

Date: 02 August 2023

Dear Councillor,

**Environmental and Development Services Committee**

A Meeting of the **Environmental and Development Services Committee** will be held at **Council Chamber**, Civic Offices, Civic Way, Swadlincote on **Thursday, 10 August 2023** at **18:00**. You are requested to attend.

Yours faithfully,



**Chief Executive**

To:- **Labour Group**

Councillor S Taylor (Chair), Councillor K Storey (Vice-Chair) and  
Councillors A Archer, I Hudson, J Jackson, V Redfern, B Stuart and A Tilley.

**Conservative Group**

Councillors K Haines, J Lowe and P Watson.

**Liberal Democrats**

Councillor G Andrew

**Non-Grouped**

Councillor A Wheelton.

## **AGENDA**

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

- 1** Apologies and to note any substitutions appointed for the meeting.
- 2** To note any declarations of interest arising from any items on the Agenda
- 3** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 4** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 5** CORPORATE PLAN 2020-2024 PERFORMANCE REPORT (2023-2024 QUARTER 1 - 1 APRIL TO 30 JUNE) **3 - 62**
- 6** ANNUAL ENFORCEMENT AND COMPLIANCE REPORT 2022-23 **63 - 77**
- 7** SHARED PROSPERITY FUND - Verbal Update
- 8** COMMITTEE WORK PROGRAMME **78 - 82**

### **Exclusion of the Public and Press:**

- 9** 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.
- 10** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.

REPORT TO:	ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE	AGENDA ITEM: 05
DATE OF MEETING:	10 AUGUST 2023	CATEGORY: DELEGATED
REPORT FROM:	LEADERSHIP TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	DR JUSTIN IVES (EXT. 5700) HEIDI McDOUGALL (EXT. 5775)	
SUBJECT:	CORPORATE PLAN 2020-24: PERFORMANCE REPORT (2023-2024 QUARTER 1 – 1 APRIL TO 30 JUNE)	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: G

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## 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**

- *Improve the environment of the District*
- *Tackle climate change*
- *Enhance the attractiveness of South Derbyshire*



## Our People

- *Supporting and safeguarding the most vulnerable*

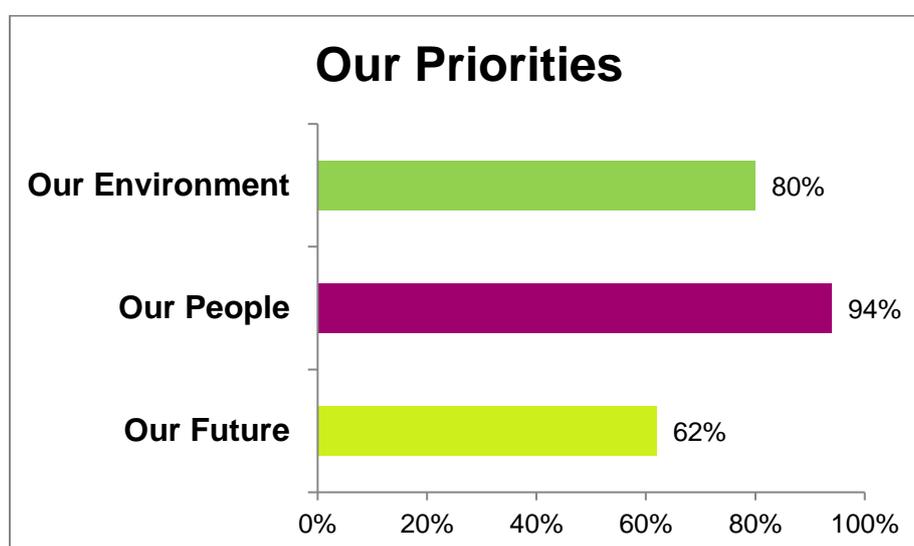
## Our Future

- *Develop skills and career*
- *Support economic growth and infrastructure*

### 4.0 Performance Detail

#### 4.1 Overall Council performance against the priorities – Quarter one 2023-2024.

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

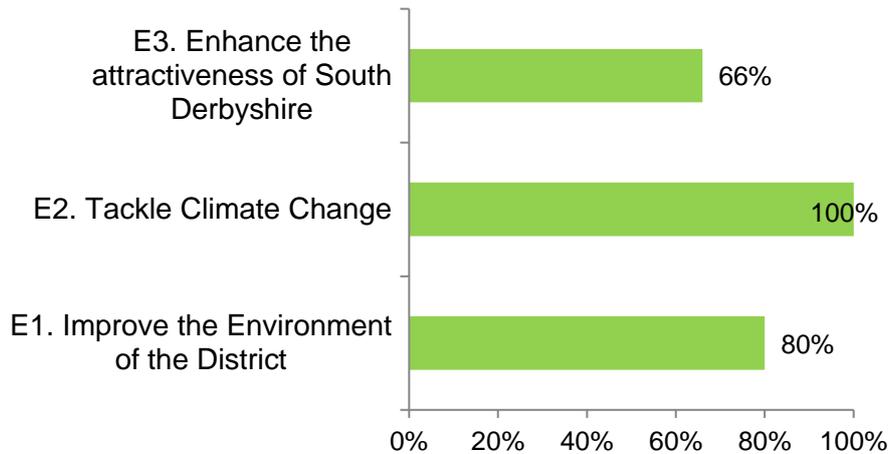


#### 4.2 Overall Council performance against key aims – Quarter one 2023-2024.

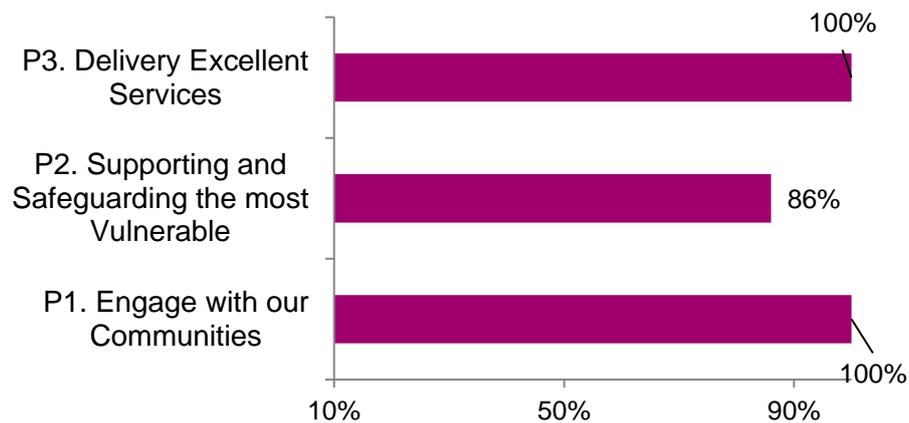
The below charts provide an overview for the percentage of measures that are on track to achieve the annual target within each key aim of the Corporate Plan.



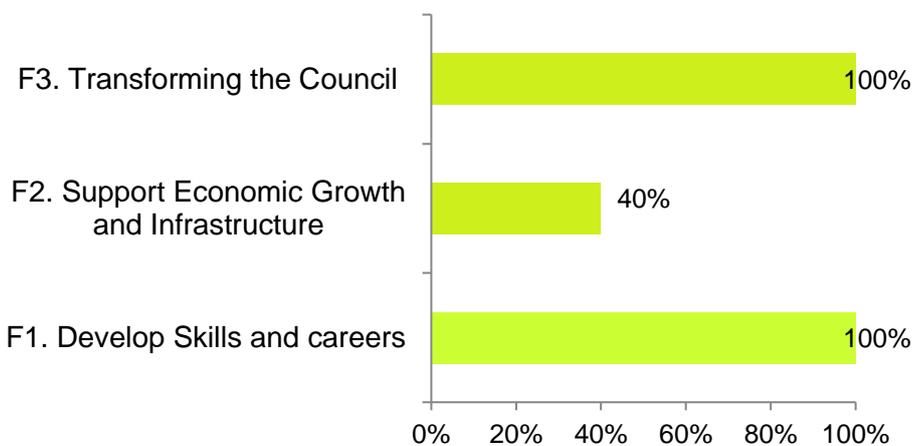
## Our Environment



## Our People



## Our Future



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

Overall, 83% of the key aims within the Corporate Plan are on track to achieve the four-year target. As at quarter one, 80% of indicators are on track for Our Environment, 94% are on track for Our People and 62% are on track for Our Future.

- 4.4 This Committee is responsible for overseeing the delivery of 17 Corporate measures.

Below outlines the 12 (71%) measures for this Committee that are on track (green, amber or grey) for the quarter:

- Household waste collected per head of population
- % of waste recycled and composted
- Number of fly tipping incidents
- Improve the quality of the District through the Local Environmental Quality Survey
- Reduce South Derbyshire District Council carbon emissions
- % 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
- Increase Swadlincote Town Centre visitor satisfaction
- Continue to undertake interventions per year to keep families out of fuel poverty
- Deliver the objectives identified in the Supporting Aspirations Plan
- Increase the number of employee jobs in South Derbyshire
- Total Rateable Value of businesses in the District
- Secure new facilities and contributions through Section 106 to mitigate impacts of development. Achieve all necessary highway, education, healthcare, and recreation contributions.

- 4.5 Below outlines the 5 (29%) measures for this Committee that are not on track (red) for the quarter:

- % of eligible new homes and commercial developments to achieve net gain in Biodiversity by a minimum of 10% compared to the site's predevelopment baseline.
- Proportion of good quality housing development schemes
- Annual net growth in new commercial floorspace (sqm)
- Speed of decision on discharging conditions on housing applications
- % of planning applications determined within the statutory period

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

- 4.6 An overview of performance can be found in the Performance Dashboard in **Appendix A**. A detailed update on 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 Registers for the Committee's services are detailed in **Appendix C - Service Delivery Risk Register** and **Appendix D - Chief Executive Risk Register**. In relation to the Chief Executive Risk Register this Committee is responsible for overseeing the risks relating to licensing, land charges and economic development. This includes the registers, risk mitigation plans and any further actions required 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 Registers detail a risk matrix to summarise how each identified risk has been rated.

The following risks have been updated for quarter one in the Service Delivery Risk Register:

- SD19 - Animal welfare costs. The draft animal in distress policy is currently out for consultation. Currently in the Council's possession, there are 16 dogs which are being fostered and four in kennels.

There have been no changes for quarter one to the Chief Executive Risk Register:



## **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

Appendix C – Service Delivery Risk Register

Appendix D – Chief Executive Risk Register



Priority	Key Aim	Outcome	Ref	How success will be measured	2019-2020 (baseline) Outturn	Q4 2020-2021: Apr - Mar	Q4 2021-2022: Apr - Mar	Q4 2022-2023: Apr - Mar	Q1 2023-2024: Apr - Mar	Plan Target 2020-2024	Head of Service	Strategic Lead	Committee		
OUR 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	Cumulative (Apr-Mar) 404 kgs Q4 (Dec-Mar) 90kgs	460kgs	416kgs	395kgs	118kgs	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	Cumulative (Apr-Mar) 45% Q4 (Jan-Mar)39%	47%	46%	43%	50%	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	714 (total figure for 2019/20)	1003	604	590	119	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	The first survey was completed in January 2020 the result was 89.67% above grade C+. Committee report being prepared. Some service PIs developed to assist overall performance.	Report in Q1 21/22	93.79% of streets meet grade B or higher	96.65% Grade B or above	96.65% 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.	Not possible to provide as outputs not held in software until April 2020. Monitoring underway and baseline data to be provided Q1 and Q2.	66.7%	66.7%	0	0	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	No update required for Q4. First update to be provided Q1 2020-21.	Achieved	Achieved	Achieved	Achieved	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	Baseline figure of 50% based on 18 qualifying decisions in Q4.	100%	75.6%	86%	89.5%	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	49% of respondents would recommend Swadlincote Town Centre - May 2019. No update required for Q4. First update to be provided Q2 2020-21	55%	60%	66%	66%	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	2	Achieved	3	3	3	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	92%	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	36	153 groups	160 groups	216	65	Year 1 -2(Proxy)- collate baseline data. Year 3-4 we will show an increase on the average over two years (>157)	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	2,893 ASB reports	Minimal	Moderate	Moderate	Moderate	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	103 cases	265 cases	261 cases	182 cases	47 cases	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	Numbers of interventions in 2019/20 were not recorded	276	210	198	45	>160 interventions during 2023-2024 640 interventions over the four-year Plan	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	Not applicable for Q4	Ongoing delivery of plan	Delivery of Health and Wellbeing Action Plan over 2021-22	Delivery of Health and Wellbeing Action Plan over 2022-23	Action plan for 2023/24 in development to be adopted.	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	£2,717,193.80	114.10% (£2,377,625)	89.1% (£2,116,365.65)	89.29% - £1,721,162.36 against total budget for 2022-2023.	22.67% £415,879.94	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	Project Plan for 2020-21 developed	29 surveys	44 surveys	38 surveys	7 surveys	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	Q4 157 days YTD 122 days	200 days	156 days	169 days	199.91 days	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	Ranked >311 in the Social Mobility Commission's Social Mobility Index	Research and data analysis	Supporting Aspirations Action Plan adopted.	Achieved	Reported annually in Q4	Deliver the objectives identified in the Supporting Aspirations Plan	Mike Roylance, Head of Economic Development and Growth	Dr Justin Ives, Chief Executive	E&DS				

P3. Deliver Excellent Services	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	1,219 Covid-19 business grants forms, 1,282 council tax & benefits forms and 12,343 online web form submissions. 14,844 in total (annual figure).	Total: 22,242	Total: 24,405	Total: 25,856	Total: 5,864	2023-2024 - Upward Trend on 2019/20 baseline data	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.	P3.2A	Reduce face-to-face contact to allow more time to support those customers who need additional support	2,463 enquiries dealt with at Customer Services Desk. Visitors to office 4,490. Please note this was up to 20 March 2020, when offices closed due to Covid 19. Quarter 4 figures.	0	744 self serve and 115 face to face	8,253	2,092	Downward trend <8253	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 Calls 26,280 (21,350 calls handled & 4,930 automated call payments). Quarter 4 figures.	Total: 98,099	Total: 99,165	85,197	21,142	Downward Trend <85,197	Catherine Grimley, Head of Customer Services	Tracy Bingham, Strategic Director, Corporate Resources	F&M	
		P3.3B	Increase digital engagement (Twitter, Instagram, Facebook)	Total FACEBOOK fans: 22,440, total TWITTER followers: 11,448, No Instagram account yet, total ALL SOCIAL MEDIA fans: 33,888. Social Media queries: 287	43,850	49,181	52,682	55,781	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	No Q4 Update. First Staff survey to take place in 20/21.	Survey postponed until 21-22	Target not achieved		167 staff attended staff briefing sessions	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	4 (1.2% of head count)	5 (1.5% of head count)	6 (1.84% of head count)	9 (2.47% of workforce)	8 (2.1% 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	3.58	12.93	10.28	9.64	2.11	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	No Q4 update for 19/20. First Staff survey to take place in 20/21.	Postponed until early 22/23	Postponed until early 22-23	81%	72%	Annual upward trend in Health and Safety mandatory training delivered (%) and up to date health and safety policy	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director, Corporate Resources	F&M	
	F1. Develop skills and careers	F1.1 Attract and retain skilled jobs in the District	F1.1A	Increase the number of employee jobs in South Derbyshire	32,000	32,000 Impacted by Covid-19	31,000 Impacted by Covid-19	34,000	34,000 Reported annually in Q4	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	F1.2A										
F2. 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)	2,885 sqm	4,140 sqm	1,665 sqm	28,174 sqm net growth	28,174 sqm net growth Reported annually in Q4	Net annual growth in commercial floorspace 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	£67,486,786	£67,341,926	£67,234,722	£67,120,292	£75,432,537	Upward trend >£75,132,472	Mike Roylance, Head of Economic Development and Growth	Dr Justin Ives, Chief Executive	E&DS
		F2.2 Enable the delivery of housing across all tenures to meet Local Plan targets	F2.2A	Speed of decision on discharging conditions on housing applications	80%	100%	60.9%	78%	80%	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	93%	98%	90.50%	83%	70.50%	>90%	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
F2.3 Influence the improvement of infrastructure to meet the demands of growth.		F2.3A	Secure new facilities and contributions through Section106 to mitigate impacts of development. Achieve all necessary highway, education, healthcare, and recreation contributions	No Q4 update for 19/20. New indicator, data will be collected from April 2020 onwards as retrospective data is not possible to collect.	94%	100%	90%	Reported annually in Q4	90%	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
F3. Transforming the Council		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	No Q4 update for 19/20. Transformation plan to report from Q1 onwards	On target	85%	On target	On target	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	F3.2A	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	Preliminary discussion between Operational Services and Finance have taken place, working group and action plan not yet established					An Operational Services Commercialisation Plan will be produced which will set out the aims and objectives of the commercialisation of the service for the next three years.	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director, Service Delivery	F&M	

# Corporate Plan 2020-2024 Performance Measure Report

## Environmental and Development Services Committee

**Team: Organisational Development and Performance**

**Date: August 2023**

Quarter 1 - 2023-24



# 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.



# Environmental and Development Services Committee (E&DS) is responsible for the following 17 Corporate measures

## Our Environment

### Measure

- Household waste collected per head of population
- % of collected waste recycled and composted
- Number of fly tipping incidents
- Improve the quality of the District through the Local Environmental Quality Survey
- % of eligible new homes and commercial developments to achieve net gain in Biodiversity by a minimum of 10% compared to the site's predevelopment baseline.
- Reduce South Derbyshire District Council carbon emissions
- % 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
- Proportion of good quality housing development schemes
- Increase Swadlincote Town Centre visitor satisfaction

## Our People

### Measure

- Continue to undertake interventions per year to keep families out of fuel poverty
- Deliver the objectives identified in the Supporting Aspirations Action Plan

## Our Future

### Measure

- Speed of decision on discharging conditions on housing applications
- % of planning applications determined within the statutory period
- Secure new facilities and contributions through Section 106 to mitigate impacts of development. Achieve all necessary highway, education, healthcare, and recreation contributions
- Increase the number of employee jobs in South Derbyshire
- Annual net growth in new commercial floorspace (sqm)
- Total Rateable Value of businesses in the district



## Priority: Our Environment

### E1.1 Reduce waste and increase composting and recycling

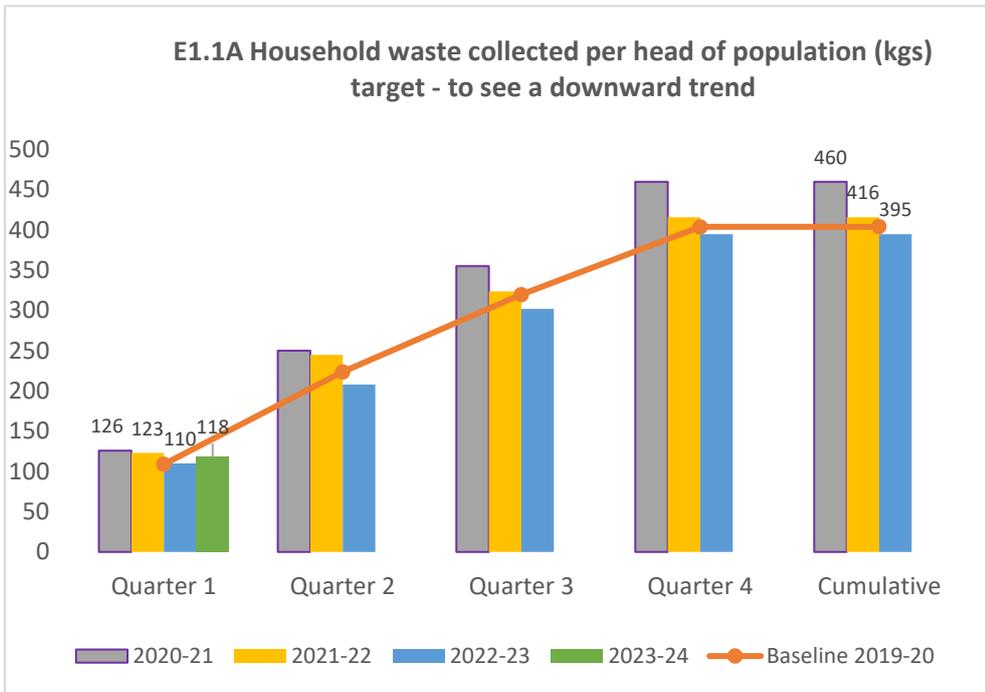
<b>Measure and Reference</b>	<b>E1.1A Household waste collected per head of population</b>	<b>Committee</b>	E&DS
<b>Definition</b>	This indicator is the number of kilograms of household waste collected per head of population. 'Household waste' means those types of waste which are to be treated as household waste as defined by the Environmental Protection Act 1990.	<b>Why this is important</b>	To measure the change in household waste disposal levels as a result of householders' waste reduction and recycling activities
<b>What Good Looks Like</b>	Top performing authorities outturn <400kgs per year		
<b>History of this Indicator</b>	The Council employs 40 staff and utilises 15 vehicles and a number of external contractors to deliver waste collection services.		
<b>2019/20 Baseline Data</b>	The estimated figure reported in Q4 was 407 kgs. This figure has now been validated and the confirmed out turn for Q4 is 404 kgs.		

Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	Sustain during Yr1 (404kgs)	126kgs	250kgs	355kgs	460kgs
2021/22	Sustain Current levels	123kgs	245kgs	324kgs	416kgs
2022/23	Downward trend	110kgs	208kgs	302kgs	395kgs
2023/24	Downward trend	118kgs			

<b>Performance Overview - Quarterly Update</b>	<b>Actions to sustain or improve performance</b>
The cumulative figure reported in quarter four 2022/2023 has been validated as 395kgs. The quarter one figure for this year compared against 2022/2023 is up by 8kg. It should be noted that this calculation is based on the total tonnage of all waste streams collected divided by the total population. This quarters increase is due in two parts, firstly the Office for National Statistics have reduced the population total in the district by 1,500. The reduction in household number has been queried with the Office for National Statistics, but they were unable to give an exact reason for the decrease and pointed to COVID as affecting many of the household numbers across the country. The second issue is that overall tonnage has increased this year due to garden waste returning to a more usual out-turn and is in line with 21-22 figures. Last year due to extreme dry weather reduced our overall tonnage from garden waste. If the total collected waste tonnage continues to track 21-22 output, then the decrease in household	Seasonal variations to garden waste collections can affect overall tonnage numbers, these will be monitored at quarter two to assess if this year's trend is upwards.



numbers may affect this years "end of year" out-turn. Further trend analysis will be needed after quarter two figures become available.



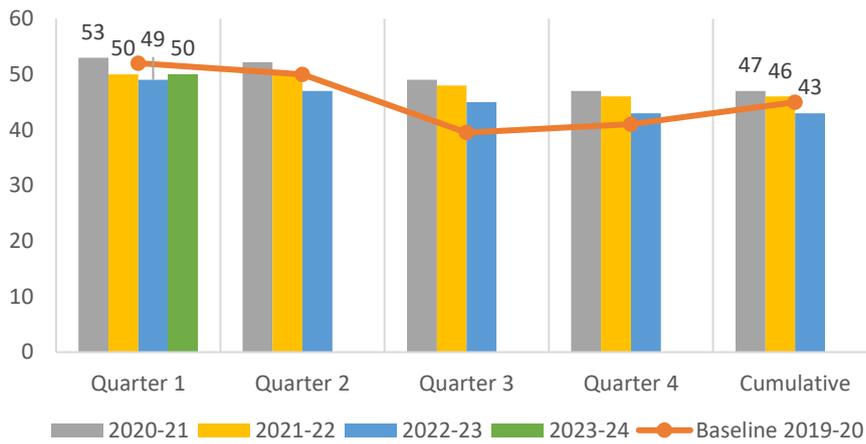
**Priority: Our Environment**

**E1.1 Reduce waste and increase composting and recycling**

<b>Measure and Reference</b>	<b>E1.1B % of collected waste recycled and composted</b>	<b>Committee</b>	<b>E&amp;DS</b>		
<b>Definition</b>	Kerbside collected household waste is waste presented for collection by households in the black, green and brown bins and the normal alternate week collections. Recycled or composted is waste presented in the green and brown bins.	<b>Why this is Important</b>	To establish the success of the Council's recycling scheme and to ensure the compost scheme continues to perform.		
<b>What Good Looks Like</b>	The top performing authorities achieve >60%, the top 25% achieve >50%				
<b>History of this Indicator</b>	Currently on a downward trend, the tonnages collected have remained stable, however increasing residual waste is pushing the percentage down.				
<b>2019/20 Baseline Data</b>	The estimated figure reported in Q4 was 46%. This figure has now been validated and the confirmed out turn for Q4 is 45%.				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	Sustain during Yr1 (45% or>)	53%	52%	49%	47%
2021/22	Sustain during Yr2 (45% or>)	50%	50%	48%	46%
2022/23	Upward trend	49%	47%	45%	43%
2023/24	Upward trend	50%			
<b>Performance Overview – Quarterly Update</b>					<b>Actions to sustain or improve performance</b>
Overall collected recycling tonnage has increased by 450 tonnes compared against last year's quarter one figures. Overall recycling rates are greatly affected by seasonal variances to collected garden waste tonnage, last year was a particular dry year and garden waste tonnage was significantly reduced by 2,300 tonnes. If weather conditions continue as they are, garden waste output will be more in line with 21/22 rates and the recycling out-turn figure will remain high.					Introduction of staff resource to push recycling activities in late 23-24,



**E1.1B % of collected waste recycled and composted  
target - upward trend**



this will be a mixture of supporting County Council campaigns and joining in with recycling campaigns already in existence, such as WRAPs recycle now scheme and recycle week.



**Priority: Our Environment**

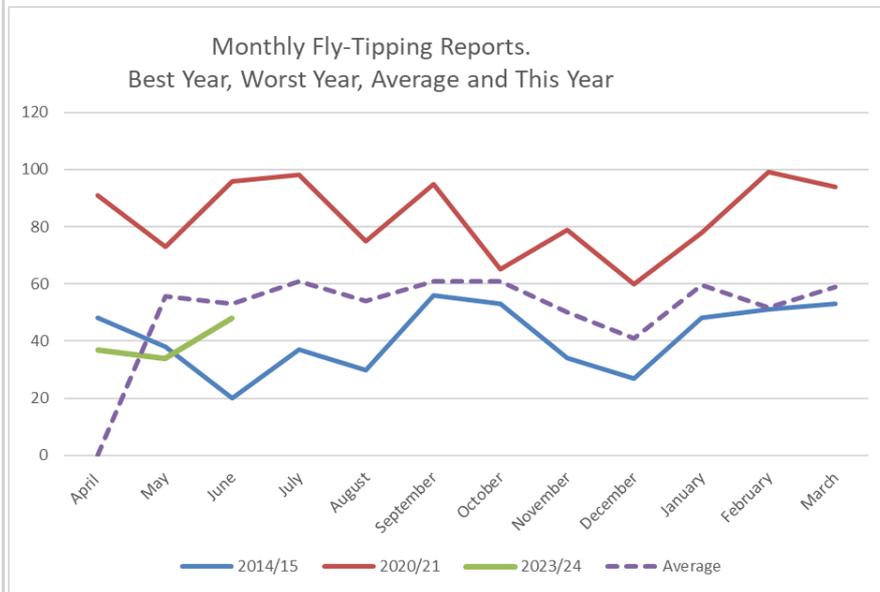
**E1.2 Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate**

<b>Measure and Reference</b>	<b>E1.2A Number of fly tipping incidents</b>	<b>Committee</b>	<b>E&amp;DS</b>		
<b>Definition</b>	A reduction in fly-tipping incidents is defined as a numerical reduction in the sum of the number of fly tipping incidents reported to the Council, plus the number of fly tips proactively collected by Council staff while performing their duties, compared to the reference period.	<b>Why this is Important</b>	Prevent an increase in fly-tipping incidents through education, engagement and enforcement action where appropriate		
<b>What Good Looks Like</b>	The purpose of this Indicator is to see a downward trend in fly tipping incidents as a rolling average over the four-year period of the Corporate Plan.				
<b>History of this Indicator</b>	There have been long term reductions in fly tipping incidents both nationally and locally since 2000, however this trend has reversed in very recent years. Between 2016 and 2019 fly tipping incidents nationally have increased.				
<b>2019/20 Baseline Data</b>	714 (total figure for 2019/20)				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	Downward trend	260	528	732	1003
2021/22	Downward trend as a 4-year mean <764	211	366	484	604
2022/23	Downward trend as a four-year mean <764	139	286	442	590
2023/24	Downward trend as a four 4-year mean <764	119			
<b>Performance Overview - Quarterly Update</b>				<b>Actions to sustain or improve performance</b>	



The number of reported fly tips in quarter one was the lowest since 2014/15. This is considered to be due to the continuation of the robust investigations and action taken against suspected offenders. Two key suspects of repeat offences were investigated and interviewed during Q1 which appears to have put a stop to their activities. Prosecution files are now being produced in relation to both.

A recent government announcement in late June 2023 to abolish the fees which some local authorities charge for disposing of DIY waste at household waste recycling centres (HWRCs) may lead to reduced fly tipping.



**Priority: Our Environment**

**E1.2 Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate**

<b>Measure and Reference</b>	<b>E1.2B Improve the quality of the District through the Local Environmental Quality Survey</b>	<b>Committee</b>	E&DS		
<b>Definition</b>	Percentage of inspected grade B or above for cleanliness as defined in the government code of Practice for Litter and refuse.	<b>Why this is Important</b>	Gives assurance that the cleansing regimes and resources deployed are delivering the Council's service standards.		
<b>What Good Looks Like</b>	<p>&gt;95% Grade B or above</p> <p>This information below provides an overview of the grading:</p> <p>Grade A No issues present            Grade B+ No formal description            Grade B Predominantly free with some minor instances of the issue            Grade B- No formal description            Grade C Widespread with some accumulations of the issue            Grade C- No formal description            Grade D Heavily affected by the issue</p> <p>In order to present a fair picture plus and minus grades are used where a location is better than the lower grade but not sufficiently to attain the higher grade.</p>				
<b>History of this Indicator</b>	New indicator				
<b>2019/20 Baseline Data</b>	89.67% above grade C				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	95% at grade C or above	Report in Q4	Report in Q4	Report in Q1 21/22	Report in Q1 21/22
2021/22	>95% (Grade C or above)	94.74% (Grade C or above)	94.74% (Grade C or above)	94.74% above grade C+	93.69% (Grade B or above)
2022/23	>95% (Grade B or above)	93.69% (Grade B or above)	93.69% (Grade B or above)	96.65% Grade B or higher	96.65% Grade B or above
2023/24	>95% (Grade B or above)	96.65% Grade B or above			



<b>Performance Overview - Quarterly Update</b>	<b>Actions to sustain or improve performance</b>
<p>This measure is currently monitored through an independent Keep Britain Tidy Survey. This measures the cleanliness of our streets in terms of litter, detritus, graffiti, flyposting, weeds and dog-fouling. The survey due in June 2023 has been delayed by a resource issue from Keep Britain Tidy, it has been carried out in July 2023 and will be reported in Qtr. 2. The slip in timing of 1 month will not affect the annual performance review as the next survey is due in December.</p>	<p>Keep Britain Tidy carry out two independent surveys which should be carried out 6 months apart. The results from the Keep Britain Tidy Survey will be reported in quarter two, the survey for July has already been completed. To support the independent results and provide a quarterly update for this measure, operational services will carry out an in-house survey 3 months after the Keep Britain Tidy Survey commencing in Qtr3.</p>



**Priority: Our Environment**

**E1.3 Enhance biodiversity across the District**

<b>Measure and Reference</b>	<b>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.</b>	<b>Committee</b>	E&DS		
<b>Definition</b>	Policy BNE3 of the Local Plan and Chapter 15 of the National Planning Policy Framework seeks to ensure that the impacts of development on biodiversity are minimised and preferably provide net gains. This would be negotiated during the application process	<b>Why this is Important</b>	It is likely that soon this will be a statutory requirement. It demonstrates that the Council is being proactive in delivering an aspiration of the Local Plan.		
<b>What Good Looks Like</b>	The purpose of the PI is to see the pursuit of net biodiversity gains on all eligible sites otherwise suffering a net loss.				
<b>History of this Indicator</b>	Notwithstanding the Council's 'encouragement' of biodiversity gains in the Local Plan, this will be a new government initiative that would make it a statutory requirement.				
<b>2019/20 Baseline Data</b>	Insufficient baseline data available				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	85%	First Report due December 2020. No qualifying decisions in Q1.	66.7%	66.7%	66.7%
2021/22	85% (4-year target)	66.7%	66.7%	66.7%	66.7%
2022/23	85%	0	0	0	0
2023/24	85%	0			



<b>Performance Overview - Quarterly Update</b>	<b>Actions to sustain or improve performance</b>
<p>Unable to measure this indicator at the current time. Whilst officers work to securing net gain in all relevant instances, local plan policy only requests a net gain, and it isn't law to require 10% net gain until Autumn 23.</p>	<p>The target can only be achieved where it is supported by Policy or legislation. This does not come into effect until Autumn 23 and then officers will be able to ensure that the measure is achieved with support from the Biodiversity Officer.</p>



**Priority: Our Environment**

**E2.1 Strive to make South Derbyshire District Council carbon neutral by 2030**

<b>Measure and Reference</b>	<b>E2.1A Reduce South Derbyshire District Council carbon emissions</b>	<b>Committee</b>	E&DS		
<b>Definition</b>	Achievement of Actions contained in the South Derbyshire Climate and Environment Action Plan 2020-24 (C&EAP)	<b>Why this is Important</b>	To enable emissions from all relevant identified Council sources to be controlled over the Corporate Plan timeframe		
<b>What Good Looks Like</b>	Achievement of Actions contained in the South Derbyshire Climate and Environment Action Plan 2020-24 (C&EAP)				
<b>History of this Indicator</b>	No previous targets to achieve carbon neutrality have been set				
<b>2019/20 Baseline Data</b>	2,500 tonnes of carbon dioxide equivalent in 2018/19				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	Achievement of Actions contained in the South Derbyshire Climate and Environment Action Plan 2020-24.	Achieved	Achieved	Achieved	Achieved Total Council emissions in 20/21 – 1,982 tonnes (20.5% reduction against baseline)
2021/22	Produce and implement a Head of Service Q4 Climate and Environment report that tracks performance against quantified targets and outturns	Achieved	Achieved	Achieved	Achieved Total Council emissions in 21/22 – 2,066 tonnes (17.2% reduction against baseline)
2022/23	Downward Trend in Carbon Emissions on baseline 2019-20 data	Achieved	Achieved	Achieved	Achieved Total Council emissions in 22/23 – 2,074 tonnes (16.8% reduction against baseline)



2023/24	Downward Trend in Carbon Emissions	Publish carbon emissions report for 2022/23 - Achieved. ≥90% of actions in the C&EAP to be RAG rated 'Green' - Achieved.	
<b>Performance Overview - Quarterly Update</b>		<b>Actions to sustain or improve performance</b>	
<p>A draft carbon emissions calculation and report for 2022/23 has been produced. The full report is programmed to be brought to EDS in September 2023.</p> <p>The calculated carbon emissions for 2022/23 are 2,074 tonnes which is a 16.8% reduction against baseline. Whilst this represents an overall downward trend when compared to the baseline, this downward trend has flatlined from 2020/21. A full report about action on the climate emergency is on the work programme for EDS in September 2023.</p>		<p>The Council's carbon reduction activities have recently been the subject of external review by the Climate Change Coalition. Constructive feedback from this review will be used to inform further iterations to the Plan which will be brought to a future EDS Committee meeting for approval.</p>	



**Priority: Our Environment**

**E2.2 Work with residents, businesses and partners to reduce their carbon footprint**

<b>Measure and Reference</b>	<b>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</b>	<b>Committee</b>	E&DS		
<b>Definition</b>	Part G of the Building Regulations sets out an optional standard for potable water conservation which is reiterated in Policy SD3 of the Local Plan. A planning condition will be attached to all new permissions to pursue adherence to this standard (where relevant).	<b>Why this is Important</b>	Local infrastructure and environmental constraints require the need for the Council to contribute to the suppression of water demand and hence waste water discharges across the District.		
<b>What Good Looks Like</b>	This is designed to ensure that going forward all new developments comply with the optional Part G standard				
<b>History of this Indicator</b>	No History				
<b>2019/20 Baseline Data</b>	Baseline figure of 50% based on 18 qualifying decisions in Q4.				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21		78%	89%	100%	100%
2021/22	85%	70.5%	79.3%	86%	75.6%
2022/23	85%	64%	75%	80%	86%
2023/24	85%	89.5%			
<b>Performance Overview - Quarterly Update</b>			<b>Actions to sustain or improve performance</b>		
Performance has improved quarter on quarter as vacancies within Planning Services are being filled and officers are reminded to ensure that this condition is placed on qualifying applications as a matter of course. These efforts are now			Keep reminding existing officers and making new officers aware of the conditions and the corporate objections behind the use of such. Decision makers to ensure they check for this condition before issuing decisions.		



achieving the desired results with this indicator now above target.	
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**Priority: Our Environment**

**E3.1 Enhance the appeal of Swadlincote town centre as a place to visit**

<b>Measure and Reference</b>	<b>E3.1A Increase Swadlincote Town Centre visitor satisfaction</b>	<b>Committee</b>	E&DS		
<b>Definition</b>	Benchmarking for Swadlincote Town Centre includes a Town Centre User Survey (questionnaire) completed at the same time each year by an independent consultant.	<b>Why this is Important</b>	There is a need to limit the impact of national changes in shopping habits on the vitality of the town centre, at a time when High Streets are under extreme pressure.		
<b>What Good Looks Like</b>	The aim is to steadily close the gap to the National Small Towns average over the four-year period of the Corporate Plan.				
<b>History of this Indicator</b>	Comparable Benchmarking data was first collected in 2019. This found that 49% of respondents would recommend a visit to Swadlincote Town Centre, whilst the comparable National Small Towns Average was 72%.				
<b>2019/20 Baseline Data</b>	49% of respondents would recommend Swadlincote Town Centre - May 2019				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	Upward trend	Reported Annually in Q3	Reported Annually in Q3	55%	55%
2021/22	58%	55% Reported Annually in Q3	55% Reported Annually in Q3	60%	60%
2022/23	Upward Trend (Close the gap on the National Small Towns average)	60% Reported Annually in Q3	60% Reported Annually in Q3	66%	66%
2023/24	National small towns average 72%. Target to be above the National average by 2023/24	66% Reported Annually in Q3			



<b>Performance Overview - Quarterly Update</b>	<b>Actions to sustain or improve performance</b>
<p>Works to refurbish The Delph are nearing completion, including repaving the market square and introducing measures to prevent unwanted vehicle access onto the square. Works to regenerate the derelict Bank House/Sabine's Yard site are underway, which will create additional free public car parking plus a pocket park on Belmont Street. Events during the Spring period included a Coronation celebration, participation in Love Your Local Market and support for Swadlincote Festival of Transport in May, and Antiques in the Street in June. A dedicated Community Safety Enforcement Officer (Town Centres) has been appointed, funded by UK Shared Prosperity Fund.</p>	<p>n/a</p>



**Priority: Our Environment**

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

<b>Measure and Reference</b>	<b>E3.2B Proportion of good quality housing development schemes</b>	<b>Committee</b>	<b>E&amp;DS</b>		
<b>Definition</b>	The % of new residential developments that score well against the Council's quality criteria based on latest Building for Life standards and the National Design Guide, which measure several aspects of the quality of a development (including the provision and quality of public spaces).	<b>Why this is Important</b>	This PI directly measures how good the quality of developments are and therefore whether it is more likely to result in an improvement to the quality of open and other spaces.		
<b>What Good Looks Like</b>	The purpose of this PI is to see an upward trend in higher quality developments and their immediate environment.				
<b>History of this Indicator</b>	This PI will differ from the similar PI which only looked at an earlier Building for Life standard. In previous years, the 90% target was often met and where not, only marginally missed.				
<b>2019/20 Baseline Data</b>	Annual score of 92% based on old methodology – to be reported annually in Q4				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	90%	Reported Annually in Q4.	Reported Annually in Q4.	Reported Annually in Q4.	Out turn unavailable.
2021/22	90%	Data unavailable	Reported Annually in Q4.	Reported Annually in Q4.	Out turn unavailable.
2022/23	90%	Out turn unavailable. - Reported Annually in Q4 22/23)	Out turn unavailable. - Reported Annually in Q4 22/23)	Out turn unavailable. - Reported annually in Q4 22/23)	Out turn unavailable
2023/24	90%	Out turn unavailable			



<b>Performance Overview - Quarterly Update</b>	<b>Actions to sustain or improve performance</b>
<p>Planning Service has previously been unable to measure the out turn for this performance indicator because the Design Officer was not established in post for any significant length of time with this post vacant again following an internal promotion. There is a recruitment exercise underway which is expected to have progressed significantly by the time the committee meets.</p>	<p>Attempt to recruit to the post so that the relevant expertise is available to ensure that officers are in a position to assess applications such that the data required for the indicator can be collected. A recruitment exercise is underway and the major Sites Team Leader is in the process of undertaking the review of existing sites with this to be accelerated following the recruitment exercise.</p>



Priority: Our Future

F1.1 Attract and retain skilled jobs in the District

<b>Measure and Reference</b>	<b>F1.1A Increase the number of employee jobs in South Derbyshire</b>	<b>Committee</b>	E&DS		
<b>Definition</b>	Working in partnership, to successfully implement a programme of actions as set out within a new Economic Development Strategy for South Derbyshire.	<b>Why this is Important</b>	The District's economy has performed strongly in recent years - with a rapidly growing population it will be important to sustain this and provide a range of local employment opportunities.		
<b>What Good Looks Like</b>	The aim is to increase the number of Employee Jobs in South Derbyshire over the four-year period of the Corporate Plan.				
<b>History of this Indicator</b>	In 2018, there were 32,000 Employee Jobs in South Derbyshire, having grown from 30,000 in 2015. Data for employment is taken from the Office of National Statistics (ONS) Business Register and Employment Survey				
<b>2019/20 Baseline Data</b>	In 2015 there were 30,000 employee jobs which increased to 32,000 in 2018				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	>25% (implementation of the actions contained within the plan)	Reported in Q4	Reported in Q4	Reported in Q4	32,000 Impacted by Covid 19
2021/22	>25% (implementation of the actions contained within the plan)	Reported in Q4	Reported in Q4	Reported in Q4	31,000 Impacted by Covid-19
2022/23	Upward trend	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
2023/24	Upward trend	34,000 Reported annually in Q4			



<b>Performance Overview - Quarterly Update</b>	<b>Actions to sustain or improve performance</b>
Claimant Count Unemployment in South Derbyshire is at 2.2% (May 2023) or 1,480 people. This compares with 3.7% nationally, and 2.1% a year ago.	n/a



Priority: Our Future

F2.1 Encourage and support business development and new investment in the District

<b>Measure and Reference</b>	<b>F2.1A Annual net growth in new commercial floorspace (sqm)</b>	<b>Committee</b>	E&DS			
<b>Definition</b>	Data collected for the Council's annual Authority Monitoring Report, includes the monitoring of commercial floorspace within South Derbyshire.	<b>Why this is Important</b>	There is very little vacant commercial floorspace in South Derbyshire, consequently the provision of additional commercial floorspace is closely related to the availability of additional employment opportunities.			
<b>What Good Looks Like</b>	The aim is to increase the total commercial floorspace over the four-year period of the Corporate Plan.					
<b>History of this Indicator</b>	The Local Plan forecasts a net annual growth in commercial floorspace of 12,269.5 sqm per annum between 2008 and 2028. To date (2008-2021), the actual annual net rate of growth has been 6,095 sqm.					
<b>2019/20 Baseline Data</b>	2885 sqm					
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>	
2020/21	12,269.5 sqm	Reported in Q4	Reported in Q4	Reported in Q4	4,140 sqm	
2021/22	24,539 sqm net growth	Reported in Q4	Reported in Q4	Reported in Q4	1,665 sqm	
2022/23	36,808.50 sqm net growth	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	28,174 sqm net growth	
2023/24	Net annual growth in commercial floorspace of 12,269.5 sqm per annum. Over the four-year plan - 49,078 sqm net growth	28,174 sqm Reported annually in Q4				



<b>Performance Overview - Quarterly Update</b>	<b>Actions to sustain or improve performance</b>
<p>Commercial construction projects continue to progress in a number of locations in South Derbyshire and are anticipated to deliver a significant growth in floorspace this year – these include, redevelopment of the former Bison Concrete works at Tetron Point; Redesign of part of The Pipeworks retail/leisure complex; and two new manufacturing facilities at Dove Valley Park.</p> <p>There is every expectation that we will be ahead of target by the end of 2023/24 with the schemes that are underway.</p>	<p>n/a</p>



Priority: Our Future

F2.1 Encourage and support business development and new investment in the District

<b>Measure and Reference</b>	<b>F2.1B Total Rateable Value of businesses in the District</b>	<b>Committee</b>	<b>E&amp;DS</b>		
<b>Definition</b>	Total rateable value of businesses in the district.	<b>Why this is Important</b>	The total rateable value of businesses in the District is a good indication of the economic health of the district. An increase in floor space can indicate a growth in business numbers and employment opportunities.		
<b>What Good Looks Like</b>	A growth in rateable value, including a growth in sectors such as commercial (e.g., offices, shops, warehouses, restaurants) where there is a higher intensity of jobs per business.				
<b>History of this Indicator</b>	The total rateable value of businesses across the District has been increasing year on year, particularly in the commercial sector with an overall increase of almost £345k since April 2017.				
<b>2019/20 Baseline Data</b>	Q4 - £67,486,786.				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	>£67,486,786	£67,528,690	£67,316,577	£67,379,221	£67,341,926
2021/22	>£67,486,786	£67,150,426	£67,133,764	£67,199,282.	£67,234,722
2022/23	Upward Trend (on baseline as at Q4 21/22)	£67,279,062	£67,207,674	£67,072,729	£67,120,292
2023/24	Upward trend >£75,132,472	£75,432,537			
<b>Performance Overview - Quarterly Update</b>		<b>Actions to sustain or improve performance</b>			
As at the 1st April 2023, the RV was £75,132,472, which will be the new baseline. Due to the revaluation of the rating list for 2023 onwards this has meant an overall increase compared to the 2017 list i.e. 31 March 2023. In addition, there have been a number of new assessments bought into the list as part of inspection visits undertaken over the last few months		n/a			



and a large rating that had been awaited has now been undertaken.	
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Priority: Our Future

F2.2 Enable the delivery of housing across all tenures to meet Local Plan targets

<b>Measure and Reference</b>	<b>F2.2A Speed of decision on discharging conditions on housing applications</b>	<b>Committee</b>	<b>E&amp;DS</b>		
<b>Definition</b>	The purpose of the performance indicator is to measure the percentage of planning condition applications determined in the statutory period of eight or 13 weeks or as may be otherwise agreed with applicants.	<b>Why this is Important</b>	Unnecessary delays in the determination of applications holds up the delivery of development and therefore a potential disincentive to inward investment		
<b>What Good Looks Like</b>	All applications determined as soon as possible without compromising quality.				
<b>History of this Indicator</b>	New indicator				
<b>2019/20 Baseline Data</b>	80% based on Q4 (up to 85% if including first 27 days of 2020/21 Q1, following new procedure with team)				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	90% within 8-13 weeks or as agreed with the applicant	100%	100%	100%	100%
2021/22	90% within 8-13 weeks or as agreed with the applicant	93.7%	71.8%	47.9%	60.9%
2022/23	90% within 8-13 weeks or as agreed with the applicant	50%	60%	79%	78%
2023/24	90% within 8-13 weeks or as agreed with the applicant	80%			
<b>Performance Overview - Quarterly Update</b>			<b>Actions to sustain or improve performance</b>		



The department still has a backlog of applications and whilst every effort is being made to work through these this will have implications for the time taken to determine applications. In time, with reduction in backlog and new process for dealing with applications it will be easier for officers to deal with all applications within statutory timeframes.

In time, with reduction in backlog and the new process for dealing with applications it will be easier for officers to deal with all applications within statutory timeframes. There have been significant steps taken both in terms of recruitment and retention and also amendments to internal process and procedure that are already resulting in improvements from a low point of 50% in quarter 1 in 22/23 to 80% now. While still below target, the improvement in performance is anticipated to continue as measures such as changes to the validation system, moving to area teams, moving officers over to career grades to aid retention of staff, use of a separate planning consultancy to assist with the backlog, and greater success in recruiting to vacant posts continue to secure improvements.



**Priority: Our Future**

**F2.2 Enable the delivery of housing across all tenures to meet Local Plan targets**

<b>Measure and Reference</b>	<b>F2.2B % of planning applications determined within the statutory period</b>	<b>Committee</b>	<b>E&amp;DS</b>		
<b>Definition</b>	The purpose of the performance indicator is to measure the percentage of planning applications determined in the statutory period of eight or 13 weeks or as may be otherwise agreed with applicants.	<b>Why this is Important</b>	Unnecessary delays in the determination of planning applications holds up the delivery of development and therefore a potential disincentive to inward investment		
<b>What Good Looks Like</b>	All applications determined as soon as possible without compromising quality.				
<b>History of this Indicator</b>	Generally, the Council has performed well for most recent years against a notional target of 90%				
<b>2019/20 Baseline Data</b>	93%				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	>90%	94%	99%	98%	98%
2021/22	>90%	91%	93.1%	93%	90.5%
2022/23	>90%	88%	86%	81%	83%
2023/24	90% within 8-13 weeks or as agreed with the applicant	70.5%			
<b>Performance Overview - Quarterly Update</b>			<b>Actions to sustain or improve performance</b>		
There are still a greater number of out of time applications being determined than the target for this indicator, however this is reflective of the push to deal with the substantial backlog of applications. Whilst applicants have been willing to provide an extension of time in some instances this has not been received across the board and the push to reduce the backlog and move towards a new process of dealing with applications will unfortunately result in a higher number of applications being			Ensure officers process where possible applications within the statutory time frames and seek extensions of time, if possible, for those applications determined outside of the timeframe.  There have been significant steps taken both in terms of recruitment and retention and also amendments to internal process and procedure that are already resulting in improvements to the overall number of applications processed including a		



determined out of time while the backlog is cleared.

significant proportion in the backlog of applications. While still below target, this need to be seen in the context of the planning department processing the highest overall number of applications in quarter 4 of 22/23 since this indicator was first reported to government 15 years ago. The overall application number processed as of July 2023 is close to the total number processed for the whole of 2022. A number of these applications determined in 2023 are out of time and therefore lead to the figures reported above. However, it should also be noted that the significant majority of applications 'in time' are now within 8 weeks with no extension of time. This improvement is anticipated to continue as measures such as changes to the validation system, moving to area teams, moving officers over to career grades to aid retention of staff, use of a separate planning consultancy to assist with the backlog, and greater success in recruiting to vacant posts continue to secure improvements.



Priority: Our Future

F2.3 Influence the improvement of infrastructure to meet the demands of growth.

<b>Measure and Reference</b>	<b>F2.3A Secure new facilities and contributions through Section106 to mitigate impacts of development. Achieve all necessary highway, education, healthcare, and recreation contributions</b>		<b>Committee</b>	E&DS	
<b>Definition</b>	Statute allows the Council to seek financial and other contributions from developments to mitigate the impact of the development on public infrastructure subject to viability of individual developments.		<b>Why this is Important</b>	Without some contribution towards mitigating the impact of new developments, infrastructure would have to accommodate the extra load without direct funding to bear the burden	
<b>What Good Looks Like</b>	Securing all proven necessary mitigation to accommodate new developments				
<b>History of this Indicator</b>	New indicator				
<b>2019/20 Baseline Data</b>	New indicator, data will be collected from April 2020 onwards as retrospective data is not possible to collect				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	90%	Reported annually in Q4	Reported annually in Q4	Reported annually in Q4	94%
2021/22	90%	Reported annually in Q4	Reported annually in Q4	N/A - reported annually in Quarter 4.	100%
2022/23	90%	100% (annual return in Q4 22/23)	100% (annual return in Q4 22/23)	Reported annually in Quarter 4	90%
2023/24	90%	Reported annually in Q4			
<b>Performance Overview - Quarterly Update</b>			<b>Actions to sustain or improve performance</b>		



As in previous years a separate report will be presented to the November 2023 E&DS Committee where the full details of S106 performance will be considered in the Infrastructure Funding Statement. Overall the Council is successfully applying the need for S106 contributions in line with policy and collecting payments when they are due.

Continued cross department monitoring of performance and reporting annually in the Infrastructure Funding Statement.



**Priority: Our People**

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

<b>Measure and Reference</b>	<b>P2.1B Continue to undertake interventions per year to keep families out of fuel poverty</b>	<b>Committee</b>	E&DS
<b>Definition</b>	Number of interventions made by the Council (and partners over whom the Council has influence) to improve fuel efficiency in residential properties.	<b>Why this is Important</b>	Fuel poverty is a public health observatory key performance indicator and reflects both the thermal efficiency of housing stock and the affluence of the population
<b>What Good Looks Like</b>	Increasing the numbers of fuel efficiency interventions to directly contribute to reductions in the numbers of families in fuel poverty.		
<b>History of this Indicator</b>	The Council has never previously collated data on the different measures taken to take families out of fuel poverty.		
<b>2019/20 Baseline Data</b>	7.9% (3,393 households) estimated to be in fuel poverty. In 2019/20 an estimated 90 interventions were made to help residents reduce fuel poverty		

Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	300 interventions	111	216	247	276
2021/22	210 interventions	30	102	172	210
2022/23	>160 Interventions	48	Cumulative target - 70, Actual - 104	161	198
2023/24	>160 Interventions	Target number of interventions - 45. Actual interventions - 45			

<b>Performance Overview - Quarterly Update</b>	<b>Actions to sustain or improve performance</b>
There was a large (60%) increase in complaints to the Private Sector Housing Team in quarter one 2023/24 compared to the same period in previous year, however a relatively small number related to problems associated with excess cold and fuel poverty.	KPI on target



**Priority: Our People**

**P2.4 Support social mobility to ensure people have the opportunity to access skilled jobs, higher and further education.**

<b>Measure and Reference</b>	<b>P2.4A Deliver the objectives identified in the Supporting Aspirations Action Plan, as appropriate to the Council</b>	<b>Committee</b>	E&DS		
<b>Definition</b>	Delivery against the key themes identified in the Supporting Aspirations Action Plan.	<b>Why this is Important</b>	Social Mobility aims to ensure that everyone has the opportunity to build a good life for themselves regardless of geography or family background.		
<b>What Good Looks Like</b>	Deliver against the Supporting Aspirations Action Plan to help improve Social Mobility for disadvantaged young people in South Derbyshire.				
<b>History of this Indicator</b>	South Derbyshire has performed poorly on a number of indicators of Social Mobility for disadvantaged young people in recent years.				
<b>2019/20 Baseline Data</b>	The Social Mobility Commission's Social Mobility Index ranked South Derbyshire 311/324 local authority in 2017				
<b>Reporting Year</b>	<b>Annual Target</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
2020/21	Ranked >311 on the Social Mobility Index	Reported in Q4	Reported in Q4	Reported in Q4	Research and data analysis
2021/22	Develop the Social Mobility Action Plan	Reported in Q4	Research and Data analysis	Preparation of Action Plan	Supporting Aspirations Action Plan adopted.
2022/23	Deliver the year one objectives identified in the Supporting Aspirations Action Plan	Reported in Q4	Reported in Q4	Reported in Q4	Achieved
2023/24	Deliver the objectives identified in the Supporting				



Performance Overview - Quarterly Update	Actions to sustain or improve performance
<p>Activities contributing to the Supporting Aspirations Action Plan in Quarter 1, included promotion of a number of enhanced bus services that are operating to assist employees and apprentices to access key employment sites in the area. The services are provided by Midland Classic/Diamond Bus: 19A – Burton, Swadlincote and Measham linking with Mercia Park; Airway 9 - Burton, Swadlincote, Melbourne and Ashby linking with East Midlands Airport and East Midlands Gateway; and 401 Service – Burton, Hatton, Foston and Uttoxeter linking with Dove Valley Park. In addition, Swadlincote Jobs Fair was delivered with partner organisations and a young enterprise initiative undertaken with William Allitt School.</p>	n/a



## Quarter 1, 2023-2024 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
					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	3	12	<ul style="list-style-type: none"> <li>A revised Income Management Policy has been approved by Housing and Community Services Committee and new operational/ IT procedures implemented.</li> <li>New dwellings mitigate revenue lost through Right to Buy (RTB). New Builds can still be purchased under (RTB) after three years for Secure Tenancies.</li> <li>Daily monitoring of UC, and income management.</li> <li>The Housing Service has made operational changes to deal with this increase which have been subject to a successful audit review.</li> <li>Programme in place to reduce the void rent loss.</li> <li>Council House Development Group is in place.</li> <li>Rent Arrears have stabilised at 3.05%.</li> <li>The void rent loss as a % of the rent debit is 3.68%</li> <li>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 25<sup>th</sup> April 2023</li> <li>An additional contractor has been employed to increase capacity.</li> <li>Survey of small HRA development sites completed with options for redevelopment.</li> <li>Surveys of Smallthorn Place have been completed which include redevelopment and refurbishment options.</li> <li>Derbyshire County Council have now commenced the tender process for Careline and independent living services contracts which are currently delivered by the Council. A reduced service has been retendered for commencement in March 2024. The Council will unlikely to be in a position to bid for these contracts as either a sole or consortium provider. This will reduce the funding into the HRA from DCC by up to £300k from March 2024.</li> </ul>	4	3	12	<ul style="list-style-type: none"> <li>Increased focus on collection of rent and other housing debt.</li> <li>Monitoring and review of arrears, evictions and rent loss due to voids.</li> <li>Council House development group to develop a pipeline of development schemes.</li> <li>Government Rent Increase Cap confirmed at 7%.</li> <li>Council members have agreed a rent increase limited to 3%</li> <li>The Council is undertaking its own review of the Careline and ILS service to enable a new service proposal to be made to the NHS which may attract funding to mitigate any loss. Suggested partnership approaches were included in the response to DCC as part of the soft market testing process in May 2023. These have not been accepted. Further discussions are underway with NHS although as yet no funding has been agreed. An alternative service will be presented to Councillors later in 2023.</li> </ul>	Surveys for Smallthorn Place have been completed. The contract for Careline and independent living services has been retendered. Rent arrears are at 3.05% and the void rent loss as a % of the rent debit is 3.68%. Further actions updated to advised action taken to access skilled and unskilled labour, additional contractor capacity is being sought, a new method for the management of surveys is being considered, options to	Head of Housing 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
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
											<ul style="list-style-type: none"> <li>Skilled and unskilled labour issues have affected progress towards targets in Q1. In particular this has affected:                             <ul style="list-style-type: none"> <li>Plastering</li> <li>Floor laying</li> <li>Cleaning</li> <li>Clearance of properties</li> </ul> </li> </ul> <p>Novus have appointed new labour and or subcontractors in these areas of work.</p> <ul style="list-style-type: none"> <li>Further additional contractor capacity is being sought through procurement frameworks.</li> <li>A new method for the management of surveys is being considered with contractors.</li> <li>Options for the Construction Design Management (CDM) of the inhouse team are being pursued to allow void and other works to be done "in house".</li> <li>A single supplier of Utilities services will be in place from September to reduce time taken to resolve meter debt and installation issues.</li> </ul>	bring void and other works in house are being explored in addition to a different approach to major and minor works are being explored, a single supplier for utilities will be in place by September.		

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					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
												<ul style="list-style-type: none"> <li>Area based surveys and work plans are in place.</li> <li>A different approach to major and minor works is being devised.</li> </ul>		
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	Housing Safety policies are now in place for: <ul style="list-style-type: none"> <li>Fire</li> <li>Lift</li> <li>Electrical</li> <li>Gas</li> <li>Asbestos</li> <li>Legionella</li> <li>A recent Internal Audit of Housing Safety has confirmed that the systems in place provide “reasonable assurance” in this area.</li> <li>Contracts are in place to deliver property improvements for all aspects of property safety.</li> <li>Recruited an Asset and Compliance post.</li> <li>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.</li> <li>Fire safety checks in sheltered and communal schemes being completed by Careline Support Coordinators.</li> <li>Successful recruitment to Gas and Building Project Officer roles.</li> <li>New Tenant Satisfaction Measures include specific property safety indicators. The Council will be required to respond to forthcoming consultation with the Regulator of</li> </ul>	2	4	8	<ul style="list-style-type: none"> <li>Monitoring and carrying out safety checks as per the Housing Safety Policies.</li> <li>Reconfiguring software (lifespan) to manage this.</li> <li>Gas and Fire/Building Project Officer Roles have been filled, No interest in the Electrical Project Officer post. The role has been readvertised.</li> </ul>	Mitigating actions updated to advise new performance indicator measures for property safety have been implemented in 2023-24. Tenant satisfaction with the Safety of homes is included within the new regulatory Tenant Satisfaction Survey, which is in the process of being procured, current performance	Head of Housing Services

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					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
								<p>Social Housing on a new suite of “consumer standards” for housing. Current Performance against these indicators is:</p> <p><b>Fire – 100%</b> - 82/82 Fire Risk Assessments to communal block and community rooms complete.</p> <p><b>Legionella</b> – Risk Assessment to 74 high risk properties complete and remedial actions completed.</p> <p><b>Electric</b> – 93.04% (2744/2949) have an up-to-date EICR, orders for remaining properties placed and in progress with contractor.</p> <p><b>Gas</b> – 99.96% (2781/2782) properties have valid gas certificate. One property out of time currently with legal seeking an injunction to gain entry.</p> <p><b>Asbestos</b> – 100% (76/76), annual asbestos management surveys carried out to communal blocks and community rooms where required.</p> <p><b>Lifts</b> – 100% 3/3, Lifts at Unity Close, Pear Tree Court, and Coniston Court with service completed. (106 passenger stair lifts at domestic properties all on service programme and within time).</p>					for these new safety measures is included, Gas, Fire and Building Officer roles recruited, Electrical Project Officer post to be re-advertised.	

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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"> <li>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.</li> <li>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.</li> <li>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.</li> <li>A new three-year sponsorship of the Environmental Education Project with Rolls Royce has been confirmed.</li> <li>Government Funding via the National leisure Recovery Fund (NLRF) for the Leisure Centres has been received.</li> <li>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.</li> <li>Active Derbyshire Partnership may help to open up other funding potentials related to Physical Activity.</li> </ul>	3	3	9	<ul style="list-style-type: none"> <li>Maintain current funding contribution that the Council makes towards the Active Communities service.</li> <li>Continue to seek and secure relevant external funding opportunities to continued support service delivery.</li> <li>Monthly assessment of income and expenditure.</li> <li>Review reserves and potentially use to fund projects if needed.</li> </ul>	No change in Q1	Head of Cultural and Community Services
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"> <li>Condition survey updated as part of future procurement exercise for new contractor, informed by a wider strategic review.</li> <li>Focus on implementing infrastructure requirements identified in external consultant's report.</li> <li>Capital Programme bid successful with most projects supported.</li> <li>Engage tenants and keep Senior Leadership Team informed.</li> <li>Covid-19 pandemic has enabled an opportunity to do some minor health and safety works whilst the site was closed to the public.</li> <li>Vision for site to be reviewed considering the pandemic, informed by the wider climate emergency debate.</li> <li>New lease is now signed for 30 years with Forestry England.</li> <li>Consultation work to begin over the next 12 months to develop a new vision for RFC and allocate funding for redevelopment.</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Work commenced on the delivery of capital projects.</li> <li>Collaboration with Head of Corporate Property on improvements to the Planned Preventative Maintenance (PPM).</li> <li>Regular meetings held at operational and strategic levels with Forestry England.</li> <li>Link with National Forest on future vision works.</li> </ul>	<p>New 30-year lease signed.</p> <p>Consultation work begins to revitalise RFC, consultation process started in Q1, closes end of July.</p> <p>Meeting with National Forest Company to help shape</p>	Head of Cultural and Community Services

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												vision in collaboration.		
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 be approved in unsustainable locations	Strategic	4	3	12	<ul style="list-style-type: none"> <li>Local Plan is in place which sets out the five-year supply. In August E&amp;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.</li> <li>Active pursuit of schemes and opportunities. Increased focus on facilitating prompt commencement of development.</li> <li>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.</li> <li>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,</li> <li>Support government proposals to offer flexibility in supply and delivery requirements in light of COVID-19 effects.</li> <li>The Housing Position Paper reported to January 26 EDS Committee confirmed a 5-year housing land supply to 6.29 years.</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Develop action plan(s) where necessary.</li> <li>Monitoring/review of performance ongoing.</li> </ul>	No change for Q1.	Head of Planning and Strategic Housing
SD9	Melbourne Sports Park	Failure to deliver against external funder requirements at the Melbourne Sports Park	MSP negatively affected by Covid-19 with no income generation for several months. Some external	Financial	2	3	6	<ul style="list-style-type: none"> <li>Scheme to deliver additional car parking on site completed.</li> <li>Drainage scheme on MSP site and adjacent landowners complete. Improved rugby pitches playability should increase income generation from bar and catering.</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Regular Artificial Grass Pitch (AGP) Steering Group meetings.</li> <li>Matter under regular review at MSP Board meetings.</li> </ul>	No change in Q1	Head of Cultural and Community Services

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		(MSP). Ongoing discussions with external funders.	grants success to support this impact but not all.					<ul style="list-style-type: none"> <li>Work on three new tennis courts completed. Improvements to third rugby pitch and training area underway. These projects will aid future viability.</li> <li>Development sub-committee to be re-established to look at future works/developments at the site. Council representative on the Sub-Committee.</li> </ul>				<ul style="list-style-type: none"> <li>Key funder in attendance at AGP steering group meetings.</li> <li>MSP Board meeting business plan income targets, however close monitoring is required.</li> </ul>		
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"> <li>Review of approved Tree Management Policy completed.</li> <li>Zurich Municipal has provided support to assess the Council's risk on its Tree Policy and Strategy.</li> <li>A new tree policy and management plan has been agreed by committee on 17 March 2022.</li> <li>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.</li> </ul>	3	3	9	<ul style="list-style-type: none"> <li>The new Policy requires implementing and backlog of work procured and prioritised. A budget has been agreed.</li> <li>External support for tree inspections is being procured.</li> <li>Assistant tree officer appointed and is being mentored by Tree Officer</li> <li>Temporary support from agency to help with volume of tree work related to planning.</li> <li>Due to volume of workload reviewing staffing structure to ensure resourced adequately going forward.</li> </ul>	No change in Q1	Head of Cultural and Community Services

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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"> <li>Building condition survey is being updated and a planned preventative maintenance (PPM) programme put in place by Head of Corporate Property.</li> <li>Complete the necessary works identified in external consultant's report, informed by a wider strategic review (SOPM).</li> <li>Improvements made to pool pipework and roof.</li> <li>Ensure that there is sufficient capital funding to complete the necessary works and revenue funding for on-going PPM.</li> <li>Facility Planning Model (FPM) being undertaken to assess strategic need of leisure stock through to 2038.</li> <li>The FPM work above is now complete and will inform the Local Plan. Further work is being undertaken on the SOPM.</li> <li>Beginning work to look at future leisure provision including a replacement site for Green Bank.</li> </ul>	3	3	9	<ul style="list-style-type: none"> <li>Review of the operational management and deliverability of PPM</li> <li>Options presented by FPM to be assessed and presented to Members in the future.</li> <li>Also Built Facility Strategy to be commissioned to support FPM.</li> <li>Working project group looking at long term options for leisure provision.</li> </ul>	<p>Mitigating actions updated to include the future leisure provision.</p> <p>Created a project working group to look at long term options for leisure centre.</p>	Head of Cultural and Community Services
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"> <li>Application to Government for National Leisure Recovery Fund (NLRF) successful and distribution being arranged.</li> <li>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.</li> <li>Monthly contract meetings are taking place to track contractor financial and operational performance.</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Monthly assessment of Leisure Contractor finances and assessment of Council support through monthly contract meetings.</li> <li>Contingency plans are also being developed should the contractor not be able to deliver the contract at short notice.</li> <li>Final settlement of financial negotiations during Covid closure is complete.</li> <li>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.</li> </ul>	No change in Q1	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	
					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"> <li>It is considered that the Council is undertaking as much action as is reasonably possible at this stage to mitigate the risk.</li> <li>The Council's current grant funding has been increased in 2022/23.</li> <li>The Council employs a dedicated Community Partnership Officer to support the voluntary sector and local organisations.</li> <li>Capacity in the sector is starting to recover in light of Covid-19 and the Council is working to support the relevant organisations.</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>The Council continues to work with the Voluntary and Community sector to ensure its funding delivers the Council's Corporate Plan objectives.</li> </ul>	No change in Q1	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"> <li>A recent report by Alliance Consulting has highlighted risks associated with SUDs features that the Council has adopted / is due to adopt.</li> <li>There are potentially nine sites.</li> <li>The Council has a capital budget to implement the findings of the Alliance report on Council-owned sites.</li> <li>The Council no longer adopts SUDs as part of new developments. These are transferred to Severn Trent Water subject to them meeting appropriate standards.</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>The Council has reviewed the independent SUDs report and is undertaking all reasonable and practicable actions to mitigate any risks.</li> </ul>	No change in Q1	Head of Community and Cultural Services	
SD18	Fluctuations in recyclate prices	Failure to monitor and report fluctuations in recyclate prices	An escalation in the cost of delivering the recycling service.	Operational Financial	2	3	6	<ul style="list-style-type: none"> <li>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.</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Continue to report quarterly on recyclate income</li> </ul>	No change in Q1.	Head of Operational 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
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
								<ul style="list-style-type: none"> <li>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.</li> </ul>						
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. At the peak in Sept 2022 the Council had possession of approx. 190 animals.	Financial, Compliance, Partnership	4	3	12	<ul style="list-style-type: none"> <li>Powers under s20 of the Animal Welfare Act.</li> <li>Mutual support agreement with RSPCA.</li> <li>Dog fostering scheme agreed with a dog fostering charity.</li> <li>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.</li> <li>Additional budget has been proposed for the 2023/24 financial year in the draft budget.</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Ongoing monitoring required of the CEH00 R4400 budget to review the effects of the existing mitigations.</li> <li>Prosecution files being prepared in relation to animal welfare and illegal breeding offences.</li> <li>Draft animal in distress policy currently out for consultation.</li> </ul>	Continued reduction in number of animals in Council possession. Currently 16 fostered and 4 in kennels	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"> <li>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)</li> <li>New contractors have been procured to increase the contractor capacity to deliver the target number of Green Homes Grants.</li> </ul>	2	2	4	<ul style="list-style-type: none"> <li>Review volume and quality of delivery of newly appointed contractors.</li> <li>Communicate with stakeholders.</li> </ul>	No change in Q1	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

<b>Impact</b>	<b>Very High (4)</b>	4	8	12	16	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td style="background-color: #FF0000; color: white; text-align: center;">12-16</td></tr> <tr><td style="background-color: #FFD700; text-align: center;">6-9</td></tr> <tr><td style="background-color: #008000; color: white; text-align: center;">1 - 4</td></tr> </table>	12-16	6-9	1 - 4
	12-16								
	6-9								
	1 - 4								
<b>High (3)</b>	3	6	9	12					
<b>Medium (2)</b>	2	4	6	8					
<b>Low (1)</b>	1	2	3	4					
		<b>Remote (1)</b>	<b>Possible (2)</b>	<b>Probable (3)</b>	<b>Highly Probable (4)</b>				
		<b>Likelihood</b>							

<b>Impact</b>	<b>Thresholds and Description</b>
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
<b>Likelihood</b>	<b>Thresholds and Description</b>
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.

<b>Impact</b>	<b>Very High (4)</b>		SD3, SD9		
	<b>High (3)</b>		SD6, SD7, SD15, SD16, SD17, SD18, SD19	SD5, SD12	SD1, SD11
	<b>Medium (2)</b>		SD20		
	<b>Low (1)</b>				
		<b>Remote (1)</b>	<b>Possible (2)</b>	<b>Probable (3)</b>	<b>Highly Probable (4)</b>
		<b>Likelihood</b>			

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.

# Quarter 1, 2023-2024 Chief Executive Risk Register

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY <i>Strategic, Resource Operational Financial Knowledge management Compliance, Partnership</i>	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
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
CE1	Economic development partnerships	Failure of economic development partnerships	Leading to an adverse impact on businesses and local economy	Partnership	2	2	4	<ul style="list-style-type: none"> <li>Proactive engagement in partnerships and with individual partners.</li> <li>Commitment of officer time and resources to partnership activities.</li> </ul>	1	2	2	<ul style="list-style-type: none"> <li>Monitoring of projects and performance.</li> </ul>	No change in Q1.	Head of Economic Development and Growth
CE2	South Derbyshire Partnership working	Failure of the South Derbyshire Partnership	Leading to non-delivery of the community's vision and priorities set out in the Community Strategy	Partnership / Strategic	2	3	6	<ul style="list-style-type: none"> <li>Proactive support for partnership.</li> <li>Commitment of officer time and resources to partnership facilitation.</li> <li>Engagement of partners in policy making and project design and delivery.</li> </ul>	1	3	3	<ul style="list-style-type: none"> <li>Monitoring of projects and performance by Strategic Co-ordinating Group.</li> </ul>	No change in Q1.	Head of Economic Development and Growth
CE4	Effectively manage the election process and canvassing.	Failure of joined up Council approach	Leading to a failed election process	Strategic	2	2	4	<ul style="list-style-type: none"> <li>Elections Project Team in place and meets as necessary with representatives from all services involved.</li> <li>Arrangements in place for an Election to be called at short notice.</li> <li>Arrangements in place for Referenda/By-Elections to be called.</li> </ul>	1	2	2	<ul style="list-style-type: none"> <li>Monitoring of service delivery under review consistently</li> </ul>	No change in Q1.	Head of Legal and Democratic 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.

Impact	Very High (4)	4	8	12	16	<div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: red; margin-right: 5px;"></div> 12-16  <div style="width: 15px; height: 15px; background-color: orange; margin-right: 5px;"></div> 6-9  <div style="width: 15px; height: 15px; background-color: green; margin-right: 5px;"></div> 1-4                 </div>	<b>Significant Risk</b>  <b>Medium Risk</b>  <b>Low Risk</b>
	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 £50,000, 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)

## Corporate 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)				
	High (3)	CE2			
	Medium (2)	CE1, CE4			
	Low (1)				
		Remote (1)	Possible (2)	Probable (3)	Highly Probable (4)
		Likelihood			

CE1	Economic development partnerships	Failure of economic development partnerships
CE2	South Derbyshire Partnership working	Failure of the South Derbyshire Partnership

CE4	Effectively manage the election process and canvassing.	Failure of joined up Council approach
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<b>REPORT TO:</b>	<b>ENVIRONMENTAL &amp; DEVELOPMENT SERVICES</b>	<b>AGENDA ITEM: 6</b>
<b>DATE OF MEETING:</b>	<b>10 AUGUST 2023</b>	<b>CATEGORY: RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>HEIDI McDOUGALL, STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>MATT HOLFORD, <a href="mailto:matthew.holford@southderbyshire.gov.uk">matthew.holford@southderbyshire.gov.uk</a> , 01283 595856</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>ANNUAL ENFORCEMENT AND COMPLIANCE REPORT 2022/23</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>All</b>	<b>TERMS OF REFERENCE: EDS14, HCS10</b>

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## 1. Recommendations

- 1.1 That the Committee notes the contents of the report and approves that the Council is using its regulatory powers in a way proportionate to the demands for all regulatory services it provides.

## 2. Purpose of Report

- 2.1 To provide the Committee with details of the Council's use of its tools and powers to take appropriate enforcement action during the 2022/23 reporting period.

## 3. Background

- 3.1 Under the priority of 'Our Environment' in the 2020-2024 Corporate Plan, one of the key aims is "*Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate*".
- 3.2 Under the priority of 'Our People', one of the key aims is "*Help tackle anti-social behaviour and crime through strong and proportionate action*".
- 3.3 The Council is authorised to use more than 100 different laws to regulate and ensure compliance in areas of work as diverse as planning, food hygiene, licensing, pollution control, anti-social behaviour, building control, public health, waste and dog control.
- 3.4 The way in which the Council utilises these powers is governed by law, statutory guidance and legal precedent. Some services (notably many of the functions of Licensing and Environmental Health) also have a duty to have regard to the five governing principles of the Legislative and Regulatory Reform Act 2006, namely that all regulatory interventions are *transparent, accountable, proportionate and consistent* and should be *targeted* only at cases in which action is needed.

3.5 This report provides a high-level summary of the regulatory action over the past year and provides a comparison against historical levels of regulatory action.

### **Demands for Services and Commentary on Trends**

3.6 The demand for Council services in 2022/23 compared to previous years is illustrated in Figure 1 in the report appendix.

3.7 After a large spike in **air pollution** complaints during 2020/21, the numbers of complaints in 2022/23 returned to pre-pandemic levels. Data from air quality monitoring locations across the District demonstrate that air quality has progressively improved over the last decade as demonstrated in the Councils most [recent annual report](#) on air quality.

3.8 Complaints about **dogs** (fouling, dogs off leads, aggressive dogs) have progressively increased. This increase roughly reflects the progressive increase in the overall population of South Derbyshire and the more general trend of an increase in dog ownership since 2020.

3.9 The number of complaints generally classified as '**public health**' has remained high for the last three years. This covers a diverse range of issues but the majority of these relate to waste on land, properties in a filthy condition, drainage problems, dangerous trees and high hedges. Further comment on the possible underlying cause of this trend is provided later in this report.

3.10 After a large spike in complaints about **food hygiene** during 2020/21, (mainly linked to the Covid Regulations), the numbers of complaints returned to approximately pre-pandemic levels, albeit that there has been a progressive increase in complaints over the last five years. Information about food hygiene standards in food businesses is provided later in this report.

3.11 Complaints about **private sector housing** nearly doubled in 2022/23 compared to historic volumes of complaints.

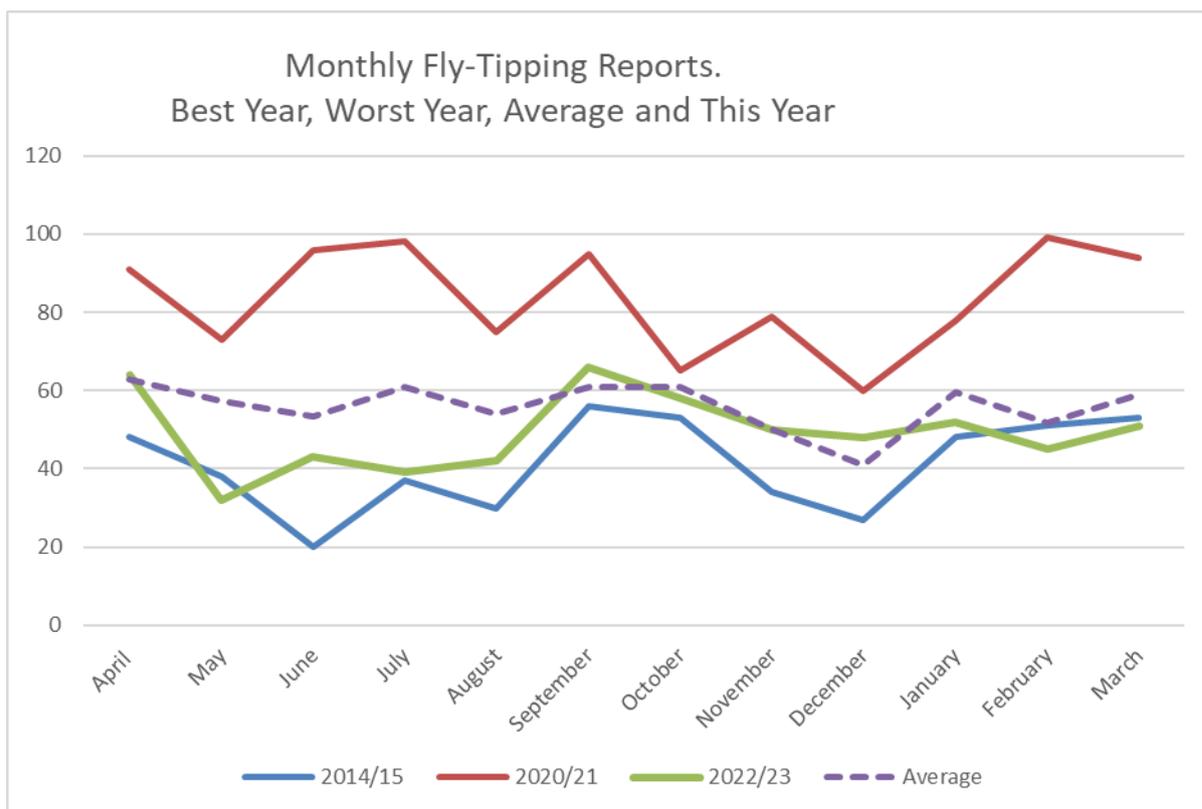
3.12 As well as a doubling in complaints about private sector housing, there was high demand for inspections of properties of people who have applied to be sponsors for displaced Ukrainian guests under the Homes for Ukraine scheme. The Private Sector Housing Team inspected 78 properties to provide help and advice to potential sponsors to enable them to provide safe accommodation for Ukrainian guests.

3.13 Complaints about **noise nuisance** have remained consistently high for the last five years. Complaints about noise in South Derbyshire in 2022/23 were 7.0 per 1000 population compared to a Derbyshire average of 5.7 per 1000 population. Noise nuisance complaints make up approximately 50% of all of the anti-social behaviour complaints made to the Council.

3.14 Complaints about incidents of **abandoned vehicles** increased in 2022/23 back to a previous historic high last observed in 2016/17. After investigation, the majority of the complaints were found to be about vehicles which had not been abandoned. Of the 212 complaints about abandoned vehicles the Council only needed to take formal action in 46 cases.

3.15 Incidents of **fly tipping** during 2022/23 were lower than they have been for 8 years. The reduction in numbers is encouraging. However, a relatively high proportion of

these offences are now being linked to illegal waste businesses and to organised crime which is significantly increasing the complexity and duration of investigations.



3.16 The **Licensing Team** continues to provide a high level of service in ensuring applications are dealt with in line with the legislative deadlines despite the increased demand on the service in terms of applications and complaints. Again, the number of inspections carried out by the Team has increased over the past 12 months. The Licensing Team has employed an additional Officer which should assist in dealing with the continuing high demand on the service.

3.17 Policy documents continue to be developed, consulted on and approved by Members. The Team has introduced legislative changes into the Service such as new safeguarding requirements for private hire drivers and new duties on drivers and operators under the Equality Act 2010.

3.18 In addition to the introduction of legislation, the Team continues to streamline internal procedures and the Team has introduced a new online application system in conjunction with the Business Digital Change Team. The new application service is slowly being rolled out and feedback has been very positive.

3.19 The Team continues to work very closely on joint enforcement initiatives with the Environmental Health Team and the Police to tackle non-compliant premises and unlicensed premises. The Team successfully prosecuted one couple in Hilton for unlicensed breeding with a total fine of £24,000 being awarded by the Courts. There are several other cases pending court hearings.

### **Demands for Inspections of Businesses**

3.20 Food hygiene law requires that businesses are risk assessed and then inspected at a frequency based on national statutory guidance. Figure 2 in the appendix to this report illustrates the number of food hygiene inspections carried out.

- 3.21 Due to the extensive constraints on the hospitality industry during periods of Covid lockdown, many routine food hygiene inspections of food businesses could not take place in 2021/22. In response to guidance from the Food Standards Agency, Council officers prioritised their work to focus on high-risk businesses, new businesses and to respond to complaints.
- 3.22 Due to this enormous disruption to the hospitality sector – and by extension to the food hygiene inspection programme, the Food Standards Agency has issued a ‘Local Authority Recovery Plan’ which provides national statutory guidance on enabling food hygiene regulatory services to deliver services to March 2023.
- 3.23 South Derbyshire has met and exceeded the expectations contained in its Local Authority Recovery Plan.
- 3.24 In April 2023, 89.4% of food businesses in South Derbyshire had been awarded the top score for their food hygiene at their last inspection. This is thought to be one of the highest figures in the UK although no national statistics have been published by the Food Standards Agency since the end of 2018/19 to enable a full comparison.
- 3.25 In April 2023 there were 909 registered food businesses in the District. This represents an increase in the number of registered local food and drink businesses over the course of the last three years. In April 2020, the number of registered food businesses was 856. We hope that this is a positive sign that the local food and drink sector has been relatively resilient to the damage caused to this sector by the Covid pandemic.
- 3.26 Hygiene standards in 95% of food businesses were assessed at their last inspection as being ‘broadly compliant’ which means that the Council’s food inspectors are satisfied that they can be left to manage their own hygiene practices until their next programmed inspection without any further intervention. This is a slight reduction from the figure in 2022 of 98.8%.

### **Other Significant Matters**

- 3.27 Breaches of Animal Welfare law emerged as a significant feature of regulatory work during 2022/23. Animal welfare law is complex, time consuming and expensive.
- 3.28 During early to mid-2022 evidence emerged of several suspected illegal breeding establishments. Demand for pets increased dramatically during the Covid lockdowns. This led to a rapid escalation of the sale price for dogs and in turn this appears to have encouraged the establishment of suspected illegal dog breeding establishments.
- 3.29 Council officers plus Police, RSPCA and vets executed court warrants at a number of different properties in spring and summer 2022. As a result of these warrants, approximately 200 dogs and pups were taken into possession using powers under the Animal Welfare Act.
- 3.30 One animal welfare case has now been concluded (see below). Investigations are ongoing in relation to other cases.
- 3.31 In response to the lessons learned during this intensive period of activity, the Council has published and adopted an Animals In Distress Policy to help guide officers and to mitigate liabilities to the Council.

- 3.32 A common theme which has emerged across a number of areas of work has been an increase in mental health conditions, which is generating significant additional pressures upon demand for services.
- 3.33 The increase in complaints about public health, noise nuisance and public sector housing all appear to be linked to people experiencing a deterioration in their mental health status. This is leading to consequences such as self-neglect, hoarding, substance abuse, self-isolation and anti-social behaviour.
- 3.34 Officers are reporting much higher volumes of cases where poor mental health appears to be a significant contributory factor than was the case pre-pandemic. Not only is the additional volume of these cases causing pressure on services, but individual investigations can often be much more complex and time consuming.
- 3.35 Illustrative examples of the impact of the poor mental circumstances of some clients on our ability to provide services are provided in Appendix 1.
- 3.36 These experiences reflect those of a number of Police forces from across the UK. In June 2023 the Metropolitan Police announced that they would stop attending most calls involving mental health where more appropriate support is or should be available to support an individual in distress. This involves introducing an initiative called Right Care Right Person (RCRP) which was first implemented by Humberside police in 2020.
- 3.37 Home Office has apparently stated that RCRP will soon be standard practice across the whole of England and Wales via a “national partnership agreement”.
- 3.38 In Derbyshire, a new mental health street triage service was launched in March 2023 by Derbyshire Constabulary and the NHS to improve the way people in mental health crisis are treated in emergency situations.
- 3.39 Derbyshire Mind have partnered with the NHS to launch three new mental health community drop-in services across Derbyshire for immediate out-of-hours support for those with mental health concerns. The first of the three drop-in centres to open will be in Buxton in August this year and a further two sites are set to open their doors in December 2023 in Ripley and Swadlincote.
- 3.40 This additional mental health support capacity is welcomed. However, reports suggest that systematic pressures on mental health services continue to build given that there has been little growth in the mental health workforce in England over the last 10 years, with many of the key staff groups either remaining at a similar level since 2009 or declining. Reports suggest that there has been a loss of 7,000 nurses, health visitors and midwives and 6,000 clinical support staff since 2009.
- 3.41 In order to mitigate some of the time and resource pressures associated with working with clients with underlying mental health challenges, officers are considering whether it is reasonable to implement changes in the delivery of some services to some clients. Any such changes would need to be based in policy and therefore subject to the full scrutiny of an Equalities Impact Assessment. Any such policy will also be brought to this Committee.

### **Formal Legal Interventions**

- 3.42 The Council has published an [Enforcement Policy](#) which explains how it will use the various tools and powers to help the business community and residents to meet the various laws the Council is tasked with enforcing. When the Council is unable to

ensure compliance through persuasion it may be necessary to resort to use of more formal means. The Council has powers in the form of various compliance notices which can be issued requiring some form of action to be taken (or to be stopped) by the recipient to more formally require compliance than through advice and guidance.

3.43 Figure 3 in the appendix to this report illustrates the numbers of formal notices issued and in broad terms the nature of the problem which led to the notice being served.

3.44 The Council issues relatively small numbers of formal notices. By far the greatest number of legal notices were issued in 2020/2021 when 171 compliance notices were issued to private sector landlords who had failed to respond to new legal duties to improve the energy efficiency standards in their private rented houses.

### **Punitive Outcomes from Offences**

3.45 In a small number of cases, the Council is required to resort to the courts or other forms of judicial punishment for confirmed offences. This can be in one of three forms:

- For a limited number of offences and where the offender admits to the offence, a fixed penalty notice can be issued;
- Where the offender admits the offence and there is no fixed penalty notice option available, but prosecution is not deemed to be proportionate then the offender may be given the option to sign a formal caution;
- The most severe form of intervention is a prosecution.

3.46 Table 1 below summarises the recent numbers of each of these punitive outcomes compared to historical levels.

**Table 1 – Summary of Punitive Outcomes following Offences**

	16-17	17-18	18-19	19-20	20-21	21-22	22-23
Total Fixed Penalty Notices	91	79	72	27	59	72	35
Dog offences	9	6	14	4	5	4	3
Fly tipping & waste offences	7	7	8	5	23	21	11
Litter	65	54	43	13	24	45	16
Community Protection Notice / PSPO breach	10	12	4	4	5	1	5
Abandoned vehicles	0	0	3	1	0	1	0
Covid Regs (business breaches)	-	-	-	-	2	0	-
Formal Cautions	1	3	4	6	13	8	5
Prosecutions	1	5	7	5	0	3	5

3.47 There was a reduction in fixed penalty notices issued in 2022/23 compared to many of the previous years. This is largely due to a reduction in the number of notices issued for littering offences.

3.48 The reduction in littering offences is directly attributable to the removal of various recycling centres which had been located in Council car parks across the District. The recycling centres had generated poor recycling return rates and had also acted as hot spots for 'side waste' – namely people leaving non-recyclable material next to the recycling banks.

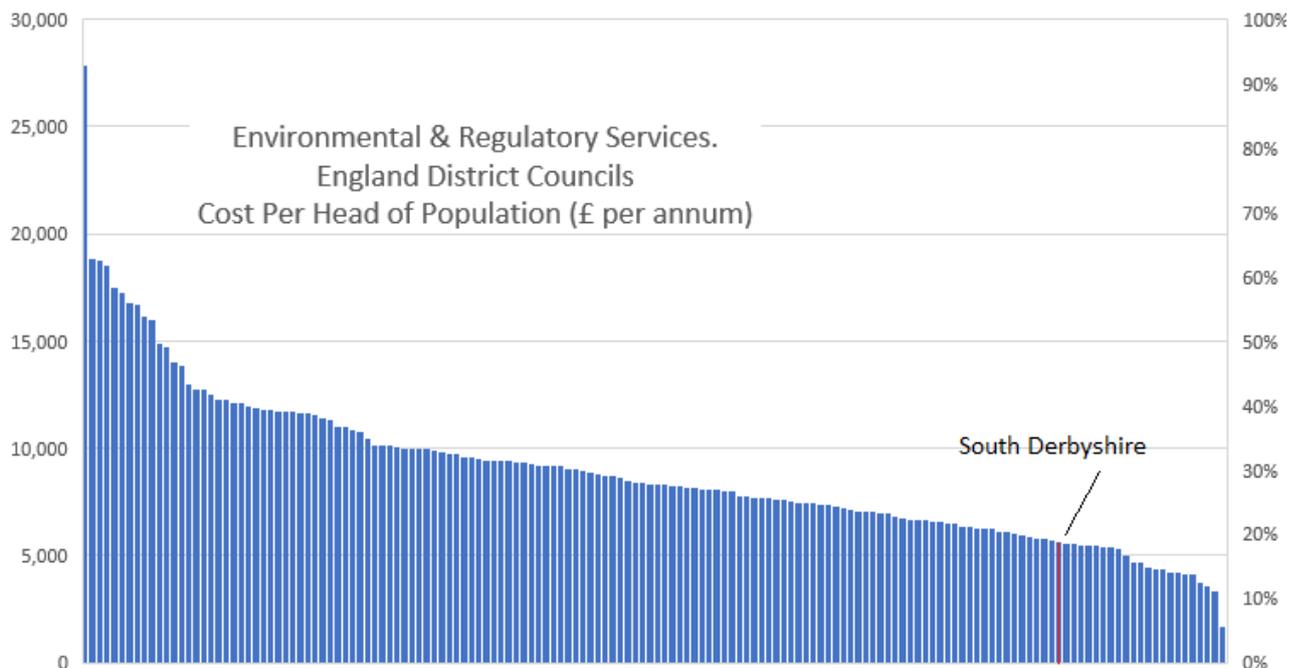
## Cases of Particular Note

- A [woman from Derby](#) was fined a total of £434 for two fly tipping offences.
- A [man from Swadlincote](#) received a 12-week custodial sentence suspended for 12 months and was ordered to undertake 180 hours of unpaid work for fly tipping. He was also ordered to pay £3,827.25.
- A [man from Burton](#) was fined £1,332.17 after ignoring an order from the Council banning him from using the unsafe basement of his take-away as living accommodation
- A [man and woman from Linton](#) were fined £4,816 after being convicted of causing unnecessary suffering to animals and failing to ensure the needs of the animals were met. The man received ten weeks imprisonment suspended for eighteen months, a rehabilitation order and he was disqualified from keeping animals for five years. The woman was disqualified from keeping animals for two years.

3.49 All criminal convictions are widely publicised using press releases and social media content as a deterrent to others, with the reach of social media posts regularly exceeding 20,000 a month.

## 4. Financial Implications

- 4.1 The Council's regulatory services cover Environmental Health, Licensing, Community Safety and Planning. Overall, the net cost of these services is approximately £1,000,000 and the Council has progressively reduced these costs in recent years while at the same time increasing the volumes of work activity.
- 4.2 Benchmarking the costs of the Council's regulatory services to other councils in the UK suggests that overall, the services provided are at a relatively low cost.
- 4.3 Based on 2021/22 benchmarking data published by the LGA (published on LG Inform) South Derbyshire's total expenditure per head of population on environmental and regulatory services was £58.73. The average cost for environmental and regulatory services across all District Councils in England was £89.96. Out of 164 English District Councils, South Derbyshire was ranked 132.



## 5. Corporate Implications

### Employment Implications

5.1 None.

### Legal Implications

5.2 All activities referred to in this report are carried out within the boundaries of statute and statutory guidance. Council officers must have regard to this in all of their actions. The Council also has internal governance processes in place, such as delegations under the Constitution, which provide assurances that Council officers act appropriately and proportionately.

### Corporate Plan Implications

5.3 The report has been produced to provide the Committee with details of how officers are delivering the “Our Environment” aim to *Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate* and the “Our People” aim to *Help tackle anti-social behaviour and crime through strong and proportionate action priority through People* in the 2020-24 Corporate Plan.

### Risk Impact

5.4 The proposals will have a beneficial mitigating action against the corporate risk of “Managing the environmental impact of incidents across the District”.

## 6. Community Implications

### Consultation

6.1 None

### Equality and Diversity Impact

- 6.2 Fair and proportionate application of the law should ensure that improvements in equality and diversity are indirectly delivered by tackling crime and anti-social behaviour.

**Social Value Impact**

- 6.3 Beneficial.

**Environmental Sustainability**

- 6.4 Beneficial. Proportionate regulation is an important feature of ensuring community cohesion. It also ensures positive economic growth by preventing businesses which operate outside the law from gaining a competitive advantage in their respective market.

**7. Conclusion**

- 7.1 That the Committee notes and endorses the work that officers are undertaking, using the tools and powers available, to take appropriate enforcement action where necessary.

**8. Background Papers**

- 8.1 None

## **Appendix 1**

### Mental Health

Example 1. Resident A living on their own in a terraced property complained about the family next door regularly played music throughout the night. The music was depriving the resident of sleep and they believed it was being done maliciously.

Council investigations included providing digital noise recording equipment to the resident for a week to enable them to take noise measurements and high quality recordings of the noise when it was taking place.

They took four hours of recordings, all at times when they said the music was keeping them awake. Council officers reviewed the entire contents of the recordings and no noise was audible at any time. When this was reported back to the resident, they claimed that the recording equipment was defective.

Given their insistence that the music was continuing, officers instead offered to visit the resident whenever they heard the music during the working day. Three reactive visits were made in response to calls. In all cases officers arrived at his property within 10 minutes of the call. No noise was observed on any occasion.

At their request the noise recording equipment was again provided for a week. Once again, none of the recordings produced any evidence of noise. The resident continues to claim that they are subjected to loud music from next door on most days.

For the duration of the investigation the resident has been actively engaged with their GP and has told officers that they are being investigated for underlying hearing defects such as tinnitus. They say that they have not been diagnosed with any auditory condition. For the duration of the investigation, they also repeatedly contacted Derbyshire Police and Derbyshire County Council Social Services. They have refused help from third sector organisations or referrals to other agencies. The case has now been closed as unresolved.

Total estimated officer time on case - 180 hours

### Example 2

Officers were asked to visit the property of a resident in their 60s by a neighbour due to the overgrown state of the garden. Officers visited, received no answer and left a calling card.

The resident did not respond to the calling card, but a visiting Occupational Therapist saw the card and contacted the officer asking for help on behalf of the occupier.

When officers visited the property, they found that the condition of the property suggested significant self-neglect. The resident was being treated at home on a kidney dialysis machine and the bedroom was found to contain hundreds of dialysis bags full of clinical waste. The resident had also stopped using the kitchen due to its poor condition and was preparing and storing food, open and unrefrigerated, in their bedroom, which created a significant risk of food borne disease given that they were already immuno-compromised.

Officers arranged and paid for the property to be cleaned and sanitised, a job which took a contractor team 16 hours to complete. The case was referred to VARM.

Six months later officers were requested by the Occupational Therapist to come back to the property. It had returned to broadly the same state that officers had originally found it in.

Total estimated time on case 130 hours  
Total estimated revenue costs £1,500

### Example 3

Officers were asked to visit an elderly resident after neighbours raised concerns about self-neglect.

The resident refused to allow anybody into her house, but when seen from the outside the internal housing conditions appeared to be potentially unsafe and to contain significant hoarded material. Officers were required to obtain a warrant from court to require the resident to let them in to the house.

The house was completely full of hoarded material including newspapers, magazines, rotting food and clothing. The house had an extensive mouse infestation. The hoarded material presented a significant fire risk and was preventing the landlord from carrying out vital work from being done to repair electrical defects. The heating system had failed and also couldn't be repaired due to the hoarding.

The resident refused to accept any help and refused to make any changes to improve the condition of the property.

Council officers made over 50 visits to the property over the course of a year and a half. They had to obtain court warrants to enter the property on three different occasions. Legal notices were served under the Public Health Act and Housing Act and after the requirements of these notices were not met, the Council were required to instruct contractors to clear the property on six separate occasions using powers to carry out 'works in default' of the legal notices.

The case remains open and the resident remains to be of significant concern to officers.

Total estimated time on case – 200 hours  
Total estimated revenue cost - £6,000

### Example 4

A resident contacted the service to complain about problems with their neighbour.

The resident claimed that the neighbour had installed a machine which was causing rashes to appear on their skin and which was causing mould growth on their walls.

Officers investigated and could find no evidence of any material problems with her property or any inappropriate behaviour by the neighbour.

The resident then claimed that the neighbour was releasing a gas in their garden which was causing the resident respiratory ill health. Again, after investigation no evidence was found to support this claim.

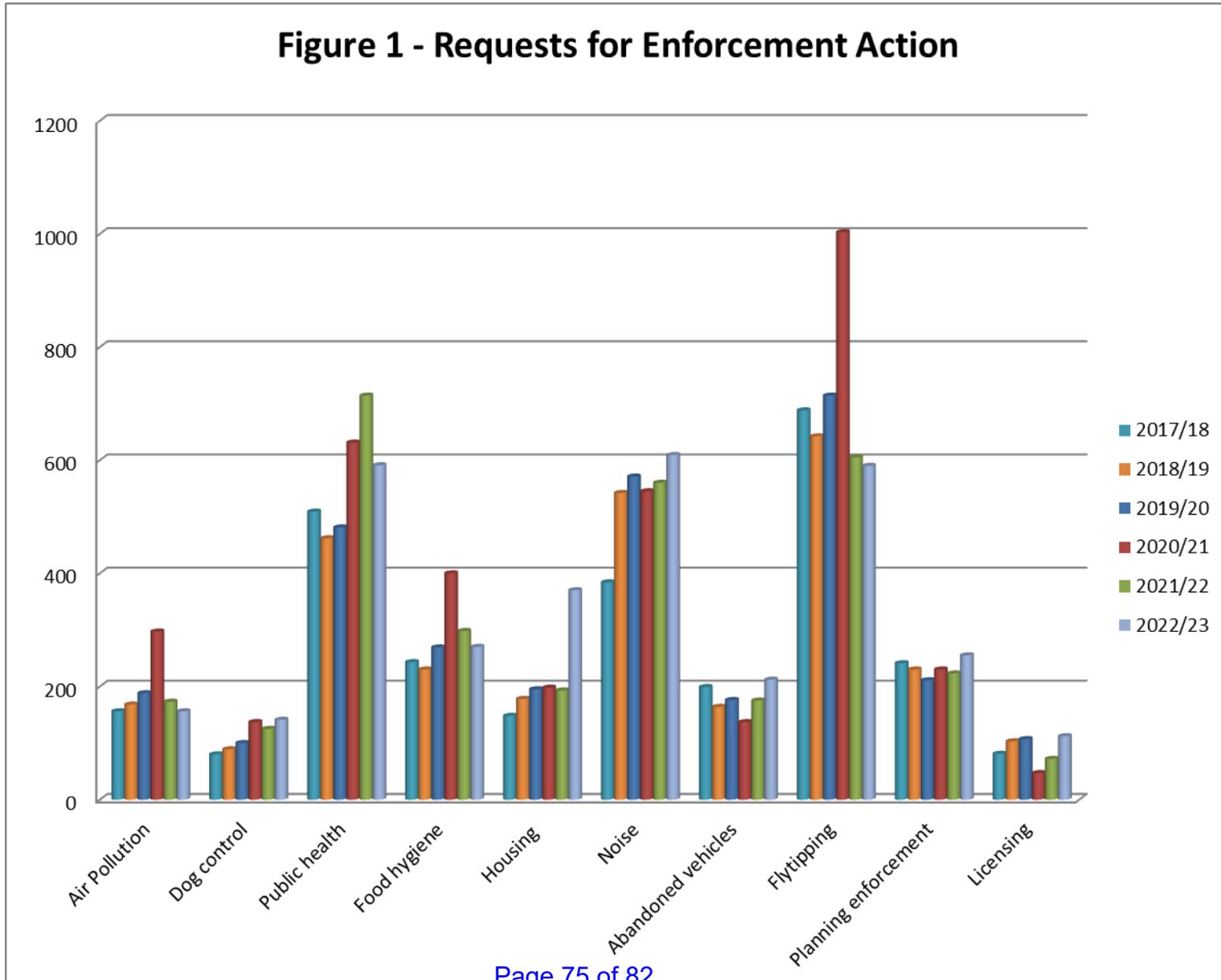
The resident was assessed by mental health professionals as having mental capacity and therefore no interventions were made due to their mental state.

The resident then began to take retaliatory action against the neighbours. This resulted in legal action being taken against the resident for harassment and threatening behaviour, but their behaviour continued.

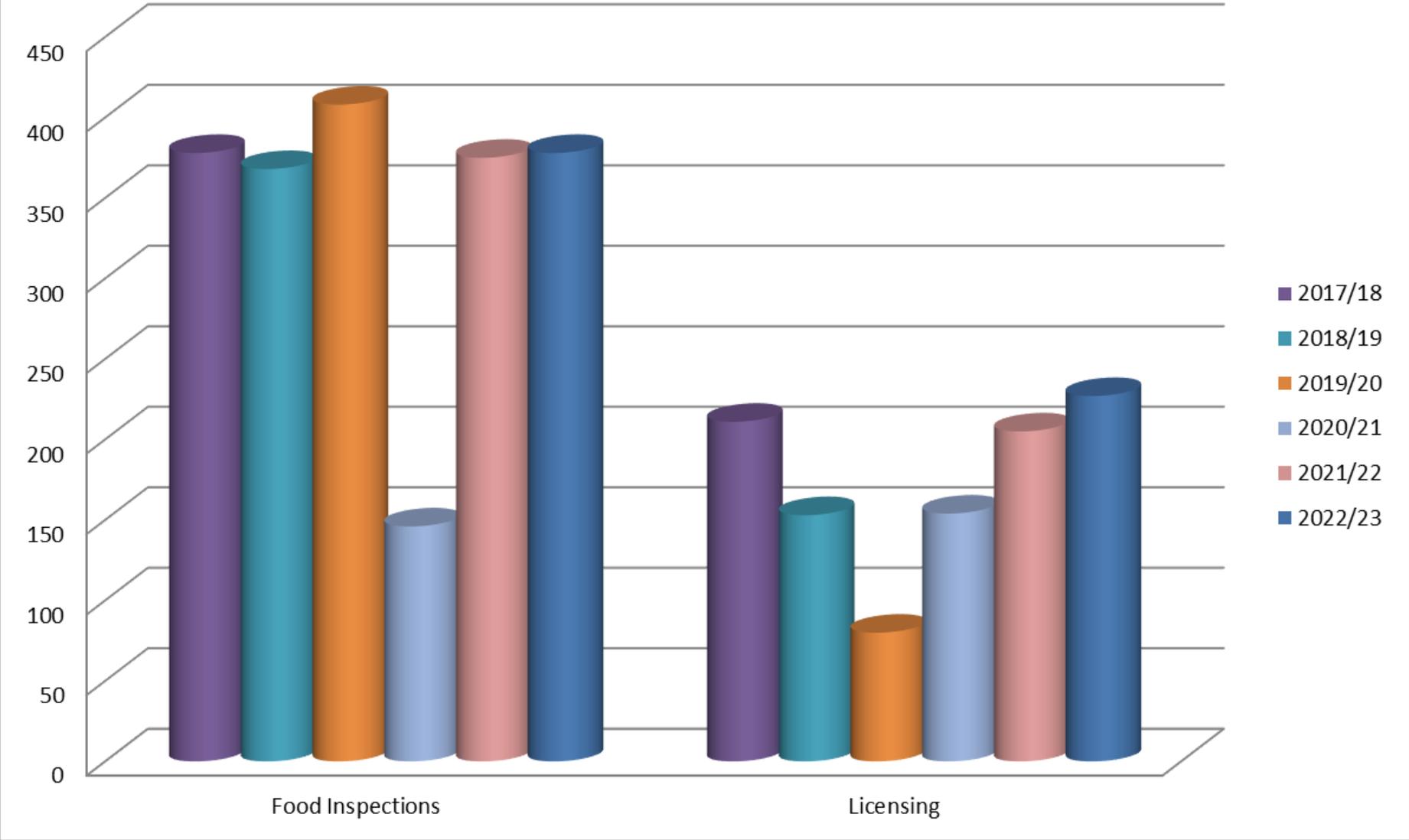
The case for harassment went to court but was dismissed on the basis of two psychological reports which stated that the resident does not have mental capacity in relation to her behaviour towards the neighbours.

The case remains open and unresolved.

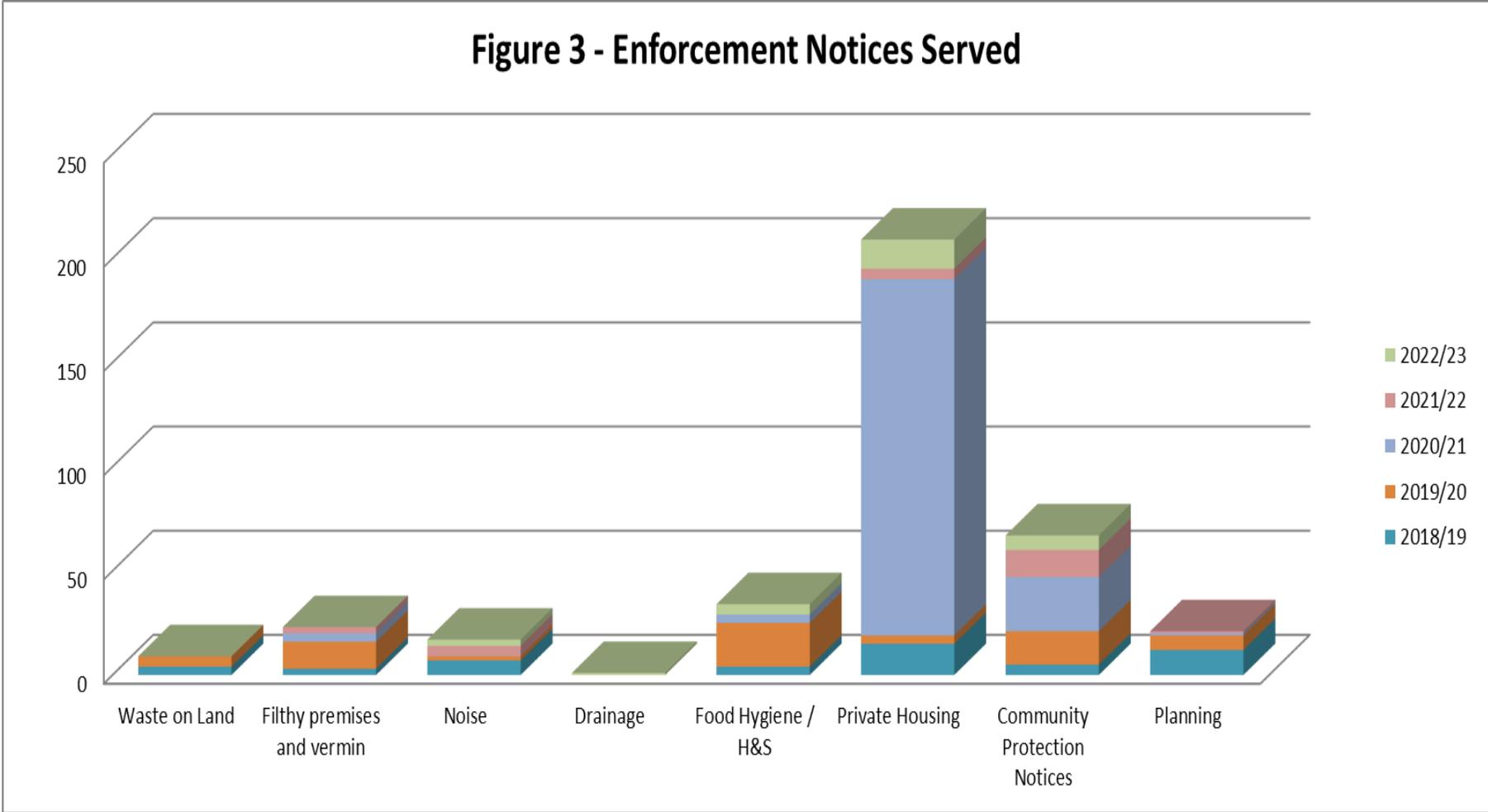
**Figure 1 - Requests for Enforcement Action**



### Figure 2 - Proactive Inspections of Businesses



**Figure 3 - Enforcement Notices Served**



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<b>REPORT TO:</b>	<b>ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 8</b>
<b>DATE OF MEETING:</b>	<b>10 AUGUST 2023</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>DEMOCRATIC SERVICES 01283 595889/5722 <a href="mailto:democraticservices@southderbyshire.gov.uk">democraticservices@southderbyshire.gov.uk</a></b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COMMITTEE WORK PROGRAMME</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: G</b>

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**1.0 Recommendations**

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

**2.0 Purpose of Report**

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

**3.0 Detail**

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

**4.0 Financial Implications**

4.1 None arising directly from this report.

**5.0 Background Papers**

5.1 Work Programme.

## Environmental & Development Committee 10 August 2023 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
<b>Reports Previously Considered by Last Three Committees</b>		
Work of the Corporate Environmental Sustainability Group	26 January 2023	Matt Holford Head of Environmental Services (01283) 595856
Authority Monitoring Report	26 January 2023	Steffan Saunders Head of Planning and Strategic Housing 07971604326
Designation of Neighbourhood Area	26 January 2023	Jessica Cheadle Planning Policy Assistant (01283) 595820
Revision to Action Plan For Nature Work Programme	26 January 2023	Christopher Worman Parks and Green Spaces Manager (01283) 595774
Toyota City	26 January 2023	Mike Roylance Head of Economic Development and Growth (01283) 595725
Corporate Plan Performance Report Q3	02 March 2023	Clare Booth Corporate Performance & Policy Officer (01283) 595788
South Derbyshire Economic Development and Growth Strategy	02 March 2023	Mike Roylance Head of Economic Development and Growth (01283) 595725
Consultation Response to Proposed Changes to the NPPF.	02 March 2023	Steffan Saunders Head of Planning and Strategic Housing

		07971604326
Corporate Plan 2020-24 Performance Report Q4	30 May 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595 775
The Department for Levelling Up, Housing and Communities Consultation On The Proposed Infrastructure Levy.	30 May 2023	Jessica Cheadle Planning Policy Assistant 07435 829964
East Midlands Airport Draft Noise Action Plan	30 May 2023	Richard Groves Planning Policy Officer 01283 595738
The Department for Levelling Up, Housing and Communities Consultation On Environmental Outcomes Reports	30 May 2023	Steffan Saunders Head of Planning and Strategic Housing 07971604326
<b>Provisional Programme of Reports To Be Considered by Committee</b>		
CORPORATE PLAN 2020-24: PERFORMANCE REPORT 2023-24 (QUARTER 1 - 1 April to 30 June)	10 August 2023	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Annual Enforcement Compliance Report 2022-23	10 August 2023	Matt Holford Head of Environmental Services 07891 072081
Climate and Environmental Action Plan review	21 September 2023	Matt Holford Head of Environmental Services 07891 072081
Electric Recharge Infrastructure	21 September 2023	Matt Holford Head of Environmental Services 07891 072081
Route Optimisation	21 September 2023	Gary Charlton Head of Operational Services 07976 081896
Budget Setting Approach 2024/25	21 September 2023	Charlotte Jackson Head of Finance 07770 085452

Waste Management IT System	21 September 2023	Gary Charlton Head of Operational Services 07976 081896
Gypsy and Traveller Accommodation Assessment Report	21 September 2023	Planning Policy Team Leader (01283) 595749
Fleet Replacement Plan	09 November 2023	Gary Charlton Head of Operational Services 07976 081896
Environmental Services Commercialisation Plan review	09 November 2023	Matt Holford Head of Environmental Services 07891 072081
CORPORATE PLAN 2020-24: PERFORMANCE REPORT 2023-24 (QUARTER 2 - 1 July to 30 September)	09 November 2023	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Consultation on East Midlands Airport Sustainable Development Plan	09 November 2023	Planning Policy Team Leader (01283) 595749
Infrastructure Funding Statement 2022-23	09 November 2023	Jessica Cheadle Planning Policy Assistant (01283) 595820
Wildflower Project Report	09 November 2023	Sean McBurney Head of Cultural and Community Services 07435 935050
Statement of Community Involvement	09 November 2023	Planning Policy Team Leader (01283) 595749
Draft 2024-25 General Fund Revenue Budget	04 January 2024	Charlotte Jackson Head of Finance 07770 085452
Draft Capital Programmes 2024-25 to 2028-29	04 January 2024	Charlotte Jackson Head of Finance 07770 085452
Authority Monitoring Report 2022-23	25 January 2024	Jessica Cheadle Planning Policy Assistant (01283) 595820

CORPORATE PLAN 2020-24: PERFORMANCE REPORT 2023-24 (QUARTER 3 - 1 October to 31 December)	29 February 2024	Clare Booth Corporate Performance & Policy Officer (01283) 595788
East Midlands Airport Airspace Redesign Consultation (changing the flight paths)	Estimate 2024	Planning Policy Team Leader (01283) 595749