suitable and sufficient' information instruction and training.
- (f) Ensure all incidents or accidents concerning Legionella are properly reported and investigated with suitable preventative measures implemented.

5.3 Departmental Heads of Service

All Heads of Service must (for areas within their control);

- (a) Liaise with and support the Directors in carrying out their responsibilities.
- (b) Maintain a list/record of all buildings/properties that fall under their remit. Ensure this list/record is made available to the nominated Responsible Person(s) for those buildings for the purposes of implementing the Legionella control measures as outlined within this Policy
- (c) Heads of Service must ensure that all necessary controls and actions are being carried out at premises they are responsible for.
- (d) Advise the relevant Director of any non-compliance with this Policy.

Note: Directors/Heads of Service must **NOT**;

- (a) Cancel, vary or amend any control measures identified within the applicable risk assessment(s) without prior consultation and subsequent agreement with the relevant Responsible Person(s) and the Health and Safety Manager or relevant Compliance Officer (Housing).
- (b) Directly appoint an individual to undertake Legionella risk assessments without prior consultation and subsequent agreement with both the Responsible Person and the Health and Safety Manager (Competent Person).

5.4 Responsible Person(s) and Deputy Responsible Person(s)

The **Responsible Person** and **Deputy Responsible Person** must;

- (a) Have received full training in Legionella awareness and the role of the Responsible Person.
- (b) Appoint Competent Contractor(s) and ensure there is documentation in place that clearly identifies the scope of their role and responsibilities.
- (c) Monitor Competent Contractor(s) to ensure compliance with any agreed specification or documentation.
- (d) Ensure the Competent Contractor(s) undertake risk assessments, scheduled maintenance, routine monitoring and checks in line with the Approved Code of Practice L8.

- (e) Review the risk assessments internally when submitted by the Approved Contractor(s) and action any defects or shortcomings.
- (f) Ensure that risk assessments are produced for all new builds.
- (g) Ensure Legionella log books are provided and maintained at all relevant sites.
- (h) Ensure that the statutory monitoring tasks identified by the risk assessment such as weekly flushes, monthly temperature checks, quarterly shower cleaning etc. are completed where required and evidence documented in the site Legionella log book.
- (i) Ensure all appropriate information / reports / failings / defects provided by the approved Competent Contractor(s) are immediately forwarded to the relevant person(s) for action.
- (j) Respond accordingly to all failings / defects notified to them and ensure that the necessary actions are undertaken and reported in the site Legionella logbook.
- (k) Inform the Director/ Head of Service if they are unable to satisfactorily deal with any failings / defects identified within a reasonable time scale
- (l) Action any requirements upon a positive test of Legionella to isolate / contain contamination.
- (m) Identify persons that require training and advise the Health and Safety Manager accordingly.
- (n) Appoint persons to assist where necessary in order to achieve compliance with this policy and statutory requirements.

5.5 Corporate Health and Safety Manager (Competent Person)

The Health and Safety Manager will:

- (a) Act as the overall '**Competent Person**' for matters relating to the Control of Legionella.
- (b) Have received specific training in relation to the Control of Legionella, all associated legal requirements and any approved codes of practice.
- (c) Advise the '**Duty Holder**' and '**Responsible Person(s)**' in respect of any changes to legislation or standards for the Prevention/Control of Legionella in Water Systems.
- (d) Develop an annual programme of 'management compliance audits' across all areas (with defined timescales) to ensure compliance with this policy. Report findings to the Safety Committee and relevant **Responsible Person(s)**. Any serious breaches should be reported immediately to the Chief Executive as '**Duty Holder**'. The audit programme should encompass Liberty Leisure Limited (Housing (Independent Living), Housing (All Electric) and all community assets falling under the umbrella of Asset Management Services and Environment.
- (e) Where required, investigate and report to the Safety Committee (or Liberty Leisure Limited Board if appropriate) on any alleged incident of accidental Legionella exposure, and also where appropriate for ensuring correct reporting of incidents under RIDDOR.

- (f) Review and update the Legionella Policy and the list of Responsible Persons identified within to reflect any changes.
- (g) Organise Legionella training and refresher training.
- (h) Maintain a central database of those persons who have received training.

5.6 Competent Contractor(s)

All Competent Contractor(s) employed by Broxtowe Borough Council for the purpose of Controlling the risks from Legionella within 'hot and cold' water systems will need to;

- (a) Provide evidence of competence/qualifications/professional membership of a relevant water management association or body.
- (b) Have the necessary professional indemnity insurance.
- (c) Provide appropriate documentation in relation to the service that they are providing including a detailed service contract and documents such as risk assessments, management plans and schematic diagrams where necessary
- (d) Ensure checks and maintenance is completed in accordance with the risk assessment(s) and any applicable service contract.
- (e) Ensure any defects or concerns are brought to the attention of the relevant person in accordance with the lines of communication outlined in 5.7 (below).

5.7 Contacts with a Competent Contractor

To ensure all contractors know who to contact within the Council with respect to Legionella, the following lines of communication are in place;

Housing Operations

First Contact: Housing Repairs Manager

First Deputy: Asst. Housing Repairs Manager

Second Deputy: Health & Safety Manager / Chief Environmental Health Officer

Public Buildings (includes Kimberley Depot)

First Contact: Senior Public Buildings Maintenance Officer

First Deputy: Multi Skilled Plumber (Public Buildings)

Second Deputy: Health & Safety Manager / Chief Environmental Health Officer

Bramcote Crematorium

First Contact: Crematorium Manager

First Deputy: Senior Crematorium Technician

Second Deputy: Health & Safety Manager / Chief Environmental Health Officer

L Leisure Ltd

First Contact: Managing Director (L Leisure Ltd)

First Deputy: Leisure Centre Manager / Museum Manager (DH Lawrence Birthplace Museum)

Second Deputy: Health & Safety Manager (Broxtowe Borough Council)

6. Managing Director (L Leisure Ltd)

L Leisure Ltd is a TECKAL company, owned 100% by the Council

L Leisure Ltd currently operates from the following sites;

- *Bramcote Leisure Centre*
- *Kimberley Leisure Centre*
- *Chilwell Olympia Leisure Centre*
- *DH Lawrence Birthplace Museum - Eastwood*

The Appointed Managing Director of L Leisure Ltd will;

- a) Act as statutory '**Duty Holder**' as defined in the document, Legionnaires Disease: Control of Legionella Bacteria in Water Systems (L8) and will through the L Leisure Ltd management structure, take all reasonable steps to protect employees and other persons likely to be affected from exposure to Legionella bacteria in water systems under L Leisure Ltd.'s direct control.
- b) Create a local policy for the Control of Legionella Bacteria in Water Systems for all of L Leisure Ltd.'s undertakings (as identified above).
- c) Ensure that the local policy is effectively implemented and that adequate resources are made available to achieve this.
- d) Ensure that all Liberty Leisure Managers and Supervisors are familiar with the policy and effectively implement it within their area(s) of responsibility.
- e) Appoint **Responsible Person(s)** and **Deputies** to take day-to-day responsibility and accountability for controlling any identified risk from Legionella bacteria and/or for overseeing arrangements.
- f) Ensure that all 'appointed persons, their deputies and any relevant employees who have essential roles relating to the Control of Legionella Bacteria in Water Systems have received 'suitable and sufficient' information, instruction and training in order to discharge their duties and responsibilities effectively.
- g) Report any failings or non-compliances immediately to the identified **Competent Person** (see appendix 1).
- h) Liaise directly with other interested parties particularly where premises are shared, owned or part-managed by others. Ensure effective lines of communication are in place and any control measures involving the different parties involved are effectively coordinated.

7. Management Structure – Control of Legionella Bacteria in Water Systems

The full Legionella management structure for Broxtowe Borough Council (and L Leisure Ltd.) can be found at Appendix 1 of this document.

8. Periodic Review

This policy shall be reviewed at least annually or, following changes in legislation, changes in best practice or when incidents have occurred. The Legionella Management Structure should be reviewed when a named person within the structure changes.

9. Water System(s) Risk Assessment(s)

All Council premises (except those occupied by third parties where the responsibility for maintenance of the water system is clearly identified within the letting/leasehold contract as that of the tenant) will need to be risk assessed, this includes domestic premises.

This assessment must be carried out by a 'competent person' (usually a Competent Contactor) and shall be documented. For most residential settings, the risk assessment may show the risks are low, in which case no further action may be necessary, e.g. housing units with small domestic-type water systems where water turnover is high. If the assessment shows the risks are insignificant and are being properly managed to comply with the law, no further action may be required, but it is important to review the assessment periodically in case anything changes in the system. The frequency of inspection and any ongoing maintenance will depend on the system type and the level of risk it presents.

The assessment must include identification and evaluation of potential sources of Legionella, methods of prevention and methods of controlling the risk(s).

The Housing Repairs Manager / Senior Public Buildings Officer / Crematorium Manager / Managing Director (L Leisure Ltd) must ensure that all Legionella risk assessments are reviewed at least annually, or sooner in the case of alterations to the water systems or to the nature of the persons being exposed.

Copies of all water system risk assessment must be kept for a **minimum of 5 years**.

10. Design of Water Systems (New Builds and Refurbishments)

Consideration must be given to controlling the potential risks from Legionella during the design of all new buildings, where existing buildings are refurbished and where alterations take place. A water systems risk assessment must be undertaken (for new buildings) prior to use/occupation. For existing buildings, the risk assessment already active may also need reviewing/updating (including any schematic drawings). The person(s) commissioning works to water system(s) are directly responsible for ensuring that this takes place.

11. 3rd Party Letting(s) of Council Premises

Some Council premises are let out via an external landlord or managing agent. In these circumstances the landlord / managing agent is responsible for ensuring the risk from exposure to Legionella in these premises is properly managed. The Estates Manager must ensure that the landlord / managing agent are aware of their responsibilities.

12. Water System(s) Records

Responsible Persons and their Deputies should have access to the following up to date records / documentation in relation to the water system for which they have responsibility;

- Risk assessment(s) and management plan(s).
- Schematic diagram(s) of the water system(s).
- Records of site reports and recommendations provided by the competent contractor.
- Records of all tests and maintenance carried out on site by the competent contractor and others.
- Details of all works carried out to ensure safe management of the water system.
- Legionella log book records and entries.
- Training records.
- Audit reports undertaken by the Health and Safety Manager.

Copies of all schematic diagrams, management plans and other associated documentation relating to a buildings' water system must be kept for a minimum of 5 years.

13. Information, Instruction and Training (Competence)

All persons involved with the Control of Legionella Bacteria in Water Systems must receive 'suitable and sufficient' information, instruction and training in order for them to discharge their duties effectively. Persons requiring this training will include;

- Duty Holder
- Directors
- Competent Person(s)
- Responsible Persons and their Deputies.
- Heads of Service with building management responsibilities.
- Water system designers and those responsible for replacement and refurbishment programmes.
- All employees involved in the 'day to day' management and maintenance of water systems (e.g. repairs operatives, work planners, general maintenance staff, building cleaning operatives and those responsible for weekly flushing activities and the maintenance of site log books).

14. Reporting Non Conformities

The appointed Competent Contractor and Health & Safety Manager must ensure the relevant Responsible Person is notified immediately of any non conformity, failing or non-compliance with the control of legionella management systems outlined within this policy document that they identify as part of the testing / auditing arrangements.

15. Decommissioning Water System(s)

If a water system remains unused for an extensive period of time (more than 2 weeks), it is recommended that it should be 'drained down' fully, ensuring that any calorifiers and water heaters are also taken off-line (out of service). For shorter periods localised procedures and control measures must be adopted to prevent the water stored within the systems from becoming stagnant.

At all void (empty) properties/premises shower heads and hoses must be removed and disposed of, with new equipment only being provided when the water systems are re-commissioned and the property is ready to re-let.

The Responsible Person should also notify the relevant Manager in the event of any decommissioning taking place.

16. Re-commissioning Water System(s)

If a water system has been out of use and not regularly flushed or it has been drained down, it will require chlorination prior to being used. This process should be carried out by a Competent Contractor as the levels of disinfection must be carefully controlled.

Where a system has been out of use but regularly flushed and system managed in accordance with guidance provided by the Competent Contractor, cold systems may be returned to normal use with no further measures to be taken.

Hot water calorifiers should be brought to full pasteurisation temperature (depending on the site, all re-circulating pumps operating where fitted) and be maintained at this temperature for a minimum continuous period of one hour before returning the system to the operating temperature – temperature must be retested again at outlets to prevent scalding.

17. Testing for Legionella Bacteria in Water Systems

The approved code of practice "The Control of Legionella Bacteria in Water Systems (L8)" does not advocate routine testing for Legionella in water systems. Testing for Legionella bacteria in water systems under the Council's control will therefore only be undertaken when;

- A case (or cases) of Legionellosis have been directly linked to a specific water system.
- Significant failures/non compliances have been noted which present a high risk of Legionella proliferation. In such cases the advice of the Competent Contractor will be sought.
- As recommended by the risk assessment to test the effectiveness of the management system(s) in place.
- Where control levels of the treatment regime (e.g. temperature, or chemical biocide levels) are not being consistently achieved.
- Where re-assurance is required to ascertain if current control measures are effective.

- On the direct advice of the Competent Contractor or other Competent Person.

Any water sampling/testing in respect of the above must be carried out by a Competent Contractor.

18. Action in the event of detecting/suspecting Legionella Bacteria being present within a Water System

Where a positive count between **100 - 1000 colony-forming units (cfu)/litre** or greater has been identified from the analysis of a water sample taken by the Competent Contractor, or where the physical condition of the water system(s) is such that there is an increased possibility of legionella proliferation, the relevant Responsible Person with assistance from the Competent Person (Health and Safety Manager) will arrange for appropriate action to be taken in accordance with the document 'The Control of Legionella Bacteria in Water Systems (L8).

If the count is **greater than 1000 colony-forming units (cfu)/litre**, or the physical condition of the water system(s) is such that there is an increased possibility of legionella proliferation, the following immediate actions must be taken;

- Immediately inform the Premises/Property Manager and Responsible Person.
- An Initial site/premises visit by the Responsible Person, Competent Person and Competent Contractor to examine local control measures. Following advice from the Competent Person and Competent Contractor the Responsible Person must decide whether to isolate/close down **all** (the entire system) or **part** (only those areas directly affected) of the hot and cold water system(s) within the premises/property.
- Responsible Person to arrange via the Competent Contractor for further samples to be taken from the affected water system(s).
- Responsible Person must ensure that suitable control measures have been implemented where all or part of a 'hot and cold' water system has been isolated/closed down due to a positive count.
- Advice will be given to Premises/Property Manager regarding the implications of elevated levels of Legionella bacteria in the water systems.
- The risk assessment and site/premises legionella log book shall be consulted for any outstanding recommendations for the affected system(s).
- Arrange for the entire hot and cold water system(s) to be chlorinated by a Competent Contractor.
- Following chlorination reassurance water samples will need to be taken by a Competent Contractor and analysed.
- The system will only be put back in to use on the direct advice of the Competent Contractor and Competent Person or following the receipt of negative test results relating to the affected water system(s).
- Additional reassurance samples will be taken weekly for a period of 1 month or longer if deemed necessary by the Competent Contractor.

- Following disinfection and in order to prevent a re-occurrence of legionella colonisation - the water system(s) and/or the control measures currently in place may require modifications in order to remove any factors that have previously allowed legionella bacteria to multiply.
- Ensure that all actions taken are in accordance with the document 'The Control of Legionella Bacteria in Water Systems (L8)' and are recorded in the log book.

19. Action in the event of detecting/suspecting Legionella Bacteria being present in a DOMESTIC Water System (Housing)

Legionella sampling of domestic hot and cold water systems is not usually necessary unless the risk assessment or routine monitoring indicates that there may be a problem.

Where a positive count between **100 - 1000 colony-forming units (cfu)/litre** or greater has been identified from the analysis of a water sample taken by the Competent Contractor, or where the physical condition of the water system(s) is such that there is an increased possibility of legionella proliferation, the relevant Responsible Person (with assistance from the Health and Safety Manager) will arrange for appropriate action to be taken in accordance with the document 'The Control of Legionella Bacteria in Water Systems (L8)'.

If the count is **greater than 1000 colony-forming units (cfu)/litre**, or the physical condition of the water system(s) is such that there is an increased possibility of legionella proliferation, the following immediate actions must be taken;

- Inform the Responsible Person.
- Consider the isolation of the system in order to protect occupants/tenant(s).
- An initial site/property visit by the Responsible Person, Competent Person (Health and Safety Manager) and Competent Contractor and to examine the system and any control measures currently in place.
- Advice will be given to occupants/tenant(s) regarding the implications of elevated levels of Legionella bacteria in the water systems.
- The risk assessment for the property type shall be consulted for any outstanding recommendations for the affected system(s).
- Responsible Person to arrange via the Competent Contractor for further samples to be taken from the affected water system(s) prior to chlorination.
- Responsible Person to arrange for the entire hot and cold water system to be chlorinated by a Competent Contractor.
- Reassurance water samples will be taken by a Competent Contractor and analysed.
- The system will only be put back in to use on the direct advice of the Competent Contractor and Competent Person or following the receipt of negative test results relating to the affected water system(s).
- Additional reassurance samples will be taken weekly for a period of 1 month or longer if deemed necessary by the Competent Contractor.

- Following disinfection and in order to prevent a re-occurrence of legionella colonisation - the water system(s) and/or the control measures currently in place may require modifications in order to remove any factors that have previously allowed legionella bacteria to multiply.

20. Action in the event of a known or suspected case of Legionnaires' Disease

The relevant Director or Responsible Person must contact the Competent Person (Health and Safety Manager) immediately if it is known or suspected that an Employee, Council Tenant or user of a Public Building has contracted Legionellosis.

21. Legionella Monitoring Activities - Personal Safety for Employees (and others)

Any person working on a water system should not be at any greater risk than anyone else if appropriate legionella risk controls are in place to prevent proliferation. However, there are some tasks that might expose these people to a water spray or aerosol.

As a consequence of the above, the first action any person must take is to check the site's written scheme and legionella log book. This will indicate whether the risk is being adequately managed and controlled and any weekly flushing activities are 'up to date'. Based on what the person finds, they will need to make a decision on whether they need to;

- Contact and consult their line manager for advice before starting work.
- Work with no additional risk controls or;

Work using additional risk controls such as a safe system of work to reduce exposure (refer to the Safe System of Work for Safe Techniques for the flushing of Communal and Infrequently Used Taps and Shower Outlets)

Broxtowe Borough Council has produced a generic safe system of work for typical water system monitoring and flushing activities. These documents aim primarily to control the amount of water spray produced during a task such as tap and shower flushing activities. Managers must ensure these documents are suitable, and if not adapt them, for their circumstances and communicate them to their staff. Please refer to the Safe System of Work for Safe Techniques for the flushing of Communal and Infrequently Used Taps and Showers.

22. Supplementary Information – Other Legionella Risks

Responsible Persons need to be aware that Legionella risks may exist aside from the use of 'hot and cold' water systems within buildings. These risks in the main relate to operational activities undertaken by employees or are linked to static water sources/containment which may not be subject to strict management controls. Responsible Persons and Managers need to consider the following items;

- Use of pressure washing equipment.
- Storage and use of hose pipes.
- Wheel washing equipment.
- Dust suppression.
- Ponds.
- Re-circulating water features.

- Re-circulating fountains.
- Automatic plant watering systems.
- Water butts – under no circumstances use this water in conjunction with any mist or spray generating equipment.
- Rainwater harvesting systems.
- Jacuzzi baths.

If in doubt – Responsible Person(s) and Premises/Property Managers should consult with the Health and Safety Manager (Competent Person) at the earliest opportunity.

Management Structure Chart - Control of Legionella

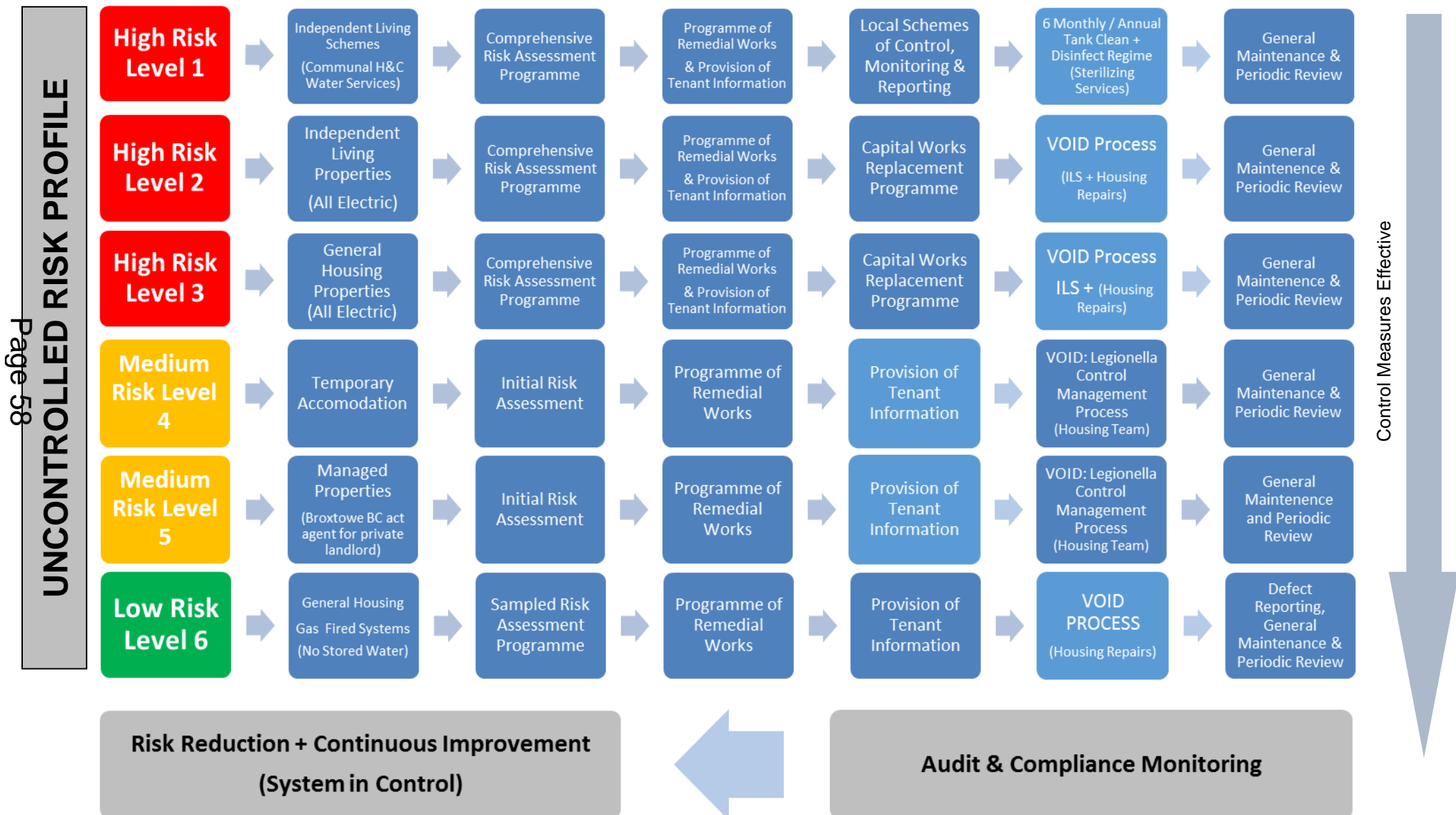
Appendix 1

	Broxtowe Borough Council		L Leisure Ltd (TECKAL)
	Housing Operations	Public Buildings (includes Crematorium & Kimberley Depot)	Leisure Centre Operations (includes DH Lawrence Museum)
Duty Holder	Chief Executive		Managing Director
Responsible Person(s)	Housing Repairs and Compliance Manager	Senior Public Buildings Supervisor	Manager Kimberley LC Manager Bramcote LC + Chilwell Olympia LC (Events & Heritage Manager) DH Lawrence Birthplace Museum
Deputy Responsible Person(s)	Asst. Housing Repairs Manager	Multi-Skilled Plumber	Technical Supervisor Kimberley LC Asst. Managers & Duty Manager Bramcote LC Asst. Manager(s) Chilwell Olympia LC (Museum & Collections Officer) DH Lawrence Birthplace Museum
Competent Person(s)	Health & Safety Manager Health & Safety Officer	Health & Safety Manager Health & Safety Officer	Health & Safety Manager - Broxtowe BC Health & Safety Officer - Broxtowe BC
Nominated Post(s) with a role in legionella control	<ol style="list-style-type: none"> 1. Senior Maintenance Officer (Compliance) 2. Maintenance Inspector (Compliance) 3. Facilities Coordinator (Ret. Living) 4. Cleaning Supervisor (Ret. Living) 5. Cleaning Operatives (Ret. Living) 6. Lettings Officer 7. Private Sector Liaison Officer 8. Leaseholder & Temp Accommodation Officer 9. Housing Repairs Operatives 10. Senior Maintenance Officer(s) 11. Senior Work Planner 	<ol style="list-style-type: none"> 1. Crematorium Manager 2. Park Attendants 3. Cleaners (Parks & Pavilions) 4. Cleaners (Public Buildings) 5. Multi-skilled Plumber (Public Buildings) 	<ol style="list-style-type: none"> 1. Duty Manager(s) 2. Technical / Plant Room Supervisors 3. Leisure Centre Operatives 4. Cleaning Supervisors / Operatives
Approved Contractor(s)	<ol style="list-style-type: none"> 1. UBIQUE Building Services Limited 2. Sterilizing Services 	<ol style="list-style-type: none"> 1. Sterilizing Services 	<ol style="list-style-type: none"> 1. Sterilizing Services 2. Broxtowe Borough Council (Public Buildings) 3. Nottinghamshire County Council (ARC) 4. MA Technical Services 5. Kohler Mira Ltd – Rada Controls

Housing Operations

Legionella Risk Profile & Management Framework

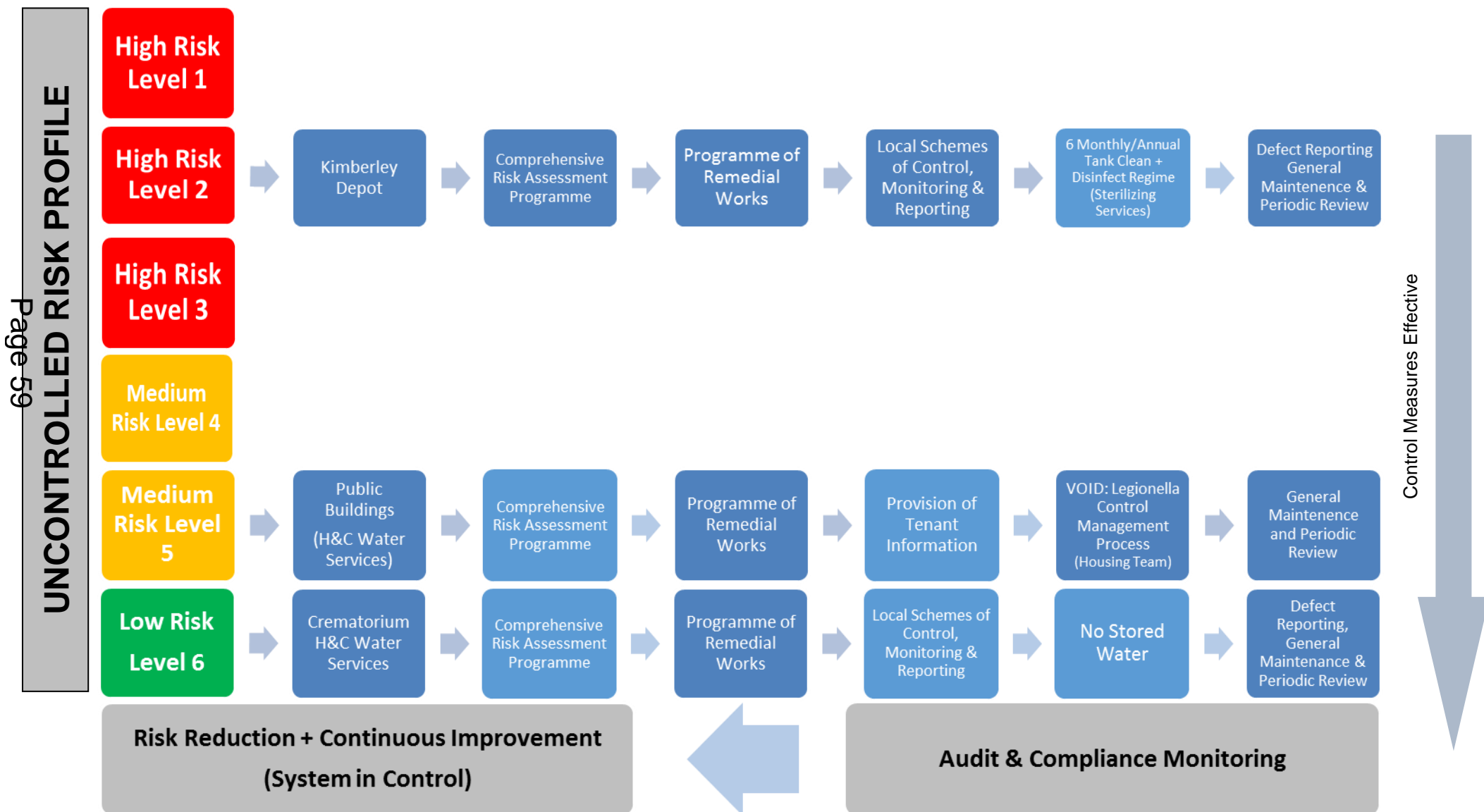
Appendix 2



Public Buildings

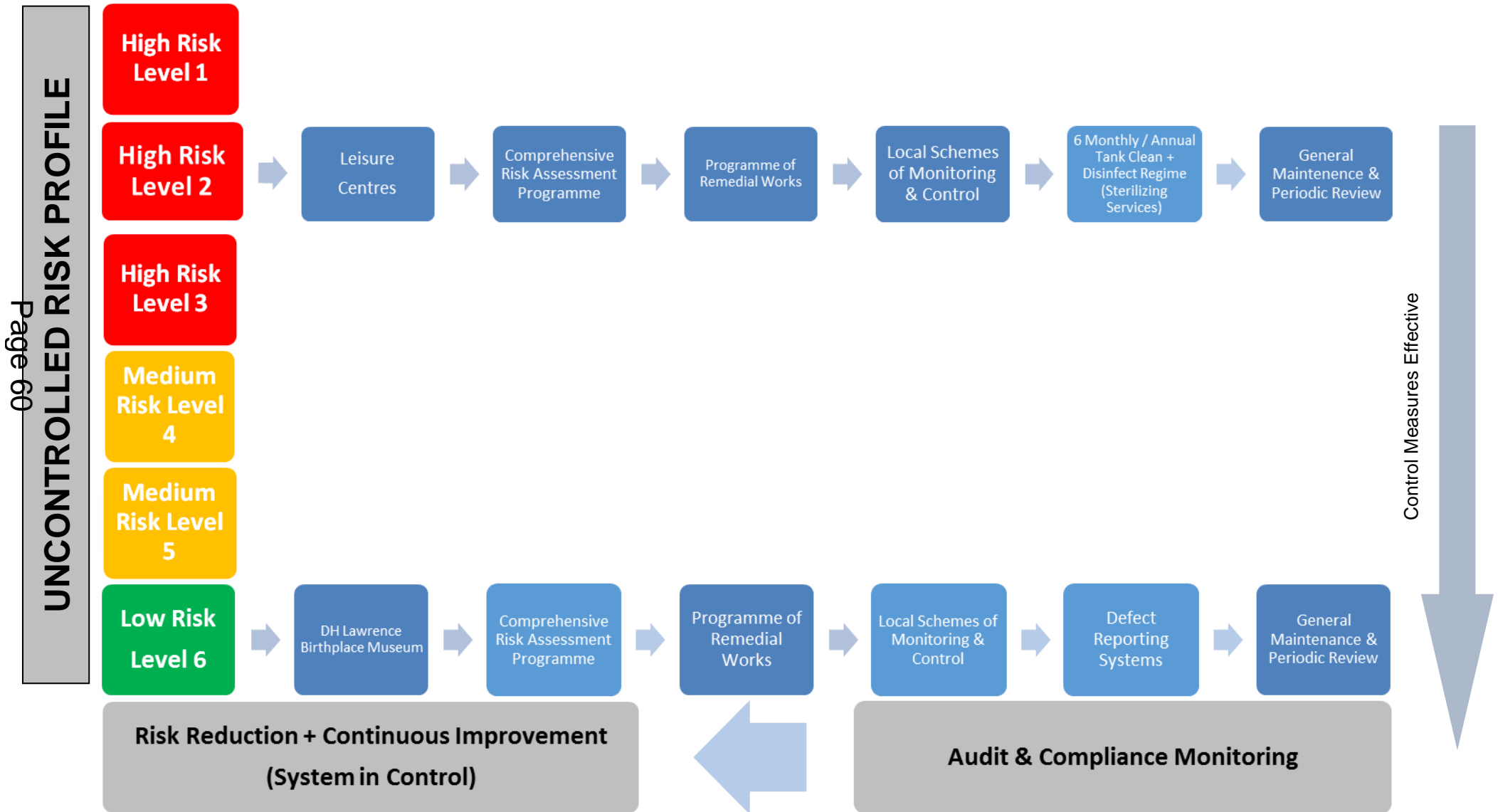
Legionella Risk Profile & Management Framework

Appendix 3



Liberty Leisure Ltd

Legionella Risk Profile & Management Framework



Report of the Executive Director

ICT STRATEGY 2022 TO 2027

1. Purpose of Report

To seek approval for the new ICT strategy through to 2027 in accordance with the Council's values of continuous improvement and value for money.

2. Detail

The ICT strategy, included in the report at the appendix, has been developed in consultation with employees and members.

The previous strategy worked well and placed the Council in a strong position to react to the COVID-19 pandemic allowing the organisation to change to an agile model of service delivery almost overnight.

The new strategy follows a very similar format and approach to the previous ICT strategy, albeit focusing on later technology. While the strategy contains broad strategic objectives along with the rationale behind those objectives, including the benefits and deliverables that will be achieved it does not set out to provide a strict formula or action plan dictating the approach. It is a scene setter that will allow the Council to remain agile.

A technical delivery plan has also been produced to support the ICT strategy and particularly give the necessary detailed technical information required by ICT employees to inform their on-going work programmes. While the technical delivery plan has not been included in this report it is available in the Member room for consideration.

The strategy provides four ICT themes to support the strategic objectives namely:

- Enabling **efficiency**
- Responding flexibly and with agility to **customer** needs
- Modern architecture supporting efficient and agile working **culture**
- Robust arrangements for **business continuity, information management and governance** and **security**.

Each theme is presented in terms of its impact, its benefits, and its deliverables in relation to ICT service delivery.

3. Financial Implications

The Council has recognised the importance of and the benefits derived from ICT; as a result, it has invested year on year into the ICT infrastructure. The likely levels of additional investment required for the period to March 2027 have still to be agreed and this forms part of the annual budget process.

Recommendation

The Committee is asked to RESOLVE that, with effect from 24 March 2022, the new ICT strategy be adopted.

Background Papers: Nil.

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Broxtowe
Borough
COUNCIL

ICT Strategy

2022 - 2027

Working with you to achieve more

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To provide relevant Information Technology Services that, in terms of economy, efficiency and effectiveness, our customers regards second to none.



Ruth Hyde OBE

*Chief Executive
Broxtowe Borough Council*

Foreword

Employees rely on access to ICT equipment, systems and online information to perform their day to day jobs. Councillors need access to collaborative system to remain in touch with the organisation and their residents. Customers expect services to be online and available on an, anytime and anywhere basis in addition to the traditional access channels of telephone and face to face.

A significant degree of disruptive change occurred during the pandemic which started in March 2020. Nearly all office based employees needed to work from home in an agile way for at least some of the time. All democratic meetings were held online. The last ICT strategy had implemented the necessary technologies to support this demand but had been struggling to gain traction with many employees before the pandemic hit. These technologies became essential and the adoption rate accelerated. An employee satisfaction survey carried out in 2021 highlighted that 91% of employees wanted to continue to work in an agile way for at least some of the working week.

Broxtowe Borough Council are continually looking to achieve maximum value for money from their ICT investments. Connectivity solutions are key in supporting greater accessibility, flexibility and

information provision. The increasing complexity of ICT solutions, their rapid evolution and the need to be agile in responding to organisational and customer needs, the need to increase resilience responding appropriately to the growing cyber security threat landscape and improve quality requires a less traditional approach to ICT strategy moving forward.

The potential application of new technologies during the life of this ICT Strategy provides exciting opportunities. These may include 5G mobile networks allowing greater functionality to be delivered on mobile devices, artificial intelligence to speed up and enhance the customer journey, and drones to enable for example remote access to site inspections. The strategy allows for the Council to dynamically respond to technological advancements where these are affordable and will benefit the organisation for example, in assisting reduction in the organisations carbon footprint.



ICT Services

The five strategic elements presented in the graphic opposite have proven to provide a strong foundation for ICT service delivery. All three organisations are now at a similar maturity level in relation to the strategic delivery of each of these five strategic elements.

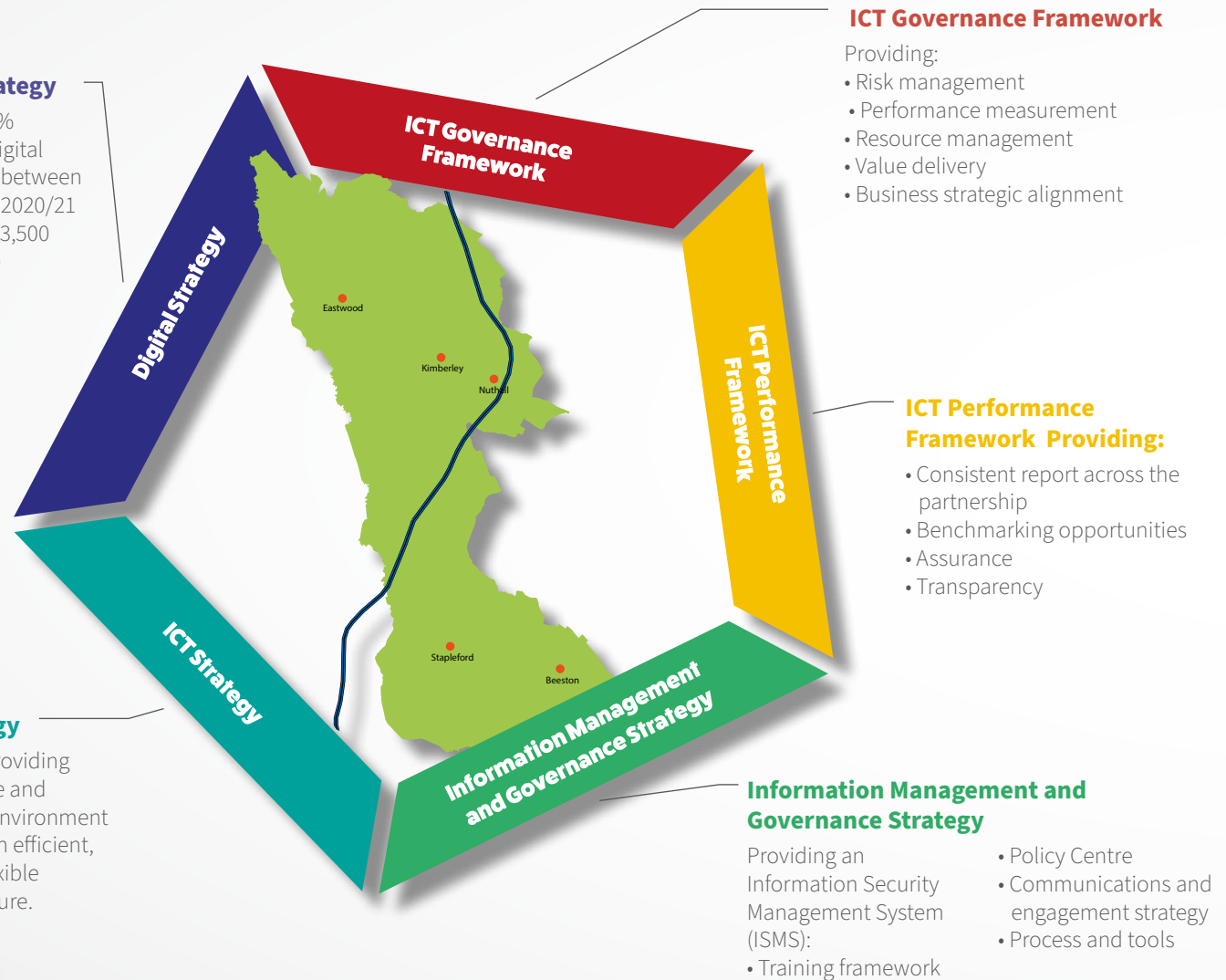
The ICT strategy document that follows has been developed following consultation and will further promote and support good customer services along with a culture of agile and flexible working arrangements for employees and members.

Digital Strategy

Delivered 61% increase in digital transactions between 2017/18 and 2020/21 (now over 483,500 transactions)

ICT Strategy

Emerging providing a sustainable and responsive environment to support an efficient, agile and flexible working culture.



Introduction

Purpose

This document sets out the Council's strategy for Information Communication and Technology (ICT) over the period 2022 to 2026.

The role of ICT is essential to the delivery of all of the Council's services and is fundamental to most business change programmes across the organisation.

While the strategy contains broad strategic objectives along with the rationale behind those objectives, including the benefits and deliverables that will be achieved it does not set out to provide a strict formula or action plan dictating the approach. An emerging strategy will therefore exist enabling an agile approach to operational delivery, taking advantage of new proven developments and partnership opportunities.

The ICT Strategy reflects the Council's vision and Corporate Plan in promoting cost effectiveness and excellence in front line service delivery. The Council's vision as articulated in the Corporate Plan is:

'a greener, safer, healthier Borough, where everyone prospers'

The Corporate Plan identifies 5 key priorities, which form the key action areas to achieve the vision for the Council. These priorities are:

 Housing	A good quality home for everyone
 Business growth	Invest in our towns and our people
 Environment	Protect the environment for the future
 Health	Support people to live well
 Community safety	A safe place for everyone

GREAT

- **Going the extra mile:** a strong caring focus on the needs of all communities
- **Ready for change:** innovation and readiness for change
- **Employees:** valuing employees and enabling the active involvement of everyone
- **Always Improving:** continuous improvement and delivering value for money
- **Transparent:** integrity and professional competency

The ICT Strategy is an enabler to assist the Council in achieving its vision.

*economy, efficiency
and effectiveness*

ICT Vision

The ICT Strategy defined within this document seeks to accomplish the following five part vision aligned with the Corporate Plan, and the ICT mission statement of Economy, Efficiency and Effectiveness:



- 1 ICT as an enabler for **efficiency** savings and service improvements.
- 2 Responding in a flexible and agile way to **customer** needs, with emphasis on digital by design / channel shift through automation and enabling of online and self-service.
- 3 Standardisation of strategies, policies, processes and technologies to enable **good practice** operation.
- 4 Modern architecture enabling efficient operation and supporting the agile/flexible working **culture**
- 5 Robust arrangements for **business continuity, information governance** and **security**.

Corporate Plan – Strategic Alignment

The five part vision for ICT set out above supports the Corporate Plan in promoting cost effectiveness and excellence in front line service delivery.

In particular, the successful implementation of the ICT strategy will:

- Improve the **efficiency** of the Council by implementing new or improved methods of working that are either more cost effective (for example by reducing travel or reducing paper consumption) or by enabling employees to be more efficient with their time (for example by using agile/mobile technologies to maximise the presence of employees in their primary place of work). These efforts will also directly support a further corporate objective of the Council, which is that the environment will be protected and enhanced for future generations. Ensuring that the technology implemented reduces where possible the environmental impact is implicit and runs through the entire ICT vision and strategy.
- Provide employees with the most appropriate ICT tools and processes to enable them to deliver cost effective and efficient **customer focused** services.
- Through efficient technology platforms support the Council's commercial services to enhance **income generation**.
- Through effective **business intelligence**, improve the information available to members and officers so that it is of a high quality, up-to-date, complete, presented in an appropriate format and is available at anytime and at any place, creating transparency and informing the Council's **decision support system**.
- Empower Broxtowe's **customers** by providing them with greater accessibility to the Council's public and information services.
- Improve **communications** with customers, with other organisations and within the Council through effective and flexible electronic communication channels (anytime, anywhere).
- Maintain an effective and **modern infrastructure** which underpins all of the priorities and actions within the Council's key objectives; housing, business growth, environment, health and community safety.





Context

National

Key to the national picture is the growing Cyber Security threat and the £2.6bn investment by the UK Government to promote and protect our interests in Cyberspace. In addition, there is the newly published Environment Act 2021 and COP26 and the increasing demand on technical solutions to help mitigate some of the environmental impact of the anthropocene. A number of additional sources have been considered in the development of the five part vision including:

- Government Digital Services: Our Strategy 2021 to 2024 (published 20 May 2021)
- National Cyber Security Strategy 2022 (published 15 December 2021)
- Local Government Association Assessment of Cyber Security at Broxtowe Borough Council (published December 2021)
- Environment Act 2021
- LG Inform: Mapping Digital Exclusion across the UK
- Public Sector Digital Trends 2022 (Published November 2021)

Local

Key to the local picture is alignment with the Council's published Corporate Plan. The ICT Strategy should be read in the context of the Corporate Plan and the underpinning Financial Strategy. As well as the above documents the five part vision has been informed by a number of other sources including:

- Consultation with senior staff facilitated through the ICT Business Account Management meetings with Chief Officers, Heads of Service and Section Heads conducted throughout June and July each year.
- Alignment with service based strategies
- ICT Services Mission Statement
- ICT Governance Arrangements
- ICT Consultation with Members

Looking Back

Development between 2017 and 2021

During the life of the last ICT Strategy (2017 to 2021) the following provides an example of what was achieved:

IMPLEMENTATION OF NEW SYSTEMS

- Customer Relationship Management System
- Upgraded Housing Management System
- Mobile Housing Maintenance Solution
- Noise Monitoring Solution
- Resident Engagement Platform (green initiative)
- Intelligent Scanning Solution
- Upgraded BACS / Direct Debit Solution
- Upgraded Waste Management System
- Video, Instant Messaging, Telephony, Hybrid Meetings

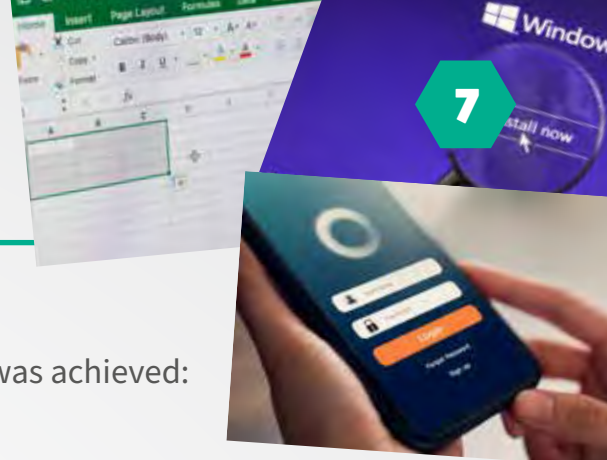
UPGRADING INFRASTRUCTURE

- Nominet for Government Connect and WAN can stay
- Government Connect (PSN)
- Microsoft Windows 2010
- Microsoft Server 2016
- Microsoft Office 2016
- New Mobile Phones
- Multi Functional Devices replacement
- Standard desktop replacement programme
- New WIFI solution to include additional sites
- Audio Visual solution for the Council Chamber
- Business Signage
- Digital Meeting Rooms
- New Ways of Working Programme
- New Storage Area Network (SAN)
- New Data Centre
- New ESX Servers

CYBER SECURITY

- Worked in partnership with Local Government Association (LGA) to carry out a full cyber security assessment of the Council's ICT services and to assist with the trend analysis across local government nationally
- Broxtowe Borough Council are compliant with the National Cyber Security Centre (NCSC) 10 Step to Cyber Security Programme
- Senior ICT employee has completed the cyber security CCISP qualification funded by the LGA

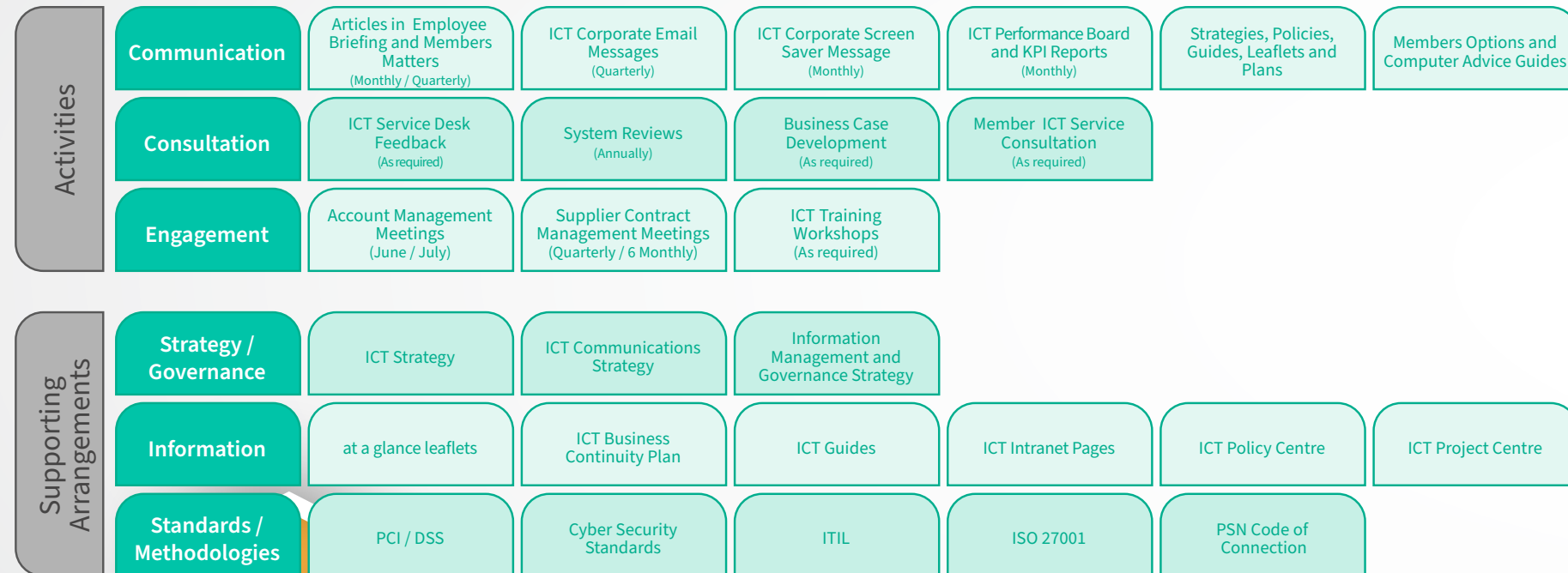
There were **84** actions of which **82** are currently complete or will be complete by the end of the 2021/22 financial year. Of the 2 remaining actions; 1 action (action 68) was cancelled due to SOCITM no longer supporting the software asset register functionality and 1 action (action 50) was no longer required following a review of partnership security.



Communications, Consultation and Engagement Strategy

Many of the communication, consultation and engagement elements of ICT service delivery are now embedded in the service culture across the ICT Shared Service.

The strategy depicted below makes explicit the activities that are delivered under each element in line with the Corporate Communications, Consultation, and Engagement Strategy.



Strategic Objectives

ICT Themes

This strategy consists of the following strategic themes:

- 1 Enabling **efficiency**
- 2 Responding flexibly and with agility to **customer** needs
- 3 Modern architecture supporting a sustainable, efficient and agile working **culture**
- 4 Robust arrangements for **business continuity, information management and governance** and **security**



These themes have been selected for;

- Their importance as key transformation drivers for the Council; and
- Their alignment to the Corporate Plan and core strategies; and
- Their alignment with the five part vision for ICT
- Investigate Open Source alternatives to business software and specialist applications to promote value for money and cost effectiveness

Enabling Efficiency

IMPACT

Enabling the Council to redesign processes/ services to be more accessible and efficient, producing better, quicker and more consistent outcomes for customers. Using Digital by Design principles to automate business processes. Recognising employees as a key organisational resource and ensuring access to appropriate technology and information to promote efficient and effective working. Enabling financial stability and the promotion of environmental good practice by establishing appropriate contractual arrangements.

BENEFITS

Operational efficiency through the effective use of existing or new technologies. Reduced waste through automated processing and streamlined manual procedures taking opportunities to remove bureaucracy. Improved service delivery through operational consistency.



DELIVERABLES

- Promote Digital by Design principles throughout the organisation.
- Review and exploit established technology to ensure greatest operational benefit gain.
- Capture efficiencies and lessons learned to avoid cost and effort.
- Implement good practice from local or regional partners for proactive training and development.



Responding flexibly and with agility to customer needs

IMPACT

Improving responsiveness to ensure that customers experience consistent services through appropriate and modern access channels (web, telephony and face to face). To facilitate channel shift where appropriate by creating digital service that our customers view as their access channel of choice moving transactions away from face to face and telephony towards self-service facilities via the Internet and automated telephony technologies. Helping the community to gain access to online services and investigating technologies which support community engagement.

BENEFITS

Improve customer experience with greater first line resolution and provide a consistent customer experience across services. Support customer's needs through assisted technology initiatives. Making services more accessible and offering the customer greater choice in how they contact us at what time and on what device. Enable a higher level of customer engagement resulting in stronger communities (e.g. electoral registration and e-newsletters).

DELIVERABLES

- Expand channel shift programme targeting high volume, politically sensitive and socially important services to achieve 70%, 20%, 10% (or better) split of interactions (Web, Telephone, Face to Face respectively).
- Promote and encourage community engagement through modern technologies.
- Help address the issue of digital exclusion due to age, education, income and health.
- Expand access channels to include the use of mobile web services as a means of delivering council services and increase the use of email and mobile text based services (SMS).
- Progress use of mobile technology subject to business case approval to pursue a quicker and better service to local people.



Modern architecture supporting efficient and agile working culture

IMPACT

Enabling the greater flexibility and agility of both employees and members through the deployment of appropriate technology including effective collaboration systems and tools. Support decision making through business intelligence by utilising the Council's information assets. Promoting environmental good practice through reduction in for example the number of journeys undertaken and smaller asset footprint.

BENEFITS

Ensures a modern work place that is flexible and agile to enable the Council to be responsive to organisational and customer needs. Provides relevant communications and collaboration tools to enables an efficient work place and one that is attractive to employees and partner organisations. Reduces the Council's environmental impact.

DELIVERABLES

- Investigate the greater use of mobile technologies as these become more robust and suitably designed for a corporate environment.
- Enhance systems to design in agility and flexibility.
- Keep abreast of technologies and facilities within the borough that can be utilised by employees further assisting mobile working.
- Reduce the Council's carbon footprint through improved use of technology.



Business Continuity, Information Management and Governance, and Security

IMPACT

Delivering robust and resilient safeguards ensuring ongoing availability of priority services and a means of recovery in the event of a disaster. Safeguarding the Council's data by ensuring compliance with all relevant legislative, financial and central government security standards. Improving maturity of the management and governance of information assets and delivering appropriate arrangements to ensure compliance with such as the Data Protection Act 2018. Enhancing security to better address cyber security threat vectors. Ensuring our information assets are effectively managed in line with all relevant legislation through the deployment of appropriate technical standards and solutions.

BENEFITS

Ensures availability and continuity of services to our customers and the management of risk related to the authority's ICT assets. Ensure compliance with relevant legislation and good practice standards (e.g. ISO 27001)

DELIVERABLES

- Maintain compliance with legislative, financial and central government security standards (i.e. PCI/DSS, GCS Code of Connection, Data Protection Act 2018), ensuring standards are applied in a proportionate way so as not to stifle our ability to deliver effective services
- Enhance arrangement for business continuity utilising mobile devices and homeworking arrangements
- Deliver full failover direct internet access (DIA) services in order to provide appropriate capacity for agile working environment (increased capacity DIA over IPVPN)
- Ensure compliance with relevant ISO standards (i.e. ISO 17799, 25999, 27001)
- Open data principles along with the transparency framework supporting and reducing Freedom of Information (FOI) requests
- Implement appropriate software/ procedures to support archiving and retention in support of the Information Management strategy
- Investigate the use of collaboration and information sharing tools including extended use of existing technologies to reduce paper based activities and storage
- Achieve compliance with Cyber Essential and enhance the organisational awareness in relation to the growing cyber threat vectors
- Ensure appropriate technology is deployed to offer resilience and capacity in the provision of a robust technical architecture





Risks

The delivery of the ICT Strategy will be through a series of managed programmes and projects linked to the strategic components within the Broxtowe Borough Service Improvement (BBSi) Portfolio of projects and programme and will be subject to the established ICT governance arrangements (see page 17).

Risks associated with the implementation of this strategy will be reduced through the use of structured techniques for programme and project management. The methodology is described more fully in the ICT governance section.

Some of the key risks associated with the delivery will be:

- funding constraints, if the funds identified in the BBSi Portfolio business cases are not forthcoming or at the appropriate time
- changes in scope which may impact on cost, quality, timescales and resourcing
- resource constraints associated with running significant concurrent programmes of work
- important and urgent organisational business priorities emerging which require ICT resourcing, necessitating the redeployment of ICT resources as priorities dictate
- the technical complexity and interdependencies inherent in the concurrent deployment of large technical projects
- cultural challenges associated with new ways of working, the use of technology and the desire for customised local solutions
- ensuring appropriate skills, support and training is in place to empower employees to deal with organisational changes
- the ever changing cyber security threat landscape

Critical Success Factors

Critical Success Factors and Resourcing the ICT Strategy

The successful implementation of this Strategy depends on maximising the value the Council achieves through its use of existing ICT systems, equipment, and human resources. In particular, the Council will aim to ensure that:

- the **ICT strategy is embraced by the whole organisation** and the delivery of action plans are facilitated by appropriate communications, skills development, training and the application of best practice;
- **business change management** is strengthened through clear governance by the corporate Broxtowe Borough Service Improvement (BBSi) Portfolio of projects and programmes;
- **future investment plans** give sufficient emphasis to Information and Communication Technology where significant investment has already been made.
- a corporate approach to **information management and governance** continues to be supported including the implementation of relevant standards (ISO 17799 – code of practice, ISO 27001 – ISMS standard);
- the **digital by design strategy** continues to be supported including the drive to manage demand and provide online and self-service facility that our customers view as their access channel of choice;
- the **Automation and Enablement** of key processes is achieved;
- technology is embraced to help **reduce the Council's carbon footprint**; and
- the issues of **cyber security, physical or information security, disaster recovery** and **business continuity** are given appropriate priority.

Recognising the importance of and the benefits derived from ICT, the Council has invested significant amounts in ICT. The likely levels of additional investment required for the period to March 2026 have still to be agreed and form part of the annual budget process.



ICT Governance

ICT Governance Arrangements

The portfolio of projects and programmes resulting from this strategy will be managed in accordance with the established governance arrangements; ICT governance is made up of five strands namely:

- risk management
- performance measurement
- value delivery
- strategic alignment
- resource management

RISK MANAGEMENT

The ICT related projects that the Council implements are often expensive and delivered over a number of months, so it is important that sound risk management is in place both in managing projects and the day to day operation. Using the PRINCE2 project management methodology helps to mitigate the risks by enabling the Council to consistently work to identify the risks associated with a given project and regularly report on progress to the programme board.

STRATEGIC ALIGNMENT

Key to achieving strategic alignment is good communication and a good relationship between ICT and service/section heads. Regular business account management meetings facilitate this relationship. The aim is to ensure that ICT systems are only developed once a full understanding of appropriate business strategies exists and that any investment is able to support the planned development of the business with the underlying objective of improved and efficient services delivered to customers.

PERFORMANCE MEASUREMENT

In order to ensure that the ICT service delivers solutions on time and is able to support those solutions, a series of internal service level targets are in place. These

targets are used to ensure openness and transparency exists. Monthly reports are seen by a member of GMT.

RESOURCE MANAGEMENT

Resource management covers the service in a number of areas. It is not only important to ensure that there is enough ICT resource with the requisite skills to deliver the project management, the technical installations and the support of new systems / solutions but it is also essential that capacity exists within the service area to enable successful change/ implementations to take place.

VALUE DELIVERY

Once a solution has been delivered, ensuring that the organisation is realising the improvements and efficiencies that were highlighted in the business case supporting the original investment come under the strand of value delivery - Benefits realisation is reported on a monthly basis to senior management.



Broxtowe Borough Service Improvement (BBSi) Portfolio

The Broxtowe Borough Service Improvement (BBSi) Portfolio is part of the ICT governance framework and is used to ensure that there is a mechanism in place to manage the portfolio of ICT developments and service improvements.

The Role of General Management Team and ICT and Business Transformation

The role of GMT and ICT & Business Transformation is to ensure that the BBSi portfolio is effectively monitored, that the direction of travel of the ICT Strategy is monitored, that expertise is coordinated from all areas of the business aiding strategic alignment, that a communication channel is facilitated to ensure that all employees have the opportunity to engage and that resource can be utilised to deliver service improvement through business transformation and deployment of appropriate technologies.

Business Account Management Meetings

In order to maintain a close working relationship between the ICT function and the business, regular account management meetings are organised. These include annual meetings between the Chief Information Officer and Chief Officers, and the ICT and Business Transformation Manager with Heads of Service and Section Heads.

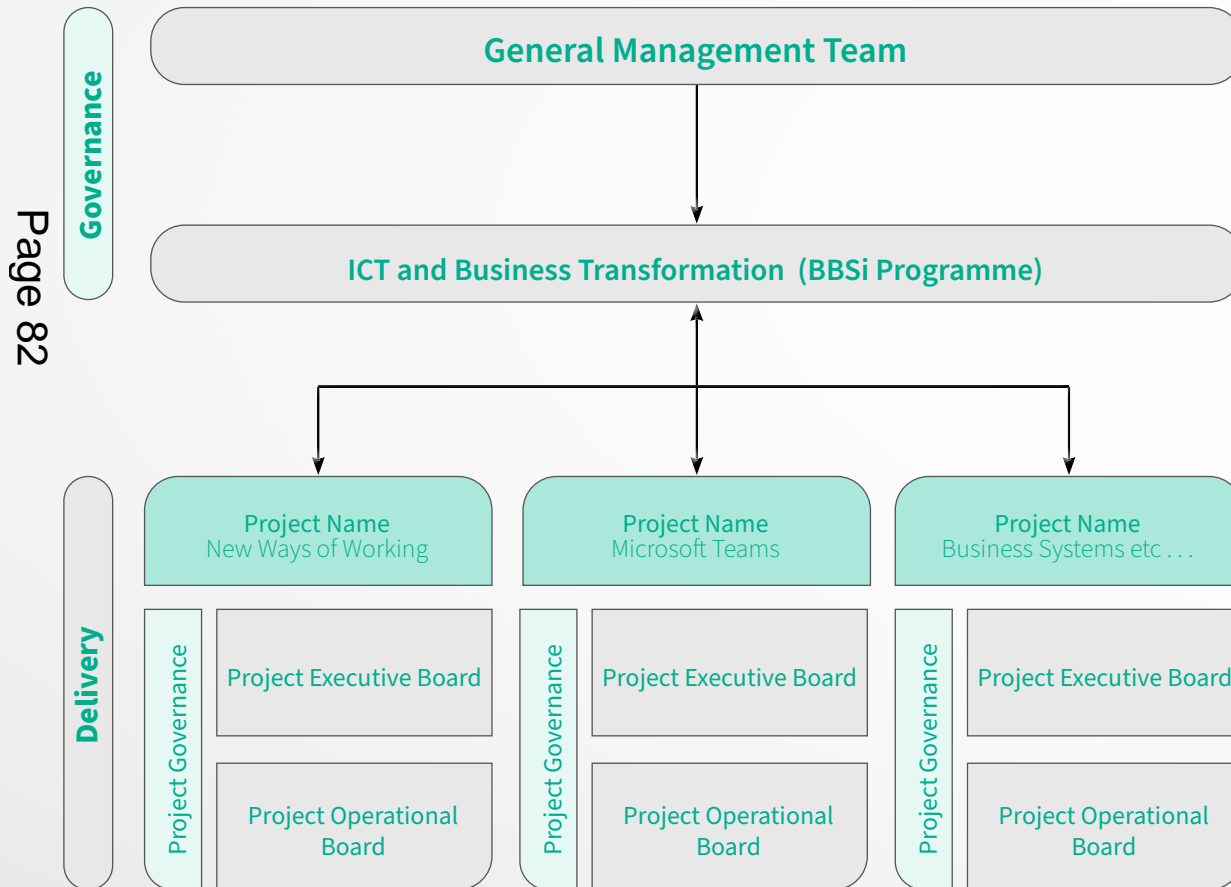
Portfolio Management

The BBSi portfolio and the reporting mechanisms associated with the programme (for example the BBSi Portfolio Highlight Report) ensure that openness and transparency exists. Using a simple to understand traffic light system (Red, Amber, Green (RAG) status), senior managers and the ICT management team can see immediately where issues exist and are able to react in order to apply the appropriate measures to address the circumstances.

Project Management

Risks associated with the implementation of any programme will be reduced through the use of structured techniques for programme and project management. PRINCE2 (Projects IN Controlled Environments) is a structured methodology for effective project management. PRINCE2 has been adopted corporately. ICT services and its contractors have used PRINCE2 successfully. PRINCE2 is not restricted for use in ICT related projects but is a generic methodology that promotes best practice in project management and as such all corporate projects benefit from this.

ICT Governance Framework Diagram



Performance Management and Progress Monitoring

A number of measures are in place to ensure that regular performance management and progress monitoring is carried out.

The ICT management KPI report is produced monthly. This document contains details of security incidents, the number of calls received by the services desk, the percentage of responses achieved within the service level targets, the percentage of time the systems are available and the customer satisfaction survey results.

The BBSi Portfolio Highlight Report is produced monthly. The report is used to monitor progress giving full transparency to the state of all projects and programmes contained within the portfolio.

The business plan for ICT contains local indicators, which are monitored throughout the life of the programme. A percentage is recorded to indicate how much of the programme has been delivered.

Consultation

STAFF CONSULTATION

This strategy has been developed in consultation with ICT and Business Transformation employees, Chief Officers, Heads of Service and Section Heads as part of the activity included in the annual ICT Business Account Management meetings.

All service areas were represented and feedback was captured and has been used to inform the new ICT strategy.

MEMBERS

A consultation exercise was carried out with Members where the opportunity was provided to share ideas. Feedback was used to inform the new ICT strategy.



Glossary

CISSP	Certified Information Systems Security Professional
CLOUD COMPUTING	<p>Hybrid Cloud: may be established where several organisations have similar requirements and seek to share infrastructure so as to realise the economic and environmental benefits of cloud computing. This option may offer a higher level of privacy, security and/or policy compliance. In addition it can be economically attractive as the resources (storage, servers) shared in the community are already exploited and may have reached their return on investment.</p> <p>Public Cloud: (or external cloud) describes cloud computing in the traditional mainstream sense, whereby resources are dynamically provisioned on a self-service basis over the Internet, via web applications/web services, from an off-site third-party provider billed on a utility computing basis.</p> <p>Private Cloud: (or internal cloud) offer the ability to host applications or virtual machines in an organisation's (or partnership's) own set of hosts. These provide the benefits of utility computing – shared hardware costs, the ability to recover from failure, and the ability to scale up or down depending upon demand.</p>
GCSX	Government Connect Secure extranet is a central government facility providing a secure private Wide-Area Network (WAN) between connected Local Authorities and other public organisations.
IAAS	Cloud infrastructure services, also known as 'Infrastructure as a Service' (IAAS) which delivers a server infrastructure environment as a service. Rather than purchasing servers, software, data-center space or network equipment the service is billed on a utility computing basis i.e. by the amount of resources consumed.
ICT	Information & Communication Technology.
IPVPN	Internet Protocol Virtual Private Network provided by Virgin Media. The provision of a network linking remote buildings, making up part of the WAN.
ISC²	International Information System Security Certification Consortium - a non-profit organization which specializes in training and certifications for cyber security professionals. It has been described as the world's largest IT security organization. This organization is responsible for setting global cyber security training programmes including CISSP.

ISO 17799	Information Security Management Code of Practice Standard.
ISO 25999	Business Continuity / Disaster Recovery Standard.
ISO 27001	Information Security Management System (ISMS) Standard.
ITIL	<p>ITIL® (the IT Infrastructure Library) is the most widely accepted approach to IT service management in the world. ITIL® provides a cohesive set of best practice, drawn from the public and private sectors internationally. It is supported by a comprehensive qualifications scheme, accredited training organisations, and implementation and assessment tools. The best practice processes promoted in ITIL® support and are supported by, the British Standards Institution's standard for IT service Management (BS15000). The standard includes the following components: -</p> <ul style="list-style-type: none"> • Service Management: • Financial Management: • Capacity Management: • Continuity Management: • Availability Management: • Configuration Management: • Service Desk: • Incident Management: • Problem Management: • Change Management • Release Management
NCSC	UK National Cyber Security Centre
PCI/DSS	Payment Card Industry Data Security Standards
SAAS	Cloud application services or 'Software as a Service' (SAAS) deliver software as a service over the Internet, eliminating the need to install and run the application locally and simplifying maintenance and support.



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Report of the Chief Executive

EQUALITY AND DIVERSITY ANNUAL REPORT 2021/2022

1. Purpose of report

To provide members with an annual review of activity and outcomes in respect of the Council's equality and diversity work.

2. Background

The Council's Equality and Diversity Policy provides the framework for the Council's approach to the wide-ranging equality and diversity agenda. While incorporating the Council's legal responsibilities as a public body within the meaning of the Equality Act 2010, it also outlines the Council's aims and aspirations for achieving cohesive and inclusive communities and ensuring equal access to services. The Equality and Diversity Annual Report 2021/22 is provided at appendix 1 to this report.

Under the Equality Act, public bodies are required to publish equality objectives that will help them further the aims of the general duty. Equality objectives must be specific and measurable and are intended to help focus attention on the priority equality issues within an organisation and help deliver improvements in policy making, service delivery and employment.

Appendix 2 of the report sets out the Council's refreshed Equality objectives for 2022/23. Appendix 3 sets out progress against the objectives set for 21/22 and there follows an action plan in appendix 4 for 2022-24 based on the proposed objectives for 22/23.

Recommendation

The Committee is asked to NOTE the report including information contained in appendix 1; the progress in implementing the action plan for 2021/22 set out in appendix 3 and RESOLVE that the proposed Equalities Objectives 2022/23 and action plan for 2022/24 contained in appendices 2 and 4 be approved.

Background papers

Nil.

APPENDIX 1

EQUALITIES ANNUAL REPORT 2019/20

This report highlights the work undertaken and the progress and achievements made by the Council and its partners in the area of equality and diversity during 2021/22.

1. POLICY CONTEXT

In Broxtowe we want a society in which everyone can contribute to and benefit from our shared ambitions and priorities. This aim is summed up in our policy statement:

‘Broxtowe Borough Council is committed to promoting equal opportunities, valuing diversity and tackling social exclusion. The Council will aim to provide opportunities that meet the diverse needs of different people and groups of people by ensuring that services and employment opportunities are accessible to all. Everyone will be treated fairly and with respect. Diverse needs will be understood and valued. The Council will aim to eradicate all forms of discrimination.’

The Council recognises that it has a duty to mainstream equality and diversity in all it does. We also understand that we have a duty to exercise leadership to promote fundamental rights such as equality of opportunity and freedom from discrimination and we accept that we are in a unique position as an employer, service provider and community leader to promote equality and prevent discrimination.

The Government has made “levelling up” a central part of government policy, recognising the entrenched inequalities which exist in many part of our communities. It has published a white paper setting out proposals to address the issues and intends that local government should play a central part in delivering more fair and equal outcomes for all communities. The reasons for inequality are complex and multi-faceted, including the prevalence of pre-existing health conditions, lower skills, the economic structure of localities and historic levels of underinvestment; the occupations of many BAME and individuals from poorer areas, overcrowding and vulnerability to redundancy from working in jobs which have little job security. Overall Broxtowe’s citizens fare better than many other areas of the UK. However, when viewed at a micro level, pockets of significant inequality exist in Broxtowe and require targeted effort and significant levels of investment. The areas of Eastwood, Kimberley and Stapleford are areas the council is working with partners to improve. There are also areas of Beeston which will benefit from a similar focus.

2. EQUALITY AND DIVERSITY POLICY FRAMEWORK

Broxtowe Borough Council has a strong infrastructure to ensure our commitment to equality and diversity is put into practice. Our policy framework outlines the key elements which contribute to the Council’s approach to the equality and diversity agenda.

2.1 The Equality Framework for Local Government

The Council was recognised at the 'Achieving' level of the Equality Framework for Local Government (EFLG). The accreditation acknowledged our strong corporate and organisational commitment to equality and diversity and our collaborative work with partners in tackling discrimination and disadvantage and in improving the quality of life of our residents.

2.2 Equalities Working Group

The Equalities Working Group is chaired by the Chief Executive and is attended by senior managers and front line staff from all of the Council's departments and key service areas. Meetings of the group are also attended by trade union representatives. The membership of the group was refreshed in 2021/22 and now includes more people with minority ethnic backgrounds. The group drives the equality and diversity work across the Council and is responsible for ensuring actions and targets are mainstreamed both corporately and across service areas. During 2021/22 the group has:

- monitored progress against the Council's published equality objectives.
- Overseen progress against equality impact assessments undertaken during the year.
- Reviewed the take up of interactive training for equality and diversity through the Broxtowe Learning Zone, including training on the Equality Act 2010, visual impairment, autism awareness, deaf awareness, dementia awareness, preventing extremism and learning disability and suicide prevention e-learning framework
- Helped the Equalities Officer to develop a new Hate crime strategy for Broxtowe
- Given advice and guidance on initiatives on refugees, dementia, child poverty action plan
- Reviewed the workforce profile and in particular arrangements for recruitment and appointments
- Impact of remote working for employees especially those with neurodiverse conditions and mental health challenges
- Discussed how the Council can make progress to achieve the "Excellence" status of the EFLG and "Leader" status for employment of people with disabilities.

2.3 Equalities Impact Assessments

An equality impact assessment (EIA) is a way of determining that a policy, function or service is delivered fairly to all sections of the community and that it promotes equality wherever possible. If a negative impact on a particular equality group is identified when undertaking an EIA, steps should be taken immediately to remove it if it cannot be justified.

During the course of 2021/22 the following EIAs were completed:

- Health and Safety policy
- Corporate debt policy

- Market supplement policy
- Evaluation and re-evaluation of posts policy
- Taxi policy
- Tenancy management policy
- Customers and additional support needs policy
- Leasehold management policy
- DFG policy
- Residential caravans fit and proper person policy
- Pets policy
- Housing repairs policy
- Tenure policy
- Decants policy
- Allocations policy
- Alterations and improvements policy
- Garage management policy
- Right to buy policy
- Homelessness strategy.

The Council will continue to assess the impact of new policies, functions or services or revisions to them to ensure compliance with its legal obligations and to demonstrate that it has considered the impact of its decisions on people who share a protected characteristic.

The Council monitors information regarding its employees, and its recruitment policies, and the annual workforce profile was produced for 2020/21 and reported to the Personnel Committee.

Positive highlights relevant to this report include.

- The average length of service was 27.56% longer for employees declaring themselves as having a disability compared with employees without a disability.
- An increase of 2.43% can be seen between BAME applications received in 2018/19 and those received in 2020/21 (full 21/22 stats not yet available)
- BAME applications received accounted for 23.60% of all applications in 20/21
- 31.82% of BAME applicants who were shortlisted were successfully appointed.
- The 2011 Census declared 7.82% of the borough's population were from a BAME background. Broxtowe's current BAME representation in the workforce, of those employees who have declared their ethnicity, is 8.26%.
- The mean gender pay gap for the organisation is 0%.

Areas for consideration include

- The percentage of BAME applicants shortlisted has fallen over the past 3 years by 43.59% overall. However, it should be noted that all shortlisting is done "blind" – i.e. no names and personal details of candidates are disclosed to Managers making shortlisting decisions.
- The top 5% of women earners figure is 37.5%. The national comparison in 18/19 was 49.4%.

2.4 Training

The training section of the Human Resources division has a comprehensive equality and diversity learning programme which is fully endorsed by the corporate Equalities Working Group. As part of the corporate induction course, all new employees receive a copy of the 'Equality and Diversity at Work' handbook which is designed to reinforce the messages contained within the presentation.

By February 2022, a total of 64 e-learning courses were available to employees and Members, with 3 new courses being launched during 2021/22 (DSE and home working; ICT induction for new starters and an annual fire safety awareness course) and with 18 updated courses.

The following numbers of employees completed online learning courses relating to equality issues as at early February 2022.

Course	complete	In progress
Equality Act 2010 –(live since 2014 Updated February 2020)	413	26
Equality Act 2010 for ICT Services – (Updated June 2020)	3	1
Learning Disability Awareness includes dyslexia –(live since Oct 2016)	13	2
Autism Awareness – (live since Oct 2016)	42	8
Deaf Awareness – (live since Feb 2017)	16	3
Dementia Awareness – updated June 2019 (resources page edited 2022)	30	16
Hate Crime –(live since Oct 2017 Updated July 20)	414	10
Visual Impairment – (live since March 2018)	15	0
Mental Health Awareness – (live since May 2017 Updated June 20)	33	10

Learning Zone is accessible from a computer, laptop, tablet or smartphone, enabling users to access the site either at work, as part of their agreed learning programme, or in their own time for personal development

A range of other e-learning programmes have been developed and are made available to employees.

Knowledge and awareness of equality and diversity issues has been designed in to the Council's Core Abilities Framework, which is the competency framework against which employees are assessed and against which annual personal development plans are developed.

2.5 Community Engagement

Broxtowe's Communications Strategy provides a framework for consulting with local people and stakeholders in the planning and delivery of services. We have a number of established means of communication including Community Action Teams (CATs), consultation with our tenants and leaseholders through Open Forums, Service Review Groups and Resident Involvement Groups and the Broxtowe Disability Forum. Other opportunities for engagement occur for example through the work of the planning section in the creation of Neighbourhood Plans, local stakeholder discussions through the Broxtowe partnership, community safety action planning, work with Parish and Town Councils and so on.

In addition to these long-established and continuing consultation and engagement mechanisms, the Council undertook a number of additional bespoke consultation and/or engagement exercises during 2021/22 in order to gauge opinion, seek expert advice or to facilitate successful community projects.

Examples of these included consultation included the Budget consultation for 2022/23, reported to finance and resources committee, the consultation on the supplementary planning document for Toton area of Strategic growth; the review of the Core Strategy; consultations on re-designating Independent Living reviews and consultations connected with Stapleford Towns Fund; Eastwood Levelling up bid and Kimberley Levelling up bid.

The Disability Forum did not meet in 2021/22 at the request of the members of the group, due to the risks of COVID-19. Meetings will recommence in 2022/23.

2.6 Complaints

An annual report on complaints was presented to the Governance and Audit committee in 2021. This highlighted a breakdown of the ethnic origin of complainants, the gender and age profile of complainants. The relevant highlights of the report were

- The gender breakdown of complaints was exactly equal between male and female (77 each, with 27 who preferred not to state their gender).
- There were 9 people of ethnic origin other than white British (just under 10% of the total who chose to give this information. This is similar to the borough population profile
- The predominant age of complainants was 45-59, and second highest group over 65s. 70 people preferred not to state their age however. There were complainants in every age category including age 8-24.

- 46 people who complained had a long term condition related to their health. 79 had no such condition and 56 chose not to give this information.

3. EQUALITY AND DIVERSITY ACHIEVEMENTS DURING 2021/22

This section of the report is intended to highlight some key achievements and developments in 2021/22 both in meeting the needs of vulnerable people and in responding to the aspirations of our diverse communities. Outcomes are highlighted across our corporate priorities.

3.1 Housing

Work continued and will be completed by the year end to build 5 flats earmarked for veterans. This is a group who face disadvantages compared with other groups in society, often experiencing homelessness and poor mental health making it more difficult for them to find work.

Council officers within the housing section worked in partnership with a variety of agencies to ensure that everyone rough sleeping in Broxtowe was offered settled accommodation. In some cases, this provided life changing opportunities to address long standing issues and receive treatment and support to move on with their lives in a positive way. Partnership working continues to embed these improvements and built on what has been done already.

Adaptations to properties for people with disabilities were made in accordance with the policy. Total spend of £785,561 was incurred in 2021/22 including £501,603 in respect of Disabled Facilities Grants and £283,958 direct spending on the Council's own housing properties (HRA). This was lower than in the previous and current years due to the pandemic. The current year spend to 28 February 2022, including actuals and commitments to date and capital salaries is £1,377,713 (DFG £856,349 and HRA £521,364).

Our work on making Broxtowe a place where people can live well with dementia progressed, with the implementation of our dementia action plan, progress on which was reported to Leisure and Health Committee.

37 Syrian refugees from the Syrian vulnerable people's refugee programme have been housed in Broxtowe in both private and public housing. Supportive networks were put in place to ensure they felt welcomed, supported to learn English, gain work experience and achieve social integration. In addition, two Afghan families were accommodated under the Afghan resettlement programme. Between 35 and 40 asylum seekers are placed at various times in Broxtowe as they await determination on their immigration status. Through the refugee steering group a small fund has been established to provide occasional financial support predominantly to the asylum seekers who live on a very meagre allowance from government which is barely sufficient to cover their need for food and clothing. The steering group also works to support access to English learning, work experience, subsidised travel and integration into the wider community.

During the year the council recruited an additional financial inclusion officer to provide support to tenants facing financial hardship and needing help to manage their resources. The two officers we employ assist tenants in need to budget, access benefits to which they are entitled and help to ensure the funds which the government has made available to support people in financial need are used to address the needs which are presented within our housing service.

The roll out of Universal credit continued slowly. However, thanks to the investment the council made in the previous year in additional staffing for rent collection and more resource for financial inclusion and tenancy sustainability, rent arrears were kept at a low level and those who need help and advice receive that at an early stage in their difficulties becoming apparent.

3.2 Business Growth

Under this priority the Council seeks to encourage business growth, the regeneration of town centres and in particular the implementation of Beeston town centre phase 2.

During 2021/22 so far 2 work experience placements were offered to young people. The number is reduced from previous years because of the restrictions imposed on office working through the period of the pandemic. However, we are now resuming our usual practices in supporting work experience.

Work commenced on the implementation of the £21.1m Stapleford Towns Fund. One of the main focuses of this work will be to tackle problems relating to lower skill levels through creating new opportunities to reach out to young people, connect them to training and development, and make this more locally accessible for people who need this support. New employment opportunities will be created and a COVID-19 recovery grant scheme will assist local businesses to recover from the impact of the pandemic on their trade.

The Eastwood action plan continued to focus action within this area which is an area where there are higher levels of deprivation, poorer health outcomes and lower skill levels and income inequality and child poverty. This action plan is led by the communities' team.

Two new industrial units were built in Stapleford – an area where the availability of such premises is limited, providing new employment and business opportunities for the area.

Within the Eastwood and Kimberley levelling up task and finish groups projects are being developed to raise skill levels within the population and to support people to get jobs. The Eastwood community hub at Durban House is intended to provide much needed support to people with mental health difficulties and ensure they are helped to gain peer support, help with their mental health problems, work experience and help to build their skills and enter the workforce.

3.3 The Environment

The Council is committed to protecting the environment and enhancing it for future generations and seeks to achieve this aim through innovative approaches to waste management and recycling, energy reduction, and the management and enhancement of our parks and open spaces. It is standard procedure in relation to all capital projects to enhance parks and open spaces to pay attention to the needs of disabled children and accessibility for disabled people to our parks and open spaces.

We recognise that the environment belongs to everyone and we endeavour to work with our community to achieve our objectives. Tree and shrub planting schemes take place with the engagement of local residents and community groups, particularly children and young people.

Our waste and recycling service provides an assisted collections service for domestic refuse. People with disabilities, the elderly and the infirm, who may experience difficulty in placing their refuse bins at their property boundary ready for collection, receive a service which enables the bin to be pulled out for them. The service can also be offered on a temporary basis to people recovering from illness or injury or following surgery and which restricts their ability to place their bins at the appropriate collection point. In addition there are several of our housing complexes where all bins are pulled out without having to go through the application process.

3.4 Health

L Leisure, the Council's leisure company, was restricted in its activities during 2021/22 because of the COVID-19 pandemic. As people with disabilities are more vulnerable to infection the number of activities which engaged with this section of the population was reduced, and outreach activities to draw in underrepresented groups was also reduced.

However, as part of the council's response to the COVID-19 pandemic the Council responded to requests for humanitarian assistance, putting people in touch with mutual aid groups or responding directly with food and other essentials as well as information to ensure vulnerable people were supported through difficult times.

A number of food clubs were started as part of which families on low incomes are supported to buy lower cost fresh produce and provided with support and ideas on how to use this resource. In addition, the council worked in partnership to provide opportunities, activities and food during school holidays to children of families on lower incomes.

The Revenues and Benefits section and the Housing teams worked with the County Council to ensure that household support grant was targeted to people who needed support to provide food, white goods and heating for themselves or their families. The discretionary housing fund was also used to support people in these situations as well as the preventing homelessness budget.

The Health partnership task group continues to deliver a programme of activities to address health inequalities in Broxtowe. A new action plan was recently approved and includes delivery of actions to encourage breastfeeding; reduce drug and alcohol misuse, reduce obesity and improve mental wellbeing, stopping smoking and promoting healthy eating options for takeaway outlets. This all helped to tackle some of the underlying reasons for health inequalities.

The Council has developed and is delivering a child poverty action plan,

Throughout the year, we worked with partners to deliver and support a number of successful community and multi-cultural events across the borough including black history week, the season of lights event and holocaust Memorial Day.

The Council developed a new air quality action plan which is helping to improve air quality, which tends to be worse in poorer areas, reflecting busier roads and more polluted areas.

3.5 Community Safety

Crime disproportionately affects more deprived wards in Broxtowe. The Police and Crime Commissioner funded work which provided additional measures to tackle crime in Stapleford in 2021/22. A further grant was successfully bid for which improved community safety in Hickings Lane Park and improved its status from being an area which was previously an ASB/violence hotspot. A new knife crime action plan was created. Again knife crime tends to affect people and places where there are higher levels of crime and deprivation.

The community safety team worked in partnership with the police to support them in tackling drug misuse and a number of successful high profile interventions were achieved. At least one organised crime group was disrupted.

The council maintained its status as a "White Ribbon" authority and a successful annual event was held attended by the chief executive of the white ribbon campaign.

A new Hate Crime Strategy and action plan was approved. This sort of crime disproportionately affects people from BAME groups and people with disabilities and other protected characteristics.

The local community came together in January 2022 to mark Holocaust Memorial Day, which the Council is proud to have marked for a number of years. Those attending the ceremony at the Walled Garden at Bramcote Hills Park included civic dignitaries, members, officers, and community leaders, members of the public and young people from across the Borough.

APPENDIX 2**BROXTOWE'S EQUALITY OBJECTIVES**

Through these five broad headings and the targeted work identified under each one we propose to address our main priorities for improving our understanding of the inequalities in the borough, addressing identified needs and fostering good relations between our diverse communities.

Develop our knowledge and understanding of the communities we serve

- Review the impact of Coronavirus on our community to see how any pre-existing inequalities may have led to higher harmful outcomes relating to people's health, wellbeing and employment status
- Keep the borough profile under review and do "deep dives" of ward and community profiles to spot changes which might need changes to patterns of service delivery.
- Improve the quality of data about the issues affecting disadvantaged and minority groups including those protected under the Equality Act.

Identify and deliver actions which aim to narrow the gap in outcomes between disadvantaged groups and the wider community

- Work with partner agencies to identify health inequalities within disadvantaged groups and sections of the community and deliver targeted work through the Leisure and Health Committee the Health and Older People's Task Group of the Broxtowe Partnership and within the Integrated Care system and Nottinghamshire Health and Wellbeing board.
- Work with partners on the South Nottinghamshire Community Safety Partnership to deliver targeted work to tackle crime and anti-social behaviour and improve outcomes for vulnerable people.
- Deliver the pledges we have undertaken to tackle and alleviate child poverty in Broxtowe as part of our Child Poverty Strategy and under the hate crime pledge.
- Continue to deliver actions to address the needs of minority and vulnerable groups including work on supporting people to live well with dementia, work to tackle loneliness and to support those with mental health problems and learning disabilities.

Improve service design and delivery through improved communication and engagement with our communities

- promote the use of customer engagement and feedback to inform the way services are designed and delivered.

- improve and strengthen existing community engagement mechanisms through Community Action Teams, service review groups, the tenant engagement strategy, the disability forum and local community groups and ensure consultation and engagement outcomes are fed back into the policy making arena.
- Learn from case study “customer journey” studies in order to progress understanding of the experience of customers with protected characteristics of the council’s services.

Embed equalities throughout the Council

- Develop our workforce planning and profile data to improve the quality of protected characteristic information and support for employees with protected characteristics.
- Make progress to achieve the ‘Excellent’ accreditation of the Equality Framework for Local Government.
- Continue to deliver equality awareness training as part of the corporate induction process for employees and members and equality and diversity training to all employees and members on relevant subjects.
- Improve the quality and quantity of information on the Council’s website and improved monitoring of targeted outcomes.
- Improve the diversity and inclusiveness of our governance structures.

Foster good relations between our communities

- Continue to support and promote events and activities that bring people together, celebrating the diversity of the borough and contributing to community cohesion.
- Improve the way in which refugees and asylum seekers are supported within the community with the assistance of voluntary effort within the community.

APPENDIX 3

EQUALITY AND DIVERSITY ACTION PLAN 2021-2023

Action Code & Title	Assigned To	Due Date	Progress
1.1 Keep Borough Profile Data under review to understand community changes and risks, especially those impacts resulting from the effects of Coronavirus within the population	Chief Executive	31 Aug 2021	<ul style="list-style-type: none"> • Reports have been produced to Policy committee on the impacts of COVID-19 on the population, highlighting equality implications • As part of “levelling up” task and finish groups detailed analysis of the problems and issues within our most deprived areas have been commissioned and used to support the evidence base for projects designed to tackle those issues
<p>1.2 Continue to improve and use the quality of data about disadvantaged and minority groups. In particular</p> <ul style="list-style-type: none"> • Housing: Increase engagement with tenants through implementation of the engagement strategy using more informal methods and local initiatives • Increase the availability of housing in Broxtowe to house homeless people instead of having to house them outside the Borough • Jobs and Growth: implement Jobs fund projects for Stapleford if successful in bid 	<p>Head of Housing</p> <p>Head of Housing</p> <p>Head of Planning and Regeneration</p>	1 April 2021 to 31 March 2023	<ul style="list-style-type: none"> • There has been an increase in informal engagement with tenants through growing membership of Facebook groups; patch walks and engagement exercises to encourage local tenants to come forward with ideas for improving their area. • As part of the implementation of the independent living accommodation, re-designation has occurred, increasing the number of temporary housing units within the Borough. Progress has been made but more needs to be done. • Stapleford towns fund includes projects to extend the library and employ outreach capability to bring people in the area closer to learning opportunities; and

<ul style="list-style-type: none"> ensure approaches for regeneration in Eastwood, Kimberley have an inclusive approach to training and employment for minority groups and those who are disadvantaged 			<p>to create new jobs through the outdoor market/office accommodation project</p> <ul style="list-style-type: none"> The Eastwood and Kimberley levelling up bids both contain a focus on training and links with local employers with a view to reaching people who will benefit from skills building
1.3 Continue to develop and improve the council's monitoring of performance information in achieving its equalities objectives	Communities (Equalities) Officer	31-Mar-2022	<ul style="list-style-type: none"> Workforce profile has a focus on continuous improvement on equalities indicators. The use of EIA in policy reviews encourages the improvement of data collection
1.4 Promote electoral registration and participation in democracy to under-represented groups, particularly in County Council and Police and Crime officer election (2021)	Elections Manager	ongoing	Achieved through reaching out to all the stakeholder groups identified through our IER pilot and implementation of our engagement plan.
1.5. Become a Disability Confident leader employer through offering work experience placements to people with disabilities and supporting employees with disabilities in the workplace	HR Manager	ongoing	An application has been submitted, demonstrating we meet the criteria. We await the assessment outcome.
1.6. Introduce a new neurodiversity policy	HR Manager	June 2022	Achieved. New policy adopted and rollout of training for all managers continues
2.1 Draw up an action plan for health and implement it to promote health and wellbeing and reduce health inequality	See action plan which allocates specific actions to individuals	June 2021, end March 22	Achieved. A new health action plan was approved by Leisure and Health committee. A new mental health action plan was also approved. The two plans are being consolidated.

2.2 Review and update the Child Poverty Action Plan	See action plan which allocates specific actions to individuals	31-Mar -2022, 2023	Achieved. Awaiting sign off from the children and young person's task group of the Broxtowe partnership.
2.3 Deliver the actions contained within the Eastwood Action Plan	Head of Public Protection	31-Mar 2022, 2023	Achieved. Progress reported to community safety committee
2.4. Prepare and deliver a new Stapleford priority action plan	Head of Public Protection	31-Mar-2021 31-Mar-2022-23	Achieved. Progress reported to Community Safety Committee
2.5. To assist in addressing food poverty, work to create a food club in Broxtowe	Head of Public Protection	31-Mar-2022	New food clubs implemented. Attendances reported to leisure and Health Committee
2.6.Update and implement the Council's Dementia action plan and continue to support initiatives to address loneliness and support people with mental health needs	Communities officer (Health)	31-Mar-2022	Achieved. Dementia plan updated. New mental health plan approved by Leisure and Health committee
2.7 Continue the implementation of the community living network for people with learning disabilities	Head of Housing	31-Mar-2023	There are a small number of people who are benefitting from this within the council's own housing stock. However the Council has also worked with a private developer to ensure the development of custom built units to accommodate a group of people with learning disabilities in the south of Broxtowe
3.1 Work through local plan part 2 and neighbourhood plans to make provision for the identified accommodation needs of gypsy travellers	Local Plans Manager	31 Jan 2023	This work is ongoing. A needs assessment has been conducted.
3.2 Work to improve the way refugees and asylum seekers are supported and integrated into the community	Head of Public Protection	31-Mar 2022-23	The steering group continues its work to support a growing number of refugees, most recently refugees from Afghanistan.

3.3. Ensure the roll out of E-learning and face to face training for employees to improve awareness of equalities issues	Training Officer	ongoing	The BLZ is an effective online learning tool. Training to members and officers on hate crime issues and community leadership in the context of hate discourse has been offered and taken up.
4.1. Update the workforce profile for 2019/20 and 20/21. Complete the gender pay gap annual return	Payroll and JE Manager	31-Dec-2021 and 2022	This was completed and reported to Personnel committee.
4.2. Implement the actions agreed by the Equalities working group to reduce inequality in recruitment	All/HR Manager	31 March 21	Achieved. There is an improving picture according to the data within the most recent workforce profile
4.3 Put together an action plan to achieve the "Excellent" accreditation of the Equality Framework for local Government	Chief Executive	31 July 2022	A plan has been devised and discussed within equalities working group, and work to address the identified gaps is ongoing.
4.4 Review and Revise the Corporate Equality and Diversity Policy	Chief Executive	31-November-2021	Achieved
<p>5.1 Support and provide community events to promote equality and diversity including</p> <ul style="list-style-type: none"> Holocaust Memorial Day Season of Lights event* Hemlock Happening Christmas lights switch on events 	<p>Head of Communications</p> <p>Equalities Officer</p> <p>LL Leisure</p> <p>LL Leisure</p>	<p>Subject to decisions to be made following lockdown, and government restrictions in operation.</p>	<p>A successful Holocaust Memorial day event took place</p> <p>A Season of Lights events took place and was successful</p> <p>Hemlock happening also took place in July</p> <p>Carefully controlled Christmas Lights switch on events took place.</p> <p>There were also events including Light night in Beeston; Valentines event in Kimberley and soon to be food festival in Eastwood – all supported by welcome back funding.</p> <p>A Black History event in schools was a great success and resulted in the issue being incorporated into the curriculum in some schools.</p>

APPENDIX 4

EQUALITY AND DIVERSITY ACTION PLAN 2022-24

Action Code & Title	Assigned To	Due Date
1.1 Keep Borough Profile Data under review to understand community changes and risks .In particular review profile in connection with influxes of refugees and asylum seekers and community pressures regarding financial security	Chief Executive	ONGOING
1.2 Continue to improve and use the quality of data about disadvantaged and minority groups. In particular <ul style="list-style-type: none"> • Increase the availability of housing in Broxtowe to house homeless people instead of having to house them outside the Borough • Jobs and Growth: implement Towns fund skills building COVID-19 recovery and employment projects for Stapleford • Submit levelling up bids which address the needs of communities where there are inequalities which need to be addressed 	Head of Housing Head of Housing Head of Planning and regeneration	1 April 2022 to 31 March 2023
1.3 Continue to develop and improve the council's monitoring of performance information in achieving its equalities objectives	Communities (Equalities) Officer	31-Mar-2023
1.4 Promote electoral registration and participation in democracy to under-represented groups to increase registration.	Elections Manager	ongoing
1.5. Become a Disability Confident leader employer through offering work experience placements to people with disabilities and supporting employees with disabilities in the workplace	HR Manager	31-Mar-23
1.6. Introduce neurodiversity training for all managers	HR Manager	June 2022
1.7. Refresh mental health first aid training for all Managers	Health and Safety Manager	Mar 23
2.1 Draw up an action plan for health (including mental health) and implement it to promote health and wellbeing and reduce health inequality	See action plan which allocates specific actions to	Annual plan developed in partnership

	individuals	
2.2 Review and update the Child Poverty Action Plan, building on the achievements of introduction of the holiday activity fund and introduction for food clubs in Broxtowe.	See action plan which allocates specific actions to individuals	31-Mar -2023, 2024
2.3 Deliver the actions contained within the Eastwood Action Plan	Principal Communities Officer	31-Mar 2023, 2024
2.4. Prepare and deliver a new Stapleford priority action plan	Principal Communities Officer	31-Mar-2023-24
2.5.Update and implement the Council's Dementia action plan and encourage policy development of work to address loneliness in Broxtowe	Communities Officer (Health)	31-Mar-2023-4
2.6 Continue the implementation of the community living network for people with learning disabilities and partnership relationships with developers to ensure the types of accommodation being built meets the needs of the population	Head of Housing	31-Mar-2023
3.1 Work through local plan part 2 and neighbourhood plans to make provision for the identified accommodation needs of gypsy travellers	Local Plans Manager	31 Jan 2023
3.2 Work to support refugees and asylum seekers in Broxtowe and help them to integrate into the community and find jobs	Chief Executive	31-Mar—2023-24
3.3. Ensure the roll out of E-learning and face to face training for employees to improve awareness of equalities issues	Training Officer	ongoing
4.1. Update the workforce profile for 21/22 and 22/23. Complete the gender pay gap annual return	Payroll and JE Manager	after each year end

4.2. Consider workforce profile; identify areas for improvement and work to address these	All/equalities working group/HR Manager	31.3.23
4.3 Implement the action plan to achieve the “Excellent” accreditation of the Equality Framework for local Government through the Equalities working group	Chief Executive	ongoing
4.4 Review and Revise the Corporate Equality and Diversity Policy	Chief Executive	after each year end.
5.1 Support and provide community events to promote equality and diversity including <ul style="list-style-type: none"> Holocaust Memorial Day Season of Lights event* Hemlock Happening Christmas lights switch on events Queens Platinum Jubilee 	Head of Communications Equalities Officer LLeisure LLeisure Head of Communications/Lleisure	27 January Dec 2022, 23 July 22,23 Dec 23,34 May 22

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Joint report of the Chief Executive, Deputy Chief Executive and Executive Director

REVIEW OF CORPORATE PLAN PROGRESS AND FINANCIAL PERFORMANCE

1. Purpose of Report

To report progress against outcome targets linked to Corporate Plan priorities and objectives and to provide an update as to the latest financial performance as measured against the budget.

2. Background

The Corporate Plan 2020-2024 was approved by Council on 4 March 2020. Business Plans linked to the five corporate priority areas of Housing, Business Growth, Environment, Health and Community Safety are subsequently approved by Committees each year.

3. Performance Management

As part of the Council's performance management framework and to meet the commitment to closely align financial and performance management, the Business Plans for the priority areas are considered alongside detailed revenue budget estimates, capital programme and other financial information.

Committees receive regular reports during the year which review progress against their respective Business Plans, including a detailed annual report where performance management and financial outturns are considered together following the year-end.

This quarterly report is intended to provide Members with an overview of progress made towards Corporate Plan priorities and the latest data relating to Critical Success Indicators (CSI), identified as a means by which outcomes relating to corporate priorities and objectives can be measured. This summary is detailed in appendix 1.

4. Financial Performance

A summary of the financial position as at 31 December 2021 with regard to the employee budgets, major income headings and progress against achieving the savings targets set as part of the budget is included in appendix 2. A summary of the capital expenditure position to 31 December 2021 is also included.

Recommendation

The Committee is asked to NOTE the progress made in achieving the Corporate Plan priorities and with regard to the financial position for 2021/22.

Background papers - Nil

APPENDIX 1

PERFORMANCE MANAGEMENT

1. Background – Corporate Plan

The Corporate Plan 2020-2024 was approved by Council on 4 March 2020. It sets out the Council's priorities to achieve its vision to make "A Greener, Safer and Healthier Broxtowe where everyone prospers." Over this period, the Council will focus on the priorities of Housing, Business Growth, Community Safety, Health and Environment.

The Corporate Plan prioritises local community needs and resources are directed toward the things they think are most important. These needs are aligned with other local, regional and national plans to ensure the ambitions set out in our Corporate Plan are realistic and achievable.

2. Business Plans

A series of Business Plans linked to the five corporate priority areas were approved by the Committees at meetings held in January and February 2021.

The Business Plans detail the projects and activities undertaken in support of the Corporate Plan for each priority area. These cover a three-year period but will be revised and updated annually. Detailed monitoring of progress against key tasks and outcome measures in the Business Plans is undertaken by the relevant Committee. This will include a detailed annual report where performance management and financial outturns are considered together following the year-end as part of the Council's commitment to closely align financial and performance management.

3. Performance Management

As part of the Council's performance management framework, the Policy and Performance Committee receives a high level report of progress against Corporate Plan priorities on a quarterly basis. The report provides a summary of the progress made to date towards achieving the corporate priorities and objectives. It also provides the latest data relating to Critical Success Indicators (CSI), which have been identified as a means by which outcomes relating to corporate priorities and objectives can be measured.

Further operational performance data, such as Key Performance Indicators (KPI) and Management Performance Indicators (MPI) are monitored by the respective Committee and/or senior management as appropriate. Similarly, the Business Plans for the support service areas are not considered here at this stage.

Each of the five priorities is considered separately below:

1. HOUSING

The Council's priority for Housing is "**A good quality home for everyone**". Its objectives are to:

- *Build more houses, more quickly on under used or derelict land*

The Housing Committee agreed to build two houses, two flats and an adapted three-bedroom property on land around Ilkeston Road in Bramcote. A local lettings policy for the new homes giving priority to people from the Bramcote area will be implemented.

The Oakfield Road, Stapleford development of five one-bedroom flats for veterans is nearing completion. Planning applications are due to be submitted on underutilised garage sites for up to 13 homes in Chilwell and Watnall.

The plans to work with a private developer to secure 51 new rented homes and shared ownership units on an allocated housing site to the west of Coventry Lane in Bramcote is progressing well. The Council has recently acquired another site for development for housing in the south of the Borough.

It is expected that at least 10 former council properties will be bought back into the Council's housing portfolio this financial year.

- *Invest to ensure our homes are safe and more energy efficient*

Work on the Council's Asset Management Strategy is progressing.

- *Prevent homelessness and help people to be financially secure and independent*

There are a number food clubs being run in Broxtowe. The clubs help families purchase lower cost good quality fresh food and provide help and support to convert the food into nourishing family meals.

- Beeston – Beeston North Children's Centre
- Beeston – Hope House
- Chilwell – Chilwell Children's Centre
- Eastwood Food Club – Eastwood Children's Centre

The Council is working with Nottinghamshire County Council to help people who need extra support during the winter. Nottinghamshire has been allocated £5.6 million to support households who would otherwise struggle to buy food, pay essential utility bills, or meet other essential living costs. At least 50% of the funding is ring-fenced and must be applied to vulnerable households with children (under 19 years), whilst the remainder (maximum 50%) is available for vulnerable households without children (including individuals).

Critical Success Indicators for Housing

Indicator Description	Actual 2020/21	Q3 2021/22	Target 2021/22	Comments (incl. benchmarking)
Overall Satisfaction HSTOP10_01	80.0%	84.5%	90%	283 customer satisfaction surveys were carried out during Q3. These consisted of 216 for Housing Repairs; 57 for Income; 6 for Allocations; and 4 for Housing Options.
Gas Safety HSTOP10_02	99.2%	100%	100%	Compliance was retained during Q3.
Homelessness cases successfully intervened or prevented rather than relieved/a main duty being accepted HSLocal_42	New 2021/22	59.0%	70%	An average of 59.03% of cases for Q3. This comprises of 61.1% in October; 63.1% in November; and 52.9% in December. This is a 4.2% increase on Q2.
Rent Collection: Rent collected as a proportion of the rent owed BV66a	102.8%	99.0%	99.0%	This is a welcome, but not unexpected, increase in collection (and reduction in arrears) following the two recent rent free weeks. The income team continue to support tenants so that they can maintain affordable payment plans and sustain their tenancies during this difficult time. The Financial Inclusion Officers are working hard to deliver the Household Support Grant which will be very beneficial to tenants during the next few months. The Income Collection Managers are monitor the workload as additional support may be required from within the team.

Data for the following PIs is collected annually and no data is available at this stage.

- **HSLocal_39** Number of New Council houses built or acquired
- **NI 154 Net** Additional Home provided

2. BUSINESS GROWTH

The Council's priority for Business Growth is '**Invest in our towns and our people**'. Its objectives are to:

- Complete the redevelopment of Beeston Town Centre

Two of the units let under the new cinema in Beeston have commenced fit out and are planning to open in the spring. Active discussions are being held with a number of food and beverage and entertainment related businesses interested in some of the remaining units which are part of the Square redevelopment.

- Undertake town investment schemes in Eastwood, Kimberley and Stapleford

In November 2021 the Stapleford Town Deal Executive Board approved the six core projects from the Stapleford Town Deal programme. The first project, the Town Centre Recovery Fund has been launched.

A total of £1m has been made available for the Town Centre Recovery Fund. The fund will offer grant support to high street businesses in Stapleford Town Centre, and will be split into two grants to support different aspects of business recovery.

- The Business Continuity Grant aims to support business resilience and growth over the long term, sustaining occupancy levels within Stapleford Town Centre. This grant will support existing businesses looking to expand the way they distribute their services. It is anticipated a maximum of £200,000 will be spent on this portion of the wider Town Centre.
- The Building Development Fund is to create buildings of the future; improving accessibility, energy efficiency and the look and feel of Stapleford Town Centre. It is anticipated a maximum of £800,000 will be issued through this part of the fund.

A new weekly market was launched in Kimberley in December 2021, following the introduction of a market in Stapleford in April 2021. The markets provide opportunities for stall holders and encourage visitors to the towns.

- Support skills development, apprenticeships, training opportunities and wellbeing in our workforce

The Integrated Rail Plan 2021 announcement highlights the willingness of the government to recognise the economic growth potential of the area of strategic growth at Toton and flags up the Government's interest in supporting an East Midlands delivery vehicle, of which this Council is a founder member, through which to deliver the growth potential of this and two other sites (one in Rushcliffe and one in North West Leicestershire). Whilst the Government has decided not to progress the Eastern leg extension of HS2, and will take the HS2 trains to East Midlands Parkway instead of Toton. Toton has been promised a local/regional station as long as it is half funded by the private sector. Residents around Toton, Chilwell, Stapleford, Sandiacre and Long Eaton, as well as the surrounding areas, have been asked, by the Council for their views on a Strategic Masterplan for the development of the area. The consultation ran until 14 January 2022.

The closure of the historic Chetwynd Barracks and any proposed transport works around the potential Toton East Midlands Hub, provide a once in a lifetime opportunity to map out the future for the area, create cycle pathways, green spaces, new schools, healthcare facilities and modern communities, which offer affordable and carbon neutral homes.

Critical Success Indicators for Business Growth

Indicator Description	Actual 2020/21	Nov. 2021	Target 2021/22	Comments (incl. benchmarking)
Town Centre occupancy:				National Occupancy Rate October 2021 = 88.3%
• Beeston TCLocal_01a	91.5%	91.7%	90%	Decrease from November 2020 (93.1%)
• Kimberley TCLocal_01b	90.2%	89.7%	80%	Increase from November 2020 (88.5%)
• Eastwood TCLocal_01c	87.5%	87.6%	85%	Stable from November 2020 (87.3%)
• Stapleford TCLocal_01d	89.2%	86.3%	85%	Decrease from August 2020 (88.2%) Town Centre Occupancy is exceeding the 2021/22 targets.

3. ENVIRONMENT

The Council's priority for Environment is '**Protect the environment for the future**'. Its objectives are to:

- Develop plans to reduce the Borough's carbon emissions to net zero

The Green Rewards Scheme has been launched in Broxtowe. This is an app people can use to help guide and incentivise their behaviour in reducing their carbon footprint. It's useable, and it's fun. Residents can work together with other residents in their ward to win a biodiversity prize for their area, all whilst undertaking actions that help reduce carbon emissions. These include travelling sustainably, enjoying nature, reducing waste or energy use and for each action logged through the website or app they will earn 'Green Points'. Every month there will be two £20 vouchers given out - one for the top points earner and another in a raffle of all residents taking part. You can sign up to Green Rewards, for free, at: <https://notts.greenrewards.co.uk/>. In the first month there were 416 Broxtowe users and residents have avoided emitting 11 tonnes of Carbon in the first month of the scheme.

- Invest in our parks and open spaces

On 26 November 2021 the Mayor planted bulbs with Beeston Rylands Junior School at Leyton Crescent Recreation Ground. The children helped the Mayor plant snowdrops, bluebells and wild daffodils as part of a re-wilding exercise to provide nectar plants for bees and butterflies, creating a "Bee Line" along the park boundary. On 29 November 2021, volunteers from Beeston Wildlife Group and Incredible Edible continued with the planting work.

On 28 November 2021 the Mayor accompanied the Canopy 2050 Community Group at Hetley Pearson Recreation Ground in Beeston in planting trees they had grown themselves from seeds harvested locally. The group aims to work with the Council to establish 30% tree cover in the Broxtowe by 2050. This is a wonderful objective which will contribute to the Council's plans for carbon

reduction. About 150 “tree guardians” as part of the group collect tree seeds. These will be grow on and then plant them out in areas where we guide them to do so.

During the autumn a group of 16 young children and their parents used an area of Toton Fields Local Nature Reserve to take part in a Forest School Programme. This included a series of opportunities to develop play and hands on learning in an outdoor natural setting. The programme included forest crafts, knot tying, den building, together with a series of physical activities. The event was organised working with the Councils Parks Team ensuring that the necessary risk assessments and insurance were in place. It is hoped to repeat the event later this year.

On 23 November 2021, 10 new trees were planted including a small collection of fruit trees at Cator Lane Recreation Ground. Children from The Lanes Primary School were on the park to lend a hand with the planting of the trees and to carry out some bulb planting. Also in attendance was The Mayor of Broxtowe and Incredible Edible who have been doing some community growing on the park

A rainbow of 12 Cherry Trees was planted at Mansfield Road Recreation Ground in Eastwood, to create a place of reflection for people who have lost loved ones during the pandemic. Located adjacent to the existing Memorial Ground on the park, the trees will create an eye-catching feature every Spring, with a flush of pinks, purples and violet colours as the flowers open on the trees. In the Autumn there will be shades of reds and oranges as the trees mark the changing of the seasons. The rainbow shape has been chosen as this became a key symbol during the pandemic, reflecting on the vital role of the NHS and key workers.

More good news on attracting external funding. The Council has attracted £49,500 of external funding to support our investment in parks and open spaces. This funding will be carry out improvement works to the play facilities on Pasture Road Recreation Ground.

- *Increase recycling and composting*

Garden waste subscriptions are now open for 2022/23 providing residents with a garden waste disposal service. This helps the reduce the carbon footprint for the Borough through reduced journeys to the Household Waste and Recycling Site as well as the benefits of the waste being made into compost.

Critical Success Indicators for Environment

Indicator Description	Actual 2020/21	Q3 2021/22	Target 2021/22	Comments (incl. benchmarking)
Household waste recycled and composted NI 192	39.3%	38.5% Est.	42%	This figure is an estimate as not all data is available. The intended outcome for this is a continued increase in the recycling rate.

Indicator Description	Actual 2020/21	Q3 2021/22	Target 2021/22	Comments (incl. benchmarking)
Parks achieving Broxtowe Parks Standard PSData_09	98%	98%	98%	The Broxtowe Parks Standard has been maintained during 2021/22.
Energy consumption across all operational sites - total kWh gas and electric ('000) CPLocal_03	4,866	-	6,500	Reported annually. During the pandemic use of communal areas in Housing complexes and council facilities was restricted reducing the amount of energy required.

4. HEALTH

The Council's priority and objective for Health is '**Support people to live well**'. Its objectives are to:

- Promote active and healthy lifestyles in every area of Broxtowe

Nearly 200 people in Broxtowe gave up smoking in the year ending March 2021 after referrals to "Your Health Your Way".

A new smoking reduction plan has been approved by the Council. This includes commitments to try to

- Restart stop smoking clinics based at Beeston Council offices
- Support staff who wish to stop smoking
- Obtain funding to target areas where there is higher smoking prevalence
- Use social media messaging to link people up with 'Your Health Your way' support
- Review the Council's Smokefree Site Policy
- Raise the issue about smoking in pregnancy, which is higher in Broxtowe than in similar areas.

- Come up with plans to renew our leisure facilities in Broxtowe (He2)

Plans are progressing to come up with a new arrangement with Kimberley school for community leisure use of the leisure centre in Kimberley managed by Liberty Leisure Limited. The plans are expected to be considered by Councillors in the new year.

A project manager has started work on scoping the brief for work to develop a new leisure centre at Bramcote. Aspirations for the new facility include having very high standards of environmental sustainability; high levels of accessibility; making the most of the setting of the site; electric car charging; café, community facilities, facilities for joint working with health partners as well as all the most modern facilities for fitness, swimming and sports.

- Support people to live well with dementia and support those who are lonely of have mental health issues (He3)

In October, the Communities Officer, worked alongside Nottingham City of Literature and Round Hill Primary school, to mark Black History Month through a Creative writing competition. Local creative artists, Panya Banjoko (UK based writer, poet and founder of Nottingham Black Archive) and Ravelle-Sade Fairman (Writer Poet/Spoken Word Artist) came and spent a day with the Year 5/6's in which they shared their experience as black women, black artists and how their identity and history has shaped them, their challenges and achievements.

The competition followed work the year group had already undertaken around the Windrush generation and was judged by two creative writers. The winners, Hannah, Yarik and Hannah were chosen after much deliberation, and their excellent effort was celebrated with book vouchers. Their work has been displayed on the Broxtowe and Nottingham City of Literature website. The work not only amplified the relevance of black history, but also celebrated the literacy of our students and our local black artists who have contributed to the world of education and art.

Critical Success Indicators for Health

The data for the Critical Success Indicators for Health is collected annually.

Indicator Description	Actual 2020/21	Q3 2021/22	Target 2021/22	Comments (incl. benchmarking)
Air Quality – number of NO2 diffusion tube samples with annual mean reading at or below 40 micrograms m-3 ComS_090	100%	-	100%	40 tests completed in 2020/21. Data collected Annually
No. of Dementia Friends trained ComS_091	On hold	0	80	Dementia Friends training for community groups / businesses recommenced in Quarter 3. The Helpful Bureau staff received training on 12 November 2021. Information on how to become a dementia friend has been published in Broxtowe Matters. Online training for Officers will be provided in 2022 using the online system, Broxtowe Learning Zone.

Indicator Description	Actual 2020/21	Q3 2021/22	Target 2021/22	Comments (incl. benchmarking)
Personal wellbeing score for the Borough (out of 10) ComS_092	7.3	-	8.1	Data not yet available for 2021/22.
Percentage of Inactive Adults in Broxtowe LLLocal_G09	25.3%	-	20%	Data collected annually -not yet available <ul style="list-style-type: none"> • 2017/18 = 23.9% • 2018/19 = 18.4% • 2019/20 = 19.5%

5. **COMMUNITY SAFETY**

The Council's priority for Community Safety is that '**A safe place for everyone**'. Its objectives are:

- Work with partners to reduce knife crime

The Council has run a consultation for the consideration of camera surveillance. Councillors have already agreed to remove 37 cameras which are no longer required after a systematic review in accordance with the code of practice.

The Council is now looking to extend existing surveillance coverage and install a number of new cameras to assist in the prevention, investigation and detection of crime, the apprehension and prosecution of offenders, help maintain public order, assist with reduction of vandalism and help to reduce the fear of crime in vulnerable public locations.

- Work with partners to reduce domestic abuse and support survivors

On 16 October 2021, the White Ribbon team held a stall at an Eastwood Community Football Club home game. They spoke to different members of the community and the event was supported by the Mayor of Broxtowe and the Leader of the Council.

A virtual White Ribbon coffee morning, was held on 25 November 2021 which was again attended by the Chief Executive of the White Ribbon organisation and over 60 partners and guests. It comprised recorded commitments to the pledge from partners and supporters of the White Ribbon Campaign in Broxtowe. Survivors shared their stories and attendees learnt about the excellent work that is being done to support people experiencing domestic violence

- Reduce anti-social behaviour

A new cycle theft action plan was approved by Community Safety Committee in November. Funding is expected to be approved to support the plan which will

include the delivery of 500 cycle marking kits and a number of “D locks” improving security for cyclists in the Borough. Work will also be done with the university to promote awareness about bike security and leaflets and posters will be distributed.

A new Anti-Social Behaviour Action Plan has been approved by the Community Safety Committee. This includes activities such as:

- Seasonal campaigns around Halloween, Summer, education on recycling and waste collection at start of university term, and Bonfire night
- Community cohesion events
- Use of ASB tools and powers, and referral of cases to the ASB multi agency Problem solving group, neighbourhood safeguarding and disruption meetings and the high risk violence and exploitation panel
- Review and renew Public Space Protection Orders
- Support a mediation service for residents
- Promote victim care for victims of ASB
- Deliver reactive and proactive work in schools

A new Hate Crime Strategy has been approved by Community Safety Committee, and an action plan which includes work on:

- Anti-hate and extremism in schools in Stapleford and Beeston
- A review of e-learning; work with minority groups
- Use of the CHANNEL referral system
- Interventions whenever community tensions are identified
- Work with victim care and communication work.

Critical Success Indicators for Community Safety

Indicator Description	Actual 2020/21	Q3 2021/22	Target 2021/22	Comments (incl. benchmarking)
Reduction in reported ASB cases in Broxtowe (Notts Police Strategic Analytical Unit) ComS_011	2,881	317	483	Data for Q3 2021/22 is for October and November 2021 (Q3 2019/20 = 1,500) Increase in neighbour complaints due to the COVID-19 lockdown. Neighbour nuisance noise complaints have increased significantly
Reduction in ASB cases reported in the borough to: Environmental Health ComS_012	561	74	-	2021/22 to December 2021 = 349
Communities ComS_014	67	5	-	2021/22 to December 2021 = 39
Housing ComS_013	118	23	-	2021/22 to December 2021 = 57

Indicator Description	Actual 2020/21	Q3 2021/22	Target 2021/22	Comments (incl. benchmarking)
Repeat high risk domestic abuse cases referred to the Multi-Agency Risk Assessment Conference [% of all re-referrals ComS_024	25%	10%	-	2019/20 = 18 cases from 129 re-referred 2020/21 = 27 cases from 107 re-referred 2021/22 = 9 cases from 43 in Quarter 1 = 4 cases from 40 in Quarter 2 = 3 cases from 29 in Quarter 3
Domestic Crimes reported in the Borough ComS_025	786	-	801	Data collected Annually. Domestic crime increased during the pandemic lockdown due to families being together more often and tensions being created.

APPENDIX 2

FINANCIAL PERFORMANCE – Q3

Employee Position

The summary position as at 31 December 2021 for employee budgets is as shown:

Department	Annual Budget £'000	Budget to 31/12/21 £'000	Actual to 31/12/21 £'000	Variance £'000
Chief Executive's Dept.	3,060	2,260	2,205	(55)
Deputy Chief Executive's Dept.	3,140	2,315	2,185	(130)
Executive Director's Dept.	5,858	4,324	3,848	(476)
General Fund – Total	12,058	8,899	8,238	(661)
Housing Revenue Account	4,051	2,985	2,729	(256)
Grand Total	16,109	11,884	10,967	(917)

The budget position to 31 December 2021 for gross employee costs shows a £917k underspend, which includes savings made with vacancies and the unresolved status of the 2021/22 pay award. This underspend is split £661k for the General Fund (GF) and £256k for the Housing Revenue Account (HRA).

The budget figures above exclude the vacancy rate target set for the GF of £360k when the 2021/22 budget was approved.

The budget for 2021/22 included an allowance for pay inflation based upon the earlier announcement from the Chancellor of the Exchequer of a guaranteed public sector pay award of at least £250 on any earnings below the median wage of £24k. The final pay award for 2021/22 was unresolved as at 31 December 2021 and is not reflected in the actuals above. The impact of an annual pay award at 1.75% on gross pay for all employees would see an estimated additional cost to the Council of around £170k (£130k GF and £40k HRA) in 2021/22.

If the pay award is not finalised in time to enable payment to be made in the March payroll, an appropriate accrual will be included in the 2021/22 accounts.

In addition, the 'market supplements' agreed up to 31 December 2021 are not included in the annual budget figures as the immediate impact of these in Q3 was not significant. The additional budget will be incorporated into future budget monitoring reports and the final outturn for 2021/22.

Income Budgets

The position to 31 December 2021 in respect of the most significant variable income budgets is as follows:

Income	Annual Budget £'000	Income to 31/12/21 £'000	Latest Projection £'000	Projected Variance to Budget £'000
Planning Fees	(450)	(462)	(585)	(135)
Pre-Planning and History Fees	(40)	(13)	(20)	20
Industrial Units Rents	(177)	(155)	(200)	(23)
Craft Centre Complex Rents	(34)	(25)	(33)	1
Garden Waste Income	(750)	(862)	(862)	(112)
Sale of Glass	(45)	(27)	(50)	(5)
Sale of Wheeled Bins	(30)	(29)	(35)	(5)
Recycling Credits - Glass	(120)	(67)	(140)	(20)
Trade Refuse Income	(468)	(624)	(624)	(156)
Special Collections Income	(55)	(41)	(55)	-
Parking Income (Pay & Display)	(180)	(110)	(145)	35
Off-Street PCN Income	(50)	0	(30)	20
Cemeteries	(211)	(187)	(220)	(9)
Miscellaneous Legal Charges	(10)	(33)	(25)	(15)
Land Charges Income	(80)	(66)	(80)	-
Licence Income	(164)	(99)	(140)	24
Interest on Investments	(289)	(190)	(250)	39
Beeston Square Rent	(500)	(413)	(500)	-
General Properties Rents	(58)	(30)	(58)	-
Total	(3,711)	(3,433)	(4,052)	(341)

Notes

The current status is in respect of income billed rather than income collected. The majority of the current annual projections above are pro-rata based upon activity to 31 December 2021 and/or profiled projections based upon 2020/21 outturn.

- i) The projected income from Planning Fees is consistent with previous outturn.

- ii) Industrial unit tenants are billed for rent in advance, so the final outturn will be adjusted for any accruals, receipts in advance and provision for doubtful bad debts. The earlier 2020/21 rent income budget was reduced by Finance and Resources Committee on 8 October 2020 as a prudent measure in anticipation of tenants having difficulty in paying their rent as a consequence of the pandemic. The Council will benefit from additional income from the two new industrial units at Mushroom Farm. The current position for 2021/22 is regularly monitored.
- iii) Garden waste income exceeded expectations with over 21,000 subscriptions in 2021/22 which compares favourably with the original budget estimate.
- iv) Income from the sale of wheeled bins in 2021/22 has exceeded expectations. This will be offset by additional expenditure on wheeled bin replacements.
- v) Income from trade refuse has exceeded expectations, although the final outturn will be adjusted for adjusted for accruals, receipts in advance and provision for doubtful bad debts.
- vi) Pay and display car parking income continue to be adversely affected by the pandemic. The loss of town centre car parking due to the Cinema development and a car park being used by the NHS as a Covid-19 testing site is also having an impact. The Finance and Resources Committee received reports to reduce the 2021/22 budgets in response to the restrictions imposed following the national lockdowns, slow recovery and the impact of increasing store closures. The Council has received some compensation from central government as part of the Covid-19 sales, fees and charges support to offset loss of income as a direct result of the pandemic. Income in 2022/23 will continue to be carefully monitored as the local economy slowly recovers.
- vii) Penalty Charge Notice (PCN) income from off-street car parking is received from Nottinghamshire County Council at the end of each financial year.
- viii) The estimated increase in Cemeteries income is based on current trend.
- ix) Legal Services are allowed to charge when instructed on certain matters with the level of income being dependent on the number of instructions received. There has been an increase in leasehold enquiry instructions and an increase in Section 106 agreements.
- x) Licensing income received 2021/22 is below the budget as a direct and ongoing consequence of reduced economic activity caused by the pandemic.
- xi) Commercial unit tenants are billed for rent in advance, so the final outturn will be adjusted for any accruals, receipts in advance and provision for doubtful bad debts. Covid-19 has impacted upon the tenants at Beeston Square in different ways. Whilst some managed to continue trading, others were forced to close for a period and some ceased trading completely. The current position for is being regularly monitored and a detailed report on commercial matters was presented to Finance and Resources Committee on 9 December 2021.

Capital Programme

Capital Programme expenditure as at 31 December 2021 is summarised as follows:

	Approved Budget 2021/22 £'000	Actual Spend to 31/12/21 £'000	Proportion of Budget Spent
General Fund	8,959	3,483	39%
Housing Revenue Account	13,684	6,890	50%
Grand Total	22,643	10,373	46%

The summary figures include all capital schemes brought forward from 2020/21, as previously approved, in addition to any other budget changes made up to 31 December 2021. No account has been taken of any invoices received but not yet paid or work that has taken place but where no invoices have, as yet, been received.

The General Fund Capital Programme excludes schemes totalling £1.013m for which the approval to proceed will be granted once a source of funding has been identified.

The most significant schemes with regards to spending to 31 December 2021 are:

Scheme	Approved Budget 2021/22 £'000	Actual Spend to 31/12/21 £'000	Comments
General Fund			
Disabled Facilities Grants	1,362	423	A number of grants are committed which are not included in spend to date
Replacement Vehicles and Plant	1,087	786	Orders have been raised for vehicles in the replacement programme
Beeston Square Phase 2	3,993	1,758	Scheme nearing conclusion with regular updates provided to the Policy and Performance Committee
HRA			
Aids and Adaptations – Disabled Persons	593	213	Adaptations will not fully catch up and some committed work will slip due to the delays associated with working in vulnerable households.
Modernisation Programme	2,215	1,670	This project is progressing well.

Scheme	Approved Budget 2021/22 £'000	Actual Spend to 31/12/21 £'000	Comments
Central Heating Replacement	2,407	1,113	Progressing well, however the Government have put back the deadline for completion of LAD2 funded insulation scheme twice now due to the difficulties experienced by many authorities. The new date is 30 June 2022 so some work and funds will slip into 2022/23. It is proving more difficult to satisfy the requirements of the funding which will impact on expenditure.
Windows/Doors Replacement Programme	688	113	Work output is accelerating but some slippage is expected here because of production delays caused by labour shortages and industry wide shortages of glass and plastics. This is linked to the LAD2 project.
External Decoration and Pre- Paint Repairs	929	557	Progressing well but some external repairs and repainting will slip due to the delayed procurement of a new contract partner.
Acquisition of Properties	2,201	644	Five properties purchased with further opportunities expected to progress to completion in year.
New Build – Housing Feasibility Costs	617	164	Budget likely to be underspent as schemes taking longer to submit for planning but spend will increase over next quarter.
New Build - Oakfield Road	691	540	Anticipated completion of these units in Q4. Bulk of budget will be spent in year with small retention held back for payment in 2022/23.
New Build – Fishpond Cottage site	550	0	Scheme to proceed with the bulk of spend to be in 2022/23.
New Build – Chilwell and Watnall Garage Sites (including Inham Nook)	600	424	Bulk of budget committed in 2021/22 with purchase of the Inham Nook pub.

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Report of the Executive Director

SURVEILLANCE CAMERA UPDATE

1. Purpose of report

To provide the Committee with various updates and information regarding the review of surveillance cameras owned and operated by the Council. Specifically, those monitored as part of the share service with Ashfield District Council and Newark and Sherwood District Council.

2. Detail

At its meeting on 16 September 2021, and following two Task and Finish Group meetings, the Community Safety Committee considered a report which proposed the Council reduce the number of cameras being monitored 24/7 but maintain coverage by upgrading to more modern technology where this was required. It was agreed that it was important to improve the quality of images in accordance with police requirements, to upgrade and modernise the Council's camera systems in order to create resilience for the future and provide security to help ensure that people feel that Broxtowe is a safe place to live, work and visit.

The Council has 64 cameras continuously monitored in public places. These are mostly in town centres; the remainder being located at a housing site in Chilwell. These 64 cameras are managed and monitored centrally as part of a shared service arrangement with Ashfield District Council and Newark and Sherwood District Council. Following the review, the number of town centre cameras will be reduced by 23. However, with more modern cameras having greater capabilities and achieving better depth of field with supportive analytics, coverage will be maintained.

The Council manages additional surveillance camera systems. These are located at various sites including for example, Council building and some fleet vehicles, LLeisure, and video badges. The systems are managed locally from the facility in which they are based or corporately within the Surveillance Camera, Parking and Security team. These surveillance camera systems will be reviewed separately during 2022/23 in line with the Surveillance Commissioner's Code of Practice.

3. Financial implications

The financial implications are set out in appendix 1.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil

APPENDIX 1

Broxtowe Borough Council Surveillance Cameras

Currently, 64 Broxtowe cameras are in public places such as town centres. These are monitored centrally by a private contractor (Profile) as part of a shared service arrangement with two other local authorities. Broxtowe takes a lead role in the procurement and management of both the surveillance camera monitoring and maintenance contracts.

The arrangement includes a 24/7 control room based at Police HQ. Broxtowe Borough Council recharges the other two authorities proportionately, based on the number of centrally monitored cameras as of the 1 April each year.

Local Authority in the shared service	No. of cameras
Newark & Sherwood District Council	74
Ashfield District Council	29
Broxtowe Borough Council	64

The total monitoring cost for 2020/21 was £149,045 – which approximately amounts to £900 per camera per year or a cost to Broxtowe of approximately £58,000. Under the terms of the Partnership Agreement, any reduction in the number of cameras being monitored requires:

“The partnership shall meet in September of each year to discuss the respective proposals of each party with regard to the number of cameras they will be monitoring from 1 April of the following year.

The other partners must be given a minimum of six months’ notice if any partner decides to increase or decrease their number of cameras by 25% or more. If agreed by the parties, a small or insignificant change in a party’s camera numbers will be recorded but may not require a change in contribution rates.”

Effectively this means that any reduction in the number of Broxtowe’s 64 continuously monitored cameras by more than 25%. Following the review, the other parties were notified prior 30 September 2021 for implementation to take place by 1 April 2022. Financial savings will begin to accrue April 2022.

The re-calculation of percentages is as follows based on the proposed camera upgrades:

Local Authority in the shared service	No. of cameras	% of cameras
Newark & Sherwood District Council	74	51.5%
Ashfield District Council	29	20.0%
Broxtowe Borough Council	41	28.5%
Total	144	100%

Estimated overall cost

The details contained within this report in terms of the upgraded units will cost and estimated £41,000 (capital). The total cost of upgrades anticipated during the medium-term financial strategy (MTFS) period from 2022/23 to 2024/25, including capital upgrades and ongoing maintenance, is £95,000. This also includes the commitment from the capital programme 2022/23 to upgrade and relocate the town centre wireless network from the old town hall to a more central location (Beeston Cinema rooftop) and the purchase of a borough wide re deployable surveillance system to tackle any areas of concern.

There is a potential saving on monitoring costs of around £20,000 per year. Should that saving be achieved this will equate to £40,000 over the MTFS and £20,000 plus per annum thereafter.

Medium Term Financial Strategy

	Upgrade Costs (Capital)	Potential Revenue Savings
2022/23	£85,000	£5,000
2023/24	£10,000	£20,000
Total (Two-year)	£95,000	£25,000

With a total capital outlay of around £95,000 (including the cost of migrating the wireless network from the old Town Hall to the Cinema) and potential savings of £20,000 per annum from 2023/24 this will see a pay-back period on the capital investment within 5 years.

The other Broxtowe and LLeisure Equipment

The other 192 Broxtowe and LLeisure CCTV cameras and video badges are in a variety of other locations, some managed locally from the facility in which they are based, and some managed corporately. The 192 cameras are summarised below:

Location	Cameras	2020/21 Costs*
LLeisure facilities (Bramcote, Chilwell, Kimberley Leisure Centres)	48	£1,422
Car parks, parks and video badges	30	£11,365
Housing & Community buildings	25	£3,307
Other council offices (e.g. Foster Avenue)	18	£744
Kimberley refuse vehicle	56	£1700
Bramcote Crematorium	15	£258

*Note: These costs are not a like for like comparison with each other. For example, some are self-contained systems with no comms or dedicated monitoring costs; some budgets include an element of repair and replacement, and others do not

Usage of Broxtowe public place Cameras 2020 (the 65 town centre cameras)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Reactive incidents viewed	8	6	17	2	2	4	3	11	6	14	19	9	101
Proactive incidents viewed	9	4	8	16	13	5	11	13	7	10	10	5	111
Total incidents viewed	17	10	25	18	15	9	14	24	13	24	29	14	212
Arrests made	2	2	2	2	2	0	4	7	0	2	6	2	31
Police viewings	14	4	4	1	3	3	7	16	5	15	20	6	98
Discs produced	5	3	3	0	1	1	2	9	1	3	5	2	35
Out of hrs calls taken	77	114	78	68	103	96	74	80	96	126	86	116	1114

Future work

In addition to the upgrades to the current surveillance suite, a range of other surveillance camera work is planned to be completed during 2022/23 for example:

- The implementation of a new Broxtowe Learning Zone training course focused on surveillance camera systems and specifically the Surveillance Camera Code of Practice.
- The embedding of a new guidance document to support managers who are responsible for surveillance camera systems in their service area
- Relocating the wireless backhaul transmission system from the Town Hall roof to the new Beeston town centre cinema site, which includes the realignment of the Beeston town centre wireless system.
- Procurement of a mobile surveillance camera system to enable the Authority to deploy the camera in locations where there is justification to do so.

APPENDIX 2

Considerations for the installation, operation or removal of surveillance cameras

The main principles are outlined in the “Surveillance Camera Code of Practice” published in June 2013 and to which “relevant authorities” (such as local authorities) “must have regard”.

The 12 guiding principles:

1. *Use of a surveillance camera system must always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.*
2. *The use of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure its use remains justified.*
3. *There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point for access to information and complaints.*
4. *There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.*
5. *Clear rules, policies and procedures must be in place before a surveillance camera system is used, and these must be communicated to all who need to comply with them.*
6. *No more images and information should be stored than that which is strictly required for the stated purpose of a surveillance camera system, and such images and information should be deleted once their purposes have been discharged.*
7. *Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted; the disclosure of images and information should only take place when it is necessary for such a purpose or for law enforcement purposes.*
8. *Surveillance camera system operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards.*
9. *Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.*
10. *There should be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports should be published.*
11. *When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most effective way to support public safety and law enforcement with the aim of processing images and information of evidential value.*
12. *Any information used to support a surveillance camera system which compares against a reference database for matching purposes should be accurate and kept up to date.*

As per the Highway Code it is not directly an offence to fail to comply with these guiding principles and the details set out in the Code of Practice, but failure to comply could be a material matter in any legal proceedings:

“A failure on the part of any person to act in accordance with any provision of this code does not of itself make that person liable to criminal or civil proceedings. This code is, however, admissible in evidence in criminal or civil proceedings, and a court or tribunal may take into account a failure by a relevant authority to have regard to the code in determining a question in any such proceedings.”

Principle 2 is especially important when it comes to any proposal to implement or review a camera system: -

*This principle points to the need for a **privacy impact assessment** process to be undertaken **whenever the development or review of a surveillance camera system is being considered** to ensure that the purpose of the system is and remains justifiable, there is **consultation with those most likely to be affected**, and the impact on their privacy is assessed and any appropriate safeguards can be put in place. Where such an assessment follows a formal and documented process, such processes help to ensure that sound decisions are reached on implementation and on any necessary measures to safeguard against disproportionate interference with privacy.*

Switching off cameras

Switching off cameras (whilst leaving them in situ) requires “*consultation with those most likely to be affected*” and therefore cannot be done “secretly” in the hope of achieving most of the benefits at a much smaller proportion of the ongoing costs (structural and electrical testing would still be required). Effectively they become false cameras which then either require dishonest signage implying they are still functional, or honest signage saying they are no longer working. In the case of dishonest signage: -

“If there is a false sense of security implied, people have the right to rely on that security and may very well expose the responsible party for the false sense of security.”

Thus it can be seen that switching off cameras, having followed due process, and with honest signage, is a cost-reduction option. However, as detailed at the start of appendix 1, the central monitoring cost-reduction benefits for Broxtowe would take a while to filter through; a replacement out-of-hours call-taking function might be needed; and due process would be required before they could be switched back on. If cameras were left off for a pro-longed period of time they might not work again if rotating mechanisms etc. had seized up.

Report of the Executive Director

PARKING SERVICES ANNUAL UPDATE

1. Purpose of report

To provide the Committee with a general update on parking services including shared service arrangements for 2020/21.

2. Broxtowe detail and recent developments

The Council currently has 28 town centre car parks including two car parks near to Beeston train station. This is a reduction from 30 in 2020/21, two sites were used in association with the Cinema complex in Beeston Town Centre. Further financial and statistical information is given in appendices 1 and 2.

Albion Street car park in Beeston is currently in constant use as a COVID testing site through arrangements between this Council, Nottinghamshire County Council and the NHS. Car parks in Kimberley and Eastwood are also regularly used for testing, while the Council also provides car parks for vaccination buses and vans depending on the location of targeted demographics.

The Council currently has 32 electric vehicle charging points spread across the borough following funding from the Go Ultra Low Cities Project. Subject to the Council's annual budgetary processes it is planned that a programme of resurfacing be introduced prioritised according to operational need.

At its meeting on 22 November 2021 the Environment and Climate Change Committee resolved to allow for parking charges to be relaxed for two weeks over the Christmas period in order to assist local business during the pandemic.

3. Shared service arrangements

In addition to managing the Council's 28 car parks, the Parking Services team also manage Rushcliffe Borough Council's car parks and until March 2020 managed on-street enforcement on behalf of Nottinghamshire County Council in both Broxtowe and Rushcliffe. Although some of these services have concluded they are mentioned here in order to explain the income generated and highlighted in appendix 1. Further details are given in appendix 3.

4. Financial implications

The financial implications are set out in the appendices. It should be noted that the financial impact of COVID-19 on the income for 2020/21 was mitigated as a result of payments received from Central Government but that the income for 2021/22, which will be detailed in the next annual report to Committee has been negatively impacted.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil

APPENDIX 1

Broxtowe off-street car park data for 2019/20 and 2020/21

General Car Park Information	2019/20	2020/21
Number of car parks	30	30
Total number of spaces (inc. blue badge)	890	890
Total number of blue badge spaces	78	78
Total number of charging spaces	782	782
Number of Pay & Display machines	31	31

Pay and Display Use

Total number of Pay & Display tickets purchased or free 1hr vouchers issued	707,959	310,542
Total Pay & Display Income (net)	£208,718	£76,183
% using free hour	75.6%	82.9%
% paying £1.00	16.7%	12.5%
% paying £1.50	2.5%	1.5%
% paying £2.00	4.2%	3.0%
% paying £3 plus (Beeston train station)	0.9%	0.1%

Penalty Charge Notices (PCN)/Permits

PCN's issued	2,879	1,212
PCN Income	£86,465	£39,845
Parking Permit income (net)	£1,332	£7,247
Income from NCC	£30,000	£0
Income from Ashfield DC	£0	£5,502
Income from Rushcliffe BC	£20,922	£21,549

Total Income	£347,437	£150,327
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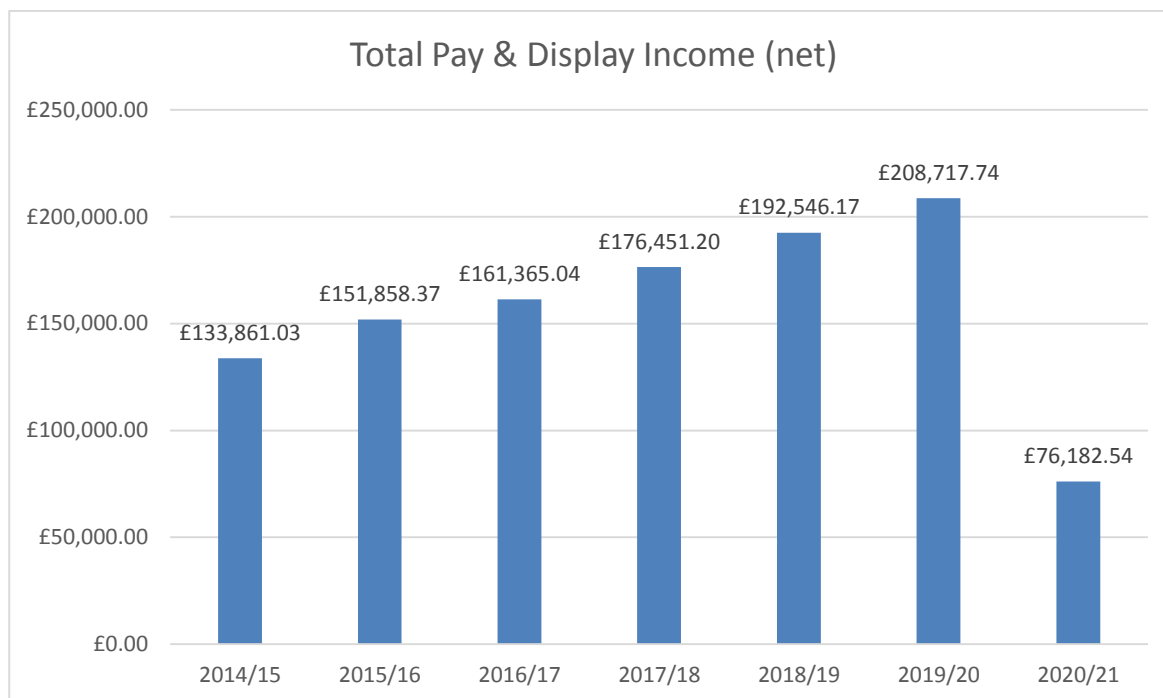
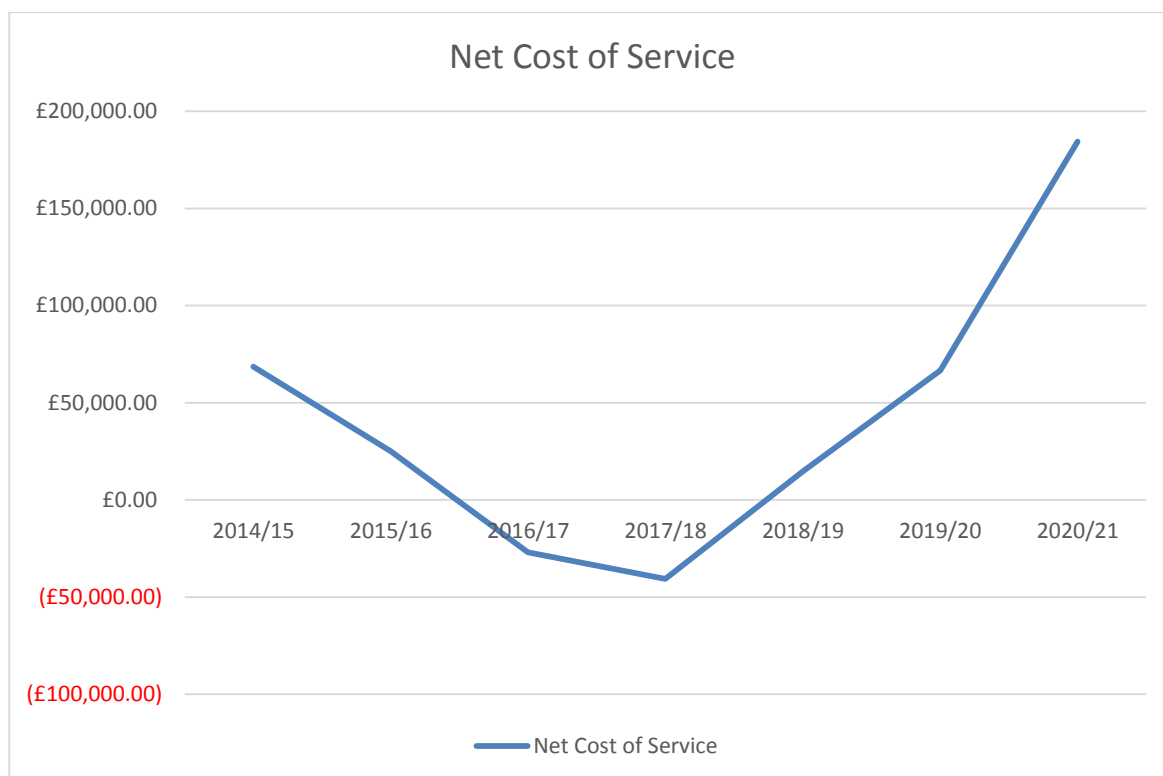
Costs

Direct Employee Expenses (operatives)	£161,968	£150,724
Repairs and Maintenance	£59,456	£56,874
Supplies and Services	£39,744	£35,171
Utilities	£69,437	£76,407
Cash Collection	£16,856	£6,120
Capital Charges	£15,649	£0
PCN Processing charges	£18,973	£9,393
Total Expenditure	£382,083	£334,690

Net Cost of Service	£34,646	£184,363 **
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** Sales, fees and charges Central Government COVID-19 payments included £179,282 for lost parking income.

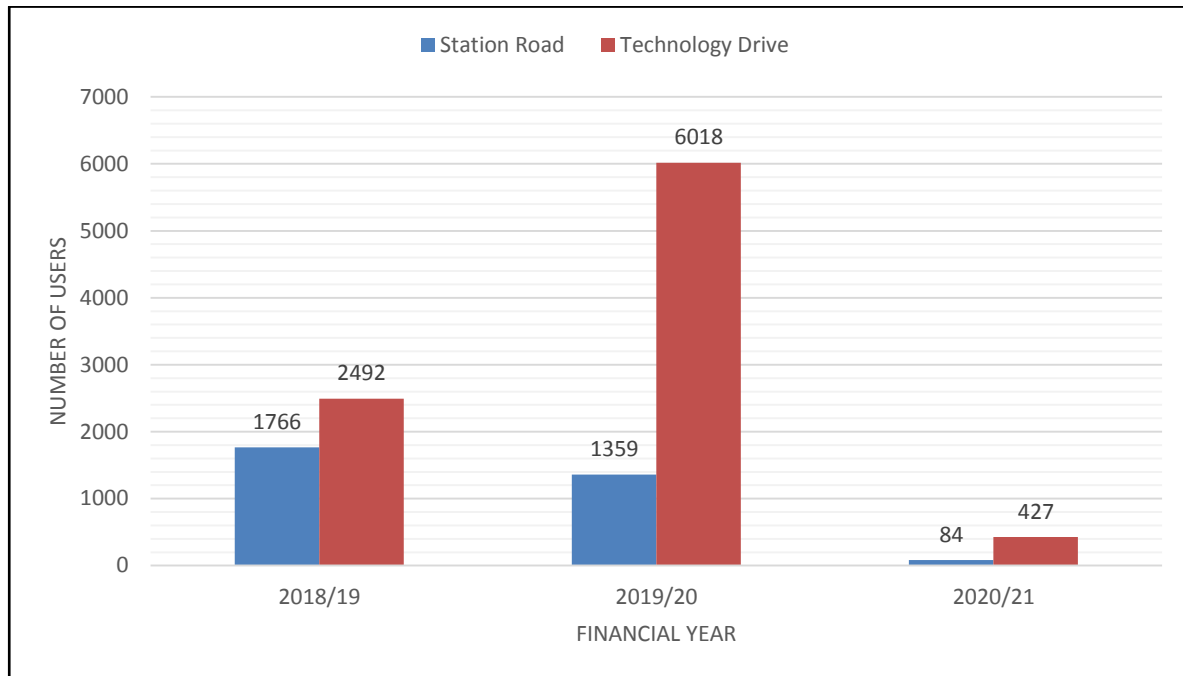
APPENDIX 2

Broxtowe off-street car park income trend 2014-2021Net cost of Parking Services 2014/15 to 2020/21

2020/21: Central Government's COVID-19 sales, fees and charges support, offset reduction in income by £179,282

Usage of car parks adjacent to Beeston Train Station

The graph below shows the impact of COVID-19 on the Council's most productive car parks. However, it should be noted that this loss was offset by the sales, fees and charges COVID-19 Central Government support.



APPENDIX 3Shared service arrangements

The Council's arrangements with Rushcliffe Borough Council started in October 2014, since when Broxtowe Borough Council has managed Rushcliffe's off-street car parks. This includes management of capital projects such as the installation of new pay and display machines and attendance at officer board meetings

The main advantages to this Council of the shared service arrangement are as follows:

- Income for Broxtowe Borough Council (see appendix 1)
- Greater voice for Broxtowe in countywide discussions as Broxtowe employees are representing two authorities
- Economies of scale in procurement (for example bulk purchase of pay and display tickets)

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Report of the Deputy Chief Executive

BEESTON TOWN CENTRE REDEVELOPMENT

1. Purpose of report

To update Members on progress on The Square Phase 2 in Beeston.

2. Background

The Council agreed to directly develop a cinema and food and beverage complex at the northern end of the site, with 132 flats to the south (now sold to a third party to build out), linked by public realm. The Deputy Chief Executive has delegated authority for all aspects of the project within the budget approved by Policy and Performance Committee on 3 July 2019, endorsed by the Full Council of 17 July 2019 and amended by Finance and Resources Committee on 11 February 2021.

Members are asked to note that there are further details to this report in the confidential appendix within the exclusion items and a recommendation is within the appendix.

3. Key Updates

- Units 2/3 and 6 are being fitted out, with target opening dates around Easter.
- Unit 1 is under offer for a desserts and creamery company.
- Tenders have been received for refreshing the Argos block and the selected contractor has come in below budget. Work is due to start around the beginning of April, subject to planning consent for shopfronts and canopies.
- Offers have been received from a virtual reality gaming company for the first floor of Argos and from a Shisha Bar for the ground floor front. Subject to lease negotiations, these could commence trading in the summer.

4. Financial implications

The final account with Bowmer and Kirkland has been settled at some £23,000 under budget.

Recommendations

The Committee is asked to NOTE the report and any further verbal updates provided.

Background papers

Nil.

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