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Our Ref: DS  
Your Ref:

Date: 14<sup>th</sup> November 2018

Dear Councillor,

**Housing and Community Services Committee**

A Meeting of the **Housing and Community Services Committee** will be held in the **Council Chamber**, on **Thursday, 22 November 2018 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Conservative Group**  
Councillor Hewlett (Chairman), Councillor Smith (Vice-Chairman) and Councillors Dr Coyle, Grant, Roberts, Watson and Wyatt

**Labour Group**  
Councillors Rhind, Richards, Shepherd and Wilkins

**Independent / Non-Grouped Members**  
Councillors Coe and Tipping

## **AGENDA**

### **Open to Public and Press**

- 1** Apologies and to note any Substitutes appointed for the Meeting.
- 2** To receive the Open Minutes of the following Meetings:  
  
Housing and Community Services Committee 4th October 2018 Open Minutes **4 - 8**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 5** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 6** Reports of Overview and Scrutiny Committee
- 7** CORPORATE PLAN 2016-21 PERFORMANCE REPORT (1 JULY – 30 SEPT 2018) **9 - 27**
- 8** CONTRIBUTION TO ACTIVE DERBYSHIRE **28 - 38**
- 9** COMMUNITY PARTNERSHIPS SCHEME **39 - 45**
- 10** SOUTH DERBYSHIRE DISTRICT COUNCIL SURVEILLANCE POLICY **46 - 72**
- 11** LEASEHOLDER HANDBOOK **73 - 86**

<b>12</b>	<b>STAR SURVEY 2018</b>	<b>87 - 168</b>
<b>13</b>	<b>COMMITTEE WORK PROGRAMME</b>	<b>169 - 173</b>

**Exclusion of the Public and Press:**

- 14** The Chairman may therefore move:-  
That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.
- 15** To receive the Exempt Minutes of the following Meetings:  
Housing and Community Services Committee 4th October 2018 Exempt Minutes
- 16** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 17** ACQUISITION OF COUNCIL HOUSING AT CADLEY HILL
- 18** EXTENSION OF CONTRACT – PARKLIFE OFFICER (DS97)

HOUSING AND COMMUNITY SERVICES COMMITTEE

4th October 2018

**PRESENT:-**

**Conservative Group**

Councillor Smith (Vice-Chairman), and Councillors Dr Coyle, Grant, Watson and Wyatt

**Labour Group**

Councillors Richards, Rhind, Shepherd and Taylor (substituting for Cllr Wilkins)

HCS/32 **APOLOGIES**

Apologies for absence were received from Councillors Hewlett and Roberts (Conservative Group), Councillor Wilkins (Labour Group), Councillors Coe and Tipping (Independent / Non-Grouped Member).

HCS/33 **MINUTES**

The Open Minutes of the Meeting held on 23<sup>rd</sup> August 2018 were noted, approved as a true record and signed by the Chairman.

HCS/34 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest had been received.

HCS/35 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

HCS/36 **QUESTIONS FROM MEMBERS OF COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

HCS/37 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no Overview and Scrutiny Reports to be submitted.

**MATTERS DELEGATED TO COMMITTEE**

**HCS/38 UPDATED HOUSING STRATEGY ACTION PLAN 2018/19**

The Strategic Housing Manager highlighted minor amendments to Appendix 1 under the heading 'New Priorities for 2018/19', including the correction of a typing error where the date of 31 March 2018 should have read 2019 and that the 'Review of the Council's Allocation Policy and undertake associated consultation' should have stated March 2019.

The Strategic Housing Manager updated the Committee on the interim Housing Strategy Action Plan and that the new three-year Health and Housing Strategy would be put to a future Committee next year, thus replacing the existing Housing Strategy 2016-2021.

Councillor Taylor sought clarification on the development responsibility to deliver and further strengthen the need for affordable housing to meet the Council's 30% requirement. The Strategic Housing Manager responded that the Affordable Housing S.P.D. and the Local Plan provides guidance in the delivery of affordable housing stating that negotiation of 30% affordable housing on every site, would continue to be pursued in order to get the best outcome for the Council, commuted sums in lieu of on-site provision to facilitate the delivery of affordable housing on an alternative site. An update was given on how many affordable homes so far this year (152) and last year (176) with a significant increase from 30 to 40 homes a year previous to last year.

**RESOLVED:-**

- 1.1 *The Committee approved the 12-month Interim Housing Strategy Action Plan and proposed timescales for delivery attached at Appendix 1 to the report, with the inclusion of two revised target dates of March 2019 for the completion of the New Priorities for 2018/19.***
- 1.2 *The Committee noted that a new three-year Health and Housing Strategy is to be compiled and brought back to the Committee for approval in Autumn 2019***
- 1.3 *The Committee approved that this report be referred to Finance and Management Committee to note the financial implications associated with the delivery of the actions contained within the revised Action Plan (although major new schemes and projects would be subject to future Committee approval).***

**HCS/39 COUNCIL RESPONSE TO MINISTRY OF HOUSING, COMMUNITIES AND LOCAL GOVERNMENT CONSULTATION ON SOCIAL HOUSING GREEN PAPER**

The Strategic Housing Manager presented the report to Committee providing an overview of the proposals set out in the Social Housing Green Paper. The intention was to submit the Council's consultation response as set out in Appendix 1 by the deadline of 6 November.

Councillor Rhind welcomed the report expressing support for the Council's proposed response.

**RESOLVED:-**

***The Committee endorsed the comments outlined in the report as the Council's response to the Ministry for Housing, Communities and Local Government (MHCLG) consultation on the Social Housing Green Paper.***

HCS/40

**COUNCIL RESPONSE TO MINISTRY OF HOUSING, COMMUNITIES AND LOCAL GOVERNMENT CONSULTATION ON USE OF RIGHT TO BUY RECEIPTS**

The Strategic Housing Manager presented the report to Committee highlighting details of the consultation and the Council's response to the nine questions based on the Council's current position on the use of Right to Buy receipts.

Councillor Richards sought clarification on the decline in the assets owned and questioned whether the Council could further assist in the housing crisis by building on land available. The Strategic Housing Manager responded in some cases the direct acquisition of stock for a nominal amount is more efficient, and review of land deals and commuted-sums on a case-by-case basis could assist in increasing stock numbers.

Clarification was sought on the use of solar panels being fitted on new build housing stock. The Strategic Housing Manager responded by explaining the specification standard of new homes and explained that energy systems add to the cost to which tenants ultimately pay back higher rent levels.

Councillor Mrs Coyle commented saying the Council is moving in the right direction. The Chairman responded by saying it was good to keep the Council's options open.

**RESOLVED:-**

***The Committee endorsed the comments as the Council's response to the Ministry for Housing, Communities and Local Government (MHCLG) consultation on the use of Right to Buy (RTB) receipts to meet its extended deadline date of the 12 October 2018.***

HCS/41

**PLAYING PITCH STRATEGY**

The Sport and Health Partnership Manager presented the report to Committee.

Councillor Watson acknowledged the work of the Sport and Health Partnership Manager and further commented that South Derbyshire should be proud of the sports facilities in the District.

Councillor Taylor commented that there was an omission in 3.3 of the Assessment Report and Burton Road, Woodville Recreation Ground provision is not included in the table. The Sport and Health Partnership Manager responded by saying that this omission would be added in the table. It was then realised that the Woodville site was in fact listed in the table.

Councillor Richards sought clarification on whether the Infinity Garden Village met the eligible criteria. The Sport and Health Partnership Manager responded that the Park Life Project was separate to the Infinity Garden Village.

**RESOLVED:-**

- 1.1 The Committee approved the adoption and implementation of the updated Playing Pitch Strategy for the District.***
- 1.2 The Committee was informed of the Football Association (FA) Parklife Hub Project.***
- 1.3 The Committee was informed of the Local Football Facility Plan.***

HCS/42 **COMMITTEE WORK PROGRAMME**

The Strategic Director (Service Delivery) brought to the attention of the Committee an anomaly with Housing Strategy Report, the date was revised to March 2019.

Councillor Richards passed on his congratulations to Councillor Dr Coyle on achieving her PhD.

**RESOLVED:-**

***The Committee considered and approved the updated Committee Work Programme with a revised date of 7th March 2019 for the delivery of the Allocations Policy and Choice-Based Lettings report.***

HCS/43 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

**RESOLVED:-**

***That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.***

**MINUTES**

*The Exempt Minutes of the Meeting held on 23<sup>rd</sup> August 2018 were received.*

**TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL  
PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

*The Committee was informed that no questions had been received.*

The Meeting terminated at 6.35pm.

COUNCILLOR P SMITH

CHAIRMAN

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES</b>	<b>AGENDA ITEM: 7</b>
<b>DATE OF MEETING:</b>	<b>22<sup>nd</sup> NOVEMBER 2018</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>SENIOR LEADERSHIP TEAM</b>	<b>OPEN DOC:</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>ALLISON THOMAS (EXT. 5775)</b>	
<b>SUBJECT:</b>	<b>CORPORATE PLAN 2016-21: PERFORMANCE REPORT (1 JULY – 30 SEPT 2018)</b>	
<b>WARD (S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>

### 1.0 **Recommendations**

- 1.1 That the Committee considers progress against performance targets set out in the Corporate Plan.
- 1.2 That the Risk Register and Action Plan for the Committee's services are reviewed.

### 2.0 **Purpose of Report**

- 2.1 To report progress against the Corporate Plan for the period July 1 to September 30 under the themes of People, Place, Progress and Outcomes.

### 3.0 **Detail**

- 3.1 The Corporate Plan 2016 – 2021 was approved following extensive consultation into South Derbyshire's needs, categorising them under four key themes: People, Place, Progress and Outcomes. The Corporate Plan is central to the Council's work – setting out its values and vision for South Derbyshire and defining priorities for delivering high-quality services.
- 3.2 This Committee is responsible for overseeing the delivery of the following key aims:

#### **People**

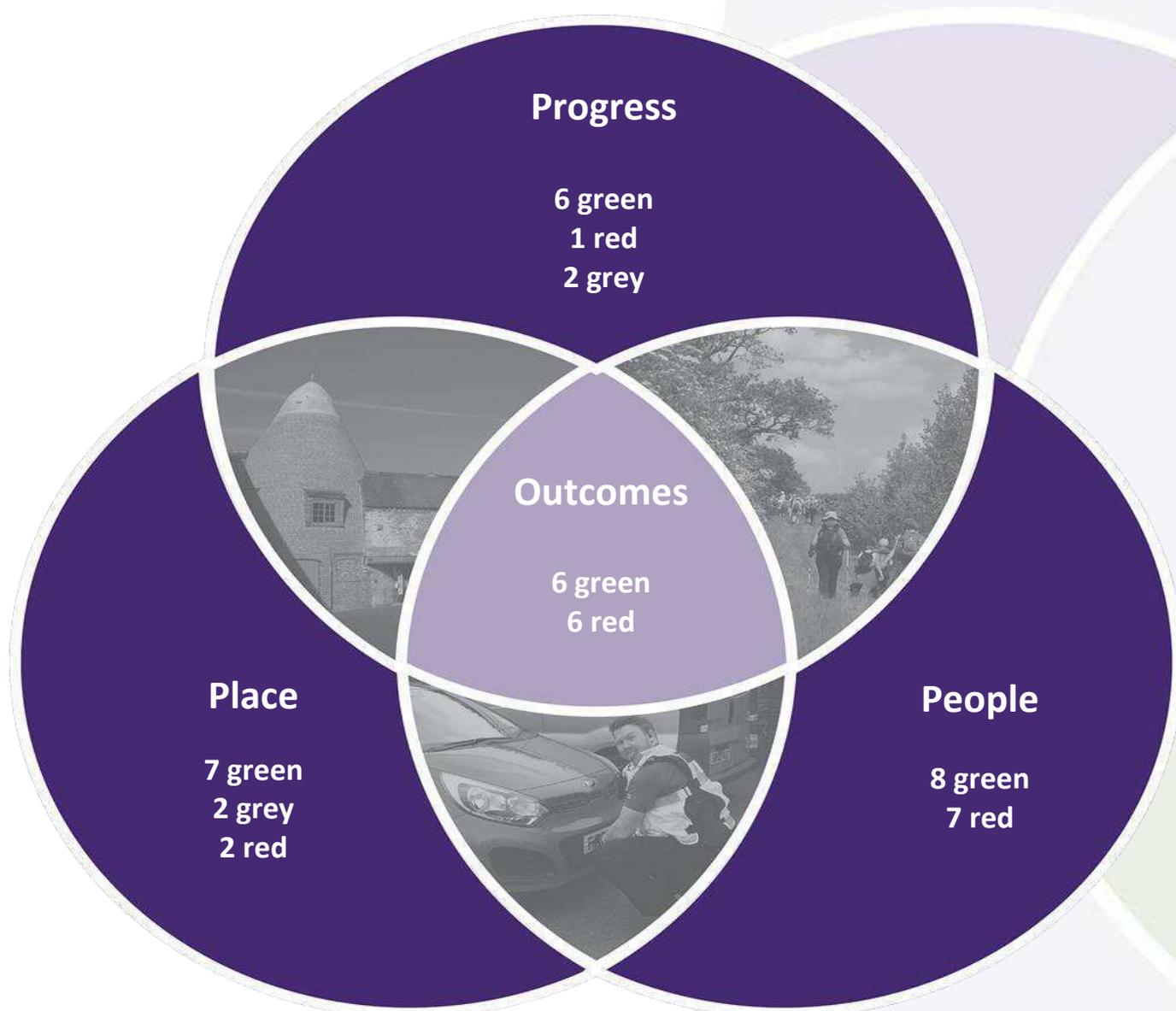
- *Enable people to live independently*
- *Protect and support the most vulnerable, including those affected by financial challenges.*
- *Use existing tools and powers and take appropriate enforcement action*
- *Increase levels of participation in sport, health, environmental and physical activities*
- *Develop the workforce of South Derbyshire to support growth*

#### **Place**

- *Facilitate and deliver integrated and sustainable housing and community infrastructure*
- *Help maintain low crime and anti-social behaviour levels in the District*
- *Support provision of cultural facilities and activities*

These aims are underpinned by outcomes including financial health, improved customer focus, good governance, enhanced environmental standards and maintaining a skilled workforce.

- 3.3 Of the 19 measures and projects under the jurisdiction of the Housing and Community Services Committee, 10 are green, eight are red and one is grey.
- 3.4 More information can be found in the Performance Board in **Appendix A**. A detailed breakdown of performance for Housing and Community Services is available in the Successes and Performance Actions documents (**Appendices B and C respectively**).
- 3.5 The Risk Register for the Committee's services is detailed in **Appendix D**. This has been amended for quarter two reporting and beyond to make it easier to understand and to enable a consistent format for assessing and reporting risk across Policy Committees.
- 3.6 Each risk has been identified and assessed against Corporate Plan aims and are considered to be the most significant risks to the Council in achieving its main objectives. The Risk Registers detail a matrix to show how each identified risk has been rated. The Action Plan describes each risk, as well as mitigation measures in place and planned actions to minimise the likelihood of the risk occurring and/or its impact. The Action Plan also indicates whether the rating of a risk has changed since the previous quarter. The Committee is asked to review and challenge the risks identified.
- 4.0 **Overall Council performance – Quarter two (July 1 to September 30, 2018)**



There are 27 green, three grey and 16 red projects and measures for the Council in quarter two.

## **5.0 Financial and Corporate Implications**

5.1 None directly.

## **6.0 Community Implications**

6.1 The Council aspires to be an 'excellent' Council in order to deliver the service expectations to local communities. This report demonstrates how priorities under the People, Place and Progress and Outcomes themes contribute to that aspiration.

## **7.0 Appendices**

Appendix A – Performance Board

Appendix B – Housing and Community Services: Successes

Appendix C – Housing and Community Services: Actions

Appendix D – Service Delivery Risk Register

Theme	Ref	Aim	Project	Q1 progress	Q2 target	Q2 performance	Q2 detail
Outcomes	O1	Maintain financial health	Identify £1m of budget savings and additional income by March 31, 2023	The budget outturn reported to Committee showed additional income and underspending on the General Fund for 2017/18.	<b>O1.1</b> Review Medium Term Financial Plan (MTFP) following budget out-turn for 2017/18 and updated reserves position. <b>F&amp;M</b>	Achieved	Completed and reported to Finance and Management on October 11, 2018. The Council's financial position continues to show resilience and is considered sustainable in the medium-term. Budget deficits could still be seen in future years and this will be kept under review. In the meantime, the strategy is to remain cautious within the confines of the Financial Plan and to continue to generate budget savings wherever possible.
Outcomes	O1	Maintain financial health	Maximise rental income	1.84%. Target <2.5%	<b>O1.2</b> Rent arrears as a % of the rent due. Target <2.5%. <b>F&amp;M H&amp;CS</b>	1.99%. Target <2.5%	The Council has benchmarked the out-turn figure for quarter one (1.84%) with Housemark. This confirms the Council achieved upper quartile performance within the local authority and national peer groups. Current tenant arrears outstanding in quarter two amount to £240,046.71. The out-turn for quarter two will be benchmarked with Housemark in November and reported in quarter three.
Outcomes	O2	Maintain proper corporate governance	Compile and publish an Annual Governance Statement in accordance with statutory requirements.	The auditor concluded that, in all material aspects, the Council's arrangements were satisfactory, except for contract management and procurement issues in Housing and Environmental Services.	<b>O2.1</b> An unqualified opinion in the Annual Audit Letter. Annual target. <b>F&amp;M</b>	See Action Plan.	See Action Plan.
Outcomes	O3	Enhance environmental standards.	Demonstrate high environmental standards.	Options appraisal produced of environmental management systems.	<b>O3.1</b> Internal consultation on environmental management options. <b>E&amp;DS</b>	Achieved	Internal consultation complete. Approval has been granted by the Environmental and Development Services Committee to seek full reaccreditation to ISO14001. A Corporate Environmental Sustainability Group has been initiated.
Outcomes	O4	Maintain a skilled workforce.	Strengthen measures and support employees to reduce absence due to sickness/ill health.	2.55 days. Target - 2 days.	<b>O4.1</b> The average working days lost per employee is less than two days per quarter. <b>F&amp;M</b>	3.05 days. Target - 2 days.	See Action Plan.
Outcomes	O4	Maintain a skilled workforce.	Further improve frontline services and develop a Council which is fit for the future by using the decision-making methodology identified by the Local Government Association review.	Report on proposed changes not approved by Council.	<b>O4.2</b> Full consultation completed with staff and trade unions. <b>F&amp;M</b>	See Action Plan.	See Action Plan.
Outcomes	O5	Maintain customer focus.	Ensure services remain accessible to residents and visitors.	80.8%. Target - 80%.	<b>O5.1</b> 80% of telephone calls answered within 20 seconds. <b>F&amp;M</b>	71.6%	See Action Plan.
Outcomes	O5	Maintain customer focus.	Ensure services remain accessible to residents and visitors.	3.7%. Target <8%.	<b>O5.2</b> Call abandonment rate of less than 8% (Number of visitors to Civic Offices to be recorded). <b>F&amp;M</b>	10.30%	See Action Plan.
Outcomes	O5	Maintain customer focus.	Improve the way in which Housing Services gathers, reports and acts on customer satisfaction data.	A review was undertaken of all satisfaction surveys distributed by Housing Services during 2017-2018.	<b>O5.3</b> Investigate alternative methods of collecting satisfaction across Housing Services. Carry out the STAR survey. <b>H&amp;CS</b>	Achieved.	The STAR Survey was carried out during quarters one and two. Results have been analysed and will be shared with the Housing and Community Services Committee on November 22. Meetings have been scheduled with tenants and senior managers to review results and develop an action plan to improve areas of dissatisfaction.
Outcomes	O5	Maintain customer focus.	Delivering a first class Repairs Service (strategic review of repairs and improvements) to provide value for money and high levels of customer satisfaction.	The Housing Quality Network completed a data review, as well as staff and tenant consultation.	<b>O5.4</b> Report findings of strategic review to committee. <b>H&amp;CS</b>	See Action Plan.	See Action Plan.
Outcomes	O6	Minimise business risks and realise the benefits of technological opportunities.	Build IT infrastructure resilience to support change and minimise business risks.	Back up disaster recovery (DR) software solution agreed.	<b>O6.1</b> Q1-3: New back up and disaster recovery process. Q1-2: Refocus ICT structure and operational management. <b>F&amp;M</b>	Achieved.	Public Services Network (PSN) compliance achieved. A new ICT Infrastructure and Security manager started with the Council on October 1. Backup and disaster recovery project on track with all hardware and software purchased and commissioning taking place October/November.
Outcomes	O6	Minimise business risks and realise the benefits of technological opportunities.	Establish a corporate approach and responsibility for business change and improvement, standardising evaluation and delivery of projects across the Council.	A new process for Business Improvement and Change Management was designed and delivered.	<b>O6.2</b> Q2-4: Delivery of digital transformation, business improvement, service reviews and corporate transformation projects. <b>F&amp;M</b>	Achieved.	Continued delivery of identified projects in addition to new reviews to improve business processes.
People	PE1	Enable people to live independently	Residents satisfied with the quality of their new home	90%. Target - 90%	<b>PE1.1</b> >90% of residents satisfied with the quality of their new home. <b>H&amp;CS</b>	88%. Target - 90%	See Action Plan.
People	PE1	Enable people to live independently	Average time taken to re-let Council homes (excluding major voids)	26. Target <21 days.	<b>PE1.2</b> Average time taken to re-let Council homes (excluding major voids) is <21 days. <b>H&amp;CS</b>	35.7. Target <21 days	See Action Plan.
People	PE1	Enable people to live independently	Average length of time for current voids	41. Target <21 days.	<b>PE1.3</b> Average length of time for current voids is <21 days. <b>H&amp;CS</b>	59. Target <21 days	See Action Plan.
People	PE2	Protect and help support the most vulnerable, including those affected by financial challenges.	Total number of tenancy audits completed.	275. Target - 250.	<b>PE2.1</b> 250 or more tenancy audits completes. <b>H&amp;CS</b>	522. Target - 500	Quarter two target has been exceeded by 22 tenancy audit visits. This performance indicator is on track for completing 1,000 tenancy audit visits over the year.
People	PE2	Protect and help support the most vulnerable, including those affected by financial challenges.	Number of successful introductory tenancies	96%. Target - 97%.	<b>PE2.2</b> Number of successful introductory tenancies. Target - 97%. <b>H&amp;CS</b>	96%. Target 97%	See Action Plan.
People	PE2	Protect and help support the most vulnerable, including those affected by financial challenges.	Average time for processing new Benefit claims.	17.6 days. Target <18 days.	<b>PE2.3</b> Average time for processing new Benefit claims is <18 days. <b>F&amp;M</b>	18.7 days	See Action Plan.
People	PE2	Protect and help support the most vulnerable, including those affected by financial challenges.	Average time for processing notifications of changes in circumstances.	7.2 days. Target <8 days.	<b>PE2.4</b> Average time for processing notifications of changes in circumstances is <8 days. <b>F&amp;M</b>	8.7 days	See Action Plan.
People	PE2	Protect and help support the most vulnerable, including those affected by financial challenges.	Successful roll out of Universal Credit in South Derbyshire.	Infrastructure put in place for roll out of Universal Credit.	<b>PE2.5</b> Commence shared postcode roll out in July. Monitor progress and impact. <b>H&amp;CS F&amp;M</b>	Achieved.	Processes and procedures in place. Gateway to Housing Benefit closed in postcode areas shared with Derby City. Limited impact as roll-out only currently affects new claims.
People	PE2	Protect and help support the most vulnerable, including those affected by financial challenges.	Deliver the Pilot Hospital Avoidance Scheme across South Derbyshire, saving the NHS bed days and cost (£).	Better Care Funding Board of £100k agreed for 2018/19 to set up a Hospital Avoidance Scheme in the District.	<b>PE2.6</b> Compile and agree service level agreement joint protocol with Adult Social Care and NHS to deliver project. Furnish units in preparation for handover. <b>H&amp;CS F&amp;M</b>	Achieved.	A joint meeting has been held with Adult Social Care and a budget is now in place. A ground floor flat is on hold and the scheme is due to be launched on January 2, 2019.

People	PE3	Use existing tools and powers to take appropriate enforcement action.	Reduce the impact of empty homes on our communities by carrying out intervention plans.	0. Target - 0.	PE3.1 ≥2 empty home intervention plans for dwellings known to be empty for more than two years. <b>H&amp;CS</b>	7. Target ≥ 2	Seven priority long-term empty properties are now confirmed as occupied and a further two properties are up for sale following the Council's intervention.
People	PE4	Increase levels of participation in sport, health, environmental and physical activities.	Delivery of sport, health, physical activity and play scheme participations. Throughput at leisure centres and Rosliston Forestry Centre.	Leisure centres - 271,333 (target 172,108). Rosliston - N/A	PE4.1 Throughput at Etwell Leisure Centre, Green Bank Leisure Centre and Rosliston Forestry Centre. Target for Rosliston = 60,000. Target for leisure centres - 172,108. <b>H&amp;CS</b>	Rosliston 62,225 visitors Leisure centres 275,727	Good summer weather helped numbers at Rosliston Forestry Centre. Ongoing strong performance at both leisure centres.
People	PE4	Increase levels of participation in sport, health, environmental and physical activities. <b>H&amp;CS</b>	Delivery of the Physical Activity, Sport and Recreation Strategy.	1,505 participants in National Forest Walking Festival, an increase on the previous year.	PE4.2 Increased participation in the summer activity programme. <b>H&amp;CS</b>	16,093	Numbers at urban park sessions proved very popular across the holidays. Overall participation for quarter two (including Environmental Education, Sport and Health and Parklife Project) were 10,934. This is in addition to play provision numbers of 5,159.
People	PE5	Reduce the amount of waste sent to landfill.	Minimise household waste collected.	114kgs. Target <130kgs.	PE5.1 Household waste collected per head of population (kg) is <110kgs. <b>E&amp;DS</b>	104	Due to the warm weather conditions resulting in residents not needing to mow their lawn, garden waste composting was approximately 1,000 tonnes below average for quarter two.
People	PE5	Reduce the amount of waste sent to landfill.	Maximise recycling output in South Derbyshire.	52% (estimate). Target >55%.	PE5.2 >53% of collected waste recycled and composted. <b>E&amp;DS</b>	47% (estimate)	See Action Plan
People	PE6	Develop the workforce of South Derbyshire to support growth.	Deliver the RISE project to help young people to flourish and achieve their potential.	RISE Awards held, with ambassadors in attendance.	PE6.1 Establish internal project board to shape direction and activity for RISE. <b>H&amp;CS</b>	Achieved	A group has now been established, with representation from across the Council, aimed at co-ordinating and driving future projects. These will be aimed at raising aspiration and efforts to increase levels of social mobility in South Derbyshire.
Place	PL1	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	Increase the supply and range of affordable housing provision.	69	PL1.1 Total number of affordable dwellings delivered. Target of >150 for the year. <b>H&amp;CS</b>	52	During quarter two a further 52 affordable homes were delivered (taking the total for 2018/19 to 121). Of these, 30 were delivered by Trent and Dove, four by Derwent Living and 18 by Nottingham Community Housing Association.
Place	PL1	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	Increase the supply and range of new homes added to the HRA.	0 (Proxy)	PL1.2 Number of new homes added to the HRA (this indicator incorporates new builds and also acquired properties into the HRA). Proxy. <b>H&amp;CS</b>	0 (Proxy)	No additional homes were added to the Housing Revenue Account during quarter two. However, the Council is now on site at Lullington Road, Overseal, building six affordable rented homes that will be completed by the end of 2018/19. The Council is currently considering direct acquisitions on three sites across the District (Cadley Park - 45 units, Moor Lane - 11 units and Milton Road - four units).
Place	PL1	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	Deliver key supplementary documents to adopted South Derbyshire Local Plan, parts 1 and 2.	The Local Green Spaces Sustainability Appraisal scoping consultation was approved.	PL1.3 Draft Local Green Spaces Document approved for consultation. Adoption of Statement of Community Involvement. <b>E&amp;DS</b>	Achieved	The Statement of Community Involvement was approved for adoption on September 27. The Local Green Spaces Development Plan was approved for consultation at the same time. The consultation started on October 8 and will run for a period of six weeks.
Place	PL1	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	Speed of determining planning applications.	93%. Target - 90%.	PL1.4 Number of decisions made in time over number of decisions made. Target - 90% <b>E&amp;DS</b>	91%, Target 90%	Standard maintained - despite two vacancies currently being advertised in Planning. Applications need to be determined in the statutory period of eight, 13 or 16 weeks or as otherwise agreed with applicants. The Council's performance reflects well against other authorities across the country.
Place	PL1	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	Proactive monitoring and support of housing delivery. Maximise delivery of housing units.	Monitoring undertaken on housing sites. All inputting and survey work complete	PL1.5 Review of progress on all 'major' housing sites. Commence proactive intervention. <b>E&amp;DS</b>	Achieved	The Government encourages councils to demonstrate that sites are performing as well as they can. If the Council does not monitor major housing sites, its five year supply of land may start to falter - leaving communities vulnerable to speculative applications. Interventions have now commenced for a number of sites. Progress will be reported in future quarters.
Place	PL1	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	Further improve the design quality of development in South Derbyshire (defined using Build for Life criteria).	86%. Target - 90%	PL1.6 Proportion of good quality housing development schemes (defined using Build for Life criteria) approved. Target - 90%. <b>E&amp;DS</b>	Annual target	Annual target.
Place	PL3	Help maintain low crime and anti-social behaviour (ASB) levels	Deliver a programme of proactive interventions to reduce fly-tipping incidents.	186. Target <172.	PL3.1 Downward trend in fly-tipping incidents. Target <172 <b>E&amp;DS</b>	340. Target <344	Four prosecutions have been taken and four fixed penalty notices issued in the last six months. These have been publicised. All forms of fixed penalty notice are now published through social media. Groups of people that the Council believes to be repeat offenders have been identified and legal action has been initiated.
Place	PL3	Help maintain low crime and anti-social behaviour (ASB) levels	Reduce anti-social behaviour (ASB) incidents in Swadincote Centre (Civic Way) Local Super Output Area.	391 (annual rolling figure). Target <400.	PL3.2 Number of ASB incidents in Swadincote Centre (reported as a rolling figure) is <400. <b>H&amp;CS</b>	424 (annual rolling figure)	See Action Plan.
Place	PL4	Connect with our communities, helping them feel safe and secure.	Review and deliver the Safer South Derbyshire Community Safety Partnership Plan.	Secondary schools consulted about priority input for 2018/19.	PL4.1 Support delivery of summer activities in urban core hot spot areas for young people to participate in. <b>H&amp;CS</b>	Achieved	22 sessions were delivered across the urban core during summer holidays. To combat anti-social behaviour issues, Monday night youth sessions have been provided every week at Midway Community Centre. People Express has been providing art sessions and a further youth group is being set up which will be run by volunteers. The Friday Night Project has moved to the Green Bank Leisure Centre in Swadincote as building work has commenced at Granville Academy.
Place	PL5	Support provision of cultural facilities and activities.	Promote participation in cultural activities and provide quality facilities to support communities.	150 people attended eUREka event. Target - 300.	PL5.1 Install at least 20 plaques and three lecterns as part of Swadincote Heritage Trail. <b>H&amp;CS</b>	See Action Plan	See Action Plan.
Place	PL6	Deliver services that keep the District clean and healthy.	Invest additional resources in street scene services and maintain and improve standards as the District grows.	Additional resources and service standards for street scene approved.	PL6.1 Propose and agree enhanced standards and performance measures. <b>E&amp;DS</b>	Achieved	Standards have been developed on key services to ensure residents know what they can expect from the Council. These are available to view on the website. New measures will be reported to Environmental and Development Services in the new year.
Progress	PR1	Work to attract further inward investment.	Showcase developments and investor opportunities in South Derbyshire.	N/A	PR1.1 Net additional commercial/employment floor space created (proxy). <b>E&amp;DS</b>	N/A	To be reported in quarter three.
Progress	PR2	Unlock development potential and ensure the continuing growth of vibrant town centres.	Drive forward Swadincote Town Centre Vision and Strategy.	Review of actions/achievements undertaken by Town Centre Vision Group.	PR2.1 Consult with stakeholders. <b>E&amp;DS</b>	Achieved	Consultations undertaken with public, private and voluntary/community sector partners via the South Derbyshire Partnership Sustainable Development Group, Swadincote Town Team and an online survey.
Progress	PR2	Unlock development potential and ensure the continuing growth of vibrant town centres.	Ensure the continuing growth of vibrant communities and town centres.	N/A	PR2.2 Vacant premises in Swadincote, Hilton and Melbourne (proxy). <b>E&amp;DS</b>	Hilton - 1.2% Melbourne - 2.8% Swadincote - 2.7%	Figures represent the percentage of floor space that is vacant in non-residential properties in Hilton, Melbourne and Swadincote. These remain low and comparable to previous reporting quarters.
Progress	PR2	Unlock development potential and ensure the continuing growth of vibrant town centres.	Pursue the development of transport solutions for a West Link (Swadincote, Newhall, Ashby, Melbourne, East Midlands Airport) in collaboration with East Midlands Enterprise Gateway	N/A	PR2.3 Seek approval for involvement and potential investment from Elected Members and consider project milestones accordingly. <b>E&amp;DS</b>	Achieved	Approval granted at Finance and Management on August 30, 2018 for a potential funding bid to help further link South Derbyshire with employment opportunities. Future milestones currently under consideration.

Progress	PR3	Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend by tourists.	Promote entrepreneurial opportunities to improve employability skills and raise awareness of self-employment.	Increased participation in Love Your Local Market Enterprise Fortnight (161).	PR3.1 Develop a Heritage Trail App with college students. E&DS	Achieved	Burton and South Derbyshire College students have undertaken a project to design an mobile app to showcase the Swadincote Heritage Trail. This has included the use of geopositioning to highlight points of interest, as well as accompanying photos and background information.
Progress	PR5	Provide support to businesses and the not for profit sector and promote innovation and access to finance, including in rural areas	Maximise the prosperity of businesses by maximising Food Hygiene Rating scores of five.	82.9%. Target ->83%	PR5.1 Food businesses which have a Food Hygiene Rating score of five. Target ->83%. E&DS	83.3%. Target > 83%	A trainee Environmental Health Officer, who is fluent in Mandarin and Cantonese, helped food inspectors build improved relationships with local Asian food business owners for whom English is not a first language.
Progress	PR5	Provide support to businesses and the not for profit sector and promote innovation and access to finance, including in rural areas	Maximise the prosperity of businesses in South Derbyshire through registered food businesses active.	839. Target ≥810.	PR5.2 Registered food businesses active in the District is ≥810. E&DS	844. Target >810	The Council continues to offer a free food safety/health and safety advice service for local businesses, especially start-ups, as well as a Business Advice Service providing direct support to the food and drink sector.
Progress	PR5	Provide support to businesses and the not for profit sector and promote innovation and access to finance, including in rural areas	Offer support and guidance through the South Derbyshire Business Advice Service.	58 (target - 40)	PR5.3 Guidance offered to businesses or people thinking of starting a business (through the South Derbyshire Business Advice Service). Target - 30. E&DS	59	59 advisory sessions took place. A Market Trader Start-up workshop was held to advise potential new traders, while initiatives were undertaken to promote export to Japan and China. Self employment was promoted at a Universal Credit event for claimants and partner organisations.
Progress	PR5	Provide support to businesses and the not for profit sector and promote innovation and access to finance, including in rural areas	Deliver the Community Partnership Scheme and award capital funding totalling £250k to meet local need.	Scheme officially launched.	PR5.4 Hold first grants panel and further workshop. Successful applications to be reported to committee. H&CS F&M	See Action Plan	See Action Plan.

# Housing and Community Services Strategic and Service Success Areas Quarter two - 2018/19



## Appendix B



**1.84%**

Target - <2.5%

The Council has achieved upper quartile performance for rent collection.



**STAR**

Survey

STAR survey undertaken to gauge satisfaction in Housing Services.



**275**

Target - 250

Total number of tenancy audits completed. On target to complete 1,000 by year end.



**Roll-out**

Universal Credit

Roll-out of Universal Credit for properties with Derby postcodes has commenced.



**Seven**

Target - 2

Seven priority long-term empty properties are now confirmed as occupied.

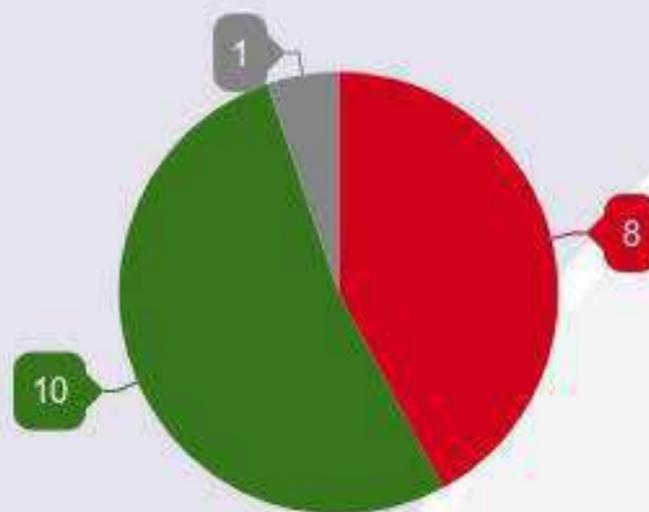


**Friday Night**

Project

Friday Night Project has been relaunched at Green Bank Leisure Centre.

## H+CS Performance Overview



Red (42.11%) Green (52.63%) Grey (5.26%)



**16,093**

Summer activities

Urban park activity sessions proved extremely popular across the summer holidays.



**Council homes**

New builds

Six new Council homes are under construction in Lullington Road, Overseal.



**62,225**

Target - 60,000

Good summer weather helped to drive up visitor numbers at Rosliston Forestry Centre.



**RISE**

Project board

Raising Aspirations (RISE) Board established to co-ordinate and drive future projects.

## Appendix C



0

Report findings of the strategic review to Committee

Target - 1

### Theme – Outcomes

**Action** – O5.4 Report findings of the strategic Housing Repairs Service review to Committee.

**Target vs performance** – A first draft of the report has been received from the Housing Quality Network, the consultants who are undertaking the review. The final report was presented on October 25 and is currently being considered prior to making recommendations to a future Committee.

**Trend (compared to last quarter)** – The Housing Quality Network undertook a full review of the Repairs Service during quarter one. The review included a detailed analysis of the repairs and improvements data, processes and consultation with staff and tenants.

**Background** – The scope of this review includes responses to repairs, planned and cyclical maintenance and the provision of adaptation services.

**Key actions underway** – The final report was presented to the service on October 25 and is currently being considered prior to making recommendations to a future Committee.

**Opportunities/risks** – The independent review will highlight the areas of the service which need to be improved upon. This will help to drive forward cost efficiencies and service improvements in the future.



88%

% of residents very or fairly satisfied with the quality of their new home.

Target - 90%

### Theme – People

**Action** – PE1.1 % of residents very or fairly satisfied with the quality of their new home.

**Target vs performance** – 88% achieved against a target of 90%

**Trend (compared to last quarter)** – Reduced from 90% to 88%

**Background** – New tenants are visited after moving into their new home. Of the 33 responses to the survey, 29 reported they were very or fairly satisfied with the quality of their new home.

**Key actions underway** – A new property sign-off process is in place to ensure that properties meet the agreed standard for letting. A review of this standard will be carried out. A new contract for responsive maintenance, planned works and void repairs is being procured with a start date of 1 April, 2019. The issues raised by dissatisfied tenants are addressed directly with them.

**Opportunities/risks** – There is an opportunity through the procurement process to provide major void works to a higher standard. The major risk is that demand for flats, as the highest proportion of vacant properties, will decrease regardless of changes to the standard.



**35.7 days**

% of  
tenancies  
sustained  
after the  
introductory  
period

**Target - 21 days**

**PE 1.2** – Average time taken to re-let Council homes (excluding properties which have received major repair works)

**Theme** – People

**Target vs performance** – Target less than 21 days. 35.7 days achieved.

**Trend (compared to last quarter)** – 26 days achieved in quarter one.

#### **Background**

During quarter two there were 28 standard re-let properties, which took a total of 1,001 days to let.

On a monthly basis senior Housing managers review the reason a Council property is empty and categorises the length of time to re-let.

The majority of re-let days can be attributed to the following:

- 14 properties were re-let in less than 21 days (totalling 224 days).
- There were five hard-to-let properties for the over 60s which took 504 days to re-let (an average of 101 days per property).
- Four properties were delayed due to repairs (totalling 154 days).
- Four were delayed during the lettings process (including one applicant with an adaptation need). This totalled 161 days.
- One property was held for 98 days for assessment for the 'Hospital Avoidance Scheme' but was deemed by the Occupational Therapist who assessed the property as being unsuitable. In addition, the applicant's requirements changed.

#### **Key actions underway**

Short-term solutions include maximising the use of the notice to quit period, formalising the weekly void meetings to improve momentum, developing co-ordination of works and agreeing ownership of key parts of the re-let process with individuals and teams.

Different methods of advertising hard-to-let properties are being explored, along with the use of a Dedicated Voids Inspector/Co-ordinator.

Longer-term solutions include a project to review and revise the entire process for re-letting properties and to make better use of the housing management system to record and monitor empty properties more effectively.

The Allocations Policy is to be reviewed this financial year. This will include reviewing the age criteria on hard-to-let flats.

**Opportunities/risks** – Opportunities include reviewing the Council's re-let process to remove duplication of tasks and agree ownership of key parts of the re-let process, reduced void rent loss and improved customer service. Redesigning the Allocations Policy will help to contribute to excellent voids performance.

Risks of continued failure include increasing void rental loss, extended use of temporary accommodation for homeless clients, reputational risk in not meeting housing need quickly and potential for unoccupied properties being vandalised.



**59 days**

Average length of time for current voids

**Target - 21 days**

### PE1.3 Average length Of Time for Current Voids

**Theme – People**

**Target vs performance – Target - 21 days. 59 days achieved**

**Trend (compared to last quarter) – 41.14 achieved in quarter one**

#### **Background**

There are currently 41 properties that are vacant, 29 of which are flats.

Of the 41 properties that are currently empty eight are not incorporated into the figure for this performance indicator. These eight properties are currently void due to the Hospital Avoidance Scheme (x1), held for potential conversion (x2), properties reassigned for temporary accommodation use (x2) and held for potential redevelopment opportunities (x3).

Seven properties are vacant due to requiring major improvement works and have been empty for 497 days and six properties are flats for the over 60s age group which have been empty for 460 days. These are proving to be very hard to let. The Council currently has three properties being held at Holmes Court pending the conclusion of joint work with the Police.

#### **Key actions underway –**

Short-term solutions include maximising the use of the notice to quit period, formalising the weekly void meetings to improve momentum, developing the co-ordination of works and demonstrating accountability for key parts of the turnaround process.

Different methods of advertising hard to let properties are being explored, along with the use of a Dedicated Voids Inspector/Co-Ordinator.

Longer-term solutions include a project to review and revise the process for re-letting properties and to make better use of the of the housing management system to record and monitor empty properties more effectively.

The Allocations Policy is to be reviewed this financial year and this will include reviewing the age criteria on difficult to let flats.

**Opportunities/risks –** Opportunities include reviewing the Council's re-let process to remove duplication of tasks and agree ownership of key parts of the re-let process, reduced void rent loss and improved customer service.

Redesigning the Allocations Policy will help to contribute to excellent voids performance.

Risks of continued failure include increasing arrears, extended use of temporary accommodation for homeless clients, reputational risk in not meeting housing need quickly and potential for unoccupied properties being vandalised.



**PE2.2** Number of successful introductory tenancies

**Theme** – People

**Action** – % Tenancies sustained after the introductory period

**Target vs performance** – 97% Target, 96% achieved

**Trend (compared to last quarter)** – 96% achieved in quarter one

**Background** – One tenancy out of 26 was held back due to rent arrears in quarter two. This is in line with Council procedures.

**Key actions underway** – Ongoing monitoring. A review of the tenancy change process will be held to ensure that systems in place are timely and accurately reflect performance.

**Opportunities/risks** – Opportunities include continued improvement to this performance indicator, demonstrating preventative measures and a commitment to tenancy sustainability.

Risks of continued failure include increased arrears and higher probability of tenancy failure, leading to increased homelessness, voids and associated costs.

**96%**

Number of successful introductory tenancies

**Target - 97%**



**Theme** – Place

**Action** – Reduce anti-social behaviour (ASB) incidents in Swadlincote Centre (Civic Way) Local Super Output Area.

**Target:** 400 incidents per quarter

**Performance:** 424 Incidents in quarter two

**Background** – Current ASB issues in Swadlincote Town Centre are centred on groups of young people, street drinkers and known offenders/ drug users.

**Key actions underway** – Two Criminal Behaviour Orders (CBOs) have been obtained on two prolific town centre shoplifters in September 2018. Both are banned from entering any town centre premises for a two-year period. They are also banned from associating with each other.

One of these offenders breached his CBO within two days and received a 19 week prison sentence.

A new leaflet has been produced for all shops and businesses in the town centre detailing all existing enforcement orders that are in place and how to report ASB, crime incidents and any breaches of the orders.

**Opportunities/risks** – Excellent attendance at latest Town Team meeting, where a large number of businesses were offered the chance to raise any concerns with local Safer Neighbourhood Team officer. There is an opportunity to build on this relationship between police and local businesses.

**424**

Reduce anti-social behaviour (ASB) incidents in Swadlincote Centre

**Target - 400**



**13 plaques**

Install at least 20  
plaques and  
three lecterns as  
part of  
Swadlincote  
Heritage Trail

**Target - 20  
plaques**

### **Theme – Place**

**Action –** Install at least 20 plaques and three lecterns as part of Swadlincote Heritage Trail.

**Performance:** 13 wall plaques have been installed but the Highways Permit (application submitted in May 2018) for the pavement plaques is outstanding. Plaques have been with the installers since June.

Plans to install lecterns at the Pipeworks, Maurice Lea Memorial Park and the Delph Public Square are in hand but not yet complete.

### **Background**

#### **Plaques**

7 Feb 2018 - Planning permission received for more than 20 plaques and three lecterns.

March-May 2018 - Permission was sought from individual property owners for installation. This was received from all parties except Derbyshire County Council (DCC) by the end of June 2018.

Feb-April 2018 – all funding in place.

June-July 2018 – plaques received from manufacturer and wall plaques installed. Pavement plaques left with installer as no permissions forthcoming from DCC. Written requests, followed up by phone calls, were sent to DCC on July 21, September 4, October 2 for updates.

The delay has been explained and understood. The Council is hopeful of a resolution in the near future.

#### **Lecterns**

- The lectern on the Pipeworks was installed on October 29. This did not require a DCC permit as it is on private land. Permissions have been gained from the land owners.
- The lectern on the Delph will be installed over the forthcoming weeks. This is at the final design stage and will be issued to be manufactured.
- The lectern on Maurice Lea Memorial Park has been delayed due to design concerns. A need for two lecterns has been identified but funding is only in place for one. It's likely the Council will be able to use section 106 funding for the second lectern.

**Key actions underway –** The Council has been following up the permit request with DCC on a three to four weekly basis since June 2018. This will continue until the permit is received or reasons given for rejection.

**Opportunities/risks –** The Swadlincote Heritage Trail is designed to take participants on a journey through the Town Centre's past, sharing stories of some of its significant people, industries and buildings.



0

Hold  
Community  
Partnership  
Scheme  
Grants Panel

Target - 1

**Theme – Progress**

**Action –** Deliver the Community Partnership Scheme and award capital funding totalling £250k to meet local need.

**Target:** Hold first grants panel and further workshop. Successful applications to be reported to committee.

**Performance:** Grants panel has not been held due to an issue with the membership.

**Background –** A member of the grants panel has changed committees. The panel is recognised as a sub group of the Housing and Community Services Committee, meaning only its members are eligible.

**Key actions underway –** A replacement Councillor needs to be appointed onto the panel at Full Council in November.

**Opportunities -** The applicants have been spoken to and have been offered the chance to amend their applications if applicable.

**Risks –** All applicants have been contacted and spoken to ensure the delay will not have a detrimental impact on their projects.

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There are eight actions for Housing and Community Services.

## SERVICE DELIVERY RISK REGISTER (LAST UPDATED - OCTOBER 2018)

Risk	Corporate theme/aim	Rating and current position	Risk treatment	Mitigating actions	Change since last quarter
SD1 - Loss of income to the Housing Revenue Account	<b>Outcomes</b> Maintain Financial Health	On-going potential reduction in income through 1% rent reduction for general needs tenancies until 2020/21. Performance on rent collection still in top quartile in quarter one.  Likelihood is low and impact is significant.	Treat the risk through continuous action and review.	Income policies/processes are being revised.  Invested in I.T. solutions to maximise opportunities to collect income and support those in financial difficulty.  Increased focus on collection of rent and other housing debt.	No change to rating or treatment.
SD2 - Failure to collect financial contributions or to enforce the delivery of obligations within Section 106 Agreements.	<b>Outcomes</b> Maintain Financial Health	Failure to collect financial contributions or to enforce obligations within Section 106 Agreements.  Likelihood is low but the impact is significant.	Treat the risk through continuous action and review.	Implementation of new software is underway.  The Planning Services review sets out the role of Planning Policy in monitoring and administering Section 106 agreements.  A full review of roles and working procedures is being completed.	No change to rating or treatment.
SD3 – Safety standards	<b>People</b> Protect and help support the most vulnerable, including those affected by financial changes.	Failure to comply with basic safety standards in flats/blocks with communal areas.  Work has been undertaken to put specialist fire and asbestos contracts in place.	Treat the risk through continuous action and review.	Process underway to update safety procedures for fire, gas, electricity, legionella and asbestos to ensure the Council has appropriate controls in place to manage risks. Progress made so far includes: <ul style="list-style-type: none"> <li>• Fire safety contractor appointed</li> <li>• Gas servicing 100% compliant</li> </ul>	No change to rating or treatment.

		Likelihood is medium and impact has potential to be significant.		<ul style="list-style-type: none"> <li>• Electrical testing contractor appointed</li> <li>• Legionella - sheltered schemes testing in place, void properties shower heads/deadlegs removed</li> <li>• Asbestos testing contractor appointed</li> <li>• Asbestos removal contractor appointed</li> </ul>	
SD4 – Universal Credit	<p><b>People</b> Protect and help support the most vulnerable, including those affected by financial changes.</p>	<p>Loss of income to the Housing Revenue Account through full roll out of Universal Credit from November 2018.</p> <p>There is still uncertainty as to the financial impact of this but the Council has plans in place working with internal/ external stakeholders to manage this process.</p> <p>Likelihood is medium and the impact is moderate.</p>	Treat the risk through continuous action and review.	<p>Welfare Reform Group, including key internal/external partners, meets on a monthly basis to manage roll-out against an agreed action plan.</p> <p>Invested in I.T. solutions to maximise opportunities to collect income and support those in financial difficulty.</p> <p>Allocations Policy review to take place during 2018/19.</p>	No change to rating or treatment.
SD5 – Reduction in funding for Sport and Health	<p><b>People</b> Increase levels of participation in sport, health, environmental and physical activities.</p>	<p>Reduction of Council funding into Sport and Health Service. Unable to source external funding to service.</p> <p>Reserve fund being depleted for sources other than Sport and Health service delivery.</p> <p>Likelihood is medium and the impact is moderate.</p>	Treat the risk through continuous action and review.	<p>Forward budget planning over a number of years. Approvals for reserve spend to secure staffing positions up to March 2020 initially.</p> <p>Lobby to maintain current funding contribution that the Council makes towards the service and for an increased contribution if Elected Members want the current levels of service to be maintained post March 2020.</p> <p>Continually seek external funding opportunities to support service delivery.</p>	Rating has reduced slightly from last quarter but no change to treatment.

<p>SD6 – Affordable housing delivery</p>	<p><b>Place</b> Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.</p>	<p>Not achieving the maximum delivery of affordable homes with the resources/options for delivery available.</p> <p>Homes are being delivered under Shared Ownership and Affordable Homes Programme (SOAHP). Strategic Housing consulted on every planning application to ensure maximum affordable housing achieved subject to viability. Right to Buy receipts are utilised to capacity. Government announcement about increased headroom in the borrowing cap for local authorities.</p> <p>Likelihood is unlikely and impact is moderate.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Homes and Communities Agency (HCA) grant programme 2017-21 through SOAHP.</p> <p>Negotiation of 30% affordable homes on all new sites.</p> <p>Enable deliver of 100% affordable sites in conjunction with Registered Providers.</p> <p>Support Registered Providers through bidding process.</p> <p>Utilise Commuted Sums/Right to Buy receipts where possible and Housing Revenue Account (HRA) reserves and headroom.</p> <p>New build Council Housing.</p>	<p>No change to rating or treatment.</p>
<p>SD7 - Insufficient supply of affordable homes to meet Council needs relating to allocations and homelessness</p>	<p><b>Place</b> Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.</p>	<p>Insufficient supply of affordable homes.</p> <p>Will significantly exceed target for affordable delivery again in 2018/19. New build Council housing under construction and acquisitions under consideration.</p> <p>Likelihood is unlikely and impact is moderate.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Up-to-date housing needs data.</p> <p>Ensure delivery of affordable units through Section 106 and planning conditions.</p> <p>Work with Homes England to deliver Council new builds.</p> <p>Review Allocations Policy to reflect need and available stock.</p> <p>Acquisition of on-site affordable homes directly from developer.</p>	<p>No change to rating or treatment.</p>

<p>SD8 - Failing infrastructure at Rosliston Forestry Centre.</p>	<p><b>Place</b> Support provision of cultural facilities and activities.</p>	<p>Failing Infrastructure at Rosliston Forestry Centre.</p> <p>Rosliston Forestry Centre project team meets on a fortnightly basis to manage ongoing issues at the facility. Regular meetings held with the Forestry Commission.</p> <p>Likelihood is low but the impact would be significant.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Review condition survey as part of strategic planning.</p> <p>Make invest to save business cases.</p> <p>Improve Planned Preventative Maintenance (PPM).</p> <p>Engage tenants.</p> <p>Keep senior management team informed.</p> <p>Six monthly review of risk.</p>	<p>No change to rating or treatment.</p>
<p>SD9 - Failure to meet housing delivery targets set out in the five year supply.</p>	<p><b>Place</b> Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.</p>	<p>Failure to meet housing delivery targets.</p> <p>Local Plan is in place which sets out the five year supply. Latest monitoring for 17/18 indicates the Council was performing above target with an upward trajectory.</p> <p>Likelihood is low but the impact would be significant.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Monitoring/review of performance carried out in quarter one.</p> <p>Active pursuit of schemes and opportunities.</p> <p>Develop action plan.</p>	<p>No change to rating or treatment</p>
<p>SD10 - Failure of IT infrastructure that supports Planning Systems, LLPG and Land Charges.</p>	<p><b>Place</b> Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.</p>	<p>Ongoing issues with IT infrastructure that supports Planning systems.</p> <p>Likelihood is medium and the impact would be significant.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Working with IT to ensure the most fit for purpose solution is selected. Procurement of a new software system underway. Business case approved by Corporate Change Management Group (CCMG) and Finance and Management Committee. This will provide funding to support implementation of a new system as quickly as possible.</p>	<p>No change to rating or treatment.</p>

<p>SD11 – Community Safety Partnership funding</p>	<p><b>People</b> Protect and help support the most vulnerable, including those affected by financial changes.</p>	<p>Potential funding shortfall for the Community Safety Partnership. The Safer South Derbyshire Partnership currently obtains annual funding totalling £60,000 from the Derbyshire Police and Crime Commissioner and Derbyshire Police.</p> <p>Likelihood is medium but the impact would be moderate.</p>	<p>Tolerate the current situation and keep under review.</p>	<p>There is no long-term commitment to continue this funding. However, there are Partnership reserves in place which would assist in a gradual decrease in budget rather than a major cut to all initiatives.</p> <p>The Council is in the second year of a three year funding agreement with the Police and Crime Commissioner (PCC) for £25,000 per year Community Safety Funding.</p> <p>The Council receives £35,000 per year Basic Command Unit funding from the Chief Superintendent. This is received annually with no long-term commitment.</p>	<p>No change to rating or treatment.</p>
<p>SD12 – Melbourne Sports Park</p>	<p><b>Place</b> Support provision of cultural facilities and activities throughout the District.</p> <p><b>People</b> Increase levels of participation in sport, health, environmental and physical activities.</p>	<p>Failure to deliver against external funder requirements at the Melbourne Sports Park (MSP). Ongoing discussions with national funders.</p> <p>Likelihood is low but the impact would be significant.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Regular Steering Group meetings. MSP Board has acknowledged issue and sought Council support.</p> <p>Monitoring and evaluation meeting with key funder held and recommendation in Action Plan to follow.</p> <p>Specialist consultants have been engaged and have identified optimum drainage solution.</p> <p>Melbourne Sporting Partnership and Melbourne Rugby Club engaged in partnership work about requirements and solutions.</p> <p>Committee report outlining issues and requesting investment to resolve presented and approved. Follow up report required.</p>	<p>Rating has reduced from last quarter but no change to treatment.</p>

SD13 – Sinfin Waste Plant	<p><b>People</b> Reduce the amount of waste sent to landfill.</p>	<p>Impact on delivery rounds of diverting all residual waste to Sinfin Waste Plant.</p> <p>Move to Sinfin now to be phased over three years, giving time to minimise impact on delivery rounds.</p> <p>Likelihood is unlikely but the impact could be significant.</p>	Treat the risk through continuous action and review.	<p>Ongoing discussions with Derbyshire County Council (DCC) to allow for some waste deliveries to continue into current site.</p> <p>Amendments to collection rounds to minimise impact on costs, with no effect on residents.</p>	Rating has reduced from last quarter but no change to treatment.
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### SERVICE DELIVERY OPERATIONAL RISK MATRIX

<b>Likelihood</b>					
4 High					
3 Medium		SD4, SD5, SD11, SD14	SD3, SD10		
2 Low			SD1, SD2, SD8, SD9, SD12		
1 Unlikely		SD6, SD7,	SD13		
		1 Minor	2 Moderate	3 Significant	4 Catastrophic
		Impact			

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<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE:</b>	<b>AGENDA ITEM: 8</b>
<b>DATE OF MEETING:</b>	<b>22<sup>nd</sup> NOVEMBER 2018</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>EXEMPT PARAGRAPH NO: 1</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>HANNAH PEATE EXT: 5973</b> <a href="mailto:hannah.peate@south-derbys.gov.uk">hannah.peate@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>CONTRIBUTION TO ACTIVE DERBYSHIRE</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: HCS07</b>

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## **1.0 Recommendations**

- 1.1 That the Committee approves a financial contribution to Active Derbyshire for 2018/19 of £12,191 for the delivery of outcomes set out in a Service Level Agreement with the Council.
- 1.2 That the Committee approves in principle to the above sum to also be made in 2019/20 and 2020/21 subject to Service Level Agreement outcomes being met and the .

## **2.0 Purpose of Report**

- 2.1 To seek the Committee's approval to the Council making a financial contribution to Active Derbyshire for this financial year for the delivery of key outcomes for the District.
- 2.2 To seek the Committee's in principle agreement for a financial contribution to Active Derbyshire for the following two financial years; subject to Service Level Agreement outcomes being met and the financial position being able to sustain this contribution.

## **3.0 Detail**

- 3.1 For a number of years South Derbyshire District Council (SDDC) has paid an annual subscription to the formerly named Derbyshire Sport (previously named Derbyshire Parks and Recreation Forum). This contributes into a County-wide Partnership that has acted collaboratively to deliver physical activity, sport, leisure and recreational activities. All Local Authorities in Derbyshire have

contributed financially to this arrangement. The Partnership has been successful in leveraging in significant resource for the County to further its aims.

- 3.2 In the autumn of 2017 Derbyshire Sport became part of the Active Partners Trust and was renamed Active Derbyshire. The Active Partners Trust comprises of Active Derbyshire and Active Nottinghamshire. As a result of this change a new service level agreement (SLA) has been proposed (draft attached in Appendices 1). This SLA outlines a core offer from Active Derbyshire across the County but also a bespoke offer for South Derbyshire following discussions with the Council.
- 3.3 All Derbyshire District and Borough Councils and Derby City Council have been requested to make financial contributions to Active Derbyshire on the above basis.
- 3.3 Being part of the Partnership enables a range of funding and resources to be levered into the District, including historical programmes such as Sport Makers, Sportivate, Coach Development programmes and support to capital and leisure facility development. This financial year to date at total of £7,300 has been secured through the Partnership. Further opportunities are being explored on an ongoing basis.
- 3.4 The transition from Derbyshire Sport to Active Derbyshire has resulted in the Council's contribution also supporting the costs of a Strategic Lead post from Active Derbyshire to work in the District. This role supports the District's work and delivery of South Derbyshire's Active South Derbyshire Strategy, which is the equivalent to one day per week of staffing resource.

## **5.0 Financial Implications**

- 5.1 The costs of the contribution to Active Derbyshire totals £12,191 and this has been budgeted for and paid for over a number of years within the Active Communities and Health budget. (Formerly Sport and Health).
- 5.2 The request for agreement in principle has also been requested for a further two financial years in the Service Level Agreement. This has been budgeted for within the Active Communities and Health longer-term budget planning process.

## **6.0 Employment Implications**

- 6.1 There are no direct employment implications of this paper; other than the hosting of relevant Active Derbyshire staff to fulfill their commitments into the District when required, which is facilitate in the Active Communities and Health Team office.

## **7.0 Corporate Implications**

7.1 The proposed contribution will support the Council to deliver services to the residents of South Derbyshire, and fulfil projects across People, Place and Progress themes of the Corporate Plan.

## **8.0 Community Implications**

8.1 Active Derbyshire will make positive contributions to the Active South Derbyshire Physical Activity, Sport and Recreation Strategy 2017-2022. And all key themes within the Sustainable Community Strategy- Children and Young People, Healthier Communities, Safer and Stronger Communities and Sustainable Development.

## **9.0 Conclusions**

9.1 The proposal for continuing the Council's contribution to Active Derbyshire will result in a joined up approach to the aforementioned Corporate and District-wide strategies; and support the County-wide approach to this partnership work.

## **10.0 Background Information**

The proposed Draft Service Level Agreement is attached.

# Funding Partners' Agreement 01 April 2018 - 31 March 2021

## South Derbyshire District Council

## Agreement between the Funding Partners of Active Derbyshire and Active Partners Trust 01/04/2018 - 31/03/2021

### 1. INTRODUCTION

- 1.1. In November 2004 the members of the Derbyshire and Peak Park Sport and Recreation Forum, formally adopted the Strategic Framework for Derbyshire Sport. Derbyshire Sport was established when the new constitution was adopted on 23 June 2005 and revised again April 2016.
- 1.2. During 2016, following the publication by Sport England of a review into the future role and funding of County Sports Partnerships, the Board of Derbyshire Sport and the Board of Sport Nottinghamshire started to explore the potential benefits in terms of quality and cost efficiencies of working closer together and various options were explored.
- 1.3. The Derbyshire Sport Board, at its meeting in April 2017, agreed to independence and formal collaboration with Sport Nottinghamshire. This was reported to the Partners Group AGM held on 18 July 2017.
- 1.4. The new overarching company Active Partners Trust was incorporated on 20 July 2017 and became operational on 1 October 2017, with two operational units, two offices and two brands: Active Derbyshire and Active Notts. Active Partners Trust is the legal entity. Active Derbyshire is the operational brand.
- 1.5. All funding from Derbyshire Funding Partners is ring-fenced to be spent in Derbyshire.
- 1.6. The Articles of Association for Active Partners Trust allocates two places on the Active Partnership Board for Local Authority Funding Partners from Derbyshire (councillors or officers) plus the independent chair of the Active Derbyshire Panel.
- 1.7. The Active Derbyshire Panel has eight members (plus co-options) and at least three of these are recruited from Funding Partners. See appendix 1 for details of current APT and Active Derbyshire Panel membership.

### 2. FUNDING PARTNERS

- 2.1. The Funding Partners of Active Derbyshire for the period covered by this Funding Partners' Agreement are shown in Table 1 below.
- 2.2. Schedule 1 details the agreed priorities for joint working in South Derbyshire in 2018/19. Regular meetings will be held between members of the Active Derbyshire team and South Derbyshire officers to review progress and confirm priorities and actions.
- 2.3. Each Funding Partner will be invited to send representatives, councillors and officers, to Active Derbyshire Partner Group meetings which will take place at least annually.
- 2.4. The purpose of the Active Derbyshire Partner Group meetings will be to :-
  - 2.4.1. Report on progress made on 'Towards an Active Derbyshire 2016-2021'

- 2.4.2. Update on the meetings of the Active Derbyshire Panel and membership of this Panel and the Board
- 2.4.3. Update on the ring-fenced Derbyshire funding
- 2.4.4. Consult on future work/priorities in the county
- 2.4.5. Update on national agendas/trends
- 2.4.6. Training and CPD opportunities

2.5 The Funding Partner fees for **2018/19** are shown in Table 1. These fees were agreed at the Derbyshire Sport AGM in July 2016 and the 'in principle' agreement is to hold annual fees at this level up to and including 2020/21.

Table 1

Funding Partners	Fees for 01/04/18 - 31/03/19
Derbyshire County Council	£104,000
Derby City Council	£25,056
Amber Valley Borough Council	£15,701
Bolsover District Council	£12,075
Chesterfield Borough Council	£14,610
Derbyshire Dales District Council	£11,823
Erewash Borough Council	£15,117
High Peak District Council	£13,603
North East Derbyshire District Council	£14,450
South Derbyshire District Council	£12,191
<b>Total</b>	<b>£206,002</b>

### 3. OBLIGATIONS OF FUNDING PARTNERS TO ACTIVE DERBYSHIRE

3.1 Funding Partners of Active Derbyshire agree:

3.2.1 to recognise Active Derbyshire's role, to provide the strategic lead for physical activity and sport in Derbyshire;

3.2.2 to pay the Funding Partners' fees for 2018/19 as agreed at the July 2016 AGM and to agree in principle to payment of fees for 2019/20 and 2020/21 as detailed in Table

1

### 4. FINANCIAL CONSIDERATIONS

4.1. Financial risk is managed by the Active Partners Trust Board and Audit sub-committee on a regular basis and all costs, claims, demands and liabilities are assessed as part of this rigorous process and a sinking fund is managed to cover any such liabilities.

- 4.2. In the event of any winding up of Active Partners Trust any net assets, after all its debts and liabilities have been paid, shall be transferred
- 4.2.1. directly for the Objects of the company set out in the Articles of Association
- 4.2.2. transferred to any charity or charities for purposes similar to the Objects.
- 4.2.3 In making these decisions the Board of Active Partners Trust will consider the percentage of any net assets which are ring-fenced for Derbyshire.

## 5. DATA PROTECTION

- 5.1 To meet the terms of this agreement there may be a need to share Personal Data between the Funding Partner and employees of Active Partners Trust. An example of this could be during the organisation of the annual Derbyshire Physical Activity and Sports Awards.
- 5.2 Both parties may share Personal Data, when it is within the legitimate interest of either party to process that data and is necessary for the fulfilment of the Funding Partner Agreement.
- 5.3 Both parties will duly observe all their general obligations under the Data Protection Legislation, which arise in connection with delivery of this Funding Partner Agreement. Consideration will be given as to whether a separate Data Sharing Agreement or Data Processing Agreement is required to allow delivery of a specific joint work area. In the Data Agreement the responsibilities of the Data Controller and Data Processor would be confirmed.
- 5.4 Notwithstanding these general obligations, where Personal Data is shared, both parties shall ensure that it has in place appropriate technical and procedural measures to ensure the security of the Personal Data.

## 6. DECLARATION AND FINANCIAL COMMITMENT

- 6.1. The undersigned are duly authorised to sign this Funding Partner Agreement on behalf of the Funding Partner.

**Funding Partner:** South Derbyshire District Council

**Authorised Officer Name:** Allison Thomas

**Position:** Strategic Director - Service Delivery

**Signature:**

**Date:**

### Active Derbyshire

**Authorised Officer Name:** Stuart Batchelor

**Position:** Strategic Director

**Signature:**

Date:

## Schedule 1

### 1. Agreed support for joint working in 2018/19

#### Core Offer

To provide Strategic Lead support to work across the local authority area to develop physical activity, reduce physical inactivity and measure the wider social outcomes of physical activity, sport and recreation.

To share good practice across local authority areas across the county and region, and bring partners together to share examples of good practice, system leadership, supporting the delivery of 'Towards an Active Derbyshire'.

To lobby and promote Derbyshire to secure resources from Sport England and other national, regional and county organisations

To provide funding advice and promotion of funding opportunities to the local authority and its communities

To provide insight support through data gathering and analysis in the form of mapping and analysis of the Active Lives Survey data, to include:

- The production of a Derbyshire insight pack, which considers Active Lives, census and health data
- The production of a local authority area insight pack
- Mapping of inactivity levels and priority groups across the local authority area to help identify people and places in greatest need

To deliver Sport England funded programmes such as:

- Derbyshire School Games - three levels of activity: competition in schools, between schools, at county/area level engaging pupils of all abilities. Investment in Derbyshire is £30,000
- School Sport Premium Plus - funding to support the provision of physical education and sport in Primary Schools. Value to Derbyshire £16,000
- Active Lives Young People's Survey - a nationwide survey to measure sport and physical activity levels of school children
- Satellite Clubs - local sport and physical activity clubs that are designed around the needs of young people and provide them with positive, enjoyable experiences that make it easy for them to become active or to develop more regular activity habits. Available investment across Derbyshire is £86,000 p.a.
- Workforce Development - funded programme to develop the enablers, deliverers and influencers across the sport and physical activity system to effectively reach, support and enable our target communities and groups to be more active.

To deliver an annual Derbyshire Physical Activity and Sports Awards event

To provide support and guidance in the development of a marketing led approach to the physical activity, sport and recreation offer in the local authority area, including:

- Workforce training to develop marketing skills
- Support and training to create digital tools such as videos
- Opportunities to promote district work through Business-to-Business (B2B) Active Derbyshire communications e.g. website, newsletters and social media
- General marketing and communications advice and support

To provide support and guidance in the development of open and built infrastructure including:

- Support the engagement of local communities to champion the development of community provision and their usage of such facilities.
- Provide support for the use of Active Design principles in the planning of new housing developments
- Provide support, advice and comment on facility project and strategy groups

To provide support and advice on how to use the East Midlands Physical Activity Toolkit to monitor projects and guidance on how to use the Active Partners Trust Evaluation Framework to capture the value of your work, reflections of those involved, stories of change, and outcomes achieved

### District Specific Offer

- To facilitate learning within the education sector regarding community use of schools, to include:
  - Workshop delivery for school managers/senior leaders
  - Workforce development around school staff and volunteers
  - Insight support around community engagement in school catchment areas
- To support the development of a marketing led approach to the targeting of the physically in-active in the District, to include:
  - Review and redesign of promotion and marketing
  - Production of a marketing video to showcase the activity that already exists and the impact of this, to be used in a variety of forums
  - To focus on one place/park/green space to look at a bespoke marketing campaign
  - To generate marketing and promotional material that utilise nudge theory for the inactive to become and stay active. Generating a suite of imagery and terminology which will support this.
- To support the introduction of the Monitoring and Evaluation Toolkit to agreed partners within South Derbyshire to develop consistency in the way that physical activity, sport and recreation interventions are measured.
- To pilot the Youth Sport Trust Raising Aspirations and Increasing Resilience programme at The Pingle Academy.

- To support the development of the National Forest as a destination for physical activity, sport and recreation
- To support the trialling of approaches proposed in the Sport England Core Market bid to keep people active who are moving to the new housing developments within South Derbyshire.
- To help develop the insight and understanding of people within the district with long term health conditions, to enable specific actions to be developed to help them become/stay active.

## **2. Measurement of Outcomes**

### **1 Intended outcomes of the service:**

1.1 A joined-up strategic approach to supporting existing and creating new physical activity and sport opportunities across South Derbyshire, working with a wide range of stakeholders to understand local need and identify opportunities to get more people active.

1.2 Specific physical activity outcomes contributed to are:

1.2.1 Increase the percentage of young people doing 60 minutes of daily activity.

1.2.2 Decrease the percentage of adults achieving less than 30 minutes of physical activity per week.

1.2.3 Increase the percentage of adults doing 150+ minutes physical activity per week.

1.2.4 Increase the percentage of people with a disability who are active.

### **2 Measurement of outcomes:**

KPI 1 Continue to support Active South Derbyshire to implement and sustains its strategic approach to physical activity, sport and recreation across the District.

KPI 2 Develop and strengthen Active South Derbyshire, and delivery of 'Insight-Led' working to support local priority setting and decision-making.

### **3 Monitoring Information, Management and Review Arrangements:**

3.1 An annual delivery plan of KPI 1 and KPI 2 is to be agreed with South Derbyshire District Council.

3.2 Monitoring reports will be provided a minimum of every six months and an annual Year End Report.

3.3 Annual review meeting with Active Partners Trust and South Derbyshire District Council.

## Appendix 1

Board and Active Derbyshire Panel membership as of October 2018

<b>ACTIVE PARTNERS TRUST BOARD OF DIRECTORS</b>	
All directors are recruited by open advertisement and on the basis of his or her skills and experience	
1 x Independent Chair of the Board of Directors	Stephen Jackson
1 x Resident Independent Director from Derbyshire <i>(chair of Active Derbyshire Panel)</i>	Sarah Fowler
1 x Resident Independent Director from Nottinghamshire <i>(chair of Active Notts Panel)</i>	Mel Berry
2 x Local Authority Funding Partner Directors <i>(who are councillors or officers of the Local Authority Funding Partners in Derbyshire)</i>	Cllr Carol Hart Vacant
2 x Resident Directors from Nottinghamshire	Derek Higton Emma Atkins
3 x Independent Non-Executive Directors	Kathryn Mitchell Vacant Vacant

<b>ACTIVE DERBYSHIRE PANEL</b>	
All Panel members are recruited by open advertisement and on the basis of his or her skills and experience	
1 x Resident Independent Board Director from Derbyshire <i>(Panel Chair)</i>	Sarah Fowler
2 x Local Authority Funding Partner Board Directors from Derbyshire	Cllr Carol Hart Vacant
1 x Non-Director Panel Member from Derbyshire <i>who is a councillor or officer from a Local Authority Funding Partner)</i>	James Drury
2 x Resident Non-Director Panel Members from Derbyshire	Debbie Chesterman Joy Hollister
2 x Resident Non-Director Independent Panel Members from Derbyshire.	Michell Skinner Stuart Allen
Co-opted	Dean Wallace

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<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES</b>	<b>AGENDA ITEM: 9</b>
<b>DATE OF MEETING:</b>	<b>22<sup>nd</sup> NOVEMBER 2018</b>	<b>CATEGORY:</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>IAN HEY (EXT 8741)</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COMMUNITY PARTNERSHIPS SCHEME</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>

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### **1.0 Recommendations**

1.1 That the Committee accepts the recommendations of the Community Partnership Scheme Assessment Panel, to award grants as detailed in section 4.19 of this report.

### **2.0 Purpose of Report**

2.1 To inform the Committee of the applications for Community Partnership Scheme (CPS) funding received by the Council.

2.2 To seek approval to award grants in line with the recommendations of the Committee's appointed Assessment Panel established to consider such applications.

### **3.0 Executive Summary**

3.1 The CPS is continuing to operate according to processes and procedures as previously agreed and reported to the Committee.

3.2 In total, 12 new capital grant applications were reviewed by the Assessment Panel, requesting £242,983 against a total budget of £250,000.

3.3 The total value of the 12 projects is £2,522,523.

3.4 Eleven applications have been recommended for grant support by the Assessment Panel, with a total value of £217,983. One application has not been recommended for a grant.

3.5 The eleven projects recommended to receive grant support are as follows:

- £10,000 to Findern Parish Council: Development of a BMX track for older children.

- £19,000 to Gresley Old Hall: To install solar electricity generation and more efficient heating.
- £25,000 to Hatton Parish Council: Outdoor health and recreation at the QE11 field in the village.
- £20,000 to Hilton Village Hall: Improve the entryway to the Hilton Village Hall.
- £20,000 to Melbourne Tennis Club: New tennis courts.
- £25,000 to Newton Solney Pre-School: Development of a new building to replace temporary accommodation.
- £25,000 to Repton Village Hall: Building of a new village hall in Repton.
- £22,000 to Shardlow Village Hall: Improve accessibility to the building and toilets.
- £25,000 to St Wilfred's, Barrow upon Trent: Conserve and transform the building into a multi-use space.
- £1,980 to Ticknall Village Hall: Refurbishment of the kitchen at Ticknall Village Hall.
- £25,000 to Woodville Parish Council: Development of new play facilities.

3.6 The Assessment Panel decided that the application from Melbourne Assembly Rooms would not be recommended for a grant. The organisation will be invited to develop their application and re-apply, excluding general repair and other revenue costs.

#### **4.0 Detail**

4.1 The CPS offers capital grants of up to £25,000 to support projects brought forward from the voluntary and community sector. A sum of £250,000 has been allocated to the Scheme to enable grants to be made in support of applications received during 2018/19.

4.2 An Assessment Panel comprising three Councillors, with support from the Community Partnership Officer, met to consider applications that had been submitted. Councillor Dr Hilary Coyle was elected as Chair for the CPS Assessment Panel.

4.3 Submitted applications were assessed against set criteria and recommendations about grant distribution were identified to forward to the Housing and Community Services Committee.

#### **Applications**

4.4 The following applications were received and considered for capital funding:

4.5 **Findern Parish Council** – Project value £20,000: grant applied for £10,000.

Consultation had identified a lack of facilities for older children within the village. The project aims to promote better health and wellbeing for young people in the village by installing a BMX track. Phase 2 of the project will be the installation of a seating area and gym equipment, encouraging participation in more physical activities.

The total balance of funding required is already in place.

4.6 **Gresley Old Hall** – Project value £39,953: grant applied for £19,000.

Gresley Old Hall has started a series of projects to improve the quality of offer to allow it to become a hub of community activity in the area. The target of this application is to develop the sustainability of the hall and bowls club through the introduction of LED lighting, solar power and a new boiler to reduce the overall running costs.

Applications have been submitted to raise the balance of funding required.

4.7 **Hatton Parish Council** – Project value £201,345: grant applied for £25,000.

The objective of the project is to improve the use of open green space that has been registered as a QE11 Field by providing a trim trail and path around the space to increase accessibility to the area for anyone, including people with limited mobility and disabilities.

A sum of £25,000 has been allocated from parish funds towards this project. Several applications for additional funds have been submitted and the balance will be funded through Section 106 monies originating from a development adjacent to the site.

4.8 **Hilton Village Hall** – Project value £47,673: grant applied for £20,000.

The project will renew the entrance hall roof and introduce energy saving lighting throughout the building, externally and in the car park. This will reduce running costs and lower the carbon footprint of the project.

The grant has been requested as a lead grant to attract additional funding. The Trustees of the Hall will be working with the Community Partnership Officer to target additional funds.

4.9 **Melbourne Assembly Rooms** – Project value £43,545: grant applied for £25,000 (eligible amount £21,772).

An application was submitted to refurbish the main hall. This would include the replacement of lighting, the cleaning and sanding of the floor, the cleaning and refinishing of roof beams, the repair of floor grates and improvement of ventilation in the main hall.

The Assembly Rooms had identified £19,000 through local fundraising and allocation of reserves towards the project.

4.10 **Melbourne Tennis Club** – Project value £120,000: grant applied for £20,000.

The project aims to build three new all-weather synthetic tennis courts backing onto the existing three courts by April 2019 to meet the current need for wider usage required by the local schools, community and the club itself.

The club has already raised £80,000 via local fundraising and is targeting additional fundraising activity to raise a further £20,000.

4.11 **Newton Solney Pre-School** – Project value £155,000: grant applied for £25,000.

The pre-school currently operates out of a temporary building. Permission for this building lapses in April 2020. The aim is to erect a new building to allow the continued existence of the pre-school on its current site, in line with planning requirements.

Funding is already in place to cover demolition and making the ground good. The application is for a grant that will support the group attracting further funding. The group is continuing to work with the Community Partnership Officer to identify and apply for additional funds.

**4.12 Repton Village Hall** – Project value £777,130: grant applied for £25,000.

The current village hall has continued to be used far in excess of its anticipated life span and is becoming structurally unsound. This project aims to demolish the present failing building and replace it with a new facility that will significantly improve the quality of the user experience. It will provide two extra rooms, each capable of being used independently of the main hall, in a building marginally larger than the present one.

A total of £266,852 has been raised to date and further funding applications have been submitted. Repton Parish Council consulted with local residents with a view to covering £415,000 of the development via a loan with the Public Works Loan Board, to be repaid through raising the Parish Council precept. A referendum was held and 77% of the turnout voted in favour of the rise.

**4.13 Shardlow Village Hall** – Project value £96,000: grant applied for £22,000.

The project aims to renovate the village hall, making it safe and improving the facilities. Proposed works include ensuring the hall, facilities and grounds are fully accessible. This will include modernising the toilets, levelling the car park area and updating the heating and insulation to reduce running costs in the longer term.

More than £21,000 has been raised locally. Supported by the Community Partnership Officer, funding applications have been submitted for a further £75,000, with further grants identified should any application prove unsuccessful.

**4.14 St Wilfred's Church, Barrow upon Trent** – Project value £840,000: grant applied for £25,000.

This is a major project that aims to restore, conserve and transform St Wilfrid's Church into a multi-functional building for community use, education and research, with the ability to sustain itself. This will enhance opportunities for physical, social and cultural development for Barrow upon Trent and the surrounding area. The plans also include a heritage centre available for study and education.

The project team has already secured an offer of £597,000 from the Heritage Lottery and has worked to identify additional sources of funding. Applications to those sources are under way.

**4.15 Ticknall Village Hall** – Project value £6,766: grant applied for £1,983.

The village hall has undergone a series of phased improvements. This project is the latest of these and will deliver an upgraded kitchen that will allow hirers to supply everything from a cup of tea to a full cooked meal for a celebration.

The balance of funds needed for the project to proceed has already been raised locally.

#### 4.16 **Woodville Parish Council** – Project Value £175,471: grant applied for £25,000

This project will remove outdated play equipment and deliver several areas of play equipment that will cater for a range of different ages, from pre-school to teenagers. The final design has been developed following local consultation with young people to ensure that it reflects local needs.

Woodville Parish Council has already been successful with applications for £75,000 from the Veolia Trust and £5,000 from Derbyshire County Council. The Parish has identified £50,000 from reserves and further applications have been submitted.

#### **Assessment Panel**

4.17 The Community Partnership Scheme Assessment Panel met on 31 October to review the applications against the questions and criteria previously agreed. The criteria included links with corporate priorities, security of external funding, sustainability, value of other contributions, value for money, community involvement, risk and commitment to equal opportunities.

4.18 Prior to making a recommendation, the Assessment Panel considered the Scheme's current budget position regarding capital monies. The Scheme has £250,000 budgeted prior to the allocation of any grants. In light of the above information it was identified that there was sufficient funding for all recommended grants to be covered in full.

#### **Assessment Panel Recommendations**

4.19 The Assessment Panel's recommendation for distribution of grant is as follows:

- **£10,000 to Findern Parish Council:** The grant will part fund the development of a BMX track for older children.
- **£19,000 to Gresley Old Hall:** The grant will part fund a project to install solar electricity generation and more efficient heating.
- **£25,000 to Hatton Parish Council:** The grant will support the development of outdoor health and recreation at the QE11 field in the village.
- **£20,000 to Hilton Village Hall:** The grant will part fund a project that will improve the entryway to the hall.
- **£20,000 to Melbourne Tennis Club:** The grant will part fund the development of new tennis courts.
- **£25,000 to Newton Solney Pre-School:** The grant will support the development of a new building to replace temporary accommodation.

- **£25,000 to Repton Village Hall:** The grant will contribute towards the building of a new village hall.
- **£22,000 to Shardlow Village Hall:** The grant will part fund the upgrade work that will improve accessibility to the building and toilets.
- **£25,000 to St Wilfred's, Barrow upon Trent:** The grant will part fund a project that will conserve and transform the building into a multi-use space that will allow greater community use.
- **£1,980 to Ticknall Village Hall:** The grant will support the refurbishment of the kitchen.
- **£25,000 to Woodville Parish Council:** The grant will contribute towards the development of new play facilities.

4.20 All grant offers for building-based projects are required to evidence appropriate planning / building control permissions.

4.21 Following the review by Assessment Panel members it was decided that the application from **Melbourne Assembly Rooms** would not be recommended for a grant. The organisation will be invited to develop their application and re-apply, excluding general repair and other revenue costs.

## **5.0 Financial Implications**

5.1 The award of grants falls within the CPS' budget allocation of £250,000. The total of the grants recommended for award is £217,983, allowing a balance of £32,017 to be allocated at a second round to be held in January 2019.

## **6.0 Corporate Implications**

6.1 The scheme contributes to all of the priority areas in the Council's Corporate Plan, with individual projects contributing to People, Place, Progress and Outcomes through delivering inward investment, independent living, leisure and cultural activity and focus on the community as customers.

6.2 The projects supported will also address Outcomes that contribute to the Sustainable Community Strategy themes of Children & Young People, Healthier Communities, Safer and Stronger Communities, as well as Sustainable Development.

## **7.0 Community Implications**

7.1 The scheme maximises funding available for community investment by providing both direct funding and enabling leverage from other funding sources. It also continues to offer a direct line of communication with the voluntary and community sector.

7.2 The impact on the community and amount of community involvement in each individual project has been assessed as part of the appraisal process.

## **8.0 Conclusions**

- 8.1 The Community Partnership Scheme continues to provide the Council with an excellent means to support a variety of community partners in improving the quality of life for local residents. It also enables community partners to lever in additional external funding to the District.

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<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 10</b>
<b>DATE OF MEETING:</b>	<b>22<sup>nd</sup> NOVEMBER 2018</b>	<b>CATEGORY:</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN/EXEMPT</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>CHRIS SMITH / 5924</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>SOUTH DERBYSHIRE DISTRICT COUNCIL SURVEILLANCE POLICY</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>

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## **1.0 Recommendations**

1.1 That the Committee adopts a new South Derbyshire District Council Surveillance Policy.

## **2.0 Purpose of Report**

2.1 To seek the Committee's approval to the adoption of a Surveillance Policy. The new Policy is required due to changes in legislation and best practice. The Policy sets out the necessary steps that should be taken to ensure the Council's surveillance systems comply with the overarching legislation, including the 12 principles set out in the Home Office's Surveillance Camera Code of Practice.

## **3.0 Detail**

3.1 The Policy applies to all surveillance systems in use by the Council with the exception of Vehicle Location Systems and Noise Monitoring Machines; these are both governed by standalone policies and procedures.

3.2 Surveillance systems collectively refers to closed circuit television (CCTV), mobile CCTV, motion activated cameras and body worn cameras.

3.3 This Policy applies to the installation and operation of surveillance systems; access to and retention of recorded images; complaints, access requests and enquiries; deletion and disposal of recorded images.

3.4 The legitimate aim of the Council's surveillance systems is for 'the prevention and detection of crime and disorder'.

3.5 The Policy is intended to ensure that the Council acts properly and proportionately when considering using CCTV and, where used, that appropriate arrangements are put in place. All system operators (Surveillance Administrators) should adhere to the

12 guiding principles set out in the Home Office's Surveillance Camera Code of Practice.

- 3.6 The Policy details the need for departments to complete Privacy Impact Assessments (PIA) for all surveillance systems. The purpose of the PIA is to ensure compliance with privacy legislation and the Surveillance Camera Code of Practice Principle 2; i.e. the use of a surveillance camera system must take into account its effect on individuals and that any privacy risks are acknowledged and minimised; annual reviews are required to ensure its continuing use remains justified.
- 3.8 Covert surveillance activity is not covered in the Policy because this activity is governed by the Regulation of Investigatory Powers Act 2000. This type of recording is covert and directed at an individual or individuals and is covered in the Council's Regulation of Investigatory Powers Act Policy and Guidance.
- 3.9 All officers responsible for the day-to-day management of a surveillance system (System Administrators) will be provided with a copy of the Policy and will be required to sign a compliance statement stating that they are aware of their corporate and statutory responsibilities.

#### **4.0 Financial Implications**

- 4.1 There are no financial implications arising from this report.

#### **5.0 Corporate Implications**

- 5.1 This purpose of this Policy (Appendix 1) is to ensure that South Derbyshire District Council complies fully with its legal obligations under the Data Protection Act 1998 (DPA) and General Data Protection Regulation (GDPR) in relation to the protection of personal data that it holds / processes about or concerning any individual.

#### **6.0 Community Implications**

- 6.1 The Policy should be made publically available via the Council's website.
- 6.2 The Policy is intended to ensure that human rights are considered prior to and during the operation of CCTV. The use of PIAs and CCTV Self-Assessments will provide the Council with protection to any claim that an individual's human rights have been breached.

#### **7.0 Background Papers**

- 7.1 South Derbyshire District Council Surveillance Policy.



# Surveillance Policy

DRAFT

**Author: Kevin Stackhouse**

**Service Area:**

**Date: October 2018**

**Contents**

<b>Version Control</b>	<b>3</b>
<b>Approvals</b>	<b>3</b>
<b>Associated Documentation</b>	<b>3</b>
<b>1. Introduction and Scope</b>	<b>4</b>
<b>2. Local Strategic Objectives</b>	<b>5</b>
<b>3. Privacy Impact Assessments</b>	<b>5</b>
<b>4. Surveillance Systems</b>	<b>6</b>
<b>5. Responsibilities</b>	<b>7</b>
<b>6. Body Worn Cameras</b>	<b>8</b>
<b>7. Signs</b>	<b>9</b>
<b>8. Maintenance</b>	<b>9</b>
<b>9. Requests to Access Footage</b>	<b>10</b>
<b>10. Requests for Surveillance to be Set-up</b>	<b>11</b>
<b>11. Surveillance Evidence from Third Parties</b>	<b>12</b>
<b>12. Disposal of Confidential Waste</b>	<b>12</b>
<b>13. Complaints</b>	<b>12</b>
<b>14. Relevant Policies, Standards and Procedures</b>	<b>12</b>
<b>15. Annual Review</b>	<b>13</b>
<b>16. Compliance</b>	<b>13</b>
<b>17. Contact Details</b>	<b>13</b>
Appendix 1: Privacy Impact Assessment Template for a Surveillance System	14
Appendix 2: Standard Signage for use with CCTV Systems	18
Appendix 3: Guidance on Key CCTV Statutory Provisions	19
Appendix 4: Surveillance Self-Certification Audit	22
Appendix 5: South Derbyshire District Council Surveillance Innovatory	25

## Version Control

Version	Description of version	Effective Date
1.0	First Surveillance Policy	June 2018

## Approvals

Approved by	Date
H & CS Committee	22.11.2018

## Associated Documentation

Description of Documentation	
South Derbyshire District Council (SDDC) Policy and Procedure in Relation to Body Worn Video Cameras	(Ref 32SNW)
SDDC Environmental Health Data Retention Policy	
SDDC Vehicle Location System Policy (To be completed)	
Home Office Surveillance Camera Code of Practice 2013	
SDDC Regulation of Investigatory Powers Act Policy and Guidance	
SDDC ICT Security Policy	
Information Commissioner's CCTV Code of Practice	
SDDC Data Retention Policy	

## 1. Introduction and Scope

- This Policy sets out the necessary steps that should be taken to ensure South Derbyshire District Council's (the Council's) surveillance systems comply with the overarching legislation as referred to in paragraph 14 of this policy.
- It is one of several policies at the Council which are in place to inform and instruct officers (or customers) on expected behaviour and conduct and should be considered in conjunction with the policies referred to in paragraph 14.
- This Policy applies to all surveillance systems in use by the Council with the exception of Vehicle Location Systems & Noise Monitoring Machines; these are both governed by standalone policies and procedures. See paragraph 14.
- Surveillance systems – collectively refers to closed circuit television, mobile CCTV, motion activated cameras and body worn cameras.
- This Policy applies to the installation and operation of surveillance systems; access to and retention of recorded images; complaints, access requests and enquiries; deletion and disposal of recorded images.
- The Council's surveillance camera systems must operate in compliance with the 12 principles set out in the [Home Office's Surveillance Camera Code of Practice](#).
- The Surveillance Camera Code of Practice states that surveillance camera use must have a clearly defined purpose, be in pursuit of a legitimate aim, and be necessary to address a pressing need.

For the Council a legitimate aim is:

- The Prevention of Disorder or Crime

For information other statutory grounds are:

- The Protection of Health or Morals
- Public Safety
- The Protection of the Rights and Freedoms of Others
- National Security

## 2. Local Strategic Objectives

- For the Council's surveillance systems these are as follows:
  - To support delivery of the Council's vision statement by assisting in the prevention and detection of crime and anti-social behaviour; putting residents first.
  - To ensure that the Council's surveillance systems are operated in accordance with regulatory requirements in a transparent and cost efficient manner, taking account of appropriate technological developments.
  - To assist the Council, Derbyshire Police and other statutory and enforcement agencies in carrying out their regulatory, investigatory and enforcement duties within the district.
  - All departments must record and report what surveillance systems are in place, their purpose, their form, who is trained to operate them and the justification for having surveillance systems in place to the Data Protection Officer before deploying a surveillance system. The Council will maintain a Surveillance Inventory (see Appendix 5).
  - Departments must register any new, additional or replacement surveillance equipment and/or deployment within 30 days of introduction. This must be added to the Corporate Surveillance Inventory (see Appendix 5).

## 3. Privacy Impact Assessments

- After establishing a legitimate objective for seeking to use a surveillance system, departments need to demonstrate that the objective is proportionate to the impact it has on prospective individual's privacy, both that of the subject of surveillance as well as those of third parties who may suffer unintended collateral intrusion, by completing a Privacy Impact Assessment (PIA) (See Appendix 1 for template).

Completion of a Privacy Impact Assessment (PIA) is recommended in the Surveillance Camera Code of Practice, in accordance with Section 30 (1) (a) of The Protection of Freedom Act 2012. This is now a mandatory corporate requirement as set out the IG Framework. See paragraph 14.

- The purpose of the PIA is to ensure compliance with privacy legislation & the Surveillance Camera Code of Practice Principle 2; i.e. the use of a surveillance camera system must take into account its effect on individuals and that any privacy risks are acknowledged and minimised; annual reviews are required to

ensure its continuing use remains justified.

- Surveillance systems should not exceed the defined purpose; consideration should be afforded as to whether it is necessary to capture imagery beyond the boundaries of a defined area.
- A PIA is required for each differing use of surveillance, including body worn cameras, mobile CCTV and static systems.
- PIAs will need to take into account wide reaching impacts where surveillance is mobile, as the potential number of data subjects increases substantially.
- The use of surveillance and ensuing privacy intrusion must be reviewed on an annual basis. The Data Protection Officer is available to offer advice on PIAs.

#### **4. Surveillance Systems**

- The locations of and number of surveillance systems should be recorded and proportionately measured against the recorded purpose and PIA.
- The use of audio recording, including recording incoming phone calls, and visual recording needs to be justifiable; it will not typically be enabled and agreement to use it must be obtained from the Data Protection Officer.
- Viewing of live or recorded imagery should be restricted to the systems designated operator(s) and the Surveillance Administrator, although there may be occasions where other authorised person(s) are required to view footage as a matter of necessity. Please refer to paragraph 9- 'Requests to Access Footage' .
- Recorded data must be stored securely and effectively to maintain confidentiality and integrity of the recorded data.
- Disks and memory sticks or any other data storage devices must be encrypted as an effective means to prevent unauthorised access. Please refer to the Council's ICT Security Policy for additional information regarding device security.
- Retention of recorded imagery and related data should reflect the purpose for which the information was recorded; this should be tailored in accordance with objectives. It will vary due to the purpose of the system and how long the information needs to be retained so as to serve its intended purpose. Retention times are stated within the Corporate Data Retention Policy or local departmental Data Retention Policies. For CCTV and body camera footage this should not exceed a 30-day period; should this period need to be extended beyond 30 days,

the Data Protection Officer must consent to this extension taking into account the reason for the extension request, for example, it is evidence in an insurance or criminal investigation.

- Where the recorded imagery and related data is required for disciplinary purposes the retention and destruction of any data will be dictated by the HR Disciplinary scheme.
- A Surveillance Administrator may need to retain images for a longer period, for example where a law enforcement body is investigating a crime to give them the opportunity to view the images as part of an active investigation.
- Systems which make use of wireless communication links (e.g. transmitting images between cameras and a receiver) should ensure that these signals are encrypted to prevent interception.
- Systems which can transmit images over the internet (e.g. to allow viewing from a remote location) should ensure that these signals are encrypted to prevent interception and also require some form of authentication for access (e.g. a username and secure password).
- Where encryption is not appropriate, e.g. if it may have an effect on the information being processed, then other appropriate methods should be employed to ensure the safety and security of information.

## **5. Responsibilities**

### ***Chief Executive***

- The Acts referenced in paragraph 14 place a statutory duty upon the Council, as a public authority and a data controller.
- The Chief Executive is responsible for ensuring that the Corporate Surveillance Inventory includes detail of all applicable surveillance assets within that service and for confirming the Asset Owner & Surveillance Administrator responsible for each asset. The Corporate Surveillance Inventory can be found under Appendix 5.

### ***Data Protection Officer***

*NB for the purposes of the policy reference to information, refers to imagery, footage and any other data collected via surveillance systems.*

The Data Protection Officer is the individual designated as responsible for a particular information asset. Responsibilities include:

- Understanding the Council's obligations for managing personal and sensitive information.
- Understanding and monitoring how information assets are held, and for what purpose.
- Understanding and monitoring how information is created, amended, added to and deleted over time.
- Understanding and monitoring who has access to the information and why.
- Understanding and monitoring how and why information is shared with external parties and ensuring that this process is properly documented and controlled.
- Understanding and monitoring how information assets are handled and managed and for ensuring that documented processes are in place for this to be done appropriately.
- Ensuring that policies and procedures are followed.
- Responding to and managing information security incidents and any other Information Governance (IG) issues.
- The Data Protection Officer will be required to confirm acceptance and execution of their responsibilities via self-certification IG audits (See Appendix 4)

### ***Surveillance Administrator***

A Surveillance Administrator has operational responsibility for the surveillance asset; this includes but is not limited to:

- System maintenance.
- Ensuring technical and organisational security of the asset.
- Responsibility for the scheme; checking footage; downloading footage; arranging appointments, and supervising viewing.
- Responsibility for ensuring day to day compliance with the requirements of this Surveillance Policy and the Home Office Surveillance Code of Practice.
- Responsibility for carrying out annual reviews of whether the use of the surveillance systems continues to be justified.
- Responsibility for conducting and reviewing PIAs.
- Ensuring the Data Protection Officer is informed of all designated operators.

## **6. Body Worn Cameras**

*This section focuses on body worn cameras and should be followed in conjunction with the entirety of this policy.*

- Clothing should explicitly and prominently identify that body worn cameras are in use; the camera itself should be clearly visible.

- Body worn cameras must only be in use whilst employees are acting in their official capacity. Usage should not continue in breaks or free time.
- If there is a specified and legitimate purpose for body worn cameras to be used covertly, then the Regulation of Investigatory Powers Act Policy must be followed; there are very limited occasions where such usage will be justified.
- All information should be stored securely and be accurate.

## **7. Signs**

- The public must be alerted that a surveillance system is in operation; this should be done through the use of clear prominent signs at the entrance of the surveillance zones and also enforced with signs inside the area (See Appendix 2).
- Signs should:
  - Be clearly visible and readable.
  - Contain contact details of the Surveillance Administrator or Data Protection Officer.
  - Identify the purpose for using the surveillance system.
  - Be an appropriate size depending on context; for example, whether they are to be viewed by pedestrians or car drivers.
- Appropriate signs must be provided to alert drivers to the use of cameras on the road network or in areas that vehicles have access to, such as car parks.

## **8. Maintenance**

- A confidentiality agreement should be in place for any external contractors carrying out maintenance on, or who manage, operational surveillance systems.
- The confidentiality agreement must restrict access to recorded images, and the use of them, to specified permitted purposes. They must specify that purpose or purposes. Consideration should be given to how long the confidentiality should last for, including where appropriate beyond the contracted period. Access to surveillance systems must not be granted prior to a confidentiality agreement being signed. Signatories to the agreement must have the authority to legally bind the contractor. Please contact the Data Protection Officer for further advice.
- All maintenance must be logged; Surveillance Administrators must keep their own records.

- Procurement advice should be sought by a Surveillance Administrator prior to specification and purchase of surveillance equipment including software, in particular to ensure that the equipment is both sufficient and technically fit for the required purpose. It is necessary for the Strategic Director Corporate Resources to sign off on the purchase of any surveillance equipment.
- It is recommended that all surveillance equipment should be compliant with BSI current standards detailed in the BSI codes of practice.

## **9. Requests to Access Footage**

- A Surveillance Administrator must ensure that requests are assessed before any personal information is given and all disclosures must be logged with the Data Protection Officer. Guidance can be found at Appendix 3. Further guidance can be sought from the Strategic Director Corporate Resources.
- Where the requestor is also the data subject, the subject access request procedure will be followed.
- Requests by the Police (pursuant to section 29 of the Data Protection Act 1998) must be approved by the Surveillance Administrator and logged with the Data Protection Officer. Requesting Officers will need to supply Derbyshire Police's prescribed 807 personal data request form. They will be supplied with a copy and this should be logged and signed for; by signing they agree to be responsible for its retention and disposal. The Council will retain the original until informed by the Police that the investigation has been completed and it is no longer required.
- All access requests must be recorded by the Surveillance Administrator. Details of the requestor, data subject, nature of the request and the legislation which the request is being made under will need to be provided promptly, so that the Data Protection Officer can validate the request.
- Directors and Service Unit managers may request footage to investigate an incident that has occurred e.g. as part of a disciplinary process (if a crime has been committed or public safety affected by a member of staff), abuse of a staff member, vandalism, damage or anti-social behaviour. Each request should be assessed on a case by case basis and advice should be sought from the Data Protection Officer. Where footage is shared for any of these reasons, the original must always be retained.
- Copies may be made available for employees to see and respond to, as part of an ongoing investigation or disciplinary process, where necessary. Where this applies the service should maintain a record of what has been shared, how many

copies were provided and to whom, and in what format.

- Footage should only be accessed where there is 'demonstrable belief/suspicion' to suspect wrongdoing and not used as a tool to actively seek out wrongdoing.
- Recorded material or live footage must not be released to print, broadcast or online media outlets for commercial or entertainment purposes.
- Footage may be requested under the Freedom of Information Act 2000 or the Data Protection Act 1998; such requests should be referred to the Data Protection Officer for approval.
- The Council will ensure only subjects of the surveillance can be obtained and others' privacy rights can be protected by having their images obliterated by pixelating their images.
- Footage will be processed in accordance with the eight data protection principles of the Data Protection Act 1998; images should be pixelated where appropriate.
- In responding to subject access requests or other disclosures, officers should consider an appropriate format of the data to be disclosed, and appropriate security controls. During procurement, the capability of the device or prospective system to export data securely to third parties should also be considered.

## **10. Requests for Surveillance to be Set-up**

- Law enforcement agencies may request that covert surveillance is set up for a specified purpose; such requests should be dealt with under the Council's Regulation of Investigatory Powers Act Policy.
- Any over deployment requests will need to be approved by the Strategic Director Corporate Resources. Such deployments will need to be compliant with the entirety of this policy.

## 11. Surveillance Evidence from Third Parties

The Council can be provided with surveillance evidence from third parties to assist with investigations. It is the duty of the Investigating Officer to establish whether the evidence was obtained in accordance with the Data Protection Act.

If a third party offers surveillance evidence that would be beneficial to assist with a Council investigation, the investigating officer should acquire the evidence by downloading onto a Council owned storage device.

## 12. Disposal of Confidential Waste

- Storage devices such as disks and memory sticks may be recycled where possible; secure data destruction must occur before devices are reused.
- Where storage devices cannot be reused, these devices need to be disposed of as confidential waste. Disposal must comply with the Council's disposal process, as detailed in section 22.1 of the Council's ICT Security Policy. This requires secure destruction of all data to the standard prescribed by government legislation. Secure data destruction should occur in advance of devices being processed as waste and before being transported for disposal.
- It is essential for such devices to be treated securely and all staff need to maintain confidentiality up until the point of disposal.

## 13. Complaints

- Complaints should be promptly referred to the Data Protection Officer via [DataprotectionOfficer@south-derbys.gov.uk](mailto:DataprotectionOfficer@south-derbys.gov.uk)
- Where it is alleged that a data protection breach has occurred, Data Protection Officer must be notified within 24 hours.
- The Data Protection Officer will respond in writing to any complaints within 20 working days.
- Further information can be found in the Council's Data Protection Policy.

## 14. Relevant Policies, Standards and Procedures

- Information Security Policy
- Data Protection Policy

- Council Data Retention Policies
- Regulation of Investigatory Powers Act (RIPA) Policy
- BSI British Standard - Closed Circuit Television - Management and Operation - Code of Practice. BS EN 7958:2009
- Crime and Disorder Act 1998
- Criminal Justice and Public Order Act 1994
- Criminal Procedures and Investigations Act 1996
- Data Protection Act 1998
- Freedom of Information Act 2000
- Human Rights Act 1998 - Article 8 - The right to respect for private and family life, home and correspondence - infringement/invasion of privacy
- Information Commissioners Data Protection Code of Practice for Surveillance Cameras and Personal Information 2015
- Private Security Industry Act 2001
- Protection from Harassment Act 1997 - Offence of Harassment
- Protection of Freedoms Act 2012
- Regulation of Investigatory Powers Act 2000
- Surveillance Camera Commissioners Code of Practice for Surveillance Camera Systems 2013
- General Data Protection Regulations 2016

## **15. Annual Review**

- In order to comply with the Surveillance Camera Code of Practice, [the Data Protection Officer](#) will conduct reviews of compliance with this policy across the Council.

## **16. Compliance**

- The Strategic Director of Corporate Resources is responsible for monitoring compliance with this policy.
- If employees do not comply with Council policies, procedures or guidelines, the Council may take appropriate action in accordance with the [Employee Code of Conduct](#).

## **17. Contact Details**

- Please contact the Council's Data Protection Officer with enquiries about this or

any other referenced policy, procedure or law.

Email to: [DataprotectionOfficer@south-derbys.gov.uk](mailto:DataprotectionOfficer@south-derbys.gov.uk)

Telephone: 01283 595795

## Appendix 1: Privacy Impact Assessment Template for a Surveillance System

### Step one: Identify the need for a PIA

*Guidance: Explain what the surveillance project aims to achieve, what the benefits will be to the organisation, to individuals and to other parties. You may find it helpful to link to other relevant documents related to the project, for example a project proposal. Also summarise why the need for a PIA was identified.*

**Step two: Describe the Information Flows**

**Guidance:** *The collection, use and deletion of personal data should be described here and it may also be useful to refer to a flow diagram or another way of explaining data flows. You should also say how many individuals are likely to be affected by the project.*

**Step three: Consultation Requirements**

**Guidance:** *Explain what practical steps you will take to ensure that you identify and address privacy risks. Who should be consulted, internally and externally? How will you carry out the consultation? You should link this to the relevant stages of your project management process. Consultation can be used at any stage of the PIA process.*

<b>Step four: Identify the Privacy and Related Risks</b>			
<i>Guidance: Identify the key privacy risks and the associated compliance and corporate risks.</i>			
Privacy Issue	Risk to individuals	Compliance risk	Associated organisation /corporate risk

<b>Step five: Identify Privacy Solutions</b>			
<i>Guidance: Describe the actions you could take to reduce the risks, and any future steps which would be necessary (e.g. the production of new guidance or future security testing for systems).</i>			
Risk	Solution	Result: is the risk eliminated, reduced or accepted?	Evaluation: is the final impact on individuals after implementing each solution a justified, compliant and proportionate response to the aims of the project?

**Step six: Integrate the PIA outcomes back into the Project Plan**

**Guidance:** *The individual's responsible for the surveillance cameras should also be responsible for integrating the PIA outcomes into the project plan, updating any project management paperwork, be responsible for implementing the solutions that have been approved and be the contact for any privacy concerns which may arise in the future.*

Action to be taken	Date for completion of actions	Responsibility for action

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## Appendix 2: Standard Signage for use with CCTV Systems

It is a legal requirement to notify the Information Commissioner's Office usage of CCTV systems.

Signs **must** be displayed so that visitors and employees are aware that they are entering a zone which is covered by surveillance equipment.

Signs must be clearly visible and legible. Size will vary according to circumstances:

- Signs displayed in a public area, for example a reception area, need only be **A4** if displayed at eye level.
- Signs displayed in a car park will need to be at least **A3** as they are likely to be viewed from further away, for example by a driver sitting in a car.

Signs must state and display:

- That the Council is responsible for the scheme
- The purpose of the scheme
- The details of whom to contact regarding the scheme.

### Template sign

**Images are being recorded for the purpose of crime prevention and public safety.**

**This scheme is controlled by South Derbyshire District Council.**

**For more information please contact via email: [dataprotectionofficer@south-derbys.gov.uk](mailto:dataprotectionofficer@south-derbys.gov.uk)**

## Appendix 3: Guidance on Key CCTV Statutory Provisions

### S.7 Data Protection Act 1998 (Subject Access Requests)

Requests for CCTV can be made under section 7 of the Data Protection Act as a subject access request. Requests are commonly made under section 7 by individuals who wish to request their personal information or by those acting on their behalf with their consent. These requests can be validated with:

- The required proof of identity.
- Proof of vehicle ownership (if applicable).
- £10 fee.

However, as section 7 only entitles people to access their personal data, any other individuals/vehicles need to be pixelated.

If a solicitors or insurers is acting on the data subject's behalf, it is reasonable to take it in good faith that they have taken the appropriate due diligence checks in verifying their client's proof of identity and proof of vehicle ownership (if applicable). However, you will require the appropriate signed explicit consent from their client to enable you to release their personal information to them as a third party.

### Section 29 Data Protection Act

Requests for CCTV can be made under section 29 of the Data Protection Act, for example if the request is in relation to the prevention and detection of crime. These requests are often submitted by Derbyshire Constabulary using their 807 form for personal data requests.

The 807 forms must be appropriately signed and completed, to give detail such as:

- To whom the personal data request relates.
- The purpose of the investigation.
- Details required to identify the footage.
- The purpose of requesting the footage (the legal justification to release the information).

When approving a request you should consider whether the disclosure is proportionate to the purpose of the investigation. You are entitled to ask the Police to refine their requests if you feel it is disproportionate.

## Section 35 Data Protection Act

Requests for CCTV under section 35 of the Data Protection Act allows information to be disclosed if it is required by law or made in connection with legal proceedings. Requests can be identified as being under section 35 if the requestor indicates in their request that the request is being made specifically under section 35 or if the request is in connection with legal proceedings. If it is not clear what section of the Data Protection Act the request is being made under, then the requestor can clarify this.

If somebody is requesting footage in connection with legal proceedings they must verify that this is the case. It is reasonable to take it in good faith that solicitors and insurers have taken the appropriate due diligence checks in verifying their client's proof of identity and proof of vehicle ownership, although you will require the appropriate signed explicit consent from their client to enable you to release their personal information to them as a third party. This document is usually referenced as a 'form of authority.'

## General Data Protection Regulation

The General Data Protection Regulation (EU) 2016/679 (GDPR) regulates the processing of personal data where the processing is carried out for non-Law Enforcement purposes.

### Disclosure for preventing and detecting crime or the apprehension or prosecution of offenders

The UK Parliament used the Data Protection Act 2018 to set out certain exemptions from the GDPR which can be applied in some circumstances. They mean that some of the data protection principles and data subject rights within the GDPR need not be applied or can be restricted when personal data is used or disclosed for particular purposes in the public interest.

Schedule 2 Part 1 Paragraph 2 of the Data Protection Act 2018 (Crime & taxation: general) provides an exemption that can be applied to enable the disclosure of personal data by an organisation whose processing is subject to the GDPR, to the Police for the purposes of the prevention or detection of crime or the apprehension or prosecution of offenders.

It permits the restriction or non-application of the GDPR data protection principles and data subject rights (as listed in the Data Protection Act 2018 at Schedule 2 Part 1 Paragraph 1) to the extent that the application of those provisions would be likely to prejudice the prevention or detection of crime or the apprehension or prosecution of offenders.

In effect the exemption means that an organisation can provide personal data to the Police where it is necessary for the prevention or detection of crime or the apprehension or prosecution of offenders without fear of breaching the GDPR or the Data Protection Act 2018.

Disclosure to protect the vital interest of individuals.

Article 6(1)(d) of the GDPR provides a lawful basis for organisations to disclose personal data to the Police where the disclosure is necessary in order to protect the vital interests of the data subject or of another natural person

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## Appendix 4: Surveillance Self-Certification Audit

### Summary

This self-certification audit is designed to ensure Surveillance Administrators identify and accept their responsibilities in relation to any surveillance system that they operate.

This toolkit is based on the statutory requirements imposed by: Information Security Policy; Data Protection Policy – in process; Regulation of Investigatory Powers Act (RIPA) Policy; BSI British Standard - Closed Circuit Television - Management and Operation - Code of Practice. BS EN 7958:2009; Crime and Disorder Act 1998; Criminal Justice and Public Order Act 1994; Criminal Procedures and Investigations Act 1996; Data Protection Act 1998; Freedom of Information Act 2000; Human Rights Act 1998 - Article 8 - The right to respect for private and family life, home and correspondence - infringement/invasion of privacy; Information Commissioners Data Protection Code of Practice for Surveillance Cameras and Personal Information 2015; Private Security Industry Act 2001; Protection from Harassment Act 1997 - Offence of Harassment; Protection of Freedoms Act 2013; Regulation of Investigatory Powers Act 2000; Surveillance Camera Commissioners Code of Practice for Surveillance Camera Systems 2013; General Data Protection Regulations 2016.

Name of surveillance system covered by this statement :  
.....

Corporate reference number if known: :  
.....

Full system inventory (*insert an embedded document*) :

## Compliance Statement

I confirm that:

1. The surveillance is in place to address the pressing need of prevention of disorder or crime.
2. Annual reviews are carried out in accordance with the Council's Surveillance Policy to ensure continuing use remains justified. The review includes completion of a privacy impact assessment.
3. I am aware of their corporate and statutory responsibilities.
4. Appropriate technical, organisational and physical standards are adhered to.
5. Access is restricted to where there is justifiable necessity in accordance with the data protection legislation.
6. Relevant signage is in place.
7. Agreements with information processors or contractors for maintenance are compliant with the relevant legislation. Agreements restrict access to recorded images, and the use of them, to specified permitted purposes.
8. Requests to access personal data (other than Police requests) are sent to the Data Protection Officer via [dataprotectionofficer@south-derbys.gov.uk](mailto:dataprotectionofficer@south-derbys.gov.uk) in a timely manner.
9. Requests for new cameras to be deployed are sent to the Data Protection Officer via [dataprotectionofficer@south-derbys.gov.uk](mailto:dataprotectionofficer@south-derbys.gov.uk) in a timely manner.
10. I do not deploy or approve any covert surveillance without following the process outlined in the Council's RIPA policy.
11. Retention of surveillance material does not routinely exceed 30 calendar days.
12. Destruction or disposal of devices or information is carried out in a secure manner.
13. Surveillance complaints are promptly referred to the Data Protection Officer via email to [dataprotectionofficer@south-derbys.gov.uk](mailto:dataprotectionofficer@south-derbys.gov.uk)

**Surveillance Administrator Self Certification**

I confirm that I am aware of my responsibilities as a Surveillance Administrator in conjunction with this Surveillance Policy and the relevant statutory provisions listed in Section 14.

Signed.....

Name.....

Directorate.....

Date.....

DRAFT

## Appendix 5: South Derbyshire District Council Surveillance Innovatory

Number	Type of Surveillance	Location/Area Surveillance covers	System Provider/System Name	Asset Owner	Surveillance Administrator	Details of those trained to operate the system(s)	Footage is Recorded	Active Monitoring	Details of Active Monitoring	Retention Period Does not exceed 30 Days
1	Fixed CCTV Cameras in Swadlincote Town Centre	11 Cameras at 6 locations covering Swadlincote Town centre	Open View	Chris Smith	Tom Sloan	Chris Smith & Tom Sloan	Yes	No	None	Yes
2	Fixed CCTV in Midway Community Centre	6 Cameras on building covering surrounding area	Video Systems	Malc Roseburgh	Joanne Abassi	Joanne Abassi	Yes	No	None	Yes
3	Fixed CCTV in Alexander Road Flats	Cameras cover the inside and directly outside of the flats		Martin Harper	Jordan Knowles	Jordan Knowles	Yes	No	None	Yes
4	CCTV Located in Refuge Lorries (Not Currently Operational)	Whole District whilst on collections	Vision Techniques	Adrian Lowery	Gillian Coates	TBC	Yes	No	None	Yes
5	Body Worn Cameras	Whole District whilst patrolling		Matt Holford	Dennis Bateman	3 x Neighbourhood Wardens	Yes	No	None	Yes
6	Fixed SDDC Offices CCTV Cameras (External)	4 Cameras cover the outside of the Council building including the public car parks		Chris Smith	Chris Smith	Tom Sloan, Chris Smith	Yes	No	None	Yes
	Fixed SDDC Offices Cameras (Internal)	Cameras located inside the main Council offices		Richard James	Jordan Knowles	Jordan Knowles	Yes	No	None	Yes
7	Fixed Depot CCTV Cameras	Cameras cover Outside of the Depot building		Adrian Lowery	Gillian Coates	Richard Jones	Yes	No	None	Yes
8	Redeployable Flytipping Cameras	Whole District covering Flytipping hotspot sites		Matt Holford	Dennis Bateman	Mansoor Swati, Dennis Bateman, Stephen Yates	Yes	No	None	Yes
9	Fixed Rosliston Forrestry Centre CCTV Cameras	Cameras cover area around the buildings at Rosliston Forrestry		Malcolm Roseburgh	Nick Tucker	Mark Adams	Yes	No	None	Yes
10	Redeployable Noise Monitoring Equipment	Used across the whole district to investigate noise complaints		Matt Holford	John Mills	John Mills, Ian Tranter, Leah Reed	Yes	No	None	Yes
11	Tracking Devices in refuge lorries	Used to record daily routes, speed, mileage, fuel use, weights etc		Adrian Lowery	Gill Coates	Gillian Coates, Aden Fessey, Lorraine Neeve	Yes	No	None	Yes

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<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES</b>	<b>AGENDA ITEM: 11</b>
<b>DATE OF MEETING:</b>	<b>22<sup>nd</sup> NOVEMBER 2018</b>	<b>CATEGORY: RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>MARTIN GUEST (01283) 595940</b> <a href="mailto:martin.guest@south-derbys.gov.uk">martin.guest@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>LEASEHOLDER HANDBOOK</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: HCS01</b>

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## **1.0 Recommendations**

- 1.1 That the Committee approves the new Council Leaseholder Handbook.

## **2.0 Purpose of Report**

- 2.1 To seek Committee approval of the new Council Leaseholder Handbook, this brings together current practice and legal duties into one summary document for leaseholders. This replaces the Leaseholder Management Policy which was approved by this Committee on the 16<sup>th</sup> March 2014.
- 2.2 This Handbook sets out the responsibilities of both the leaseholder and the Council as landlord regarding the property and provides a practical guide for leaseholders for living in one of the Council's former properties.

## **3.0 Detail**

- 3.1 The Council commissioned an external review of its processes, policies and procedures relating to leaseholders. This was completed in early 2018. One of the main recommendations of this review was to move away from the Council's existing Policy and provide clearer practical advice for its leaseholders.
- 3.2 A review took place of examples across the local authority sector and using best practice a draft Handbook was prepared.
- 3.3 This was the subject of consultation with existing Council Leaseholders in September 2018 and revised in the light of their comments.
- 3.4 A final Handbook is attached at Appendix 1 for Committee approval.

- 3.5 The Handbook explains how the Council will deliver a value for money leasehold management service that meets its landlord responsibilities to leaseholders under the terms of their leases in line with legislation. It also contains a summary of the respective rights and responsibilities of the Council and its leaseholders.
- 3.6 There are currently 38 property leaseholders. These have bought a flat lease under the Right to Buy Policy and the Council remains the owner and landlord of the building structure and communal areas.

#### **4.0 Financial Implications**

- 4.1 No changes to the current collection of the service charges are proposed as a result of the Handbook.

#### **5.0 Corporate Implications**

- 5.1 There are two strategic aims contained within the Council's Corporate Plan that provide a background to this consultation.

- Place, PL1 to facilitate and deliver a range of integrated and sustainable housing and community infrastructure
- Outcomes, O1 is to maintain financial health

- 5.2 Legal implications for the leaseholder/landlord are set out in the lease issued following the purchase of the property. The main acts of parliament covering leasehold tenancies are:

- The Landlord and Tenant Act 1985 and 1987
- The Housing Act 1985 and 1996
- The Commonhold and Leasehold Reform Act 2002
- Leasehold Reform, Housing and Urban Development Act 1993

#### **6.0 Community Implications**

- 6.1 None

#### **7.0 Background Papers**

- 7.1 Appendix 1 – South Derbyshire District Council's Leaseholder Handbook

# Leaseholder Handbook

**Author: Karen Burbury**

**Service Area: Housing Services**

**Date: 25/09/18**

## Contents

<b>Version Control</b>	<b>3</b>
<b>Approvals</b>	<b>3</b>
<b>Associated Documentation</b>	<b>3</b>
<b>1.0 Introduction</b>	<b>4</b>
<b>2.0 Your rights as a Leaseholder</b>	<b>4</b>
<b>3.0 The Law</b>	<b>5</b>
<b>4.0 Your responsibilities as a Leaseholder</b>	<b>5</b>
<b>5.0 Rights and responsibilities of the Landlord</b>	<b>6</b>
<b>6.0 Repairs and Maintenance</b>	<b>7</b>
<b>7.0 Service Charges</b>	<b>8</b>
<b>8.0 Insurance</b>	<b>9</b>
<b>9.0 Billing and Payments</b>	<b>10</b>
<b>10.0 Customer Engagement</b>	<b>10</b>
<b>11.0 Data Protection</b>	<b>11</b>
<b>12.0 Useful Contacts</b>	<b>11</b>
<b>13.0 Contacting us</b>	<b>12</b>

## Version Control

Version	Description of version	Effective Date
0.1	Draft by Karen Burbury	31/07/2018
0.2	Amendments by Martin Guest	10/08/2018
0.3	Amendments by Karen Burbury	14/08/2018
0.4	Amendments by Karen Burbury	16/08/2018
0.5	Amendments by Karen Burbury	25/09/2018

## Approvals

Approved by	Date

## Associated Documentation

Description of Documentation
Anti-social Behaviour Policy 2017

## 1.0 Introduction

- 1.1 The Council's Leaseholder Handbook sets out the values that will be followed by the Council in how it works with its leaseholders. It explains how the Council will deliver a leasehold management service that meets its landlord responsibilities to leaseholders under the terms of their leases in line with legislation. It also contains a summary of the respective rights and responsibilities of the Council and its leaseholders. The Handbook is a general summary. The law with regard to leaseholders can be very complicated, but in every case leaseholders should refer to their own lease agreement or take independent legal advice.
- 1.2 The Handbook sets out the Council's approach to charging, billing and the recovery of charges.
- 1.3 In South Derbyshire, the Council identifies leaseholders as occupiers who have long-term leases of flats.

## 2.0 Your rights as a leaseholder

### About your lease

- 2.1 The lease is a contract between you and the Council. It gives you and your successor's conditional ownership of your flat for a long period provided you keep to the terms of the lease.
- 2.2 Flats within buildings owned by the Council are occupied either by tenants who pay a weekly rent to the Council, or by long-term tenants called leaseholders who have purchased a 125-year lease (or subsequent part) of the flat. In both cases, the Council remains the owner of the building in which the flat is situated, and the land upon which it is built and is, therefore, the landlord of the tenant or the leaseholder.
- 2.3 A leaseholder may have acquired the property as the original purchaser under the 'Right to Buy' scheme, or by purchasing it from an existing leaseholder. The lease gives the leaseholder the right to live in the property in accordance with the terms and conditions of the signed lease agreement.

### 3.0 The Law

3.1 There are several laws and Acts of Parliament protecting your rights as a leaseholder. If you are not sure of your rights, a solicitor can advise you or you can contact the Citizens Advice Bureau (see the list of useful contacts at the end of this handbook). The main acts of parliament covering leasehold tenancies are:

- The Landlord and Tenant Act 1985 and 1987
- The Housing Act 1985 and 1996
- The Commonhold and Leasehold Reform Act 2002
- Leasehold Reform, Housing and Urban Development Act 1993
- You can see copies of these Acts at main public libraries or on the internet.

### 4.0 Your responsibilities as a leaseholder

4.1 The lease sets out the detailed obligations of the leaseholders and these include:

- The extent of the lease.
- Paying the yearly ground rent, the insurance premium and the service charges on time.
- Keeping the inside of the property in repair.
- Notifying the Council of any change in ownership.
- Allowing the Council all reasonable access to the property to check on its condition, and to carry out repairs and improvements to the parts of the building for which it is responsible.
- Using the property for residential purposes only and not for any type of business.
- Not causing nuisance to adjoining property or residents.
- Not causing any obstruction or safety hazards to common areas (i.e. stairwells)
- Obtaining written permission from the Council to carry out any structural work or alterations.

## 5.0 Rights and responsibilities of the landlord

5.1 The lease also sets out the Council's obligations. These include:

- The management of the building.
- Improving, repairing and maintaining the structure of the building and any communal areas, subject to the payment by the leaseholder of a reasonable service charge.
- Delivering all other services as set out in the lease and recharging as appropriate.
- The Council has the right, in some circumstances, to enter your property to carry out repairs if there would be otherwise a danger to other residents.
- The Council must consult you before it carries out any major work or improvements to your building and before it enter into any long-term contract for providing services.
- The Council may forfeit (terminate) the lease if the leaseholder is in breach of the terms of the lease. Similarly the leaseholder may challenge the Council if it is in breach of its obligations under the lease. The right to forfeit is strictly controlled by law to give the leaseholder a chance to resolve any breaches of the lease terms before the Council can repossess the property.

## 6.0 Repairs and Maintenance

- 6.1 The Council insures the structure of the building on behalf of the leaseholders and its other tenants.
- 6.2 The Council and leaseholders have certain responsibilities under the terms of the lease. A summary of the main responsibilities for each party are listed below, however, you will need to refer to your lease for full details of all the responsibilities:

Council Responsibility	Leaseholder Responsibility
All issues relating the structure and communal areas of the building.	Internal decoration of own flat.
All communal areas both internal and external.	Internal floor coverings and floor boards.
All communal fixtures and fittings including rainwater pipes, gutters and fascia boards.	Internal fixtures and fittings which include internal pipes, taps, sinks and sanitary fittings.
The provision of any communal TV aerial, cleaning service and communal electricity.	The maintenance of any heating system which serves the leaseholder’s property including the annual gas servicing and any repairs.
The repair and maintenance of any shared pathways, boundary walls and car parking areas, as well as communal gardens and grassed areas.	Fuses, light fittings and other electrical and gas appliances, including the connection to mains electrical and gas supplies provided by authorised supply companies.
The provision of an adequate buildings insurance policy.	Fences and boundary walls that have been sold to the leaseholder as indicated in the lease agreement.
Outside drainage.	Any additions to the original structure that you have made with our consent including conservatories, porches and sheds.
Maintenance of door entry systems that serve the property.	The freezing or bursting of internal pipes.
Fire risk assessment work.	Internal wall coverings as well as internal doors, tiles and skirting boards and the like.
	Replacement and cleaning of windows

- 6.3 The leaseholder should report repairs for which the Council is responsible either by phone, e-mail or in person. Please see the contact details in this handbook.

## 7.0 Service Charges

### 7.1 General

7.1.1 The service charge is levied in two ways. The first is an annual payment required from the leaseholder as a contribution towards the cost of maintaining the structure of the building in which the flat is situated and any communal areas and services. The cost is spread fairly between the properties that benefit from the particular services. Where the leaseholder buys the property under the 'Right to Buy' scheme, the Council provides an estimate of the service charge for the first five years at valuation stage, and may not ask the leaseholder to contribute more than the estimate for those years.

7.1.2 The service charge is calculated on an individual site basis and the services for which a charge may be made are listed in the lease. Examples include:

- Communal Cleaning – cleaning of communal hallways and stairwells.
- Decoration – pre-painting repairs and painting of communal hallways, stairwells and external painting including fascias and drainpipes.
- Door entry systems – maintaining door entry systems that serve the properties.
- Grounds Maintenance – maintaining communal areas of land, including cutting grass, pruning shrubbery and weed killing on communal paths and drying areas.
- Communal Electricity – lighting to communal hallways and stairwells.
- Repairs and Maintenance – repairing and maintaining the building and the communal areas including emergency works.
- Fire risk assessments and associated work.

7.1.3 Management charges to cover the administration of:

- Keeping financial accounts.
- Processing invoice and service charge payments.
- Office overheads.
- Dealing with leaseholder queries.

### 7.2 Paying the Annual Service Charge

7.2.1 The service charge year runs from 1<sup>st</sup> April to 31<sup>st</sup> March and service charges are payable in advance. At the beginning of each service charge year the Council will raise an invoice for the estimated service charge for the coming year. The service charges are paid quarterly but, as many invoices are modest, leaseholders often pay in one lump sum. In cases of hardship, it may be possible to set up a monthly direct debit to pay the invoice. Details of this scheme, together with any other service charge queries, are dealt with by the Income Officer in Housing Services.

7.2.2 At the end of the service charge year the Council reconciles the estimated service charge against the actual cost of the services and produces a reconciliation

statement. The statement is sent to the leaseholder. If they have over-paid then (depending on the procedure set out in the lease) a refund may be made, or the balance may be carried forward to the next year. If they have under-paid then they will receive an invoice for the balance.

### **7.3 Planned Maintenance and Improvements**

- 7.3.1 The second element to the service charge is levied only when major works are required to the structure of the whole building. In these circumstances the leaseholder will need to contribute their proportionate share of the actual cost of the works. The Council does accept that such expenditure may mean the leaseholders are faced with unforeseen large invoices but the Council may make arrangements with leaseholders to spread the cost.
- 7.3.2 The Council undertakes planned maintenance and this may affect leaseholder properties. Where the service charge contribution for these works from the leaseholders is expected to exceed £250.00 per property then the Council is required, under section 20 of the Landlord and Tenant Act 1985 (as amended by section 151 of the Commonhold and Leasehold Reform Act 2002) to undertake consultation with all the parties affected before the work commences. If it fails to comply with the consultation procedure, it will not be able to recover the full cost of the works.
- 7.3.3 You must not carry out any structural work or alterations to your property until you have the Council's permission in writing. This is a condition of your lease.

### **8.0 Insurance/Ground Rent**

- 8.1 Under the terms of your lease you are required to pay a yearly ground rent which is due on 1<sup>st</sup> April. The Council's Finance Team issues a yearly invoice to the leaseholder for the ground rent.
- 8.2 As a condition of your lease the Council is obliged to provide comprehensive buildings insurance for your property with a reputable company. Details of this insurance are provided in April every year by the Council's Finance Team.
- 8.3 The insurance does not cover the contents of the leaseholders' property and contents.

## 9.0 Billing and Payments

9.1 There are a variety of options for making payments including:

- For your convenience you can pay using your debit/credit card by phoning 01283 595865
- Via the Internet. Go to [www.south-derbys.gov.uk](http://www.south-derbys.gov.uk). Click on 'Pay for it', then 'Pay an invoice', then 'Invoices', then enter your payment details
- At any Post Office or PayPoint. Please present the Invoice at any Post Office or PayPoint outlet in the country and quote the amount you want to pay. Keep this invoice for future use. There is no fee payable to use this service. You must retain your counter receipt as proof of payment.
- You are advised not to send cash through the post.

If you have a genuine difficulty in paying this invoice please contact: Debt Recovery on 01283 228756

## 10.0 Customer Engagement

10.1 The Council is committed to consulting with leaseholders on issues material to their homes and it has a number of processes which facilitate this openness.

All new leaseholders will receive details of the leaseholder charges within two weeks of their lease commencing.

Any amendments or alterations to this Handbook will be fully consulted on with all leaseholders.

10.2 If you would like to find out how you can have your say and make a difference, you can find more information about how to get involved at

<https://www.south-derbys.gov.uk/our-services/housing/council-tenant/get-involved>

If you are not satisfied with the level of service provided by the Council please go to the Council's website [www.south-derbys.gov.uk](http://www.south-derbys.gov.uk). The link below takes you to the Council's [Complaints procedure](#)

10.3 The Council is committed to ensuring the highest level of service is provided to leaseholders. This is monitored by specific site inspections by Housing Officers, customer satisfaction surveys and consultation events that are held from time-to-time.

10.4 Performance is also scrutinised more formally via the Council's Committees.

## 11.0 Data Protection

11.1 The Council will treat all information given or held about customers with the highest level of integrity. More information about the Council's approach to data protection can be found: <https://www.south-derbys.gov.uk/about-us/data-privacy-and-cookies>

## 12.0 Useful Contacts

### Leasehold Advisory Service (LEASE)

The Leasehold Advisory Service provides free advice on all aspects of the law affecting leasehold property through its website. This also contains a lot of information on applying to a leasehold valuation tribunal.

Address: 31 Worship Street, London, EC2A 2DX

Tel: 0845 345 1993

[www.lease-advice.org](http://www.lease-advice.org)

### The Leasehold Valuation Tribunal (LVT)

The First Tier Tribunal (Property Chamber – Residential Property) has replaced the Leasehold Valuation Tribunal and you can get advice from the lease website above or Citizens' Advice Bureaux.

### Solicitors

To find a Solicitor in England and Wales, visit [www.lawsociety.org.uk](http://www.lawsociety.org.uk) or phone 0870 606 6575.

### Citizens Advice Bureau

114 Church Street, Church Gresley, Swadlincote DE11 9NR

Tel: 0300 330 9002

## 13.0 Contacting Us

Online on our website: [www.south-derbys.gov.uk](http://www.south-derbys.gov.uk)

Email [housing@south-derbys.gov.uk](mailto:housing@south-derbys.gov.uk)

In person at the Council Offices at Civic Way, Swadlincote, DE11 0AH. Opening hours are 8.45am until 5.00pm Monday to Thursday, closing at 4.00pm on Friday.

If you need to see the Income Officer please you can make an appointment by calling 01283 595962.

If you have an emergency outside of Council opening hours then please call 01283 221225

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<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES</b>	<b>AGENDA ITEM: 12</b>
<b>DATE OF MEETING:</b>	<b>22<sup>nd</sup> NOVEMBER 2018</b>	<b>CATEGORY: RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>MARTIN GUEST (01283) 595940</b> <a href="mailto:martin.guest@south-derbys.gov.uk">martin.guest@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>STAR SURVEY 2018</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: HCS01</b>

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## **1.0 Recommendations**

- 1.1 The Committee is recommended to note the findings of the tenant satisfaction Survey of Tenants and Residents (STAR) survey.

## **2.0 Purpose of Report**

- 2.1 To outline to the Committee the main findings of the STAR survey, set out at Appendix 1, that was concluded in August 2018.

## **3.0 Detail**

- 3.1 Following Committee approval in April 2018 a consultation was undertaken using a questionnaire designed by BMG Research in conjunction with Council Officers.
- 3.2 The aim of the consultation was to assess tenants' satisfaction with South Derbyshire District Council's (SDDC) Housing Services. More specifically the objectives of the consultation were:
- To assess satisfaction with Housing Services.
  - To gather opinion on the Council's estate services.
  - To assess satisfaction with the advice and support provided by the Council for new tenants, vulnerable tenants and those moving home.
  - To assess levels of satisfaction with the quality of the condition of Council properties
  - If a repair had been undertaken, to gather satisfaction regarding this repair.
  - To assess tenants' views of contact and communication with Housing Services.
  - To gather tenants' opinion of supported housing.
- 3.3 The STAR survey provides valuable information on how tenants view the services the Council provides. The Council will use this information to ascertain what it is doing well and areas it may need to improve on and this will form a major part of the Housing Service's future priorities.

- 3.4 The questionnaire was sent to all South Derbyshire District Council housing tenants in July 2018. Tenants were given two weeks to complete and return the questionnaire and tenants who did not respond were then sent a reminder survey. Responses were tracked and those who did not respond to either the initial mail out or the first reminder were sent a second reminder giving them a further two weeks to take part in the consultation. The consultation period ended on the 24 August 2018
- 3.5 In total 1,014 completed questionnaires were received, giving an excellent response rate of 34%. This was down on the Council's target figure and the 2015 response rate of 1,326 (45%) completed questionnaires, but still represents a sound and statistically reliable response rate to a survey of this type. The return rate ensures that the data is a lot more robust than the confidence interval +/- 4% that HouseMark recommends for an organisation the size of South Derbyshire District Council for a STAR Survey. As a membership organisation, HouseMark supports housing providers across the country to achieve improved performance and Value for Money (VFM) by comparison of their performance information against other organisations.
- 3.6 The STAR survey contains seven core questions which allow Housing Services to benchmark the results via our benchmark provider, HouseMark. The results of the STAR Survey have not yet been benchmarked against approximately 360 other providers with HouseMark as this will be completed as part of the second quarter submission which will be finalised in November. The results of this benchmarking will be presented as part of the follow up report scheduled in early 2019.
- 3.7 The Council's headline findings for the core questions compared to those results from 2015 survey are shown below.

**Table 1 – Overall STAR results comparison 2015/2018**

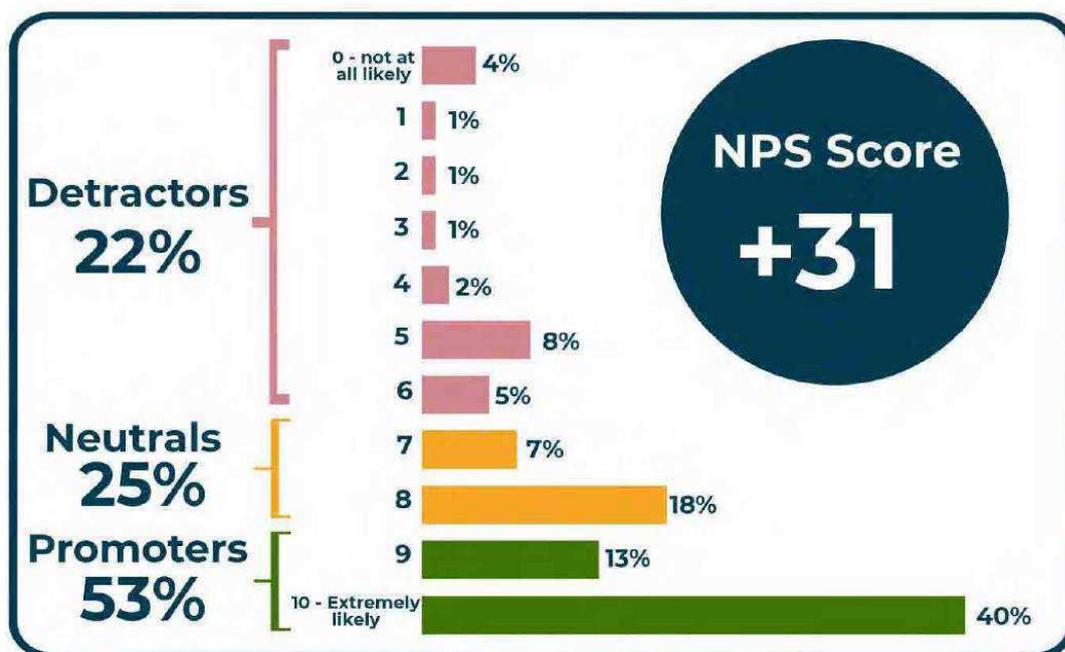
	2018	2015	Difference
Overall service provided by South Derbyshire District Council's Housing Service?	89%	93%	-4%
Rent provides value for money (N/A included for comparison with 2015)	83%	86%	-3%
Your neighbourhood as a place to live	87%	92%	-5%
Overall quality of your home	87%	91%	-4%
Housing Services deals with repairs and maintenance	86%	91%	-5%
SDDC listens to your views and acts upon them	63%	79%	-16%
Net Promoter Score	+31	N/A	N/A

- 3.8 **Overall Satisfaction with the Housing Service:** Nearly nine in ten respondents were satisfied with the services provided by the Housing Service (89%); including 52% that were very satisfied. Whilst this is a decrease compared to 2015 (93%), the BMG benchmark shows that the Council performs within the upper quartile for this measure. With regard to perceptions of the services provided by the Housing Service, Nine in ten (90%) tenants agree that Council staff are friendly and approachable. 87% agree that the Council provides the service they expect and provides an effective and efficient service. 87% also agree that the Council is trustworthy. The Housing Service continues to review its key processes to ensure that they meet the requirements of its tenants and keeps policies up to date with good practice and the latest legislative requirements.
- 3.9 **Value for money of rent:** Nearly nine in ten (87%) of tenants are satisfied that their rent provides value for money, with over five in ten (52%) being very satisfied. This increases to 90% amongst sheltered tenants whilst falling to 85% for general needs tenants. The BMG benchmark shows that the Council performs around the median for this measure. The 87% for this indicator is based on the valid responses received and excludes respondents who did not answer this question.
- 3.10 **Neighbourhood as a place to live:** Nearly nine in ten (87%) tenants are satisfied with their neighbourhood as a place to live; with just under five in ten (49%) are very satisfied. The BMG benchmark shows that the Council performs around the median for this measure. Eight in ten tenants (80%) are satisfied with the overall appearance of the neighbourhood. Satisfaction with grounds maintenance fell from 79% in 2015 to 65% this year. However, the Council has recently introduced Service Standards which came into place just before the survey was undertaken. Therefore, changes made as a result of the introduction of these standards will not have had time to flow through into this survey, but should have an impact on satisfaction in this area in future years. Of those tenants who gave an answer, 32% said that better greenery maintenance would help to improve the estates, whilst 21% cited providing a cleaner environment including grass cutting as something that would make a difference.
- 3.11 **Quality of Home:** Nearly nine in ten (87%) tenants are satisfied with the quality of their home. Whilst this is a decrease compared to 2015 (91%), the BMG benchmark shows that the Council performs within the upper quartile for this measure. Perceptions of the condition of tenant's homes are generally positive, with around eight in ten satisfied with all areas of their home. Of those dissatisfied with the condition of their home, 23% said it is due to a lack of kitchen improvements whilst 21% said their doors and windows need improving. Over seven in ten (72%) tenants were satisfied with the standard of their home, with more than three in ten (32%) very satisfied. Work is underway to procure new contracts for future planned maintenance and a review of the stock condition survey; these will help the Housing Service to improve how it maintains and improves the quality of its properties.
- 3.12 **Repairs and Maintenance:** Over four fifths (86%) of tenants were satisfied with the Repairs and Maintenance service, with over half (53%) being very satisfied. Whilst this is a decrease compared to 2015 (87%), the BMG benchmark shows that the Council performs within the upper quartile for this measure. Overall satisfaction with the repairs service increases to 91% amongst sheltered tenants but drops to 83% amongst general needs tenants. Two thirds of tenants (66%) have had a repair in the last 12 months. Of those who have had a repair, 95% said it was easy to report the repair, whilst 84% said it was easy to get the repair completed and 92% were satisfied with the overall quality of work. The Housing Service has commenced a review of repairs and improvements which is expected to be completed by November 2018.

3.13 **Listening to views and acting upon them:** Just under two thirds (63%) of tenants are satisfied with their views being listened to and acted upon by the Housing Service, with over a third of tenants very satisfied (35%). This measure has seen the biggest drop in satisfaction compared to the 2015 results and places us in the lower quartile in the BMG benchmark. Overall dissatisfaction has remained relatively stable. The reason for the drop in satisfaction is due to a quarter of tenants (26%) saying they were neither satisfied nor dissatisfied with views being listened to and acted upon, a 13% increase compared to 2015. The Council has delivered refreshed customer service training to front line staff in housing and other service areas in November to support the development of skills and offer tools/techniques to improve their interaction with customers.

3.14 **Net Promoter Score (NPS):** As part of this survey the Council asked tenants how willing or otherwise they would be to recommend the Council as landlord to others. NPS was calculated from the proportion of tenants who give a score of nine or ten - 'promoters' who are very likely to recommend their landlord – minus those less likely ('detractors' who score 0-6). With 53% classified as promoters and 22% as detractors, this yields an NPS of +31% (see Table 2 below). This is a good net promoter score and reinforces that generally tenants are happy with the services provided by the Council.

**Table 2 – The Council's NPS**



Unweighted sample base: 992

3.15 Tables 3 and 4 shown overleaf highlight how well the Council results this year perform against BMG's Research's internal benchmark data. This includes 46 organisations including Council's Arms-Length Management Organisations (ALMOs) and housing associations from around the country and has been benchmarked separately for both general needs and sheltered tenants. This benchmarking shows a positive picture for the Council. All but one of the core questions benchmarked received high levels of satisfaction. This level of satisfaction placed the Council in or just outside the top quartile in the BMG benchmark data. The only indicator where this is not the case is in how tenants feel the Council listens to their views and acts upon them which placed the Council in the lower quartile in the BMG benchmark data from the feedback received from both our general purpose and sheltered tenants.

3.16 Feedback from BMG is that satisfaction with the landlords for which it has undertaken surveys has fallen nationwide. The Council will look at this again to see if this is the case with the Housemark benchmarking data which covers a larger number of landlords nationwide.

**Table 3: Latest general needs benchmark data provided by BMG's internal benchmark data (46 organisations) \* Not applicable option included**

	2018 result	Upper quartile	Media	Lower quartile	2015 result
Overall service provided	88%	88%	83%	78%	90%
Value for money of rent	85%*	86%	84%	79%	85%*
Neighbourhood as a place to live	85%	87%	83%	79%	88%
Quality of home	87%	86%	84%	79%	87%
Repairs and maintenance	83%	81%	78%	72%	87%
Listening to views and acting upon them	61%	71%	67%	61%	75%

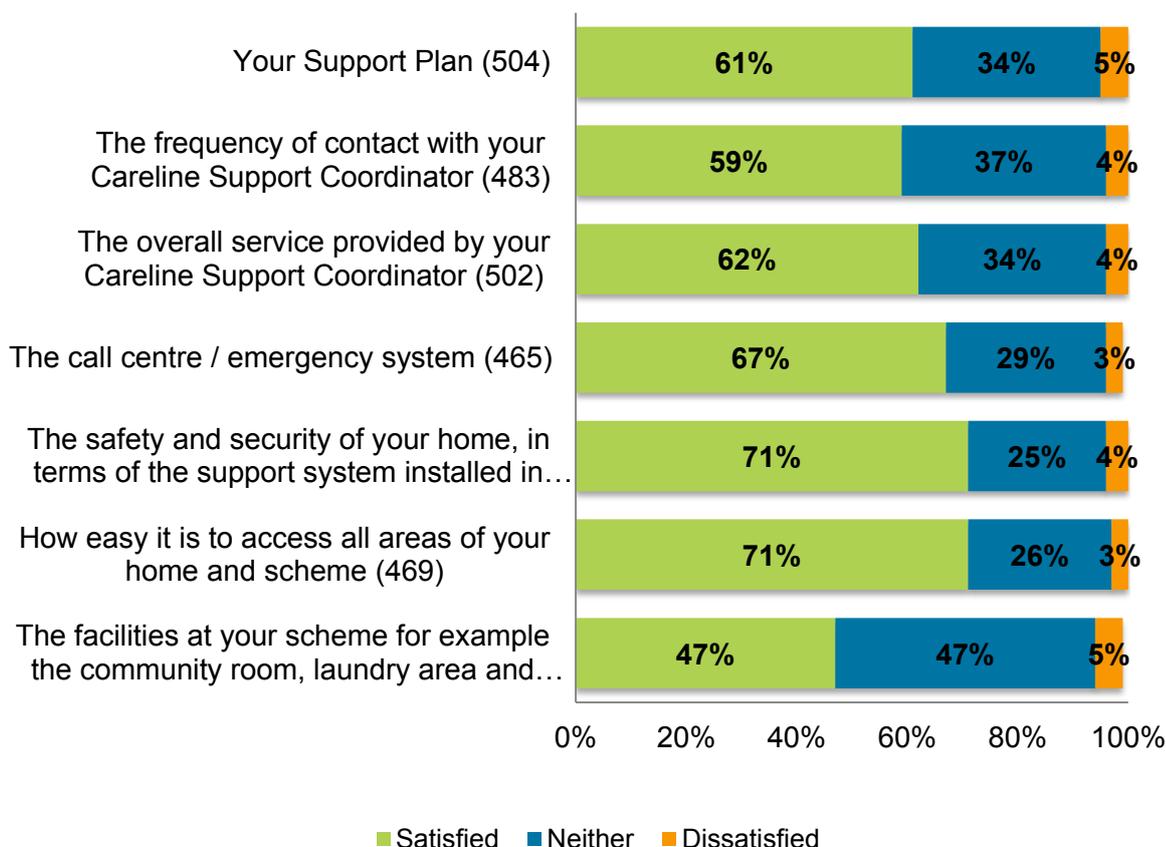
**Table 4: Latest sheltered benchmark data provided by BMG's internal benchmark data (20 organisations) \* Not applicable option included**

	2018 result	Upper quartile	Median	Lower quartile	2015 result
Overall service provided	91%	91%	90%	89%	95%
Value for money of rent	90%*	94%	91%	87%	88%*
Neighbourhood as a place to live	92%	95%	93%	89%	96%
Quality of home	94%	94%	93%	90%	96%
Repairs and maintenance	91%	90%	86%	82%	95%
Listening to views and acting upon them	68%	80%	76%	69%	85%

3.17 In addition to the core benchmarking questions, the Council also looked at more specific satisfaction data for its Housing Service. Results for this are shown below:

- 3.18 **Complaints:** Two thirds (65%) of tenants are satisfied with the way that the Council deals with anti-social behaviour with only one in ten tenants being dissatisfied. Seven in ten (69%) are satisfied with the way the Council deals with complaints.
- 3.19 **Community Engagement:** Three quarters (75%) of tenants feel that the Housing Service is good at keeping them informed about things that may affect them as a resident, with a third saying the Council is very good (33%). Nearly six in ten (59%) tenants are satisfied with the opportunities given to them to participate in Housing Services decision making process, with a quarter (24%) being very satisfied. With regards to tenant involvement, the majority of tenants, seven in ten (70%) confirmed that they would like to know what the Housing Service is doing, but are happy to let officers get on with delivering these services.
- 3.20 **Supported Housing:** Tenants who have the services of a Careline Support Coordinator or an alarm system which enables them to contact the Careline Team were asked how they feel about various aspects of the support service. Over seven in ten of these tenants (71%) are satisfied with the safety and security of their home and how easy it is to access all areas of their home and scheme (71%). Levels of dissatisfaction for all measures are at 5% or below. To continue to improve this service, the Housing Service will be implementing a number of improvements following the review of Supported Housing in which was presented in this Committee in 2017. More information on the levels of satisfaction is shown in the table below.

**Table 5: Satisfaction with Council's Supported Housing Services**



**Actions Underway**

- 3.21 The Housing Service already has actions in place to address the issues raised by tenants including:

- A comprehensive review of Repair and Improvement Services, due to be completed in November 2018.
- A review of the Stock Condition Survey data, due to be completed by December 2018.
- Service Standards for the maintenance of internal and external communal areas was introduced in 2018.
- Detailed satisfaction surveys of tenants within blocks of flats.
- The procurement of new contracts for the provision of fire safety measures in communal areas.
- The procurement of new contracts for the provision of planned maintenance and major works.
- Process reviews of key functions including the collection of rent arrears and the reletting of empty properties.
- The implementation of actions arising from the review of Supported Housing in which was presented in this Committee in 2017.

### **Next Steps**

3.22 On 27 November, Officers will meet with the Tenants' Panel to go through the full STAR 2018 results ahead of a workshop with officers, tenants and BMG Research on 6 December. This workshop will provide an opportunity to go through the findings and agree additional actions to support the work underway identified in 3.21. A report will then be produced summarising these actions, this will be brought back to this Committee in early 2019.

### **4.0 Financial Implications**

4.1 There are no explicit financial implications arising from the results of the survey however detailed actions arising from the survey findings will need to be considered by a future Committee.

### **5.0 Corporate Implications**

5.1 There are three strategic aims contained within the Council's Corporate Plan that provide a background to this consultation.

- Place, PL4 connect with our communities, helping them feel safe and secure
- Outcomes, O5, maintain customer focus
- People, PE2 is to protect and help support the most vulnerable including those affected by financial challenges

### **6.0 Community Implications**

6.1 None

### **7.0 Background Papers**

7.1 Appendix 1 – South Derbyshire District Council's STAR Survey Report 2018.

# Final Report



## 2018 STAR Survey Report

Prepared for: South Derbyshire District Council

Prepared by: BMG Research

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# 2018 STAR Survey Report

**Prepared for: South Derbyshire District Council**

**Prepared by: BMG Research**

**Date: 25/09/2018**

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**Produced by BMG Research**

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# Table of Contents

- 1 Introduction ..... 6
  - 1.1 Background and method ..... 6
  - 1.2 Methodology ..... 6
- 2 Summary ..... 8
  - 2.1 Housing services ..... 8
  - 2.2 Estate services ..... 8
  - 2.3 Your Home and repairs ..... 8
  - 2.4 Community engagement and contact ..... 9
  - 2.5 Headline findings comparison ..... 10
  - 2.6 Benchmark ..... 11
- 3 Housing services ..... 13
  - 3.1 Overall Satisfaction ..... 13
  - 3.2 Key Driver Analysis ..... 16
    - 3.2.1 Key Drivers Analysis ..... 16
  - 3.3 Net Promoter Score ..... 18
  - 3.4 Housing service perceptions ..... 20
  - 3.5 Value for money of rent ..... 21
- 4 Housing services support and advice ..... 23
  - 4.1 Housing services support ..... 23
  - 4.2 Complaints service ..... 24
  - 4.3 Advice ..... 25
- 5 Estate services ..... 26
  - 5.1 Neighbourhood as a place to live ..... 26
  - 5.2 Estate service perceptions ..... 28
- 6 Your home ..... 30
  - 6.1 Quality of Home ..... 30
  - 6.2 Condition of your home ..... 33
  - 6.3 Dissatisfaction with the condition of the home ..... 34
  - 6.4 Standard of home ..... 35
- 7 Repairs and maintenance ..... 36
  - 7.1 Key Driver Analysis ..... 39
  - 7.2 Reporting a repair ..... 40

7.3	Repairs perceptions .....	41
8	Community engagement .....	42
8.1	Opportunity to make views known.....	42
8.2	Listening to views and acting upon them.....	43
8.3	Keeping tenants informed .....	46
8.4	Opportunities to participate .....	48
9	Contact with Housing Services.....	53
9.1	Contact in the last 12 months.....	53
9.2	Out of hours service.....	56
9.3	Housing Services website .....	57
10	Supported Housing.....	58
11	Unweighted sample base .....	61
12	Questionnaire and Cover letter.....	62
	Appendix: Statement of Terms.....	72

## Table of Figures

Figure 1: Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service? (Valid responses) .....	13
Figure 2: Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service? (Valid responses) .....	14
Figure 3: Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service? (Valid responses) .....	15
Figure 4: Key drivers of satisfaction with overall service provided .....	17
Figure 5: Q2. How likely would you be to recommend South Derbyshire District Council's Housing Service to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (Valid responses) .....	18
Figure 6: Relationship between likelihood of recommending SDDC to family and friends by satisfaction with the overall service provided.....	19
Figure 7: Q4. To what extent do you agree or disagree that Housing Services...? (Valid responses) .....	20

Figure 8: Q3. How satisfied or dissatisfied are you that your rent provides value for money? : That your rent provides value for money (Valid responses)..... 21

Figure 9: Q3. How satisfied or dissatisfied are you that your rent provides value for money? : That your rent provides value for money – By sub group (Valid responses)..... 22

Figure 10: Q5. How satisfied or dissatisfied are you with the way Housing Services deals with the following? (Valid responses) ..... 23

Figure 11: Q6. Are you aware that South Derbyshire District Council has a formal complaints procedure? Q7. Have you made a formal complaint in the last 12 months? (Valid responses) ..... 24

Figure 12: Q11. Which of the following advice and support services South Derbyshire District Council offers are you aware of? (Valid responses) ..... 25

Figure 13: Q8. How satisfied or dissatisfied are you with your neighbourhood as a place to live? : Your neighbourhood as a place to live (Valid responses)..... 26

Figure 14: Q9. How satisfied or dissatisfied are you with each of the following (All responses) ..... 28

Figure 15: Q10. How do you feel Housing Services could improve its estates services? (Valid responses)..... 29

Figure 16: Q12. How satisfied or dissatisfied are you with the overall quality of your home? (Valid responses)..... 30

Figure 17: Q12. How satisfied or dissatisfied are you with the overall quality of your home? - By Sub Group (Valid responses)..... 32

Figure 18: Q13. How satisfied or dissatisfied are you with the overall condition of your....? (Valid responses)..... 33

Figure 19: Q14. If you are dissatisfied with the condition of an area of your home, why do you think this? (Dissatisfied with the condition of an area of your home)..... 34

Figure 20: Q15. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home? (Valid responses)..... 35

Figure 21: Q16. How satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance? (Valid responses)..... 36

Figure 22: Q16. How satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance? – By sub group (Valid responses) ..... 38

Figure 23: Key drivers of satisfaction with overall service provided ..... 39

Figure 24: Q17. Have you had any repairs to your home in the last 12 months? (Valid response) Q19. Did the tradesperson show proof of identity? Q20/1.Overall, how easy was it to...? : Report a repair Q20/2.Overall, how easy was it to...? : Get your repair completed (Had a repair in the last 12 months) ..... 40

Figure 25: Q18. Thinking about the LAST time you had a repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service? (Valid responses)..... 41

Figure 26: Q21. How satisfied or dissatisfied are you that Housing Services gives you the opportunity to make your views known (Valid responses) ..... 42

Figure 27: Q22. How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? (Valid responses) ..... 43

Figure 28: Q22. How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? – By sub group (Valid responses)..... 45

Figure 29: Q23. How good or poor do you feel Housing Services is at keeping you informed about things that may affect you as a resident? (Valid responses)..... 46

Figure 30: Q37. Which of the following methods of being kept informed and getting in touch with Housing Services are you happy to use? (Valid responses) ..... 47

Figure 31: Q24. How satisfied or dissatisfied are you with the opportunities given to you to participate in Housing Services decision making process? (Valid responses) ..... 48

Figure 32: Q25. There are a number of ways in which you can get involved with South Derbyshire District Council's Housing Service. How many of the following opportunities to get involved are you aware of? (All responses) ..... 50

Figure 33: Q26. Which of the following statements do you agree with? (Valid responses) .. 51

Figure 34: Q28. Have you contacted SDDC’s Housing Service in the last 12 months with a query other than to pay your rent? Q29. How did you last make contact with South Derbyshire District Council's Housing Service? Q30. Was getting hold of the right person easy or difficult? Q31. Did you find the staff helpful or unhelpful? Q32. Was the query answered within a reasonable time? (Valid responses)..... 53

Figure 35: Q33. How satisfied or dissatisfied were you with the following? (Valid responses) ..... 54

Figure 36: Q34. Overall, how easy was it to get your query resolved? (Valid responses).... 55

Figure 37: Q35. Have you used the Housing Services out-of-hours service in the last 12 months? (Valid responses)..... 56

Figure 38: Q38. Have you used the Housing Services website in the last 12 months for any online services? (Valid responses)..... 57

Figure 39: Q41. Thinking about where you live, how satisfied or dissatisfied are you with the following...? (Sheltered responses) ..... 58

Figure 40: Q42. How safe do you feel within your community? (Sheltered responses)..... 59

Figure 41: Q43. How do you feel that the Council could improve its Supported Housing services? (Sheltered responses) ..... 60

## Table of Tables

Table 1: Returns and response rate ..... 6

Table 2: Full names for abbreviated area codes..... 7

Table 3: Headline findings comparison with 2015 ..... 10

Table 4: Latest general needs benchmark data provided by BMG’s internal benchmark data (46 organisations) ..... 11

Table 5: Latest sheltered benchmark data provided by BMG’s internal benchmark data (20 organisations) ..... 12

Table 6: Satisfaction with rent providing value for money comparison vs. 2015 (All responses) ..... 21

Table 7: Estate service perceptions by area (Valid responses) ..... 28

Table 8: Condition of home satisfaction by property type (Valid responses) ..... 33

Table 9: Being kept informed and opportunities to take part in decision making by age group (Valid responses) ..... 49

Table 10: Q26. Which of the following statements do you agree with? – By age (Valid responses) ..... 52

Table 11: Unweighted sample base ..... 61

## 1 Introduction

### 1.1 Background and method

In May 2018, South Derbyshire District Council (SDDC) commissioned BMG Research to carry out their 2018 STAR Survey to help understand tenant satisfaction with the services provided by SDDC as a landlord. The findings of the survey will help inform how services are provided in the future and how best to deliver them.

### 1.2 Methodology

A postal survey of a census of general needs and sheltered tenants was carried out from July to September 2018. Following the initial mailing and two full reminders (letter, questionnaire and pre-paid envelope), email surveys were sent to those with an available email address to boost responses.

In total, 1,014 tenant questionnaires were returned, representing a response rate of 34% against tenanted properties. In terms of methodology, 969 postal completes were returned along with 45 online completes. Based on age, we received 12 returns from under 24's, 174 from those 25-54 and 760 from tenants 55 or over.

Based on a tenant size of 2,939, a sample of 1,014 is subject to a maximum confidence interval of  $\pm 2.49\%$  at the 95% confidence level on an observed statistic of 50%. This means that if all tenants had returned a survey a figure of 50% in this report would have actually been between 47.51% and 52.49%. This means that the data is a lot more robust than the confidence interval of  $\pm 4\%$  that HouseMark recommends for an organisation the size of South Derbyshire District Council for a STAR survey.

**Table 1: Returns and response rate**

	Tenancies	Sample size	Total Response rate	Confidence interval
General needs	2006	526	26%	+/- 3.67%
Sheltered tenants	933	488	52%	+/- 3.07%
<b>Total</b>	<b>2939</b>	<b>1014</b>	<b>34%</b>	+/- 2.49%

In order to ensure that the survey results reflect the views of tenants and can be effectively compared to the 2015 survey, the data was weighted prior to analysis by property type, area and tenure.

Figures and tables are used throughout the report to assist explanation and analysis. Although occasional anomalies appear due to 'rounding' differences, these are never more than +/-1%. These occur where, for example, the proportion of respondents who are very satisfied and fairly satisfied are added to produce an overall satisfaction figure. For example, if 25.4% of tenants state they are very satisfied and 30.3% of tenants are fairly satisfied, these figures are rounded down to 25% and 30% respectively. However, the sum of these two responses is 55.7% which is rounded up to 56%, whereas the individual responses suggest this total should be 55%.

Throughout the report the abbreviation 'cf.' is used as shorthand for 'compared to' when examining the data, especially among different sample groupings.

## 2018 STAR Survey Report

In addition to this written report, data tabulations have also been produced which present the data as a whole.

Throughout this report, the term 'significant' is only used to describe differences within particular groups (e.g. age, property type) that are statistically significant, or changes compared to previous findings that are statistically significant. In some graphics and tables, arrows will be seen next to some figures. These indicate an increase or decrease compared to the last survey's results. If the arrow is green it represents a positive significant difference, if it's red it represents a negative significant difference. If the arrow is grey it means that the difference is not a significant one. Ticks and crosses will also be present in various charts representing a sub group's positive or negative significant difference when compared to the total score.

If a sub-group has an unweighted base of less than 30, these results should be taken as indicative only.

In figures and tables that have a breakdown of area, names have been grouped into patches. Please see in the table below to see what areas fall into each patch:

**Table 2: Full names for abbreviated area codes**

Patch	Area
<b>Patch 1</b>	Castle Gresley, Church Broughton, Church Gresley, Hatton, Hilton, Scropton, Thurvaston, Woodville
<b>Patch 2</b>	Aston On Trent, Barrow on Trent, Bretby, Elvaston, Findern, Hartshorne, Kings Newton, Melbourne, Repton, Shardlow, Smisby, Thulston, Ticknall, Weston On Trent
<b>Patch 3</b>	Linton, Lower Newhall, Netherseal
<b>Patch 4</b>	Coton In The Elms, Rosliston, Swadlincote, Upper Newhall, Walton On Trent
<b>Patch 5</b>	Egginton, Etwall, Lullington, Midway, Overseal, Willington

## 2 Summary

### 2.1 Housing services

Nine in ten (89%) tenants are satisfied with the services provided by South Derbyshire District Council (SDDC), with 52% very satisfied. Whilst this is a significant decrease compared to the previous year (89% cf. 93%), the benchmark shows us that SDDC performs within the upper quartile for this measure. In regards to perceptions of the services provided by the housing services, Nine in ten (90%) tenants agree that staff are friendly and approachable. 87% agree that SDDC provides the service they expect and provide an effective and efficient service. 87% also agree that SDDC are trustworthy.

In regards to tenant advocacy, a net promoter score (NPS) was calculated from the proportion who give a score of 9 or 10 - 'promoters' who are very likely to recommend their landlord – minus those less likely ('detractors' who score 0-6). With 53% classified as promoters and 22% as detractors, this yields an NPS of +31%.

87% of tenants are satisfied that their rent provides value for money, with 52% very satisfied. This increases to 90% amongst sheltered tenants whilst falling to 85% for general needs tenants.

### 2.2 Estate services

Just under nine in ten (87%) tenants are satisfied with their neighbourhood as a place to live, with just under half (49%) very satisfied. This has seen a significant decrease in satisfaction compared to the 2015 survey whilst also seeing a significant increase in the proportion of those dissatisfied (8% cf. 5%).

There have been significant falls in perceptions of the estate services. 80% are satisfied with the overall appearance of the neighbourhood, falling 7-percentage points compared to 2015 (80% cf. 87%). Satisfaction with grounds maintenance fell from 79% in 2015 to 65% this year. Of tenants who gave an answer, 32% said that more/ better greenery maintenance would help to improve the estate services, whilst 21% cited provider a cleaner environment.

### 2.3 Your Home and repairs

87% of tenants are satisfied with the quality of their home, a significant drop compared to the previous survey (87% cf. 91%). Perceptions of the condition of tenant's homes are generally positive, with around eight in ten satisfied with all areas of their home. Of those dissatisfied with the condition of their home, 23% said it is due to a lack of kitchen improvements whilst 21% said their doors and windows need improving. 72% were satisfied with the standard of their home, with three in ten (32%) very satisfied.

86% of tenants were satisfied with the repairs and maintenance service, 53% of which were very satisfied. This measure has seen a 5-percentage point drop since 2015, a significant change. Overall satisfaction with the repairs service rises to 91% amongst sheltered tenants but drops to 83% amongst general needs tenants. Two thirds of tenants (66%) have had a repair in the last 12 months. Of those who have had a repair, 95% said it was easy to report the repair, whilst 84% said it was easy to get the repair completed. 92% were satisfied with the overall quality of work.

## 2.4 Community engagement and contact

Just under two thirds (63%) of tenants are satisfied with their views being listened to and acted upon by the housing services, with a third very satisfied (35%). This measure has seen the biggest drop in satisfaction compared to the 2015 results, falling significantly by 16-percentage points (63% cf. 79%). Overall dissatisfaction has remained relatively stable. The reason for the significant drop in satisfaction is due to a quarter of tenants (26%) saying they were neither satisfied nor dissatisfied with views being listened to and acted upon, a 13% increase compared 2015 (26% cf. 13%).

Three quarters of tenants (75%) feel that the housing services are good at keeping them informed about things that may affect them as a resident, with a third saying they are very good (33%). Three fifths (59%) of tenants are satisfied with the opportunities given to them to participate in housing services decision making process, with a quarter (24%) very satisfied. In regards to tenant involvement, the majority of tenants (70%) said that they would like to know what the services are doing, but are happy to let them get on with it.

Just under half (46%) of tenants have contacted the housing service in the last 12 months with a query other than to pay their rent. Three quarters (74%) were satisfied with the final outcome of their query. 73% also said they found it easy to get their query resolved.

## 2.5 Headline findings comparison

Below we can see the results from the core questions in the STAR survey compared to the results from the 2015 survey. With the exception of satisfaction for rent providing value for money, all other measures have dropped significantly since the previous survey. Significant changes are highlighted in red. Please note that satisfaction with rent providing value for money has 'not applicable answers included to be able to compare with the 2015 measure.

For listening to views and acting upon them, whilst satisfaction has dropped by 16-percentage points, dissatisfaction has only risen by 2%. The reason for such a large decrease in satisfaction is driven by a 12-percentage point increase in the number of those saying they are neither satisfied nor dissatisfied

**Table 3: Headline findings comparison with 2015**

	2018	2015	Difference
<b>Overall service provided by South Derbyshire District Council's Housing Service?</b>	<b>89%</b>	93%	<b>-4%</b>
<b>Rent provides value for money (N/A included for comparison with 2015)</b>	<b>83%</b>	86%	-3%
<b>Your neighbourhood as a place to live</b>	<b>87%</b>	92%	<b>-5%</b>
<b>Overall quality of your home</b>	<b>87%</b>	91%	<b>-4%</b>
<b>Housing Services deals with repairs and maintenance</b>	<b>86%</b>	91%	<b>-5%</b>
<b>SDDC listens to your views and acts upon them</b>	<b>63%</b>	79%	<b>-16%</b>
<b>Net Promoter Score</b>	<b>+31</b>	N/A	N/A

## 2.6 Benchmark

The table below shows how well the results this year perform against BMG Research's internal benchmark data. The data has been benchmarked separately for general needs and sheltered tenants. All data within the BMG benchmark has been recorded between 2015-2018. It includes 46 organisations ranging from Councils, housing associations and ALMO's from around the country.

For general needs tenants, overall satisfaction with the service provided, quality of home and repairs and maintenance perceptions are all in the upper quartile of satisfaction whilst listening to views and acting upon them falls into the lower quartile. Perceptions of the value for money of rent and the neighbourhood as a place to live fall just below the upper quartile of satisfaction.

**Table 4: Latest general needs benchmark data provided by BMG's internal benchmark data (46 organisations)**

	2018 results	Upper quartile	Median	Lower quartile	2015 results
Overall service provided	88%	88%	83%	78%	90%
Value for money of rent	85%	86%	84%	79%	85%*
Neighbourhood as a place to live	85%	87%	83%	79%	88%
Quality of home	87%	86%	84%	79%	87%
Repairs and maintenance	83%	81%	78%	72%	87%
Listening to views and acting upon them	61%	71%	67%	61%	75%

\*Not applicable option included

For sheltered tenants, all measures mirror that of general needs tenants in terms of benchmark placement. Satisfaction with the overall service, quality of home and repairs and maintenance are in the upper quartile benchmark, whilst value for money of rent and neighbourhood as a place to live fall just below. Satisfaction with listening to views and acting upon them is in the lower quartile of satisfaction.

**Table 5: Latest sheltered benchmark data provided by BMG's internal benchmark data (20 organisations)**

	2018 results	Upper quartile	Median	Lower quartile	2015 results
Overall service provided	91%	91%	90%	89%	95%
Value for money of rent	90%	94%	91%	87%	88%*
Neighbourhood as a place to live	92%	95%	93%	89%	96%
Quality of home	94%	94%	93%	90%	96%
Repairs and maintenance	91%	90%	86%	82%	95%
Listening to views and acting upon them	68%	80%	76%	69%	85%

\*Not applicable option included

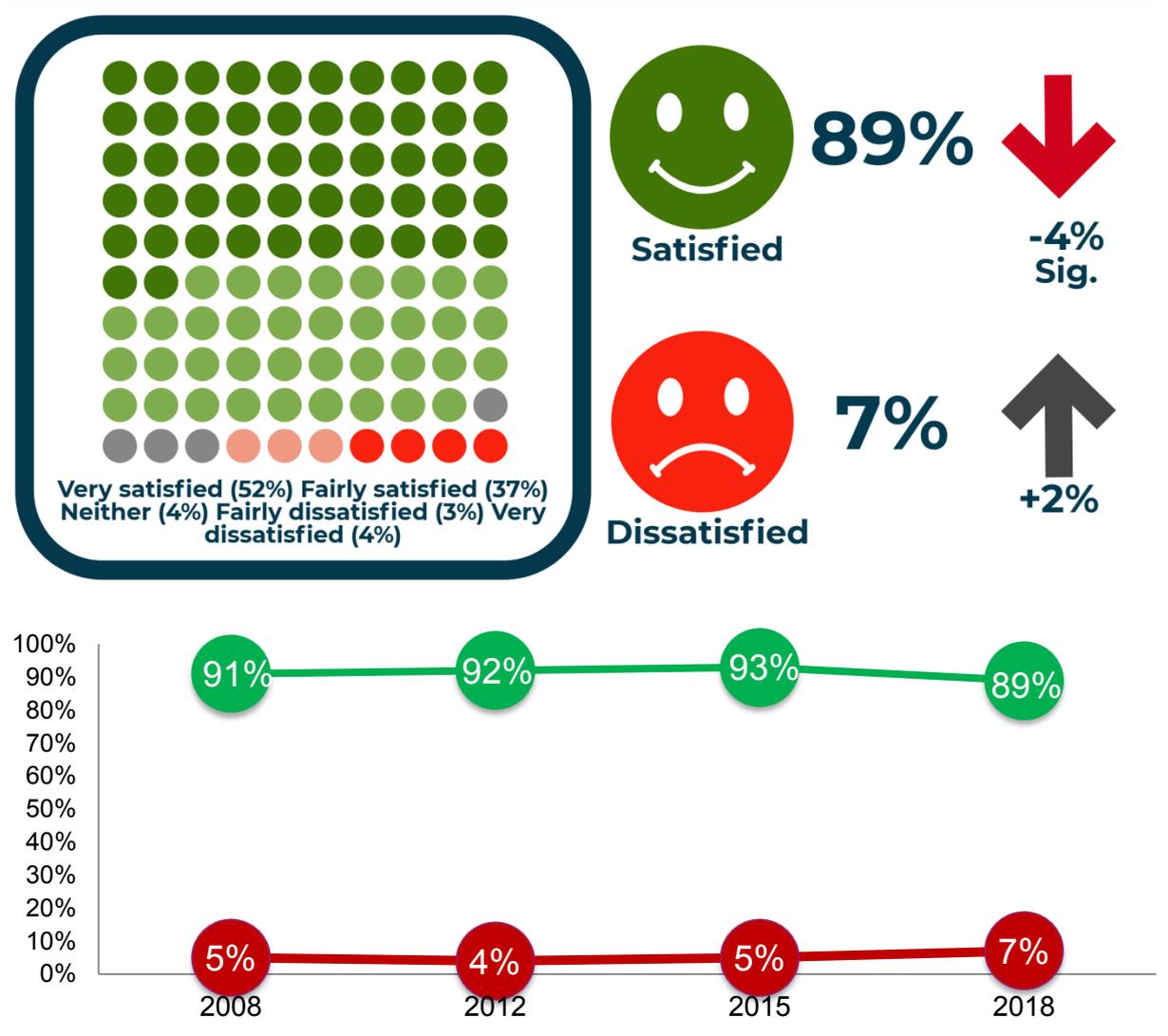
### 3 Housing services

#### 3.1 Overall Satisfaction

Nine in ten (89%) tenants are satisfied with the overall service provided by South Derbyshire District Council (SDDC), with just over half (52%) very satisfied. This is significantly lower than the satisfaction recorded in the previous STAR results (89% cf. 93%). As observed in section 2.5 however we can see that SDDC performs well in comparison to others, with this measure in the upper quartile of the benchmark. Just 7% of tenants expressed dissatisfaction towards the service provided by SDDC.

Overall satisfaction is at the lowest level recorded, however is not significantly different to the 2012 and 2008 results.

**Figure 1: Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service? (Valid responses)**

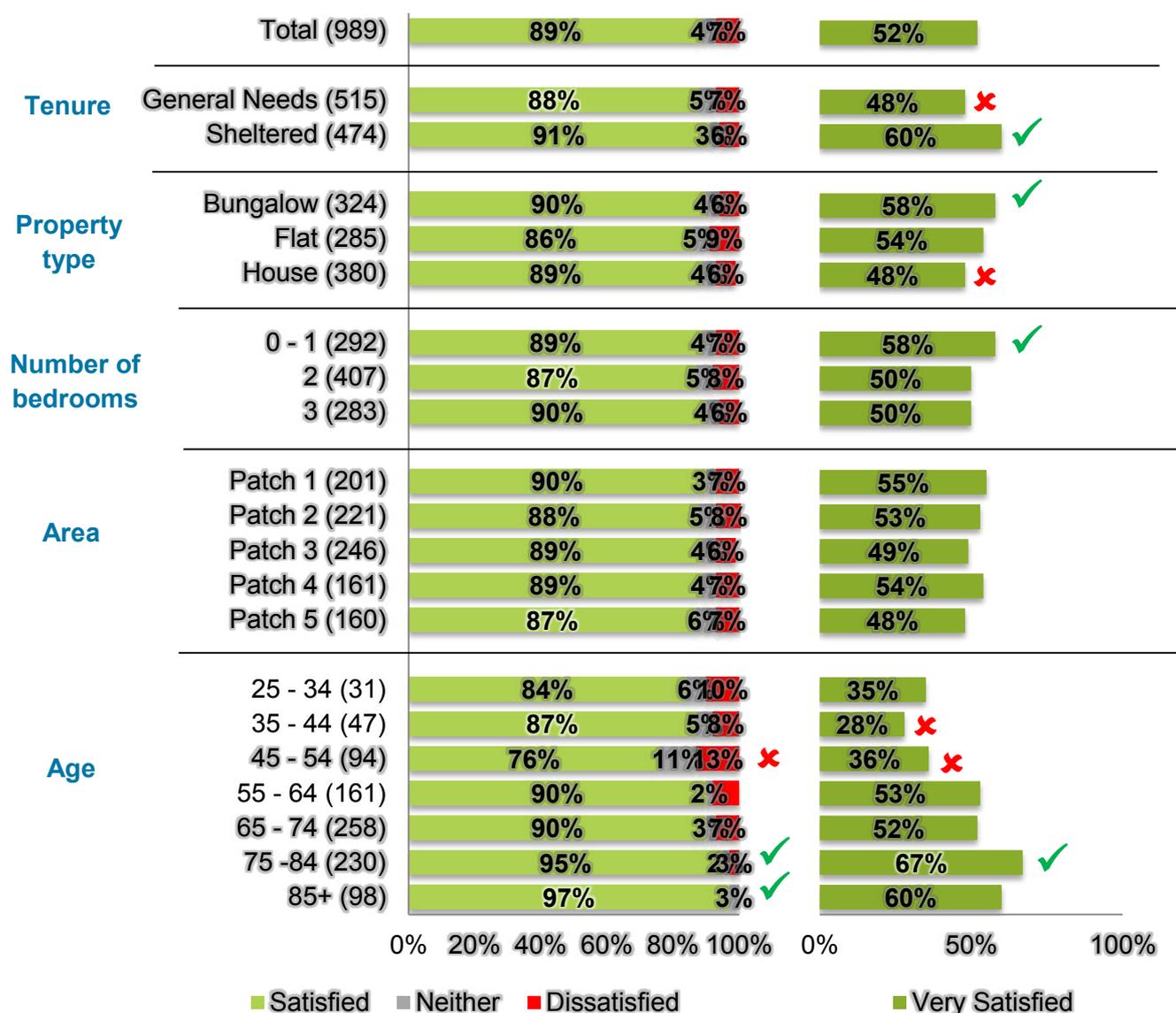


Unweighted Sample base: 989

When breaking down perceptions of the overall service provided, there are no significant differences between tenure, property type or area in regards to overall satisfaction. When looking at the proportion of those very satisfied, we can see that sheltered tenants are significantly more likely than general needs tenants to be very satisfied with the overall service provided by SDDC (60% cf. 48%). The chart also shows us that those living in bungalows are significantly more likely than those living in houses to be very satisfied with the services provided (58% cf. 48%).

When looking at age however, those aged 45-54 are significantly less likely than the total average to feel satisfied with the overall service provided (76% cf. 89%). Conversely, those aged 75-84 (95%) or 85+ (97%) are significantly more likely to be satisfied with the services provided compared to the total (89%).

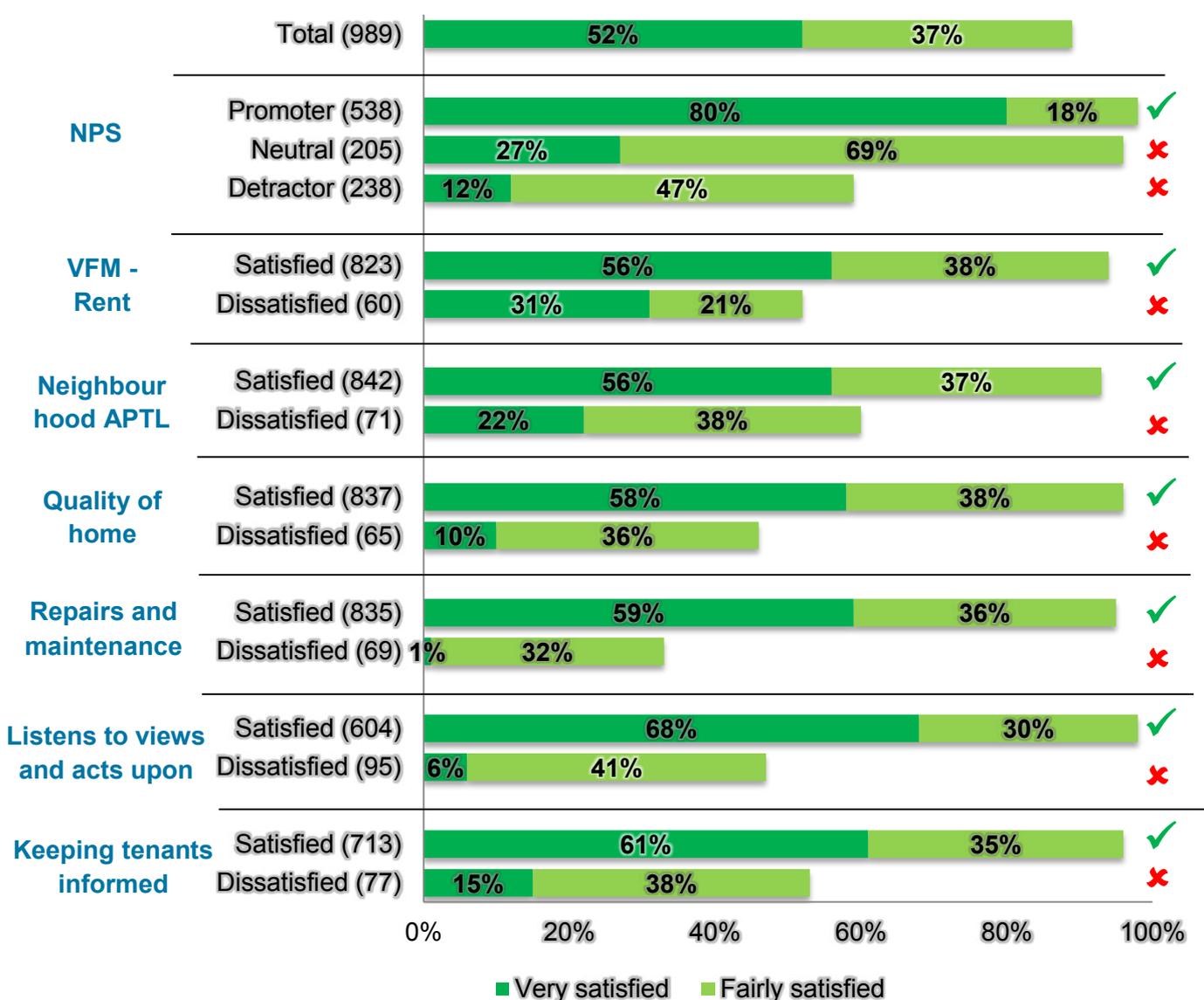
**Figure 2: Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service? (Valid responses)**



Unweighted sample base in parenthesis

The chart below highlights the importance of being satisfied with various other measures rated within this survey has on a tenant's level of satisfaction with the overall service provided by SDDC. As the figure shows, tenants who have positive perceptions towards other services provided such as repairs and keeping tenants informed are all significantly more likely than the total average to be very satisfied with the overall service provided. Conversely, tenants are significantly less likely to be very satisfied with the overall service provided if they hold negative perceptions for any of the other services. Just under seven in ten (68%) of those satisfied with their views being listened to and acted upon are very satisfied with the overall service provided. This may imply that communication has a fairly large influence on tenants perceptions of the overall service provided.

**Figure 3: Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service? (Valid responses)**



Unweighted sample base in parenthesis

## 3.2 Key Driver Analysis

### 3.2.1 Key Drivers Analysis

A method of establishing the key factors that lie behind resident satisfaction is Key Driver Analysis (KDA). In essence, this KDA seeks to determine the key influences on overall satisfaction.

We reflect the importance as an index value in which 1.0 is equal to the average importance across all factors. A level of 2.0 implies that the factor in question is twice as important as the average. “Key Drivers” are factors that have high importance.

#### 3.2.1.1 Method of Assessing Key Driver Importance

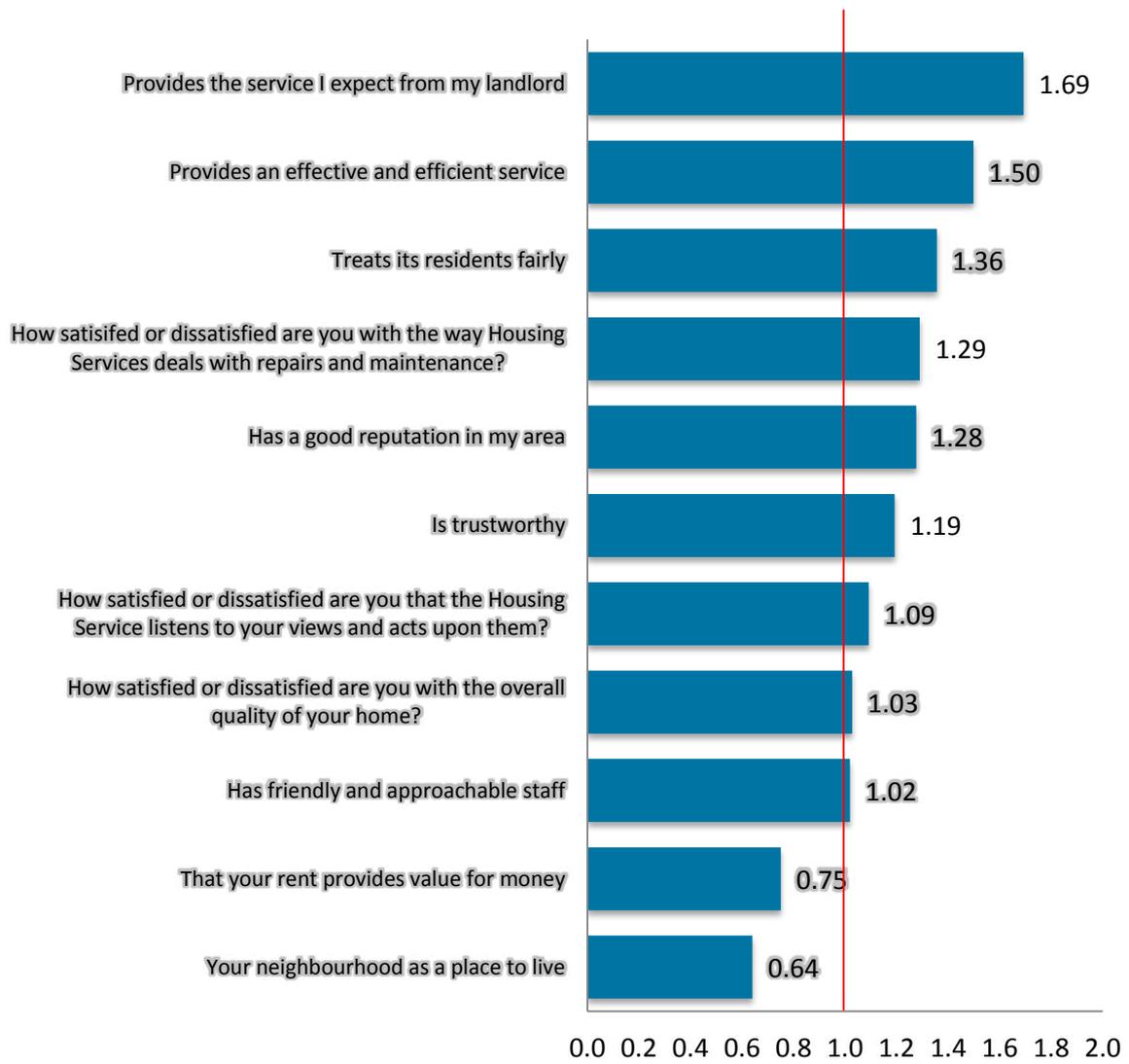
KDA seeks to find the independent variables that have the most influence on a dependent variable (DV) by assessing the statistical correlation between residents’ ratings on each of the independent variables and their ratings of the DV. This correlation is based on the proportion of variation in the DV (satisfaction with the service provided by your landlord) that could statistically be “accounted for” or “explained” by related variation in the IV’s (all indicators included in the analysis). If the correlation is high, then the service will be “important” in the sense of the analysis. If it is low, it will imply that the service is less important. The rationale for this is that a high level of correlation implies the likelihood that improving satisfaction levels for the individual service will in turn improve overall residents’ satisfaction. If there is little or no correlation, this offers no evidence that improving the service might have any impact on overall satisfaction.

As a result of this analysis, the independent variables are ranked in order of being key drivers for the DV. The KDA was based on all rating scale type questions in the survey. The objective was to find the relative impact of individual aspects on satisfaction with the (overall) service provided by Council Housing.

#### 3.2.1.2 Key drivers of overall satisfaction

The figure overleaf highlights factors that are of above-average importance in determining residents’ satisfaction with the overall service provided by SDDC. As this indicates overall satisfaction appears to be driven by a number of factors such as proving the service tenants expect, provide an efficient and effective service, treating tenants fairly and how repairs and maintenance is dealt with. Neighbourhood as a place to live and rent perceptions seem to not be as bigger issue when looking at overall satisfaction with the service provided.

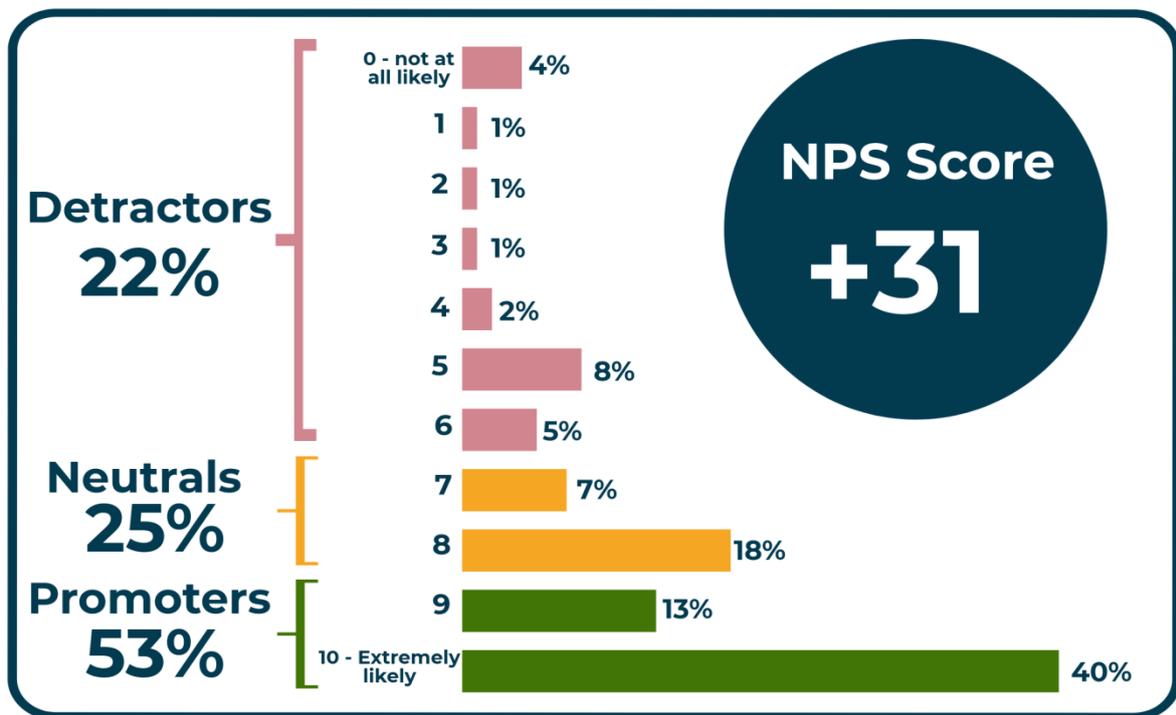
**Figure 4: Key drivers of satisfaction with overall service provided**



### 3.3 Net Promoter Score

Another key measure of overall perceptions is tenants' willingness or otherwise to recommend their housing provider. In the figure below, a net promoter score (NPS) is calculated from the proportion who give a score of 9 or 10 - 'promoters' who are very likely to recommend their landlord – minus those less likely ('detractors' who score 0-6). With 53% classified as promoters and 22% as detractors, this yields an NPS of +31%. This is a good net promoter score and reinforces that generally tenants are happy with the services provided by SDDC.

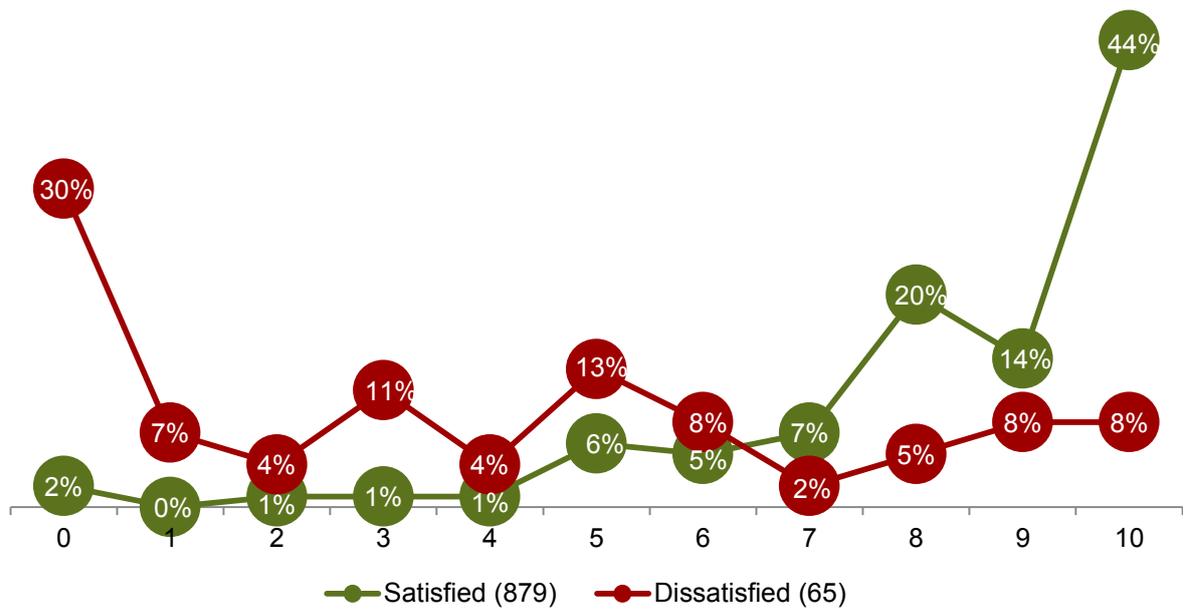
**Figure 5: Q2. How likely would you be to recommend South Derbyshire District Council's Housing Service to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (Valid responses)**



Unweighted sample base: 992

The figure below shows the relationship between tenant’s satisfaction with the service provided and their likeliness to recommend SDDC to family or friends. Three in ten (30%) general needs tenants who are dissatisfied with the overall service provided said they would be not at all likely to recommend the council as a housing provider. For those who are satisfied with the overall service provided, four in ten (44%) would be extremely likely to recommend SDDC to family and friends. This highlights the impact tenant satisfaction has on their likelihood to recommend SDDC to their family and friends.

**Figure 6: Relationship between likelihood of recommending SDDC to family and friends by satisfaction with the overall service provided**

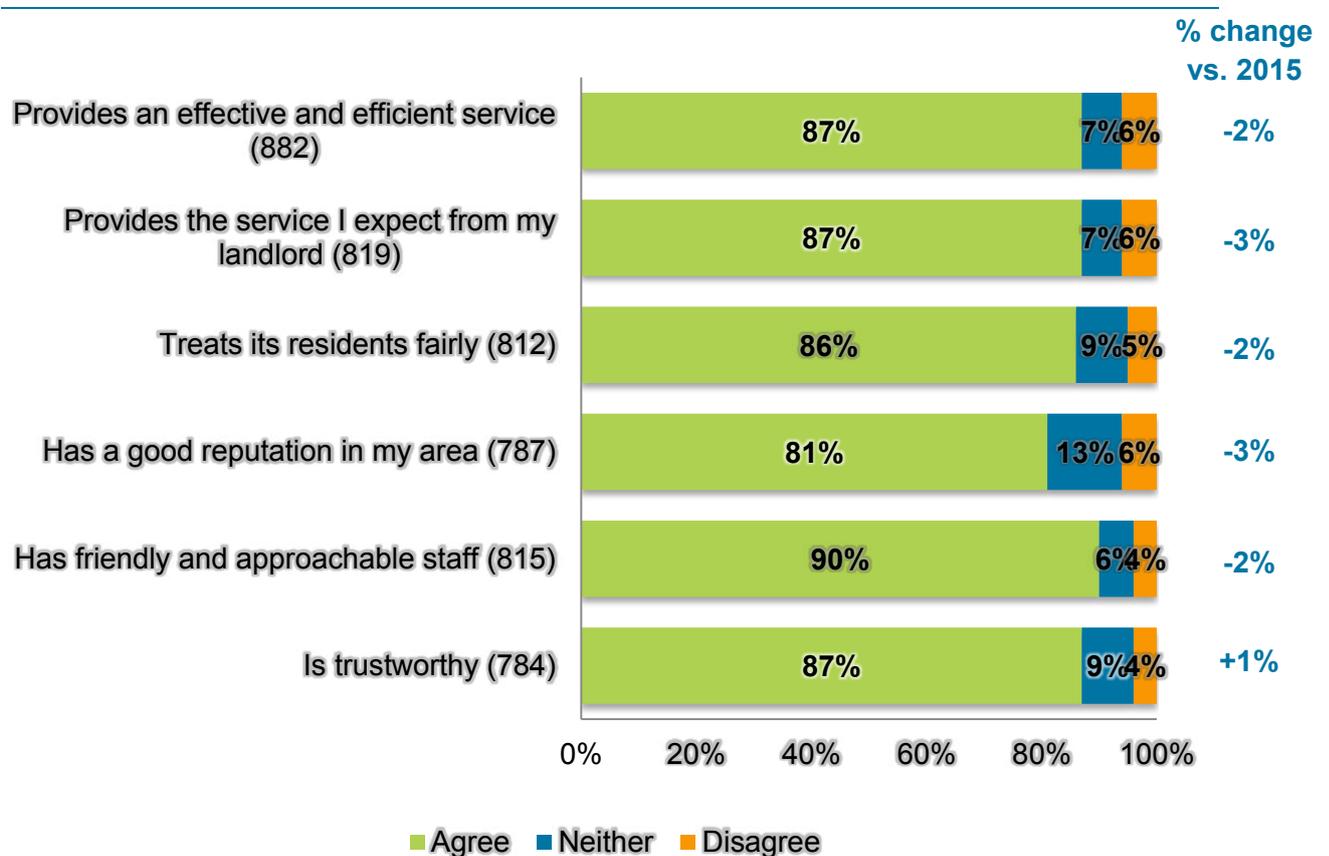


Unweighted base size in parenthesis

### 3.4 Housing service perceptions

SDDC tenants were asked about their perceptions towards the housing services provided by the council. On the whole, tenants are positive towards the housing services. Nine in ten (90%) tenants agree that staff are friendly and approachable. The lowest measure of agreement is still at 81%, with eight in ten agreeing that the housing services have a good reputation in their area. Compared to 2015, measures have stayed relatively similar in terms of agreement. Agreement that the service provides what tenants expect (87%) and that SDDC has a good reputation in the area (81%) have both fallen by 3-percentage points compared to the last STAR survey. Interestingly, whilst overall satisfaction has seen a significant decrease in satisfaction, general perceptions of the housing services have remained relatively stable since 2015.

**Figure 7: Q4. To what extent do you agree or disagree that Housing Services...? (Valid responses)**



Unweighted base size in parenthesis

### 3.5 Value for money of rent

Under nine in ten (87%) tenants were satisfied with the value for money their rent provides, with just over half (52%) very satisfied. Overall satisfaction with rent providing value for money is around the median when looking at how SDDC compares to others with the BMG internal benchmark data. Just 7% of tenants are dissatisfied.

**Figure 8: Q3. How satisfied or dissatisfied are you that your rent provides value for money? : That your rent provides value for money (Valid responses)**



Unweighted sample base: 961

In the 2015 iteration of the tenant satisfaction survey report, not applicable options were included in the final results. To compare with the previous survey, the table below shows this year's score with the not applicable included. We can observe that there has been a 3-percentage point decrease regarding rent perceptions compared to 2015 (83% cf. 86%).

**Table 6: Satisfaction with rent providing value for money comparison vs. 2015 (All responses)**

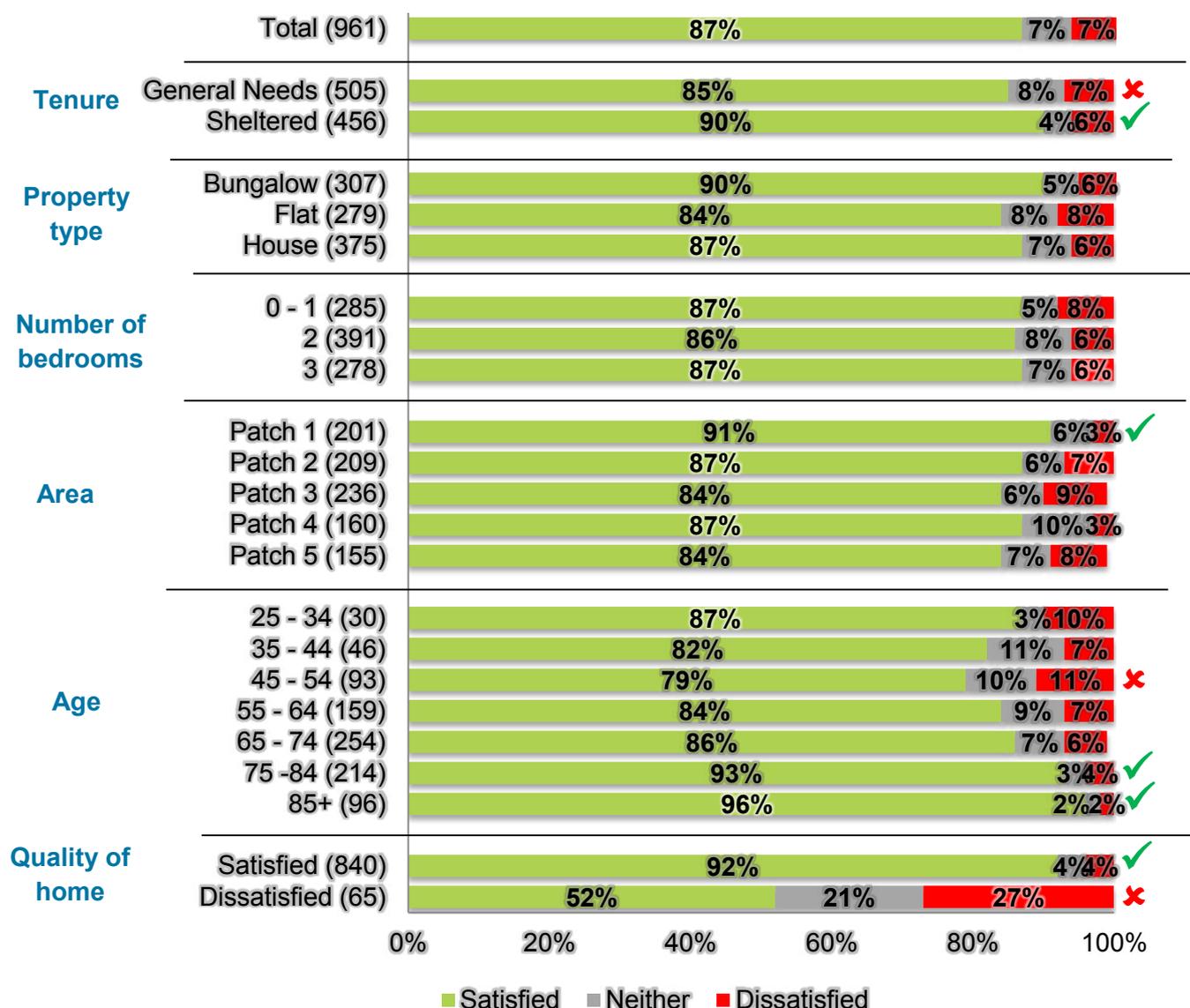
	2018	2015	% change
<b>Satisfied</b>	83%	86%	-3%
<b>Neither</b>	6%	6%	No change
<b>Dissatisfied</b>	7%	3%	+4%

General needs tenants are significantly less likely than sheltered tenants to be satisfied with the value for money provided by their rent (85% cf. 90%). Tenants living in Patch 1 are significantly more likely than the total average to be satisfied with this measure (91% cf. 87%).

Similar to perceptions of the overall service, tenants aged 45-54 (79%) are significantly less likely than the total average to be satisfied with the value for money their rent provides (79% cf. 87%) whilst those aged 75-84 (93%) and 85+ (96%) are significantly more likely to be satisfied.

Tenants who are satisfied with the quality of their home are significantly more likely than the total average to be satisfied with the value for money of rent. This tells us that tenants perceptions of their homes has a big factor in how much value for money they feel their rent provides.

**Figure 9: Q3. How satisfied or dissatisfied are you that your rent provides value for money? : That your rent provides value for money – By sub group (Valid responses)**



Unweighted sample base in parenthesis

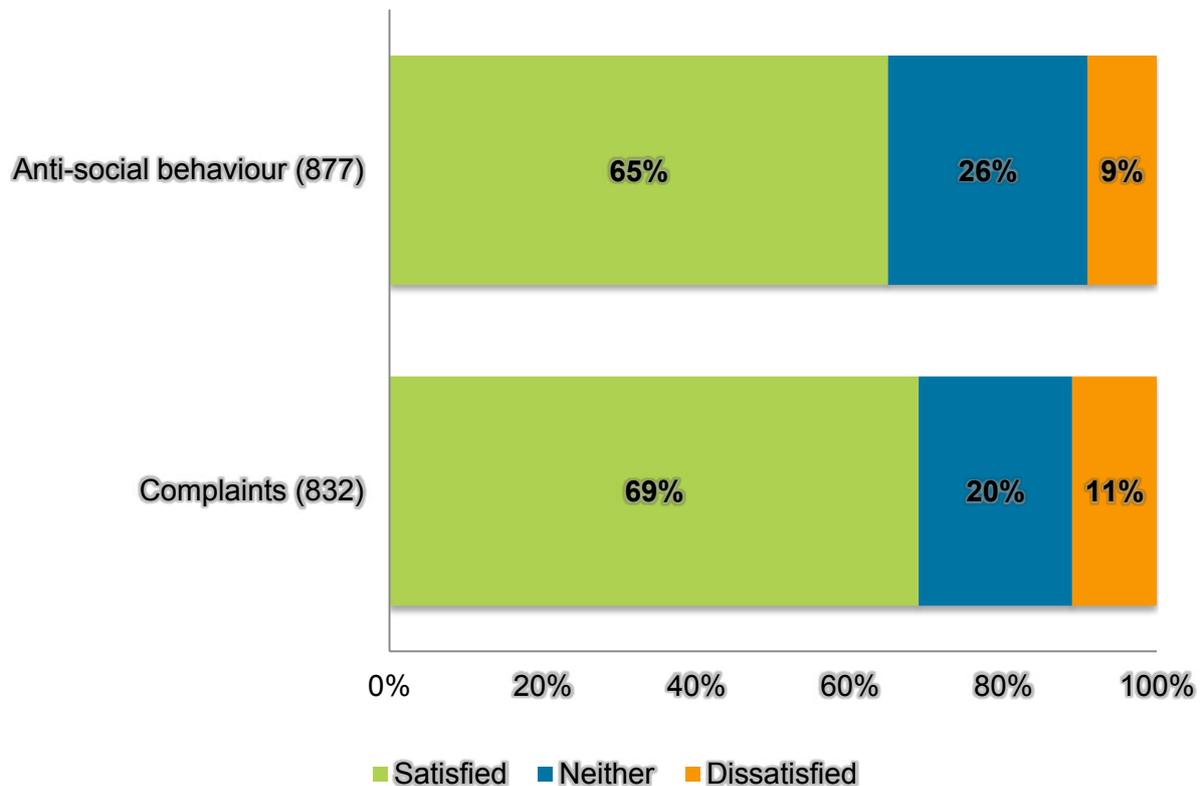
## 4 Housing services support and advice

### 4.1 Housing services support

Two thirds (65%) of tenants are satisfied with the way SDDC deals with anti-social behaviour. This measure significantly increases for those living within patch 4 compared to the total average (72% cf. 65%). One in ten (9%) are dissatisfied with this measure. This significantly rises to 14% amongst patch 3 tenants.

Seven in ten (69%) are satisfied with the way SDDC deals with complaints. Sheltered tenants are significantly more likely than general needs tenants to be satisfied with the way SDDC deals with complaints (74% cf. 66%).

**Figure 10: Q5. How satisfied or dissatisfied are you with the way Housing Services deals with the following? (Valid responses)**

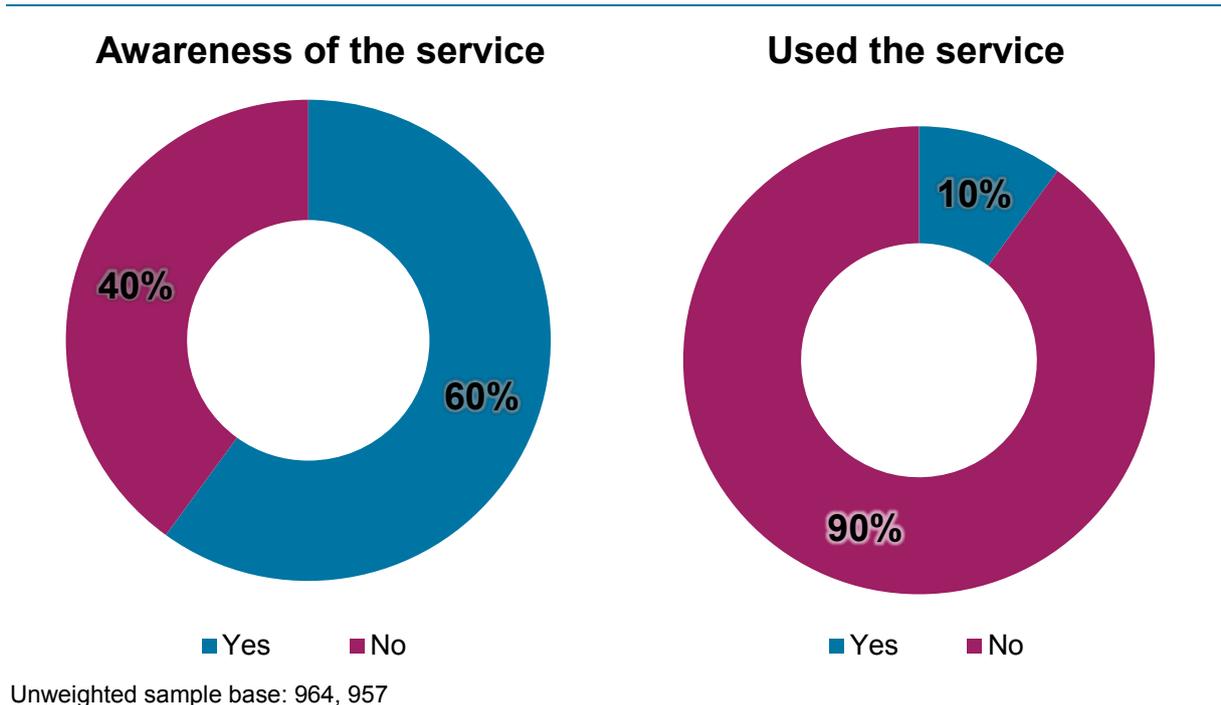


Unweighted base size in parenthesis

## 4.2 Complaints service

Three fifths (60%) of tenants are aware that SDDC has a formal complaints procedure, however just 10% have actually used the service in the last 12 months. Tenants residing within patch 3 are significantly more likely to have used the formal complaints service when compared to the total average (14% cf. 10%). Those living in flats are significantly more likely to have used the complaints service compared to those living in bungalows or flats (19% cf. 7%, 8%).

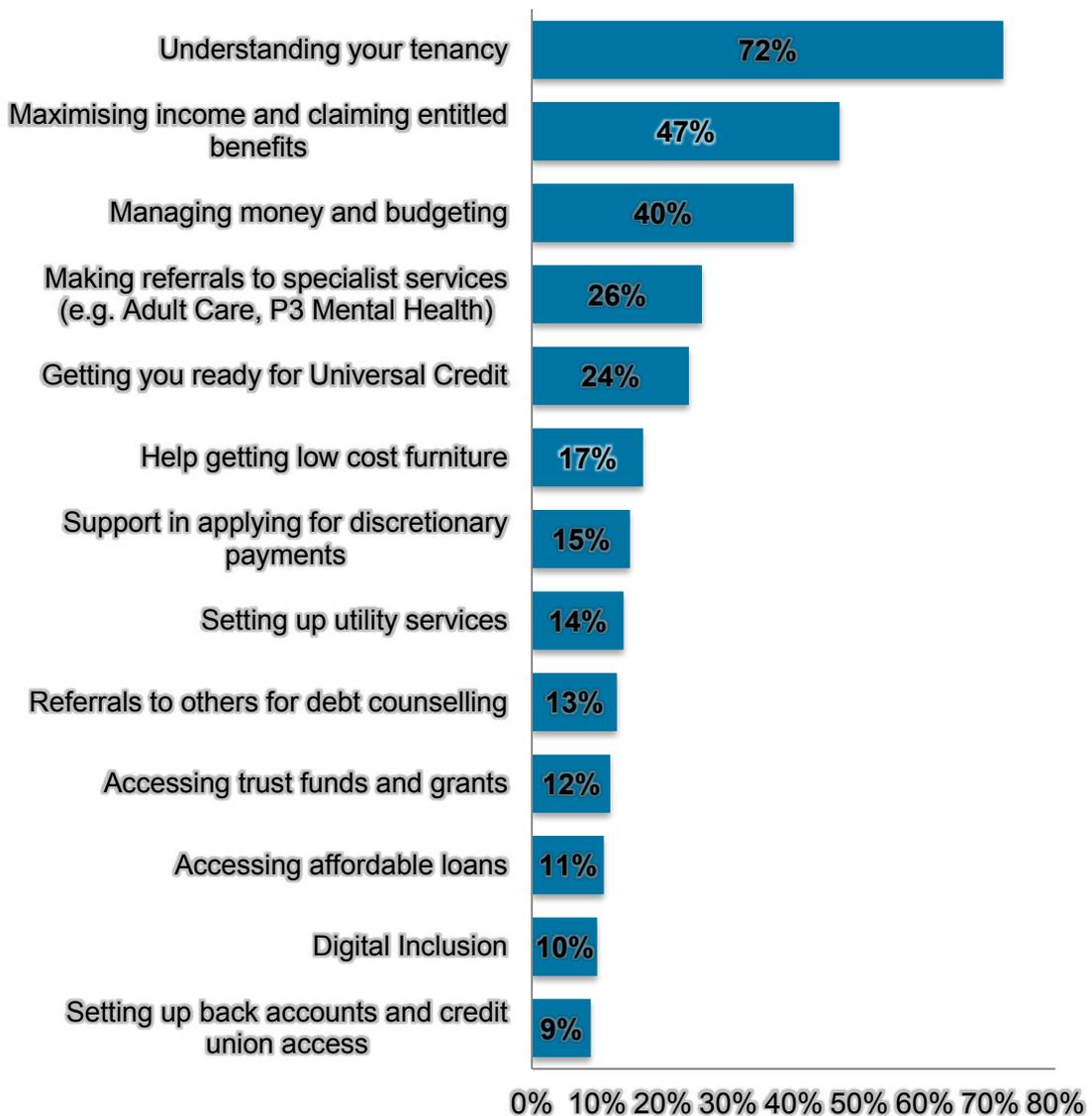
**Figure 11: Q6. Are you aware that South Derbyshire District Council has a formal complaints procedure? Q7. Have you made a formal complaint in the last 12 months? (Valid responses)**



### 4.3 Advice

Tenants were asked which advice and support services they were aware of that SDDC offers. 72% stated they were aware of the ‘Understanding your tenancy’ advice service whilst just under half (47%) were aware of the ‘Maximising income and claiming entitled benefits’ support service. Just one in ten (10%) were aware the council offered support and advice around digital inclusion. This may be an important area to raise aware in the future as more services migrate to an online environment.

**Figure 12: Q11. Which of the following advice and support services South Derbyshire District Council offers are you aware of? (Valid responses)**



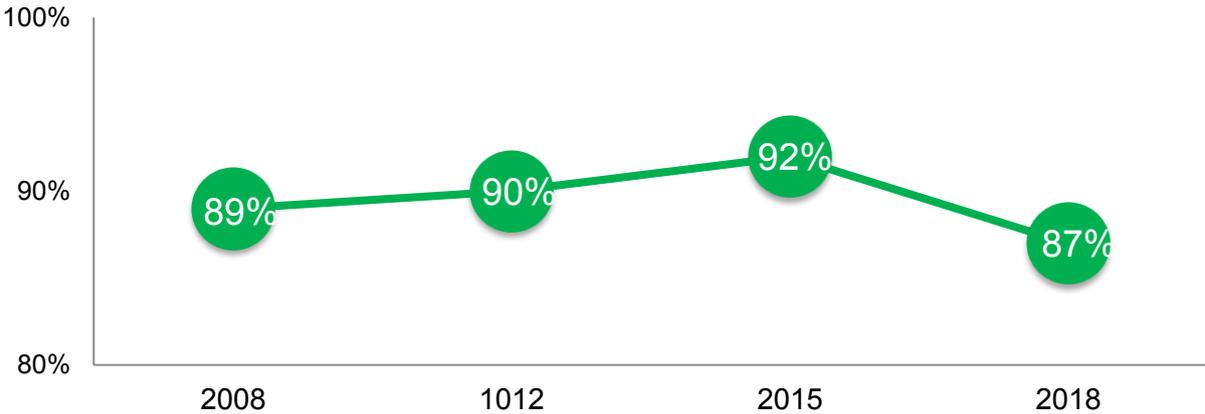
Unweighted sample base: 624

# 5 Estate services

## 5.1 Neighbourhood as a place to live

Just under nine in ten (87%) are satisfied with their neighbourhood as a place to live, with half (49%) stating they are very satisfied. This has seen a significant decline since the previous survey in 2015 (87% cf. 92%). In regards to the benchmark, SDDC performs just under the upper quartile for this measure. Dissatisfaction has also seen a significant increase compared to the previous year, rising from 5% to 8%.

Figure 13: Q8. How satisfied or dissatisfied are you with your neighbourhood as a place to live? : Your neighbourhood as a place to live (Valid responses)



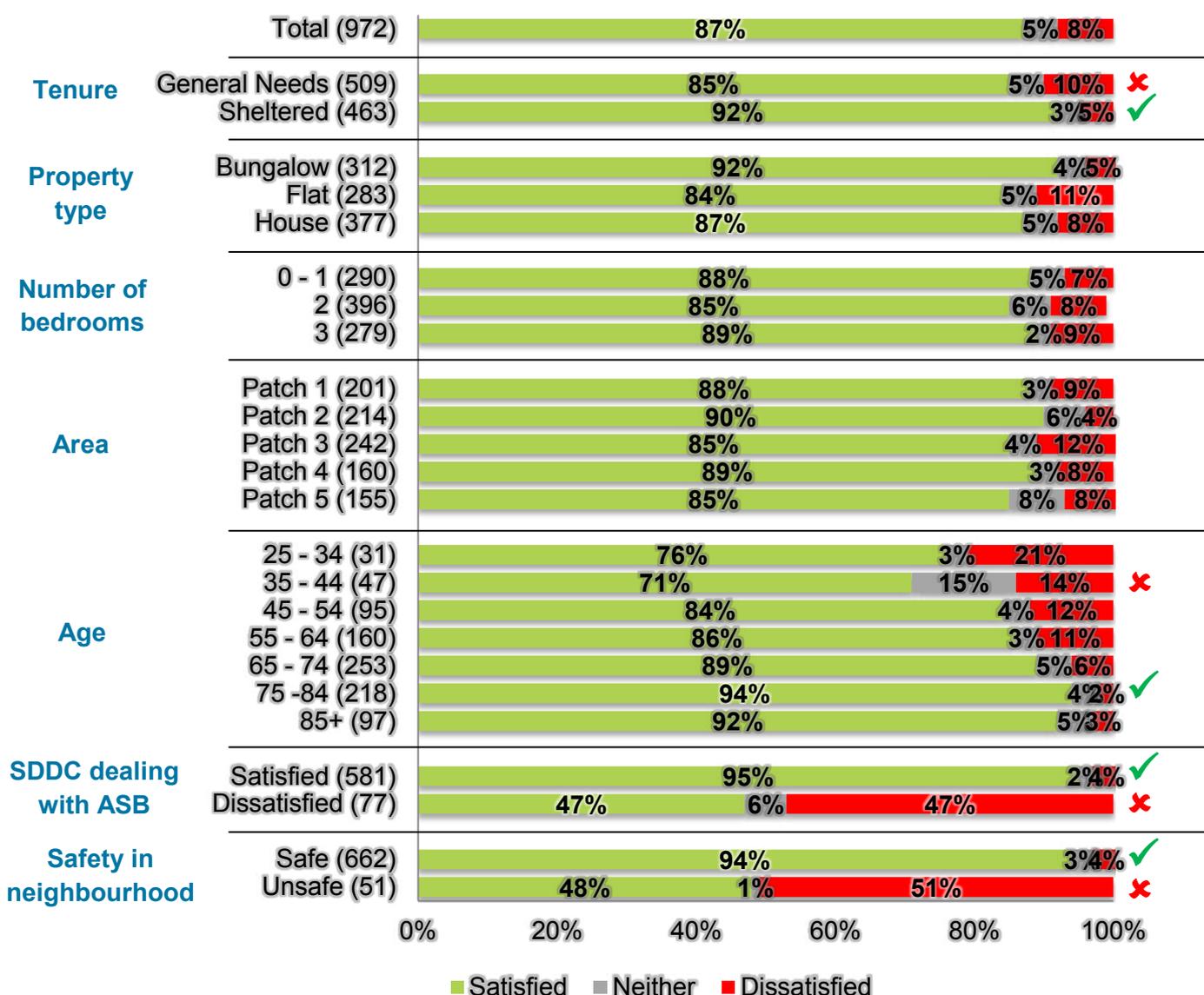
Unweighted sample base: 972

General needs tenants are significantly less likely compared to sheltered tenants to be satisfied with their neighbourhood as a place to live (85% cf. 92%). In terms of area, there are no significant differences between any of the areas in terms of satisfaction. Tenants in patch 3 (12%) and patch 1 (9%) however are significantly more likely than those in patch 2 (4%) to be dissatisfied with their neighbourhood as a place to live.

Tenants aged 35-44 are significantly less likely compared to the total average to be satisfied with their neighbourhood as a place to live (71% cf. 87%), whilst those aged 75-84 are significantly more likely to be (92% cf. 87%).

Tenants who are satisfied with the way SDDC deals with antisocial behaviour are significantly more likely than the total average to feel satisfied with their neighbourhood as a place to live (95% cf. 87%). The same can be said for those who feel safe in their neighbourhood (94% cf. 87%).

#### Q8. How satisfied or dissatisfied are you with your neighbourhood as a place to live? : Your neighbourhood as a place to live – By subgroup (Valid responses)



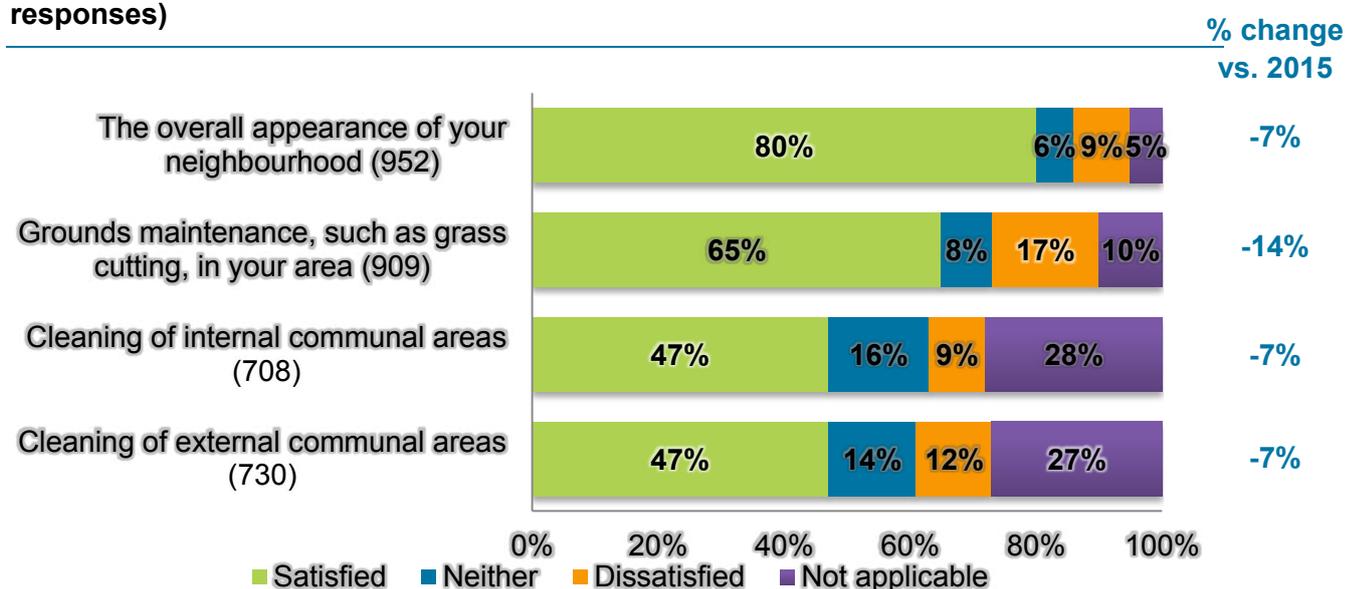
Unweighted sample base in parenthesis

## 5.2 Estate service perceptions

Tenants were asked to rate their satisfaction with various estate services operated by the council's housing services. Please note for this figure, not applicable options were included to compare with the 2015 findings. Eight in ten (80%) of tenants were satisfied with the overall appearance with their neighbourhood. This was a 7-percentage point decrease compared to the 2015 results. Two thirds of tenants (65%) are satisfied with the grounds maintenance service, a 14-percentage point increase compared to the previous results. It's worth noting however that the proportion choosing 'not applicable' has risen from 3% to 10% on this measure.

Just under half are satisfied with the cleaning of the internal communal areas (47%) and the external communal areas (47%), both falling 7-percentage points from 54% in the 2015 results.

**Figure 14: Q9. How satisfied or dissatisfied are you with each of the following (All responses)**



Unweighted sample base in parenthesis

When analysing estate services by area, not applicable options were removed. Tenants in patch 2 were significantly more likely than the total average to be satisfied with the overall appearance of their neighbourhood (91% cf. 84%).

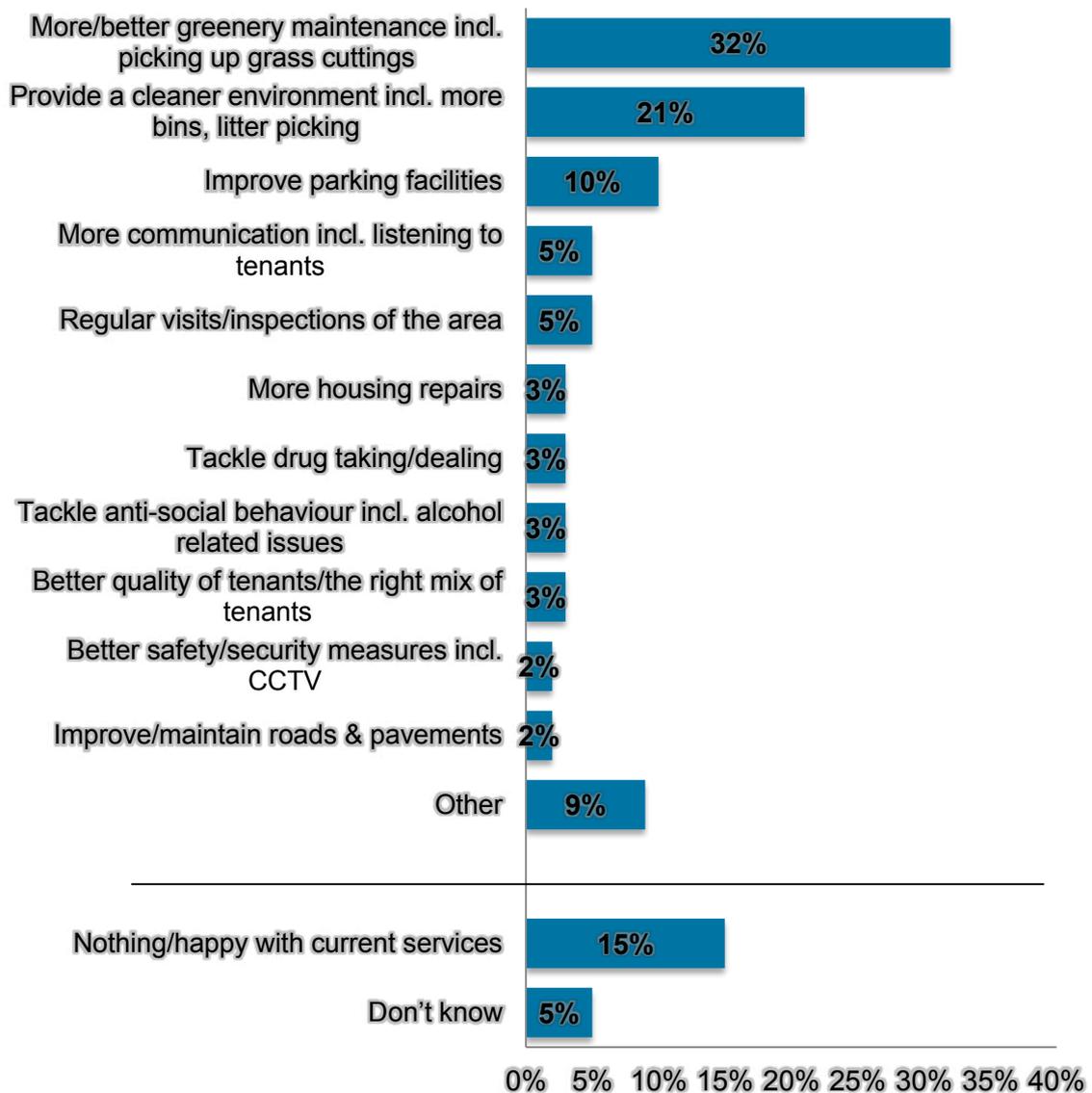
**Table 7: Estate service perceptions by area (Valid responses)**

% satisfied	Patch 1	Patch 2	Patch 3	Patch 4	Patch 5
<b>The overall appearance of your neighbourhood</b>	82%	91% ✓	81%	85%	83%
<b>Grounds maintenance, such as grass cutting, in your area</b>	68%	74%	75%	72%	75%
<b>Cleaning of internal communal areas</b>	62%	68%	67%	58%	68%
<b>Cleaning of external communal areas</b>	62%	68%	65%	56%	66%

When tenants were asked how they feel the estates services could be improved, a third of those that responded said that more/ better greenery maintenance would improve their perceptions of the service (32%). Sheltered tenants were significantly more likely than general needs tenants to site better greenery maintenance as a way to improve the estate services (45% cf. 25%).

A fifth (21%) also mentioned a cleaner environment (more bins/ litter picking) would help to improve the service followed by improved car parking facilities (10%).

**Figure 15: Q10. How do you feel Housing Services could improve its estates services? (Valid responses)**



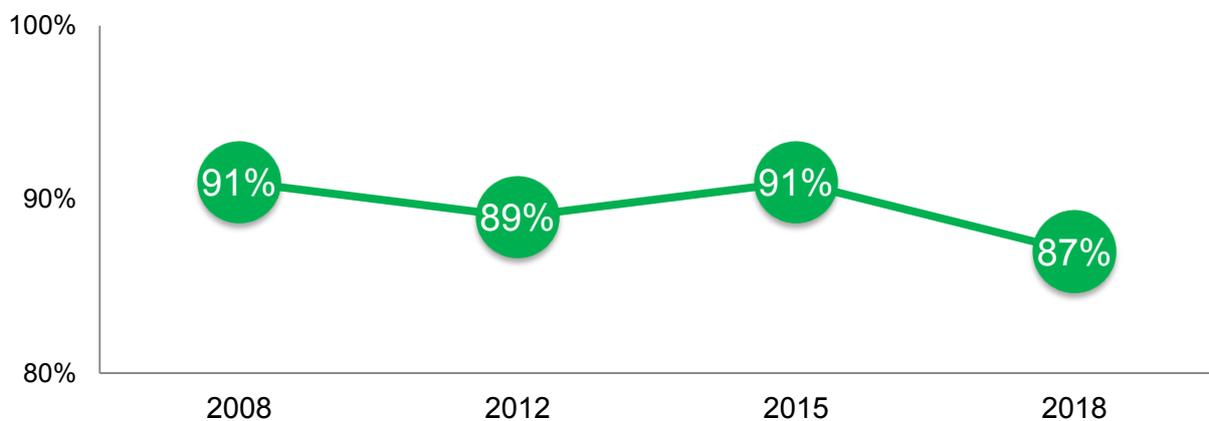
Unweighted sample base: 317

## 6 Your home

### 6.1 Quality of Home

Just under nine in ten (87%) of tenants said they were satisfied with the quality of their home, with just over four in ten (44%) satisfied. This has seen a significant decrease in satisfaction compared to the 2015 results (91%). As seen in section 2.5 however this measure does perform within the upper quartile of the benchmark when comparing SDDC to other organisations. Just under one in ten (8%) are dissatisfied with the quality of their home.

**Figure 16: Q12. How satisfied or dissatisfied are you with the overall quality of your home? (Valid responses)**



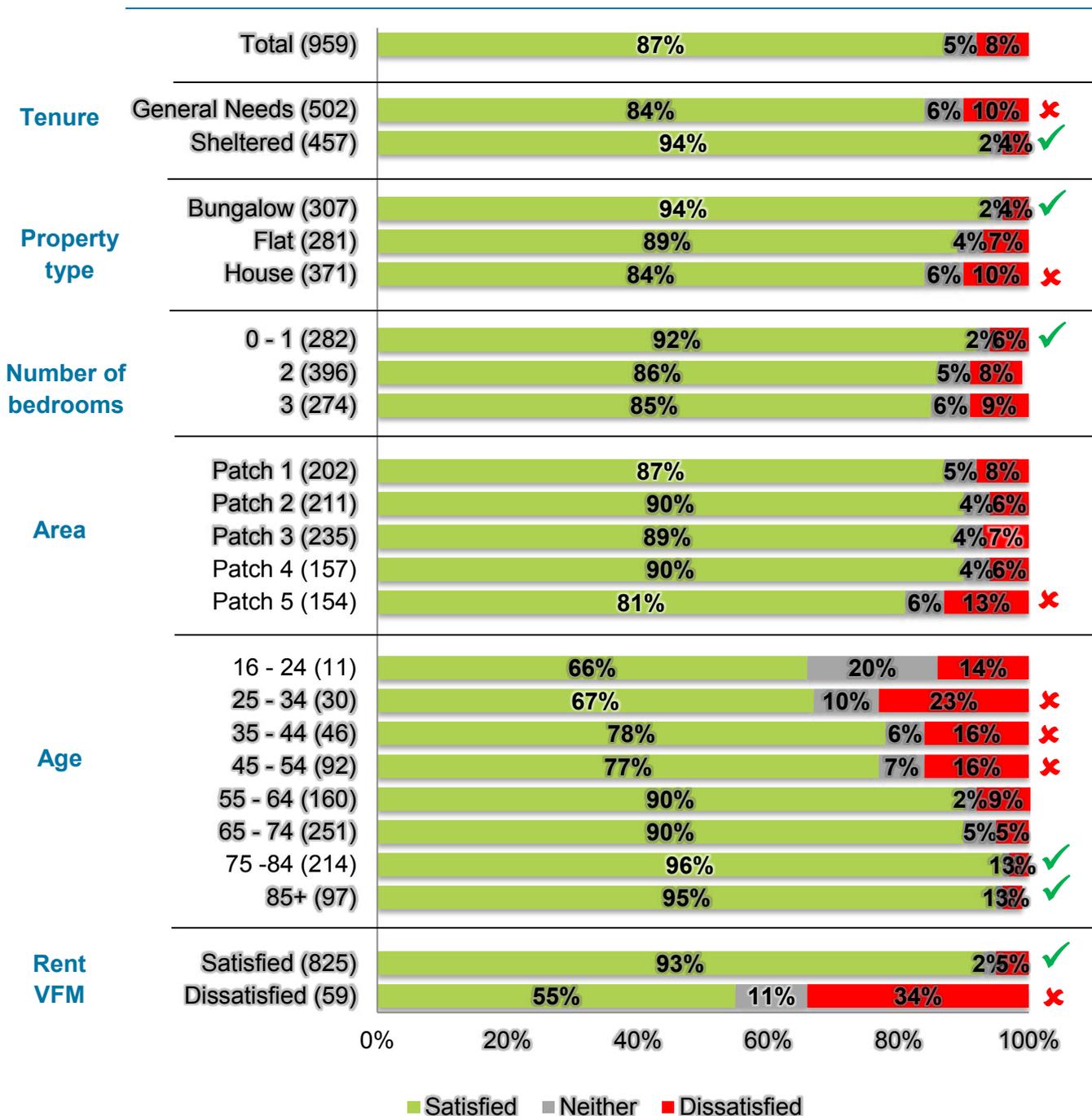
Unweighted Sample base: 1,106

Similar to previous measures, general needs tenants are significantly less likely than sheltered tenants to be satisfied with the quality of their home (94% cf. 84%). In terms of property type, tenants living in bungalows are significantly more likely than the total to be satisfied with the quality of their home (94% cf. 87%) whilst those in houses are significantly less likely to be (84%).

Tenants living in patch 5 are significantly less likely than the total to feel satisfied with the quality of their home (81% cf. 87%).

Again, similar to previous measures perceptions are lower amongst younger tenants compared to older ones. Those aged 25-34 (67%), 35-44 (78%) or 45-54 (77%) are all significantly less likely than the total to be satisfied with this measure (87%). Conversely, tenants aged 75-84 (96%) or 85+ (95%) are significantly more likely to be satisfied.

Figure 17: Q12. How satisfied or dissatisfied are you with the overall quality of your home? - By Sub Group (Valid responses)



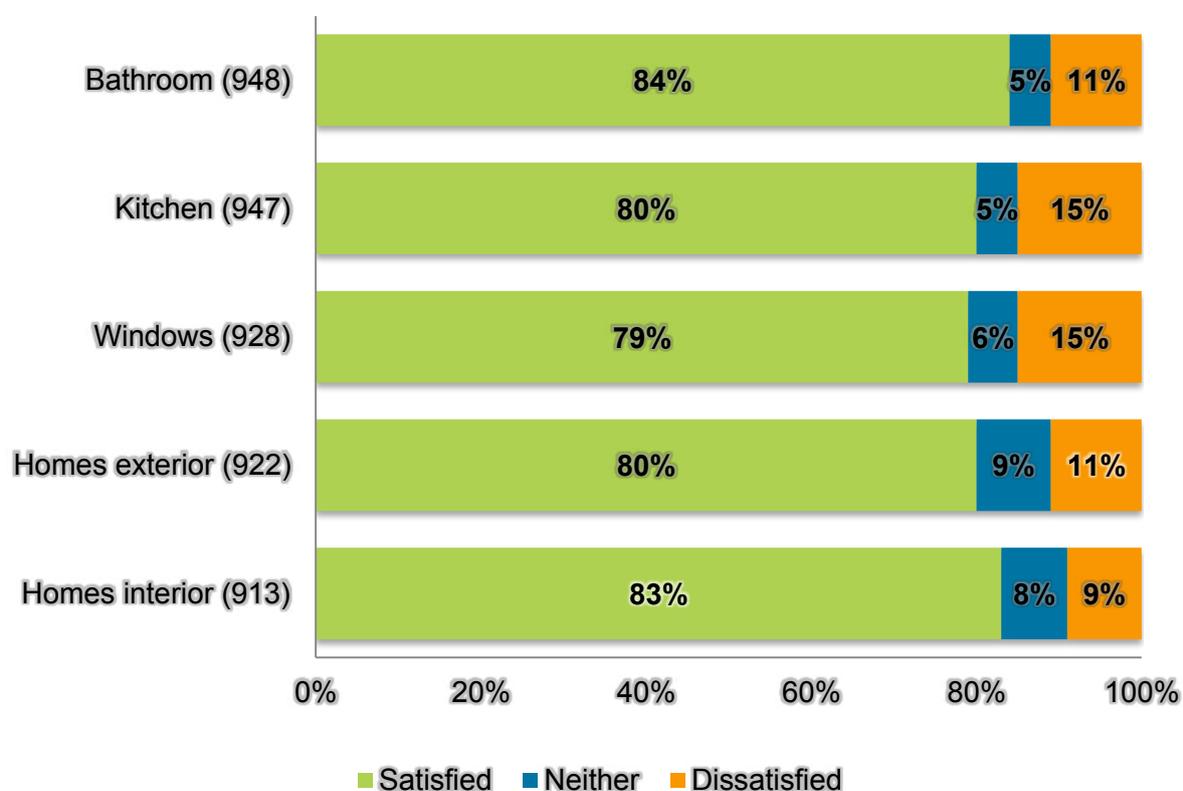
Unweighted sample base in parenthesis

## 6.2 Condition of your home

Tenants were asked how satisfied or dissatisfied they were with the condition of various areas of their homes. Around eight in ten were satisfied with all areas of their house, rising to 84% for the condition of their bathroom, down to 79% for the condition of their windows.

Those living in bungalows are significantly more likely to be satisfied with their windows (85%), home exterior (85%) and interior (88%) compared to the total average. Those in houses are significantly less likely to be satisfied with the condition of their windows (73% cf. 79%).

**Figure 18: Q13. How satisfied or dissatisfied are you with the overall condition of your....? (Valid responses)**



Unweighted sample base in parenthesis

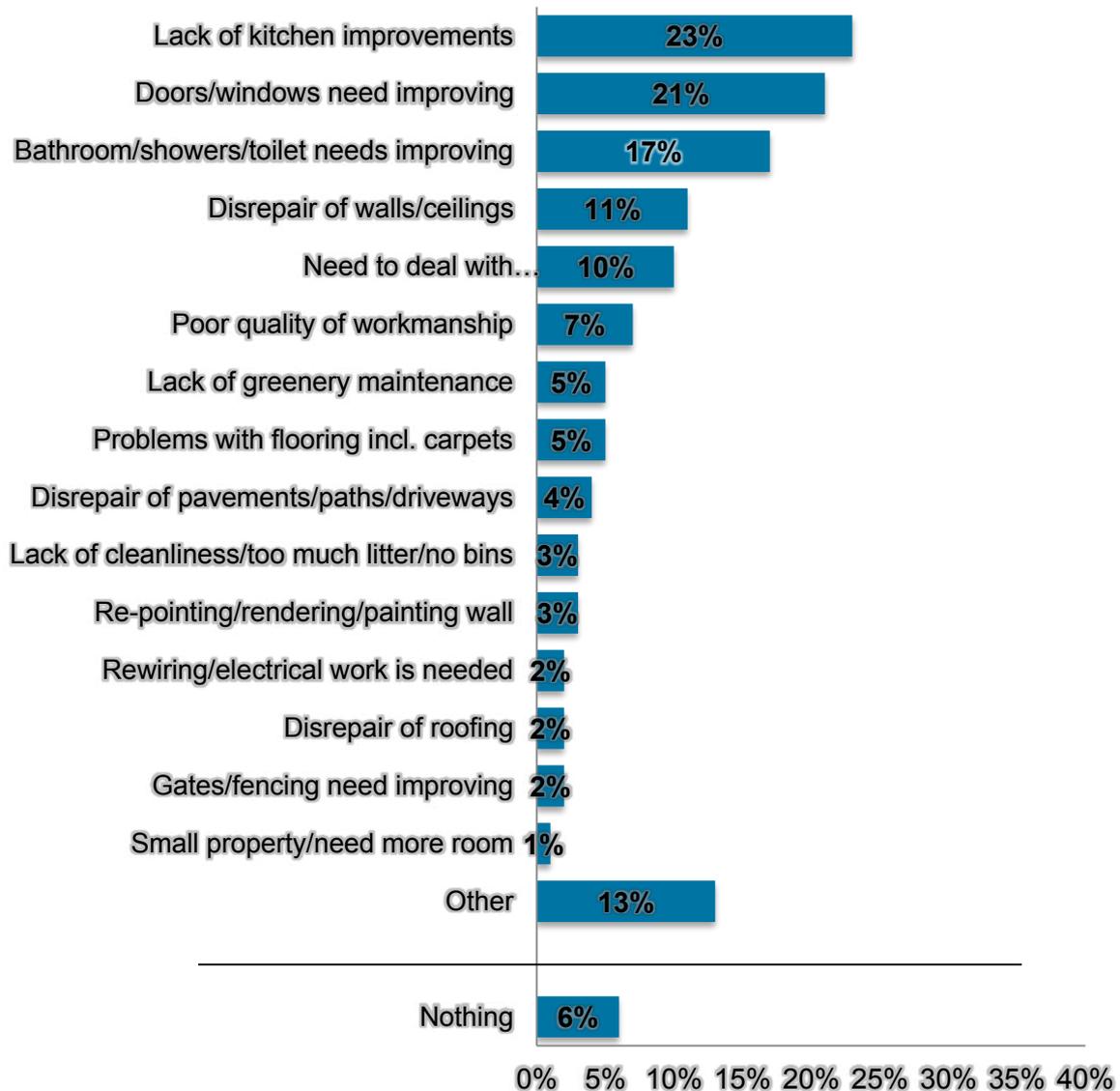
**Table 8: Condition of home satisfaction by property type (Valid responses)**

% satisfied	Bungalow	Flat	House
<b>Bathroom</b>	86%	84%	83%
<b>Kitchen</b>	82%	83%	78%
<b>Windows</b>	85% ✓	86% ✓	73% ✗
<b>Homes exterior</b>	85% ✓	80%	78%
<b>Homes interior</b>	88% ✓	83%	81%

### 6.3 Dissatisfaction with the condition of the home

If a respondent expressed dissatisfaction towards an area of their home they were asked for their reasons why. 23% of those who were dissatisfied said it was due to a lack of kitchen improvements, whilst 21% said their windows or doors need improving. Under a fifth (17%) of those dissatisfied said that their bathroom needed improving.

**Figure 19: Q14. If you are dissatisfied with the condition of an area of your home, why do you think this? (Dissatisfied with the condition of an area of your home)**



Unweighted sample base: 314

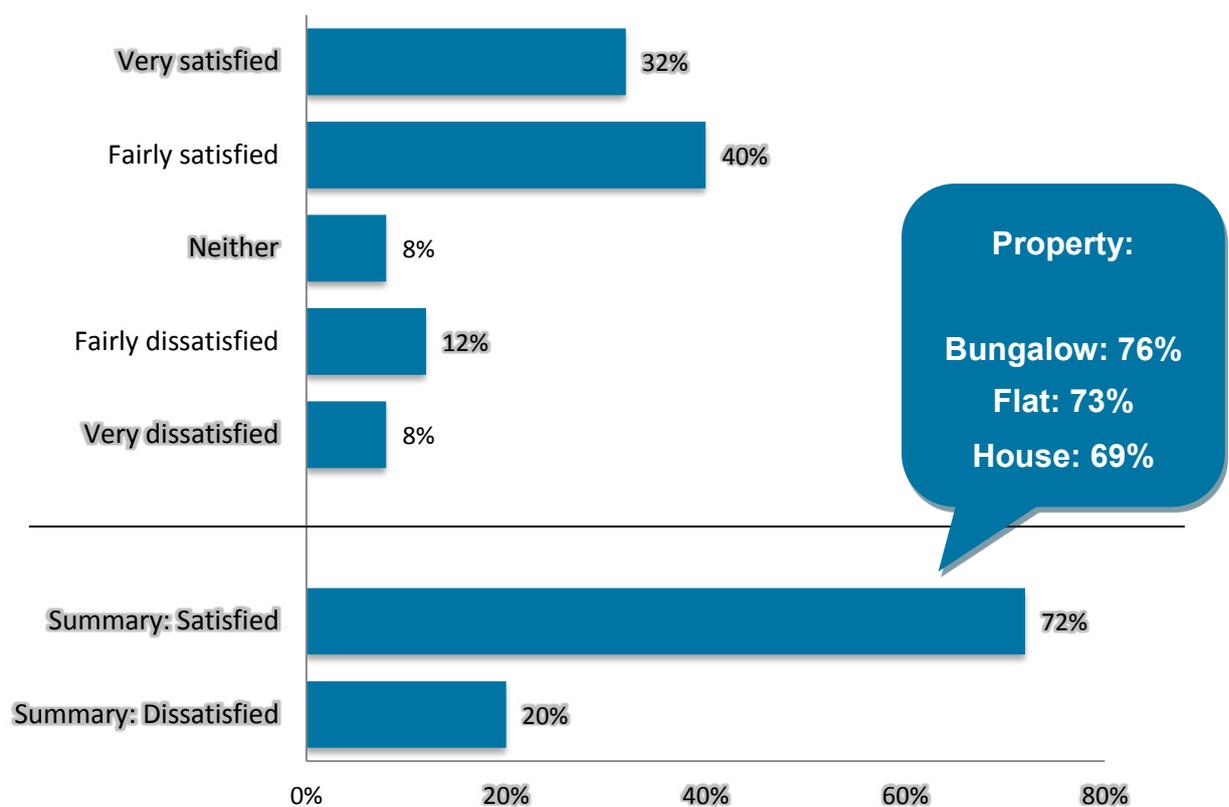
### 6.4 Standard of home

Just over seven in ten (72%) were satisfied with the standard of their home, with a third (32%) very satisfied. A fifth (20%) of tenants expressed dissatisfaction towards the standard of their home.

Tenants living in bungalows are significantly more likely than those living in houses to be satisfied with the standard of their home (76% cf. 69%).

Those whose last improvement to their home was in 2015/16 are significantly less satisfied than those whose last improvement was in 2016/17 in regards to satisfaction with the standard of home when moving in (79% cf. 69%).

**Figure 20: Q15. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home? (Valid responses)**

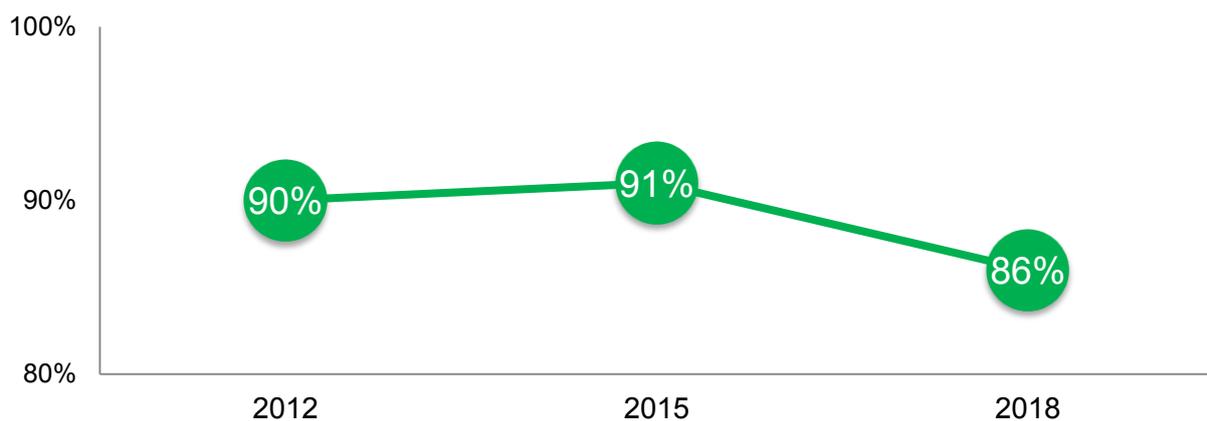


Unweighted sample base: 964

## 7 Repairs and maintenance

86% of tenants were satisfied with the way housing services deals with repairs and maintenance, with over half (53%) very satisfied. This measure has fallen by 5-percentage points since the 2015 survey, a significant decline (86% cf. 91%). As seen in the benchmark in section 2.5 however, repairs and maintenance perceptions are in the upper quartile of the benchmark. Just under one in ten (8%) are dissatisfied with this measure.

**Figure 21: Q16. How satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance? (Valid responses)**



Unweighted sample base: 976

Sheltered tenants are significantly more likely than general needs tenants to be satisfied with the way housing services deals with repairs and maintenance (91% cf.83%).

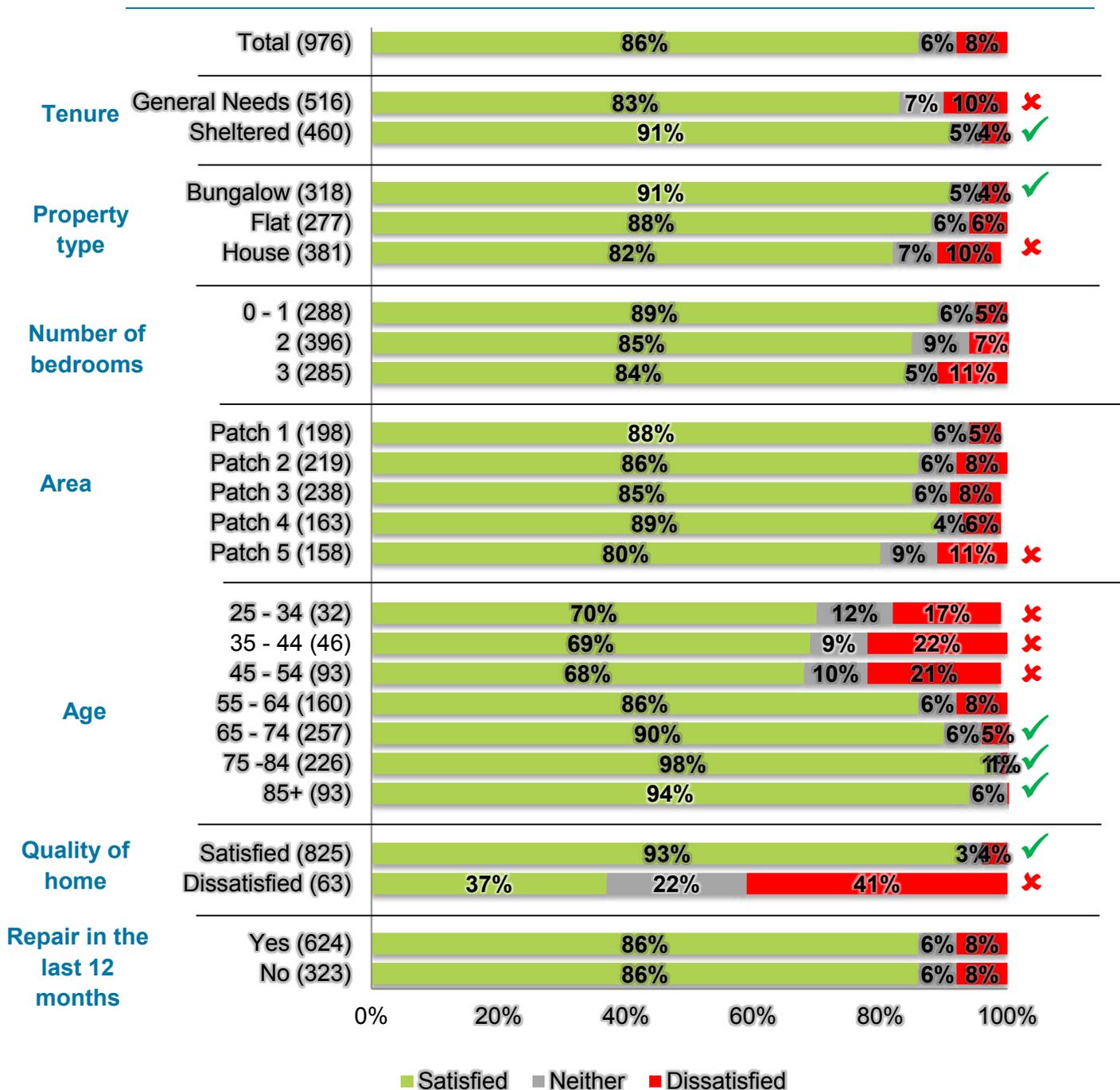
Tenants living in bungalows were significantly more satisfied with the repairs service compared to those living in houses (91% cf. 82%). Tenants residing within Patch 5 are significantly less likely than the total average to be satisfied with this measure (80% cf. 86%).

Tenants aged 25-34 (70%), 35-44 (69%) or 45-54 (68%) all hold significantly lower perceptions towards the repairs service compared to the total (86%) whilst those aged 75-84 (98%) or 85+ (94%) are significantly more likely to be.

Tenants that are satisfied with the quality of their home are significantly more likely than the total average to be satisfied with the way housing services deals with repairs and maintenance (93% cf. 86%).

There are no differences in perceptions towards the repairs service between those who have had a repair in the last 12 months or haven't had one in this time period.

Figure 22: Q16. How satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance? – By sub group (Valid responses)

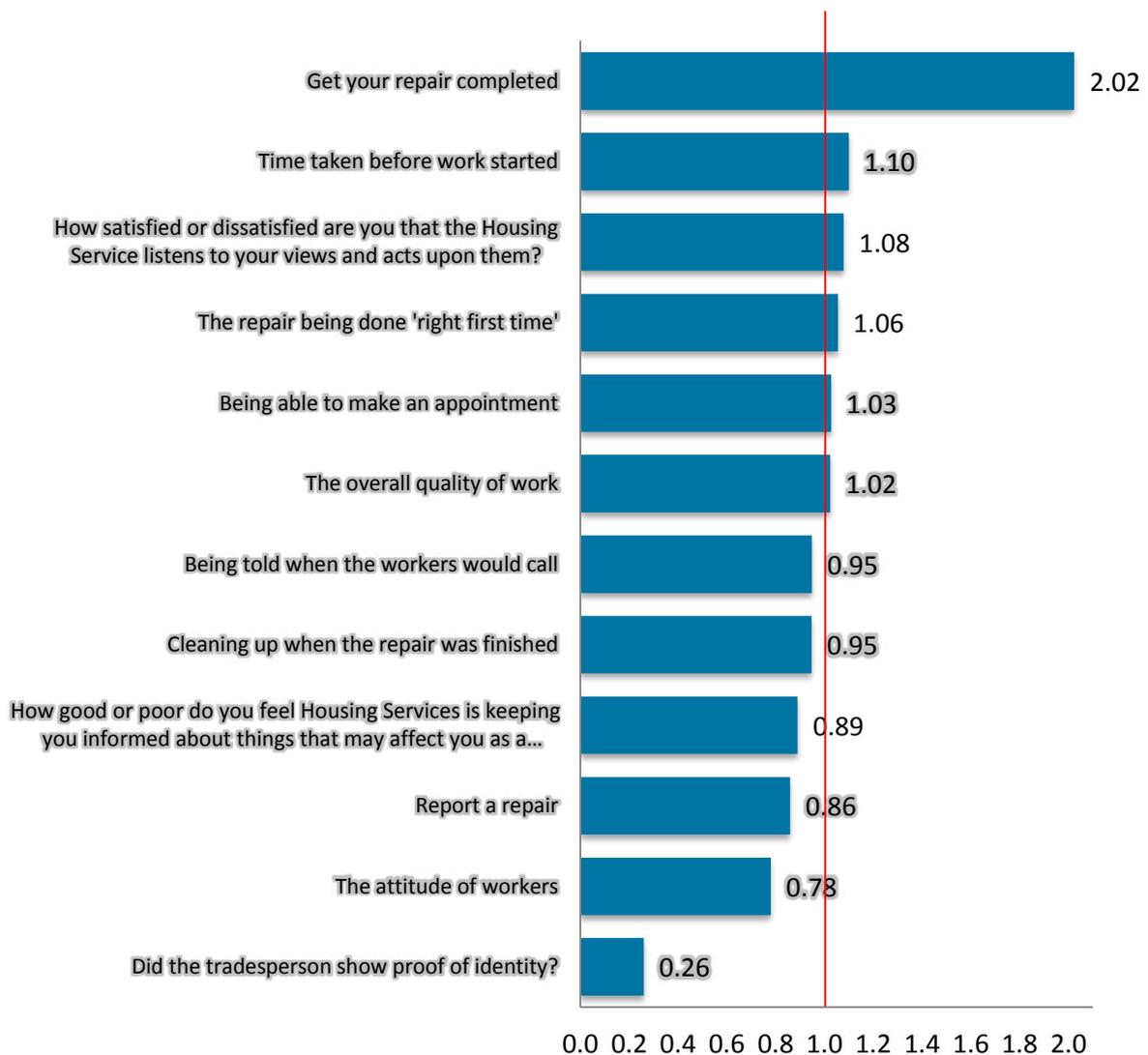


Unweighted sample base in parenthesis

## 7.1 Key Driver Analysis

When look at the correlation between various measures in relation to satisfaction with the repairs service, the ease of getting a repair completed is by far the biggest factor. Other big influences in determining satisfaction in regards to satisfaction with repairs is the time taken before work started, Listening to views and acting upon them and the repair being done right first time. Perceptions of the person coming to do the repair seemingly have the lowest impact on repairs and maintenance perceptions, with the attitude of workers and whether they showed proof of identity having little influence.

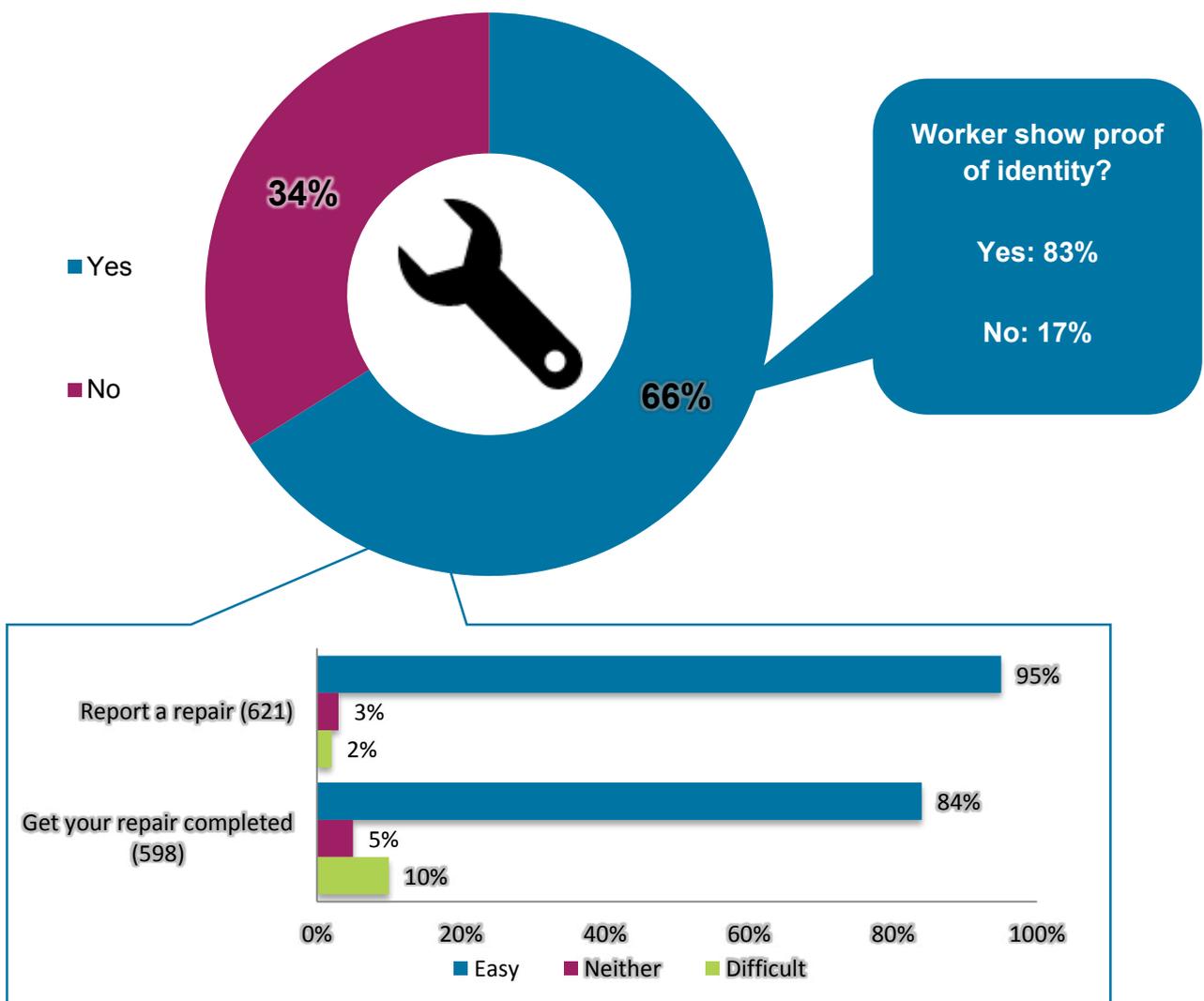
**Figure 23: Key drivers of satisfaction with overall service provided**



## 7.2 Reporting a repair

Two thirds (66%) of tenants said that they have had a repair to their home in the last 12 months. Of those that have had a repair, 95% found it easy to report the repair, whilst 84% found it easy to get the repair completed. Over four fifths (83%) said that the worker showed them their proof of identity.

**Figure 24: Q17. Have you had any repairs to your home in the last 12 months? (Valid response) Q19. Did the tradesperson show proof of identity? Q20/1.Overall, how easy was it to...? : Report a repair Q20/2.Overall, how easy was it to...? : Get your repair completed (Had a repair in the last 12 months)**



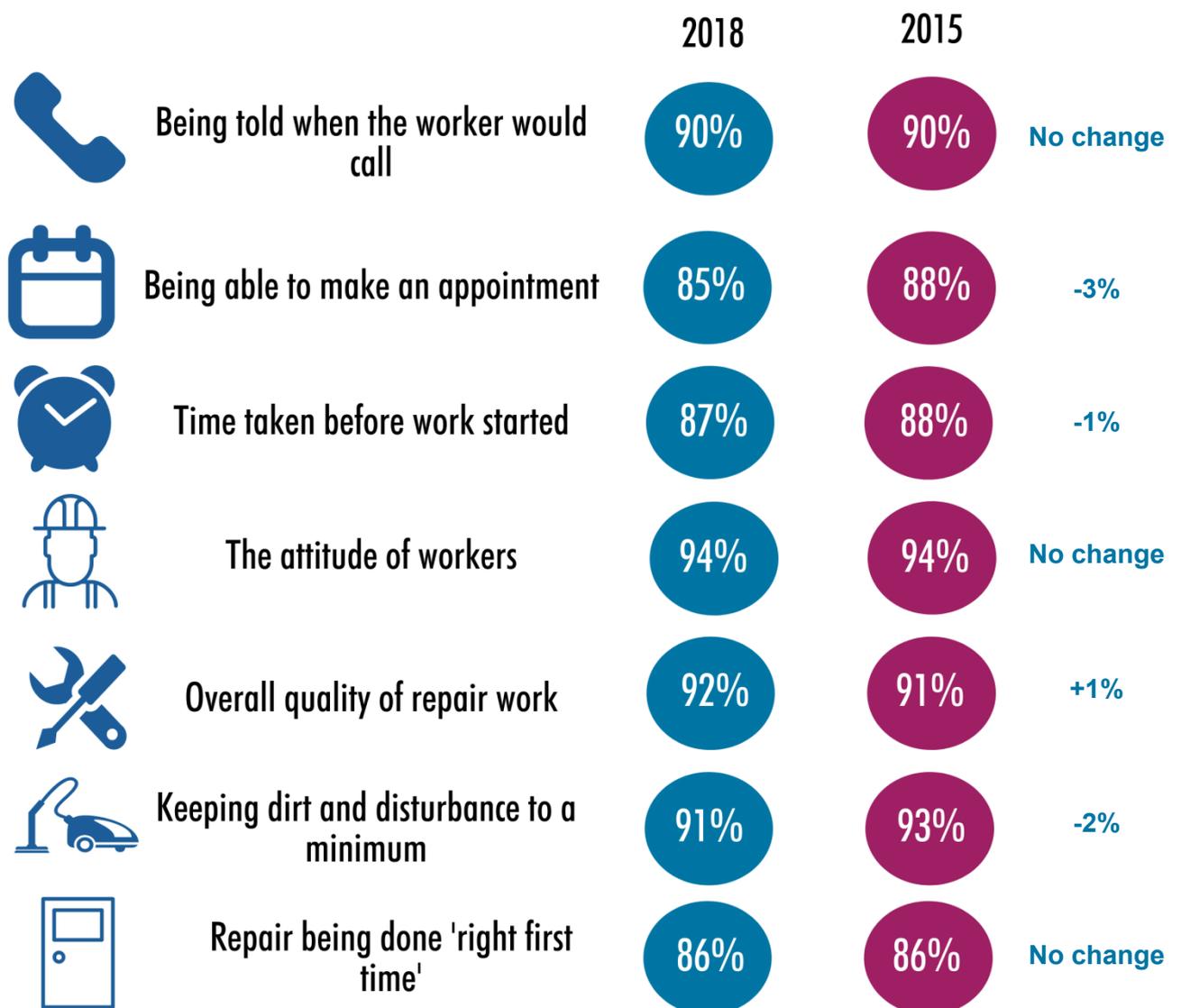
Unweighted sample base: 959

### 7.3 Repairs perceptions

Those who have had a repair in the last 12 months were asked about their perceptions of the repair process. In general, tenants are satisfied with the customer journey from organising the repair to be done up to the repair being completed. Tenants were most satisfied with the attitude shown by the workers completing the repair (94%), whilst perceptions were lowest with being able to make an appointment (85%).

Results are relatively in line with the 2015 result findings.

**Figure 25: Q18. Thinking about the LAST time you had a repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service? (Valid responses)**



Unweighted sample base varies

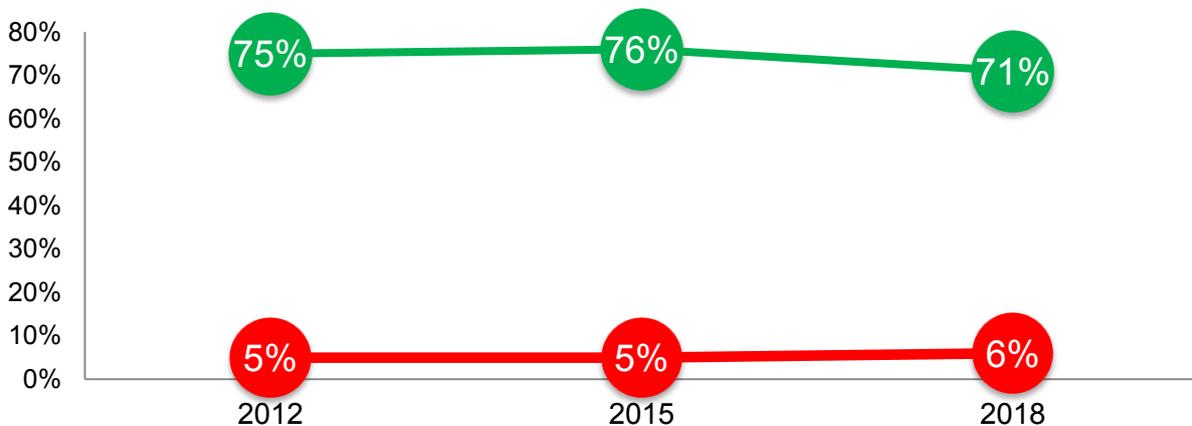
## 8 Community engagement

### 8.1 Opportunity to make views known

Seven in ten (71%) tenants expressed satisfaction toward the housing services giving them the opportunity to make their views known, with three in ten (31%) very satisfied. Just 6% are dissatisfied with this measure.

Overall satisfaction has seen a significant decrease compared to the 2015 survey (71% cf. 76%) whilst seeing dissatisfaction remained relatively stable.

**Figure 26: Q21. How satisfied or dissatisfied are you that Housing Services gives you the opportunity to make your views known (Valid responses)**



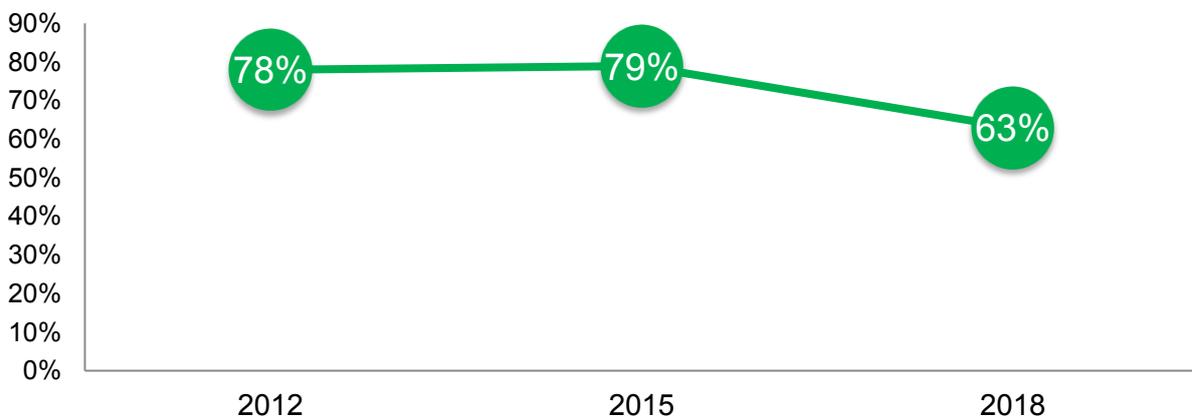
Unweighted sample base: 954

## 8.2 Listening to views and acting upon them

Just under two thirds (63%) of tenants are satisfied with their views being listened to and acted upon by the housing services, with a third very satisfied (35%). This measure has seen the biggest drop in satisfaction compared to the 2015 results, falling significantly by 16-percentage points (63% cf. 79%). This is also the only measure that falls into the lower quartile when compared to other organisations in the BMG benchmark.

Whilst satisfaction has seen a big decrease, overall dissatisfaction has remained relatively stable. The biggest change is in regards to the proportion of those who are neutral on this measure. A quarter (26%) said they were neither satisfied nor dissatisfied with views being listened to and acted upon, a 13% increase compared 2015 (26% cf. 13%).

**Figure 27: Q22. How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? (Valid responses)**



Unweighted sample base: 953

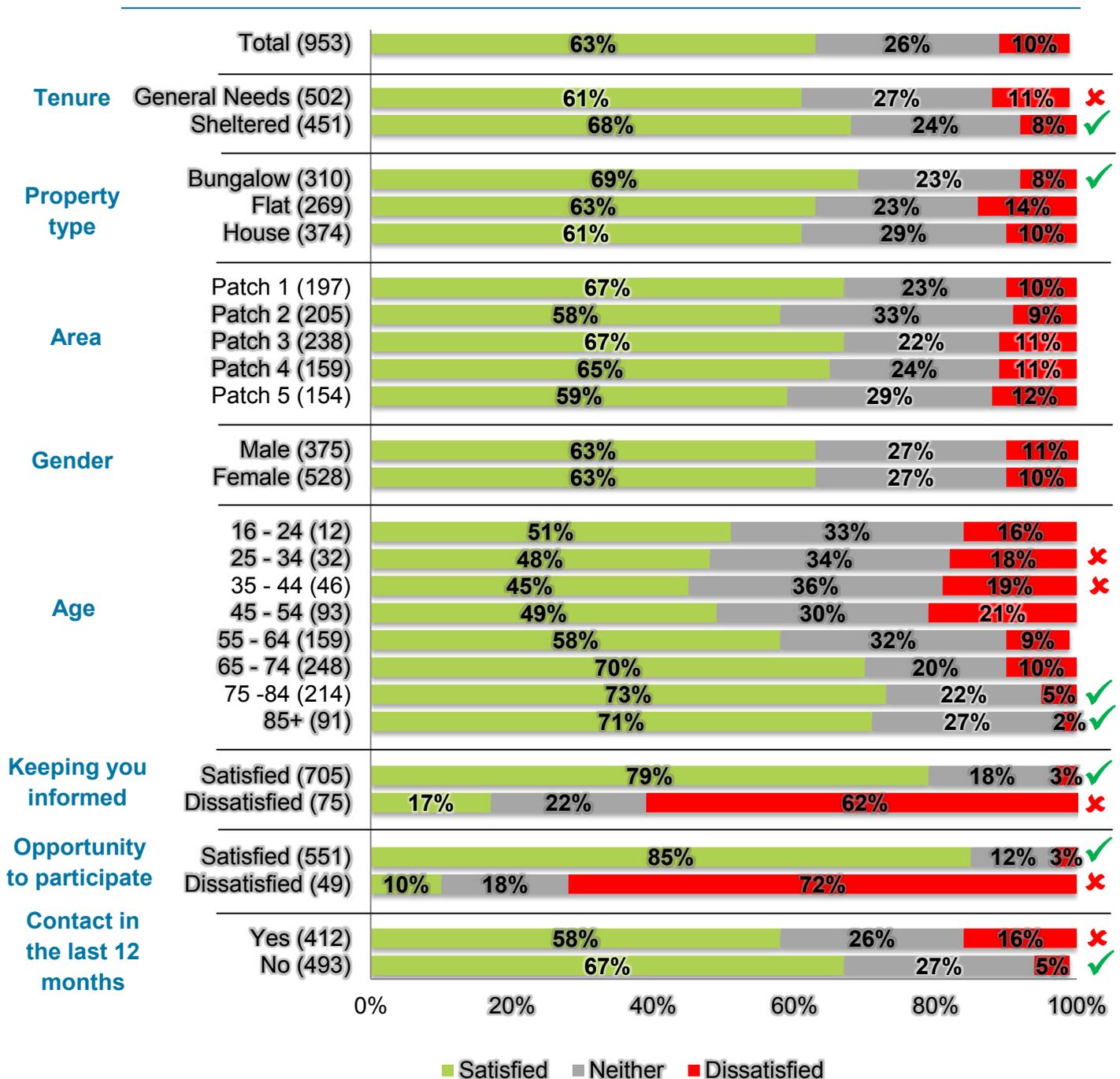
As with previous measures, general needs tenants are significantly less satisfied with their views being listened to and acted upon compared to sheltered tenants (68% cf. 61%).

In regards to age, tenants aged 35-34 (48%) or 35-44 (45%) are significantly less likely compared to the total to be satisfied with this measure (63%). Conversely, tenants aged 75-84 (73%) and 85+ (71%) are significantly more likely to be satisfied.

Tenants who are satisfied with being kept informed by housing services are significantly more likely than the total average to be satisfied with their views being listened to and acted upon (79% cf. 63%). The same can be said for those satisfied with their opportunity to participate (85% cf. 63%).

Tenants who have contacted the council in the last 12 months are significantly less satisfied with their views being listened to and acted upon compared to those who have not contacted the council in this time frame (58% cf. 67%). This is a common finding in these satisfaction surveys however so is not unique to SDDC.

**Figure 28: Q22. How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? – By sub group (Valid responses)**

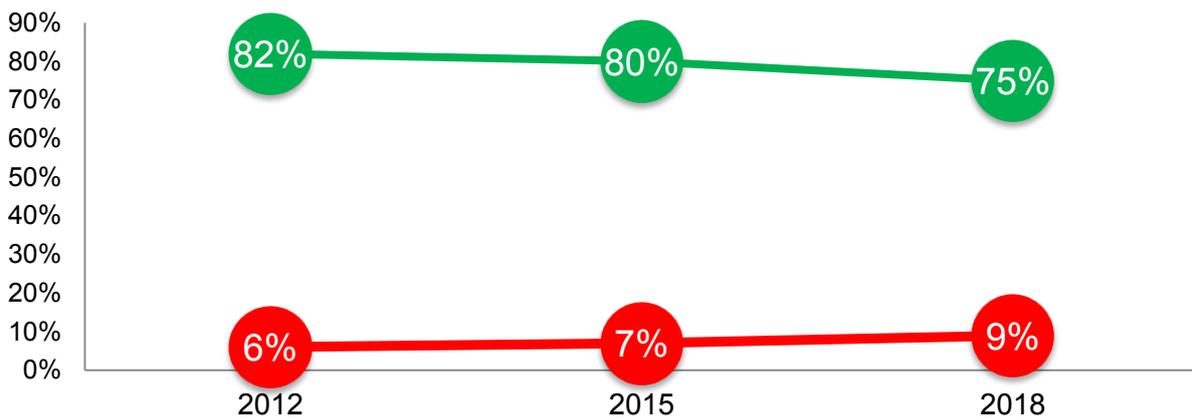


Unweighted sample based in parenthesis

### 8.3 Keeping tenants informed

Three quarters of tenants (75%) feel that the housing services are good at keeping them informed about things that may affect them as a resident, with a third saying they are very good (33%). This is a significant drop compared to the 2015 survey (75% cf. 81%). Just under one in ten say they feel housing services are poor in this regard.

**Figure 29: Q23. How good or poor do you feel Housing Services is at keeping you informed about things that may affect you as a resident? (Valid responses)**

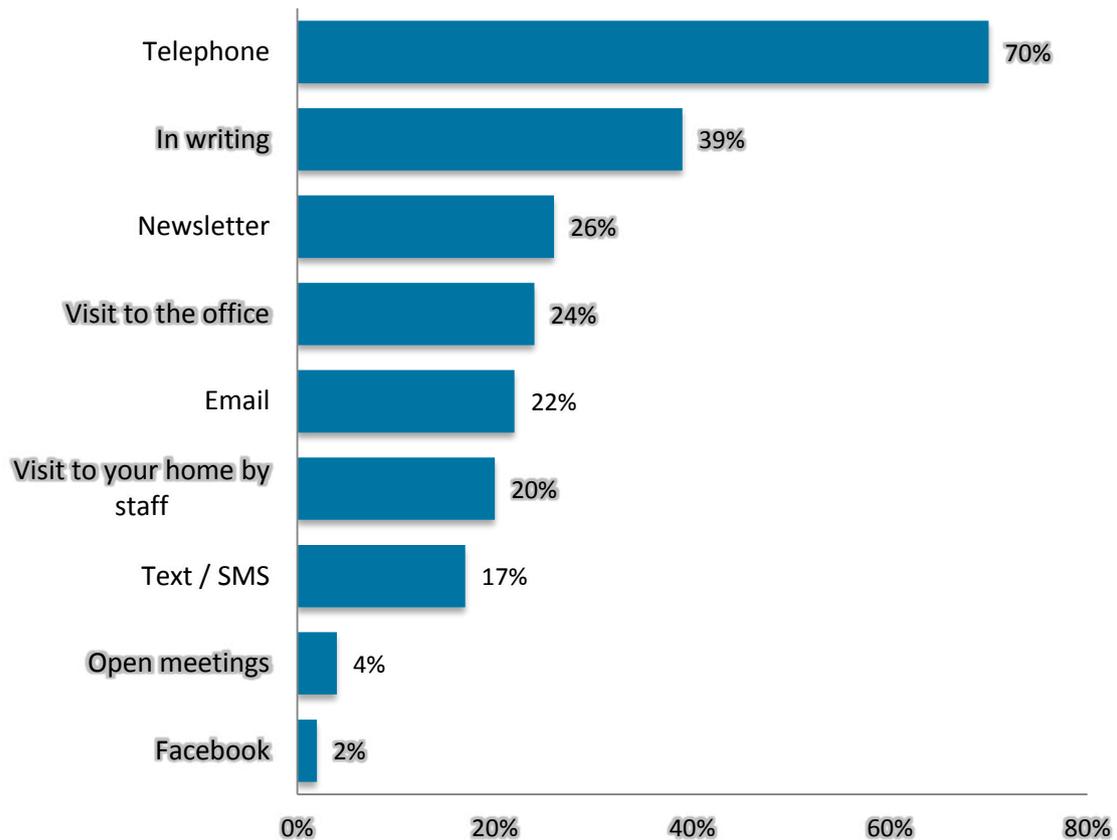


Unweighted sample base: 959

When asked which methods tenants would like to be kept informed, seven in ten (70%) said telephone would be their preferred method of communication. In writing was the second most mentioned method, with 39% saying this is their desired method of communication.

Just 22% mention email as the proffered method of communication; however this rises amongst younger tenants, 43% of 25-34 years old and 66% for those aged 35-44 say they are happy to be informed about things affecting them via email.

**Figure 30: Q37. Which of the following methods of being kept informed and getting in touch with Housing Services are you happy to use? (Valid responses)**



Unweighted sample base: 953

### 8.4 Opportunities to participate

Three fifths (59%) of tenants are satisfied with the opportunities given to them to participate in housing services decision making process, with a quarter (24%) very satisfied. Just 6% are dissatisfied with this measure.

A third (33%) said they are neither satisfied nor dissatisfied with this measure, telling us that perhaps tenants are unaware about what opportunities to participate are available to them. Increasing awareness on tenant opportunities available may aid in increasing perceptions for this measure.

**Figure 31: Q24. How satisfied or dissatisfied are you with the opportunities given to you to participate in Housing Services decision making process? (Valid responses)**



Unweighted sample base: 942

When looking at these two measures by age group, we can see that tenants aged 35-44 (62%), 45-54 (66%) and 55-64 (69%) are significantly less likely than the total average to feel that SDDC are good at keeping them informed compared to the total average (75%). Conversely, tenants aged 65-74 (82%) and 75-84 (83%) are significantly more likely than the total to have positive perceptions towards this measure.

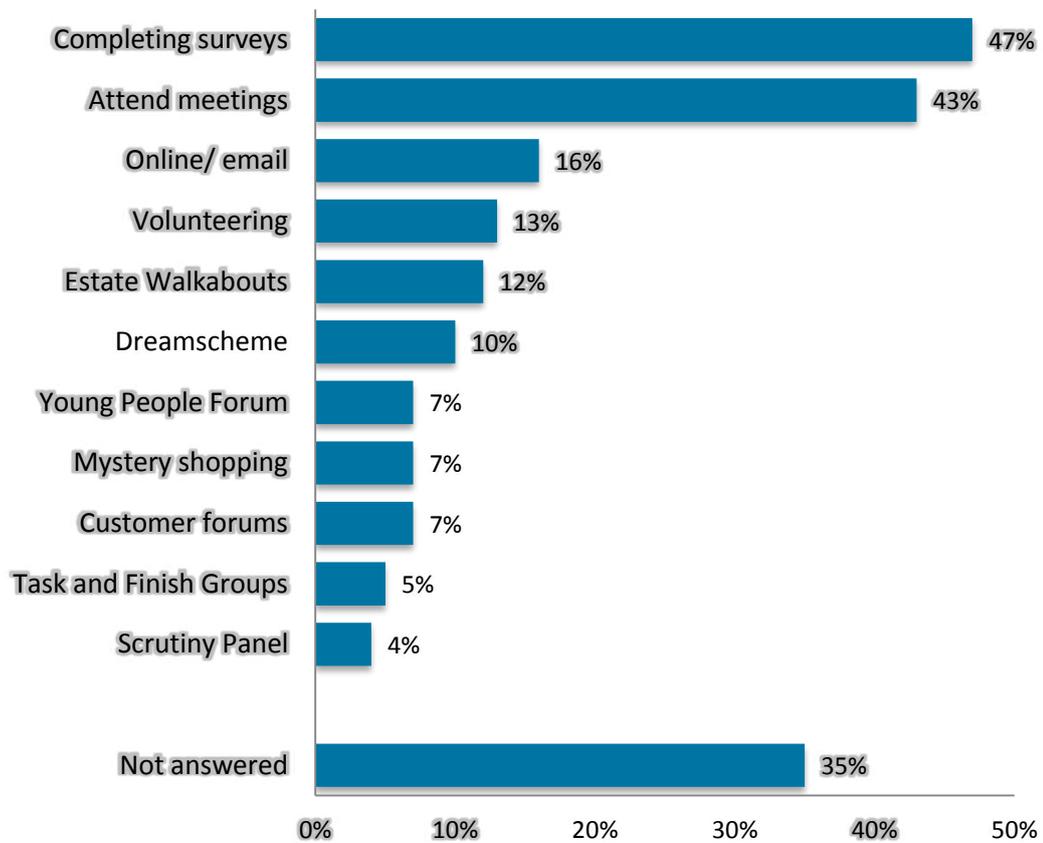
In regards to opportunities to take part in decision making, just 42% of tenants aged 35-44 are satisfied, significantly lower than the total average (59%). However, tenants aged 65-74 are significantly more likely than the total average to be satisfied in this regards (65% cf. 59%).

**Table 9: Being kept informed and opportunities to take part in decision making by age group (Valid responses)**

	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+
<b>Being kept informed about thing that may affect tenants (% good)</b>	63%	62% ✘	66% ✘	69% ✘	82% ✔	83% ✔	80%
<b>Opportunity to take part in housing service decision making process (% satisfied)</b>	58%	42% ✘	56%	58%	65% ✔	63%	50%

Tenants were asked which of the following opportunities available tenants were aware of. A third of tenants (35%) did not given an answer to this question, implying that there is a significant amount of tenants unaware of any of the ways to get involved with the Housing Service. Of those that answered, under half (47%) of are aware of being able to complete surveys, whilst 43% were aware about being able to attend meetings. However after these two opportunities, 16% or less of tenants was aware of the rest. Under a fifth of tenants were aware of opportunities involving online/ email (16%) whilst just 4% were aware of the scrutiny panel.

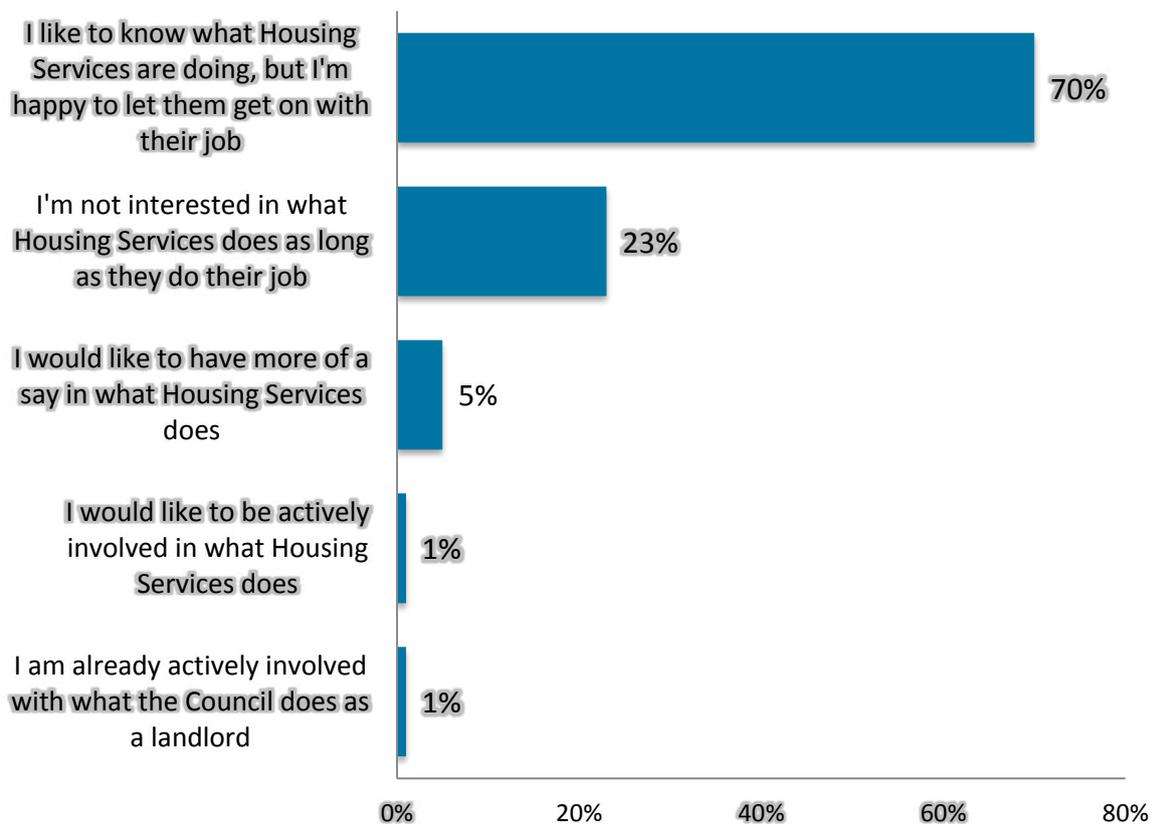
**Figure 32: Q25. There are a number of ways in which you can get involved with South Derbyshire District Council's Housing Service. How many of the following opportunities to get involved are you aware of? (All responses)**



Unweighted sample base: 1014

When asked about tenant involvement with the housing services, the majority of tenants (70%) said that they would like to know what the services are doing, but are happy to let them get on with it. This implies that most tenants would like to be kept informed but are less interested in getting involved with the housing services. 23% say they are not interested in getting involved with the housing services. 23% say they are not interested in even being kept informed on what the service is doing as long as the service is good. Just 1% said they would like to get actively involved with what the housing service does.

**Figure 33: Q26. Which of the following statements do you agree with? (Valid responses)**



Unweighted: 869

When breaking this down by age, those aged 55-64 are significantly more likely than the total to say they want to know what housing services are doing but happy to let them get on with it (77% cf. 70%). Those aged 35-44 are significantly more likely than the total to say they would like to get actively involved with what the service does (6% cf. 1%).

**Table 10: Q26. Which of the following statements do you agree with? – By age (Valid responses)**

	25-34	35-44	45-54	55-64	65-74	75-84	85+
I'm not interested in what Housing Services does as long as they do their job	18%	13%	29%	17% ✗	21%	28%	30%
I like to know what Housing Services are doing, but I'm happy to let them get on with their job	68%#	74%	66%	77% ✓	71%	68%	70%
I would like to have more of a say in what Housing Services does	10%	7%	2%	6%	7%	2% ✗	0% ✗
I would like to be actively involved in what Housing Services does	4%	6% ✓	2%	0%	1%	*%	0%
I am already actively involved with what the Council does as a landlord	0%	0%	0%	0%	1%	2% ✓	0%

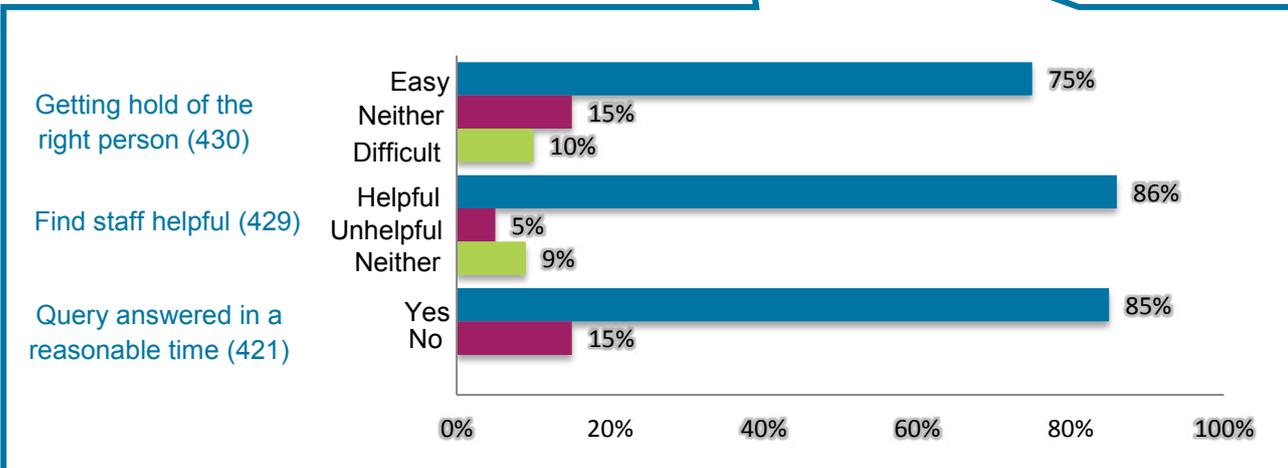
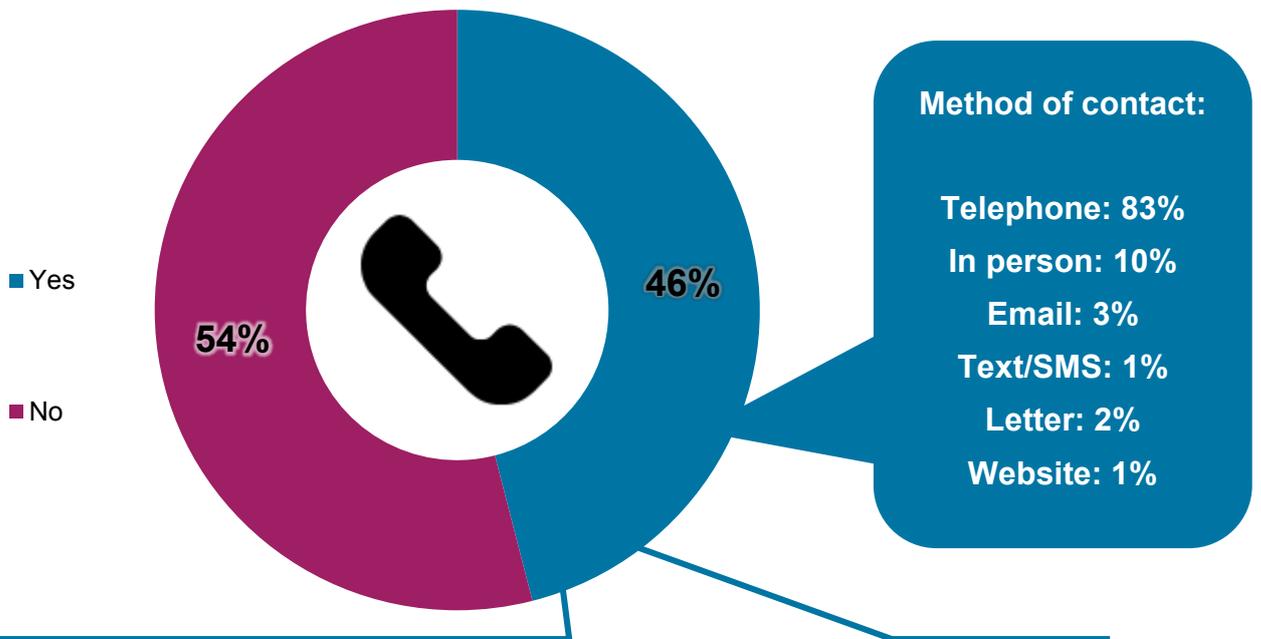
## 9 Contact with Housing Services

### 9.1 Contact in the last 12 months

Just under half (46%) of tenants have contacted the housing service in the last 12 months with a query other than to pay their rent. Of those that did contact the housing service, 83% did so by telephone.

Tenants were asked about various aspects of their contact with SDDC. 75% said that they found it easy to get hold of the right person, whilst 86% said they found the staff member they spoke to helpful. 85% said that their query was answered within a reasonable time.

**Figure 34: Q28. Have you contacted SDDC’s Housing Service in the last 12 months with a query other than to pay your rent? Q29. How did you last make contact with South Derbyshire District Council’s Housing Service? Q30. Was getting hold of the right person easy or difficult? Q31. Did you find the staff helpful or unhelpful? Q32. Was the query answered within a reasonable time? (Valid responses)**

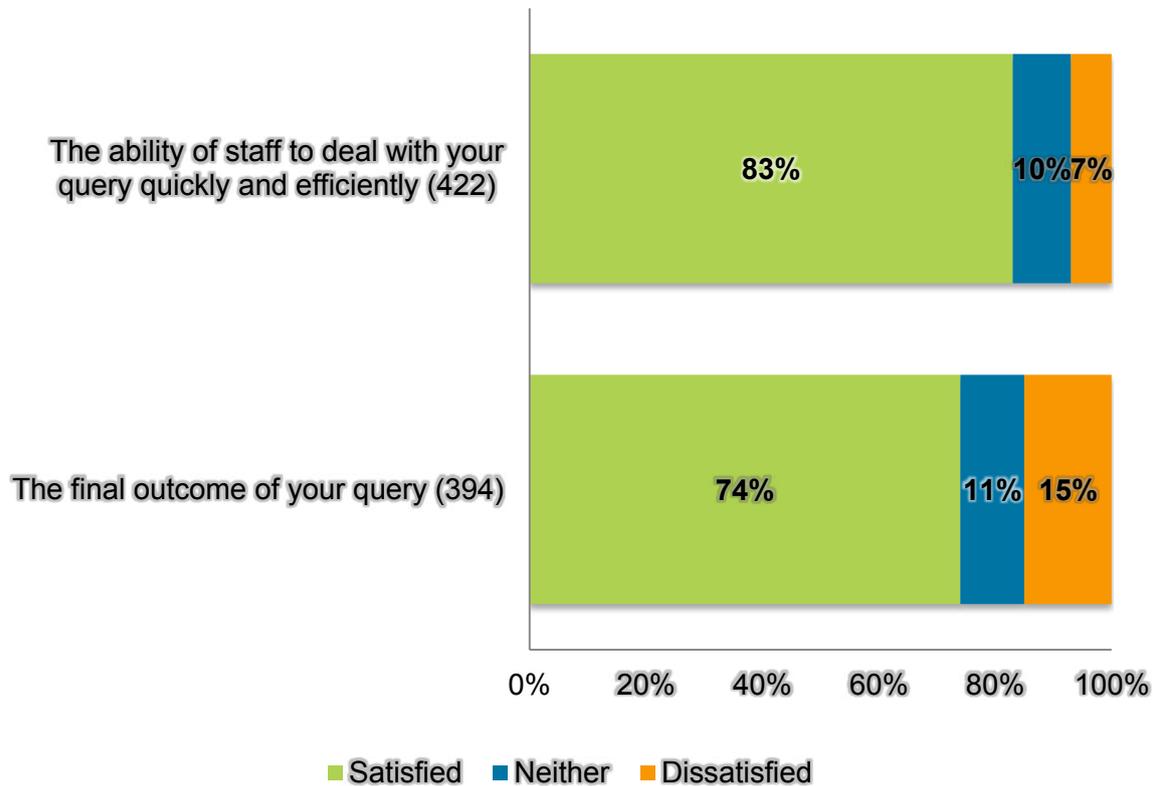


Unweighted sample base: 956

Over four fifths (83%) were satisfied with the ability of the staff member to deal with their query quickly and efficiently. Three quarters (74%) were satisfied with the final outcome of their query.

Tenants aged 45-54 were significantly less likely than those aged 75-84 to be satisfied with the final outcome of their query (54% cf. 89%).

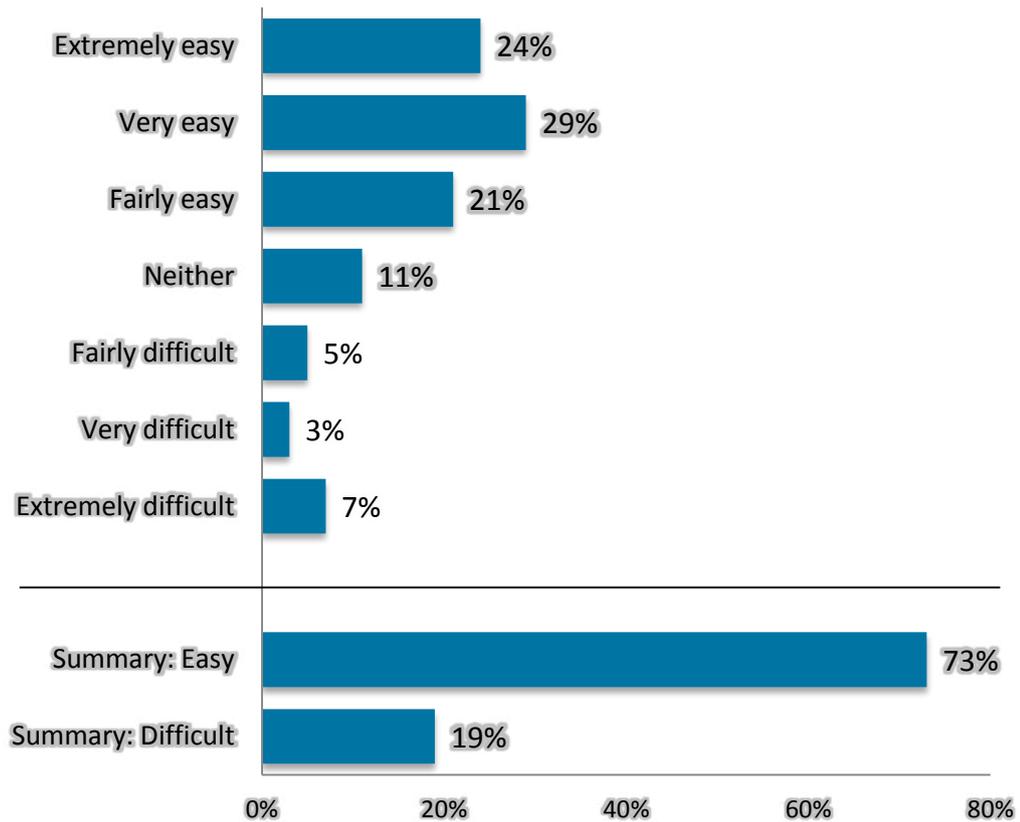
**Figure 35: Q33. How satisfied or dissatisfied were you with the following? (Valid responses)**



Unweighted sample base in parenthesis

Three quarters (73%) of those who have contacted SDDC in the last 12 months said that it was easy to get their query resolved; with a quarter saying it was extremely easy (24%). When subtracting the proportion of those who find it difficult (19%) from those who find it either extremely or very easy (53%) gives us a net score of +34. Similar to other measures regarding the last contact with SDDC, tenants aged 45-54 were significantly less likely than those aged 75-84 to have found it easy getting their query resolved (58% cf. 84%).

**Figure 36: Q34. Overall, how easy was it to get your query resolved? (Valid responses)**

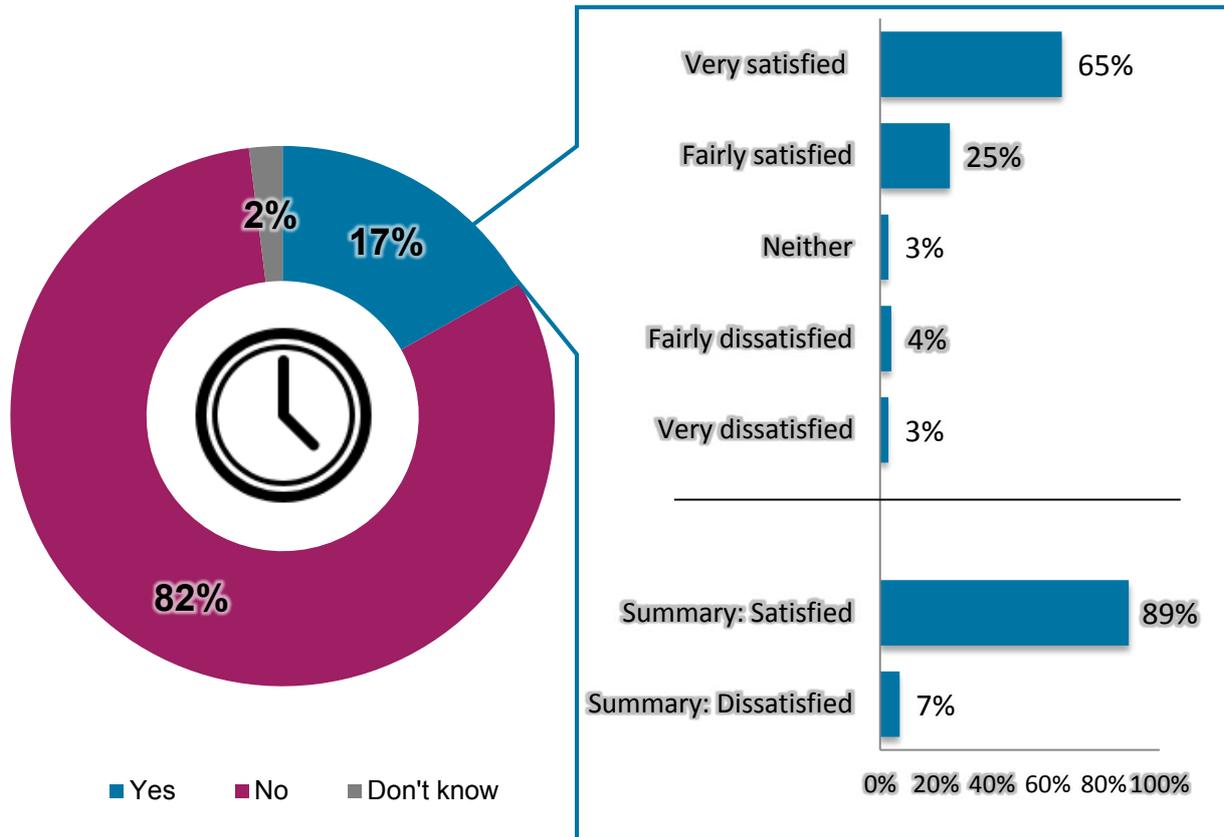


Unweighted sample base: 417

## 9.2 Out of hours service

17% of tenants said that they have used the Housing Services out-of-hours service in the last 12 months. This rises significantly amongst general needs tenants (20%) but falls significantly amongst sheltered tenants (9%). Of those who had used the out-of-hours service in the last 12 months, nine in ten (89%) said they were satisfied with it, with two thirds (65%) very satisfied.

**Figure 37: Q35. Have you used the Housing Services out-of-hours service in the last 12 months? (Valid responses)**

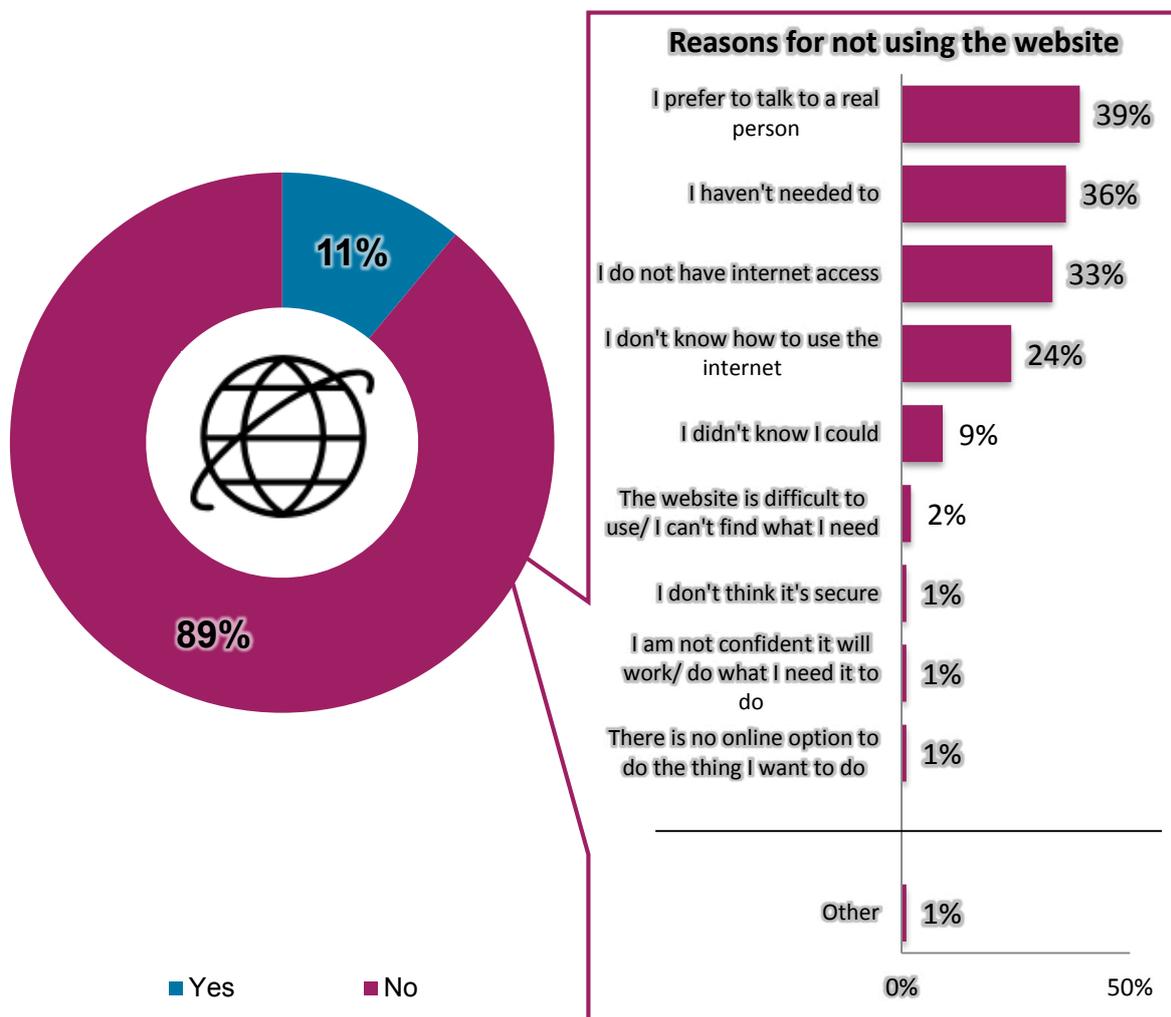


### 9.3 Housing Services website

Just over one in ten (11%) tenants say they have access the Housing Service website in the last 12 months for any of the online services available to tenants. This significantly rises to 33% for tenants aged 25-34 and 30% for those aged 35-44. However this significantly decreases to just 5% for those aged 65-74, 3% for those aged 75-84 and 0% for those aged 85+.

When asked why they hadn't used the website in the last 12 months, those most popular reasons were due to preferring to talk to a real person (39%), haven't had the need to (36%), don't have internet access (33%) or don't know how to use the internet (24%).

**Figure 38: Q38. Have you used the Housing Services website in the last 12 months for any online services? (Valid responses)**

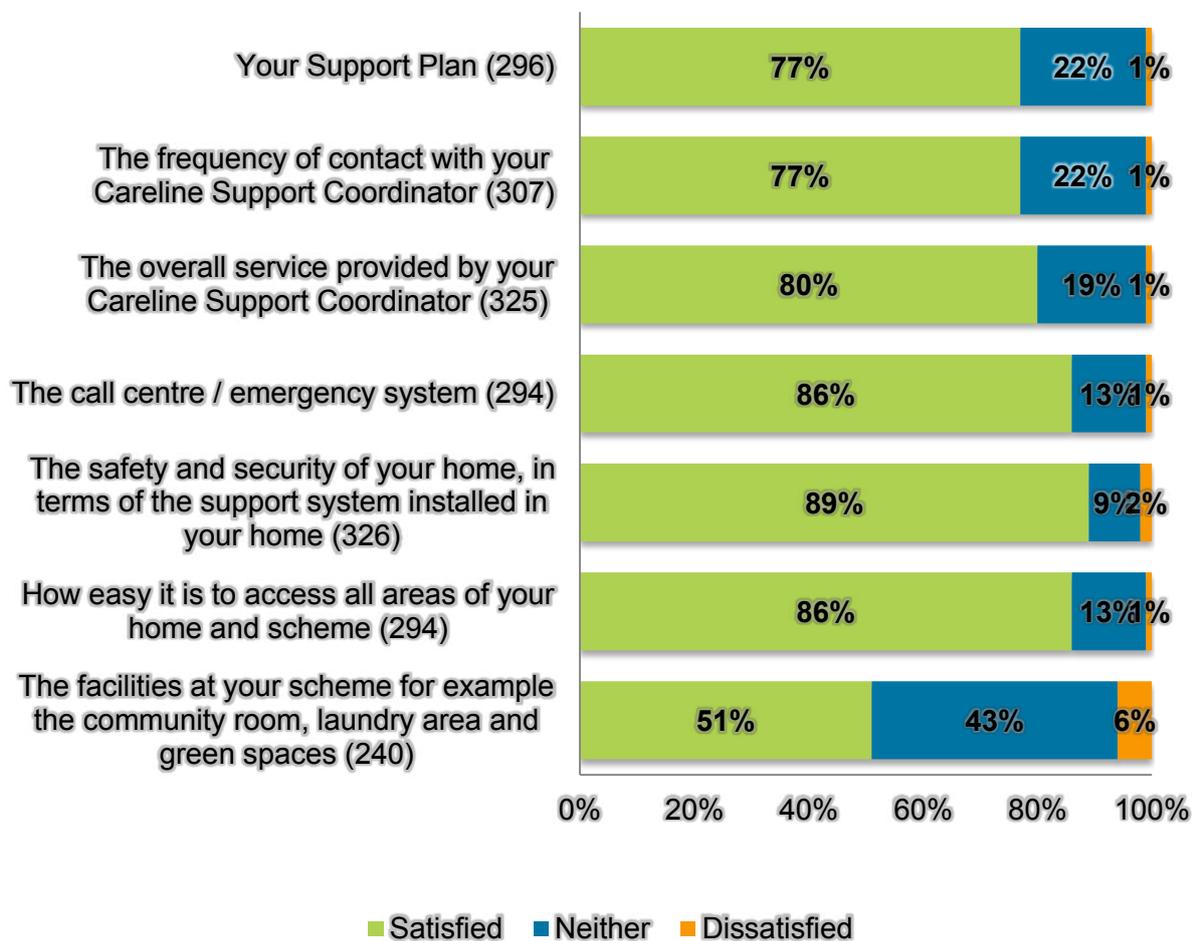


Unweighted sample base: 91, 821

## 10 Supported Housing

Tenants who have the services of a Careline Support Coordinator or an alarm system which enables them to contact the Careline Team were asked how they feel about various aspects of the support service. 89% were satisfied with the safety and security of their home whilst 86% were satisfied with the call centre/ emergency system and how easy it is to access all areas of their home and scheme. Just under eight in ten are satisfied with the safety and security of their home (77%) and the frequency of contact with their coordinator (77%). The lowest perception was in regards to satisfaction with the facilities with tenants' scheme, with 51% saying they are satisfied in this regard.

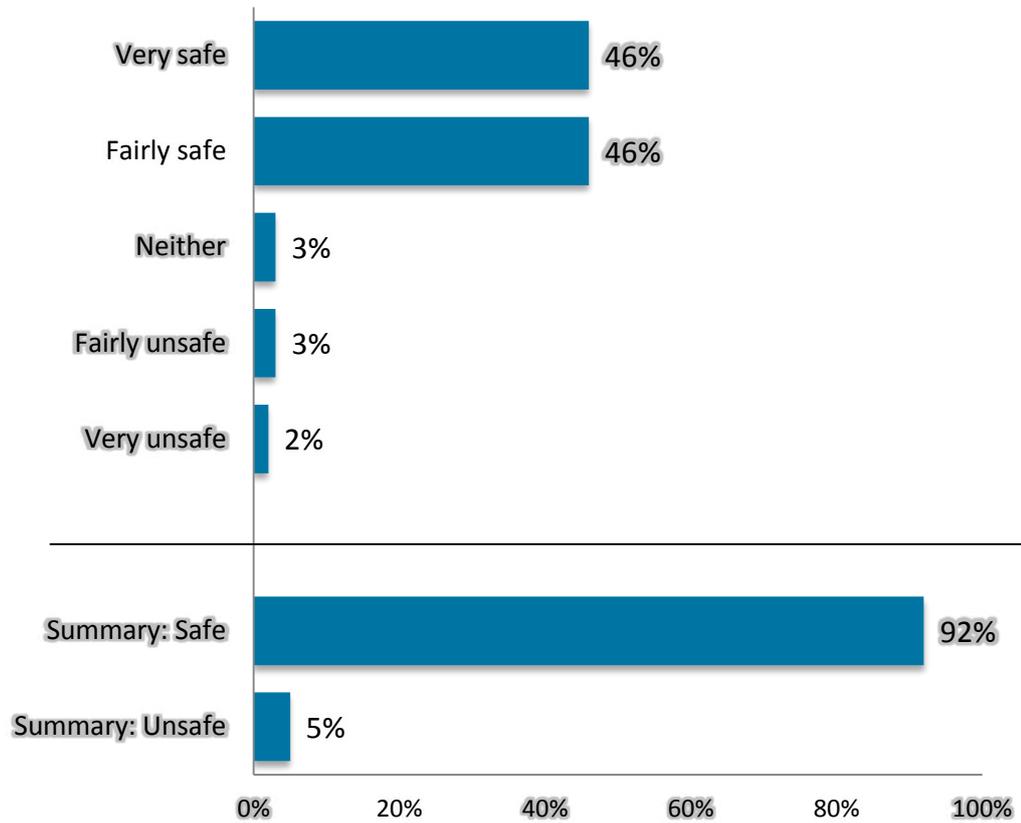
**Figure 39: Q41. Thinking about where you live, how satisfied or dissatisfied are you with the following...? (Sheltered responses)**



Unweighted sample base in parenthesis

92% of tenants living in supported housing said that they feel safe within their community. Tenants living in patch 2 are significantly more likely than the total average to feel safe (95% cf. 87%). Under one in ten (5%) of tenants say they feel unsafe in their community.

**Figure 40: Q42. How safe do you feel within your community? (Sheltered responses)**

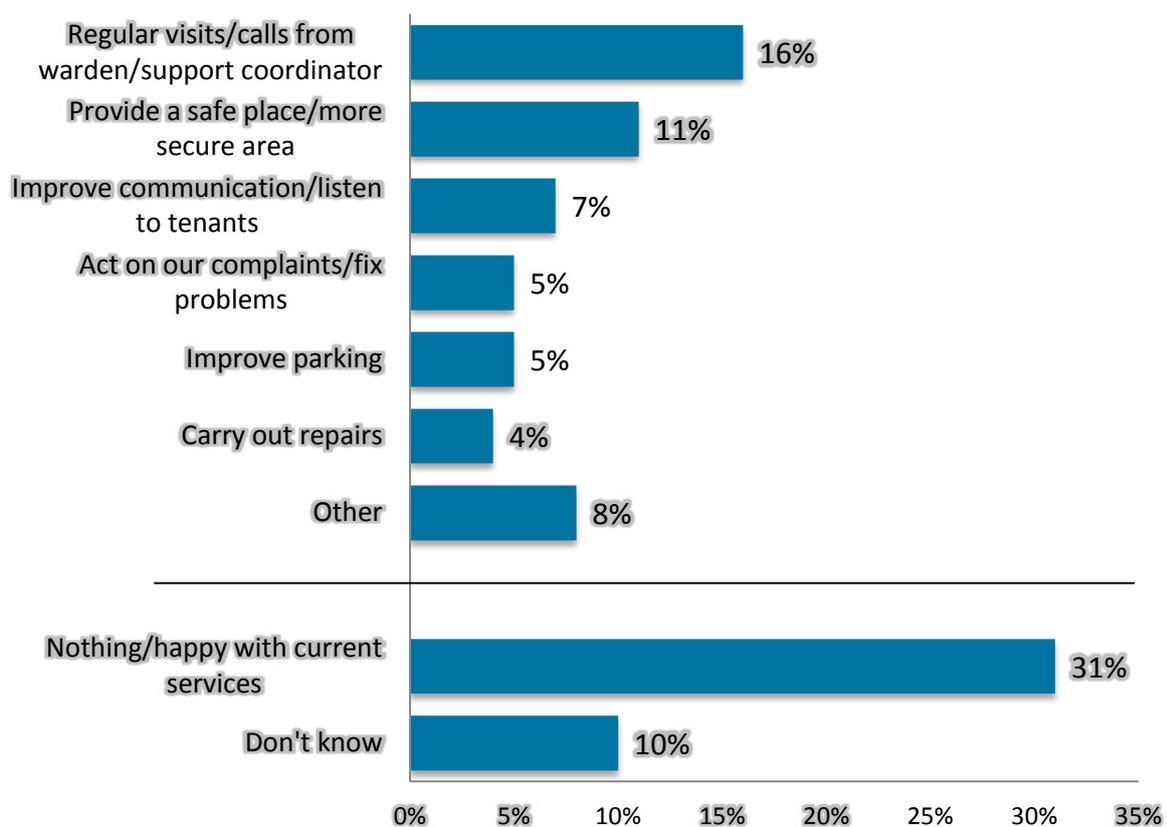


Unweighted sample base: 437

Tenants were asked to give their views on how they feel SDDC can improve the supported housing services. 31% of those who answered this question said nothing as they are happy with the services as they are, whilst 10% said they don't know.

16% said that regular visits or calls from their support coordinator would improve the support services, whilst 11% said providing a safe place or more secure areas would improve perceptions of the service amongst tenants.

**Figure 41: Q43. How do you feel that the Council could improve its Supported Housing services? (Sheltered responses)**



Unweighted sample base: 101

## 11 Unweighted sample base

Table 11: Unweighted sample base

Age	%	Number
16-24	1%	12
25-34	3%	32
35-44	5%	47
45-54	10%	95
55-64	17%	164
65-74	27%	262
75-84	25%	234
85+	10%	100
<b>Gender</b>		
Male	40%	388
Female	59%	564
Prefer to self-describe	>1%	2
<b>Property type</b>		
House	38%	388
Bungalow	33%	333
Flat	29%	293
<b>Patch</b>		
Patch 1	20%	205
Patch 2	22%	228
Patch 3	25%	251
Patch 4	17%	168
Patch 5	16%	162
<b>Tenure</b>		
General needs	52%	526
Sheltered	48%	488

# 12 Questionnaire and Cover letter

Pro\_1584\_V1





**South Derbyshire  
District Council**



## Tenant Satisfaction Survey 2018

BMG Research are conducting a survey on behalf of South Derbyshire District Council. South Derbyshire District Council would like your help in understanding your satisfaction with them as a landlord and what you think about the services they provide.

**The survey will take around 10 minutes to complete.**

To help us process your completed questionnaire, please follow the guidelines below

- 1) The questionnaire should be completed by the tenant at this address, or their carer.
- 2) Please use black or blue ink & mark your answer with a cross in the box (x).
- 3) Completely 'colour in' any boxes crossed in error.
- 4) Please do not write outside the boxes provided.

**This survey can also be completed online by going to [www.SDDCTenantSurvey.co.uk](http://www.SDDCTenantSurvey.co.uk)**

All of the responses you provide will be treated in the strictest confidence and you won't be identified in any information we pass on to South Derbyshire District Council unless your permission is granted. BMG Research abides by the Market Research Society Code of Conduct at all times. You can also find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website [www.bmgresearch.co.uk/privacy](http://www.bmgresearch.co.uk/privacy) or you can visit [www.south-derbys.gov.uk/about-us/data-privacy-and-cookies/privacy-notice](http://www.south-derbys.gov.uk/about-us/data-privacy-and-cookies/privacy-notice) advising members of the public of what to expect when the South Derbyshire District Council collects personal information.

By completing and returning this questionnaire to us, we will take this as your consent for us to process and analyse the data you have provided.

**Section 1: Housing Services**

- 1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service?**  
Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				
  
- 2. How likely would you be to recommend South Derbyshire District Council's Housing Service to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?**  
Please put a cross (x) in one box only

Not at all likely	0	1	2	3	4	5	6	7	8	9	Extremely likely 10
	<input type="checkbox"/>										

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Pro\_1584\_V1

**3. How satisfied or dissatisfied are you that your rent provides value for money?**  
Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				

**4. To what extent do you agree or disagree that Housing Services...? Please put a cross (x) in one box only**

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
Provides an effective and efficient service	<input type="checkbox"/>				
Provides the service I expect from my landlord	<input type="checkbox"/>				
Treats its residents fairly	<input type="checkbox"/>				
Has a good reputation in my area	<input type="checkbox"/>				
Has friendly and approachable staff	<input type="checkbox"/>				
Is trustworthy	<input type="checkbox"/>				

**5. How satisfied or dissatisfied are you with the way Housing Services deals with the following?**  
Please put a cross (x) in one box only

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Anti-social behaviour	<input type="checkbox"/>				
Complaints	<input type="checkbox"/>				

**6. Are you aware that South Derbyshire District Council has a formal complaints procedure?**  
Please put a cross (x) in one box only

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

**7. Have you made a formal complaint in the last 12 months?** Please put a cross (x) in one box only

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

**Section 2: Estate Services**

**8. How satisfied or dissatisfied are you with your neighbourhood as a place to live?**  
Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				

**9. How satisfied or dissatisfied are you with each of the following?**  
Please put a cross (x) in one box for each of the following

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
The overall appearance of your neighbourhood	<input type="checkbox"/>					
Grounds maintenance, such as grass cutting, in your area	<input type="checkbox"/>					
Cleaning of internal communal areas	<input type="checkbox"/>					
Cleaning of external communal areas	<input type="checkbox"/>					

Pro\_1584\_V1

10. How do you feel Housing Services could improve its estates services? Please write in the box below

**Section 3: Advice and Support**

11. Which of the following advice and support services South Derbyshire District Council offers are you aware of? Please put a cross (x) in all that apply

- |  |                          |   |                          |
|--|--------------------------|---|--------------------------|
| Managing money and budgeting .....                     | <input type="checkbox"/> | Accessing trust funds and grants .....  | <input type="checkbox"/> |
| Maximising income and claiming entitled benefits ..... | <input type="checkbox"/> | Making referrals to specialist services (e.g. Adult Care, P3 Mental Health) ..... | <input type="checkbox"/> |
| Getting you ready for Universal Credit .....           | <input type="checkbox"/> | Help getting low cost furniture .....   | <input type="checkbox"/> |
| Digital Inclusion .....                                | <input type="checkbox"/> | Support in applying for discretionary payments .....                              | <input type="checkbox"/> |
| Setting up utility services .....                      | <input type="checkbox"/> | Referrals to others for debt counselling .....                                    | <input type="checkbox"/> |
| Understanding your tenancy .....                       | <input type="checkbox"/> | Setting up back accounts and credit union access .....                            | <input type="checkbox"/> |
| Accessing affordable loans.....                        | <input type="checkbox"/> |   |                          |

**Section 4: Your home**

12. How satisfied or dissatisfied are you with the overall quality of your home?

Please put a cross (x) in one box only

- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        |
| <input type="checkbox"/> |

13. How satisfied or dissatisfied are you with the overall condition of your....?

Please put a cross (x) in one box for each of the following

- |                | Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        | Not applicable           |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Bathroom       | <input type="checkbox"/> |
| Kitchen        | <input type="checkbox"/> |
| Windows        | <input type="checkbox"/> |
| Homes exterior | <input type="checkbox"/> |
| Homes interior | <input type="checkbox"/> |

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**14.** If you are dissatisfied with the condition of an area of your home, why do you think this?  
Please write in the box below

**15.** Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home? Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				

**Section 5: Repairs and Maintenance**

**16.** How satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance? Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				

**17.** Have you had any repairs to your home in the last 12 months? Please put a cross (x) in one box only

Yes		No	
<input type="checkbox"/>	Go to Q18	<input type="checkbox"/>	Go to 21.

**18.** Thinking about the LAST time you had a repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service? Please put a cross (x) in one box for each of the following

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when the workers would call	<input type="checkbox"/>				
Being able to make an appointment	<input type="checkbox"/>				
Time taken before work started	<input type="checkbox"/>				
The attitude of workers	<input type="checkbox"/>				
The overall quality of work	<input type="checkbox"/>				
Cleaning up when the repair was finished	<input type="checkbox"/>				
The repair being done 'right first time'	<input type="checkbox"/>				

**19.** Did the tradesperson show proof of identity? Please put a cross (x) in one box only

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

**20.** Overall, how easy was it to...? Please put a cross (x) in one box for each of the following

	Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult
Report a repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Get your repair completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Section 6: Community Engagement**

**21.** How satisfied or dissatisfied are you that Housing Services gives you the opportunity to make your views known? Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				

---

**22.** How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				

---

**23.** How good or poor do you feel Housing Services is keeping you informed about things that may affect you as a resident? Please put a cross (x) in one box only

Very good	Fairly good	Neither	Fairly poor	Very poor
<input type="checkbox"/>				

---

**24.** How satisfied or dissatisfied are you with the opportunities given to you to participate in Housing Services decision making process? Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				

---

**25.** There are a number of ways in which you can get involved with South Derbyshire District Council's Housing Service. How many of the following opportunities to get involved are you aware of? Please put a cross (x) in all that apply

Attend meetings.....	<input type="checkbox"/>	Customer forums.....	<input type="checkbox"/>
Completing surveys.....	<input type="checkbox"/>	Estate Walkabouts.....	<input type="checkbox"/>
Task and Finish Groups.....	<input type="checkbox"/>	Online/ email.....	<input type="checkbox"/>
Young People Forum.....	<input type="checkbox"/>	Volunteering.....	<input type="checkbox"/>
Scrutiny Panel.....	<input type="checkbox"/>	Dreamscheme (Community Youth involvement scheme.....	<input type="checkbox"/>
Mystery shopping.....	<input type="checkbox"/>		

---

**26.** Which of the following statements do you agree with? Please put a cross (x) in one box only

I'm not interested in what Housing Services does as long as they do their job.....	<input type="checkbox"/>
I like to know what Housing Services are doing, but I'm happy to let them get on with their job.....	<input type="checkbox"/>
I would like to have more of a say in what Housing Services does.....	<input type="checkbox"/>
I would like to be actively involved in what Housing Services does.....	<input type="checkbox"/>
I am already actively involved with what the Council does as a landlord.....	<input type="checkbox"/>



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**34. Overall, how easy was it to get your query resolved? Please put a cross (x) in one box only**

Extremely easy    Very easy    Fairly easy    Neither    Fairly difficult    Very difficult    Extremely difficult

---

**35. Have you used the Housing Services out-of-hours service in the last 12 months? Please put a cross (x) in one box only**

Yes    No    Don't know

   Go to 36.        Go to 37.        Go to 37.

---

**36. How satisfied were you with the services you received when using the out-of-hours service? Please put a cross (x) in one box only**

Very satisfied    Fairly satisfied    Neither    Fairly dissatisfied    Very dissatisfied

---

**37. Which of the following methods of being kept informed and getting in touch with Housing Services are you happy to use? Please put a cross (x) in all that apply**

Email .....	<input type="checkbox"/>	Visit to the office .....	<input type="checkbox"/>
Telephone .....	<input type="checkbox"/>	Visit to your home by staff .....	<input type="checkbox"/>
Facebook .....	<input type="checkbox"/>	Open meetings .....	<input type="checkbox"/>
Text / SMS .....	<input type="checkbox"/>	Newsletter .....	<input type="checkbox"/>
In writing .....	<input type="checkbox"/>	Other (Please specify in the box below) .....	<input type="checkbox"/>

---

**38. Have you used the Housing Services website in the last 12 months for any online services? Please put a cross (x) in one box only**

Yes    No    Can't remember

   Go to Q41        Go to 39.        Go to Q41

---

**39. If you haven't used the Housing Services website in the last 12 months could you tell us why this is? Please put a cross (x) in all that apply**

I didn't know I could .....	<input type="checkbox"/> Go to Q41	There is no online option to do the thing I want to do .....	<input type="checkbox"/> Go to Q40.
I haven't needed to .....	<input type="checkbox"/> Go to Q41	I don't know how to use the internet .....	<input type="checkbox"/> Go to Q41
I don't think it's secure .....	<input type="checkbox"/> Go to Q41	I prefer to talk to a real person ..	<input type="checkbox"/> Go to Q41
The website is difficult to use/ I can't find what I need .....	<input type="checkbox"/> Go to Q41	I do not have internet access .....	<input type="checkbox"/> Go to Q41
I am not confident it will work/ do what I need it to do .....	<input type="checkbox"/> Go to Q41	Other (Please specify below) .....	<input type="checkbox"/> Go to Q41

**40. What did you want to do that you couldn't online? Please specify in the box below**

**Section 8: Supported Housing**

Supported Housing schemes consist of flats, bedsits and bungalows which:

- have the services of a Careline Support Coordinator who does not live on site
  - have an alarm system, which enables tenants and the Careline Team to speak to each other
- If this does not apply to you then please go to Q44

**41. Thinking about where you live, how satisfied or dissatisfied are you with the following...?**

Please put a cross (x) in one box for each of the following

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Your Support Plan	<input type="checkbox"/>				
The frequency of contact with your Careline Support Coordinator	<input type="checkbox"/>				
The overall service provided by your Careline Support Coordinator	<input type="checkbox"/>				
The call centre / emergency system	<input type="checkbox"/>				
The safety and security of your home, in terms of the support system installed in your home	<input type="checkbox"/>				
How easy it is to access all areas of your home and scheme	<input type="checkbox"/>				
The facilities at your scheme for example the community room, laundry area and green spaces	<input type="checkbox"/>				

**42. How safe do you feel within your community? Please put a cross (x) in one box only**

Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
<input type="checkbox"/>				

**43. How do you feel that the Council could improve its Supported Housing services?**

Please specify in the box below

Pro\_1584\_V1

**Section 9: You and Your Household**

We need to ensure we get the views of all types of customers. In order for us to do this, we need to ask a few questions about your household. We recognise that you might consider some of these questions to be personal or sensitive, in which case you are free not to answer them.

**44. Do you have any dependents living at home with you (including children and other family members)?** Please put a cross (x) in one box only

Yes	No	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**45. Are you...?** Please put a cross (x) in one box only

16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Prefer not to say
<input type="checkbox"/>								

**46. Are you....?** Please put a cross (x) in one box only

Male	Female	Prefer to self describe (Please write in the box below)	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**47. What is your employment situation?** Please put a cross (x) in one box only

Employed full-time (e.g. 35 hours or more per week)..... <input type="checkbox"/>	Unemployed but not seeking paid employment (e.g. carer looking after home etc)..... <input type="checkbox"/>
Employed part-time (e.g. less than 35 hours per week)..... <input type="checkbox"/>	Permanently sick or disabled..... <input type="checkbox"/>
Employed zero-hours contract..... <input type="checkbox"/>	Retired..... <input type="checkbox"/>
Self employed..... <input type="checkbox"/>	Other (Please specify)..... <input type="checkbox"/>
Unemployed but actively seeking paid employment..... <input type="checkbox"/>	Prefer not to say..... <input type="checkbox"/>

**Thank you for taking the time to complete this questionnaire. Please return it as requested in the envelope provided as soon as possible or by Thursday 12th July to BMG Research**



South Derbyshire District Council,  
Civic Offices, Civic Way,  
Swadlincote, Derbyshire DE11 0AH.

[www.south-derbys.gov.uk](http://www.south-derbys.gov.uk)  
@SDDC on Twitter  
@southderbyshiredc on Facebook

First name Last name  
Mailing Address 1  
Mailing Address 2  
Mailing Address 3  
Mailing Address 4  
Post Code

**Don't miss out on your chance to be part of the 2018 Tenant Satisfaction Survey**

Dear [Tenant Name],

South Derbyshire District Council is committed to working closely with its tenants to deliver excellent housing services.

As a result, the Council is carrying out a survey to help understand how satisfied you are with the services it offers as your landlord. The findings will be used to shape priorities and further improve our services in the future.

The Council has asked BMG Research, an independent research company, to carry out a tenant satisfaction survey on its behalf. You can complete the survey online following the instructions below.

Go to the following website:	<a href="http://www.SDDCTenantSurvey.co.uk">www.SDDCTenantSurvey.co.uk</a>	Or scan this QR code using a smart phone or tablet:	
Please enter the following ID number when asked to do so: 1584XXXXX			

Alternatively, you can return your completed survey to BMG, at no cost to yourself, by using the pre-paid envelope enclosed. Please return your completed survey as soon as possible or by **Thursday, July 12, 2018**.

If you have any questions or concerns about the survey, you can contact the BMG Research Helpline on 0800 358 0337. This number is free from landlines, although mobiles may be charged.

I hope you will take part in the survey and would like to thank you in advance for your help.

Yours sincerely,

Allison Thomas, Strategic Director – Service Delivery

## Appendix: Statement of Terms

### **Compliance with International Standards**

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2015) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management (ISO 27001:2013).

### **Interpretation and publication of results**

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not be publish any part of these results without the written and informed consent of the client.

### **Ethical practice**

BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.



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<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 13</b>
<b>DATE OF MEETING:</b>	<b>22<sup>nd</sup> NOVEMBER 2018</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>DEMOCRATIC SERVICES 01283 59 5848/5722 <a href="mailto:democraticservices@south-derbys.gov.uk">democraticservices@south-derbys.gov.uk</a></b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COMMITTEE WORK PROGRAMME</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: G</b>

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### **1.0 Recommendations**

1.1 That the Committee considers and approves the updated work programme.

### **2.0 Purpose of Report**

2.1 The Committee is asked to consider the updated work programme.

### **3.0 Detail**

3.1 Attached at Annexe 'A' is an updated work programme document. The Committee is asked to consider and review the content of this document.

### **4.0 Financial Implications**

4.1 None arising directly from this report.

### **5.0 Background Papers**

5.1 Work Programme.

## Housing and Community Services Committee – 22<sup>nd</sup> November 2018 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
<b>Reports Previously Considered By Last 3 Committees</b>		
Adoption of Affordable Housing Supplementary Planning Document	1 <sup>st</sup> February 2018	Eileen Jackson Housing Strategy Manager (01283) 595763
Corporate Plan 2016-21: Performance Report (1 October – 31 December 2017)	8 <sup>th</sup> March 2018	Keith Bull Head of Communications (01283 228705)
Community Partnership Grant Scheme: Criteria and Procedures	8 <sup>th</sup> March 2018	Ian Hey Community Partnership Officer (01283) 228741
Civil Penalties under the Housing and Planning Act 2016	8 <sup>th</sup> March 2018	Matt Holford Environmental Health Manager (01283) 595856
Housemark Core Benchmarking 2018/19	26 <sup>th</sup> April 2018	Martin Guest Business Support Manager (01283) 595940
Service Policies	26 <sup>th</sup> April 2018	Adrian Lowery Direct Services Manager (01283) 595674

Corporate Plan 2016-21: Performance Report Q4	7 <sup>th</sup> June 2018	Keith Bull Head of Communications (01283 228705)
Service Plans	7 <sup>th</sup> June 2018	Keith Bull Head of Communications (01283 228705)
Better Care Funding Allocation 2018-19	7 <sup>th</sup> June 2018	Eileen Jackson Housing Strategy Manager (01283) 595763
Consultation on Powers for Dealing with Unauthorised Development and Encampments	7 <sup>th</sup> June 2018	Matt Holford Environmental Health Manager (01283) 595856
Corporate Plan 2016-21: Performance Report Q1	23 <sup>rd</sup> August 2018	Keith Bull Head of Communications (01283 228705)
Updated Housing Strategy Plan	4 <sup>th</sup> October 2018	Eileen Jackson Housing Strategy Manager (01283) 595763
Social Housing Green Paper – ‘A New Deal for Tenants’ overview and consultation	4 <sup>th</sup> October 2018	Martin Guest Business Support Manager (01283) 595940
Council Response To Ministry Of Housing, Communities And Local Government Consultation On Social Housing Green Paper	4 <sup>th</sup> October 2018	Martin Guest Business Support Manager (01283) 595940

South Derbyshire Playing Pitch Strategy	4 <sup>th</sup> October 2018	Hannah Peate Sport and Health Partnership Manager (01283) 595973
<b>Provisional Programme of Reports To Be Considered by Committee</b>		
Corporate Plan 2016-21: Performance Report Q2	22 <sup>nd</sup> November 2018	Keith Bull Head of Communications (01283 228705)
Leaseholder Handbook	22 <sup>nd</sup> November 2018	Martin Guest Business Support Manager (01283) 595940
STAR survey – initial findings and plans	22 <sup>nd</sup> November 2018	Martin Guest Business Support Manager (01283) 595940
Contribution To Active Derbyshire	22 <sup>nd</sup> November 2018	Hannah Peate Sport and Health Partnership Manager (01283) 595973
Community Partnerships Scheme	22 <sup>nd</sup> November 2018	Ian Hey Community Partnership Officer (01283) 228741
South Derbyshire District Council Surveillance Policy	22 <sup>nd</sup> November 2018	Chris Smith Communities Manager (01283) 595787

Housemark Core Benchmarking	31 <sup>st</sup> January 2019	Martin Guest Business Support Manager (01283) 595940
STAR survey action plan	31 <sup>st</sup> January 2019	Martin Guest Business Support Manager (01283) 595940
Enhancements to the Housing Management System	TBC 2018/19	Martin Guest Business Support Manager (01283) 595940
Swadlincote Woodlands Management Plan	TBC 2018/19	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Improvements to Midway Community Centre	TBC 2018/19	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Corporate Plan 2016-21: Performance Report Q3	7 <sup>th</sup> March 2019	Keith Bull Head of Communications (01283 228705)
Allocations Policy and Choice-Based Lettings	March 2019	Paul Whittingham Housing Services Manager (01283) 595984
Review of the Disabled Facilities Grant Policy	June 2019	Paul Whittingham Housing Services Manager (01283) 595984