

Date: 23 May 2023

Dear Councillor,

Housing and Community Services Committee

A Meeting of the **Housing and Community Services Committee** will be held at **Council Chamber**, Civic Offices, Civic Way, Swadlincote on **Thursday, 01 June 2023 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Labour Group**

Councillor Rhind (Chair), Councillor M Mulgrew (Vice-Chair) and
Councillors Archer, Harrison, Haynes, Jackson, Pegg, Shepherd and A Tilley.

Conservative Group

Councillors Corbin, Ford and Kirke.

AGENDA

Open to Public and Press

- 1 Apologies and to note any Substitutes appointed for the Meeting.
- 2 To receive the Open Minutes of Meetings held on

05 January 2023 **4 - 7**

02 February 2023 **8 - 12**
- 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 CORPORATE PLAN 2020-24 PERFORMANCE REPORT (2022-2023 QUARTER 4 - 1 APRIL TO 31 MARCH) **13 - 49**
- 7 COUNCIL ANTI-SOCIAL BEHAVIOUR POLICY REVIEW **50 - 68**
- 8 PARKS AND GREEN SPACES SERVICE STANDARDS POLICY REVIEW **69 - 83**
- 9 COMMITTEE WORK PROGRAMME **84 - 88**

Exclusion of the Public and Press:

- 10 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.
- 11 To receive the Exempt Minutes of the following Meetings:

02 February 2023

HOUSING & COMMUNITY SERVICES COMMITTEE

05 January 2023

OPEN

PRESENT:

Labour Group

Councillor Rhind (Chair) and Councillor M. Mulgrew (Vice-Chair) and Councillors Richards, Shepherd, Southerd (Substitute for Councillor Dunn) and Tilley (Substitute for Councillor Heath).

Conservative Group

Councillors Corbin, Fitzpatrick (Substitute for Councillor Lemmon), Ford, Haines (Substitute for Councillor Redfern), Patten and Smith.

In attendance

Councillors Bambrick and Wheelton.

HCS/55 **APOLOGIES**

The Committee was informed that apologies had been received from Councillors Dunn and Heath (Labour Group), Councillors Lemmon and Redfern (Conservative Group) and Councillor Roberts (Independent Group).

HCS/56 **DECLARATIONS OF INTEREST**

The Committee noted that no Declarations of Interest had been received.

HCS/57 **QUESTIONS FROM MEMBERS OF THE PUBLIC UNDER COUNCIL PROCEDURE RULE NO 10**

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

HCS/58 **QUESTIONS BY MEMBERS OF THE COUNCIL UNDER COUNCIL PROCEDURE RULE NO 11**

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

MATTERS DELEGATED TO COMMITTEE**HCS/59 SERVICE BASE BUDGETS 2023-24**

The Head of Finance presented the report to the Committee highlighting that the budget was based on current service levels and that the report focused on changes on the current base budget compared to 2023-24 and that Heads of Service had been involved in scrutinising the spend details.

The current cost of Utilities, including Water, was under negotiation and other increases were noted for Subscriptions and Fees, Events Equipment Hire and Grounds Maintenance. The Head of Finance also gave an overview of earmarked reserves available to the Committee and highlighted the risks of future funding.

Members questioned if the two events for Festival of Leisure and Liberation Day could be combined to reduce costs, the number of allotments managed by the Council and if travelling fairs could be charged a ground rent. The Strategic Director (Corporate Resources) informed the Committee that further investigation was required in the matter of the events, the number of allotments would be obtained and Members were advised that Legal would look into the possibility of charging travelling fairs.

RESOLVED:

1.1 The proposed income and expenditure revenue budget for this Committee's services for 2023/24 as detailed in Appendix 1 was considered and recommended to the Finance and Management Committee for approval.

1.2 The Committee considered and approved the proposed fees and charges as detailed in Appendix 2 for 2023/24.

1.3 The Committee considered and approved an increase of 2% in Grants to Voluntary Bodies in 2023/24.

HCS/60 HOUSING REVENUE ACCOUNT BUDGET, FINANCIAL PLAN AND PROPOSED RENT 2023-24

The Head of Finance presented the report to Members which included the options for setting rents. The rent cap, at the time of the meeting, had been set at 7% by the Government. Given that the rent cap had only recently been confirmed by the Government, it was recommended that further options would to be discussed at Housing and Community Services Committee on 2 February 2023 with full analysis to be presented by the Head of Finance.

RESOLVED:

1.1 The Committee noted the report and recommendations and agreed to reconsider on 2 February 2023.

HCS/61 DECARBONISATION OF THE COUNCIL'S HOUSING STOCK

The Strategic Director (Corporate Resources) presented the report to Members confirming that the bid had been put forward.

RESOLVED:

1.1 The Committee approved the Council bidding for funding of £1.8 million from “Wave 2.1” of the Government’s Social Housing Decarbonisation Grant fund informed by the findings of Nottingham City report on energy efficiency and subsequent bid for Wave 1 funding.

1.2 That in the event the bid is successful the Council agreed to making the required landlord contribution of 50% of the total cost of improvements that would be delivered by this scheme (approximately £876,000 over 3 years

1.3 That in the event of a successful bid the Council approved the acceptance and receipt of any bid funding

1.4 That the financial implications of submitting the bid are referred to the Finance and Management Committee for approval.

HCS/62 COMMITTEE WORK PROGRAMME

The Strategic Director (Corporate Resources) presented to report to the Committee.

RESOLVED:

That the Committee considered and approved the updated work programme.

HCS/63 LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)

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 paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.

ANY EXEMPT QUESTIONS RECEIVED BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11

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

REVISED STRUCTURE – STRATEGIC HOUSING TEAM

RESOLVED:

That the Committee approved the recommendations in the report.

The meeting terminated at 16:40 hours

COUNCILLOR G RHIND

CHAIR

HOUSING & COMMUNITY SERVICES COMMITTEE

02 February 2023

OPEN

PRESENT:

Labour Group

Councillor Rhind (Chair) and Councillor M. Mulgrew (Vice-Chair) and Councillors Dunn, Richards, Shepherd, (Dunn) and Tilley (Substitute for Councillor Heath).

Conservative Group

Councillors Corbin, Fitzpatrick (Substitute for Councillor Smith), Ford, Lemmon, Patten and Watson (Substitute for Councillor Redfern).

In attendance

Councillor Muller
Councillor Taylor
Councillor Wheelton

HCS/66 **APOLOGIES**

The Committee was informed that apologies had been received from Councillors Heath (Labour Group), Councillors Redfern and Smith (Conservative Group) and Councillor Roberts (Independent Group).

HCS/67 **MINUTES**

The Open Minutes of meetings held on 18 August 2022, 29 September 2022 and 17 November 2022 were received and signed by the Chair of the Committee.

HCS/68 **DECLARATIONS OF INTEREST**

The Committee noted that no Declarations of Interest had been received.
Cllr

HCS/69 **QUESTIONS FROM MEMBERS OF THE PUBLIC UNDER COUNCIL PROCEDURE RULE NO 10**

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

HCS/70 **QUESTIONS BY MEMBERS OF THE COUNCIL UNDER COUNCIL PROCEDURE RULE NO 11**

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

MATTERS DELEGATED TO COMMITTEE

HCS/71 **HRA BUDGET AND RENT SETTING 2023-24 AND FINANCIAL PLAN TO 2033**

The Head of Finance presented the report to the Committee noting there were no variances following the previous Committee meeting. The Head of Finance confirmed the funding and broke down the rent increase variations and the impact of voids.

Councillor Richards addressed the Committee and recommended a rent increase of 3% as proposed in the report.

Councillor Corbin suggested that 0% increase should be considered and Councillor Fitzpatrick raised a query regarding the projections for the Housing Revenue Account.

The Strategic Director (Corporate Resources) informed the Committee that the projections were considered to be the worst case scenario and that due to the level of reserves any deficits would be covered but if there was a 0% rent increase it would remove any contingency to cover the on-going impact of rent loss in the current financial year and noted that the figures within the report were based upon a 3% rent increase.

Councillor Richards announced that a 0% increase could not be supported as it would potentially put the Housing Revenue Account into jeopardy and noted that at 3% South Derbyshire district Council's rent increase would be one of the lowest.

Members discussed a variety of rent increases and the impact of each proposal.

RESOLVED:

- 1.1 The Committee considered the options for Council House Rents for 2023/24 as detailed in Appendix 1 of the report and approved a rent increase of 3% for 2023/24.**
- 1.2 The Committee considered and approved the proposed revenue income and expenditure for 2023/24, for the Housing Revenue Account (HRA).**
- 1.3 The Committee approved that the Housing Revenue Account be kept under review and measures identified to mitigate the**

financial risks detailed in the report and to maintain a sustainable financial position.

- 1.4 The Committee approved that the final Housing Revenue Account position as per Appendix 2 of the report and a proposed rent increase of 3% for 2023/24 be referred to Finance and Management Committee on 9 February 2023.***

HCS/72 **HOME UPGRADE GRANT PHASE 2**

The Head of Environmental Services presented the report to the Committee noting the benefits to applying for the grant funding collaboratively and explained that the Council was expecting to hear in the near future regarding the bid for £2.2million

Councillor Watson sought clarity regarding the number of properties that qualified.

The Head of Environmental Services informed the Committee that 2000 properties had been contacted that may be eligible to claim.

RESOLVED:

- 1.1 The Committee approved the bid made to Midlands Net Zero Hub (MNZH) for £2,178,000 for Home Upgrades Grant Phase 2 funding to decarbonise and improve energy efficiency in off-gas private sector properties.***

HCS/73 **REGULATOR OF SOCIAL HOUSING-TENANT SATISFACTION INDICATORS**

The Head of Housing presented the report to the Committee and outlined the reasons for changes to the survey frequency and the prescribed formatting used and sought approval of the recommendations within the report.

The Head of Housing informed the Committee that both staff and Member training would be undertaken to ensure all understood and had sight of the new regulatory regime.

RESOLVED:

- 1.1 The Committee approved that all Council tenants be invited to take part in an annual satisfaction survey for the year 2023/24.***

1.2 The Committee approved that after the survey, subsequent annual surveys be carried out based on a representative sample of tenants

1.3 The Committee approved that the first three years' surveys be completed by externally procured market research specialists.

HCS/74 **COMMITTEE WORK PROGRAMME**

The Strategic Director (Corporate Resources) presented to report to the Committee.

RESOLVED:

That the Committee considered and approved the updated work programme.

HCS/75 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

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 paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.

MINUTES

The Exempt Minutes of the Meetings held on 18 August 2022, 29 September 2022, and 17 November 2022 were received.

ANY EXEMPT QUESTIONS RECEIVED BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11

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

ROSLISTON FORESTRY CENTRE UPDATE

RESOLVED:

That the Committee approved the recommendations in the report.

ENVIROMENTAL EDUCATION PROJECT CONTRACTS AND FUNDING

RESOLVED:

That the Committee approved the recommendations in the report.

The meeting terminated at 19:05 hours

COUNCILLOR G RHIND

CHAIR

| | | |
|--------------------------------|-------------------------------------------------------------------------------------------------|------------------------------|
| REPORT TO: | HOUSING AND COMMUNITY SERVICES | AGENDA ITEM: 6 |
| DATE OF MEETING: | 01 JUNE 2023 | CATEGORY: DELEGATED |
| REPORT FROM: | LEADERSHIP TEAM | OPEN DOC: |
| MEMBERS' CONTACT POINT: | HEIDI McDOUGALL (EXT. 5775) | |
| SUBJECT: | CORPORATE PLAN 2020-24: PERFORMANCE REPORT (2022-2023 QUARTER 4 – (1 APRIL TO 31 MARCH)) | |
| WARD (S) AFFECTED: | ALL | TERMS OF REFERENCE: G |

1.0 Recommendations

- 1.1 That the Committee approves progress against performance targets set out in the Corporate Plan 2020 - 2024.
- 1.2 That the Risk Register for the Committee's services are reviewed.

2.0 Purpose of the Report

- 2.1 To report progress against the Corporate Plan under the priorities of Our Environment, Our People and Our Future.

3.0 Executive summary

- 3.1 The Corporate Plan 2020 – 2024 was approved following extensive consultation into South Derbyshire's needs, categorising them under three key priorities: Our Environment, Our People and Our Future. The Corporate Plan is central to the Council's work – it sets out its values and vision for South Derbyshire and defines its priorities for delivering high-quality services.
- 3.2 This Committee is responsible for overseeing the delivery of the key priorities and the following key aims:

Our Environment

- *Enhance the attractiveness of South Derbyshire*

Our People

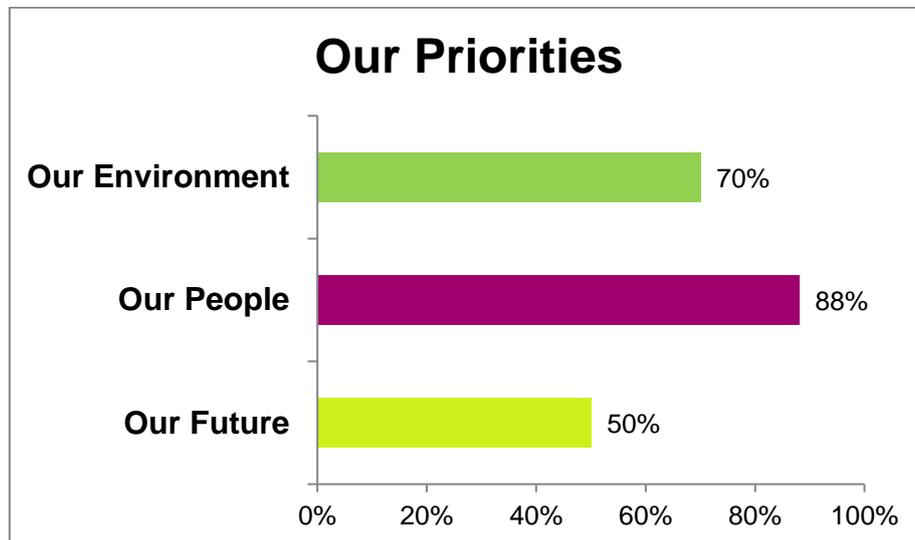
- *Engage with our communities*
- *Supporting and safeguarding the most vulnerable*



4.0 Performance Detail

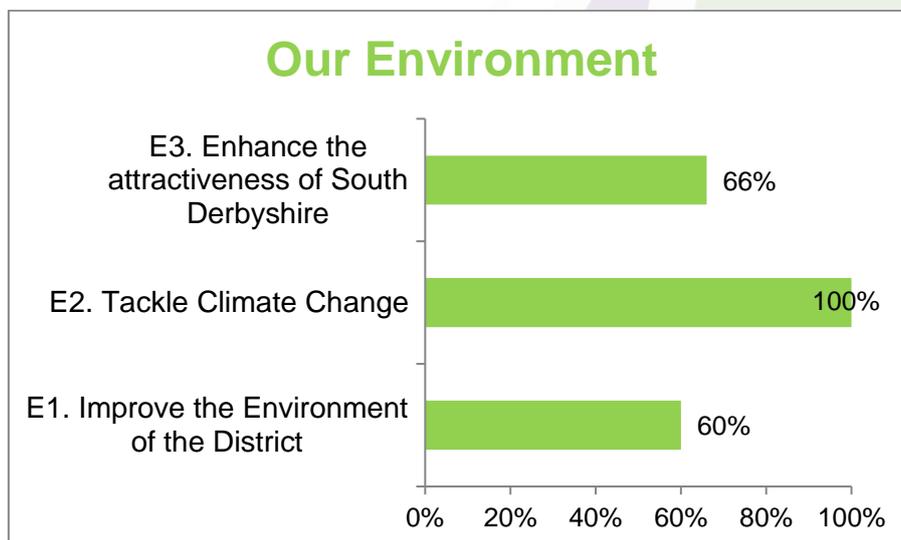
4.1 Overall Council performance against the priorities– Quarter four 2022-2023.

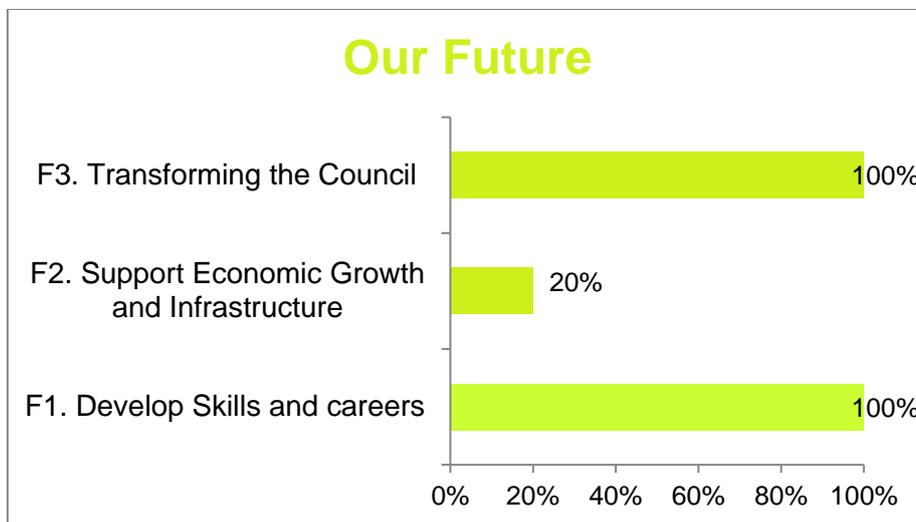
The below chart provides an overview for the percentage of measures that are on track to achieve the annual target.



4.2 Overall Council performance against key aims – Quarter four 2022-2023.

The below charts provide an overview for the percentage of measures that are on track to achieve the annual target within each key aim of the Corporate Plan.





4.3 Of the 35 measures which support the progress of the Corporate Plan 20-24, 23 are green, zero are amber, nine are red and three are grey.

Overall, 74% of the key aims within the Corporate Plan are on track. As at quarter four, 70% of indicators are on track for Our Environment, 88% are on track for Our People and 50% are on track for Our Future.

4.4 This Committee is responsible for overseeing the delivery of seven Corporate measures.

Below outlines the five (71%) measures for this Committee that are on track (green or grey) for the quarter:

- The number of Green Flag Awards for South Derbyshire parks
- Number of new and existing Community Groups supported



- Number of Anti-Social Behaviour (ASB) interventions by type
- Number of households prevented from Homelessness
- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group

4.5 Below outlines the two (29%) measures for this Committee that are not on track (red) for the quarter:

- Average time taken to re-let Council homes.
- Deliver the Planned Maintenance Housing programme over four years.

For more detailed information please refer to **Appendix B**, Performance Measure Report Index.

There have been a lot of successes over the past year, and these should be recognised. Below outlines key successes linked to the priorities and key aims this Committee is responsible for overseeing:

Our Environment

E3.2A - The number of Green Flag Awards for South Derbyshire parks

- ✓ Retaining the 3 Green Flag Awards for Maurice Lea Memorial Park, Swadlincote Woods and Eureka Park. The Orchard in Overseal retained its Green Flag Community Award.

E3. Enhance the attractiveness of South Derbyshire

- ✓ Refurbishment of Newhall Park Play area.
- ✓ Opening of Cadley Park and Coronation Park, including planting 3,000 trees for the Queens Green Canopy project.
- ✓ Renewed 30-year lease for Rosliston Forestry Centre.
- ✓ Irrigation system installed at Eureka Park Bowling Green.
- ✓ Opened Midway Community Centre extension.
- ✓ Supported No Mow May.
- ✓ Delivered improvements to Coton in the Elms brook course.

Our People

P2.2 Promote health and wellbeing across the District

- ✓ Beat The Street project, successfully launched to encourage active travel and for children, families, and communities to become more active. This has been a well-received project and here are the latest stats:
 - 6,083 players (116% of target)
 - 76% registered players
 - 71% health surveys



- 34% players are physically inactive at registration.
- 10% players are from IMD 1-2 (most deprived)

P2.1A - Number of households prevented from Homelessness.

Homelessness:

- ✓ Distribution of the Household Support Fund via Homelessness Prevention Fund & New Homes Furnishing Fund.
- ✓ Substantial Assurance on the Homelessness Audit.
- ✓ Kickstart of the Homelessness & Rough Sleeper Working Group.

Housing Allocations:

- ✓ Reducing the turnaround time for relet properties.
- ✓ Support for Ukrainian and other refugees in place.

P2.3A - Deliver the Planned Maintenance Housing programme over four years.

- ✓ Wave 1 of the Social Housing Decarbonisation Fund has insulated over 100 properties.
- ✓ Bid for Wave 2 SHDF Funding was successful.
- ✓ Housing regulator Tenant Satisfaction Measures for property safety in place.
- ✓ % Compliance with Gas and electrical safety increasing.

P2.3C - Average time taken to re-let Council homes.

- ✓ Additional contractor procured.
- ✓ Improvement Plan in place.
- ✓ Support for tenants with pre-paid utility meters.
- ✓ Procurement of Dynamic Scheduling Repairs Software completed.
- ✓ Top Quartile Performance in Former Tenant Arrears.
- ✓ New Tenant Satisfaction Measures in place.
- ✓ Tenant Satisfaction Survey Procurement in place.

Rent collection:

- ✓ Rent arrears of current tenants as a % of the annual income started in April 2022 at 3.22% and in March 2023 had reduced to 2.68%.

P2.2 Promote health and wellbeing across the District

Community Engagement Officers:

- ✓ Setting up of Tenants Voice Group (TVG)
- ✓ Migration of Housing Systems to the “cloud.”
- ✓ Household Prevention Fund – assisted over 40 families.
- ✓ Foundations review of adaptation process with a delivery plan for 2023-24.

P2. Supporting and safeguarding the most vulnerable

Careline:

- ✓ TSA Accreditation at yearly audit.
- ✓ Extension of County Contracts for another 12 months.

Independent Living:

- ✓ Participating in NHS Enhanced Falls Recovery Pilot & Clinical Observations.



- ✓ Fire Alarm & Lighting Testing by Careline Support Co-ordinators & Sheltered Housing Support Officers.
- ✓ Tenant portal giving online access for tenants to repair and rent history in development.
- ✓ Active participation in Local Place Alliance with Health and Social Care Agencies.

4.6 An overview of performance can be found in the Performance Dashboard in **Appendix A**. A detailed update of the quarterly outturn of each performance measure including actions to sustain or improve performance is included in the detailed Performance Measure Report Index in **Appendix B**.

4.7 Questions regarding performance are welcomed from the Committee in relation to the Corporate performance measures that fall under its responsibility and are referenced in the detailed Performance Measure Report Index in **Appendix B**

5.0 **Financial and Implications**

None directly.

6.0 **Corporate Implications**

6.1 **Employment Implications**

None directly.

6.2 **Legal Implications**

None directly.

6.3 **Corporate Plan Implications**

This report updates the Committee on the progress against the key measures agreed in the Corporate Plan and demonstrates how the Council's key aims under the priorities, Our Environment, Our People and Our Future contribute to that aspiration.

6.4 **Risk Impact**

The Risk Register for the Committee's services is detailed in **Appendix C**. This includes the register, risk mitigation plans and any further actions for the relevant departmental risks. Each risk has been identified and assessed against the Corporate Plan aims which are considered to be the most significant risks to the Council in achieving its main objectives. The Risk Register details a risk matrix to summarise how each identified risk has been rated.

The following risks have been updated for quarter four on the Service Delivery Risk Register:

- *SD1 – Loss of income to the Housing Revenue Account*. Mitigating actions have been updated to confirm the Void Property Work Programme will be presented to H&CS Committee on the 25th April. Surveys for small HRA



development sites have been completed with options for redevelopment in addition to surveys for Smallthorn Place which are underway which will also provide redevelopment options. Derbyshire County Council have commenced soft marking testing of the Careline and independent living services contracts which are currently delivered by the Council. A reduced service will be retendered for, commencement in March 2024. This is likely to reduce the funding into the HRA from DCC by up to £300K. Further actions have been updated to confirm the Council is undertaking its own review of the Careline and ILS service to enable a new service proposal to be made to DCC and the NHS which may attract funding to mitigate any loss. A draft proposal will be submitted to DCC as part of the soft market testing process in May 2023. Further actions have been updated to confirm the rent increase has been limited to 3%, the risk rating has been increased from 3 (green) to 8 (amber.)

- *SD3 – Safety Standards.* Mitigating actions have been updated to include the introduction of new tenancy property safety performance indicators which are due to be launched in 2023-24.
- *SD6 Ageing infrastructure at Rosliston.* Mitigating actions have been updated to confirm the new lease is now signed for 30 years with Forestry England and consultation is due to commence to develop a new vision for RFC and allocate funding for redevelopment.
- *SD11 – Tree Management.* Update to further actions to confirm temporary support from an agency is helping with the volume of tree related planning works and succession planning is being captured as part of the staffing structure review.
- *SD15 – Leisure Centres.* Mitigating actions have been updated to confirm energy costs have risen dramatically, the Council are currently waiting to hear back on potential grants from Sport England to support costs for swimming pools.

7.0 Community Impact

7.1 Consultation

None required.

7.2 Equality and Diversity Impact

Not applicable in the context of the report.

7.3 Social Value Impact

Not applicable in the context of the report.



7.4 Environmental Sustainability

Not applicable in the context of the report.

8.0 Appendices

Appendix A – Performance Dashboard 2020-2024

Appendix B – Performance Measure Report Index

Appendix C – Service Delivery Risk Register



| Priority | Key Aim | Outcome | Ref | How success will be measured | Q4 2020-2021: Apr - Mar | Q4 2021-2022: Apr - Mar | Q1 2022-2023: Apr - Jun | Q2 2022-2023: Apr - Sept | Q3 2022-2023: Apr - Dec | Q4 2022-2023: Apr - Mar | Annual Target 22-23 | Plan Target 2020-2024 | Head of Service | Strategic Lead | Committee | | |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------------|------|
| FOUR Environment | Keeping a clean, green District for future generations | E1. Improve the environment of the District | E1.1 Reduce waste and increase composting and recycling | E1.1A | Household waste collected per head of population | 460kgs | 416kgs | 110kgs | 208kgs | 302kgs | 395kgs | Downward Trend | Sustain during Y1 and Y2. See a downward trend in Yrs. 3 and 4 | Gary Charlton, Head of Operational Services | Heidi McDougall, Strategic Director, Service Delivery | E&DS | |
| | | | E1.1B | % of collected waste recycled and composted | 47% | 46% | 49% | 47% | 45% | 43% | Upward Trend | Sustain during Y1 and Y2. See an upward trend in Y3 and Y4 | Gary Charlton, Head of Operational Services | Heidi McDougall, Strategic Director, Service Delivery | E&DS | | |
| | | | E1.2 Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate | E1.2A | Number of fly tipping incidents | 1003 | 604 | 139 | 286 | 442 | 590 | Downward trend as a four 4-year mean <764 | Downward trend over four years | Matt Holford, Head of Environmental Services | Heidi McDougall, Strategic Director, Service Delivery | E&DS | |
| | | | E1.2B | Improve the quality of the District through the Local Environmental Quality Survey | Report in Q1 21/22 | 93.79% of streets meet grade B or higher | 93.79% of streets meet grade B or higher | 93.79% of streets meet grade B or higher | 96.65% of streets Grade B or higher | 96.65% Grade B or above | >95% (Grade B or above) | >95% (Grade B or above) | Gary Charlton, Head of Operational Services | Heidi McDougall, Strategic Director, Service Delivery | E&DS | | |
| | | E1.3 Enhance biodiversity across the District | E1.3A | % of eligible new homes and commercial developments to achieve net gain in Biodiversity by a minimum of 10% compared to the sites pre development baseline. | 66.7% | 66.7% | 0 | 0 | 0 | 0 | 85% | 85% | Steffan Saunders, Head of Planning and Strategic Housing | Heidi McDougall, Strategic Director, Service Delivery | E&DS | | |
| | | E2. Tackle climate change | E2.1 Strive to make South Derbyshire District Council carbon neutral by 2030 | E2.1A | Reduce South Derbyshire District Council carbon emissions | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Downward Trend in Carbon Emissions | Reduce CO2 emissions through the achievement of actions in the South Derbyshire Climate and Environment Action Plan 2020-24 (C&EAP) | Matt Holford, Head of Environmental Services | Heidi McDougall, Strategic Director, Service Delivery | E&DS | |
| | | | E2.2 Work with residents, businesses and partners to reduce their carbon footprint | E2.2A | % of new homes to meet water efficiency targets as set out in the Part G optional standard of 110 litres of potable water usage per person per day | 100% | 75.6% | 64% | 75% | 80% | 86% | 85% | 85% | Steffan Saunders, Head of Planning and Strategic Housing | Heidi McDougall, Strategic Director, Service Delivery | E&DS | |
| | | E3. Enhance the attractiveness of South Derbyshire | E3.1 Enhance the appeal of Swadlincote town centre as a place to visit | E3.1A | Increase Swadlincote Town Centre visitor satisfaction | 55% | 60% (new report in Q3) | 60% (new report in Q3) | 60% (new report in Q3) | 66% | 66% | Upward Trend (Close the gap to National small towns average - 72%) | National small towns average 72%. Target to be above the National average by 2023/24 | Mike Roylance, Head of Economic Development and Growth | Dr Justin Ives, Chief Executive | E&DS | |
| | | | E3.2 Improve public spaces to create an environment for people to enjoy | E3.2A | The number of Green Flag Awards for South Derbyshire parks | Achieved | 3 | 3 | 3 | 3 | 3 | Four Green Flags | Increase from two green flag park awards to four by 2024 | Sean McBurney, Head of Cultural and Community Services | Heidi McDougall, Strategic Director, Service Delivery | H&CS | |
| | | | E3.2B | Proportion of good quality housing development schemes | Out turn unavailable | Out turn unavailable | Out turn unavailable | Out turn unavailable | Out turn unavailable | Out turn unavailable | 90% | % of schemes which score high | Steffan Saunders, Head of Planning and Strategic Housing | Heidi McDougall, Strategic Director, Service Delivery | E&DS | | |
| | | Future needs of the District | P1. Engage with our communities | P1.1 Support and celebrate volunteering, community groups and the voluntary sector | P1.1A | Number of new and existing Community Groups supported | 153 groups | 160 groups | 33 groups | 87 groups | 151 | 216 | Upward trend on the average over two years >157 | Year 1 -2(Proxy)- collate baseline data. Year 3-4 we will show an increase on the average over two years | Sean McBurney, Head of Cultural and Community Services | Heidi McDougall, Strategic Director, Service Delivery | H&CS |
| | | | | P1.2 Help tackle anti-social behaviour & crime through strong and proportionate action | P1.2A | Number of ASB interventions by type | Minimal | Moderate | Moderate | Moderate | Moderate | Moderate | 'Moderate' or 'High' | Performance to be rated as 'High' or 'Moderate' | Matt Holford, Head of Environmental Services | Heidi McDougall, Strategic Director, Service Delivery | H&CS |
| | | | P2. Supporting and safeguarding the most vulnerable | P2.1 With partners encourage independent living and keep residents healthy and happy in their homes. | P2.1A | Number of households prevented from Homelessness | 265 cases | 261 cases | 52 cases | 79 cases | 137 cases | 182 cases | Proxy | Proxy Measure to show service activity | Paul Whittingham, Head of Housing | Heidi McDougall, Strategic Director, Service Delivery | H&CS |
| | | | | | P2.1B | Continue to undertake interventions per year to keep families out of fuel poverty | 276 | 210 | 48 | 104 | 161 | 198 | > 160 interventions | 300 interventions (2020-21) Target to be reviewed thereafter. | Matt Holford, Head of Environmental Services | Heidi McDougall, Strategic Director, Service Delivery | E&DS |
| | | | | P2.2 Promote health and wellbeing across the District | P2.2A | Deliver the objectives identified in the South Derbyshire Health & Wellbeing Group | Ongoing delivery of plan | Delivery of Health and Wellbeing Action Plan over 2021-22 | Action plan developed and adopted | Achieved | Ongoing delivery of the action plan by partners | Delivery of Health and Wellbeing Action Plan over 2022-23 | 100% of actions delivered | 100% of actions identified delivered | Sean McBurney, Head of Cultural and Community Services | Heidi McDougall, Strategic Director, Service Delivery | H&CS |
| P2.3 Improve the condition of housing stock and public buildings. | P2.3A | | | Deliver the Planned Maintenance Housing programme over four years | 114.10% (£ 2,377,625 against total budget for 2022-2023. | 89.1% (£2,116,365.65) | 18.38% (£1,927,550) | 34.25% - £660,135.65 | 50.54% - £974,241 against total budget for 2022-2023. | 89.29% - £1,721,162.36 against total budget for 2022-2023. | 100% against the annual budget 2022-23 | 100% spend against the planned maintenance budget | Paul Whittingham, Head of Housing | Heidi McDougall, Strategic Director, Service Delivery | H&CS | | |
| | P2.3B | | | Develop and deliver the Public Buildings programme over four years | 12 surveys | 44 surveys | 10 surveys | 20 surveys | 20 surveys | 38 surveys | 25% (38 surveys undertaken) | 100% of surveys undertaken | Steve Baker, Head of Corporate Property | Tracy Bingham, Strategic Director, Corporate Resources | F&M | | |
| | P2.3C | | | Average time taken to re-let Council homes | 200 days average | 156 days | 183 days | 183 days | 189 days | 169 days | Median Quartile Performance (Benchmark via Housemark) | Median Quartile Performance (Benchmark via Housemark) | Paul Whittingham, Head of Housing | Heidi McDougall, Strategic Director, Service Delivery | H&CS | | |
| P2.4 Support social mobility to ensure people have the opportunity to access skilled jobs, higher and further education | P2.4A | Deliver the objectives identified in the Supporting Aspirations Plan | Research and data analysis | Supporting Aspirations Action Plan adopted. | Achieved | Reported in Q4 | Reported in Q4 | Achieved | Deliver the year one objectives identified in the Supporting Aspirations Plan | Deliver the objectives identified in the Supporting Aspirations Plan | Mike Roylance, Head of Economic Development and Growth | Dr Justin Ives, Chief Executive | E&DS | | | | |

| r P e o p l e | Working with communities and meeting the | | | | | | | | | | | | | | | | | | |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-------------------------------------------------------|------|
| | P3. Deliver Excellent Services | | | | | | | | | | | | | | | | | | |
| O u r F u t u r e | Growing our District and our skills base | P3.1 Ensuring consistency in the way the Council deal with service users | P3.1A | Increase the number of customers who interact digitally as a first choice | Total: 22,242 | Total: 24,405 | Total: 6,021 | Total: 16,334 | Total: 21,245 | 25,856 | Upward trend | Upward Trend | Catherine Grimley, Head of Customer Services | Tracy Bingham, Strategic Director, Corporate Resources | F&M | | | | |
| | | | P3.2 | Have in place methods of communication that enables customers to provide and receive information. | 0 | 744 self serve and 115 face to face | 2,470 | 4,496 | 6,359 | 8,253 | Downward Trend | Downward trend in Face to Face interactions | Catherine Grimley, Head of Customer Services | Tracy Bingham, Strategic Director, Corporate Resources | F&M | | | | |
| | | | P3.3 | Ensuring technology enables us to effectively connect with our communities. | P3.3A | Number of customer telephone calls answered by Customer Service | Total: 98,099 | Total: 99,165 | Total: 22,872 | Total: 45,412 | Total: 66,188 | 85,197 | Downward Trend | Downward Trend | Catherine Grimley, Head of Customer Services | Tracy Bingham, Strategic Director, Corporate Resources | F&M | | |
| | | | | | P3.3B | Increase digital engagement (Twitter, Instagram, Facebook) | 43,850 | 49,181 | 51,990 | 51,762 | 52,232 | 52,682 | Upward Trend | Upward Trend | Fiona Pittam, Head of Organisational Development & Performance | Tracy Bingham, Strategic Director, Corporate Resources | F&M | | |
| | | | P3.4 | Investing in our workforce | P3.4A | Increase the level of staff engagement | Survey postponed until 21-22 | Target not achieved | Achieved | 246 staff attended staff briefing sessions on Flexible Working Policy in July 2022 | 182 people responded to staff Flexible Working consultation | | | proxy - establish baseline data | Collate baseline data – proxy measure | Fiona Pittam, Head of Organisational Development & Performance | Tracy Bingham, Strategic Director, Corporate Resources | F&M | |
| | | | | | P3.4B | Number of apprenticeships | 5 (1.5% of head count) | 6 (1.84% of head count) | 6 (1.84% of head count) | 6 (1.82% of head count) | 7 (1.92% of head count) | 9 (2.47% of workforce) | >2.3% of head count | >2.3% of head count | Fiona Pittam, Head of Organisational Development & Performance | Tracy Bingham, Strategic Director, Corporate Resources | F&M | | |
| | | | | | P3.4C | Average number of staff days lost due to sickness | 12.93 | 10.28 | 2.47 | 4.41 | 7.10 | 9.64 | Downward Trend | Downward Trend | Fiona Pittam, Head of Organisational Development & Performance | Tracy Bingham, Strategic Director, Corporate Resources | F&M | | |
| | | | | | P3.4D | The Council has a positive health and safety culture | Postponed until early 22/23 | Postponed until early 22-23 | | | | Postponed 23-24 | proxy - establish baseline data | Upward Trend in Health and Safety mandatory training and up to date health and safety policy | Fiona Pittam, Head of Organisational Development & Performance | Tracy Bingham, Strategic Director, Corporate Resources | F&M | | |
| | | | F1.1 | Attract and retain skilled jobs in the District | F1.1A | Increase the number of employee jobs in South Derbyshire | 32,000 Impacted by Covid-19 | 31,000 Impacted by Covid-19 | 31,000 Impacted by Covid-19. (Reported annually in Q4 22/23) | 31,000 Impacted by Covid-19. (Reported annually in Q4 22/23) | 34,000 | 34,000 | Upward Trend | Upward Trend | Mike Roylance, Head of Economic Development and Growth | Dr Justin Ives, Chief Executive | E&DS | | |
| | | | | | F1.2 | Support unemployed residents back into work | | | | | | | | | | | | | |
| | | | F2.2 | Support economic growth and infrastructure | F2.1 | Encourage and support business development and new investment in the District | F2.1A | Annual net growth in new commercial floorspace (sqm) | 4,140 sqm | 1,665 sqm | 1,665 sqm (Reported annually in Q4 22/23) | 1,665 sqm (Reported annually in Q4 22/23) | 1,665 sqm (Reported annually in Q4 22/23) | 28,174 sqm net growth | 36,808.5 sqm net growth | Net annual growth in commercial floorspace of 12,269.5 sqm. Over the four year plan - 49,078 sqm net growth | Mike Roylance, Head of Economic Development and Growth | Dr Justin Ives, Chief Executive | E&DS |
| | | | | | | | F2.1B | Total Rateable Value of businesses in the District | £67,341,926 | £67,234,722 | £67,279,062 | £67,207,674 | £67,072,729 | £67,120,292 | Upward trend (on 21/22 Q4 as baseline) | Upward trend (on 21/22 Q4 as baseline) | Mike Roylance, Head of Economic Development and Growth | Dr Justin Ives, Chief Executive | E&DS |
| | | | | | F2.2A | Enable the delivery of housing across all tenures to meet Local Plan targets | F2.2A | Speed of decision on discharging conditions on housing applications | 100% | 60.9% | 50% | 60% | 79% | 78% | 90% within 8-13 weeks or as agreed with the applicant | 90% within 8-13 weeks or as agreed with the applicant | Steffan Saunders, Head of Planning and Strategic Housing | Heidi McDougall, Strategic Director, Service Delivery | E&DS |
| | | | | | | | F2.2B | % of planning applications determined within the statutory period | 98% | 90.50% | 88% | 86% | 81% | 83% | >90% | >90% | Steffan Saunders, Head of Planning and Strategic Housing | Heidi McDougall, Strategic Director, Service Delivery | E&DS |
| | | | | | F2.3A | Influence the improvement of infrastructure to meet the demands of growth. | Secure new facilities and contributions through Section 106 to mitigate impacts of development. Achieve all necessary highway, education, healthcare, and recreation contributions | 94% | 100% | 100% (annual return in Q4 22/23) | 100% (annual return in Q4 22/23) | 100% (annual return in Q4 22/23) | 90% | 90% | 90% | 90% | Steffan Saunders, Head of Planning and Strategic Housing | Heidi McDougall, Strategic Director, Service Delivery | E&DS |
| F3.1 | Provide modern ways of working that support the Council to deliver services to meet changing needs. | F3.1A | Deliver against the Transformation Action Plan | On target | 85% | On target | On target | On target | On target | Deliver 100% against action plan | Deliver 100% against action plan | Anthony Baxter, Head of Business Change and ICT | Tracy Bingham, Strategic Director, Corporate Resources | F&M | | | | | |
| | | F3.2 | Source appropriate commercial investment opportunities for the Council | Develop our approach towards the commercialisation of services which include grants, sponsorship, fees and charges and operating models and increase the income generated from these activities | On target | No change from last quarter | No change from last quarter | No change from last quarter | | | A corporate action plan collating Council departments strands of commercialisation is to be drafted in Quarter four. | Y1 – Form a working group & Action Plan Y2 – deliver against action plan and sustain an upward trend in revenue | Gary Charlton, Head of Operational Services | Heidi McDougall, Strategic Director, Service Delivery | F&M | | | | |

Corporate Plan 2020-2024

Performance Measure Report

Housing and Community Services Committee

Team: Organisational Development and Performance

Date: June 2023

Quarter 4, 2022-23



Performance Measure Report Index

Corporate Plan 2020-2024

Summary

The Corporate Plan 2020-2024 has 35 Corporate Measures which underpin the Council's three priorities Our Environment, Our People, Our Future.

The following Committees are responsible for overseeing the delivery of the following key aims and outcomes:

Environmental and Development Services Committee (E&DS) are responsible for 17 Corporate measures under the key aims:

- E1. Improve the environment of the District
- E2. Tackle climate change
- E3 Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- F1. Develop skills and careers
- F2. Support economic growth and infrastructure

Housing and Community Services Committee (H&CS) are responsible for seven corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P1. Engage with our communities
- P2. Supporting and safeguarding the most vulnerable

Finance and Management Committee (F&M) are responsible for 11 corporate measures under the key aims:

- P2. Supporting and safeguarding the most vulnerable
- P3. Deliver Excellent Services
- F3. Transforming the Council

Housing and Community Services Committee (H&CS) are responsible for the following seven corporate measures

Our Environment

Measure

- The number of Green Flag Awards for South Derbyshire parks

Our People

Measure

- Number of new and existing community groups supported
- Number of Anti-social behaviour (ASB) interventions by type
- % of households prevented from homelessness
- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group
- Deliver the Planned Maintenance Housing programme over four years
- Average time taken to re-let Council homes

Priority: Our Environment

E3.2 Improve public spaces to create an environment for people to enjoy

| | | | | | |
|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|---------------------------------------------|
| Measure and Reference | E3.2A The number of Green Flag Awards for South Derbyshire parks | Committee | H&CS | | |
| Definition | To measure the outcome of Green Flag inspections on parks or other green spaces within South Derbyshire. | Why this is Important | To ensure that everybody has access to attractive green and open spaces which are appropriately managed and meet the needs of the community they serve. | | |
| What Good Looks Like | Increase the Green Flag Awards for South Derbyshire green spaces by two so that there are four Green Flag Awards in South Derbyshire by 2024 | | | | |
| History of this Indicator | At present there are two Green Flag green spaces in South Derbyshire, Eureka Park and Maurice Lea Memorial Park. | | | | |
| 2019/20 Baseline Data | Two Green Flag Parks in 2019 | | | | |
| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| 2020/21 | 4 Green flags by 2024 | Achieved | Achieved | Achieved | Achieved |
| 2021/22 | 4 Green flags by 2024 | Achieved | Achieved | Achieved | Achieved 3 Green Flag Awards in 2021/22 |
| 2022/23 | 4 Green flags by 2024 | 3 parks currently hold the Green Flag Award | 3 parks currently hold the Green Flag Award | 3 parks currently hold the Green Flag Award | 3 parks currently hold the Green Flag Award |
| Performance Overview - Quarterly Update | | | Actions to sustain or improve performance | | |
| No change as an annual award. | | | Additional Green Flag submitted for 2023/24 for Cadley Park in line with the 4-year plan. The judging this year is due to take place in May 2023 and results are expected in July. | | |

Priority: Our People

P1.1 Support and celebrate volunteering, community groups and the voluntary sector

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| Measure and Reference | P1.1A Number of new and existing Community Groups supported | Committee | H&CS | | |
| Definition | The number of Community Groups (including Parish Councils) that are supported by the Services within the District Council. | Why this is Important | The Service offers support to Community Groups; however, this is not always recorded to gauge the level of impact on the Community | | |
| What Good Looks Like | First year will be benchmarking and then see an increase in the numbers of groups supported. | | | | |
| History of this Indicator | No historical monitoring of this indicator | | | | |
| 2019/20 Baseline Data | None | | | | |
| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| 2020/21 | Proxy | 28 | 66 | 113 | 153 |
| 2021/22 | Proxy | 24 | 65 | 112 | 160 |
| 2022/23 | Upward Trend on two-year average (>157) | 33 | 87 | 151 | 216 |
| Performance Overview - Quarterly Update | | | Actions to sustain or improve performance | | |
| <p>Work completed includes:</p> <p>Aston on Trent Parish Council - Advice / Support with delivering an Event / Initiative</p> <p>Aston on Trent Primary School - Advice/ Support with finding External Funding</p> <p>Burton Junior Netball- Advice/ Support with finding External Funding</p> <p>Castle Gresley Parish Council- Advice / Support with delivering an Event / Initiative</p> <p>Cavendish Court, Shardlow - Advice/ Support with finding External Funding</p> <p>Church Gresley Scout Group - Advice/ Support with Project Development</p> <p>Connect and Create- Advice / Support with delivering an Event / Initiative</p> <p>Coton in the Elms Parish Council - Advice / Support with delivering an Event / Initiative</p> <p>Dalbury Lees Parish Council- Safer & Stronger Neighbourhoods Grant</p> <p>Decarb Drop in sessions- General assisting ie: attendance at meetings</p> <p>Derbyshire Amphibian and Reptile Group - Other : please provide information</p> <p>Elvaston Art Club- Advice/ Support with finding External Funding</p> | | | <p>The new Single Prosperity Funding Community Grant scheme is generating a lot of enquiries from local groups, the Active Health and wellbeing team have also had a number of enquiries regarding the summer scheme activities</p> | | |

| | |
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| <p>Etwall Cricket Club- Community & Environmental Partnership Grant</p> <p>Etwall Parish Council- Advice / Support with delivering an Event / Initiative</p> <p>Findern Parish Council - Advice / Support with delivering an Event / Initiative</p> <p>Goseley Village Hall - Community Safety Assistance</p> <p>Gresley Scout Group - Advice/ Support with finding External Funding</p> <p>Hartshorne Parish Council- Advice / Support with delivering an Event / Initiative</p> <p>Netherseal Parish Council- Advice / Support with delivering an Event / Initiative</p> <p>Newhall Social Club- Advice/ Support with finding External Funding</p> <p>Newton Solney Parish Council -Advice / Support with delivering an Event / Initiative</p> <p>Overseal Parish Council - Advice / Support with delivering an Event / Initiative</p> <p>Percywood Close Coffee Morning - General assisting ie: attendance at meetings</p> <p>Repton Community Support Group for Ukrainian Refugees - Advice/ Support with finding External Funding</p> | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

Priority: Our People

P1.2 Help tackle anti-social behaviour & crime through strong and proportionate action

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|------------------|------------------|
| Measure and Reference | P1.2A Number of ASB interventions by type | Committee | H&CS | | |
| Definition | The effectiveness of the delivery of the services will be assessed as High, Moderate, Minor or Minimal based on a comparison of the changes in numbers of anti-social behaviour complaints and relevant interventions | Why this is Important | This is intended to show the service activity around interventions and the result of the interventions. | | |
| What Good Looks Like | The assessment will be based on the matrix shown and calculated in accordance with the separate published methodology | | | | |
| History of this Indicator | No historical monitoring of this indicator | | | | |
| 2019/20 Baseline Data | In 2019/20 there were 2893 reports of relevant forms of Anti-social behaviour (ASB) which were received by Derbyshire Constabulary and South Derbyshire District Council and 95 formal legal interventions of the type described in the detailed methodology | | | | |
| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| 2020/21 | 'Moderate' or 'High' | Minimal | Minimal | Minimal | Minimal |
| 2021/22 | 'Moderate' or 'High' | Moderate | Moderate | Moderate | Moderate |
| 2022/23 | 'Moderate' or 'High' | Moderate | Moderate | Moderate | Moderate |
| Performance Overview - Quarterly Update | | Actions to sustain or improve performance | | | |
| In Q4 2022.23 there were 23% fewer reports of ASB to the Police and Council compared to the same period in 2019.20. Cumulatively in 2022/23 there has been a very small (1%) reduction in ASB reports compared to 2019.20. In Q4 2022.23 there were 28 formal interventions by the Council compared to 7 in the same period in 2019.20. Cumulatively in 2022/23 there have been 175 formal interventions by the Council on ASB related issues, compared to 95 in the baseline year of 2019/20. | | A new Community Safety Enforcement Officer has been appointed on a 2 year contract to continue to combat anti-social behaviour in town centres using funding from the successful Shared Prosperity Fund bid. | | | |

Priority: Our People

P2.1 With partners encourage independent living and keep residents healthy and happy in their homes.

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|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------------------------------------------------------------------------------|
| Measure and Reference | P2.1A Number of households prevented from Homelessness | Committee | H&CS |
| Definition | The purpose of the performance indicator is to measure the total number of homeless cases whereby homelessness was prevented or relieved. | Why this is Important | To demonstrate the effectiveness of the Councils services in preventing homelessness from occurring. |
| What Good Looks Like | Good performance would be to increase the level of prevention work to prevent households from becoming homeless and have a reduced level of relief work which focuses on supporting households in secure accommodation after they have become homeless. | | |
| History of this Indicator | This is a new performance indicator which is guided by the Homeless Reduction Act 2017. | | |
| 2019/20 Baseline Data | During Q4 a total of 103 cases were either prevented or relieved. | | |

| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------------|---------------|----------------|-----------|-----------|-----------|
| 2020/21 | Proxy | 64 cases total | 127 cases | 203 cases | 265 cases |
| 2021/22 | Proxy | 85 cases | 164 cases | 233 cases | 261 cases |
| 2022/23 | Proxy | 52 cases | 79 cases | 137 cases | 182 cases |

Performance Overview - Quarterly Update

Of the total 182 homeless cases that were closed over Q1 – Q4, 182 (23.85%) of these were closed with the positive outcome of the client being housed. Please see the below table for a breakdown of which categories clients were housed in.

The ratio of prevention to relief cases is as follows:

Q1 – Q4 – 60.25% prevented cases v 67.78% relieved cases.

Q4 Only – 71.64% prevented cases v 43.28% relieved cases.

| Reason for Closure | Count of Reason for Closure |
|--------------------------------------------------------------------------|-----------------------------|
| 1. Accepted a Council Stock Part VI Offer | 35 |
| 2. Accepted a Registered Provider VI Offer | 48 |
| 4. Accepted an offer of an Assured Shorthold Tenancy in South Derbyshire | 2 |

Actions to sustain or improve performance

- In Q4, the Household Support Fund Phase 3 was rolled out with an additional £12k in homelessness prevention funds and £13K to support with furnishing new homes, which has aided positively in prevention levels for Q4 2022/23.
- Funding has been provided from County to assist with the Ukrainian Resettlement Scheme, to support with any Ukrainian approaches to

| | |
|------------------------------------------------|---------------|
| 5. Accepted an offer of supported Housing. | 38 |
| 6. Secured Private Sector Accommodation | 59 |
| 7. Go from a Prevention case to a Relief Case. | 9 |
| 8. Go from a Relief case to Full duty Case. | 10 |
| 9. Contact lost | 21 |
| 10. Other | 17 |
| Total cases closed Apr - Mar | 239 |
| Total Cases Housed Apr - Mar | 182 |
| Total Cases Not Housed Apr - Mar | 57 |
| %age of cases housed | 23.85% |
| Total Prevented Cases Closed | 144 |
| Total Relief Cases Closed | 156 |
| Total Main Duty Cases Closed | 6 |
| %age prevention Cases | 60.25% |
| %relief (incl main duty) Cases | 67.78% |

the housing solutions team.

- A permanent housing administration officer was successfully recruited for the solutions team and started in Q4/2023.
- Agency staff member has been kept on within the housing solutions team to help with service delivery.
- Housing apprentice continues to work within the solutions team to help with administration tasks.
- Use of “hard to let” properties is continued to be utilised to resolve homelessness by way of focussed meeting between allocations and homelessness officers.
- Continued work with the P3 Hostel and their Prevention Coach Service, supporting individuals with a mental health support need has been ongoing, with a new staff member being employed within their service to help with workload.
- Liaison with letting agents/private rented landlords following rapport being built has aided in private rented accommodation being sourced.
- Further liaison with other RP’s to identify ‘hard to lets’ within their stock, has aided in securing social housing with homeless approaches.

| | |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none">• HHSRS training had been attended by the housing solutions team to aid/identify any disrepair approaches that we may have, to be able to signpost to appropriate advice/assistance to aid in the prevention of loss of accommodation. |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Priority: Our People

P2.2 Promote health and wellbeing across the District

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|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|-----------------------------------------------------------|
| Measure and Reference | P2.2A Deliver the objectives identified in the South Derbyshire Health & Wellbeing Group | | Committee | H&CS | |
| Definition | Delivery against the key themes identified in the Health and Wellbeing Group Action Plan as appropriate to the Council. | | Why this is Important | To support the overall health and wellbeing of South Derbyshire residents. | |
| What Good Looks Like | <p>Achieve project milestones: The current key themes are:</p> <ul style="list-style-type: none"> • Health inequalities between different communities are reduced. • People are supported to improve both their physical and mental wellbeing. • Older people, people with dementia and other long-term conditions and their carers have a good quality of life, retain their independence for as long as possible, and receive the support they need at the end of their lives. • Social Connectedness – reducing social isolation and loneliness. • Supporting communities to respond to and recover from the impact of the Covid 19 pandemic. | | | | |
| History of this Indicator | No historical monitoring of this indicator | | | | |
| 2019/20 Baseline Data | Not applicable | | | | |
| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| 2020/21 | 100% of actions delivered | Action plan developed and adopted | Ongoing delivery of the action plan by partners | Ongoing delivery of the action plan by partners | Ongoing delivery of plan |
| 2021/22 | 100% of actions delivered | Draft action plan to be ratified | Action Plan adopted at SDP Co ordinating Group and Board Meeting | 100% of actions delivered | Delivery of Health and Wellbeing Action Plan over 2021-22 |
| 2022/23 | 100% of actions delivered | Action plan developed and adopted | Achieved | Ongoing delivery of the action plan by partners | Delivery of Health and Wellbeing Action Plan over 2022-23 |
| Performance Overview - Quarterly Update | | | Actions to sustain or improve performance | | |
| All five objectives identified in the Healthier Communities Plan (HCP) which were due to be delivered during 2022/23 have now been achieved | | | Continually assessing the demand, need and processes involved within the delivery of these objectives. | | |

through the delivery of community initiatives, partnership working and strategically allocated funding.

The final objective that has been delivered in quarter four is **Objective 5 - Interventions to support community recovery, resilience, financial, digital and social inclusion, Covid Community Recovery Network**

- We have worked with South Derbyshire CVS to help build a contingent of community connectors, working alongside Derbyshire Public Health.
- Providing strategic support to the South Derbyshire financial inclusion group allocating funding to community organisations to work towards tackling financial exclusion within our most deprived areas.
- Helping to support organisations with funding to develop systems that better work for individuals to be referred into key services.

In quarter one, 2023-24 the action plan will be reviewed and adopted by end of the quarter.

Priority: Our People

P2.3 Improve the condition of housing stock and public buildings.

| | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------------|
| Measure and Reference | P2.3A Deliver the Planned Maintenance Housing programme over four years | Committee | H&CS | | |
| Definition | Each financial year a programme of planned maintenance will be drawn up which addresses statutory and other guidance for maintaining homes up to any regulatory standard and safety standard | Why this is Important | To ensure that Council properties are being maintained through a programme of planned and contracted works | | |
| What Good Looks Like | Deliver 100% of the planned maintenance project over four years. The annual maintenance and expenditure plan will be reported to Housing and Community Services Committee and progress measured against this plan. | | | | |
| History of this Indicator | No historical monitoring of this indicator; The plan will change annually subject to stock condition surveys and any other property fitness assessment. | | | | |
| 2019/20 Baseline Data | Not applicable | | | | |
| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| 2020/21 | 100% against the annual plan for 2020-21 | 35% (£ 594,406) | 88.95% (£ 1,188,813) | 95.6% (£ 1,783,219) | 114.10% (£ 2,377,625) |
| 2021/22 | 100% against the annual plan 2020-21 | 111.5% (£662,477.87) | 105.6% (£1,255,878.14) | 77.5% (£1,841,719.16) | 89.1% (£2,116,365.65) |
| 2022/23 | 100% against the annual budget 2022-23 | 18.38% (£1,927,550) | 34.25% - (£660,135.65) | 50.54% - £974,241 against total budget for 2022-2023. | 89.29% - £1,721,162.36 against total budget for 2022-2023. |
| Performance Overview - Quarterly Update | | | Actions to sustain or improve performance | | |
| As programmes of work including the SHDF scheme have progressed during the year it has become evident that more detailed stock condition survey information is required in order to create efficient and effective planned programmes. | | | 2022/23 programmes, responsive works and void works have confirmed that more detailed Stock Condition Survey information is required. A stock condition survey will be procured and commissioned during quarters two and three of | | |

The asset team have monitored the profile spend throughout the year. The team have been proactive in changing the profile spend and moving the budgets when required to. This has been reviewed monthly with finance and by management. The underspend of £206, 387.64 will be carried over into 2023-2024.

Please see breakdown of budget spend - Kitchen (inc Voids) – Budget £345,050, Spend £272,388 – underspend on voids and planned. We allowed for 19 Void Kitchens based on 2021-2022 figures and only completed 10 as of 31st March.

Bathroom (inc Voids and shower replacements) - Budget £156,000, Spend £93,694 – higher spend on electric shower replacements. We allowed for 10 Void Bathrooms based on 2021-2022 figures and only 1 was found to require capital works.

12 other bathrooms were allowed for, only 6 were required the others were refused by the tenants.

Roofing – Budget £401,500, Spend £395,418 – Budget spent.

Rewires (inc Voids) – Budget £404,600, Spend £176,452.84 – EICR programme showed less rewire required than planned. Overspend on Void rewire of £15,000.

The underspend on planned rewire in part due to gaining access to properties and also that the level of rewire required was not as expected.

Electric fire/heating – Budget £20,000, Spend £10,015 – installation of electric fires ceased due to high running cost and short lifespan. Also looking at alternative heating for electric properties.

Active Fire Protection (alarms, lighting etc) – Budget £30,000, Spend £12,547 – capital replacement requirement not as anticipated. Full review of fire alarms and emergency lighting components scheduled for 2023-2024 to generate a cyclical/planned maintenance programme.

Passive Fire Protection (fire doors)– Budget £160,000, Spend £31,806 –Revised Fire Risk Assessments revealed that not as many fire doors were required as forecast due to high volume completed in 2021-2022. An order of £13,000 was placed for fire doors which were not completed and has to be carried forward to

2023/24 funded through the existing capital underspend. For 2023-2024 the asset team will continue to proactively monitor the spend throughout the year. The profile spend for each budget line has been set but will be reviewed monthly and adjusted where required.

The team will look to undertake stock conditions surveys and some of the underspend (£206, 387.64) from 2022-2023 will be contribute towards this.

These surveys will need to include:

- Decent Homes
- Housing Health Safety Rating Scheme (HHSRS)
- Energy Performance Certification (EPC)
- Carbon reduction
- Component lifecycle

During 2023/24 it is proposed to purchase the MRI /Orchard Asset Management software to assist in identifying and delivering long term maintenance plans.

2023-2024. No new orders placed with the Contractor since January 2023 due to their performance and the contract finishing at the end of April 2023.

A new contract has been procured and is due to commence in first quarter 2023/4.

Door renewal – Budget £36,000, Spend £37,129 – small overspend on front door replacements carried out through day-to-day repairs.

Heating Installations – Budget £361,400, Spend £373,305 – small overspend on heating installations. Increase in costs following new contract in October 2022.

Window renewal – Budget £0, Spend £8,278 – no budget allocated for window replacements. The SHDF programme has revealed that existing windows no longer meet thermal efficiency standards. Detailed Stock Condition surveys required so programmes can be designed and implemented. Budget allocated for 2023/24.

Car Park – Budget £0, Spend £12,623 – car park at Bass Crescent, Castle Gresley. No budget but profile adjusted throughout the year to allow for the spend.

Smoke Alarm renewal (inc Voids) – Budget £100,000, Spend £162,118 - changes to Smoke/CO Alarm Regulations came into force on 1st October 2022. We are now installing CO2 detectors to all properties that have a gas boiler. This resulted in an overspend of £62,118 which was covered by the underspend in rewires.

Structural works – Budget £0, Spend £57,598 - an unforeseen spend of £57,597.72 for some structural works to a Council Property. This meant we have had to adjust the profile spend for all workstreams. This was covered by an underspend on the rewire budgets.

SHDF W1 – the capital split is £1,404,348.75. All works are in progress and accrued for.

Priority: Our People

P2.3 Improve the condition of housing stock and public buildings.

| | | | | | |
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| Measure and Reference | P2.3C Average time taken to re-let Council homes | Committee | H&CS | | |
| Definition | This indicator measures the average time (in calendar days) to re-let all vacant Council properties during the reporting period. | Why this is Important | Re-letting Council homes in a timely manner reduces the amount of rent loss (£) and ensures stock is available to allocate to applicants on the waiting list. | | |
| What Good Looks Like | This measure will be benchmarked via Housemark, the benchmarking provider for Housing Services. Good performance would be to achieve 'Median Quartile' performance when benchmarked against a similar peer group. | | | | |
| History of this Indicator | This is a new indicator and will report against the average time to re-let all Council homes. | | | | |
| 2019/20 Baseline Data | During Q4 the average re-let time was 157 days (this includes all council properties, irrespective of whether major or minor repair work was carried out) The average re-let time for 2019/20 was 122 days. | | | | |
| Reporting Year | Annual Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| 2020/21 | Median Quartile Performance (Benchmark via Housemark) | 206 days | 209 days | 192 days | 200 days |
| 2021/22 | Median Quartile Performance (Benchmark via Housemark) | 190 days | 174 days | 160 days | 156 days |
| 2022/23 | Median Quartile Performance (Benchmark via Housemark) | 183 days | 183 days | 189 days | 169 days |
| Performance Overview - Quarterly Update | | | Actions to sustain or improve performance | | |
| <p>Performance at the end of the final quarter (169.52 days) has improved from the 189 Days at the end of quarter three.</p> <p>Housing and Community Services Committee were provided with an updated improvement plan in April 2023 which outlined the actions completed to improve performance and also some revised timescales for further improvements.</p> <p>The overall target is to have removed long standing /legacy voids and be re-letting properties within thirty days by the end of the first quarter of 2023/24. During the final quarter a large number of properties</p> | | | <p>An Improvement Plan was provided to Overview and Scrutiny Committee in January 2023 with a further update of this plan provided to Housing and Community Services Committee in April 2023.</p> <p>Weekly operational meetings are taking place where each property actions are being reviewed, alongside a weekly core meeting with Novus management. Processes are being further refined to decrease the administration required by both</p> | | |

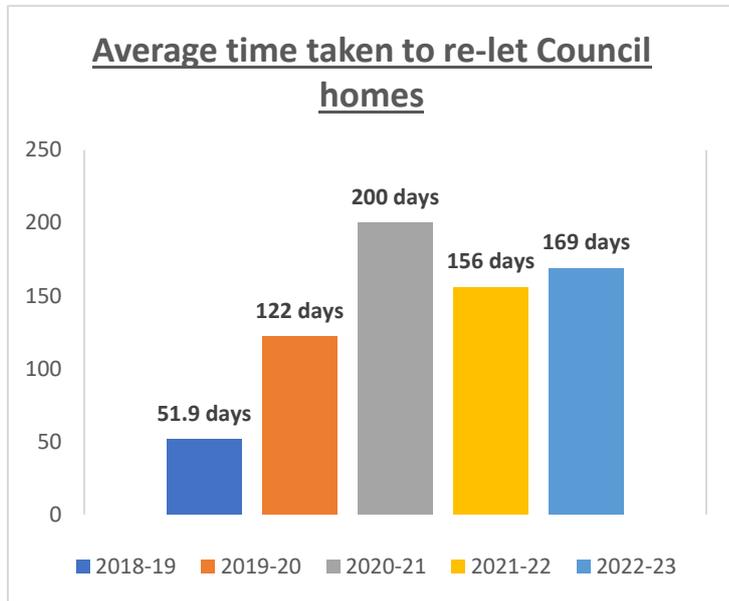
had to be re surveyed in order to properly establish their condition especially with regard to damp, asbestos, fire and legionella safety. Additional temporary surveying resource has been recruited to assist with this process.

The Council has also been able to appoint an additional contractor to deliver repairs to void properties. Weekly operational and strategic meetings with the main contractor have provided additional focus for all parties.

parties and ensure that works are not held up for administration reasons.

All housing teams meet weekly to update on key progress areas required.

This quarter should see a significant improvement given the new contractor and all barriers removed from appointing work.



Quarter 4, 2022-2023 Service Delivery Risk Register

| REF | RISK TITLE & DESCRIPTION | RISK CAUSE | RISK IMPACT | RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership | Current Risk Rating (See table below for guidance) | | | CONTROLS IN PLACE TO MITIGATE THE RISK | Risk Rating after mitigations (See table below for guidance) | | | FURTHER ACTION REQUIRED | SUMMARY OF CHANGE SINCE LAST QUARTER | RISK OWNER |
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| | | | | | LIKELIHOOD | IMPACT | RISK RATING | | LIKELIHOOD | IMPACT | RISK RATING | | | |
| SD1 | Loss of income to the Housing Revenue Account (HRA) | Reduction of income through the Impact of: Universal Credit (UC) (increase rent arrears) Void Properties (rent loss) Right to buy properties (rent loss) | Loss of income into the (HRA) | Financial | 4 | 2 | 8 | <ul style="list-style-type: none"> A revised Income Management Policy has been approved by Housing and Community Services Committee and new operational/ IT procedures implemented. New dwellings mitigate revenue lost through Right to Buy (RTB). New Builds can still be purchased under (RTB) after three years for Secure Tenancies. Daily monitoring of UC, and income management. The Housing Service has made operational changes to deal with this increase which have been subject to a successful audit review. Programme in place to reduce the void rent loss. Council House Development Group is in place. Rent Arrears performance improving – arrears now down to 2.8%. Void Property work plan presented to Overview and Scrutiny Committee 4/1/23 with a further update presented to Housing and Community Services Committee on 25th April 2023 Survey of small HRA development sites completed with options for redevelopment. Surveys of Smallthorn Place underway which will provide redevelopment options. Derbyshire County Council have commenced “Soft Market Testing” of the Careline and independent living services contracts which are currently delivered by the Council. A reduced service will be retendered for commencement in March 2024. This is likely to reduce the funding into the HRA from DCC by up to £300k. | 4 | 2 | 8 | <ul style="list-style-type: none"> Increased focus on collection of rent and other housing debt. Monitoring and review of arrears, evictions and rent loss due to voids. Council House development group to develop a pipeline of development schemes. Government Rent Increase Cap confirmed at 7%. Council members have agreed a rent increase limited to 3% The Council is undertaking its own review of the Careline and ILS service to enable a new service proposal to be made to DCC and the NHS which may attract funding to mitigate any loss. <p>A draft proposal will be submitted to DCC as part of the soft market testing process in May 2023.</p> | Mitigating actions have been updated to advise void property work plan presented to H&CS Committee, Surveys for Smallthorn Place underway. Rent increase limited to 3% The contract for Careline and independent living services is due to be retendered in 2023-24. | Head of Housing Services |
| SD3 | Safety standards | Failure to comply with basic safety standards in flats/blocks with communal areas. | Risk to property and life | Compliance | 2 | 4 | 8 | <p>Housing Safety policies are now in place for:</p> <ul style="list-style-type: none"> ➤ Fire ➤ Lift ➤ Electrical ➤ Gas ➤ Asbestos ➤ Legionella | 2 | 4 | 8 | <ul style="list-style-type: none"> Monitoring and carrying out safety checks as per the Housing Safety Policies. Reconfiguring software (lifespan) to manage this. | Mitigating actions updated to advise new tenant satisfaction measures for property safety are | Head of Housing Services |

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| | | | | | | | | <ul style="list-style-type: none"> A recent Internal Audit of Housing Safety has confirmed that the systems in place provide “reasonable assurance” in this area. Contracts are in place to deliver property improvements for all aspects of property safety. <ul style="list-style-type: none"> Recruited an Asset and Compliance post. Agency staff in place to cover Heating, Electrical, Fire safety Project Officer Roles. Posts have been regraded through the JEQ process to assist in permanent recruitment. Fire safety checks in sheltered and communal schemes being completed by Careline Support Coordinators. Successful recruitment to Gas and Building Project Officer roles. <ul style="list-style-type: none"> New Tenant Satisfaction Measures include specific property safety indicators. | | | | <ul style="list-style-type: none"> Recruitment exercise to be completed after JEQ regrading agreed. No interest in the Electrical Project Officer post. The role will be readvertised. | due to be launched in 2023-24. | |
| SD5 | Reduction in funding for Cultural and Community Services | Reduction of Council funding into Cultural and Community Services. Unable to source external funding to service. | There is likely to be additional funding needed to replace income lost through Covid-19. | Financial | 3 | 3 | 9 | <ul style="list-style-type: none"> Forward budget planning over several years, to cover the medium-term- up to and including 2023/24. Approvals received for reserve spend to secure staffing initially for Active Communities. The Council receives an annual Community Safety funding allocation from the Police and Crime Commissioner (PCC) of £25,000. In December 2021, the new PCC confirmed that this level of funding will continue for a further three years. The Council receives an annual Basic Command Unit funding allocation of £35,000 from the Chief Superintendent. This annual allocation, currently with no long-term commitment. A new three-year sponsorship of the Environmental Education Project with Rolls Royce has been confirmed. Government Funding via the National Leisure Recovery Fund (NLRF) for the Leisure Centres has been received. No more post covid support for leisure – working with Max associates to look at soft market testing for potential future delivery and/or negotiate potential contract extension. | 3 | 3 | 9 | <ul style="list-style-type: none"> Maintain current funding contribution that the Council makes towards the Active Communities service. Continue to seek and secure relevant external funding opportunities to continued support service delivery. Monthly assessment of income and expenditure. Review reserves and potentially use to fund projects if needed. | No change in Q4 | Head of Cultural and Community Services |

| REF | RISK TITLE & DESCRIPTION | RISK CAUSE | RISK IMPACT | RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership | Current Risk Rating (See table below for guidance) | | | CONTROLS IN PLACE TO MITIGATE THE RISK | Risk Rating after mitigations (See table below for guidance) | | | FURTHER ACTION REQUIRED | SUMMARY OF CHANGE SINCE LAST QUARTER | RISK OWNER |
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| | | | | | LIKELIHOOD | IMPACT | RISK RATING | | LIKELIHOOD | IMPACT | RISK RATING | | | |
| | | | | | | | | <ul style="list-style-type: none"> Active Derbyshire Partnership may help to open up other funding potentials related to Physical Activity. | | | | | | |
| SD6 | Ageing infrastructure at Rosliston Forestry Centre | Need to upgrade infrastructure at Rosliston Forestry Centre | Unable to deliver services at Rosliston. | Strategic | 2 | 3 | 6 | <ul style="list-style-type: none"> Condition survey updated as part of future procurement exercise for new contractor, informed by a wider strategic review. Focus on implementing infrastructure requirements identified in external consultant's report. Capital Programme bid successful with most projects supported. Engage tenants and keep Senior Leadership Team informed. Covid-19 pandemic has enabled an opportunity to do some minor health and safety works whilst the site was closed to the public. Vision for site to be reviewed considering the pandemic, informed by the wider climate emergency debate. New lease is now signed for 30 years with Forestry England. Consultation work to begin over the next 12 months to develop a new vision for RFC and allocate funding for redevelopment. | 2 | 3 | 6 | <ul style="list-style-type: none"> Work commenced on the delivery of capital projects. Collaboration with Head of Corporate Property on improvements to the Planned Preventative Maintenance (PPM). Regular meetings held at operational and strategic levels with Forestry England. | New 30-year lease signed – consultation work begins to revitalise RFC | Head of Cultural and Community Services |

| REF | RISK TITLE & DESCRIPTION | RISK CAUSE | RISK IMPACT | RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership | Current Risk Rating (See table below for guidance) | | | CONTROLS IN PLACE TO MITIGATE THE RISK | Risk Rating after mitigations (See table below for guidance) | | | FURTHER ACTION REQUIRED | SUMMARY OF CHANGE SINCE LAST QUARTER | RISK OWNER |
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| | | | | | LIKELIHOOD | IMPACT | RISK RATING | | LIKELIHOOD | IMPACT | RISK RATING | | | |
| SD7 | Failure to meet housing delivery targets set out in the five-year supply | Economic slowdown, material or labour shortages, supply chain issues. There has been a small decrease in housing completions during the COVID pandemic. | A loss of control of new developments and reduced likelihood of achieving the necessary section 106 contributions and the potential for developments to the approved in unsustainable locations | Strategic | 4 | 3 | 12 | <ul style="list-style-type: none"> Local Plan is in place which sets out the five-year supply. In August E&DS Committee approved that the local plan should have a review undertaken which will identify sufficient sites to provide an up-to-date five-year housing land supply. Active pursuit of schemes and opportunities. Increased focus on facilitating prompt commencement of development. Current five-year housing land supply rate at 6.29 years- most sites started are building at a rate above that originally anticipated such that 919 were completed in 2021/22. Despite a small reduction on the previous year the council has maintained its five-year housing land supply and a strong bounce back from COVID is already occurring. A consultation has been completed on the Issues and Options for the Local Plan Review with several sites put forward to enable a five-year housing land supply to be maintained, Support government proposals to offer flexibility in supply and delivery requirements in light of COVID-19 effects. The Housing Position Paper reported to January 26 EDS Committee confirmed a 5-year housing land supply to 6.29 years. | 2 | 3 | 6 | <ul style="list-style-type: none"> Develop action plan(s) where necessary. Monitoring/review of performance ongoing. | The mitigating actions have been updated to the Housing Position Paper will be kept under review and reported to E&DS Committee. The latest report on the 26 th January confirmed a 5-year housing land supply of 6.29 years (from 6.15) | Head of Planning and Strategic Housing |
| SD9 | Melbourne Sports Park | Failure to deliver against external funder requirements at the Melbourne Sports Park (MSP). Ongoing discussions with external funders. | MSP negatively affected by Covid-19 with no income generation for several months. Some external grants success to support this impact but not all. | Financial | 2 | 3 | 6 | <ul style="list-style-type: none"> Scheme to deliver additional car parking on site completed. Drainage scheme on MSP site and adjacent landowners complete. Improved rugby pitches playability should increase income generation from bar and catering. Work on three new tennis courts completed. Improvements to third rugby pitch and training area underway. These projects will aid future viability. Development sub-committee to be re-established to look at future works/developments at the site. Council representative on the Sub-Committee. | 2 | 3 | 6 | <ul style="list-style-type: none"> Regular Artificial Grass Pitch (AGP) Steering Group meetings. Matter under regular review at MSP Board meetings. Key funder in attendance at AGP steering group meetings. MSP Board meeting business plan income targets, however close monitoring is required. | No change in Q4 | Head of Cultural and Community Services |

| REF | RISK TITLE & DESCRIPTION | RISK CAUSE | RISK IMPACT | RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership | Current Risk Rating (See table below for guidance) | | | CONTROLS IN PLACE TO MITIGATE THE RISK | Risk Rating after mitigations (See table below for guidance) | | | FURTHER ACTION REQUIRED | SUMMARY OF CHANGE SINCE LAST QUARTER | RISK OWNER |
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| | | | | | LIKELIHOOD | IMPACT | RISK RATING | | LIKELIHOOD | IMPACT | RISK RATING | | | |
| SD11 | Tree Management | Failure to manage the Council's tree stock in line with adopted Tree Management policy. | Breach of tree policy and/or accident/incident involving trees. | Strategic | 4 | 3 | 12 | <ul style="list-style-type: none"> Review of approved Tree Management Policy completed. Zurich Municipal has provided support to assess the Council's risk on its Tree Policy and Strategy. A new tree policy and management plan has been agreed by committee on 17 March 2022. Unable to recruit an assistant tree officer so have gained approval to revise the structure of the Parks and Green Spaces to facilitate the flexible retirement of the current post holder and the creation of an additional tree officer (at a more senior level) to enable the sharing of knowledge and experience. | 3 | 3 | 9 | <ul style="list-style-type: none"> The new Policy requires implementing and backlog of work procured and prioritised. A budget has been agreed. External support for tree inspections is being procured. Assistant tree officer appointed and is being mentored by Tree Officer Temporary support from agency to help with volume of tree work related to planning. Due to volume of workload reviewing staffing structure to ensure resourced adequately going forward. | Further actions updated in Q4 that the Assistant Tree Officer has been appointed and is being mentored by Tree Officer. Ongoing review of the staffing structure is underway to ensure the service is resourced adequately and succession planning is factored in. | Head of Cultural and Community Services |
| SD12 | Ageing Infrastructure at Greenbank Leisure Centre | Infrastructure at Greenbank Leisure Centre including pipework to pool and roof structure needs investment. | Unable to deliver services at Greenbank Leisure Centre | Strategic | 3 | 3 | 9 | <ul style="list-style-type: none"> Building condition survey is being updated and a planned preventative maintenance (PPM) programme put in place by Head of Corporate Property. Complete the necessary works identified in external consultant's report, informed by a wider strategic review (SOPM). Improvements made to pool pipework and roof. Ensure that there is sufficient capital funding to complete the necessary works and revenue funding for on-going PPM. Facility Planning Model (FPM) being undertaken to assess strategic need of leisure stock through to 2038. The FPM work above is now complete and will inform the Local Plan. Further work is being undertaken on the SOPM. | 3 | 3 | 9 | <ul style="list-style-type: none"> Review of the operational management and deliverability of PPM Options presented by FPM to be assessed and presented to Members in the future. Also Built Facility Strategy to be commissioned to support FPM. | No change in Q4 – still to commission Built Facility Strategy | Head of Cultural and Community Services |

| REF | RISK TITLE & DESCRIPTION | RISK CAUSE | RISK IMPACT | RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership | Current Risk Rating (See table below for guidance) | | | CONTROLS IN PLACE TO MITIGATE THE RISK | Risk Rating after mitigations (See table below for guidance) | | | FURTHER ACTION REQUIRED | SUMMARY OF CHANGE SINCE LAST QUARTER | RISK OWNER |
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| | | | | | LIKELIHOOD | IMPACT | RISK RATING | | LIKELIHOOD | IMPACT | RISK RATING | | | |
| SD15 | Leisure Centres | Due to the National Lockdowns and control of coronavirus measures. | The Council's Leisure Contractor can no longer sustain its business | Strategic Financial | 2 | 3 | 6 | <ul style="list-style-type: none"> Application to Government for National Leisure Recovery Fund (NLRF) successful and distribution being arranged. Increase risk to leisure providers viability nationally due to rising utility costs. Pre-planning within the budget setting process and close working relationship with leisure contractor. Monthly contract meetings are taking place to track contractor financial and operational performance. | 2 | 3 | 6 | <ul style="list-style-type: none"> Monthly assessment of Leisure Contractor finances and assessment of Council support through monthly contract meetings. Contingency plans are also being developed should the contractor not be able to deliver the contract at short notice. Final settlement of financial negotiations during Covid closure is complete. End of year accounts have been received from contractor. It is clear that the trading conditions have been challenging but participation is now increasing. However numbers are below pre pandemic levels. Energy costs have risen dramatically – impact on contractor and SDDC as part of energy benchmarking – awaiting to hear on grants from Sport England to support LA with swimming pools. Continual monitoring is essential. | Update to further actions in Q4 Monthly contract meetings taking place Energy costs have risen, awaiting update from Sport England on financial support to LA with swimming pools. | Head of Cultural and Community Services |

| REF | RISK TITLE & DESCRIPTION | RISK CAUSE | RISK IMPACT | RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership | Current Risk Rating (See table below for guidance) | | | CONTROLS IN PLACE TO MITIGATE THE RISK | Risk Rating after mitigations (See table below for guidance) | | | FURTHER ACTION REQUIRED | SUMMARY OF CHANGE SINCE LAST QUARTER | RISK OWNER |
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| | | | | | LIKELIHOOD | IMPACT | RISK RATING | | LIKELIHOOD | IMPACT | RISK RATING | | | |
| SD16 | Voluntary and Community Sector | A reduction in resources for partners who deliver services for or on behalf of the Council. | Evidence that this is occurring with CVS and Citizens Advice having core funding reduced in recent years | Strategic Financial | 2 | 3 | 6 | <ul style="list-style-type: none"> It is considered that the Council is undertaking as much action as is reasonably possible at this stage to mitigate the risk. The Council's current grant funding has been increased in 2022/23. The Council employs a dedicated Community Partnership Officer to support the voluntary sector and local organisations. Capacity in the sector is starting to recover in light of Covid-19 and the Council is working to support the relevant organisations. | 2 | 3 | 6 | <ul style="list-style-type: none"> The Council continues to work with the Voluntary and Community sector to ensure its funding delivers the Council's Corporate Plan objectives. | No change in Q4 | Head of Community and Cultural Services |
| SD17 | Sustainable Urban Drainage features (Suds) | Failure to manage the Suds in line with national guidance. | Serious accident at a Suds feature, and / or failure of feature to prevent flooding | Operational Strategic Financial | 3 | 4 | 12 | <ul style="list-style-type: none"> A recent report by Alliance Consulting has highlighted risks associated with SUDs features that the Council has adopted / is due to adopt. There are potentially nine sites. The Council has a capital budget to implement the findings of the Alliance report on Council-owned sites. The Council no longer adopts SUDs as part of new developments. These are transferred to Severn Trent Water subject to them meeting appropriate standards. | 2 | 3 | 6 | <ul style="list-style-type: none"> The Council has reviewed the independent SUDs report and is undertaking all reasonable and practicable actions to mitigate any risks. | No change in Q4 | Head of Community and Cultural Services |
| SD18 | Fluctuations in recycle prices | Failure to monitor and report fluctuations in recycle prices | An escalation in the cost of delivering the recycling service. | Operational Financial | 2 | 3 | 6 | <ul style="list-style-type: none"> At the time of awarding new recycling contracts in July 2021, an assessment of material prices over the last 30 months was undertaken. This showed that prices fluctuate from month to month. In assessing the bids, using the lowest material prices from the last 30 months was considered the most prudent way to budget for the service through the Medium-Term Financial Plan (MTFP), with a reserve established to bank any income over that budgeted to cover any periods where income falls below that budgeted. A quarterly update within the Revenue Monitoring Report is presented by the Head of Finance to Finance and Management Committee to allow Members to keep this under review. This position should be fully reviewed following the initial two-year period. | 2 | 3 | 6 | <ul style="list-style-type: none"> Continue to report quarterly on recycle income | No change in Q4. | Head of Operational Services |

| REF | RISK TITLE & DESCRIPTION | RISK CAUSE | RISK IMPACT | RISK CATEGORY <i>Strategic, Resource Operational Financial Knowledge management Compliance, Partnership</i> | Current Risk Rating <i>(See table below for guidance)</i> | | | CONTROLS IN PLACE TO MITIGATE THE RISK | Risk Rating after mitigations <i>(See table below for guidance)</i> | | | FURTHER ACTION REQUIRED | SUMMARY OF CHANGE SINCE LAST QUARTER | RISK OWNER |
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| | | | | | LIKELIHOOD | IMPACT | RISK RATING | | LIKELIHOOD | IMPACT | RISK RATING | | | |
| SD19 | Animal welfare costs | Significant increase in dog ownership, illegal dog breeding, stray dogs and poor animal welfare | Substantial costs from animals taken into possession which have been found to be suffering. The Council currently still has possession of approx. 30 animals following recent operations down from a peak of 190 in September 2022 | Financial, Compliance, Partnership | 4 | 3 | 12 | <ul style="list-style-type: none"> Powers under s20 of the Animal Welfare Act. Mutual support agreement with RSPCA. Dog fostering scheme agreed with a dog fostering charity. No win no fee agreement with a third-party Financial Investigator to enable the Council to pursue Proceeds of Crime Act action against offenders to recover costs. Additional budget has been proposed for the 2023/24 financial year in the draft budget. | 2 | 3 | 6 | <ul style="list-style-type: none"> Ongoing monitoring required of the CEH00 R4400 budget to review the effects of the existing mitigations. Prosecution files being prepared in relation to animal welfare and illegal breeding offences. Development of an animal in distress policy, to give guidance to officers | Continued reduction in number of animals in Council possession | Head of Environmental Services |
| SD20 | Green Homes Grant Project | Failure to deliver the volume of Green Homes Grants agreed with the project sponsors | Repayment of grant allocation to the project sponsors Loss of reputation | Strategic, Financial, Operational, Partnership | 4 | 2 | 8 | <ul style="list-style-type: none"> An existing project management framework is in place in accordance with the agreed Memorandum of Understanding with the project sponsors (BEIS and Midland Net Zero Hub) New contractors have been procured to increase the contractor capacity to deliver the target number of Green Homes Grants. | 2 | 2 | 4 | <ul style="list-style-type: none"> Review volume and quality of delivery of newly appointed contractors. Communicate with stakeholders. | Agreement signed with new contractors. Revised Delivery Plan agreed with DESNZ | Head of Environmental Services |

Risk Matrix Template

The table below outlines how the impact and likelihood of the risk is scored using the threshold and description as guidance.

1.1

| | | | | | | | |
|--------|---------------|---|---|----|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| Impact | Very High (4) | 4 | 8 | 12 | 16 | <div style="background-color: red; color: white; padding: 2px;">12-16</div> <div style="background-color: orange; color: black; padding: 2px;">6-9</div> <div style="background-color: green; color: black; padding: 2px;">1 - 4</div> | Significant Risk Medium Risk Low Risk |
| | High (3) | 3 | 6 | 9 | 12 | | |
| | Medium (2) | 2 | 4 | 6 | 8 | | |
| | Low (1) | 1 | 2 | 3 | 4 | | |

| | | | | |
|--|-------------------|---------------------|---------------------|----------------------------|
| | Remote (1) | Possible (2) | Probable (3) | Highly Probable (4) |
| | Likelihood | | | |

| Impact | Thresholds and Description |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 – Low | Limited impact on service objectives if any, section objectives unlikely to be met, financial loss less than £10,000, no media attention. |
| 2 – Medium | Slight delay in achievement of service objectives, minor injuries, financial loss over £50,000k, adverse local media attention, breaches of local procedures |
| 3 – High | Significant threat to Council objectives. Non-statutory duties not achieved, permanent injury, financial loss over £100,000, negative national media attention, litigation expected, serious issues raised through inspection, breakdown of confidence of partners. |
| 4 – Very high | Objectives cannot be delivered. Statutory duties not achieved, death, financial loss over £500,000 adverse national media attention, litigation almost certain, prosecutions, breaches of law, inspection highlights inadequate service, Council unable to work with partner organisation. |
| Likelihood | Thresholds and Description |
| 1 – Remote | May occur only in exceptional circumstances (e.g. once in 10 years) |
| 2 – Possible | Unlikely to occur but could at some time (e.g. once in three years) |
| 3 – Probable (in two years) | Fairly likely to occur at some time or under certain circumstances (e.g. once in two years) |
| 4 – Highly probable (in 12 months) | Will probably occur at some time or in most circumstances (e.g. once in 12 months) |

Service Delivery Risk Matrix

The below table summarises the risk likelihood and impact for risks after controls have been put in place to mitigate the risk.

| | | | | | |
|---------------|----------------------|--|----------------------------------------|-----------|------|
| Impact | Very High (4) | | SD3, SD9 | | |
| | High (3) | | SD6, SD7, SD15, SD16, SD17, SD18, SD19 | SD5, SD12 | SD11 |

| | | | | | |
|--|-------------------|-------------------|---------------------|---------------------|----------------------------|
| | Medium (2) | | SD20 | | SD1 |
| | Low (1) | | | | |
| | | Remote (1) | Possible (2) | Probable (3) | Highly Probable (4) |
| | | Likelihood | | | |

| | | |
|-------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SD1 | Loss of income to the Housing Revenue Account (HRA) | Reduction of income through the Impact of: Universal Credit (UC) (increase rent arrears) Void Properties (rent loss) and right to buy properties (rent loss). |
| SD3 | Safety standards | Failure to comply with basic safety standards in flats/blocks with communal areas. |
| SD5 | Reduction in funding for Cultural and Community Services | Reduction of Council funding into Cultural and Community Services. Unable to source external funding to service. |
| SD6 | Ageing infrastructure at Rosliston Forestry Centre | Need to upgrade Infrastructure at Rosliston Forestry Centre. |
| SD7 | Failure to meet housing delivery targets set out in the five-year supply | Economic slowdown, material or labour shortages, supply chain issues. There has been a small decrease in housing completions during the COVID pandemic. |
| SD9 | Melbourne Sports Park | Failure to deliver against external funder requirements at the Melbourne Sports Park (MSP). Ongoing discussions with national funders. |
| SD11 | Tree Management | Failure to manage the Council's tree stock in line with adopted Tree Management policy. |
| SD12 | Ageing Infrastructure at Greenbank Leisure Centre | Infrastructure at Greenbank Leisure Centre including pipework to pool and roof structure needs investment. |
| SD15 | Leisure Centres | Due to the National Lockdowns and control of coronavirus measures. |
| SD16 | Voluntary and Community Sector | A reduction in resources for partners who deliver services for or on behalf of the Council. |
| SD 17 | Sustainable Urban Drainage features (Suds) | Failure to manage the Suds in line with national guidance. |
| SD18 | Monitor fluctuations in recycle prices | Failure to monitor and report fluctuations in recycle prices. |
| SD19 | Animal Welfare Costs | Significant increase in dog ownership, illegal dog breeding and poor animal welfare. |
| SD20 | Green Homes Grant | Failure to deliver the volume of Green Homes Grants agreed with the project sponsors. |

| | | |
|--------------------------------|----------------------------------------------------|----------------------------------|
| REPORT TO: | HOUSING AND COMMUNITY SERVICES COMMITTEE | AGENDA ITEM: 7 |
| DATE OF MEETING: | 01 JUNE 2023 | CATEGORY: RECOMMENDED |
| REPORT FROM: | STRATEGIC DIRECTOR (SERVICE DELIVERY) | OPEN |
| MEMBERS' CONTACT POINT: | CHRIS SMITH COMMUNITIES TEAM MANAGER | DOC: |
| SUBJECT: | COUNCIL ANTI-SOCIAL BEHAVIOUR POLICY REVIEW | |
| WARD(S) AFFECTED: | ALL | TERMS OF REFERENCE: HCS07 |

1.0 Recommendations

1.1 To agree and approve the reviewed Corporate Anti-Social Behaviour (ASB) Policy.

2.0 Purpose of the Report

2.1 This report presents the reviewed Corporate ASB Policy for approval by Council. The Council requires all Policies to be reviewed on a regular basis.

3.0 Detail

- 3.1 The policy sets out the Council's commitment to tackling ASB across the District.
- 3.2 The policy details the different types of ASB that the Council will deal with, how victims can make reports of ASB, what support they can expect, and the enforcement action which can be taken.
- 3.3 There are several service areas within the Council that investigate complaints of ASB, these are detailed within the Policy. Each of these service areas has different legislation and tools and powers available to them to enable them to deal with ASB.
- 3.4 This document does not say how the Council will deal with ASB on a day-to-day basis, each dept will have individual procedure documents that will detail this.
- 3.5 There have not been any legislative changes since the last review of the Policy, the changes in this policy are mostly additional sections required by the new Corporate Policy template. The main changes are as follows:

4.0: Updates to current Corporate Plan vision, values and aims

13.0: Roles and Responsibilities section added as per corporate template

16.0: Performance & Monitoring section added as per corporate template

17.0: Sustainability Impact Assessment added/completed as per corporate template

4.0 Financial Implications

4.1 There are no financial implications associated with this policy.

6.0 Corporate Implications

Employment Implications

6.1 All service areas that deal with ASB have been consulted on the policy.

Legal Implications

6.2 This revised policy has been reviewed by the Council Legal Dept.

Corporate Plan Implications

6.3 This policy will work towards delivering several aims within the Corporate Plan:

- Improve the environment of the District; Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate.
- Enhance the attractiveness of South Derbyshire; Enhance the appeal of Swadlincote town centre as a place to visit. Improve public spaces to create an environment for people to enjoy.
- Engage with our communities; Help tackle anti-social behaviour & crime through strong and proportionate action.
- Supporting and safeguarding the most vulnerable; With partners encourage independent living and keep residents healthy and happy in their homes.

7.0 Community Impact

Consultation

7.1 Only internal consultation is required for this policy.

Equality and Diversity Impact

7.2 A preliminary EIA Assessment was completed, there were no negative impacts on any of the characteristics, therefore a full Equality Impact Assessment is not required.

Social Value Impact

7.4 None

Environmental Sustainability

7.5 Taking enforcement action against littering, fly tipping and smoke nuisance will have a positive impact on the environment.

8.0 Conclusions

- 8.1 This policy sets out the Council's commitment to reducing ASB, improving the quality of life for local people and reducing crime and fear of crime within our communities. We recognise that, left unchallenged, ASB can have a significant negative impact on the lives of our communities. This policy details our commitment to tackling ASB with our partners, putting victims first and ensuring we will use available tools and powers to deal with persistent offenders when required.

9.0 Background Papers

- 9.1 SDDC ASB Policy

Anti-social Behaviour Policy

Service Area: Communities Team

Version Control

| Version | Description of version | Effective Date |
|---------|---------------------------|----------------|
| 1.0 | SDDC Corporate ASB Policy | June 2017 |
| 1.1 | SDDC Corporate ASB Policy | May 2023 |

Approvals

| Approved by | Date |
|------------------------------------------------|-----------------------------|
| Housing & Community Services Committee | 20 th April 2017 |
| Environmental & Development Services Committee | 1 st June 2017 |
| Housing & Community Services Committee | 1 st June 2023 |

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2.0 Introduction

For the purposes of this policy, our definition of Anti-Social Behaviour (ASB) reflects the definition found in The Crime & Disorder Act (1998) which defines Anti-Social Behaviour as

“...acting in an anti-social manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator”.

This document does not say how the Council will deal with ASB on a day-to-day basis. This is explained in our procedure documents, which can be read alongside this policy.

3.0 Purpose

This policy outlines South Derbyshire District Council's approach to effectively tackling 'anti-social behaviour' It provides information on what is meant by ASB, details our commitment to victims of ASB and details some of the enforcement options available to us.

4.0 Our Commitment and Objectives

The Council recognises that left unchallenged, ASB can have a serious and detrimental effect on individuals, families and communities. In order to support our commitment to reducing ASB in South Derbyshire the Council will:

- Place victims and witnesses at the centre of our procedures and support them throughout their case.
- Make effective use of the powers, orders and mechanisms available to us to deal with ASB.
- Participate fully in joint working with partner agencies to enable the best possible outcomes.
- Raise awareness of what conduct constitutes ASB.
- Encourage people to report ASB.
- Publicise successful prosecutions where appropriate.

The Corporate Plan 2021-24 sets out our values and vision for South Derbyshire and defines our priorities for delivering services. It describes how the Council will work with partners to improve the quality of life of residents, community groups and businesses.

Our vision is to make South Derbyshire a great place to live, visit and invest and this is underpinned by three values:
Take pride in our place, have respect for everyone and achieve excellence in all we do.

This policy will work towards delivering several aims within the Corporate Plan:

Improve the environment of the District; Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate.

Enhance the attractiveness of South Derbyshire; Enhance the appeal of Swadlincote town centre as a place to visit. Improve public spaces to create an environment for people to enjoy.

Engage with our communities; Help tackle anti-social behaviour & crime through strong and proportionate action.

Supporting and safeguarding the most vulnerable; With partners encourage independent living and keep residents healthy and happy in their homes.

5.0 Types of ASB

ASB is a very broad term and covers a wide range of issues: Some ASB complaints will be dealt with by the Housing department (if made about a Council tenant), some will be dealt with by Environmental Health (Environmental ASB) and some will be dealt with by the Communities Team. It is common for departments to work together on cases (and with the police and other partners) as some complaints will have a number of issues which may overlap departments and organisations.

The below is a key list of the types of ASB that each department will take a lead on:

5.1 Housing Dept:

The Council's Housing Department will deal with ASB complaints regarding its tenants and its social rented properties. Any tenants committing ASB will be in breach of their tenancy agreements.

- Neighbour disputes between tenants.
- Nuisance behaviour at council properties.
- Untidy council properties.
- Drugs issues at council property.

5.2 Anti-Social Behaviour (Communities Team):

- Nuisance behaviour (Inc youth related nuisance)
- Underage drinking / street drinking.
- Neighbour disputes (private housing).
- Incidents of verbal abuse.
- Nuisance motorbikes.
- Drug-related issues at domestic dwellings.
- Drug-related issues in public places.

5.3 Environmental Health:

- Bonfires.
- Air pollution.
- Light pollution.

- Dog fouling.
- Aggressive and stray dogs.
- Noise nuisance.
- Untidy premises.
- High hedges.
- Fly-tipping.
- Domestic noise.
- Street noise.
- Littering and waste accumulations.
- Private rented housing disputes
- Abandoned vehicles.

5.4 Planning Enforcement:

- Unauthorised development.
- Loss of amenity.
- Flyposting.

Each department and partner agency (including Derbyshire Police, Derbyshire County Council, Derbyshire Fire and Rescue, health services and community and voluntary sector) brings with it a range of expertise and experience that, when brought together, can assist in resolving issues more effectively.

6.0 Reporting ASB and Assessing Impact

Members of the public can make a complaint in writing, by email, telephone, via our website: <https://www.southderbyshire.gov.uk/our-services/crime-and-community-safety/report-anti-social-behaviour-noise-and-street-care-issues> or through a third party such as a Councillor.

Complaints and reports can also be made anonymously. However, this may restrict the amount of investigation and action the Council can undertake and will not allow us to provide the complainant with information and support. The Council would recommend therefore that complainants give us their full name and address.

When an initial complaint of ASB is taken, our staff will establish the details of the complaint and work with the victim to assess their risk of harm. There may be occasions where a report needs to be dealt with by the police i.e. criminal damage, harassment, hate crime or violence, as these are criminal offences. However, officers should discuss this with the victim and only refer onto the police with their permission.

If there is a complaint which has multiple offences, officers should work closely with the police and other agencies to tackle the problem.

All ASB complaints received by the Council will be responded to within three working days. More serious complaints will be responded to within one working day (i.e. hate related incidents, violence or threats of violence, abuse.)

7.0 Support for Victims and Vulnerable Perpetrators

The Council is signed up to the Derbyshire ASB Victims First Project; which aims to:

- Ensure the victim is at the heart of our approach to tackling ASB.
- Provide a consistent multi-agency approach to the identification of vulnerable and repeat ASB victims.
- Improve the service for ASB victims, especially the most vulnerable.
- Improve ASB case management for victims and offenders through IT.

As part of the Derbyshire Victims First Project South Derbyshire District Council has, (along with the other District and Boroughs in the County) adopted the use of the E-CINS Case Management IT system to manage medium and high-risk anti-social behaviour (ASB) victims and perpetrators in Derbyshire.

E-CINS is a secure, multi-agency, web-based case management system, which is used to manage medium and high risk ASB victims and perpetrators in Derbyshire.

Through the safe and secure sharing of information, partner agencies can work together to manage cases in 'real time' using E-CINS. There are a range of benefits, including:

- Identification of vulnerable ASB victims.
- Minimise the risk of harm to victims and provide appropriate support.
- Improved information sharing.
- Audit trail of information shared.
- Improved multi-agency working.
- Effective case management.
- Secure access to information.
- Improved staff safety.
- Recording agreed actions at case meetings.
- 24/7 access to offender management information e.g. terms of ABCs, Criminal Behaviour Orders (CBO's) and injunctions.
- Time savings.

Where appropriate, officers should also discuss with the victim whether they would like a referral to Derbyshire Victim Services, who provide a specialist support service for victims of ASB.

While officers are preparing to take Court action against someone for ASB, it can be a frightening and distressing time for victims and witnesses. Officers will therefore attempt to make the process as easy as possible, including:

- Keep the victim/ witnesses informed about any court case.
- Offer extra security to the property through the Safer Homes Scheme if appropriate, such as spy holes, door chains, window alarms.
- Provide temporary CCTV if appropriate, available and necessary.
- Provide information on victim / witness support agencies.

- Attempt to prevent witnesses and victims attending court by using hearsay notices where possible.

Our approach to managing ASB is victim centred. However, it is recognised that some perpetrators of anti-social behaviour can themselves be vulnerable. Officers should ensure they make enquiries about alleged perpetrators regarding any existing support or support needs and where appropriate contact relevant trained professionals to inform them of the complaints and to take appropriate action to minimise the risk of them committing further acts of ASB.

Residents and tenants are responsible for their own actions and the actions of all those people who are living at or visiting their property. The Council will investigate appropriate reports of ASB or neighbour nuisance and may take legal action against those found responsible. Reports received of criminal offences such as the supply, dealing and cultivation of drugs will always be reported to the Police.

Where the complaint involves the tenant of a housing association, officers will work in conjunction with the officers from that housing association to resolve the complaint amicably.

Where a victim or offender is a Council housing tenant, the appropriate Housing Officer should be informed.

8.0 Enforcement action

Working with our partner agencies, we will use a wide range of measures to prevent and combat persistent anti-social behaviour:

- We will use a range of early informal interventions, including warning letters, acceptable behaviour contracts and mediation.
- We have a tenancy agreement which prohibits ASB – this is fully explained to all new tenants.
- Where there is persistent ASB and sufficient evidence we have a wide range of legal interventions we can use to tackle the behaviour. These include Fixed Penalty Notices, Criminal Behaviour Orders, Civil Injunctions, Community Protection Warnings and Notices, Public Space Protection Orders, Closure Powers, Dispersal/Direction Powers, and Absolute Grounds for Possession. These interventions were introduced or strengthened by the Anti-Social Behaviour, Crime and Policing Act 2014.

Other Council departments such as Environmental Health, Housing and Planning will have additional powers through statutory legislation which could be used to tackle ASB, such as the Housing Act 1996, the Environmental Protection Act 1990 and Noise and Statutory Nuisance Act 1993 and the Town and Country Planning Act 1990.

More information about the intervention and enforcement powers the Council will use is held within the individual departments' ASB procedure documents and in 10.3 of this Policy.

We will always use our legal powers in accordance with the principles set out in our Corporate Enforcement Policy, the Councils Surveillance Policy, and the Councils guidance on the use of the Regulation of Investigatory Powers Act. The Corporate Enforcement Policy contains several principles and commitments, but in particular is the commitment to use our powers in a way that it transparent, accountable, proportionate and consistent.

9.0 Safeguarding

Safeguarding is everyone's business, and we all have a part to play in protecting the most vulnerable members of our community. As a service provider, The Council is committed to safeguarding children and adults at risk.

The Council recognises that Derbyshire County Council's (DCC) Children's and Younger Adults Service are the lead agencies in the District with regard to child protection and DCC's Adult Care is the lead agency with regards to adults at risk. However, the Council recognises that everyone has a responsibility for child protection and protecting adults at risk, including all employees and elected Members.

The role of the Council is not to investigate allegations of abuse. However, it is the responsibility for all Council Members, employees, volunteers and contracted service providers to take action when they suspect or recognise that a child, young person or adult at risk may be a victim of harm or abuse.

The Council recognises that when dealing with ASB we may come into contact with children and adults for whom there are safeguarding concerns. All District employees and Members receive safeguarding training and have access to information to enable them to respond appropriately.

The Council has its own Safeguarding Policy and Intranet hub which should be adhered to whenever a cause for concern has been identified by a member of staff or an elected member.

10.0 Legislation

10.1 Anti-Social Behaviour, Crime and Policing Act 2014 (Revised in March 2023)

This Act provides the tools for practitioners and agencies to effectively tackle ASB. The Act strengthens and, in some respects, replaces existing legislation to stream-line and re-enforce the powers that are available to practitioners.

10.2 Crime and Disorder Act 1998

The purpose of this Act is to tackle crime and disorder and help create safer communities. The Act gives the lead responsibility for crime and disorder to the police and the local authorities and consequently after its introduction Crime and Disorder

Partnerships were formed based in the District and the County Councils. The 1998 Act provides additional powers for agencies to use when carrying out their work to reduce crime. These include:

- Section 115 which allows for the sharing of information for the purposes of preventing crime and disorder without contravening the Data Protection Act 1998.
- The establishment of local partnerships between police, local authorities and others to help fight crime.
- Section 17 places a duty upon local authorities to consider the community safety within their District for any function that it may undertake. This section dictates the way in which authorities need to plan, implement and monitor work on crime and disorder issues.

10.3 Other relevant Legislation

- Children Act 1989
- The Regulation of Investigatory Powers Act (RIPA) 2000
- Local Government Act 2000
- Homelessness Act 2002
- Housing Act 1996
- Environmental Protection Act 1990
- Human Rights Act 1998
- Data Protection Act 2018
- Freedom of Information Act 2000
- Clean Neighbourhoods and Environment Act 2005
- Equality Act 2010
- Anti-Social Behaviour Act 2003
- Clean Air Act 1993
- Noise and Statutory Nuisance Act 1993
- Noise Act 1996
- Prevention of Damage by Pests Act 1949
- Police Reform Act 2002
- Town and Country Planning Act 1990

11.0 Confidentiality

Together with our partner agencies, the Council have signed an information sharing protocol that enables us to share appropriate and relevant information when dealing with cases of ASB with other agencies. All information is shared in line with the Derbyshire Partnership Anti-Social Behaviour Information Sharing Agreement and within the terms of the Data Protection Act 1998 and the Crime & Disorder Act 1998 (as amended).

12.0 Publicity and Media

The aims and benefits of publicity in the context of this policy are typically to:

- Give the public confidence in local services by reassuring our communities, victims and witnesses that action can be taken to protect them and their human rights in relation to their safety and/or quiet enjoyment of their property or possessions. This can increase public confidence to report ASB and therefore assist with the prevention and detection of ASB.
- Give the public the information they need in order to identify breaches of any court order or to provide other relevant information and assist with enforcement. Communities often hold the key to the information agencies need to effectively tackle ASB.
- Deter offenders (or other potential offenders) from engaging in ASB.
- Ensure community awareness of the tools and powers available to the Council and its partners and ensure that the community are aware of who they should approach with concerns and questions around ASB.
- Support witnesses and potential witnesses by ensuring that they are aware of what action can be taken to prevent further ASB and what support is available to them.

There is generally a presumption in favour of publicity, but each case will be considered on its merits. Before making a decision to publicise any case (or any conviction) the decision maker ought to ascertain whether there are any reporting restrictions imposed by a court which would or might prohibit or restrict publicity.

The age of a person and/or any particular vulnerability (whether relating to the person against whom publicity is being considered and/or their household or family) ought to be considered before a decision to publicise is made. Age and vulnerability are each relevant considerations which may impact upon both the decision whether to publicise and, if relevant, the nature, extent and duration of any publicity. If a decision has been made to continue with publicity on a juvenile an appropriate risk assessment will be carried out.

The Council will consider the implications of the Data Protection Act 2018 when considering whether to use publicity.

13.0 Roles and Responsibilities

Tackling ASB requires knowledgeable and well-trained staff. The Council will ensure that all staff dealing with ASB clearly understand and deliver our policy. The Council will also ensure that they are fully trained on our procedures and are aware of the tools and powers at their disposal.

| Responsible | Accountable |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Heads of Housing, Environmental Services, Cultural & Community Services and Planning:</p> <ul style="list-style-type: none"> To ensure staff are aware of policy, kept updated with ASB Legislation and suitably trained. Ensure Procedures are implemented, monitored, reviewed and updated. <p>Communities Team Manager:</p> <ul style="list-style-type: none"> Act as Chair for Community Trigger Case review meetings Ensure this policy is reviewed in accordance with the review schedule. Manage the Response to ASB in the Communities Team. <p>Senior Community Safety Enforcement Officer & Snr Environmental Health Officer:</p> <ul style="list-style-type: none"> Manage the response to ASB in Housing Services. Respond to annual Audits of ASB <p>Tenancy Services Manager (Housing) & Senior Enforcement Officer (Planning):</p> <ul style="list-style-type: none"> Manage the response to ASB in Housing Services. Respond to annual Audits of ASB <p>ASB Officer:</p> <ul style="list-style-type: none"> Single point of contact for any Community Trigger Applications Deal with day-to-day ASB complaints, support victims, work with partners and take enforcement action where necessary. Attend County ASB Subgroup Respond to annual Audits of ASB Ensure cases are logged on ASB Management Systems <p>Housing officers, CSEO's and EHOs & planning enforcement Officers:</p> <ul style="list-style-type: none"> Respond to day-to-day ASB complaints, support victims, work with partners and take enforcement action where necessary. Ensure cases are logged on ASB Management Systems | <p>Chief Executive:</p> <ul style="list-style-type: none"> Leadership commitment to policy aims. <p>Directors:</p> <ul style="list-style-type: none"> Corporate objectives around ASB Departmental compliance with ASB Policy <p>Consulted</p> <p>Environmental Services, Housing, Planning Policy:</p> <ul style="list-style-type: none"> Policy drafted by Communities Team, but consultation takes place with the above. <p>Informed</p> <p>Elected members on H&CS Committee:</p> <ul style="list-style-type: none"> To understand the Council's response to ASB <p>Officers in relevant Teams (Housing, Communities, Environmental Health, Planning Enforcement) that deal with ASB complaints:</p> <ul style="list-style-type: none"> To understand and comply with the Policy. To be updated on ASB Training courses, these will be circulated by Communities Team, when received from Mallards Solicitors who the Council have an ongoing contract with. DCC team also deliver an online ASB Tools and Powers training Course which provides a overview of how anti-social behaviour (ASB) is tackled in Derbyshire, including what ASB is, the agencies involved and the tools and powers they use. |

14.0 ASB Case Review

ASB Case Reviews gives those affected by ASB the right to request a case review of the response by agencies to their reports of ASB. The ASB Case Review should only be used when a complainant believes their ASB reports have not been dealt with, or acted upon, by agencies in the correct manner.

For further information on the ASB Case Review, please use the link below: <https://www.southderbyshire.gov.uk/our-services/crime-and-community-safety/anti-social-behaviour?chapter=3>

Concerns about individual officers, or services, should continue to be directed to the relevant organisation's complaints procedure and/or the Ombudsman or the Independent Police Complaints Commission.

15.0 Complaints about the Service

If a complainant is not satisfied with the way their ASB complaint has been managed, they can contact us to request information about the Community Trigger (see section 14).

If they are unhappy for any other reason relating to their case, they can make a formal complaint via the Council Website: <https://www.southderbyshire.gov.uk/about-us/have-your-say/comments-compliments-and-complaints>

or by emailing: customer.services@south-derbys.gov.uk.

16.0 Performance and Monitoring

Performance is monitored through a Corporate Plan Performance Indicator, which monitors the number of ASB complaints received by both the District Council and the Police. Performance against the indicator is reported quarterly to the Councils Housing and Community Services Committee.

An annual audit is also carried out by Derbyshire County Council where all District and Borough Councils are required to submit the number of times enforcement powers have been used.

Anti-Social behaviour incident levels are also monitored monthly, when the Monthly Crime and ASB Performance reports are received, this is carried out by the Communities Team Manager.

A further performance report is submitted to and reviewed at the Quarterly Community Safety Partnership Strategic Group meetings.

ASB is also reviewed and discussed at biweekly Police Tasking meetings which are also attended by Council Officers and other partners.

17.0 Sustainability Impact Assessment

| Our Environment | Potentially positive impact (Y/N) | Potentially negative impact (Y/N) | No disproportionate impact (Y/N) | Sustainable Assessments findings <i>(Please utilise the guidance provided for assessment findings.)</i> |
|-------------------------------------------------|-----------------------------------|-----------------------------------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Improve the Environment of the District | Y | | | Reduce waste / littering/ flytipping through prevention and enforcement (Campaigns, FPNs, Signage, CCTV) Support communities dealing with issues in areas – littering /Flytipping Number of enforcement actions taken recorded |
| Tackle Climate Change | Y | | | Pollution dealt with by EH. |
| Enhance the attractiveness of South Derbyshire | Y | | | Action taken against Street drinkers and Youths causing a nuisance in Town Centre Diversionary activities and better play equipment supported to Improve public spaces and to provide activities for young people |
| Our People | | | | |
| Engage with Communities | Y | | | Support local community groups to develop projects to prevent and reduce ASB through the Safer Neighbourhoods Funding Stream Liaise with residents about crime and ASB through Area Forum Meetings |
| Supporting and Safeguarding the most Vulnerable | Y | | | Work with partners to safeguard victims of ASB (Victim Services, Police, Adult Care) Ensure any perps access help and support where underlying health issues are discovered Improve the condition of council properties Safeguard victims properties through Safer Homes Scheme. |
| Deliver Excellent Services | Y | | | Improve customer service for complainants – regular communication, updates, referrals to support, quick response time, satisfactory conclusions Invest, communicate with workforce – PDRs, service plans, team engagement |
| Our Future | | | | |
| Develop Skills and careers | | | Y | |
| Support economic growth and infrastructure | Y | | | Work with local businesses (Swadlincote Town centre) to eradicate crime and ASB from the Town centre making it a more attractive location for visitors |
| Transforming the Council | | | Y | |

18.0 Policy Review

The Council will review this policy every three years or in the event of significant legislative change, published good practice or in response to suggestions from customers or partner agencies. Any minor changes to the policy/updates can be approved by the Strategic Director of Service Delivery and the Chair of Housing and Communities Committee.

19.0 Associated Documentation

| Description of Documentation | Document Reference |
|------------------------------------------------------|--------------------|
| SDDC Safeguarding Children and Adults at Risk Policy | ID: 30 |
| SDDC Housing Tenancy Policy | ID: 22 |
| SDDC Corporate Enforcement Policy | ID: 216 |

20.0 References

- Anti-social Behaviour, Crime and Policing Act 2014
- Crime and Disorder Act 1998
- Derbyshire ASB Information Sharing Agreement
- E-Cins Service Level Agreement for Derbyshire
- E-Cins Information Sharing Agreement
- Housing Act 1996,
- Environmental Protection Act 1990
- Noise and Statutory Nuisance Act 1993
- Town and Country Planning Act 1990.

21.0 Equality Impact Assessment Form

A preliminary EIA Form has been completed and the Policy will not have a negative impact on any of the protected characteristics, therefore a full EIA is not required.

22.0 Appendices

22.1 Policy Briefing Form

Policy Briefing Form

Introduction

This form is to provide a brief update to summarise the changes/amendments to an existing policy or to provide a summary for a new policy. This form should be used for the consultation, approval and communication of all adopted policies.

Policy update

A summary of the policy is detailed below

Policy Name: Anti-Social Behaviour Policy

Policy Date: May 2023

Version Number:1.1

Summary of Policy: *This policy outlines South Derbyshire District Council's approach to effectively tackling 'anti-social behaviour' (ASB). It provides information on what is meant by ASB, details our commitment to victims of ASB and details some of the enforcement options available to us.*

Summary of key changes made to an existing policy.

| Section | Amendment |
|---------|----------------------------------------------------------------------------|
| 4.0 | Updates to current Corporate Plan vision, values and aims |
| 13.0 | Roles and Responsibilities section added as per corporate template |
| 16.0 | Performance & Monitoring section added as per corporate template |
| 17.0 | Sustainability Impact Assessment added completed as per corporate template |
| 22.1 | Policy Briefing form added |
| | |

Following final adoption of the policy, this form will be used by the communication team to be included in Core Brief as part of the communication plan.

Further information can be found in the 'My Policies' section in Connect.

| | | |
|--------------------------------|-----------------------------------------------------------------------|------------------------------|
| REPORT TO: | HOUSING AND COMMUNITY SERVICES COMMITTEE | AGENDA ITEM: 8 |
| DATE OF MEETING: | 01 JUNE 2023 | CATEGORY: RECOMMENDED |
| REPORT FROM: | STRATEGIC DIRECTOR (SERVICE DELIVERY) | OPEN |
| MEMBERS' CONTACT POINT: | CHRIS WORMAN PARKS AND GREEN SPACES MANAGER | DOC: |
| SUBJECT: | PARKS AND GREEN SPACES SERVICE STANDARDS POLICY REVIEW | |
| WARD(S) AFFECTED: | ALL | TERMS OF REFERENCE: |

1.0 Recommendations

- 1.1 To agree and approve the reviewed Parks and Green Spaces Service Standards Policy.

2.0 Purpose of the Report

- 2.1 This report presents the reviewed Parks and Green Spaces Service Standards Policy for approval by Council. The Council requires all Policies to be reviewed on a regular basis.

3.0 Detail

- 3.1 The policy sets out the Council's commitment to its service standards for Parks and Green Spaces.
- 3.2 The policy replaces the old cultural services unit standards policy following the 2021 restructure.
- 3.3 There have not been any legislative changes since the last review of the Policy, the changes in this policy are mostly updated sections required by the new Corporate Policy template. The main changes are as follows:
- I. Renamed Park and Green Spaces policy following the 2021 restructure*
 - II. Addition of Rosliston Forestry Centre and the Environmental Education Team*
 - III. Addition of the new tree management policy*

4.0 Financial Implications

- 4.1 There are no financial implications associated with this policy.

6.0 Corporate Implications

Employment Implications

6.1 There are no employment implications from this policy.

Legal Implications

6.2 There are no legal implications from this policy.

Corporate Plan Implications

This policy contributes to all the priority areas in the Council's Corporate Plan, contributing to Our Environment, Our People and Our Future through protecting and supporting investment, independent living, leisure, and cultural activity and focus on the community as residents and customers..

7.0 Community Impact

Consultation

7.1 Only internal consultation is required for this policy.

Equality and Diversity Impact

7.2 There were no negative impacts on any of the characteristics from this policy.

Social Value Impact

7.4 The provision of quality Parks and Green spaces that can be used by all members of our communities are a key element of supporting healthy, sustainable and livable communities.

Environmental Sustainability

7.5 Green Spaces can provide positive environmental benefits that can offset other council carbon use.

8.0 Conclusions

8.1 This policy sets out the Council's Parks and Green Spaces Service Standards, improving the quality of life for local people and increasing access to nature within our communities. This policy details our commitment, along with the standards of service that the public can expect.

9.0 Background Papers

9.1 Park and Green Spaces Service Standards

Parks and Green Spaces Service Standard Policy

Service Area: Service Delivery

Head of Service: Sean McBurney



Version Control

| Version | Reason for review (Review date/legislation/process changes) | Author (A) / Reviewer (R) | Effective date |
|---------|----------------------------------------------------------------|---------------------------|----------------|
| 1 | Review following restructure | Chris Worman | 01.01.23 |
| | | | |

Approvals

| Approved by (Committee/Leadership Team/Head of Service) | Date |
|---------------------------------------------------------|------|
| Housing and Community Services | |
| | |
| | |

1.0 Content

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2.0 Introduction

The Council is responsible for the management of green spaces including planning advice, adoption of new land, dealing with Section 106 agreements and commuted sums. In relation to the maintenance of open spaces, our services comprise:

- Parks and green spaces including sports grounds
- Nature areas and local wildlife sites
- Tree and woodland management
- Cemeteries
- Play areas and facilities for young people
- Environmental Education Project
- Rosliston Forestry Centre

Following the restructure of the Cultural and Community Services in 2022 this policy identifies the service standards for new Parks and Green Spaces Team.

3.0 Purpose

To identify the services within the Parks and Green Spaces Team and identify the standards of services that are to be provided.

4.0 Objectives

To provide a clear understanding of the following areas of work;

Parks and Green Spaces including sports grounds.

We manage three large urban parks covering an area of approximately 15 hectares, together with the 30-hectare urban forest park of Swadlincote Woodlands. In addition, we manage over 60 hectares of public open space which includes local nature reserves, wildlife areas, football pitches, eight allotment sites and large areas of common land.

Green Flag Award Status is achieved for Eureka Park, Maurice Lea Memorial Park and Swadlincote Woodlands. Our aim is to add to this with a further 3 green flags over the coming years for Cadley Park, Church Gresley Cemetery and Rosliston Forestry Centre.

During 2022/23 the new Cadley Park has been developed creating an additional 6 hectares of green space within the urban core.



At our premier Green Flag Award winning green spaces the grounds maintenance service we will ensure that;

Green Flag parks at Maurice Lea Memorial Park, Eureka Park and Swadlincote Woodlands have a park keeper presence.

Bowling greens are cut on 76 occasions during the mowing season (March – October)

Amenity grass is mown on 26 occasions during the mowing season (March – October)

Ornamental hedges are cut twice per annum, outside the March to September period if there are nesting birds

Shrub borders are pruned carefully according to the requirements of each species/ cultivar

Seasonal floral features, beds and borders etc. are maintained for optimum display (Spring Bedding planted in October and Summer bedding planted in June)

No chemicals are used for the treatment of weeds with the exception of hard surfaces and designated potential problem areas. These will be treated twice per year with suitable weed control treatment

Litter is collected daily and bins are checked daily and emptied as required

Hard surface areas are swept weekly

Leaves are cleared as part of appropriate routine operational tasks

Full support is given for the Festival of Leisure, Remembrance Sunday and other major events

A wide range of events and activities are delivered which engage local communities

All other sites

Amenity grass is mown on 16 occasions during the mowing season (approx. fortnightly from March – October)

Hedges are cut, as a minimum, annually outside the March to September bird- nesting season

Shrub beds are pruned as required, at least annually

Seasonal floral features, beds and borders etc. are maintained for optimum display through the year (Spring Bedding planted in October and Summer bedding planted in June)



Litter is collected as a minimum twice per week in winter and three times in summer and bins are emptied at the same time and frequency

Hard surface areas are swept weekly

Leaves are cleared as part of appropriate routine operational tasks

Sports pitches are repaired, maintained and marked out as required for each sport

A fair allotments lettings and management service is provided and waste disposal facilities are provided on each site

Natural open space woodlands and wildlife sites are managed to enhance biodiversity and provide recreational and educational opportunities for all

Tree and woodland management

In common with all other local authorities South Derbyshire District Council owns, and therefore is required to properly manage, a large number of trees and woodlands of various types and sizes. These trees are valued for their multi-functional contribution to the quality of life of the district, including place-making, public health, biodiversity, aesthetic value etc. and the Council has put in place policies, systems and resources to protect and manage them effectively.

The Council manages around twenty-five thousand individual trees and over 50 hectares of woodland throughout the district, with a total of over 170,000 trees and more being adopted each year.

We will ensure that:

There is programme to map and add all our trees to the Council's tree stock inventory

Trees are regularly inspected according to the 2022 Tree Management and Maintenance Policy

All necessary work to make safe all trees is identified on a programme of work according to the 2022 Tree Management and Maintenance Policy on the following basis-

The Council will use its Risk Management and the Tolerability of Risk Framework for tree risk-benefit assessment and management. It will manage the risk from trees and branches falling and other tree problems using four easy to understand 'traffic light signal' coloured risk ratings.

Red - High / intolerable risks will be reduced to an Acceptable level as soon as possible



Amber - Medium / action required risks will be reduced to an Acceptable level, within a scheduled work programme

Yellow - Tolerable / incipient risks will not be reduced but will require an increased frequency of assessment than green - Acceptable risks

Green - Acceptable risks will not be reduced unless the identified work is in line with policy conditions and is within council budgets and resources

The tree work programme is completed to the required standard within the set timescales

Cemeteries and closed churchyards

We provide cemeteries at Aston-on-Trent, Church Gresley, Etwall, Findern, Marston-on-Dove and Newhall. Most of our cemeteries have consecrated (blessed as sacred) and unconsecrated areas where graves can be bought. SDDC will maintain the site without charge to the grave owner.

We also facilitate the grounds maintenance of a number of closed churchyards. We will ensure that-

The register and records for all cemeteries are properly maintained and updated

Dignified and respectful bereavement services are delivered, including grave digging, health and safety supervision and providing public witness duties

Amenity grass is mown on 16 occasions during the mowing season (approx. fortnightly from March – October)

Hedges are cut, as a minimum, annually outside the March to September bird-nesting season

Shrub beds are pruned as required, at least annually

Seasonal floral features, beds and borders etc. are maintained for optimum display through the year. (Spring Bedding planted in October and Summer bedding planted in June)

Memorials are inspected for safety on a five-year rolling programme in accordance with our Memorial Headstone testing policy.

At Church Gresley and Newall Cemeteries:

Litter is collected as a minimum twice per week in winter and three times in summer and bins are emptied at the same time and frequency



Hard surface areas are swept weekly

Leaves are cleared as part of appropriate routine operational tasks

Other cemeteries have their own maintenance arrangements

Play areas and facilities for young people

We have more than 30 play areas, catering for a wide range of age groups. Our playgrounds strike a balance between providing a stimulating learning environment and meeting safety requirements. We also manage and maintain three skate parks, in Peacroft Lane, Hilton, at Newhall Park and on Common Road, Swadlincote. We also have outdoor green gym equipment at Maurice Lea Memorial Park, Eureka Park and Newhall Park.

We will ensure that-

All new facilities are designed for optimum play value and are installed correctly to conform with EN 1176

All play inspections will conform to industry best practice and staff will be trained to RPI standard.

Play equipment, skate parks, youth facilities, artificial sports areas are regularly inspected, repaired, maintained and kept clean and fit for purpose

Full records are kept of inspection and maintenance programmes via a computerised inspection app.

Environmental Education Project

Our Environmental Education Project team develops and runs school and public events and activities across the District and The National Forest.

Based at Rosliston Forestry Centre, it holds the Learning Outside the Classroom Quality Badge and works with partners such as the National Forest Company, Rolls-Royce PLC, Forestry England, The Woodland Trust and Sainsbury's to provide interesting and engaging opportunities locally and nationally.

The aim is to enable people to learn about the environment whilst having fun. We also promote the built environment and the District's unique cultural and industrial heritage.

We work with individuals, schools, families, local environmental groups and businesses on a varied programme of activities including paid-for sessions and volunteering activities.



Events and activities include free tree giveaways, gardening drop-ins, science discovery days and family fun 'Wildlife Watch' sessions like pond-dipping. We also run Rosliston Rangers volunteer group, South Derbyshire Environmental Forum network group, and organised corporate environmental team building days. We also have free self-guided trails for Rosliston and Swadlincote focussing on general heritage and points of interest eg Tree Trail, Japanese Trail, Swadlincote Heritage Trails, and five WW1 Commemorative local walks.

For schools, we deliver sessions linked to the curriculum subjects, including science, geography, history, music, literacy, technology, maths, art and design.

Our sessions are designed to appeal to all pupils, whatever their ability or preferred learning style. They include titles like 'Working the Woods - past, present and future' (where you develop your own trail routes), as well as more traditional environmental education.

More hands-on experiences include bushcraft, fire-lighting/campfire cooking and 'Forest School' taster days.

Rosliston Forestry Centre

Rosliston Forestry Centre is a 154 hec site and located at the heart of The National Forest and is a mix of woodland and meadow, ponds and play areas for visitors of all ages to enjoy. The centre provides visitor information, toilets, shop, education centre, café, soft play, falconry centre and wheelchair hire.

In addition, we provide 6 fully equipped self-catering lodges, and The Glade which is licensed for weddings and music events.

A range of activities can be enjoyed including walking, fishing, nature trails, volunteering, star gazing, orienteering, and a range of family events.

5.0 Performance and Monitoring

Throughout our work, we set clear targets and measure our achievement through a suite of key performance indicators as part of an integrated performance management framework.

We do this through:

- Quality monitoring of service delivery and 'mystery shopping' of key sites
- External quality assessment via the Green Flag Award
- The development of site management plans and improvement action plans



- The effective management of open spaces including infrastructure, trees, grounds maintenance and community involvement
- Regular review meetings with our partner organisations.
- Evaluation of education events and activities.

6.0 Definitions

- Green Flag Award – the international standard for parks and green spaces
- EN 1176 – The British and European safety standard for play equipment and safety surfaces.
- RPI – Register of Play Inspectors

7.0 Roles and Responsibilities

- **Responsible:** Service area who performs an activity or does the work.
- **Accountable:** Service area which is ultimately accountable for the service being provided
- **Consulted:** Services who need to be engaged and contribute to the policy
- **Informed:** Services or stakeholders that needs to be informed of the policy

| Responsible | Accountable |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Parks and Green Spaces Manager / Parks and Green Spaces Service <ul style="list-style-type: none"> ○ To review the policy ○ Ensure the policy is implemented and maintained. | <ul style="list-style-type: none"> • Head of Cultural and Community Services / Service Delivery <ul style="list-style-type: none"> ○ The Parks and Green Spaces Team sit with the Cultural and Community Services department. |
| Consulted | Informed |
| <ul style="list-style-type: none"> • Head of Operational Services / Service Delivery <ul style="list-style-type: none"> ○ The Grounds Maintenance is delivered in house by our operational services department. | <ul style="list-style-type: none"> • All staff <ul style="list-style-type: none"> ○ To understand and comply to policy |

8.0 Sustainability Impact Assessment



| Our Environment | Potentially positive impact (Y/N) | Potentially negative impact (Y/N) | No disproportionate impact (Y/N) | Sustainable Assessments findings <i>(Please utilise the guidance provided for assessment findings.)</i> |
|-------------------------------------------------|-----------------------------------|-----------------------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Improve the Environment of the District | Y | | | <p>The provision of parks and green spaces to support communities to live health sustainable lifestyles.</p> <p>Increase biodiversity/ ecology / Supports the Climate Emergency declaration</p> |
| Tackle Climate Change | Y | | | <p><i>The provision of parks and green spaces has a positive impact on tackling climate change through carbon sequestration, mitigation flood risk, reduces the heat island effect, reduces air pollution and therefore supports decarbonising the council by 2030</i></p> <p><i>Engagement programmes such as volunteering and community tree planting help educate our communities on the impacts of climate change.</i></p> |
| Enhance the attractiveness of South Derbyshire | Y | | | <p><i>Supports with creating green tourism</i></p> <p><i>Improve public spaces to enjoy the environment</i></p> |
| Our People | | | | |
| Engage with Communities | Y | | | <p><i>Provides volunteering opportunities across a range of parks and green spaces ?</i></p> <p>Undertaking community consultations for park developments.</p> <p><i>Helps tackle anti-social behaviour and crime – by providing diversionary facilities for young people.</i></p> |
| Supporting and Safeguarding the most vulnerable | | | | <p><i>Provision of free to access green spaces to promote wellbeing and supports all members of our</i></p> |



| | | | | |
|--------------------------------------------|---|--|--|----------------------------------------------------------------------------------------------------------------------------------------|
| | Y | | | <i>communities to live healthy sustainable lifestyles.</i> |
| Deliver Excellent Services | Y | | | Improve customer service and information. Invest, in our workforce. |
| Our Future | | | | |
| Develop Skills and careers | Y | | | <i>Help attract and retain skilled jobs. Supports local workers. Supports apprenticeships. Supports green skills.</i> |
| Support economic growth and infrastructure | Y | | | <i>The provision of a quality environment helps to attract both new visitors and businesses to the area to support economic growth</i> |
| Transforming the Council | Y | | | <i>Supports the councils aims and objecties / best practice and ISO 14001</i> |

9.0 Policy Review

The Standards are to be reviewed in 3 years.

10.0 References

Include external references for example legislation to ensure a clear evidence base.

11.0 Associated Documentation

| Description of Documentation |
|---------------------------------------------|
| 2022 Tree Management and Maintenance Policy |
| |
| |

12.0 Appendices

12.1 Equality Impact Assessment Form

The outcome of the assessment should be included in the supporting Committee Report which is seeking approval for a new or amended policy.



12.2 Policy Briefing Form

See appendix below



Our Environment | Our People | Our Future

www.southderbyshire.gov.uk

Appendix.12.2

Policy Briefing Form

Introduction

This form is to provide a brief update to summarise the changes/amendments to an existing policy or to provide a summary for a new policy. This form should be used for the consultation, approval and communication of all adopted policies.

Policy update

A summary of the policy is detailed below

Policy Name: Parks and Green Spaces

Policy Date: May 2023

Version Number: 1.0

Summary of Policy: *(this can be copied from section 3. Purpose)*

To identify the services within the Parks and Green Spaces Team and identify the standards of services that are to be provided

Summary of key changes made to an existing policy.

| Section | Amendment |
|----------------|-----------------------------------------------------------------------------------|
| <i>Overall</i> | Renamed Park and Green Spaces policy following the 2021 restructure |
| <i>4.0</i> | Addition of Rosliston Forestry Centre and the Environmental Education Team |
| <i>4.0</i> | Addition of the new tree management policy |
| | |
| | |
| | |

Following final adoption of the policy, this form will be used by the communication team to be included in Core Brief as part of the communication plan.

Further information can be found in the 'My Policies' section in Connect.



| | | |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| REPORT TO: | HOUSING AND COMMUNITY SERVICES COMMITTEE | AGENDA ITEM: 9 |
| DATE OF MEETING: | 01 JUNE 2023 | CATEGORY: DELEGATED |
| REPORT FROM: | STRATEGIC DIRECTOR (SERVICE DELIVERY) | OPEN |
| MEMBERS' CONTACT POINT: | DEMOCRATIC SERVICES 01283 595 5889/5722 democraticservices@southderbyshire.gov.uk | DOC: |
| SUBJECT: | COMMITTEE WORK PROGRAMME | REF: |
| WARD(S) AFFECTED: | ALL | TERMS OF REFERENCE: G |

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 – 01 June 2023 Work Programme

| Work Programme Area | Date of Committee meetings | Contact Officer (Contact details) |
|-----------------------------------------------------------|----------------------------|--------------------------------------------------------------------------|
| Reports Previously Considered By Last 5 Committees | | |
| Corporate Plan Performance Report Q2 | 17 November 2022 | Clare Booth Corporate Performance & Policy Officer (01283) 595788 |
| Swadlincote Woodlands Local Nature Reserve Status | 17 November 2022 | Chris Worman Parks and Green Spaces Manager 01283 595774 |
| Repurposing of Shopmobility Grant to South Derbyshire CVS | 17 November 2022 | Sally Hemsley Community Partnership Officer (01283 (595894) |
| Community and Environmental Partnership Grant Scheme | 17 November 2022 | Sally Hemsley Community Partnership Officer (01283 (595894) |
| Adoption of Memorial Bench Scheme | 17 November 2022 | Chris Worman Parks and Green Spaces Manager 01283 595774 |
| Beat the Street | 17 November 2022 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |
| Service Base Budgets | 05 January 2022 | Charlotte Jackson Head of Finance (01283 595901 |
| Housing Revenue Account Budget and Rent Level 2023-24 | 05 January 2022 | Charlotte Jackson Head of Finance (01283 595901 |

| | | |
|--------------------------------------------------------------------------------------------|------------------|--------------------------------------------------------------------------|
| Decarbonisation Wave 2 Grant Funding | 05 January 2023 | Paul Whittingham Head of Housing (01283) 595984 |
| Housing Regulator -new tenant satisfaction measures | 02 February 2023 | Paul Whittingham Head of Housing (01283) 595984 |
| HRA Budget and Rent Setting 23/24 and Financial Plan to 2033 | 02 February 2023 | Charlotte Jackson Head of Finance (01283) 595901 |
| Home Upgrades Grant Phase 2 Bid | 02 February 2023 | Matt Holford Head of Environmental Services (01283) 595856 |
| Beat the Street Update | 09 March 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |
| Corporate Plan 2020-24: Performance Report (2022-2023 Quarter 3 – (1 April to 31 December) | 09 March 2023 | Clare Booth Corporate Performance & Policy Officer (01283) 595788 |
| Council House Letting and Void Properties | 25 April 2023 | Paul Whittingham Head of Housing (01283) 595984 |
| Provisional Programme of Reports To Be Considered by Committee | | |
| Corporate Plan 2020-24: Performance Report (2022-2023 Quarter 4 – (1 April to 31 March) | 01 June 2023 | Clare Booth Corporate Performance & Policy Officer (01283) 595788 |
| Council ASB Policy Review | 01 June 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |

| | | |
|---------------------------------------------------|----------------|--------------------------------------------------------------------------|
| Parks and Green Spaces Policy (Service Standards) | 01 June 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |
| Surveillance Policy Update | 17 August 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |
| Community Grant Fund updates | 17 August 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |
| Volunteering Policy | 17 August 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |
| Tree Inspection/works staffing structure. | 17 August 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |
| Tenancy Strategy and Tenancy Policy | 17 August 2023 | Paul Whittingham Head of Housing (01283) 595984 |
| Health and Housing Strategy 2021-23 | 17 August 2023 | Eileen Jackson Strategic Housing Manager (01213) 595763 |
| Development and refurbishment Options Appraisals | 17 August 2023 | Paul Whittingham Head of Housing (01283) 595984 |
| Careline Services Digital Switch Strategy | 17 August 2023 | Paul Whittingham Head of Housing (01283) 595984 |
| Biodiversity work at Woodville By-Pass Scheme | 17 August 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |
| Leisure Utilities Benchmarking | 17 August 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |

| | | |
|----------------------------------------------------------|-------------------|--------------------------------------------------------------------------|
| Active Schools Partnership – School Swimming Partnership | 17 August 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |
| Park Road Acquisitions | August/September | Eileen Jackson (Strategic Housing Manager) (01283) 595763 |
| Leisure Facilities Strategy | 28 September 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |
| Revitalising Rosliston Forestry Centre Update | 28 September 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |
| Policy on Access to Allotments | 16 November 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |
| Foundations adaptations services review | 16 November 2023 | Paul Whittingham Head of Housing (01283) 595984 |
| Beat the Street Update | 16 November 2023 | Sean McBurney (Head of Cultural & Community Services) 07435 935050 |