

# Nottinghamshire County Council Annual Delivery Plan 2024/25

Quarter 2 Assurance – Published Jan 2025



Nottinghamshire  
County Council

## Annual Delivery Plan 2024/25 – Quarter 2 (July-Sept) Assurance

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The [2024/25 Annual Delivery Plan](#) outlined the actions we intended to take over the coming year, to deliver the ambitions outlined in [The Nottinghamshire Plan](#), and how we will measure our success. This report provides members and residents with an update on our progress to date in delivering these actions (up to the end of September 2024), alongside a range of success stories from across all departments.

**Summary** – For 2024/25, specific milestones have been allocated against each action, to identify tangible steps that are to be progressed in year, during a given quarter. Of the 53 actions in the current Plan, 66 milestones sit underneath these which relate specifically to quarter 2. Of these, 54 (82%) are currently on track for completion, whilst 11 (17%) have been highlighted as experiencing some issues. Only 1 (2%) has been highlighted as experiencing significant obstacles to completion.

For those actions which are experiencing issues, this generally relates to delays caused by factors such as capacity and resourcing and the change in national government impacting on funding and policy confirmation. Mitigations are in place where possible to continue making progress at pace, with assurance having been provided to Council officials.

Further assurance will take place before the end of the financial year to allow additional opportunity for Departments to provide updates on progress, with a detailed breakdown of the milestones under each Ambition included below:

**Ambition 1 – Helping our people live healthier, more independent lives:** The Council committed to delivering 5 actions to achieve this ambition by April 2025. Of the 9 Q2 milestones against these actions, 3 are complete, 4 are on track, whilst 2 are experiencing minor issues.

**Ambition 2 – Supporting communities and families:** The Council committed to delivering 7 actions by April 2025. Of the 7 Q2 milestones against these, 2 are complete, 3 are on track, whilst 2 are experiencing minor issues.

**Ambition 3 – Keeping children, vulnerable adults, and communities safe:** The Council committed to delivering 5 actions by April 2025. Of the 7 Q2 milestones against these, 2 are complete, 3 are on track, whilst 2 are experiencing minor issues.

**Ambition 4 – Building skills that help people get good jobs:** The Council committed to delivering 5 actions by April 2025. Of the 7 Q2 milestones against these, 4 are on track, whilst 3 are experiencing minor issues.

**Ambition 5 – Strengthening businesses and creating more good-quality jobs:** The Council committed to delivering 5 actions by April 2024. Of the 7 Q2 milestones against these, 3 are complete, whilst 4 are on track.

**Ambition 6 – Making Nottinghamshire somewhere people love to live, work and visit:** The Council committed to delivering 5 actions by April 2025. Of the 5 Q2 milestones against these, all 4 are on track.

**Ambition 7 – Attracting investment in infrastructure, the economy and green growth:** The Council committed to delivering 3 actions by April 2025. Of the 3 Q2 milestones against these, 1 is on track, whilst 1 is experiencing significant obstacles.

- The milestone experiencing significant obstacles refers to the A614 corridor improvement (action 7.2) – this faces significant delays due to the new government's review of all capital assets and delays in receiving Department for Transport's sign off on the detailed business case submitted for funding.

**Ambition 8 – Improving transport and digital connections:** The Council committed to delivering 5 actions by April 2025. Of the 5 Q2 milestones against these, all 5 are on track.

**Ambition 9 – Protecting the environment and reducing our carbon footprint:** The Council committed to delivering 6 actions by April 2025. Of the 7 Q2 milestones against these, all 7 are on track.

**Ambition 10 – A forward looking and resilient Council:** The Council committed to delivering 7 actions by April 2025. Of the 9 Q2 milestones against these, 2 are complete, 5 are on track, 2 are experiencing minor issues.

***See overleaf for stories of success that have occurred during Quarter 2 (July – September) for the current financial year.***

## Ambition 1 – Helping our people live healthier, more independent lives

*Our ambition is that people in every community enjoy healthier, happier lives and remain independent for longer.*

### Progress:



**More students using local buses to travel to college –** 83% of students at West Notts College are now using local bus services to travel to college thanks to a student travel scheme set up by the Council, in partnership with the college and local bus operators. Previously, only 30% used the bus, with the rest travelling in by car. Students now have a smart card that not only gets them to and from college, but also allows them to get around when not at college. 22% are now using it to access work and leisure activities. The success of the scheme was recognised when the partnership won the prestigious [Bus Initiative of the Year award](#), from the Chartered Institute of Highways & Transport awards, earlier this year.

**Nottinghamshire wins coveted Sustainable Food Place Bronze Award –** In August, the Nottinghamshire Sustainable Food Network won a prestigious [Sustainable Food Places](#)

[Bronze award](#). The award recognises the Nottinghamshire Network’s work to promote healthy, sustainable, local food, and to tackle some of today’s greatest social challenges - including food poverty and diet-related ill health. The Network is a dynamic forum for discussion and action on all key food issues, bringing together a range of partners working to improve the local food system.

Councillor Scott Carlton, Cabinet Member for Communities and Public Health said: "The Nottinghamshire Sustainable Food Network is proud to achieve the Sustainable Food Places Bronze Award. It demonstrates the achievements of the partners and communities who work hard to ensure good healthy food is available for everyone".



**Better collaboration to support mental health –** System partners across health, local authorities and the voluntary sector, and people with lived experience have worked together to develop the [Integrated Mental Health Pathway Strategic Plan 2024- 2027](#), which was published on 31st July. This sets out the direction of travel for an integrated mental health pathway that delivers local, inclusive, safe, personalised, and therapeutic care that meets the needs of individuals in Nottingham and Nottinghamshire. As part of this, 3 strategic pillars have been developed to deliver on this vision:

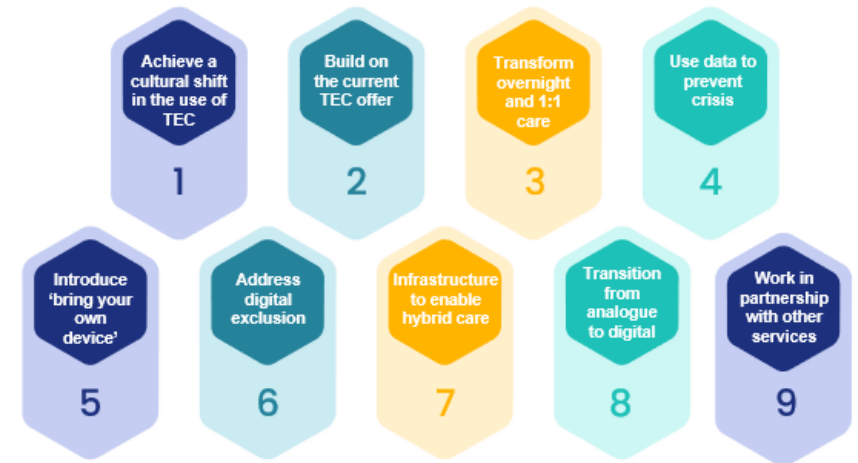
**1 –** Improving access to care and support in the right place at the right time.

**2 –** How we deliver high quality care for people.

**3 –** Timely discharge to the place people call home.

**Implementation of the Technology Enabled Care Strategy 2024-27** – Implementation is ongoing, led jointly by the Technology-Enabled Care (TEC) team and Service Improvement, Quality & Practice. [The Strategy has nine key ambitions](#) that collectively promote a ‘TEC First’ approach to support strengths-based care and support people to remain independent in their own homes for as long as possible. As of end of September 2024 progress is above target in several key areas, with training delivered to 550+ internal staff (target of 1,000 by April 2025) and 363 carers assessed as high risk of carer breakdown supported with TEC (target of 442 by April 2025, 20% increase against 2022/23 baseline).

Additionally, a refreshed operating model has been developed for the Intelligent Lilli activity monitoring system pilot, based on feedback from teams involved in the early phases, partially funded by the Accelerating Reform Fund. A new Care Data Central Monitoring team will be launched in autumn 2024, enabling long-term monitoring using Intelligent Lilli to detect gradual changes in individuals’ needs as well as crisis prevention.



#### Story of Difference:

**Rushcliffe Ageing Well’s innovative use of TEC to promote independence** – ‘A’ lives alone and has mild dementia. Paid carers support them with activities of daily living as their daughter lives in the south of the country. Continuing to access the community is very important to A, as they are very sociable and enjoy visiting their local pub, where they have built up a circle of friends over many years. Because of this, sometimes A is not at home when their carers arrive to support them with medication, which means carers must make another call later when they have returned.

A’s social worker suggested installing Lilli as a long-term monitoring solution to complement their current care package and avoid a more restrictive option. Their daughter and the care provider were given access to the Lilli Friends and Family app with real-time information about A’s movements within the home. This gave the daughter reassurance and the care provider the ability to check in advance that A would be home for their scheduled call, or re-arrange this for when they returned.



## Ambition 2 – Supporting communities and families

*Our ambition is to ensure that our services are meeting demand and provide the best possible services for all our communities and families, in the most sustainable way.*

### Progress:



**Family Hub Network Launches** – New family hubs networks are being [rolled out across Nottinghamshire](#), with a range of weekly activities organised by council teams and different organisations which make up the family hubs network. Activities will take place in dedicated Family Hub buildings, community venues, and virtual programmes that families can access online. As part of the network, organisations work together to assess and meet the needs of families in Nottinghamshire. This is done through universal, early help and targeted services, making sure families get the right support at the right time. The networks include at least one main physical hub and several ‘spokes’, which are a mixture of physical and virtual access and service delivery points. 7 of the 17 Family Hub Networks have now launched, with the remainder being launched by the end of March 2025.

Councillor Tracey Taylor, Cabinet member for Children and Families, said: “I’m confident that if we all work together, we will give children and families in Nottinghamshire the right support at the right time... Through the networks we are expanding our existing offer, making it easier for families to navigate the wide range of help and support that is already available regardless of age.”

### Launch of Bereavement Support pages –

Bereavement and related support webpages have been launched and are accessible from [Bereavement support | Nottinghamshire County Council](#). The webpages provide local and national signposting and practical advice for people who have experienced the loss of a loved one. Work is also ongoing to develop a system-led approach to bereavement support, and to explore opportunities for an intelligence led approach to identify and offer early support to people affected by bereavement.

**Businesses across Nottinghamshire urged to make an age-friendly pledge** – Nottinghamshire County Council encouraged businesses and organisations to join the [Age-Friendly Pledge campaign](#). This initiative aimed to assure older and disabled shoppers that they will always have a welcoming place to sit and rest when out and about. Over 300 businesses and community organisations have already committed to displaying a ‘We are Age Friendly’ sticker. Participating businesses offer seats, drinks, and, if accessible, use of their toilet facilities. The campaign helps older people stay independent and connected, reducing feelings of loneliness and isolation.



**Accessing information to support well informed decisions** – To help ensure people can access information to support well informed decisions, work has continued to review and upgrade the [Notts Help Yourself website](#). This aims to ensure content is fully compatible with screen readers and other software used to enable people with sight impairment to access and navigate digital content independently. Additionally, four people with learning disabilities and/or autistic

people have been successfully recruited and hosted within the Customer Service Centre (with support from i-Work), to write and quality check new Easy-Read versions of the Nottinghamshire County Council website content.

### Stories of Difference:

**Transforming Lives Team (formerly Complex Lives)** – B was being supported in the Orion Unit (an inpatient service for adults with learning disabilities and complex mental health difficulties) but it had been difficult to discharge them due to multiple barriers and a lack of provider. Prior to admission, B at times needed four members of staff plus police interventions. Getting a placement that met their needs with appropriate community support was difficult.

Working as part of a Multi-Disciplinary Team, a Social Worker appropriately challenged partners and worked swiftly and persistently; if one door closed, they went straight back to the drawing board to get things moving again. The Social Worker did lots of thorough work with getting things right for B and has built a great relationship with them and their family. As a result, B has now been successfully discharged with appropriate support in the community.



**Teenager helped to achieve dreams with help from Short Breaks** – A teenager from Nottinghamshire is [achieving his dreams of becoming a DJ](#), with the support of Nottinghamshire County Council's Short Breaks Service. Max Dolan, 18, who has a number of additional needs and disabilities, was supported in a mainstream primary school, receiving an education, health and care plan in year 6 and transferring to a special school in year 8.

From an early age he wanted to become a DJ, inspired by watching Kevin and Perry. Since the age of 13, funding from the County Council's Short Breaks Team helped to fund DJ lessons. He quickly gained certificates and progressed to producing music. He now has several songs signed by a small label available to stream and buy, with more in the pipeline.

Max said: "All of this has happened in my life due to the amazing funding from the Short Breaks Service at Notts County Council. I am so thankful and will appreciate all the funding and help and support. I would have found employment so hard given all my needs and disabilities but DJing is a massive passion so now I have these skills me and my family have hope for my future."

### Ambition 3 – Keeping children, vulnerable adults, and communities safe

We're working hard with partners like the police, district and borough councils, the NHS and Government agencies to keep all residents - especially children and vulnerable adults - safe and supported in our communities.

#### Progress:

**Month-long focus on suicide prevention, self-harm, and mental health** – Nottinghamshire County Council ran a [month-long campaign to raise awareness of suicide prevention, self-harm, and mental health](#), from Suicide Prevention Awareness Day on 10 September, to World Mental Health Day on 10 October. The campaign highlighted the help available for anyone who needs support. In addition, on World Mental Health Day itself, a brand-new website launched to help support residents of Nottingham and Nottinghamshire with their mental health. The aptly named 'NottAlone' [aims to connect local people with free mental health support services](#), as well as offering advice and guidance on a range of mental health topics.

Councillor Scott Carlton, Cabinet Member for Communities and Public Health said: "We need to challenge the stigma and negative attitudes surrounding the topics of suicide, self-harm and mental health. We need to promote the ways in which people can protect their mental health and get the support they need".



**Council stops potential fraud attempts worth more than £2.1 million** – The Council has [successfully prevented over £2.1 million in potential fraud attempts](#) over the past four years. The Council's annual fraud report highlights the detection of more than 200 fraud attempts since 2020/21. In the most recent financial year (2023/24), 44 potential fraud cases totalling £411,016 were identified. The Council has implemented robust measures to safeguard public funds, including counter-fraud training for staff and promoting a zero-tolerance approach to fraud.

**Flooding volunteer scheme named as winner of national award** – The Council's Community Flood Signage Scheme won a [Flood and Coast Excellence Award](#) in the Community Action category. The scheme, established in 2011, trains volunteers to close roads susceptible to flooding, helping to protect properties and enhance community resilience. There are now over 485 registered volunteer flood signage wardens across Nottinghamshire. The Council provides training and equipment to these volunteers, who play a crucial role during flood events.

**Foster for East Midlands** – The Council has been working in conjunction with Nottingham City Council, Derbyshire County Council, and Derby City Council as part of the D2N2 project particularly around the recruitment of foster carers within the East Midlands. Under the name Foster for East Midlands, the four local authorities are promoting the benefits and options that residents in the East Midlands can take to offer a safe and happy home to children and young people who need it. One aspect of this project is the Mockingbird programme which nurtures the relationships between children, young people and their foster families supporting them to build a resilient and caring community of between six and ten satellite families known as a





constellation. This constellation offers a wider “family” network of support to each other and has helped keep siblings together when entering foster care, as well as avoiding the use of children’s residential homes.



**Residents in Woodborough are benefiting from over £220,000 of investment to help protect homes from flooding** – The natural flood management scheme upstream of Woodborough village aims to reduce flooding during heavy rainfall by slowing water flow into the village. Led by Nottinghamshire County Council and delivered by Trent Rivers Trust, the project involved creating earth bunds, attenuation ponds, and leaky barriers to control water levels and encourage wildlife habitats. The second phase included reopening a covered watercourse and reshaping the river channel to further slow water flow and enhance environmental benefits. The scheme has received praise for its collaborative approach and positive impact on flood resilience and biodiversity.

#### **Story of Difference:**

**Enabling people experiencing severe multiple disadvantage (SMD), to have access to suitable housing and effective, integrated support services** – C agreed to work with the Making Every Adult Matter (MEAM) team to help us understand how people living with SMD were experiencing our system offer. They were alcohol dependent, homeless and experiencing impacts from being neurodiverse and having mental ill health and trauma from past experiences. Working with the MEAM team they successfully accessed detox and rehab and are now in supported housing. They also participated in co-designing MEAM sessions and are now undertaking voluntary work. They felt that through MEAM, people were able to see them as a person, rather than as their behaviour.

## Ambition 4 – Building skills that help people get good jobs

*Whatever stage people are at in their education, we'll partner with schools, colleges, universities and training providers to ensure that the skills being taught match the needs of local businesses and new investors, while supporting the kinds of work our people want to do.*

### Progress:

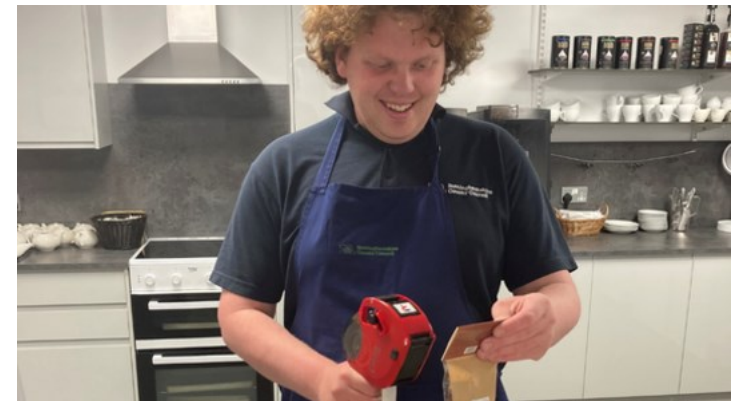
**Supporting Nottinghamshire residents to access training courses** – The Economic Growth and Regeneration team have been working with a number of providers to host training courses for over 1,500 learners this year. This forms part of the Council's broader attempts to promote the opportunities available to provide the right education and training required for our residents, to secure employment and then have the ability to progress and succeed in their work, as set out in the Council's new [Employment and Skills Framework](#). The Framework focuses on the importance of recognising and enhancing skills for employment, supporting individuals of all ages in entering or progressing in the workforce, and ensuring that businesses have access to the skills and talent needed for growth, innovation, and diversification. [For more information, see here](#).



**One stop shop for Nottinghamshire residents to help find further opportunities** – The Council has agreed an extension to the [Nottinghamshire Opportunities](#) portal, which is a virtual one-stop-shop to support residents find work opportunities and help employers develop their talent pool. It aims to be the go-to place to explore local career opportunities and provides a platform for people to search for jobs, training courses, and apprenticeship opportunities. So far this year, there has been over 6,500 users and 4,400 people clicking the "Job Apply" button.

**Employment and training opportunities at Brooke Farm** – Brooke Farm provides [employment and training opportunities](#) in a real work environment for adults who have a learning disability. The training lasts up to three years and prepares trainees to gain long term, paid employment. What is unique about Brooke Farm is the fact that also it provides a much-valued service to the local community. The café is incredibly popular with its selection of drinks, cakes and snacks, or a light lunch. The people who take the orders in the café and prepare the food are trainees in food service, preparation, and food hygiene.

On a recent visit, Councillor Jonathan Wheeler, Cabinet Member for Adult Social Care, said: "I recently visited Brooke Farm, our employment training hub in Linby, to see the brilliant work that takes place... Those who attend the training hub at Brooke Farm are supported in learning real life skills in food service, horticulture, retail and administration, preparing them to succeed in the world of work and helping them to live fully independent lives".



## Ambition 5 – Strengthening businesses and creating more good-quality jobs

*We are helping businesses grow and be more profitable, but we're shaping them to be more sustainable too.*

### Progress:

**Supporting Nottinghamshire businesses to grow and succeed** – In Mansfield, the Council has helped F22 Studios, a photographic business, to obtain grant funding and expand their showroom, increasing their sales revenue and employing more staff. In Broxtowe, we held networking events and surgeries which helped businesses to identify funding. Rigsby's Seasonal Foods, Beeston based producers of unique artisan foods and drinks, subsequently won a national award, increased their product range and invested in new software to help manage their productivity. Tri-Dosha Ltd, based in Mapperley who provide training and products for holistic wellness therapists and skincare professionals, were supported to obtain a growth grant which allowed them to employ more staff and engage in new markets.

**Supporting Nottinghamshire Visit Economy businesses** – The Economic Growth and Regeneration team have been working with Visit Nottinghamshire to [support the visitor economy and our tourism businesses](#). Following national recognition of securing the Local Visitor Economy Partnership (LVEP) earlier this year, there have been various initiatives and campaigns targeted to supporting tourism businesses, including training sessions, visitor economy summit and marketing in the tourist informant centres.



At the time of LVEP accreditation, Councillor Keith Girling, Cabinet Member for Economic Development and Asset Management said: "This is a positive move for Nottinghamshire's visitor economy. It strengthens our position to showcase the whole of the county and what it has to offer, especially with plans for Devolution. Visit Nottinghamshire, as the lead destination management organisation for the area, is best positioned to promote the county at a local, regional, and international level and attract visitors."



## Ambition 6 – Making Nottinghamshire somewhere people love to live, work and visit

*Nottinghamshire has so many strengths, which we want to build on to make an even more attractive place to live, work and visit. We're working towards making more of these assets for residents and visitors, and we are prioritising the places in Nottinghamshire that would benefit the most from regeneration.*

### Progress:

**Multi-million-pound expansion project set to create 560 extra school places in Rushcliffe** – Nottinghamshire County Council announced a £27 million investment to expand Rushcliffe Spencer Academy, creating 560 additional school places. This expansion includes 450 secondary places and 110 sixth form places. The project will feature a new teaching block with dining and sports facilities, as well as improvements to existing buildings and external areas. This initiative aims to address the growing demand for school places in the area and is part of a broader investment in education across Nottinghamshire.

**School buildings most in need of improvement set to benefit from £8.6m council investment** – The Council announced an [£8.6 million investment to improve school buildings most in need of upgrades](#). This initiative, part of the council's annual school building improvement program, is managed by Arc Partnership. The improvements include roof replacements, drainage enhancements, and energy-efficient lighting and boiler upgrades. A dozen schools will benefit, with specific projects tailored to each school's needs. This investment aims to ensure that students have safe and efficient learning environments.



**New sculpture commemorating historic voyage unveiled in Nottinghamshire** – A new sculpture called Scrooby Rock was unveiled in Scrooby, Nottinghamshire, to [commemorate the historic 1620 voyage of the Mayflower](#). This sculpture is a replica of Plymouth Rock in Massachusetts, where the Mayflower Pilgrims first landed. Funded by a £37,400 grant from Nottinghamshire County Council, the project also received local donations and sponsorship. The sculpture features the names of all 102 Mayflower passengers and honours both the Pilgrims and the Wampanoag people. The unveiling was part of the Scrooby annual show and aims to attract visitors and celebrate the community's history.

**Collaborative efforts drive multi-million-pound investments in local towns** – The Council are working closely with the District and Boroughs to complete the final projects funded from the town deals (totalling £146m), £6.3m of Future High Street, £270k of High Street Heritage Action Zones. Officers are working with colleagues to ensure that all the projects secured funding through Levelling Up Funding round 1 (totalling £20m), £57.6m secured through the second round of Levelling Up Funding, £40m over the two Levelling Up Partnerships in Bassetlaw and Mansfield are delivered. More recently, there has been a further £100m allocated to Carlton, Kirby, Mansfield, Newark and Worksop as part of the long-term plan for towns and Officers have been working closely with the respective district/borough councils to prepare their investment plans.

**Thousands flock to Nottinghamshire Day spectacular at Sherwood Forest** – More than 2,000 people attended the [Nottinghamshire Day celebrations](#) at Sherwood Forest. This free event, part of the annual Robin Hood Festival, featured a variety of activities celebrating Nottinghamshire's history and culture.

Highlights included the 'Hunt the Outlaw' game, archery, axe-throwing, craft sessions, and poetry workshops. The event was organized by Nottinghamshire County Council in partnership with RSPB, Notts Outdoors, and Inspire.



**Nottinghamshire's Armed Forces' champions honoured at Boots and Beret 2024 Awards** – More than 200 Armed Forces champions and dignitaries attended [Nottinghamshire County Council's second Boots and Beret Awards](#) at Goosedale, near Papplewick, in August. The showpiece event was launched last year to celebrate the tireless dedication, commitment and service within the Armed Forces community across Nottinghamshire.

Councillor Keith Girling, the County Council's Armed Forces Champion, said: "This year's Boots and Beret Awards was once again a fantastic and moving occasion and I would like to thank everyone who attended for celebrating the tremendous work which happens throughout the county in support of our Armed Forces community... As a military veteran myself and the County Council's Armed Forces Champion, it was wonderful to see the spotlight shine on so many deserving individuals, organisations and businesses."





## Ambition 7 – Attracting investment in infrastructure, the economy and green growth

*We are working towards Nottinghamshire growing greener and improving jobs, opportunities, and quality of life for everyone, supporting a bright and prosperous future for Nottinghamshire.*

### Progress:



**Zero emission bus investment in Mansfield** – The County Council, in partnership with Stagecoach East Midlands, [secured £2.8m from government to invest in electric buses and charging infrastructure in Mansfield](#). With investment from Stagecoach, this represents a total investment of £13m. As a result, ten single-deckers and 13 double-deckers will replace older diesel buses on services 1, 6, 7 and 16, and are expected to be in service by 2026. The electric buses will offer improved comfort, quality, and accessibility for passengers, as well as reducing noise and air pollution. As part of the project, the Council has also initiated a partnership between Stagecoach and West Notts College, which will provide opportunities for students and staff to enhance their skills and careers in automotive engineering.

Councillor Neil Clarke MBE, Cabinet Member for Transport and Environment, said: “We are delighted to partner with Stagecoach East Midlands and West Notts College on this project, which will not only benefit the environment and the health of our residents, but also create new opportunities for learning and skills development in the automotive sector. This is a fantastic achievement for Nottinghamshire and a major step towards our goal of becoming a net zero carbon county by 2050”.

**Advancing clean energy: STEP Fusion Programme and new leadership drive economic impact** – Further work is being progressed with the Spherical Tokamak for Energy Production (STEP) Fusion programme project, to help deliver long term investment in clean energy, including appointing a new Programme Manager (joint role with Bassetlaw District Council). This role is helping to drive the vision and the wider economic impact for our residents and businesses.

## Ambition 8 – Improving transport and digital connections

*We continue to develop our Local Transport Plan which will set out how we'll improve our transport networks, prioritising those areas that would benefit most from better connections and making use of the latest technology and data to keep Nottinghamshire moving and thriving.*

### Progress:

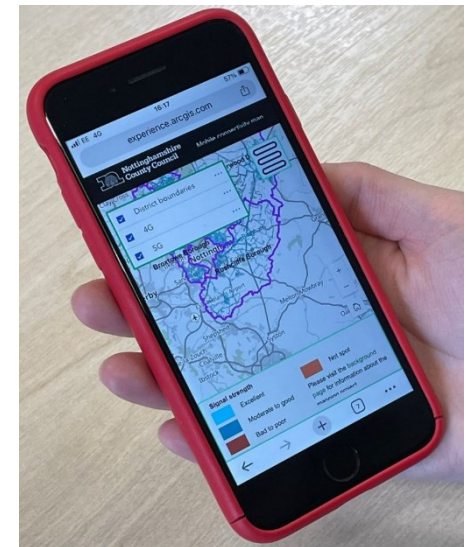
**Shortlisted for Intelligent Transport Systems award for work on improving bus service reliability through enforcement** – The Council's submission to the annual ITS (Intelligent Transport System) awards was shortlisted for its description of the impact ANPR (automatic number plate recognition) cameras have had on resurrecting a bus service in Mansfield that had been abandoned because the buses could no longer access the stops on Leeming Street because of late night takeaway drivers. Stagecoach returned their service which is essential to provide affordable access to the town centre in the evening. Prior to the awards, the Council's Enforcement Manager was invited to talk to delegates at the Parking and Transport Conference in Manchester and explain how the cameras worked and the direct impact they had on reducing contraventions.

**Investment in local bus services** – By March 2025 the County Council will have used its Bus Service Improvement Plan funding to invest an additional £3.8m in Nottinghamshire's local bus network, enhancing, extending or introducing 32 bus services. Passenger numbers have increased by 11% and bus passenger satisfaction is now at 90%.

**£4.8m investment in highway maintenance and winter readiness** – Nottinghamshire County Council allocated [£4.8 million to enhance highway maintenance and improve winter readiness](#). This investment follows the severe winter conditions of 2023, which caused significant damage to the county's road network. The funds will be used for permanent in-lay repairs, large-scale structural patching, gully emptying, and ditch clearance. The goal is to repair an additional 40,000m<sup>2</sup> of carriageway and ensure the roads are safer and more reliable for users.

Councillor Neil Clarke MBE, Cabinet Member for Highways and Environment, said, "This investment is crucial to help us to recover from the devastating damage caused by the previous winter and to prepare for the upcoming season... As well as finding this money from within the council's budget, we will also continue to press for significant extra funding from the government, and from the East Midlands Mayor who together could make a huge and positive difference to roads in Nottinghamshire."

**Innovative project to put Nottinghamshire on the map for better mobile phone coverage** – The Council launched an [innovative project called Digital Pathfinders to map mobile phone signal strength](#) at street level across the county. This project involved fitting bin lorries with special monitoring devices to collect over seven million sets of mobile signal data while performing their regular waste collection duties. The data, which includes 4G and 5G signals from major providers, will be analysed to create public maps showing the strongest mobile phone signals in different areas. This initiative aims to improve connectivity, especially in rural areas, and support local businesses and communities.



## Ambition 9 – Protecting the environment and reducing our carbon footprint

*We pledged to combat climate change and drive greener growth at a local level, to support the UK's 2050 Net Zero national target. We are working on further reducing emissions across our transport fleet, properties, and highways, whilst simultaneously supporting and improving biodiversity, reducing waste and increasing recycling thus improving air quality and promoting greener travel.*

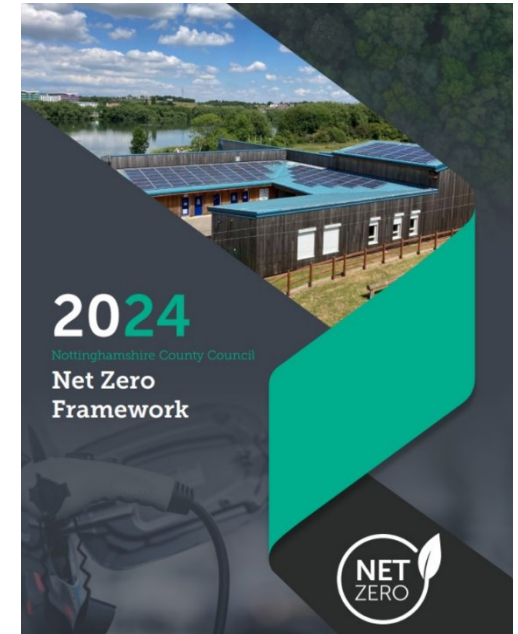
### Progress:

**A positive move toward Net Zero** – Nottinghamshire County Council has [reduced its greenhouse gas emissions by 39% since 2019](#). To support the UK's 2050 Net Zero target, the council has created a [Net Zero Framework](#) outlining its vision and strategies for reducing carbon emissions and adapting to climate change. Key priorities include generating local green jobs, enhancing green spaces, improving home energy efficiency, and transforming transportation. The council emphasises collaboration with local authorities and stakeholders to achieve these goals.

Councillor Neil Clarke MBE, Cabinet Member for Transport and Environment welcomed the creation of the Net Zero Framework: "This new document brings together our vision and ambitions for achieving a net zero future for our county, so they are in one place... The council's move toward a net zero target, highlights the importance of us all trying to make a difference to the global impact on a changing climate. The recent floods demonstrated an environmental shift and had a significant impact on local people and businesses."

**Council advances A614/A6097 junction improvements with £24m funding bid and land acquisition** – The Council are progressing work to improve six junctions along the A614/A6097 road network. The full business case has been completed and the bid for £24m funding is with colleagues in the government to review. The compulsory purchase order has been completed, which now mean that the land required to build the improved junctions is now in the County's ownership.

**Electric vehicle cable charging trial powers ahead in Retford** – Nottinghamshire County Council's Electric Vehicle Charging Cable (EVCC) Pilot scheme has been [rolled out in Retford](#) for the first time as part of the countywide trial to assess the suitability of EV charging cable channels that will enable residents without driveways to charge their electric vehicles outside their homes. The scheme is part of a government-funded trial to better understand the range of solutions that are available for charging electric vehicles on the street and is expected to run until early next year.



Nottinghamshire  
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## Ambition 10 – A forward looking and resilient Council

*We continue to work together to build a resilient council which develops and changes, to meet the needs of Nottinghamshire's residents. To achieve our ambitions, we will deliver the actions below.*

### Progress:



**Council buildings' programme set to move to next stage to bring long-term savings** – Progress has continued on the Council's new low carbon, all-electric office complex near Hucknall, which will be the new home of the council's civic, democratic and leadership functions. Despite recent storms and heavy rainfall, the building remains on track to be completed by spring 2025 and is being built to standards which will rank the building within the top 10% of new UK (non-domestic) buildings, in terms of environmental sustainability.

These plans are part of a wider buildings' programme which aims to save taxpayers' money by creating more carbon-neutral council buildings, generating income by leasing older buildings with higher

running-costs, and co-locating with other public organisations. In addition, the Council's refreshed [Hybrid Working Strategy](#) helps ensure we remain adaptable and are available at the most appropriate place and time to support our communities, ensuring we deliver our services to the highest of standards, irrespective of where we're based.

**Making Nottinghamshire County Council a great place to work** – We've been working hard to ensure we are a great employer who is able to recruit and retain a highly skilled, competent, and compassionate workforce to deliver our vital services. As part of this, we've supported over 300 apprenticeships and are ensuring there is additional support for those furthest from employment, including extra support for those with special educational needs.

**Improving our Customer Service Centre (CSC) support to residents** – The CSC has implemented 'screen popping', which is an integration between our telephone system and the Customer Management system (CMS). This means that when a customer calls in, the CMS can recognise their numbers as potential previous callers and 'pop' the customer record to the advisor, along with the call. In essence this means the advisor does not have to profile the customer to find any previous conversations or enquiries, saving both advisors and customers' time. After analysing the first month's data, we are finding a reduced call duration of 42 seconds. Whilst this doesn't sound much, when the team are taking over 370,000 calls it will start to make a huge impact on the transaction calls and experience of customers, as we continue to improve and develop it.

## Smarter Working Hybrid Working Strategy



Nottinghamshire  
County Council

**An efficient Catering and Facilities Management Service meeting the needs of Nottinghamshire residents** - The County Council's Catering and Facilities Management Service delivers significant social value across Nottinghamshire, providing a range of services - such as school catering, facilities management advisory and support services, and ground maintenance and landscaping services. Recognising both the financial pressures facing the Service and the importance of protecting the quality of school meals, the Council has undertaken work to form a joint venture partnership. This will enable the Service to continue to deliver the quality and performance our customers have come to expect, whilst working in a more financially sustainable and efficient way, increasing flexibility and minimising disruption to staff and customers.

**Next Steps:**

We will publish an Annual Report in 2025 as part of our year-end review, outlining our progress and achievements during 2024/25 and the impact of these on Nottinghamshire's communities. To see the range of achievements we achieved during the previous 2023/24, see [last year's Annual Report](#).