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Date: 28<sup>th</sup> May 2014

Dear Councillor,

**Environmental and Development Services Committee**

A Meeting of the **Environmental and Development Services Committee** will be held in the **Council Chamber**, on **Thursday, 05 June 2014 at 18:00**. You are requested to attend.

Yours faithfully,

Chief Executive

To:- **Conservative Group**

Councillor Watson (Chairman), Councillor Roberts (Vice-Chairman) and Councillors Mrs. Brown, Ford, Mrs. Hall, Mrs. Patten and Stanton.

**Labour Group**

Councillors Chahal, Frost, Mulgrew, Stuart, Taylor and Tilley.



## **AGENDA**

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

- 1** Apologies
- 2** To receive the Open Minutes of the Meeting held on 10th April 2014.  
  
Open Minutes **5 - 7**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 5** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 6** Reports of Overview and Scrutiny Committee
- 7** South Derbyshire Local Plan (Part One) **8 - 12**
- 8** South Derbyshire Local Plan (Part Two) **13 - 16**
- 9** Work Programme Report. **17 - 19**
- 10** Monitoring the Corporate Plan **20 - 30**
- 11** Scheme for the recovery of building regulation costs **31 - 45**
- 12** Service Plans 2014 / 15 **46 - 157**

**Exclusion of the Public and Press:**

14 The Chairman may therefore move:-

That in accordance with Section 100 (A) of the Local Government Act 1972 the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.

15 To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.

16 To receive the Exempt Minutes of the Meeting held on 10th April 2014.  
Exempt Minutes

17 Housing and Environmental Services Staffing Restructure.





ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE

10th April 2014

**PRESENT:-**

**Conservative Group**

Councillor Roberts (Chairman) and Councillors Mrs. Brown, Ford, Mrs. Hall, Harrison (substitute for Councillor Watson), Mrs. Patten and Stanton.

**Labour Group**

Councillors Chahal, Frost, Mulgrew, Shepherd (substitute for Councillor Taylor) Stuart and Tilley.

**In attendance**

The following Members also attended the Meeting and, with the approval of the Chairman, spoke to the Minutes. Councillors Atkin and Mrs Plenderleith.

EDS/.51 **APOLOGIES**

Apologies for absence from the Meeting were received from Councillor Watson (Conservative group) and Councillor Taylor (Labour Group).

EDS/.52 **MINUTES**

The Open and Exempt Minutes of the Meeting held on 6th March 2014 were approved as a true record and signed by the Chairman.

EDS/.53 **DECLARATIONS OF INTEREST**

Councillor Stuart declared an interest at Minute No 54 (item 7 on agenda).  
Councillor Ford declared an interest at Minute No 57 (item 8 on agenda).

**MATTERS DELEGATED TO COMMITTEE**

EDS/.54 **LOCAL PLAN - LOCAL DEVELOPMENT SCHEME**

A report was submitted for members to endorse the publication of the updated Local Development Scheme. The document set out how the council will progress the Local Plan (previously known as the Local Development Framework) over a 3 year period. The officer took members through the report informing them of the consultations already undertaken and the main areas of risks and their impacts. The next part of the report contained a schedule and timetable of proposed development plan documents, these included South Derbyshire Local Plan Part 1 (formally known as the Core Strategy) and South Derbyshire Local Plan Part 2. The final part of the report contained a schedule and timetable of proposed

supplementary planning documents including, design, Car Parking Standards and Greenway. The officer gave an overview of the above including timescales of future consultations.

Members asked questions on how resident's concerns were reflected in the finished project and the format of representations. Officers explained the consultation process and procedures.

Finally members congratulated officers on the work that had gone into the project.

**RESOLVED:-**

***(1) That the Local Development Scheme (LDS) be endorsed for publication.***

EDS/.55 **DERBYSHIRE AND DERBY CITY JOINT MUNICIPAL WASTE MANAGEMENT STRATEGY REVIEW**

A report was submitted for Members to review the Derby and Derbyshire joint Municipal Waste Management Strategy 2006 and the South Derbyshire action plan that was included within the strategy.

The Officer reported that Derby County Council had undertaken a Public Consultation to find out what residents thought of the proposed draft strategy, draft individual council waste action plans and Strategic Environment Assessment draft environment report. It was also noted that due to investment in recycling and composting South Derbyshire District Council have out-performed most of other Derbyshire authorities.

The formation of the strategy entailed an options appraisal process. The Key stages in the appraisal process were explained to members. The final part of the report summarised The South Derbyshire Action Plan.

**RESOLVED:-**

***That the revised version of the Derbyshire and Derby City Joint Municipal Waste Management Strategy, which includes the South Derbyshire District Council Action Plan, prior to the final report being submitted for formal adoption by the Council in July 2014, be approved.***

EDS/.56 **East Midlands Airport Sustainable Development Plan Consultation**

A report was submitted to obtain a Council response to East Midlands Airport Sustainable development Plan as shown in the conclusions section of the report.

Members asked questions of the officer and commented that car parking was an issue and needed to be included in the strategy, the officer confirmed this would be raised in the response.

**RESOLVED:-**

***That the comments made under Section 8 of the report 'conclusions' be forwarded to East Midlands Airport as the Council's response to the Sustainable Development Plan consultation exercise.***

EDS/.57 **WORK PROGRAMME**

The Committee considered the updated work programme.

**RESOLVED:-**

***That the updated work programme be approved.***

EDS/.58 **LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT ACT (ACCESS TO INFORMATION) ACT 1985**

**RESOLVED:-**

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

**MINUTES**

***The Exempt Minutes of the Meeting held on 6th March 2014 were received.***

A.ROBERTS

CHAIRMAN

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<b>REPORT TO:</b>	Environmental and Development Services	<b>AGENDA ITEM: 7</b>
<b>DATE OF MEETING:</b>	5 <sup>th</sup> June 2014	<b>CATEGORY: DELEGATED/ RECOMMENDED OPEN/EXEMPT PARAGRAPH NO:</b>
<b>REPORT FROM:</b>	Director of Community and Planning Services	<b>DOC:</b>
<b>MEMBERS' CONTACT POINT:</b>	Nicola Sworowski, x5983 nicola.sworowski@south-derbys.gov.uk	<b>REF:</b>
<b>SUBJECT:</b>	<b>Local Plan Part 1</b>	<b>TERMS OF REFERENCE:</b>
<b>WARD(S) AFFECTED:</b>	All	

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## **1.0 Recommendations**

1.1 The Committee is being asked to note the content of the report and select an option to determine onward progress of the Local Plan Part 1 towards submission to the Secretary of State. Options are explained in Section 3 below and further updates will follow at the committee. This decision will also involve approval by Full Council in due course.

## **2.0 Purpose of Report**

2.1 The report is submitted to update Members on the Local Plan process but particularly on the Regulation 19 consultation that was undertaken in March and April this year.

## **3.0 Detail**

3.1 Members will be aware that a consultation known as a Regulation 19 consultation, which is a statutory consultation concerned with the soundness and legal compliance of the Local Plan Part 1, was undertaken from 10 March to 22 April 2014. This consultation also offered people the opportunity to state how they wanted their representations to be taken account of, whether it be written representations or through attending the examination in public.

3.2 A drop in session was held in each of the six Area Forum areas; these were well attended by a total of 254 people.

3.3 There were 126 people who made comments on the plan. All the comments have been entered into a database along with a copy of the full representation received. These representations form part of the evidence base.

3.4 The comments covered all aspects of the Local Plan Part 1. A range of comments, both in support and by way of objection, have been received regarding many of the policies and sites proposed.

- 3.5 The majority of the objections are concerned with the housing target that is being suggested; some of the strategic housing sites; the starting year of the Plan and; the length of the Plan period.
- 3.6 There are a range of housing targets being suggested in the comments received that would increase South Derbyshire's target, from 14,000 for South Derbyshire alone to 40,000 as a total HMA target. There are also some objections in regard to the housing number being too high.
- 3.7 Many of the housing sites have received objections from local residents and also developers/landowners. From the developers/landowners there are also numerous suggestions of sites to be included, predominantly those not preferred in earlier iterations of the Local Plan. In the main, the suggestions are that the sites are included as additional rather than replacement sites to those already proposed in the Local Plan.
- 3.8 There have also been many comments in support of the housing sites proposed and also the way that they have been dealt with in the trajectory. The sustainable development policies, amended following the Draft Local Plan consultation, have been supported.
- 3.9 Changes have been suggested to many of the policies, paragraphs and proposals maps. Some are minor changes to help clarify a position. However, many are asking for wholesale changes to the Plan such as the strategic policies to cover an increased housing need, change in Plan period, change to the settlement hierarchy and the removal of the presumption in favour of sustainable development policy. A change will be made to Policy E5: Dove Valley Park, to make clear that it is an exception policy to the main E1 employment sites and that the site may come forward on the basis of the scale and locational needs of a large industrial or business occupier.
- 3.10 As Members know, the housing target was set alongside Derby City and Amber Valley Borough Council as members of the Derby Housing Market Area (HMA). Due to the inability of Derby City to meet its own housing requirements within its boundary, both South Derbyshire and Amber Valley have taken a share of the growth that the City is unable to accommodate.
- 3.11 This housing target has been recently tested at Amber Valley's examination in public in April and May. The examination has now been suspended for a maximum of six months to allow Amber Valley time to address some of the Inspector's concerns. One of those concerns was in regard to the Derby HMA housing number which the Inspector, in a letter to Amber Valley dated 12 May 2014, confirmed should be increased to take account of the further sensitivity testing (undertaken by our consultants GL Hearn) that the Inspector requested.
- 3.12 This suggested increase, hinted at in an earlier letter from the Inspector dated 7 April 2014, has been the focus of many comments received during the Regulation 19 consultation, albeit the consultation was part way through at the time. The further testing suggested by the Inspector shows a phased return to less suppressed levels which results in an increased target across the three authorities of 1,474; therefore a total of 33,388 across the period 2011 - 2028 should be the new Derby HMA housing requirement in order to be found sound.
- 3.13 This additional growth is due to Derby City; the actual housing needs for South Derbyshire and Amber Valley through these revised targets do not increase, in fact both marginally decrease. However the Inspector, whilst not examining Derby City's Plan, takes the view that due to the current Duty to Cooperate agreement, that the City has a *'fixed physical capacity'* and that the additional unmet need should be distributed across South Derbyshire and Amber Valley.

- 3.14 The Inspector examining Amber Valley's Local Plan has suggested a suspension of six months to allow them time to address the issues raised, including that of the housing target.
- 3.15 The implication for South Derbyshire is that an agreement must be reached under an extension of the Duty to Cooperate as to how this additional housing requirement is to be met.
- 3.16 South Derbyshire is meeting its objectively assessed housing need and as it currently stands has agreed to provide 2,551 dwellings of Derby City's need. Consideration needs to be given as to whether a higher requirement in terms of Derby City's need can be met by South Derbyshire along with Amber Valley. Derby City have been asked at an officer level to revisit their previous assumptions made across their housing sites and assess whether any further growth can be accommodated in these exceptional circumstances. A verbal update as to Derby City's position will be provided at Committee if available.
- 3.17 Going forward there are three options.
- 3.18 The first is for South Derbyshire to not take any further housing growth; however this would appear to be contrary to the advice of Amber Valley's Examination Inspector who stated that *'[the figures]...require the HMA authorities to revisit the Duty to Cooperate (DtC) to review the way in which the City of Derby's increased unmet needs should be distributed between Amber Valley and South Derbyshire, bearing in mind agreement that Derby's ability to meet its own needs is capped by its fixed physical capacity.'* This duty is as set out in the National Planning Policy Framework and Planning Practice Guidance (PPG). This latter guidance states: *'The Duty to Cooperate is not a duty to agree. But local planning authorities should make every effort to secure the necessary cooperation on strategic cross boundary matters before they submit their Local Plans for examination.'* The result may be that if the Inspector at South Derbyshire's Examination decides that the Council has not fulfilled its DtC, the plan could be found unsound and the Local Plan process would then have to be re-started.
- 3.20 The second option is that South Derbyshire takes a (currently undefined) proportion of the increased housing target but defers the selection of those sites to Part 2 of the Local Plan, thereby increasing the 600 dwellings that has been considered. However, it is likely that such an approach would lead to a notable increase in smaller sites (up to 100 homes per site), many of which would be likely to be located in the District's key and local service villages. It is the intention that the housing numbers in policies S1, S4 and H1 would represent a minor modification which could allow the Plan to continue on its current timetable for submission. Clarification from PINS will be sought on this point. The impact of this option could be reduced if Amber Valley and Derby City are able to meet a significant component of the additional 1,474 homes but this Authority would need to demonstrate that there are sufficient sites in the SHLAA on smaller sites to fully meet this need.
- 3.21 The final option is that South Derbyshire takes a (currently undefined) proportion of the increase and prefers a further strategic site or sites. This would require further rounds of consultation of the Local Plan Part 1 and therefore delay the submission of the Local Plan to the Secretary of State.

#### **4.0 Financial Implications**

- 4.1 None arising directly from this report.

## **5.0 Corporate Implications**

5.1 A risk of further delay to the Local Plan process if a resolution to the increased housing need is not agreed quickly.

## **6.0 Community Implications**

6.1 An adopted Local Plan will ensure that development across the District is achieved in as sustainable manner as possible and in a way that provides the infrastructure of community facilities for both the new residents but also existing residents.

## **7.0 Background Papers**

7.1 Pre Submission Local Plan

7.2 Letter to Amber Valley BC from PINS



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<b>REPORT TO:</b>	Environmental and Development Services	<b>AGENDA ITEM: 8</b>
<b>DATE OF MEETING:</b>	<b>5<sup>th</sup> June 2014</b>	<b>CATEGORY: DELEGATED/ RECOMMENDED</b>
<b>REPORT FROM:</b>	Director of Community and Planning Services	<b>OPEN/EXEMPT PARAGRAPH NO:</b>
<b>MEMBERS' CONTACT POINT:</b>	Nicola Sworowski, x5983 nicola.sworowski@south-derbys.gov.uk	<b>DOC:</b>
<b>SUBJECT:</b>	<b>Local Plan Part 2</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	All	<b>TERMS OF REFERENCE:</b>

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## **1.0 Recommendations**

1.1 The Committee is being requested to note the content of the report and authorise the Local Plan Part 2 first round of options consultation. The dates of the consultation and the document format shall be agreed by the Chair of the Committee and the Planning Policy Manager.

## **2.0 Purpose of Report**

2.1 The report is submitted to outline the content of the first round of consultation on the Local Plan Part 2.

## **3.0 Detail**

3.1 Members will be aware of the progress of the Local Plan Part 1 towards the intended submission to the Secretary of State in July this year. However, the Part 1 will not completely replace the adopted 1998 Local Plan, as both Part 1 and 2 need to be adopted in order for that to happen. This report is concerned with the content of Part 2.

3.2 It was decided that the Local Plan should be split into two parts. Whilst Part 1 covers the strategic matters it also includes strategic housing and employment allocations and many of the Development Management policies required. Nevertheless, it was decided that a Part 2 was needed, as Part 1 could not in a reasonable timescale cover all the elements required of a Local Plan.

3.3 The Local Plan Part 2 will cover the following main areas:

- Remainder of the housing requirement not dealt with in Part 1 and the allocation of non-strategic housing sites.
- Updating settlement boundaries to take account of the changes since 1998 and also the future changes during the lifetime of the Plan.
- Retail Policies

- Conservation and Heritage policies
- Green Belt anomaly review
- Countryside policies
- Allocation of secondary school site(s)

- 3.4 The first round of consultation will offer the opportunity for comments on various options across all of the main areas.
- 3.5 The non-strategic housing allocations will be selected from the Strategic Housing Land Availability Assessment; this holds the most up to date information on sites and contains the sites that have been promoted to the Council as potential housing sites. All sites, except for those selected as strategic sites, will be considered. The size of a non-strategic site is considered to be anything from 10 dwellings to under 100 dwellings and is dependent on the individual site.
- 3.6 The settlement boundaries will be updated to reflect both the changes in each settlement since 1998 and also the strategic allocations, together with offering options for where further growth may come forward.
- 3.7 The Local Plan Part 1 contains a strategic retail policy that reiterates the National Planning Policy Framework. The more detailed retail policies in Part 2 will cover a town centre boundary for Swadlincote, a retail hierarchy, new retail and also a policy to prevent the inappropriate loss of retail.
- 3.8 Much like with retail, there is a strategic conservation and heritage policy included in the Local Plan Part 1 and more detail will be included in Part 2. The detailed policies will cover scheduled ancient monuments, listed buildings, conservation areas, park and gardens, locally listed heritage assets and also a policy to help address accessibility to heritage assets.
- 3.9 A survey and assessment of the existing Green Belt boundary will be undertaken, so that any anomalies can be considered and the boundary changed if appropriate.
- 3.10 The revising of the settlement boundaries, including the boundary for Swadlincote, will concomitantly define the designated Countryside. A specific Countryside policy will be included in Part 2 to set out what development is considered appropriate in the Countryside.
- 3.11 As Members know there have been ongoing discussions with Derbyshire County Council in regard to the provision of education across the District, particularly secondary provision. This is particularly acute due to the number of dwellings that will be built over the lifetime of the Local Plan. It is intended that by the time of the consultation, Derbyshire County Council will be able to formally ask South Derbyshire to notify a site or sites in the Local Plan for the provision of a secondary school or schools, based upon an agreed educational strategy to address the shortfall of secondary school places that it is known will exist at some point in the plan period.

#### **4.0 Financial Implications**

- 4.1 None arising directly from this report.

## **5.0 Corporate Implications**

- 5.1 The adoption of a South Derbyshire Local Plan is a key function of the District Council and an action within the Economic Growth priority in the Corporate Plan. The successful adoption has benefits throughout the work of the Council, and will enable control to be maintained on the spatial planning of the District.

## **6.0 Community Implications**

- 6.1 An adopted Local Plan will ensure that development across the District is achieved in as sustainable manner as possible and in a way that provides the infrastructure of community facilities for both the new residents but also existing residents. This report refers to the final part of the replacement Local Plan which sets out development for the period up to 2028.



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<b>REPORT TO:</b>	<b>ENVIRONMENTAL &amp; DEVELOPMENT COMMITTEE</b>	<b>AGENDA ITEM: 9</b>
<b>DATE OF MEETING:</b>	<b>5<sup>th</sup> JUNE 2014</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>Director of Community &amp; Planning Services / Director of Housing &amp; Environmental Services</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>Stuart Batchelor (Ext. 5820) Bob Ledger (Ext. 5775)</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>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.

## ITEM 9

**Environmental & Development Services Committee – 5<sup>th</sup> June, 2014  
Work Programme 2014/15**

<b>Work Programme Area</b>	<b>Date of Committee meetings</b>	<b>Anticipated completion date</b>	<b>Submitted to Council target date</b>	<b>Contact Officer (Contact details)</b>
Service Plans	5 <sup>th</sup> June 2014			
Housing and Environmental Services restructure	5 <sup>th</sup> June 2014			Bob Ledger Director of Housing and Environmental Services (01283) 595775
Quarterly performance	June 2014, Sept 2014, Nov 2014, March 2015			
Local Plan Part 2 Consultation Report	Sept 2014			Nicola Sworowski Planning Policy Manager (01283 595983)
EMIMP (East Midlands InterModal Park) Update	Nov 2014			Tony Sylvester Planning Services Manager (01283 595743)
Local Plan Part 1 Inspectors Report	Dec 2014			Nicola Sworowski Planning Policy Manager (01283 595983)
Local Plan Part 1 Adoption	March 2015			Nicola Sworowski Planning Policy Manager (01283 595983)

ITEM 9

<b>Work Programme Area</b>	<b>Date of Committee meetings</b>	<b>Anticipated completion date</b>	<b>Submitted to Council target date</b>	<b>Contact Officer (Contact details)</b>
Repton High Street – Air Quality	March 2015			Matt Holford Environmental Health Manager (01283 595856)
Local Plan Part 2 Draft Report	March 2015			Nicola Sworowski Planning Policy Manager (01283 595983)

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<b>REPORT TO:</b>	<b>Environmental &amp; Development Services Committee</b>	<b>AGENDA ITEM: 10</b>
<b>DATE OF MEETING:</b>	<b>5<sup>th</sup> June 2014</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>Director of Community &amp; Planning Services / Director of Housing &amp; Environmental Services / Chief Executive</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>Stuart Batchelor (ext. 5820) Bob Ledger (ext. 5775) Frank McArdle (ext 5700)</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>Corporate Plan 2009-14: Performance Management Year End Report 2013/14</b>	<b>REF:</b>
<b>WARD (S) AFFECTED:</b>	<b>All</b>	<b>TERMS OF REFERENCE:</b>

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## **1.0 Recommendations**

1.1 That Members:

- (a) Note the achievements and out turn performance at year end, in relation to the Council's Corporate Plan 2009/14.
- (b) Review where progress has failed to achieve the specified target and consider the adequacy of the remedial action taken.

## **2.0 Purpose of Report**

- 2.1 To report the achievements and out turn performance at year end, in relation to the Council's Corporate Plan 2009 –2014.
- 2.2 Details are provided in the respective appendices outlined below, which are attached to this report.
  - Progress against Corporate Plan 'key projects' as attached at Appendix A; and,
  - Progress against Corporate Plan 'performance measures' as attached at Appendix B.

## **3.0 Detail**

### **Executive Summary**

It is important that Members scrutinise the performance of the Council as part of the democratic process. This report reflects the final quarter's performance on the key targets the Council has set and approved.

## Corporate Plan 2009/14

- 3.1 To provide context the Council's Corporate Plan 2009-14 Action Plan consists of four main themes or priorities (*Sustainable Growth & Opportunity: Safe & Secure: Lifestyle Choices: and Value For Money*).
- 3.2 In March 2013, the Corporate Plan was refreshed along the current themes, with an emphasis being placed on how our actions will make a difference to our residents and stakeholders. In order to focus our actions, performance will be measured against a reduced number of actions or key projects and performance measures.
- 3.3 Each theme contains a number of outcomes that help explain what the theme is about. In order that the Council and its stakeholders are able to tell whether the outcomes are being delivered, a number of key projects (with a series of tasks/ milestones) and performance measures have been allocated to each outcome that will be monitored either on a quarterly or annual basis.
- 3.4 This Committee is responsible for the delivery of 3 outcomes [*Developing economic and employment opportunities within the District; increasing recycling resulting in less waste being sent to landfill; and, sustainable planning*] within the **Sustainable Growth & Opportunity** theme.

### Key Projects

- 3.5 Table 1 below summarises the progress made against key projects. It shows that 6 (85.7%) tasks for the year have been completed.

**Table 1: Progress against Corporate Plan Projects (as at 31 March 2014)**

Theme	'Completed' Tasks	'Failed' Tasks	'Not Applicable'	Total
Sustainable Growth & Opportunity	6 (85.7%)	1 (14.3%)	0	7 (100%)

- 3.6 Those tasks that have not been completed and the remedial action taken are summarised in Table 2 below.

**Table 2: Corporate Plan –Projects not completed (as at 31 March 2014)**

Project	Task 'not completed'	Remedial Action
GP 06 Progress the Planning Core Strategy as part of the District's Local Development Framework (LDF)	GP 06.4 - Adoption of Local Plan	Pre-submission consultation started. Draft Local Plan approved at Committee

### Performance Measures

- 3.7 Table 3 overleaf provides a summary of performance against annual targets. It shows that 3 (75%) of the annual targets have been achieved.

**Table 3: Performance Measures – performance against targets (as at 31 March 2014)**

Theme	End of Year Target				Total
	'Achieved'	'Failed'	'N/a'	Proxy <sup>Note 1</sup>	
Sustainable Growth & Opportunity	3 (75.0%)	1 (25.0%)	1	6	11 (100.0%)

Note 1 Proxy Measures are outside the Council's direct control but provide an indication of the 'overall health of the district' For instance: A Council Strategy to 'improve employment opportunities in the area' may have an impact on the local unemployment rate

3.8 Table 4 below, summarises the annual targets that have not been met along with a brief commentary of the remedial action taken..

**Table 4: Performance Measures - targets not achieved at the year end (31 March 2014)**

Description	Annual Target	Year end Actual	Comments and Planned Remedial Action
GM 06 - Proportion of household waste recycled and composted	50.0%	48.1%	New kerbside scheme has seen a 3% increase on last year's performance. Also, the new kerbside service started 3 months later than originally planned when the target was set.

### Managing Risks

3.9 The Council has a comprehensive risk register, which details all known service risks, control mechanisms and review dates. Table 5 below outlines the main risks across the Sustainable Growth & Opportunity theme of the Corporate Plan.

**Table 5: Managing Risks**

Risk Description	Likelihood	Impact	Mitigating Action
Judicial review & appeals against Planning decisions - criticism, time and cost of having to defend our position, possible costs awarded against the Council.	Treat the Risk	Medium	Quarterly review of procedures to provide early identification of high-risk cases, counsel opinion sought when necessary. Ongoing review of new statutory procedures, continued advice from counsel when required.
Failure of Sharpe's Pottery Museum - closure of facility (including the T.I.C.).	Tolerate the Risk	Low	Councillor representation on Board.  Attendance at Board meetings by Officers.
Failure of tourism partnership - loss of service to potential visitors to the area.  Adverse impact on businesses in local visitor	Treat the Risk	Low	Regular review of activities and agreements.  Ongoing monitoring of agreements.

<b>Risk Description</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Mitigating Action</b>
economy. Adverse publicity and loss of standing with partners. Grants may need to be repaid.			
Suitability of house waste for composting	Treat the risk	Low	Keep abreast of ongoing national discussions and maintain relations with partner contractors.
Increase in fuel costs resulting in budget overspend	Tolerate the risk	Low	Ensure routes are fully optimised Monthly monitoring and reporting of actual spend against budget.

### **Service Area Commentary**

- 3.10 To assist Members in their assessment of progress made, the Lead Officer for each of the performance measures has provided some supplementary information on how the performance measures are supporting the delivery of the outcomes.
- 3.11 Within Community and Planning Services, work continues to be focussed on delivering the Local Plan and processing the increased levels of planning applications being received. Whilst the timetable for the Local Plan has slipped this is unavoidable if the process is to be successful. A comprehensive programme of community consultation events for the Pre-submission Plan was undertaken and progress made on the planning for infrastructure provision. In terms of Planning Services work over £1.2m was received in fees and applications, the first time the £1m level was passed. Support has also been provided to two Parish Councils who are considering the development of Neighbourhood Plans.
- 3.12 Following a lower than predicted recycling rate in the third quarter it is pleasing to report that tonnages did pick up in quarter four and we should be in a position in 2014/15 to recycle more than 50% of all household waste and therefore achieve the national target 6 years ahead of the government's 2020 deadline. .
- 3.13 Within Economic Development, the summer period saw a major programme of markets and other town centre activities, together with visitor promotion of South Derbyshire and The National Forest.

#### **4.0 Financial Implications**

- 4.1 There are no specific financial implications relating to this report. The need to continually improve whilst delivering the ambitions of the *Corporate Plan* will require a sustained efficiency programme, including the shifting of resources to the priority areas.

#### **5.0 Corporate Implications**

- 5.1 The Council aspires to be an "excellent" Council in order to deliver the service expectations of our communities.

- 5.2 This performance report evidences an improvement in how we are meeting those demands and expectations.
- 5.3 This report has no implications in respect of meeting the Public Sector Equality Duty of the Equalities Act 2010.

## **6.0 Conclusions**

- 6.1 A high level of performance and improvements has delivered a range of outcomes for local communities.
- 6.2 This performance report evidences significant improvement in how the Council is meeting demands and expectations.

<b>P 01 - Enhance the vitality of the district's town centres</b>			
Quarter	Task	Progress	Status
1	GP 01.1 - 3 Events Supported	Three Farmers' Markets staged, plus Farmers' Market marquee at Festival of Leisure. 'Love Your Market' initiative supported to encourage new traders. Swadlincote Festival of Transport held in the town centre attracting thousands.	Achieved
2	GP 01.2 - 3 Events Supported	Three Farmers' Markets staged. In addition three Plant Markets were staged on The Delph during the Summer. Making Markets Matter road show event staged throughout the town centre attracting a large number of visitors and much publicity.	Achieved
3	GP 01.3 - 3 Events Supported	Christmas Shopping & Lights Switch-on Evening supported in Melbourne. Two Farmers' Markets staged in Swadlincote. 'Xmas Mega Market' - a combined general and farmers' market with over 70 stalls plus entertainment held in December. This filled the town centre and generated a high level of footfall.	Achieved
4	GP 01.4 - 3 x Events supported	Three farmers' Markets staged. Swadlincote Pancake Races took place on Shrove Tuesday with a record number of entries to the Mascot Races, together with some 40 teams competing from local businesses and organisations, plus pupils from Belmont and Fairmeadows Primary Schools.	Achieved

<b>GP 02 - Deliver The National Forest Tourism Partnership Action Plan</b>			
Quarter	Task	Progress	Status
1	GP 02.1- 1 Event Supported, 1 Edition 'What's On'	National Forest Walking Festival 2013 staged with record number of participants. Promotion of the area at events, including the Derbyshire Food & Drink Fair at Elvaston and South Derbyshire Day at Pride Park. What's On Summer & Autumn 2013 published. 20,154 enquiries handled by Tourist Information Centre.	Achieved
2	GP 02.2- 1 Event Supported	Swadlincote Scarecrow Trail supported. Promotion of the area at events, including the National Forest Wood Fair, Aston on Trent Well Dressing, Betty's Farm Open Day and Elvaston Castle Woodland Festival. The National Forest Hopper supported, encouraging visitors to use public transport. 18,671 enquiries handled by Tourist Information Centre.	Achieved
3	GP 02.3 - 1 Edition 'What's On', 1 Visitor Guide Published	National Forest & Beyond visitor and attraction guides completed. What's On Winter 2013 published. The National Forest Food & Drink Fair staged at Rosliston Forestry Centre with a mix of competitions, stalls and demonstrations. 14,898 enquiries handled by the Tourist Information Centre.	Achieved
4	GP 02.4 - 1 x Edition 'What's On'	What's On Spring 2014 published, featuring upcoming Walking Festival and Summer of Cycling. National Forest & Beyond tourism business event and leaflet swop staged. 18,690 enquiries handled by the Tourist Information Centre.	Achieved

<b>GP 03 - Promote inward investment and business development</b>			
Quarter	Task	Progress	Status
1	GP 03.1 - 1 x Event supported, 1 x Publication prepared	Youth Training Fair staged at Town Hall/on The Delph attracted around 100 young people seeking employment or training. Preparation of Vacant Commercial Property Bulletin underway.	Achieved
2	GP 03.2 - 1 Publication prepared	Mail shot of businesses to promote new grant opportunities and South Derbyshire Business Advice Service. Preparation of Investment Gazette underway.	Achieved
3	GP 03.3 – 1 x Event supported, 1 x Publication prepared	New editions of Property Bulletin and Investment Gazette distributed. Business Awards held attracting a number of new corporate sponsors and a growth in entries, and culminating in a gala awards evening.	Achieved
4	GP 03.4 - 1 x Publication prepared	Thinking of Starting a Business? workshop staged for budding entrepreneurs. 'Business Booster' event held for retailers with Association of Town & City Management. Preparation of Investment Gazette underway.	Achieved

<b>GP 04 - Develop the opportunities for increasing the range of materials recycled through the re-tendering exercise</b>			
Quarter	Task	Progress	Status
1	GP 04.1 - Prepare new process	Tendering process complete. Contract awarded to include increased range of materials for recycling	Achieved
2	GP 04.2 -Prepare new arrangements	Communications campaign delivered. Green bins and caddies delivered to all SDDC households in less than four weeks.	Achieved
3	GP 04.3 -Introduce new arrangements	Easy Green Recycling Scheme collections commenced 7 October 2013	Achieved
4	GP 04.4 -Monitor arrangement	Monthly contract management meetings being held with the kerbside contractor Palm	Achieved

<b>GP 05 - Revise and progress the delivery of the Contaminated Land Inspection Strategy</b>			
Quarter	Task	Progress	Status
1	GP 05.1 - Open revised Strategy for consultation, prior to seeking Committee endorsement	Draft Strategy produced accounting for the revised statutory guidance. Consultations have commenced with other local authorities about a comprehensive change in the format of the strategy. Committee item put on hold at request of Director of Housing & Environmental Services	Fail
2	GP 05.2 - Progress GIS development work. Prioritization data update and verification	GIS development work progressing to plan, Mapinfo tables (datasets) have been created and working procedures altered to now reflect statutory guidance revisions. Work is on-going to automate the classification / determination of district land and ensure process for updating external prioritisation data exists.	Achieved
3	GP 05.3- Progress GIS development work. Build / Develop Part 2A GIS layer via capital investment in FME software to enable effective delivery of determination process	GIS developed and introduced	Achieved
4	GP 05.4 - Establish performance reporting framework based on remediation process via Part 2A layer	Completed and targets included in 2014/15 Corporate plan	Achieved

<b>GP 06 - Progress the Planning Core Strategy as part of the District's Local Development Framework (LDF)</b>			
Quarter	Task	Progress	Status
1	GP 06.1 - Review the comments from the Preferred Growth Strategy and update Housing requirement	Consultation feedback completed. Initial housing numbers confirmed. Further Census figure release updating housing numbers is to be confirmed.	Achieved
2	GP 06.2 - Publish Draft Local Plan	Updated housing numbers confirmed and approved by Committee. Further consultation on Sustainability Appraisal is required.	Fail
3	GP 06.3 - Local Plan Examination in public by Planning Inspectorate	Consultation process held for the Sustainability Appraisal and reserve sites and Council approved further work to be progressed on the Community Infrastructure Levy.	Fail
4	GP 06.4 - Adoption of Local Plan	Pre-submission consultation started. Draft Local Plan approved at Committee	Fail

<b>GP 07 - Support communities in neighbourhood planning,</b>			
Quarter	Task	Progress	Status
1	GP 07.1 - Establish funding and capacity support for Neighbourhood areas.	Government funding identified as being available for the support of Plans.	Achieved
2	GP 07.2 - Approve process for providing support for Neighbourhood Plans.	Proposed process submitted to Members Local Plan Working Group and E&DS Committee for approval. Parish Council seminar organised in partnership with Rural Action Derbyshire.	Achieved
3	GP 07.3 - Promote process to Parishes and Neighbourhoods.	Parish/Members Seminar held successfully and lead officer confirmed for future work.	Achieved
4	GP 07.4 - Support interested Communities.	Two Parish Councils met and advice provided on progressing Neighbourhood Plans.	Achieved

Outcome	Measure	Actual / Out turn 2012/13	Target Quarter 4 2013/14	Actual Quarter 4 2013/14	Status	Annual Target 2013/14	Out turn 2013/14	Status	Comments/ Remedial Action
GO 1 - Developing economic and employment opportunities	GM 01- Total Visitor Spend (£ million) (Proxy measure)	£163	n/a	n/a	Proxy	£163	n/a	Proxy	No new data available
	GM 02 -Total Number of Visitors (million) (Proxy measure)	4.0	n/a	n/a	Proxy	4.0	n/a	Proxy	No new data available
	GM 03 -Total Rateable Value of business premises (£ million) (Proxy measure)	£56	n/a	n/a	Proxy	n/a	n/a	Proxy	
	GM 04 -Unemployment Rate (Proxy measure)	2.30%	n/a	1.50%	Proxy	n/a	1.50%	Proxy	
GO 2 - Increasing recycling resulting in less waste being land filled	GM 05 -Residual waste per household (Kgs)	527.00	120.00	126.53kg	Red	510.00	503.75kg	Green	
	GM 06 - Proportion of household waste recycled and composted	45.00%	52.70%	43.20%	Red	50.00%	48.1%	Red	New kerbside scheme has seen a 3% increase on last years performance. Also, the new kerbside service started 3 months later than originally planned when the target was set.
GO 3 - Sustainable Planning	GM 07 - Net additional commercial / employment floor space created (Proxy measure)	4,555.00	n/a	n/a	Proxy	n/a	n/a	Proxy	Data not available until June
	GM 08 - Net additional homes provided (Proxy measure)	281	n/a	n/a	Proxy	n/a	n/a	Proxy	Data not available until June

Outcome	Measure	Actual / Out turn 2012/13	Target Quarter 4 2013/14	Actual Quarter 4 2013/14	Status
	GM 09 - Speed of Planning applications	86.80%	85.00%	79.88%	Red
	GM 10 - Proportion of 'Quality' development schemes delivered	100.00%	n/a	100.0%	Green
	GM 11 - Satisfaction with the planning application process	96.00%	n/a	n/a	Grey

Annual Target 2013/14	Out turn 2013/14	Status	Comments/ Remedial Action
85.00%	86.80%	Green	
90.00%	100.0%	Green	3 schemes all scoring 14 = 100% meeting target.
80.00%	n/a	Grey	Survey to be carried out in 2014/15

<b>REPORT TO:</b>	<b>ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 11</b>
<b>DATE OF MEETING:</b>	<b>5 June 2014</b>	<b>CATEGORY: RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>Director of Community and Planning</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>Tony Sylvester Planning Services Manager Ext. 5743</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>Scheme for the recovery of Building Regulation Costs</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: EDS</b>

## **1.0 Recommendations**

- 1.1 That the proposed fees and charges as detailed in **Appendix 1** for 2014/15 are considered and approved.
- 1.2 That the proposed changes to the Scheme for the Recovery of Building Regulation Costs and Associated Matters (in accordance with The Building (Local Authority Charges) Regulations 2010 (as amended)) as detailed in the report is approved.
- 1.3 That delegated power is given to the Director of Community and Planning Services in consultation with the Director of Finance and Corporate Services and the Chairman of this Committee to alter and adapt the Scheme for the Recovery of Building Regulation Costs and Associated Matters at any time and as deemed necessary, in order that the service can adapt to market conditions and account for changes in the rate of inflation or other indices.
- 1.4 Any changes will be retrospectively reported back to the Committee.

## **2.0 Purpose of Report**

- 2.1 As part of a periodic review of income from fees and associated matters, authority is sought to increase fees in line with inflation to ensure adequate income is maintained to ensure that the Councils fee-earning Building Control activities are met. This is reviewed in light of fees and charges levied by those Approved Inspectors operating in the private sector in order that the Council's service remains competitive.

## **3.0 Detail**

- 4.1 At its meeting on 9 September 2010, the Committee adopted a new scheme for the recovery of Building Regulation Costs and Associated Matters. Since that time

however some changes are required to bring the scheme up to date and account for rises in the rate of inflation and to better take account of actual activity expended on each fee-earning application.

4.2 A similar request was made to and approved by committee in January 2011.

4.3 Finally, it is also proposed that delegated authority is provided to the Council's Director of Community and Planning Services to alter and adapt the Scheme for the Recovery of Building Regulation Costs and Associated Matters. It is considered that some flexibility is required whenever necessary in order to react quickly to changes in legislation and market conditions.

4.4 This authority would be subject to consultation with and agreement by the Director of Finance and Corporate Services and the Chairman of this Committee.

## **5.0 Financial Implications**

5.1 As detailed in the report

## **6.0 Corporate Implications**

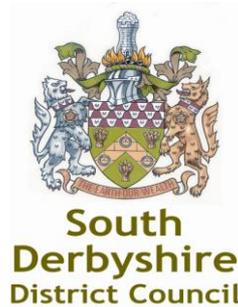
6.1 There are no other direct legal, personnel or other corporate implications apart from those considered in the report.

## **7.0 Community Implications**

7.1 The proposed budgets and spending under the responsibility of the Committee, provides the financial resources to enable many of the on-going services and Council priorities to be delivered to the local community.

## **8.0 Background Papers**

8.1 None



## **SOUTH DERBYSHIRE DISTRICT COUNCIL**

### **BUILDING CONTROL SERVICES**

### **SCHEME FOR THE RECOVERY OF BUILDING REGULATION COSTS AND ASSOCIATED MATTERS**

TO BE READ IN CONJUNCTION WITH THE  
BUILDING (LOCAL AUTHORITY CHARGES) REGULATIONS 2010

Published: 20th December 2010 (as  
updated 5<sup>th</sup> June 2014)

Effective from: 1<sup>st</sup> July 2014

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## **SCHEME FOR THE RECOVERY OF BUILDING REGULATION CHARGES**

### **Introduction**

Statutory Instrument No. 2010/404, the Building (Local Authority Charges) Regulations 2010, authorise South Derbyshire District Council to fix and recover charges for the performance of its Building Control functions according to a scheme governed by the principles laid down in the Regulations. This scheme revokes the Council's previous schemes.

This scheme comes into effect on 1st July 2014. It may be amended, revoked or replaced at any time.

### **Definitions**

The following definitions apply to this Charging Scheme and should be read in conjunction with the other clauses and tables which constitute the Charging Scheme:

#### **'building'**

means any permanent or temporary building but not any other kind of structure or erection, and a reference to a building includes a reference to part of a building.

#### **'building notice'**

means a notice given in accordance with regulations 12(2)(a) and 13 of the Building Regulations 2010.

#### **'building work'** means:

- (a) the erection or extension of a building;
- (b) the provision or extension of a controlled service or fitting in or in connection with a building;
- (c) the material alteration of a building, or a controlled service or fitting;
- (d) work required by regulation 6 (requirements relating to material change of use);
- (e) the insertion of insulating material into the cavity wall of a building;
- (f) work involving the underpinning of a building;
- (g) work required by regulation 22 (requirements relating to a change of energy status);
- (h) work required by regulation 23 (requirements relating to thermal elements);
- (i) work required by regulation 28 (consequential improvements to energy performance);

#### **'chargeable function'** means a function relating to the following –

- (a) the passing or rejection of plans of proposed building work which has been deposited with the council in accordance with section 16 of the Building Act 1984 (as amended).
- (b) the inspection of building work for which plans have been deposited with the council in accordance with the Building Regulation 2010 and with section 16 of the Building Act 1984 (as amended)
- (c) the consideration of a building notice which has been given to the council in accordance with the Building Regulations 2010
- (d) the consideration of building work reverting to the council under the Building (Approved Inspectors etc.) Regulations 2000 (as amended)

- (e) the consideration of a regularisation application submitted to the council under regulation 18 of the Building Regulations 2010.

**'cost'** does not include any professional fees paid to an architect, quantity surveyor or any other person.

**'dwelling'** includes a dwelling-house and a flat.

**'dwelling-house'** does not include a flat or a building containing a flat.

**'flat'** means a separate and self-contained premises constructed or adapted for use for residential purposes and forming part of a building from some other part of which it is divided horizontally.

**'floor area of a building or extension'** is the total floor area of all the storeys which comprise that building. It is calculated by reference to the finished internal faces of the walls enclosing the area, or, if at any point there is no enclosing wall, by reference to the outermost edge of the floor.

**'relevant person'** means:

- (a) in relation to a plan charge, inspection charge, reversion charge or building notice charge, the person who carries out the building work or on whose behalf the building work is carried out;
- (b) in relation to a regularisation charge, the owner of the building; and
- (c) in relation to chargeable advice, any person requesting advice for which a charge may be made pursuant to the definition of 'chargeable advice'

## **Principles of this Scheme**

The set charges or method of establishing the charge have been established in this scheme for the functions prescribed in the Building (Local Authority Charges) Regulations 2010 (referred to as the chargeable functions), namely:

- **A plan charge**, payable when plans of the building work are deposited with the Local Authority.
- **An inspection charge**, payable on demand after the authority carry out the first inspection in respect of which the charge is payable.
- **A building notice charge**, payable when the building notice is given to the authority.
- **A reversion charge**, payable for building work in relation to a building: -
  1. Which has been substantially completed before plans are first deposited with the Authority in accordance with Regulation 19(2)(a)(i) of the Approved Inspectors Regulations, or
  2. In respect of which plans for further building work have been deposited with the Authority in accordance with the Regulation 19(3) of the Approved Inspectors Regulations, on the first occasion on which those plans are or have been deposited.

- **A regularisation charge**, payable at the time of the application to the authority in accordance with Regulation 18 of the Building Regulations.
- **Chargeable advice**, LAs can make a charge for giving advice in anticipation of the future exercise of their chargeable functions (i.e. before an application or notice is received for a particular case), which is payable after the first hour of advice, on demand after the authority has given notice required by Regulation 7(7) of the Building (Local Authority) Charges Regulations 2010 (i.e. the charge has been confirmed in writing following an individual determination). This charge can be discounted from a subsequent application or notice received for the work in question.
- The above charges are payable by the relevant person (see page 11 for definition).
- Any charge which is payable to the authority may, in a particular case, and with the agreement of the authority, be paid by instalments of such amounts payable on such dates as may be specified by the authority. If the applicant and an authority are agreeable, an inspection charge can be fully or partly paid up front with the plans charge.
- The charge for providing a chargeable function or chargeable advice is based on the principle of achieving full cost recovery. The charges will be calculated by using the Council services average hourly rate stated in the charging scheme, multiplied by the time taken to carry out the functions/advice, taking the following factors into account, as applicable, in estimating the time required by officers to carry out the function/advice:
  1. The existing use of a building, or the proposed use of the building after completion of the building work;
  2. The different kinds of building work described in regulation 3(1)(a) to (i) of the Building Regulations;
  3. The floor area of the building or extension;
  4. The nature of the design of the building work and whether innovative or high risk construction techniques are to be used;
  5. The estimated duration of the building work and the anticipated number of inspections to be carried out;
  6. The estimated cost of the building work;
  7. Whether a person who intends to carry out part of the building work is a person mentioned in regulation 20 of the Building Regulations (i.e. related to competent person/self certification schemes);
  8. Whether in respect of the building work a notification will be made in accordance with regulation 20A(4) of the Building Regulations (i.e. where design details approved by Robust Details Ltd have been used);

Item 11

9. Whether an application or building notice is in respect of two or more buildings or building works all of which are substantially the same as each other;
10. Whether an application or building notice is in respect of building work, which is substantially the same as building work in respect of which plans have previously been deposited or building works inspected by the same local authority;
11. Whether chargeable advice has been given which is likely to result in less time being taken by a local authority to perform that function;
12. Whether it is necessary to engage and incur the costs of a consultant to provide specialist advice in relation to a particular aspect of the building work.

Principles of the scheme in respect of the erection of domestic buildings, garages, carports and extensions

- Where the charge relates to an erection of a dwelling the charge includes for the provision of a detached or attached domestic garage or carport providing it is constructed at the same time as the dwelling.
- Where any building work comprises or includes the erection of more than one extension to a building, the total floor areas of all such extensions shall be aggregated to determine the relevant charge payable, providing that the building work for all aggregated extensions is carried out at the same time.

### **Exemption from charges**

The Authority has not fixed by means of its scheme, nor intends to recover a charge in relation to an existing dwelling that is, or is to be, occupied by a disabled person as a permanent residence; and where the whole of the building work in question is solely

- (a) for the purpose of providing means of access for the disabled person by way of entrance or exit to or from the dwelling or any part of it, or
- (b) for the purpose of providing accommodation or facilities designed to secure the greater health, safety, welfare or convenience of the disabled person.

The council has not fixed by means of its scheme, nor intends to recover a charge for the purpose of providing accommodation or facilities designed to secure the greater health, safety, welfare or convenience of a disabled person in relation to an existing dwelling, which is, or is to be, occupied by that disabled person as a permanent residence where such work consists of-

- (a) the adaptation or extension of existing accommodation or an existing facility or the provision of alternative accommodation or an alternative facility where the existing accommodation or facility could not be used by the disabled person or could be used by the disabled person only with assistance; or
- (b) the provision of extension of a room which is or will be used solely-
  - (i) for the carrying out for the benefit of the disabled person of medical treatment which cannot reasonably be carried out in any other room in the dwelling, or

- (ii) for the storage of medical equipment for the use of the disabled person, or
- (iii) to provide sleeping accommodation for a carer where the disabled person requires 24-hour care.

The council has not fixed by means of its scheme, nor intends to recover a charge in relation to an existing building to which members of the public are admitted (whether on payment or otherwise); and where the whole of the building work in question is solely-

- (a) for the purpose of providing means of access for disabled persons by way of entrance or exit to or from the building or any part of it; or
- (b) for the provision of facilities designed to secure the greater health, safety, welfare or disabled persons.

Note: 'disabled person' means a person who is within any of the descriptions of persons to whom Section 29(1) of the National Assistance Act 1948, as extended by virtue of Section 8(2) of the Mental Health Act 1959, applied but disregarding the amendments made by paragraph 11 of Schedule 13 to the Children Act 1989. The words in section 8(2) of the Mental Health Act 1959 which extend the meaning of disabled person in section 29(1) of the National Assistance Act 1948, are prospectively repealed by the National Health Service and Community Care Act 1990, section 66(2), Schedule 10, as from a day to be appointed

### **Information required to determine charges**

If the authority requires additional information to enable it to determine the correct charge the authority can request the information under the provisions of regulation 9 of The Building (Local Authority Charges) Regulation 2010.

The standard information required for all applications is detailed on the authority's Building Regulation application forms. This includes the existing and proposed use of the building and a description of the building work

Additional information may be required in relation to –

- The floor area of the building or extension
- The estimated duration of the building work and the anticipated number of inspections to be carried out.
- The use of competent persons or Robust Details Ltd.
- Any accreditations held by the builder or other member of the design team.
- The nature of the design of the building work and whether innovative or high-risk construction is to be used.
- The estimated cost of the building work. If this is used as one of the factors in establishing a charge the 'estimate' is required to be such reasonable amount as

would be charged by a person in business to carry out such building work (excluding the amount of any value added tax chargeable).

## **Establishing the Charge**

The authority has established standard charges using the principles contained within The Building (Local Authority Charges) Regulation 2010. Standard charges are detailed in the following tables. In the tables below any reference to number of storeys includes each basement level as one-storey and floor areas are cumulative.

If the building work that you are undertaking is not listed as a standard charge it will be individually determined in accordance with the principles and relevant factors contained within The Building (Local Authority Charges) Regulation 2010. If the authority considers it necessary to engage and incur the costs of a consultant to provide specialist advice or services in relation to a particular aspect of building work, those costs shall also be included in setting the charge.

When the charge is individually determined the authority shall calculate the charge in the same way a standard charge was set by using the average hourly rate of officers' time, multiplied by the estimated time taken to carry out their building regulation functions in relation to that particular piece of building work and taking into account the applicable factors listed in regulation 7(5) of the charges regulations.

Individually determined charges will be confirmed in writing specifying the amount of the charge and the factors that have been taken into account in determining the charge.

The building regulation charges for the following types of building work will be individually determined and the authority will state which factors in regulation 7(5) of the charges regulations it has taken into account in establishing a standard or individually determined charge.

Charges for the following work types will be determined on an individual basis:-

- Reversion charge
- Building work is in relation to more than one building or
- Building work consisting of alterations to any use of building where the estimated cost exceeds £50,000 or
- The work consists of a domestic garage with a floor area over 40m<sup>2</sup> or
- The work consists of the erection of 3 or more dwellings or
- The work consists of a dwelling where the floor area exceeds 300m<sup>2</sup>
- The work consists of the conversion of a building to a dwelling, dwelling house or flat(s)
- Any other work when the estimated cost of work exceeds £50,000
- Where the work does not fall within any of the standard charge categories of Tables A to D (inclusive) the charge will be individually determined

Where more than one standard charge applies to the building work and, with the agreement of the relevant person, the authority will establish the charge by individually determining the charge.

## **Other matters relating to calculation of charges**

In calculating these charges, refunds or supplementary charges, an officer hourly rate of £52.50 plus VAT has been used.

Any charge payable to the authority shall be paid with an amount equal to any value added tax payable in respect of that charge.

Charges are not payable for the first hour when calculating an advice charge.

The authority accepts payment by instalment in respect of all building work depending on the applicant's financial circumstances. The authority on request will specify the amounts payable and dates on which instalments are to be paid.

## **Reductions**

The authority shall make a reduction in a standard or individually determined charge when chargeable advice has been given before receipt of an application or notice for proposed building work, which is likely to result in less time being taken by the local authority to perform the chargeable function for that work. A reduction may also apply in other instances at the discretion of the Director of Community and Planning.

When it is intended to carry out additional building work on a dwelling to which table B applies and **at the same time** undertake work to which Table C applies then the charge for this additional work may be reduced by 50%.

## **Refunds and supplementary charges**

If the basis on which the charge has been set or determined changes, the LA will refund or request a supplementary charge and provide a written statement setting out the basis of the refund/supplementary charge and also state how this has been calculated. In the calculation of refunds/supplementary charges no account shall be taken of the first hour of an officer's time.

## **Non-Payment of a Charge**

Your attention is drawn to Regulation 8(2) of the Building (Local Authority Charges) Regulations 2010, which explains that plans are not treated as being deposited for the purposes of Section 16 of the Building Act or building notices given unless the Council has received the correct charge. In other words, relevant timescales do not start until the agreed payment has been made.

The debt recovery team of the authority will also pursue any non-payment of a charge

## **Complaints about Charges**

If you have a complaint about the level of charges, you should initially raise your concern with the relevant officer. The council has a comprehensive complaint handling process. If the officer concerned does not satisfactorily respond to your complaint, details of how to

resolve your complaint is available on request and can be viewed on the council's web site.

## **Transitional Provisions**

The Council's scheme for the recovery of charges dated 1<sup>st</sup> January 2010 continues to apply in relation to building work for which plans were first deposited, a building notice given, a reversion charge becoming payable, or a regularisation application is made, between 1st January 2010 and 1st October 2010.

## **STANDARD CHARGES**

**Standard charges includes works of drainage in connection with the erection or extension of a building or buildings, even where those works are commenced in advance of the plans for the building(s) being deposited.**

**These standard charges have been set by the authority on the basis that the building work does not consist of, or include, innovative or high risk construction techniques (details available from the authority) and/or the duration of the building work from commencement to completion does not exceed 12 months.**

**The charges have also been set on the basis that the design and building work is undertaken by a person or company that is competent to carry out the design and building work referred to in the standard charges tables that they are undertaking. If not, the work may incur supplementary charges.**

**If chargeable advice has been given in respect of any of the work detailed in these tables and this is likely to result in less time being taken by the authority then a reduction to the standard charge will be made.**

### **Plan and Inspection Charges**

The plan charge and inspection charge are listed in the following tables.

Pre Application Inspections – Site inspections for foundation trial holes or similar are charged at £52.50 plus VAT and will then be deducted from future application charges.

Additional Inspections – Should further site visits be necessary due to complexity of work, abortive visits or to re-inspect corrective work, an additional charge of £52.50 plus VAT may be applied per additional visit.

### **Building Notice Charge**

Where building work is of a relatively minor nature the Building Notice charge may be the same as the total plan and inspection charge. In relation to more complex work the time to carry out the building regulation function maybe higher and the resultant additional costs of using the Building Notice procedure may result a higher charge as detailed in the following tables.

### **Reversion Charge**

These charges will be individually determined

## **Regularisation Charge**

All Regularisation Applications will be charged at 1.5 times the pre VAT figure of the relevant fee category.

**TABLE A****STANDARD CHARGES FOR THE CREATION OF NEW BUILD HOUSING**

Figures in bold are exclusive of VAT, the figures below in italics are inclusive of VAT

<b>Number of Dwellings</b>	<b>Plan Charge</b>	<b>Inspection Charge</b>	<b>Building Notice Charge</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>1</b>	<b>220</b> <i>264</i>	<b>515</b> <i>618</i>	<b>735</b> <i>882</i>
<b>2</b>	<b>285</b> <i>342</i>	<b>660</b> <i>792</i>	<b>945</b> <i>1134</i>
<b>3</b>	<b>380</b> <i>456</i>	<b>880</b> <i>1056</i>	<b>1260</b> <i>1512</i>

**Note - If the proposed dwelling(s) exceeds 300m2 then the charge is individually determined**

**TABLE B****ERECTION OF DOMESTIC EXTENSIONS TO A SINGLE BUILDING**

Figures in bold are exclusive of VAT, the figures below in italics are inclusive of VAT

<b>Type of work</b>	<b>Plan Charge</b>	<b>Inspection Charge</b>	<b>Building Notice Charge</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Extension floor area not exceeding <b>40m2</b>	<b>160</b> <i>192</i>	<b>345</b> <i>414</i>	<b>505</b> <i>606</i>
Extension floor area exceeding <b>40m2</b> but not exceeding <b>100m2</b>	<b>190</b> <i>228</i>	<b>440</b> <i>528</i>	<b>630</b> <i>756</i>
Erection of a non- exempt domestic garage or carport up to <b>40m2</b>	<b>125</b> <i>150</i>	<b>295</b> <i>354</i>	<b>420</b> <i>504</i>

For work falling in the above two tables A & B and the table C below an additional charge is for work when the relevant building work, or part thereof, has not been carried out by a person referred to in regulation 7(5) (g) or (h) of the Building (Local Authority Charges) Regulations 2010 applies. It is additional to the inspection charge, building notice charge or regularisation charge

**TABLE C**  
**DOMESTIC ALTERATIONS TO A SINGLE BUILDING**

Figures in bold are exclusive of VAT, the figures below in italics are inclusive of VAT

<b>Type of work</b>		<b>Plan Charge</b>	<b>Inspection Charge</b>	<b>Building Notice Charge</b>
		<b>£</b>	<b>£</b>	<b>£</b>
Conversion of a roof space to form habitable room(s) within the existing space		<b>125</b> <i>150</i>	<b>295</b> <i>354</i>	<b>420</b> <i>504</i>
Conversion of a roof space to form habitable room(s) where extending roof space volume (creating dormer)		<b>150</b> <i>180</i>	<b>340</b> <i>408</i>	<b>490</b> <i>588</i>
Conversion of a garage or part of garage into habitable room(s)		<b>90</b> <i>108</i>	<b>210</b> <i>252</i>	<b>300</b> <i>360</i>
Internal alterations, installation of fittings and/or structural (not electrical).  When it is intended to carry out work on a dwelling to which Table B applies and <b>at the same time</b> undertake work to which this table applies, this charge <b>only</b> may be reduced by 50%	<b>£0-£2000</b>	<b>160</b> <i>192</i>	-	<b>160</b> <i>192</i>
	<b>£2001-£5000</b>	<b>230</b> <i>276</i>	-	<b>230</b> <i>276</i>
	<b>£5001-£10000</b>	<b>85</b> <i>102</i>	<b>200</b> <i>240</i>	<b>285</b> <i>342</i>
	<b>£10001-£20000</b>	<b>110</b> <i>132</i>	<b>260</b> <i>312</i>	<b>370</b> <i>444</i>
	<b>£20001-£30000</b>	<b>140</b> <i>168</i>	<b>325</b> <i>390</i>	<b>465</b> <i>558</i>
	<b>£30001-£50000</b>	<b>170</b> <i>204</i>	<b>395</b> <i>474</i>	<b>565</b> <i>678</i>
Electrical Work (Non Competent Person)	<b>Provision of a new circuit or similar</b>	-	-	<b>250</b> <i>300</i>
	<b>Total re-wire of dwelling or similar</b>	-	-	<b>345</b> <i>414</i>
Renovation of a thermal element (floor, roof, walls)		-	-	<b>85</b> <i>102</i>
Renovation of additional thermal elements carried out at the same time, per additional element		-	-	<b>65</b> <i>78</i>
Replacement windows and doors containing 60% or more glazing Non Competent Person	<b>Fixed price</b>	-	-	<b>85</b> <i>102</i>

**TABLE D**  
**NON - DOMESTIC WORK**

Figures in bold are exclusive of VAT, the figures below in italics are inclusive of VAT

Type of Work	Charge for Work		
	Estimated Cost of Work	Plan Charge	Inspection Charge
	£	£	£
All non domestic work (new build, extension or alteration)	<b>£0-£5000</b>	<b>220</b> <i>264</i>	-
	<b>£5001-£10000</b>	<b>85</b> <i>102</i>	<b>195</b> <i>234</i>
	<b>£10001-£20000</b>	<b>110</b> <i>132</i>	<b>255</b> <i>306</i>
	<b>£20001-£30000</b>	<b>140</b> <i>168</i>	<b>325</b> <i>390</i>
	<b>£30001-£50000</b>	<b>170</b> <i>204</i>	<b>395</b> <i>474</i>

For schemes exceeding £50,000 estimated contract price the charge is individually determined.

For non-domestic window replacement schemes the charge is individually determined.

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<b>REPORT TO:</b>	<b>Environmental &amp; Development Services Committee</b>	<b>AGENDA ITEM:</b> 12
<b>DATE OF MEETING:</b>	5 June 2014	<b>CATEGORY:</b> DELEGATED
<b>REPORT FROM:</b>	<b>Director of Community &amp; Planning Services / Director of Housing &amp; Environmental Services / Chief Executive</b>	OPEN
<b>MEMBERS' CONTACT POINT:</b>	<b>Stuart Batchelor (Ext. 5820) Bob Ledger (Ext. 5775) Frank McArdle (Ext . 5700)</b>	DOC:
<b>SUBJECT:</b>	<b>Service Plans 2014/15</b>	REF:
<b>WARD(S) AFFECTED:</b>	All	<b>TERMS OF REFERENCE:</b>

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## 1.0 Recommendations

1.1 That the Service Plans for Community & Planning Services and Housing & Environmental Services be approved as basis for service delivery during the period 1 April 2014 to 31 March 2015.

## 2.0 Purpose of Report

2.1 To consider a presentation on the Service Plans for the following service areas:

- (A) Housing & Environmental Services
- (B) Community & Planning Services
- (C) Chief Executive's (Economic Development)

2.2 Contact points

Service Area	Key Contact Point(s)
Community & Planning Services	Stuart Batchelor (ext. 5820)
Housing & Environmental Services	Bob Ledger (ext. 5775)
Chief Executive's (Economic Development)	Mike Roylance (ext 5725)

## 3.0 Detail

### Introduction

3.1 Service Plans are a key part of the Council's performance management framework, acting as an important link between high-level plans and strategies, such as the Corporate Plan and Sustainable Community Strategy, and personal performance objectives established through the Employee Review and Development Scheme.

## Form and Content

- 3.2 Each Service Plan contains sections on:
- Overview of the Service – workforce and financial information.
  - Service performance – key achievements 2013/14; key strengths and areas for improvement;
  - Key national, regional and local strategies;
  - Partnerships.
  - Consultation & communication – What consultation and communication exercises are planned for 2014/15, and how these will be used to shape the delivery of services
  - Service review / Transformation Programme, including the efficiencies through business improvement, partnerships and procurement
  - Managing risks
  - Action Plans
- 3.4 The Service Plans reflect the current priority themes and outcomes within the Corporate Plan 2009/14 and Sustainable Community Strategy 2009/29.
- 3.5 The Service Plans cover a one-year period and will be reviewed at the end of March 2015 to link in with the Corporate Plan and Sustainable Community Strategy.
- 3.6 Monitoring / progress reports on Service Plans will be made to Members as part of the quarterly performance management framework monitoring process
- 3.7 Details of the key performance measures and projects used in the monitoring of the Council's refreshed Corporate Plan 2014/15 are attached at Appendix A.
- 4.0 **Financial Implications**
- 4.1 None associated directly with this report; implications are detailed in the relevant service plan.
- 5.0 **Corporate Implications**
- 5.1 None associated directly with this report; implications are detailed in the relevant service plan.
- 6.0 **Community Implications**
- 6.1 None associated directly with this report; implications are detailed in the relevant service plan. There are no direct equalities and safeguarding implications associated with this report. Any implications are detailed in the relevant Service Plan.
- 7.0 **Background Papers**
- 7.1 Electronic copies of the Community & Planning Services and the Housing & Environmental Services Service Plans are available on request and on CMIS for this Committee



**South  
Derbyshire**  
District Council

# South Derbyshire District Council

**'Making South  
Derbyshire a better place  
to live, work and visit'**

# Community and Planning Service Plan 2014-2015

March 2014 Version 1

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## **Appendices**

A Organisation Charts

B Key Performance

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## 1.0 Introduction

This Service Plan brings together our priorities in relation to the Council's Corporate Plan 2009/14 and the Sustainable Community Strategy for South Derbyshire 2009/29

Our key priority outcomes in the Corporate Plan are:

- Developing economic and employment opportunities within the District
- Sustainable Planning
- Delivering a range of housing provision and services that address community requirements
- Safer communities
- Delivering community based recreational & cultural activities that promote a 'healthier lifestyle'

Our key priority outcomes in the Sustainable Community Strategy for South Derbyshire are:

- Adequate, appropriate and affordable housing for all, in well-served communities
- A robust and diverse economy, resistant to downturns and providing a strong base for sustainable growth
- Sustainable employment and support for people to access the skills required
- High quality development that minimises impact on the environment
- Improvements in the management of Open Space and local sites to benefit their value to people and wildlife.
- An increase in the percentage of people who feel South Derbyshire is an attractive place to live
- An increased number of people taking part in cultural activities
- The integration of all minorities into the wider community
- Reduced levels of crime and fear of crime
- To reduce the fear of crime and promote that South Derbyshire is a low crime area
- Increased levels of physical activity across communities

- Reduced levels of obesity
- Improved access to services for all and particularly older communities
- An enjoyable environment for children and young people in which they are able to achieve their potential

The Community and Planning Service will:

- Positively contribute towards Council policies and procedures in the delivery of services
- Deliver continuous improvements in the performance of the Council
- Ensure compliance with relevant legislation
- Have a 'customer focus' in what we do
- Ensure a widespread understanding of the Council's core values, key aims, priorities and relevant performance measures, and encourage participation in their development
- Ensure that data quality principles are applied in order to conduct its business effectively
- Support the Council's Investor's In People programme
- Encourage a positive health and safety culture

Director of Service: Stuart Batchelor

## 2.0 Scene Setting

### 2.1 Overview of the Service

Community and Planning Services play a key role in meeting the Council's strategic objectives for ensuring '**sustainable growth and opportunity**', improving '**lifestyle choices**' and enabling people to feel '**safe and secure**'.

As a result, this service area covers a number of services that directly impact on people and their communities, which are delivered by the following teams:

#### **Cultural Services**

- **Parks, Open Space & Cemeteries:** The Division has responsibility for the management of 3 urban parks covering an area of approximately 15 hectares, the 30 hectare Swadlincote Woodland Forest Park, public open space that currently occupies an area in the region of 60 hectares, 6 cemeteries, 11 football pitches, 8 allotment sites and large areas of common land. There is responsibility for the development of 47 equipped play areas.

The Unit also manages major public events including the Festival of Leisure, which attracts an estimated 10,000 people over a June weekend, and the switching on of the Christmas Lights in Swadlincote Town Centre.

- **Leisure Facilities:** Responsibility for the contracts that cover the management of the Green Bank Leisure Centre, Etwall Leisure Centre and Swadlincote Market plus responsibility for 2 directly managed village halls and Swadlincote Town Hall.
- **Land Drainage:** Responsibility for the Council's statutory and discretionary land drainage functions as Land Drainage Authority and ancillary services during flooding and for investigation after flooding events.
- **Rosliston Forestry Centre** is managed in partnership with the Forestry Commission and National Forest Company. It has attracted over £3 million in external funding over the past 12 years and now attracts around 180,000 daytime and overnight visitors.
- **Events:** The Unit leads or supports delivery of major public events including the Festival of Leisure, which attracts an estimated 10,000 people over a June weekend, the switching on of the Christmas Lights in Swadlincote Town Centre, Liberation Day, South Derbyshire Day, performances at the Glade and Pancake Races on The Delph.
- **Cultural Regeneration:** The Division is responsible for the Council's role in arts development and is embarking on a district wide programme of dance provision. The unit also supports Touring Theatre, Derbyshire Arts Partnership, arts performances at The Glade and the work of the People Express community arts group.
- **Environmental Education:** Based at Rosliston Forestry Centre the Environmental Education partnership between the Council, Rolls-Royce (£20,000 pa sponsors) and The National Forest Company aims to develop the knowledge, understanding and respect of the environment by young people and adults, in order to improve their quality of life and work towards a sustainable environment. In addition to hosting a plethora of school and other group visits at Rosliston the team also manage a wide variety of events, co-ordinate the District-wide Environmental Forum and Cultural Forum, lead on the local Forest School initiative and continue to deliver contracts for the Woodland Trust.

## **Communities**

- **Community Safety:** The Crime and Disorder Act 1998 placed a duty on the Police and local authorities to work in partnership to develop and implement a strategy to reduce crime, anti-social behaviour and fear of crime. The Safer South Derbyshire Partnership includes these statutory agencies as well as the NHS, Fire and Rescue Service, Council for Voluntary Services (CVS), Probation, Connexions, Youth Offending Service and others. The Partnership's Support Team is based in the Division and is responsible for the delivery of the 2014-15 Partnership Plan, all of the priorities will be delivered in

accordance with the overarching principles as set out in the Derbyshire Strategic Threat & Risk Assessment. These are: -

- Reducing crime
  - Providing reassurance
  - Delivering value for money
  - Attacking criminality
  - Protecting the vulnerable
- The service also manages the Safer Neighbourhoods initiative, which coordinates 6 Safer Neighbourhood areas across the District and provides funding for local crime reduction projects.
  - Revenue support to the Voluntary and Community Sector: Revenue support is granted to nine organisations totalling over £220,000. The grants are managed through Service Level Agreements, which detail service and monitoring requirements. The detail of the Service Level Agreement is renewable annually, however the agreement to provide funding lasts for three years.
  - Community Partnership Scheme provides support and advice to the voluntary and community sector in relation to funding (e.g. funding sources, bid writing and funding strategy) and project development.
  - Neighbourhood Planning and Parish Plan support is provided by this Unit along with the development of volunteering across the Service.

### **Sport and Health Partnerships**

- Sports Development: This involves developing an infrastructure through partnership working, to enable local people to become involved in sport as a vehicle for health improvement, social inclusion and community development. This is principally undertaken through the Councils membership of Derbyshire Sport and South Derbyshire Sport and partnership with the School Sport Partnership based at Granville School. The later Partnership now being managed by the Councils Sport and Health Team. The team has been very successful in developing activities for young people; this includes a football league, mobile skateboard park, climbing wall and laser equipment and Community Dance. Adult activity is also a key aspect of the service offering body mot's, a range of activities such as Nordic walking, jogging groups and 50+ activities in partnership. The team also manage and promote a coach education programme and support clubs with National Governing Bodies to generate more opportunities for the population of South Derbyshire.
- Play Development and Provision: Over 6500 participations are achieved annually, mainly through the Summer Holidays Playscheme where Parish Councils hire in a variety of themed sessions, including Extreme activities such as the Wheels Mobile, or mobile climbing wall.
- Health Development and Improvement: The Division leads on health promotion and improvement with respect to physical activity and has responsibility for GP Exercise Referral schemes, including the management of the Get Active In The Forest project which has engaged local people in a range of activities including walking, cycling, outdoor pursuits, archery and

environmental works across the District. It has received national accreditation for its work including the 2008 National Lottery Best Sports Project Award. In terms of events these include the National Forest Walking Festival, which will attract hundreds of participants to walks across South Derbyshire, the National Forest 10k Run and Healthier South Derbyshire Days. The team will also be managing and administering the Healthier Communities strategic partnership funding, and managing seven different contracts with the NHS.

- School Sport Partnership. The Unit is commissioned by the Primary and Secondary Schools in the District to deliver the school sport agenda. This includes sports competition, curriculum and extra curriculum activity, leadership and volunteering and teacher training.
- The South Derbyshire Village Game project also sits within the Sport and Health team. Working with and empowering local communities to come together to develop and implement sporting activities in our villages. This is a partnership with the Community Sports Trust.

### **Planning Services**

- Preparing the statutory 'Local Plan', which sets the long-term growth strategy for South Derbyshire in the context of being one of the fastest growing areas in the country. This includes identifying how essential infrastructure will be provided and funded. Major planning reforms were introduced in March 2011 through the National Planning Policy Framework and the emergence of 'localism' meant that the policy team have consulted with local communities about shaping their neighbourhoods. The policy team also work closely with adjacent authorities in the wider Derby Housing Market Area on strategic issues such as housing, transport and the Green Belt.
- Commissioning and undertaking evidence needed to demonstrate the soundness of the Local Plan policies e.g. flood risk, sewerage, renewable energy, housing, retail and employment needs, transport modelling, land availability, sustainability appraisals and environmental assessments.
- Monitoring and reporting on development trends in the District
- Securing external capital and revenue 'growth funding' to unlock development in the District and develop an Infrastructure Development Plan to capture future developer contributions to support growth
- Providing policy advice on how to deal with large and/or contentious planning applications including advising on technical aspects of environmental impact assessments and habitat regulations assessments.
- Providing specialist advice and support in relation to 713 Listed Buildings and 22 Conservation Areas and on the quality of design of major proposals to secure design excellence.

- Operating modest repairs and improvement grant scheme for individual historic buildings in the District and, through the Partnership Scheme in Conservation Areas, Swadlincote Town Centre.
- Devising and project managing special projects such as town centre public realm improvements, which has levered in considerable finance from English Heritage, Derby & Derbyshire Economic Partnership (DDEP) and developers.
- Providing heritage services such as arranging open days for historic properties and supporting the Sharpes Pottery Museum.
- The Development Management team dealt with approximately 1100 planning applications in 2012/2013 and in 2013/14. The diverse nature of the District means that a wide variety of applications are received. Officers under the scheme of delegation determine approximately 90% of applications; the remainder are determined by Members at Planning Committee. Free informal advice is provided to developers and householders. Development Management also deals with planning appeals, of which there are around 30 received each year along with Tree Preservation Orders and also consents for works to trees.
- An average of 300 planning enforcement complaints regarding potential contravention of planning and associated legislation are investigated each year.
- In terms of Building Control, officers appraise schemes and monitor building works that require Building Regulation approval. The Building Control team dealt with 823 applications and 3783 Inspections in 2013/2014. This work is won in competition with Approved Inspectors in the private sector. The unit has continued to retain a high market share of business, whilst the downturn in the economy has affected fee income, revenues still remain buoyant.
- This unit also holds a register of work carried out under the Competent Persons Scheme, and a further register for work controlled by Approved Inspectors. The team has recently taken over responsibility for demolitions from Environmental Health Services in order to provide a seamless service to the customer. The unit is also responsible for the enforcement of Building Regulations. These functions are time consuming and regulatory and do not attract fees.
- The Building Control section deals with dangerous structures which in partnership with East Staffordshire Borough Council is now covered by a recently introduced out of hours service which delivers a continuous dangerous structures provision for both districts.
- The Building Control unit allocates street names and numbers, which in the past have been a non-fee generating function. From 1<sup>st</sup> April 2012 charges have been introduced for the service to cover costs incurred.

- The Service has the responsibility for coordinating the South Derbyshire Partnership including the development of the new Sustainable Community Strategy. Officers are key members of the Partnerships Theme Groups which are Health and Wellbeing, Sustainable Development and Safer Communities.

### **Other Partnerships**

- The Service officers are key members of a number of partnerships that help deliver improvements to the community of South Derbyshire, for example the Positive Activities for Young People.

A copy of the Community and Planning organisation charts can be found at Appendix A

## **2.2 Workforce Information**

### Service Summary (Position as at 31 March 2014)

As at the 31 March 2014, there were 54.38 full time equivalents (FTEs) within Community & Planning Services

During 2013/14, 3.92 FTE days sickness was lost

Workforce priorities for 2014/15:

Workforce development and support is a key work area within the Community and Planning Service, a team culture with enthusiastic, customer orientated staff is key to maintaining a quality, value for money service.

An annual training and development plan is produced following Performance and Development Reviews and team building is continually supported. Some home working opportunities are provided and flexible working is considered crucial to motivate and engage high performing staff.

Succession planning is particularly important in the Planning / Building Control areas where experience and knowledge of the District is important to the continuing performance of this service.

## **2.3 Financial Information**

Details of the Community and Planning budgets for 2014/15 are outlined below:

### Revenue Budget 2014/15

<b>Service area</b>			<b>£</b>
Community Development			28,604
Cultural Services			942,138
Development & Building Control			150,255
Planning Policy			392,097
Communities			358,733
Sport & Health			168,963
<b>Total Revenue</b>			<b>2,040,791</b>

### Capital Budget 2014/15

Melbourne Assembly Rooms – £250,000 project working with the Community Group to refurbish and redevelop the building. SDDC funding £125,000

Melbourne Sporting Partnership (Cockshut Lane Recreation Ground) – working with clubs from 3 sports to develop a pavilion, playing fields and play facilities costing £2,500,000. SDDC funding £1,000,000

Eureka Park – Heritage Lottery Fund refurbishment of the Park

Green Bank Leisure Centre –refurbishment and enhancement of community areas within the Centre, project cost £550,000. SDDC funds £120,000

Etwall Leisure Centre – a £400,000 project to provide refurbished tennis courts, provide dance/exercise studios and extend the fitness gym. SDDC funding £120,000

### Property & Land Assets

Summary of Assets NBV by Service Committee as at 31 March 2013

#### Environmental and Development Services Committee

Land & Buildings	45,000
Plant / Vehicles / Equipment	643,891
Total	£688,891

#### Housing and Community Services Committee

Community	1,336,774
Land & Buildings	10,149,652
Total	11,486,425
Grand Total	£12,175,316

### **3.0 Service Performance**

#### **3.1 Key Achievements 2013/14**

##### **Corporate Plan Theme:**

- Biggest ever National Forest Walking Festival staged in May with support from the National Forest Company, National Trust and many local groups and organisations.
- The Local Plan successfully advanced through consultation stages incorporating many community drop-in events. A submission document for Part 1 of the plan is envisaged for the summer of 2014.
- The Development Management unit collected over £355,330 in contributions for community infrastructure through Section 106 agreements during 2013/14 and successfully negotiated for future contributions for several millions more this year.

##### **Corporate Plan Theme: Safe and Secure**

- Funded 20 local Safer Neighbourhoods projects including; CCTV Cameras at Hilton, Lullington, Newhall, Overseal & Barrow, Property marking kits to Weston on Trent, youth activities in Etwall, and Aston, lighting at Gresley Old Hall, a community project at William Allitt School and security measures at community facilities in Netherseal and Aston .
- Set up and running Duke of Edinburgh Awards scheme in Woodville
- Held an event for International women's day, including a Breakfast Seminar with 4 inspirational speakers and a drop in event after with 18 different agencies.
- Developed a relationship with the Shout out group (disability support group), provided information to their members on hate crime and how to report it and delivered Hate Crime education sessions to Granville School Students.
- Visited all 4 secondary schools to promote healthy relationships and Domestic Violence services during national relationships week.
- 1 ASBO's obtained on prolific offenders & 7 young people successfully completed acceptable behaviour contracts.
- Set up a new Dove Valley Pub watch scheme and banned one individual from all pubs for New Year's Eve assault.
- Provided education sessions in Schools around internet safety & personal safety and promoted National Internet Safety Day.
- The ASB Officer along with the Police Youth Involvement Officer have revised the Restorative Disposal system locally to ensure all offenders have a

community payback element to their disposal. Since the changes were made in September 27 of 29 young offenders had not reoffended.

- Number plate security operations held in Etwall, Hilton and Church Gresley
- Assisted Melbourne Parish Council in launching new CCTV system
- Liberation Day - Another successful and busy Liberation Day held at the new venue of Green Bank Leisure Centre's sports hall. Over 350 over 65's were able to access the information on how to keep themselves safe and secure and enjoy the 50's themed event.
- 'Prison Me No Way' events funded and held at all 4 secondary schools, giving Year 11 students a taste of what prison life is like.
- £1000 funding secured from NHS to promote brighter biking with high visibility packs given out to young people in Overseal, Hilton, Hatton and Swadlincote.
- Funding secured from DCC to improve lighting in Eureka Park from footpath off Belmont Street. Lighting scheme installed Summer 2013
- Summer Vibe took place during the 6 week summer holidays, Activities were provided daily at 2pm in Newhall and Hilton, Over 300 young people attended the sessions.
- The Environmental Education Project achieved the Learning Outside the Classroom Quality Badge in March 2013, demonstrating the delivery of high quality and safe learning experiences – including safe use of tools and campfires with school groups.

### **Lifestyle Choice**

- Securing significant investment into developing sports facilities at the Cockshut Lane site at Melbourne
- Starting work on a £550,000 refurbishment of Green Bank Leisure Centre
- Supporting design and feasibility into redevelopment of Leisure facilities at Chestnut Avenue
- Delivery of over £80,000 of improvements to facilities supporting children with disabilities at Rosliston Forestry Centre
- Completion of new toilet facilities at The Glade at Rosliston Forestry Centre
- Secured 2 grants from DEFRA for land drainage improvement schemes.
- Worked in partnership with County Council to upgrade Swadlincote Town Hall and use as a wedding venue.

- Started work on significant infrastructure improvements to Eureka Park further to Heritage Lottery funding.
  - New volunteers have been regularly participating at Eureka Park including residents from the P3 Hostel
  - Green Flag retained at Maurice Lea Memorial Park for the sixth consecutive year
  - Conservation volunteering projects at Swadlincote Woodlands and Coton Local Nature Reserve have delivered in excess of 280 volunteer days
  - 80 new trees have been planted in the urban Parks with funding assistance from The National Forest Company.
  - Successful bid to Sport England through a Community Sport Activation Fund Project that has secured £144,000 into this project over three years.
  - Playscheme achieved over 7,500 participations. Provisions included a Human table football, Wacky SportsMobile, PlayMobile, WheelsMobile, Laser CombatMobile and the Climbing Wall.
  - National Play Day - over 2000 people came down to take part in a wide range of activities including mini- Olympics, environmental activities, soft play, Fire service and children's centre activities to name a few
  - Support of local community activity through the Village Games Project with a range of activities supported from Chair based exercise to village youth group support
  - Healthier South Derbyshire Day engaged over 40 providers and saw several hundred people engage in the event.
  - 7 contracts have been delivered on behalf of NHS Derbyshire County. This has been £120,000, with an additional amount of over £29,000 being allocated to local Voluntary and Community sector groups to deliver a range of health and wellbeing initiatives to the local community.
  - A Pilot of Health Checks delivered on behalf of the NHS in South Derbyshire has been rolled out in the Hilton and Etwall areas of the District and have been fully booked over the initial 10 weeks. This pilot will hopefully lead onto some more commissioned work.
- Sports Awards- nominations for every category.

### 3.2 Key Strengths

The original Leisure and Community Service undertook the Cultural Single Improvement Tool external assessment that scored the service as 'excellent'. The areas identified as particular strengths were, partnership working, community engagement, leadership, strategy and policy.

These are also strengths within the Planning service and when combined as one service has provided a committed and flexible team with right blend of skills including essential specialist areas such as community development, event management, conservation, urban design and sustainability appraisal.

In terms of the future development of the District a local strength is the established political and technical joint working arrangements within the wider Derby HMA.

### 3.3 Areas for Improvement

Work is continuing on fully integrating the diverse areas of work across the Service so that developers, businesses and communities are offered one joined up offer of support. Whilst service provision through leisure facilities has improved with the award of the management contract to Active Nation there is still significant progress to be made on the provision of quality facilities and marketing of the cultural offer.

More use of e-consultation and document management systems is a further practical improvement need.

### 3.4 Corporate Plan 2009/14 – 2014/15 - Action Plan Monitoring

The Action Plans detail our key actions for the year, which are broken down into quarters to help us monitor and manage our performance effectively.

These actions directly contribute to our outcomes identified in the Corporate Plan. They are essential if the Council is going to achieve its ambitions. Complementing these actions is a set of performance measures. Again, the achievement of the targets set against these performance measures will tell us whether we are meeting outcomes and providing excellent services.

In some instance, proxy measures will be used. These are measures which are outside the Council's direct control but provide an indication of the 'overall health of the district.'

For instance, the policies we have in put place to provide reduced services due to financial constraints or the implementation of those policies that will have positive impact on the area (such as the creation of employment opportunities etc.)

Since these changes are likely to take place over a long period of time, performance may not be measurable over a quarter or a year. Therefore, the status of proxy measures may suggest likely progress, while not specifically measuring a Council outcome.

The Community and Planning key performance measures against Corporate Plan outcomes can be found at Appendix B

### 3.5 Operational Action Plan Monitoring

The year ahead for the Service will be a challenge around increasing income and maintaining current service levels.

The income generated by the Development and Building Control Service is crucial to the overall sustainability of the Council and providing a efficient and customer orientated service to developers, builders and businesses will result in increased planning and building regulation fees. Achieving higher fee income than 2013/14 will enable the Service to maintain its wide delivery of community based activity and thus promote the District as a place to live, work and visit.

In terms of the Services operational plans these are based around the delivery of partnership action plans in the areas of, Sport and Health, Community Safety, Environmental Education and Community Strategy. There will also be an increasing focus on the development of Neighbourhood Management and Engagement, resulting from the Localism Act.

#### **4.0 Key National, Regional & Local Strategies**

There are a number of national, regional and local strategies which influence the work of the 'service area', some of which we need to respond to and others which we are involved in developing.

##### **National/European**

- Habitats Directive 92/43/EEC – requires assessments of plans and policies which would be likely to affect habitats of European-wide importance (such as the River Mease)
- European Directive 2001/42/EC Strategic Environmental Assessment – requires assessments of plans and policies which would be likely to have significant effects on the environment
- National Planning Policy Framework – the new NPPF is still being interpreted and will be subject to development through case law in the coming months.
- Moving More Living More – The Physical Activity Olympic and Paralympic Legacy for the Nation February 2014
- Healthy Lives, Healthy People: A Call to action on obesity in England (October 2011)
- Choosing Health: Making healthy choices easier, Department for Health 2004
- A Sporting Habit for Life 2012-17 Sport England Strategy

##### **Regional**

- Derby, Derbyshire, Nottingham and Nottinghamshire Local Enterprise Partnership Proposal – an indicative strategy for the emerging local enterprise partnership which will take on some of the roles of the former East Midlands Development Agency in developing a dynamic economy.

- The National Forest Strategy – aims to create a major new wooded environment where new trees and woodlands make a significant contribution to enriching landscapes and wildlife habitats; stimulating a new woodland-related economy; providing for recreation, tourism and community involvement; and contributing to global environmental objectives such as reducing carbon dioxide in the atmosphere.
- Derbyshire Partnership Forum - Derbyshire Sustainable Community Strategy – a plan which is shared by public and voluntary organisations across the county which aims to improve social, economic and environmental standards.
- Derbyshire Sport - Derbyshire Plan for Sport 2010/15 – a shared plan to increase participation and standards in sport and physical activity.
- Derbyshire Sport-Active Derbyshire Plan 2009-13
- Derbyshire Constabulary - Policing Plan – plan for Policing in the county which influences the work of the Safer South Derbyshire Partnership.
- Derbyshire Fire & Rescue Service Area Community Strategy and Action Plan – supports the Council’s community safety work.
- Derbyshire Drug and Alcohol Team - Drug and Alcohol Strategy – supports the Council’s substance misuse work.
- Derbyshire Community Safety Agreement – a joint commitment for reducing crime and anti social behaviour.
- Derbyshire Independent Living Strategy: Preventative Home Support for Older People
- The All Derbyshire (including Derby City) Mental Health Promotion Strategy

### **Local**

- South Derbyshire Economic Development Strategy – aims to promote greater economic wellbeing in South Derbyshire, in order that it becomes a healthier, more prosperous and safer place to live with better jobs and prospects for local people and businesses.
- South Derbyshire Partnership - Sustainable Community Strategy - a plan which is shared by public, private and voluntary organisations across the district which aims to improve social, economic and environmental standards.
- South Derbyshire Local Plan 1998 – now time expired (2001) but parts still set out local policies on matters such as the Green Belt and settlement boundaries

- Better Design for South Derbyshire’ – a guide for developers advising on standards of design the Council expects through planning applications
- ‘Affordable Housing in South Derbyshire – A Guide to Delivery’ – a guide for developers advising on the Council’s approach to affordable housing contributions
- South Derbyshire Sport -Sport and Health Strategy for South Derbyshire 2011-16– the plan for the delivery of sport and physical activity which is shared by local public and voluntary sector partners
- Safer South Derbyshire Partnership Plan
- South Derbyshire CVS Strategic Plan
- South Derbyshire and South Dales Children and Young People Plan

## 5.0 Partnerships

The process set out in the Council’s Partnership Policy has been followed. Our significant partnerships are summarised below:-

<b>Partnership</b>	<b>Main purpose</b>
South Derbyshire Partnership	Statutory partnership of public, private and voluntary sector to promote the District. The Partnership has theme groups which focus on health, community safety and sustainable development.
Safer South Derbyshire Partnership	Statutory partnership to reduce the level of crime and disorder
South Derbyshire Sport	Partnership of bodies having an interest in promoting sport and health in the District
Etwall Joint Management Committee	Partnership between SDDC, John Port School and County Council to operate the Leisure Centre.
National Forest and Beyond Partnership	Forestwide partnership to increase visitors to the area
South Derbyshire School Sport Partnership	Partnership approach to increasing sports participation by young people.
Rosliston Forestry Centre Executive	Partnership between SDDC and Forestry Commission to operate the Forestry Centre

## 6.0 Consultation & Communication

Consultation is a key part of our work and informs many of the services we deliver for the residents. A variety of methods to obtain information and comments are used, from questionnaires and phone calls to event debrief sessions and online surveys. Results are used to justify and improve work, which includes public and business events, our growth strategies as well as healthy activities and planning related sessions.

Communication is a high priority for our service. It is vital that services are marketed and achievements communicated to local communities and partners so that all are aware of and use the many facilities, advice, sessions and events that are available. The service has strong links with partner agencies and this is evident in marketing processes which enables partners to promote themselves in service publicity and this system is reciprocated. Again, a variety of marketing tools are used, from posters and leaflets to costumed characters and affinity days, such as the recent event held at Derby County Football Club where the opportunity arose to further strengthen links with Derby City and promote and celebrate some of the many attractions that make South Derbyshire a better place to live, work and visit.

Significant media coverage is achieved across the local media for all the service areas including; Comic Relief/Local Plan/Swadlincote Woodlands/Airtime on Radio Derby/Liberation Day/National Forest Walking Festival/South Derbyshire Day

The Service is continuing to monitor all communications during the coming year. Marketing plans are being produced and updated for key areas and promotional literature is continually being reviewed and where appropriate given a 'corporate' identity.

A summary of the proposed consultation and publicity /communication campaigns planned for 2014/15 can be found at Appendix C.

## **7.0 Service Review / Transformation Programme**

In order for Community and Planning to positively meet the challenges facing the Council, it will create and develop innovative solutions which will help deliver the outcomes communities need and want at a cost that the Council can afford.

A commitment within the Northgate Partnership ensured that all Service areas participated in an efficiency review covering all aspects of the service they deliver. The completed reviews resulted in detailed transformation proposals aimed at improving efficiency and delivering savings that could be delivered through the Partnership.

A second tranche of theme based and cross cutting reviews are now being explored, these are:

- Customer access and channel shift
- Electronic document storage and 'paper-lite'

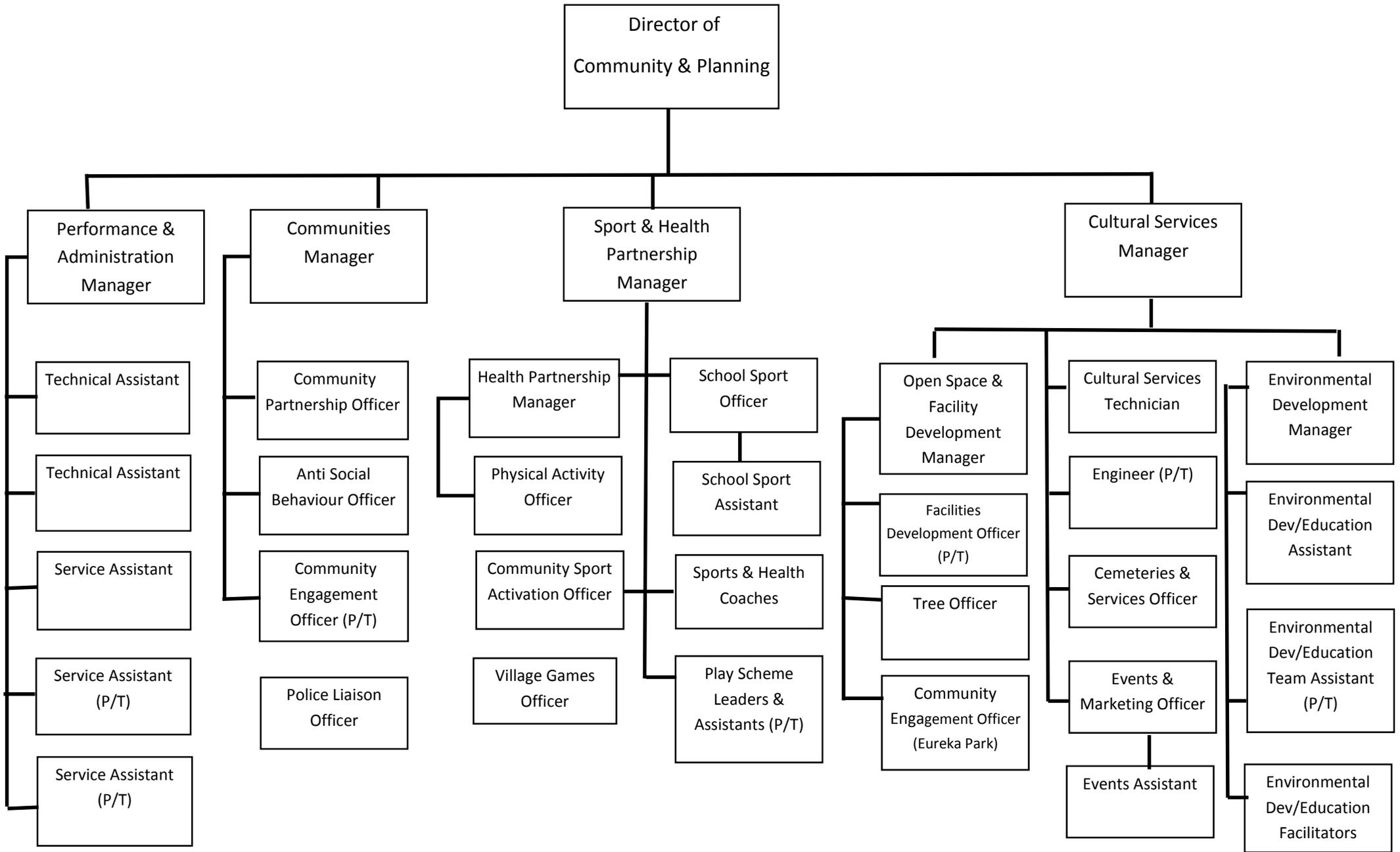
These reviews are being supported by additional and ongoing partnership activity in areas such as IT infrastructure improvements and analysis of current administrative support and functionality.

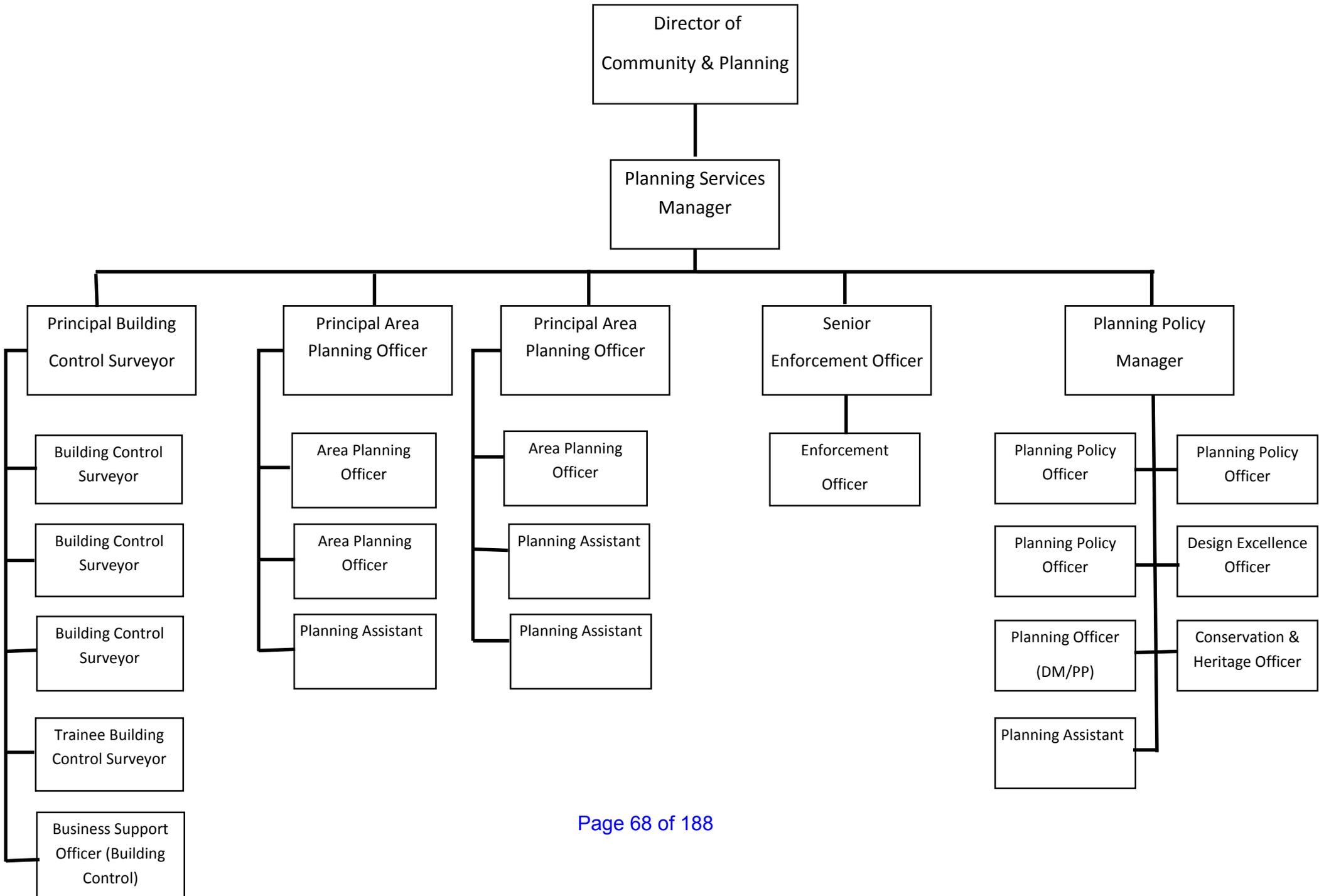
## **8.0 Managing Risks**

The process set out in the Council's Risk Management Strategy has been followed. The risk registers can be found at Appendix D.

## **9.0 Monitoring and Review**

This Service Plan will be monitored on a quarterly basis as part of the Council's Performance Management Framework and will be used throughout the year to manage service delivery.





## Key Performance Item 12: (B) Community & Planning Services Appendix B

### Section 1: Performance measures

#### Theme: Sustainable Growth and Opportunity

Measure	Lead Officer	Actual 2013/14	Quarter 1 Target 2014/15	Quarter 2 Target 2014/15	Quarter 3 Target 2014/15	Quarter 4 Target 2014/15	Target 2014/15
GM 05 - Net additional commercial / employment floor space created <b>(Proxy measure)</b>	Planning Policy Manager	TBC	n/a	n/a	n/a	n/a	2.65hectares
GM 06 - Net additional homes provided <b>(Proxy measure)</b>	Planning Policy Manager	TBC	n/a	n/a	n/a	n/a	673
GM 07 - Speed of Planning applications	Planning Policy Manager	85.00%	85.00%	85.00%	85.00%	85.00%	85.00%
GM 08- Proportion of 'Quality' development	Planning Policy Manager	90.00%	n/a	n/a	n/a	n/a	90.00%

schemes delivered							
GM 09 - Satisfaction with the planning application process	Planning Policy Manager	80.00%	n/a	n/a	n/a	n/a	80.00%

## Section 2: Projects and their tasks

### Theme: Sustainable Growth and Opportunity

Project	Lead Officer	Quarter 1 Task / Milestone	Quarter 2 Task / Milestone	Quarter 3 Task / Milestone	Quarter 4 Task / Milestone
GP 06 - Progress the South Derbyshire Local Plan	Planning Policy Manager	GP 06.1 - Complete pre-submission consultation on the Local Plan. Submit Local Plan to the Planning Inspectorate	GP 06.2 - Prepare for Local Plan examination - pre exam questions or meeting possible	GP 06.3 - Undertake Local Plan examination	GP 06.4 - Receive Inspectors Report confirming that South Derbyshire's Local Plan is sound
GP 07 - Supporting our communities in neighbourhood planning	Communities Manager	GP 07.1 -Support interested communities	GP 07.2 - Support interested communities	GP 07.3 - Promote process to Parishes and Neighbourhoods	GP 07.4 - Support interested communities

## Key Performance

## Appendix B

### Section 1: Performance measures

<b>Theme: Safe and Secure</b>
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Measure	Lead Officer	Actual 2013/14	Quarter 1 Target 2014/15	Quarter 2 Target 2014/15	Quarter 3 Target 2014/15	Quarter 4 Target 2014/15	Target 2014/15
SM 10 - Reduce the number of Anti Social Behaviour (ASB) calls to service	Communities Manager	2845	710	710	710	710	2840
SM 11 - Number of acquisitive crime incidents per 1,000 population	Communities Manager	5.61	1.40	1.40	1.40	1.40	5.60
SM 12 - Reduce the proportion of people who feel <b>unsafe</b> when outside in their neighbourhood at night time	Communities Manager	n/a	n/a	n/a	n/a	n/a	TBC
SM 13 - Reduce the proportion of people who feel <b>unsafe</b> when they are alone in their home at night time	Communities Manager	n/a	n/a	n/a	n/a	n/a	TBC

## Section 2: Projects and their tasks

Theme: Safe and Secure					
Project	Lead Officer	Quarter 1 Task / Milestone	Quarter 2 Task / Milestone	Quarter 3 Task / Milestone	Quarter 4 Task / Milestone
SP 06 - Work with Partners to ensure diversionary activities are being delivered in 'target' locations.	Communities Manager	SP 06.1 - Discuss holiday provision at PFY group, identify hotspot areas/ individuals and what activities are required	SP 06.2 - Commission and deliver activities for summer holidays	SP 06.3 - Evaluate Summer activities and identify if further sessions are required over Autumn term.	SP 06.4 - Liaise with police and partners to identify hotspot areas for spring half term.
SP 07 - Ensure 'Safer Neighbourhoods' funding is being used effectively to combat local crime and disorder issues	Communities Manager	SP 07 .1 - Identify local issues and work with community/partners to develop projects	SP 07.2 - Identify local issues and work with community/partners to develop projects	SP 07.3 - Identify local issues and work with community/partners to develop projects	SP 07.4 - Identify local issues and work with community/partners to develop projects
SP 08 - Work with our Partners and communities to reduce acquisitive crime across the District	Communities Manager	SP 08.1 - Liaise with SNT teams and CVS to programme in a Number plate and Property marking initiatives in each SNT area.	SP 08.2 - Publicise and deliver. Number plate and Property marking initiatives. Also react to any increase in non dwelling breaks.	SP 08.3 - Hold campaigns to raise awareness of Dark nights and christmas increases in thefts and Burglarys	SP 08.4 - Plan future operations for spring and summer period
SP 09 - Putting Victims First – Work with our partners to revise the ASB Policy and to ensure we provide an enhanced service to victims of ASB	Communities Manager	SP 09.1 - Putting Victims First – Work with our partners to revise the ASB Policy and to ensure we provide an enhanced service to victims of ASB	SP 09.2 - Putting Victims First – Work with our partners to revise the ASB Policy and to ensure we provide an enhanced service to victims of ASB	SP 09.3 - Putting Victims First – Work with our partners to revise the ASB Policy and to ensure we provide an enhanced service to victims of ASB	SP 09.4 - Putting Victims First – Work with our partners to revise the ASB Policy and to ensure we provide an enhanced service to victims of ASB

## Key Performance

## Appendix B

### Section 1: Performance measures

Theme: Lifestyle Choice							
Measure	Lead Officer	Actual 2013/14	Quarter 1 Target 2014/15	Quarter 2 Target 2014/15	Quarter 3 Target 2014/15	Quarter 4 Target 2014/15	Target 2014/15
LM 01 - Adult participation in sport ( <b>Proxy measure</b> )	Sport & Health Partnership Manager	36.00%	n/a	n/a	n/a	n/a	37.00%
LM 02 - Number of leisure centre participations	Cultural Services Manager	726054 TBC	183,328	183,328	183,328	183,328	733314 TBC
LM 03 - Number of sport, physical activity & health development participations	Sport & Health Partnership Manager	TBC	6,080	5,600	4,600	5,370	21,650
LM 04 - Number of play scheme participations	Sport & Health Partnership Manager	8,022	180	6,100	100	120	6,500
LM 05 - Number of cultural activity participations	Cultural Services Manager	TBC	1,600	1,500	1,700	1,700	6,500
LM 06 - Number of environmental learning activity participations	Cultural Services Manager	TBC	1,000	1,500	1,500	1,000	5,000

## Section 2: Projects and their tasks

### Theme: Lifestyle Choice

Project	Lead Officer	Quarter 1 Task / Milestone	Quarter 2 Task / Milestone	Quarter 3 Task / Milestone	Quarter 4 Task / Milestone
LP 01 - Support local communities in delivering cultural events across the district	Cultural Services Manager	LP 01.1 - Deliver 4th South Derbyshire Day at DCFC, Festival of Leisure and Liberation Day and agree 2014/15 Event Programme	LP 01.2 - Deliver Glade In The Forest programme including 'Last Night of the Proms' and Play Day	LP 01.3 - Deliver Swadlincote Christmas Lights Switch On and support Melbourne event.	LP 01.4 - Deliver Pancake Races and agree 2015/16 programme
LP 02 - Deliver improved leisure facilities for the community	Cultural Services Manager	LP 02.1 - Commence refurbishment works for Green Bank Leisure Centre. Procure building works at Cockshut Lane Melbourne	LP 02.2 - Complete building works at Green Bank Leisure Centre. Carry out improvement works at Swadlincote Skate Park	LP 02.3 - Install outdoor gym at Newhall Park	LP 02.4 - Complete pitch works at Cockshut Lane and progressed building works

## Section 2: Projects and their tasks (cont'd)

Theme: Lifestyle Choice					
Project	Lead Officer	Quarter 1 Task / Milestone	Quarter 2 Task / Milestone	Quarter 3 Task / Milestone	Quarter 4 Task / Milestone
LP 03 - To increase levels of participation in sport, health and physical activities	Sport & Health Partnership Manager	LP 03.1 - Continue to deliver the 'Igniting the Legacy' project. Deliver the NFWF. Delivery of summer of cycling events	LP 03.2 - Deliver summer play and sport schemes including the delivery of new provision of combat, mobile and Commonwealth Mobile. Delivery of summer of cycling events	LP 03.3 - Delivery of the igniting the legacy project. Delivery of the local sports awards. Produce a calendar of events for 2015	LP 03.4 - Produce a programme of activity linked to 2015 flagship sporting events. Deliver the Igniting the legacy project
LP 04 - Engage people in reducing their 'environmental impact.' through the Environmental Education and Open Spaces projects	Cultural Services Manager	LP 04.1- Deliver 4 conservation task days and 3 environmental events. Commence capital works at Eureka Park	LP 04.2 - Deliver 4 conservation task days and 2 environmental events. Retain Green Flag at Maurice Lea Memorial Park	LP 04.3 - Deliver tree planting activities in 3 parks, 4 conservation task days and 2 environmental events. Complete capital works at Eureka Park	LP 04.4 - Deliver 4 conservation task days, 1 Environmental Forum event and 3 environmental events. Submit Eureka Park Green Flag application.

## Consultation &amp; Communication

## Appendix C

## Proposed Consultation for 2014/15

Lead Officer	Detail	Purpose of consultation	Undertaken by	Survey Y/N	Date(s) when consultation will take place	Any input from Northgate? (if so provide details)
Communities	International Women's Day event	To promote local services aimed specifically at women	SSDP	N	Feb 2015	Printing of posters. PR.
Communities	Awareness raising sessions in schools	Visit schools to promote various campaigns including National Internet Safety Day, Personal Safety Day and Relationships Week.	SSDP	N	Various campaigns throughout the year	Printing. PR.
Communities	Safer Neighbourhood Meetings	Regular consultation take place quarterly at each of the six wards across the district, offering residents the opportunity to share their crime and disorder issues, help set priorities in their areas and give feedback on possible solutions suggested.	SSDP	N	Quarterly	No.
Communities	Neighbourhood Development Plans	To develop a Neighbourhood Plan for individual Parishes that will form part of the Local Plan.	Working with Parish councils and Planners	Y	When required	No.
Communities	Community Partnership Scheme	Consultation and evaluation of the service provided by the	In house	N	When required	No.

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		Community Partnership scheme including organisational development and funding advice. This will help to identify areas of the district not adequately covered by the service and recognise communities that need additional capacity with support/development.				
<b>Communities</b>	Compact	Survey will be sent out to ascertain levels of familiarity with Compact	CVS	Y	Online	No.
<b>Planning Policy</b>	Local Plan Part 1	Further consultation may be required on Part 1, though it is entirely dependent on our examination which is expected to take place in September	In house	Yes	Quarter 3	Printing Support with media e.g. press releases Support on website and social media.
	Initial Consultation Local Plan Part 2	Consultation on Local Plan part 2 'Site and Settlement Boundaries'	In house	Yes	Quarter 2/3	Printing. Support with media e.g. press releases. Support on website and social media.
	Local List	Consultation on what should be included with South Derbyshire's Local List	In house	Yes	Quarter 3	Printing. Support with media, eg press releases. Support on website and social media.

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<b>Cultural Services</b>	Leisure Facilities	for e.g. APSE, QUEST, Forestry Commission and National Forest Commission surveys. Consultation and evaluation will take place at all facilities to help benchmark the facilities and their services against others on a local and national level.	SDDC and partners	Y and N	Annually	No.
<b>Cultural Services</b>	Football Pitches	Questionnaire given out annually to check on satisfaction with pitches and booking service etc.	In house	Y	May/June	Printing.
<b>Cultural Services</b>	Open Spaces	Project specific consultation and community engagement using various media forms to reach a wide audience.	In house	Y	Postcards handed out in parks and project based work.	Support on website and social media. Printing. Graphic design. PR.
<b>Cultural Services</b>	Cemeteries	Questionnaires regarding service satisfaction are handed out as part of the burial pack for service users.	In house	Y	When service used	Printing.
<b>Cultural Services</b>	Cultural Events	The level of participation across communities at cultural events is needed to establish how successful an event is. Consultation will then take place on selected events to find out how they have heard about the event, where they have travelled	In house	Y	Programmed events	Printing. Social media. Campaign work.

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		from, what they think about it and what improvements could be made to future events.				
<b>Cultural Services – EEP</b>	Environmental Forum	Forum members training needs identified through email and consultation event, and future programme activities based on results.	In house	Y	Quarterly	Email survey and participatory appraisal methods used at events.
<b>Cultural Services – EEP</b>	Free Tree Scheme	To gather information on people’s experience of the scheme and how they heard about it, where the trees will be planted, etc.	In house	Y	Oct/Nov	Survey as part of Free Tree Scheme online application.
<b>Cultural Services – EEP</b>	School visits	To gain feedback on school visits, ideas for future activities and measure impact.	In house	Y	Through year	Printing - Survey form given to every teacher who attends a school visit.
<b>Cultural Services – EEP</b>	Environmental Education events	To gain feedback on success of events and suggestions to follow up.	In house	Y	Through year	Printing - Survey forms available at most events; survey information collected at Wildlife Watch events.
<b>Sport and Health</b>	The National Forest Walking Festival	Both walkers and walk leaders will be consulted during the event to find out whether this project has worked in terms of attracting people to try	In house	Y	As part of event (18-30 May)	Printing evaluation forms.

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		walking/joining walking groups/ increase their weekly exercise, whether they are a visitor, if/how long they stayed in the area in regards to secondary spend and to discover whether there are further links to be made with other community based walk groups and/or local authorities.				
<b>Sport and Health</b>	Active People Survey	Questions relating to physical activity are asked on an annual basis and help provide statistics for monitoring national indicators and local performance indicators, which will then suggest further work areas to develop.	Sport England	Y	Through year	No.
<b>Sport and Health</b>	School Holiday Activities	All young people who attend any of the provision provided by the Sport and Health Team will be consulted to find out whether they enjoyed the activity, where they heard about it, whether they are happy with the provision offered and what improvements can be made to future provision. This information will help evaluate	In house	Y	July/August	No.

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		the existing provision and the results from the Youth and Junior Needs surveys.				
<b>Sport and Health</b>	Healthier South Derbyshire Events	Attendees will be asked what activities they currently attend and want to see available, whether they reach the 3 x 30 minutes of exercise per week, etc. This information will help to sign post people to more or new activities and look at the provision of existing activities against what people would like to see available. Schedule of events for 2014/15 still tbc.	In house	Y	Up to 3 per year	Design. Printing. PR. Support with web and social media.
<b>Sport and Health</b>	Junior and Youth Needs Survey	To ascertain updated version of junior and youth needs survey which was last conducted in 2008/9. To inform activity provision, etc.	In house/ partner support	Y	Summer 2014	PR. Survey monkey creation.

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**Proposed Publicity / Communication Campaigns 2014/15**

<b>Team</b>	<b>Task</b>	<b>Detail</b>	<b>Review / Update</b>	<b>Any input required from Northgate (if so please provide details)</b>
<b>Communities</b>	Partnership Plan	Partnership strategy document for the next three years.	April	Internet based document.
<b>Communities</b>	Partnership Newsletters	Highlighting partnership activities over the previous quarter.	Quarterly	E-newsletter.
<b>Communities</b>	Safer Neighbourhood Meeting posters/ flyers	Information advertising the local public safer neighbourhood meetings.	Quarterly	Printing 232 copies each time (single sheets).
<b>Communities</b>	Liberation Day	Programmes and tickets for event.	Annual	Printing. Support with media e.g. press releases.
<b>Cultural Services</b>	South Derbyshire Day	Promotional materials for event including posters, flyers, activity.	Annual	Design supplied by Derby County Football Club, print only needed. Support on website and social media.
<b>Cultural Services</b>	Glade Programme	Advertising the Summer programme of events at The Glade	April/May	Design work required. Print Room to complete tendering process. Support on website and social media.
<b>Cultural Services</b>	Events at The Glade	Advertising specific events	3-4 times a year	Printing 200 tickets, 100 posters, 2000 flyers for each event – however this will depend on each touring company used as they often provide tickets/posters and flyers – just not always a given.  Event programmes, e.g Dance in the Forest, Gladefest.

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<b>Cultural Services</b>	Rosliston 20 <sup>th</sup> Anniversary	Media campaign around Food and Drink Fair and Birthday. Will include photography exhibition and other associated events.	Lead up to November	Graphic design. Web and social media support. PR and Comms for publicity. Printing for events.
<b>Cultural Services</b>	Refurbishment of facilities	Includes significant refurbishment of planned works at Green Bank Leisure Centre, Etwall Leisure Centre, Melbourne, etc.	Throughout year	Web and social media support. PR.
<b>Cultural Services</b>	Festival of Leisure	Information about the event	May	Design of posters. Printing 50 posters. Support on website and social media. Programmes for the event (2000).
<b>Cultural Services</b>	Town Hall/Delph	Promotional material	June	Design work for literature and website. Printing.
<b>Cultural Services</b>	Cemeteries	Burial pack given to all service users	October	Design work. Printing.
<b>Cultural Services - EEP</b>	Wildlife Watch Leaflets	Includes information on what wildlife to look out for and related sessions and activities	Jan/Feb 2015	Using existing template. Printing of 3000 copies. Support on website and social media.
<b>Cultural Services</b>	Xmas Lights	Information about the event	October	Design work required. Printing 50 posters. Support on website and social media.
<b>Cultural Services - EEP</b>	School Visits Programme	Includes information on activities, subjects, groups and facilities from the Environmental Education Project.	Spring 2015	Using existing template. Printing of 250 copies. Support on website and social media.

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<b>Cultural Services - EEP</b>	Summer Evening Walks	Advertising all of the walks available over the summer period.	Jan/Feb 2015	Using existing template. Printing of 1500 copies. Support on website and social media.
<b>Cultural Services - EEP</b>	School Visit Flyers		Feb-May 2015	Using 4 x existing templates. Printing of 200 copies of each.
<b>Cultural Services – EEP</b>	Environmental Forum Flyer		Jan/Feb 2015	Using existing template. Printing of 300 copies. Support on website and social media.
<b>Cultural Services – EEP</b>	Townscape Project		Apr - Sept	Web, press, social media and printed displays.
<b>Cultural Services</b>	Parks & Open Spaces	Seasonal information about the parks and open spaces for noticeboards.	Quarterly	Design template for Parks information required. Printing of 120 posters (5 sites x 4 times/yr x 6 noticeboards). Support on website and social media.
<b>Cultural Services</b>	Trees	Tree care leaflets for web and publishing.	Annual update	Graphic design. Printing (approx. 500).
<b>Cultural Services</b>	Eureka Park	Community engagement programme running until June 2018. Events to publicise. Quarterly newsletter to print and publicity plan to deliver.	Review requirements annually	Graphic design. Web and social media support. PR and Comms for publicity. Printing (approx. 1000 newsletters annually).
<b>Sport and Health</b>	Specific session related posters/flyers/booklets	This will include new and existing sessions, such as activities associated with Village Games, Get Active dance, youth and older people’s activities, health related activities,	Throughout the year – depends on demand and funding.	Most templates have been created and require updated design/text only. Printing number required dependant on activity. Support on website and social media.

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		Environmental Education activities, etc.		
<b>Sport and Health</b>	Summer activities leaflet	Advertising all of the sessions available over the summer holidays from the Sport and Health team and partners.	May	Update of existing template and printing of 18000. Poster update and print. Support with media e.g. press releases. Support with web and social media.
<b>Sport and Health</b>	Term activity leaflet	Advertising all sessions available from the Sport and Health team and partners during term time.	August December March 2015	Print Room to complete tendering process.
<b>Sport and Health</b>	Park life	Advertising sessions and events in the local parks.	January – March	Update of design of original template. Print Room to complete tendering process for 2000 leaflets. Support on website and social media.
<b>Sport and Health</b>	Healthier South Derbyshire Events	Various resources needed to advertise and support the events.	Up to 3 events per year	Printing of fliers and posters (up to 50 A4 posters and 3000 A5 fliers per event). Programmes for the day (up to 500 A5 per event). Support with media e.g. press releases. Support on website and social media.
<b>Sport and Health</b>	Various Healthy Lifestyle campaigns e.g Fruit Friday, Stop Smoking Day, Mental Health day etc	Wide range of events throughout the year to meet the needs of South Derbyshire residents and local workforce.	Up to 10 events per year	Printing of fliers and posters (TBC depending on event). Support with media e.g. press releases. Support on website and social media.
<b>Sport and Health</b>	Healthy lifestyle HUBs	Local GP referral scheme	All year	Ongoing support to advertise and promote the HUBs. Leaflets and poster printing (up to 2000

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				leaflets/year). Support with media e.g. press releases. Support on website and social media.
<b>Sport and Health</b>	Club Directory and poster	Advertising all the club activities across the District	Sept – Dec	Update of existing templates and printing of 7000. Poster update and print. Support with media e.g. press releases. Support on website and social media.
<b>Sport and Health</b>	Sport Awards	Advertising and resources to run the event	Oct/Nov	Posters x 50, Postcards x 1000, Certificates x 40. Support with media e.g. press releases. Support on website and social media.
<b>Sport and Health</b>	National Forest 10K	Partnership event	Sept	Printing of fliers and posters (approx. 2000 - 3000). Support with media e.g. press releases. Support on website and social media.
<b>Sport and Health</b>	'Igniting the Legacy' brochure	To recognise local athlete's successes during the year of this campaign.	Quarter 3	Design. Print. PR.
<b>Sport and Health</b>	Adult Activity leaflet	Main advertising leaflet for SDDC adult participation activity offer.	2 updates per year	Ongoing support to advertise and promote SDDC physical activity offer. Leaflets and poster printing (up to 2000), leaflet update. Support with media e.g. press releases. Support on website and social media.

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<b>Planning Policy</b>	Draft Local Plan	Document will detail the strategic housing and employment sites to be allocated across South Derbyshire along with a series of Strategic and Development Management Policies.	NA – will depend on an examination in public.	Printing of documents, leaflets and questionnaires (approx 1,500) Letters notifying people of consultation (approx 900) Support with media e.g. press releases. Support on website and social media.
<b>Planning Policy</b>	Local Plan Part 2	Document will detail the non-strategic housing and employment sites to be allocated across South Derbyshire along with a series of more detailed Development Management Policies.	Q3	Printing of documents, leaflets and questionnaires (approx. 1500). Letters notifying people of adoption (approx. 900). Support with media eg press releases. Support on website and social media.
<b>Planning Policy</b>	Local List	Consultation on what should be included with South Derbyshire's Local List	Q3	Printing of documents, leaflets and questionnaires (approx. 500). Support with media eg press releases. Support on website and social media.

**APPENDIX D**

**COMMUNITY & PLANNING SERVICES RISK REGISTER**

Director:		Stuart Batchelor		Responsible Member:		Date:		Date of Next Review:	
Risk Reference	Risk Description	Inherent Risk Score	Residual Risk Score	Action Planned		By Whom	When		
CS1	Managing Large Capital projects	15	8	Six monthly monitoring		Malcolm Roseburgh	01/09/2014		
CS2	Failure of Contracts e.g. leisure centres	12	4	Continue monitoring meetings. Finalise or update outstanding contracts. Annual review of risk		Malcolm Roseburgh	01/03/2015		
CS3	Memorial monuments falling causing injury	6	2	Formal check to be timetabled. Annual Review of risk		Malcolm Roseburgh	01/03/2015		
CS4	Accidents at Play Areas	12	8	New play areas are designed to meet current standards. Need to arrange further back up cover for inspections when Inspector is absent. Annual Review of risk.		Malcolm Roseburgh	01/03/2015		
CS5	Dilapidation of Leisure/Community Facilities	12	6	Annual Review of risk		Malcolm Roseburgh	01/03/2015		
CS6	Failure of Business Plan for Rosliston Forestry Centre	16	6	Annual Review of risk		Malcolm Roseburgh	01/03/2015		
CS7	Urban Core Cemetery Space running out	15	12	Six monthly review of risk		Malcolm Roseburgh	01/09/2014		
CM1	Sustainability of the voluntary sector	12	8	Service Development proposal to continue community partnership scheme in future years. Continue partnership working with CVS and rest of VCS Six Monthly review of risk.		Chris Smith	01/09/2014		
CM2	Failure of Sharpe's Pottery Museum	9	6	Annual Review of risk		Chris Smith	01/03/2015		
DM1	Reduced Planning Fees	12	12	Six monthly monitoring		Tony Sylvester	01/09/2014		

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DM2	Judicial review and/or appeals against Planning decisions	12	12	Annual review of risk	Tony Sylvester	01/03/2015
DM3	Maladministration leading to injustice	9	2	Annual review of risk	Tony Sylvester	01/03/2015
BC1	Judicial Review/Ombudsman find rule against Building Control Decision	9	6	Annual review of risk	Tony Sylvester	01/03/2015
BC2	Loss of Market share below sustainable level	8	4	Annual review of risk	Tony Sylvester	01/03/2015
BC3/DM4	Negligence resulting in loss to personal property	8	4	Annual review of risk	Tony Sylvester	01/03/2015
PP1	Technical and Legal problems/threats leading to delays in the adoption of the Local Plan Documents	16	12	Ensure ongoing monitoring and review every six months as a minimum	Tony Sylvester	01/09/2014



**South  
Derbyshire**  
District Council

# South Derbyshire District Council

**'Making South  
Derbyshire a better place  
to live, work and visit'**

## Housing & Environmental Service Plan 2014-2015

March 2014  
Version 1

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## 1.0 Introduction

Our service provision seeks to pro-actively protect the public from harm. In this way we play a key role in ensuring a sense of well-being in our community. The Commercial / Food Safety, Pollution Control and Health and Safety teams all work directly with the public, employers and businesses generally, seeking to drive up operational standards. Strategic Housing seeks to similarly drive up standards particularly in the private rented sector in partnership with landlords. The Housing Options Service supports those in housing crisis who are homeless or threatened with homelessness. Our public housing landlord function provides high standard accommodation with responsive services at affordable rents.

Across the service we take great pride in our customer service ethic and our commitment to efficient and courteous service is at the forefront of everything we do. On occasion we do need to exercise our enforcement functions in order to protect the public and our employees. Where this is necessary we will do this efficiently and only after having sought to deliver positive outcomes by other means.

The Housing Service has long been recognised as a leader in the sector in terms of performance, customer outcomes and new initiatives. We have already achieved the Investors in Excellence Standard which marks us out amongst our peers i.e. we were the only local authority landlord with this high profile accreditation.

In 2014 the Housing Service will lead on the development of the first new Council Housing in a generation. The first properties will start to go on-site in the summer. This is clearly an exciting project for all and will start to make inroads into the high demand and short supply of affordable housing.

Other parts of the service also directly impact on everyone living and/or working here. The quality of grounds maintenance is something that impinges on everybody whether you're driving past the grass verges on one of the main trunk roads or taking a stroll in the park. The waste and cleansing team help maintain a good quality environment that we can all enjoy and they of course provide the alternate weekly waste, recycling and composting collection service for all residential property and most businesses in the District. In 2014 we will seek to introduce an enhanced dry recycling service for businesses to offer more recycling options to match those introduced in 2013 for domestic customers and to help maintain our record as the top recycler in the County.

In the plan that follows you will see that we're constantly seeking to drive up standards and service levels. We set ourselves ambitious targets always recognising that it's a great privilege for us to work in support and on behalf of our community.

This Service Plan brings together our priorities in relation to the Council's Corporate Plan 2009/14 and the Sustainable Community Strategy for South Derbyshire 2009/29

Our key priority outcomes in the Corporate Plan are to:

- Facilitate new affordable housing for people unable to access market housing.

- Improve the condition of the current housing stock.
- Review the commercial waste service and analyse the potential for development.
- Enable vulnerable people to remain in their own home for longer.
- Revise the standards for the Environmental Health Service, based on National best practice and the demands of local stakeholders.
- Bring empty homes back into use.
- Reduce the number of vulnerable households experiencing fuel poverty.
- Deliver continuous improvement of the Council's environmental performance, through ongoing accreditation to ISO 14001.
- Deliver the key actions contained within the Contaminated Land Inspection Strategy.

The Housing & Environmental Services will also continue to work towards achieving our Core Values by:

- Putting the customer first.
- Continuous service improvement.
- Valuing staff commitment.

Director of Housing & Environmental Services – Bob Ledger.

## 2.0 Scene Setting

### 2.1 Overview of the Service

Housing & Environmental Services play a key role in meeting the Council's strategic objectives for enabling people to feel '**Safe and Secure**' and contribute to '**Lifestyle Choices**' and '**Sustainable Growth & Opportunity**.'

The Service is led by the Senior Housing & Environmental Management team which consists of:

Bob Ledger, Director of Housing & Environmental Services  
Lee Carter, Housing Operations Manager (seconded)  
Repairs & Improvements Manager, vacant post.  
Martin Guest, Performance & Policy Manager  
Beverly Wagstaffe, Strategic Housing Manager  
Matthew Holford, Environmental Health Manager  
Adrian Lowery, Direct Services Manager

The Senior Management Team are responsible for a number of services that directly impact on people and their communities, which are delivered in the following way:

### Key Service Areas

Housing and Environmental Services deliver a wide range of flexible and accessible services that offer real support to our community and positively affect the well-being of those living in the district. This is co-ordinated through the Senior Housing and Environment Management Team who plan and deliver these high quality services across the district. The team sets out the strategic vision for the directorate and through this produce the annual service plan. They monitor performance on a monthly basis to

ensure delivery against targets throughout the year. If required they act swiftly on any areas of concern and implement actions to turn this around. The team also uses innovation and creativity to continue to develop our services and support teams to deliver these service improvements.

## **Housing Operations**

### **Lee Carter, Housing Operations Manager**

#### **Allocations and Homelessness:**

We have a statutory responsibility to manage and regularly review the waiting list, which currently stands at 1980 applicants (accurate as of March 2014). We operate a District wide common housing register through our Choice Based Lettings (CBL) system, advertising and allocating all social rented housing in the district.

We work with partners to provide advice and prevent homelessness. In 2013/2014 we received 185 'formal' homeless presentations ('presentation' is the legal terminology and places statutory responsibilities on the Council to investigate each presentation thoroughly before reaching a decision which needs to be formally notified). We are constantly working hard to tackle homelessness and in 2014 we will continue to focus on tenancy sustainment activity as part of the Welfare Reform agenda. The aim being, to support vulnerable tenants to manage their tenancies through what may be a challenging transition.

We have also successfully secured funding via the Derbyshire Homelessness Officers Group to implement a 12 month fixed term contract for a Homelessness Case Officer whose main aim is to work specifically with persons aged 18-25.

We accommodate many applicants throughout the year in our own stock, which is brought to a 'Fit to Let' standard before being offered to prospective new tenants. We also assist customers in finding accommodation in the private sector through our Housing Options Service and Home Swapper schemes.

#### **Income and Tenancy Management**

We have a team of 5 Housing Officers who monitor and review the collection of rent payments from our customers to ensure that we meet our targets for rent collection. Their work is varied covering rent collection, tenancy enforcement and anti-social behaviour as well as offering support and resolving issues which impact on people's lives. This could mean liaising with other agencies to support a customer with mental health issues and or advising a customer that we are progressing a legal case in relation to a neighbour dispute.

#### **Supported Housing**

This service continues to provide housing and support to the elderly and vulnerable residents throughout South Derbyshire through the Housing Related Floating Support Service provided by the Careline Support Co-ordinators and also Community Alarm Monitoring through our Careline 24 hr/365 days a year emergency call centre.

During 2014 a Careline Marketing Strategy will be produced to increase the take-up of the Service across all tenures both in the social and private sectors.

We are also assisting vulnerable residents to remain in their own or current home by promoting and providing a Telecare service for all residents in South Derbyshire in both private and public sectors. This allows residents to receive a range of sensors and alarms, linked to our Careline service, to provide a safe and secure solution to living independently. Our commitment to service provision has been recognised and rewarded with our on-going achievement of the full Telecare Services Association standards (TSA) for monitoring, response and installation. We are also currently working in a consortium with Bolsover, Chesterfield and Derbyshire County Council on a major new initiative to provide Careline services across the whole country.

## **Performance & Policy**

### **Martin Guest, Performance & Policy Manager**

The Housing Service is supported by the **Business Support** unit which provides administration support and functions such as rent accounting, former tenant arrears recovery, rechargeable repairs recovery as well as running our own IT systems.

The **Performance & Projects** Officer is the key point of contact within the Service for the Performance & Scrutiny Panel and also co-ordinates and leads on service improvement and performance monitoring, by researching best practice, analysing and reporting performance data and driving through change to reach or maintain top quartile performance and improve the service received by our customers. The role also co-ordinates a range of short and long term projects aimed at service improvement and customer satisfaction.

**Tenant Involvement and Empowerment** is a key element of the service we provide and we are committed to providing greater opportunities for all of our tenants to have their say. We work actively with the South Derbyshire Tenants and Residents Forum to support and actively involve our residents in improving the services we provide.

Residents sit on a number of Tenant Panels which help drive improvements in the service we provide. The Performance & Scrutiny Panel monitor our performance and examine and question the decisions taken by us. It investigates the key issues affecting our service delivery and makes recommendations for improvements to current arrangements, as well as undertaking panel led service improvement projects. We have set up several other tenant panels – the Home (Repairs) Panel, Supported Housing Working Group, Publications Panel, Community Events Panel and the Dreamscheme Youth Project, enabling tenants of all ages to get involved with various service areas.

We support several community groups through an annual grant, including the South Derbyshire Tenants' and Residents' Forum (SDTRF). We offer members of this group training, subsidise networking events and fund their participation in annual Housing sector events, including the ARCH (Association of Retained Council Housing) Conference. A number of key events and reviews were held in 2013 across a number of service areas and tenant input was at the heart of these, allowing them to monitor and scrutinise our performance and be at the centre of decision-making.

## **Responsive Repairs & Planned Maintenance**

### **Repairs & Improvements Manager: Post vacant – being led by Bob Ledger**

Our Direct Labour Organisation (DLO) carried out 8,206 responsive repairs in the last financial year; 426 as emergencies (within 24 hours), 882 as urgent (within 3 days), and 6,898 as routine repairs. Overall 97.7% of all repairs were carried out on time. In addition, 99.6% of repairs were completed on the first visit to the property, ensuring the tenants were inconvenienced as little as possible.

In total 13,752 repairs, services and improvements were completed by us and our partner contractors over the year.

Overall satisfaction with responsive maintenance, as assessed through surveys completed following works, is exceptionally high at 97.7%.

### **Capital Investment Programme**

In April 2014, the Improvements Team commenced the third year of the approved five year £27m Capital Investment Programme.

Due to the Corporate procurement review of 2013 the programme is running marginally behind schedule. The retendering delay caused contracts such as replacement kitchens, bathrooms and planned maintenance to be delayed by over 9 months and although some schemes such as roofing and heating were accelerated to take up the shortfall in expenditure, the overall result was that at the end of year two we were £1.5m behind programme. However it is anticipated that expenditure will be back on programme by the end of the third year.

## **Strategic Housing**

### **Beverly Wagstaffe, Strategic Housing Manager**

Our Strategic Housing service is a cross tenure service in terms of influencing the development of new build housing to meet housing needs as well as working to improve the condition of the private sector housing stock.

The Strategic Housing team co-ordinate housing research and set the policy direction in relation to community wide housing issues such as housing standards for both new and existing homes, homelessness provision and the provision of new affordable housing.

In relation to private sector Housing Standards the team work closely with owner-occupiers and private landlords to raise housing conditions and support private tenants with concerns regarding private landlords including illegal evictions. The team also work to positively address fuel poverty by promoting energy efficiency schemes and issue Caravan Licences through their work in monitoring standards at Park Home sites.

The section leads on the provision of delivering disabled persons home adaptations to both council tenants and private home owners.

## **Environmental Services**

### **Matthew Holford, Environmental Health Manager**

#### **Commercial Team**

The Commercial Team undertakes food safety, health and safety and infectious disease control in accordance with the Council's duties under UK and EU law. The main focus of the team is on the 'health and wellbeing' strategic objective by providing regulation for consumer protection however they also offer support to the 'sustainable growth and opportunity' objective by providing support to local businesses to help them achieve the highest possible hygiene and safety standards and maximise their business opportunities. The team routinely inspects about 800 food retailers and producers to help them prevent risks to their customers as well as helping local businesses to comply with health and safety law. They provide guidance and support about the law and best practice to aspiring and new businesses. They co-ordinate sampling of food to check on quality and safety and they investigate incidents of infectious disease to support public health protection.

The work of the team has resulted in over 70% of food businesses reaching the highest food safety rating in 2014. 100% of respondents to an anonymous survey of the businesses the team regulate rated them as professional and fair in the way they regulate.

#### **Pollution**

The Pollution team carry out the Council's legal duties to prevent and manage environmental pollution and contribute towards the 'safe and secure' corporate objective. They respond to a diverse range of nuisance complaints including noise, air pollution, land contamination and anti-social behaviour. They investigate about 900 complaints a year and seek to resolve what are often polarised disputes through negotiation and where necessary legal action. Over 80% of their customers report that the team have solved or improved the cases they get involved in. They provide advice on the environmental impacts of proposed developments of about 1000 planning applications a year to both County and District Planning Officers. They issue environmental permits for certain types of industry to emit regulated amounts of pollution and they routinely inspect these sites to check for compliance. They monitor air quality levels across the District to check that legal standards to ensure the health of our residents are met. They also take action to remove illegal encampments on Council land.

#### **Safer Neighbourhoods and Pest Control**

The Safer Neighbourhood Wardens are in the front line of making our streets safer and cleaner by enforcing laws about anti-social behaviour, dog control and environmental crime. They help catch and re-home about 200 stray dogs a year. They make about 400 routine patrols at dog fouling and littering hot spots to deter offenders and investigate over 300 fly tipping incidents a year to bring offenders to book as well as removing abandoned vehicles from the streets. The Pest Control service provides an at-cost means by which South Derbyshire residents can eradicate public health pests such as rats, mice, fleas and wasps. We treat about 700 properties a year for pests.

## **Climate change / Environmental Management System (EMS)**

The Council's Environmental Management System is our way of demonstrating our clear commitment to managing the impact of the Council's activities on both a local and wider scale. Our ISO14001 accreditation shows that we are continually improving our environmental performance enabling us to provide leadership to local businesses and communities. It is the only non-statutory part of the Environmental Health service and is a key part of the Council's 'health and wellbeing' commitment.

### **Direct Services**

#### **Adrian Lowery, Direct Services Manager**

#### **Waste Collections**

The in-house service provides a number of different waste type collections which include Household, Commercial and Clinical waste.

This is delivered by means of alternate weekly collections of household compostable waste and household residual waste and weekly collections of commercial and clinical waste. The service is also responsible for the provision, distribution, replacement and repairs of wheeled bins as well as on request collections of bulky household and commercial waste, and delivery of all wastes to appropriate treatment / disposal facilities.

Responding to the needs of the customers, the service is also now operating a Saturday Morning Household Refuse Service.

#### **Recycling**

The service provides the client role for delivery of recycling collections carried out by contractors; this is delivered by means of alternate weekly kerbside collections and collections from recycling centres. The service is also responsible for the provision, distribution, replacement and repairs for receptacles as well as the transfer and processing of materials to appropriate Reprocessing facilities;

#### **Street Cleansing**

The service provides both client and contractor roles for South Derbyshire and some contracted services for Derbyshire County Council, the main service elements include the Cleansing of bus shelters, car parks, town centres, footpaths and litter bin emptying. This includes litter picking and weed control. There is also the provision of a full time "rapid response" unit, the Clean Team, to deal with fly tipping, dog fouling, abandoned supermarket trolleys, graffiti and emergencies.

## **Grounds Maintenance**

The service provides the principal contractor role for the District Council and Derbyshire County Council within the South Derbyshire area.

The service will cut in excess of three million square metres of grass through the summer cutting season ranging from high quality bowling greens and sports pitches to rural highway verges.

There is a range of tasks performed by the service throughout the year, which includes, maintaining flower beds, hedgerows and cemeteries' as well as the inspection and maintenance of play equipment on 51 sites.

## **Vehicle and Plant Maintenance**

The service undertakes the provision, renewal, replacement, maintenance, repairs and operation of the Council's vehicles and plant necessary for the performance of Waste, Composting, Recycling, Street Cleansing and Grounds Maintenance services and Crime and Disorder Partnership, Environmental Health, Housing Maintenance and Leisure Services

Providing and maintaining over sixty vehicles ranging in nature from small cars and ride on mowers to 26 tonne refuse collection vehicles, the service also ensures that the Council meets its legal responsibility under its Vehicle operator's licence.

A copy of the Housing & Environmental Services organisation chart can be found at Appendix A

## **2.2 Workforce Information**

### Service Summary (Position as at 31 March 2014)

As at 31 March 2014, there were 155 full time equivalent staff (FTE) within Housing & Environmental Services.

During 2013/14 there were 18 new starters and 27 leavers.

In total, 15 FTE days were lost due to sickness.

### **Workforce priorities for 2014/15:**

- Continue the operation of the Housing Apprenticeship scheme
- Evaluate all training requests through the PDR process to ensure training delivered is appropriate to the role and development of employees.
- Promote development and membership of professional bodies.
- Undergo a development and training programme for users of the new Orchard Housing Management System.

- Continue with the development and training programme for Grounds Maintenance staff to gain more skills and qualifications in regard to tree maintenance work.
- Progress the potential introduction of four day working in waste & cleansing.
- Ensure the sickness levels are monitored and the corporate policies, procedures and monitoring are adhered to.
- Deliver training and development of the Flare System.
- Ensure Housing Officers and Property Inspectors have fully integrated access to mobile working.
- Undertake our 3 yearly all staff Customer Care Training.
- Ensure compliance with Corporate mandatory training requirements.
- All staff to attend our newly designed 'Dealing with aggression and conflict' course.
- Extend the Housing staff meetings to Environmental Services twice per year.

### 2.3 Financial Information

Details of the Housing & Environmental Service budgets for 2014/15 are outlined below:

#### Revenue Budget 2014/15

<b><u>Service area</u></b>	<b><u>£</u></b>
Environmental Services	533,252
Highways	18,652
Waste Collection & Street Cleansing	1,468,677
Private Sector Housing	380,051
<b>Total</b>	<b>2,400,632</b>

#### **Housing Revenue Account (HRA)**

	<b><u>£</u></b>
Expenditure	7,266,869
Income	12,909,711
<b>Total</b>	<b>-5,642,842</b>
Capital Expenditure	5,500,000
Contribution towards New Build	286,800
Capital Salaries	50,000
<b>Total</b>	<b>193,958</b>

Property & Land Assets

**Summary of Assets 2012/13**

	Sum of Net Book Value (as at 31 March 2014)	(£)
<b>Environmental and Development Services Committee</b>		
Land & Buildings	45,000	
Plant / Vehicles / Equipment	1,822,936	
<b>Total</b>	<b>1,867,936</b>	
<b>Housing and Community Services Committee</b>		
Community	1,337,890	
Land & Buildings	10,035,050	
<b>Total</b>	<b>11,372,940</b>	
<b>Housing Revenue Account (HRA)</b>		
Council Dwellings	87,712,826	
Land & Buildings	8,670	
<b>Total</b>	<b>87,721,496</b>	

### 3.0 Service Performance

#### 3.1 Key Achievements 2013/14

Detailed below under the relevant Corporate theme are Housing & Environmental Services key achievements during 2013/14:

#### **Sustainable Growth & Opportunity**

- Implemented the new kerbside scheme.
- Began the new build programme.
- Completed the revision of the Contaminated Land Strategy.
- Restructured the Tenants Forum.
- Maintained the prestigious Green Flag status for Maurice Lea Park.
- Secured £145K environmental grant for energy efficiency improvements.
- Delivered the Energy Project.

- Developed a framework for a Careline Partnership to operate a county wide.
- Increasing the amount of private sector connections to Careline.

## **Safe & Secure**

- Undertook a full review of the Tenancy Policy and Allocations Policy.
- Secured portable heaters for vulnerable households.
- Delivered the Carbon Monoxide Project.
- Continue to support the reduction of empty properties which is currently the lowest in Derbyshire.
- Undertook a full assessment of local housing needs and stock condition for the District including gypsies & travellers.
- Delivered a Health and Safety project across the East Midlands.
- Undertaken further work on the improvement of air quality in Repton.
- Achieved a record level of 5 star food hygiene in local premises.
- Introduced a Tenancy Sustainment Officer post.
- Introduced mobile working for food inspectors.
- Record low levels of fly tipping.
- Record low levels of illegal traveller encampments.
- Undertook proactive programme of dog enforcement patrols.
- Procured all of the contracts for the Improvements Programme.
- Secured the appointment for a period of 12 months a Homelessness Case Officer.
- Reduced tenants affected by bedroom tax
- Working in partnership with Derbyshire fire authority to install fire sprinkler systems in vulnerable households.
- Passed the 'good food standards' agency inspection.
- Reduced the impact of flooding as a result of introducing flood prevention measures.
- Successful delivery of two Dreamscheme projects.
- Published to all tenants two Housing News and the Annual Report.
- Reduced the time taken for the fitting of level access showers by 30%.
- Leaseholder Management Policy adopted.

## **Lifestyle Choices**

- ISO14001 reaccreditation.

## **Value For Money**

- Road channel sweeping bought back inhouse with an annual saving of £30,000
- Weed spraying bought in-house with an annual saving of £6,000.

### **3.2 Housing & Environmental Services Key Strengths**

- High Customer Satisfaction.
- Recognised as the top performing housing provider in the region.
- Low staff turnover.

- Operate with integrity and with a customer focused approach at all times.
- Housing Services are recognised as a high performing low cost authority.
- Financial ability to maintain the Decent Homes Standard until 2017.
- Continuous improvement in the Council’s work on managing its environmental impact.
- Proven value for money for waste, cleansing and Grounds Maintenance services
- One of the top authorities for recycling in Derbyshire.
- Proven ability to adapt and react to operational demands at a strategic and operational level.
- High levels of business satisfaction.

### 3.3 Areas for Improvement

We always recognise that there are areas of the Service that we can improve on and in 2013/14 we said we would...

We said we would ...	We did
Review our housing enforcement and caravan licensing procedures	
Improve guidance and information available to customers making it more accessible via the internet and other media forms	
Improve our relationship with house builders to ensure they understand the district’s needs and deliver homes which meet the community needs	 Ongoing
Continue to address the empty homes across the district	
Improve the kerbside recycling service	
Implement a scheme to tackle worklessness’	
Upgrade the Flare system	
Implement the enhanced Housing Options module	
Work on improved fire safety awareness (carbon monoxide poisoning)	
Implement required changes following the acquisition of the warden contract	

Undertake research into Gypsy & Traveller accommodation	
Successfully deliver the Health & Wellbeing strategy	
Update the Derbyshire Waste Strategy	 on-going
Conduct private sector stock condition survey	
Work towards the introduction of a private sector leasing scheme	
Successfully introduce an Orchard system upgrade	 on-going
Undertake two new Dreamscheme Youth projects	 on-going
Work towards the introduction of a private sector leasing scheme	

### 3.4 Corporate Plan 2009/14 – 2014/15 - Action Plan Monitoring

The Action Plans detail our key actions for the year, which are broken down into quarters to help us monitor and manage our performance effectively.

These actions directly contribute to our outcomes identified in the Corporate Plan. They are essential if the Council is going to achieve its ambitions. Complementing these actions is a set of performance measures. Again, the achievement of the targets set against these performance indicators will tell us whether we are meeting outcomes and providing excellent services.

In some instance, proxy measures will be used. These are measures which are outside the Council's direct control but provide an indication of the 'overall health of the district.' For instance, monitoring the number of people who are in need of

social housing. The implementation of those policies that will have a positive impact on this, are likely to take place over a long period of time, so performance may not be measurable over a quarter or a year. Therefore, the status of proxy measures may suggest likely progress, while not specifically measuring a Council outcome.

The Housing & Environmental Services key performance indicators against Corporate Plan outcomes can be found at Appendix B

### **3.6 Operational Action Plan Monitoring**

Local performance indicators and planned projects are in place to monitor and improve standards of service delivery across Housing & Environmental Services. See Appendix B, Section 3 for details

## **4.0 Key National, Regional & Local Strategies**

There are a number of national, regional and local strategies which influence the work of the 'service area', some of which we need to respond to and others which we are involved in developing.

### **National/European**

- Localism Act 2011 – Establishes new regulations around tenancies, allocations and homelessness, as well as the new Housing Revenue Account funding arrangements.
- TSA Regulatory Framework – Sets out the standards, as a landlord, we must adhere to in terms of opportunity for tenant involvement and quality standards.
- Welfare Reform Act 2012 – The Act provides for the introduction of a “Universal Credit” to replace a range of existing means-tested benefits and tax credits for people of working age – starts 2013. Also includes proposals to restrict Housing Benefit entitlement for social housing tenants whose accommodation is larger than they need.
- European Landfill Directive (99/31/EC) – was implemented in June 2002.
- Energy Bill 2010/11 – designed to provide a step change in the provision of energy efficiency – includes “Green Deal.”
- Laying the Foundations for Housing: A Housing Strategy for England (November 2011) - sets out the actions the government proposes to support communities, local authorities and developers to get England building to meet housing needs. Includes measures to build new homes as well as making the best use of the existing housing stock.
- Environmental Protection Act 1990.
- Hazardous Waste Regulations.
- Controlled Waste Regulations 2012.
- EU Waste Framework Directive.
- The Waste (England & Wales) Regulations 2011.
- Better Regulation Agenda.
- National Planning Policy Framework.
- Home Energy Conservation Act 1995 (HECA).

- Mobile Homes Bill 2013.

## Regional

- Derbyshire Accommodation Support Team – Sets out the programme for funding, planning and monitoring of housing-related support services.
- Derbyshire Health & Wellbeing Strategy.
- Derbyshire Waste Strategy 2006.

## Local

- Housing Strategy 2009/14 – Sets out the District’s strategic housing priorities.
- Homelessness Prevention Strategy 2013/2018 – Sets out the District’s actions for homelessness provision and prevention.
- Private Sector Renewal Policy 2008 – Sets out the Council’s policy for improving the quality and accessibility of the private housing.
- Affordable Warmth Strategy 2008– Sets out how the Council will effectively tackle fuel poverty.  
Empty Homes Strategy 2012/17 –sets out the Council’s approach to reducing the number of long-term empty properties.
- Guidance to Delivering Affordable Housing – 2008 – sets out the Council’s approach to delivering affordable housing across the District.
- Private Sector Enforcement Policy 2007 – Sets out the Council’s approach to housing enforcement in relation to residential premises.
- Tenancy Strategy 2012.
- Contaminated Land Strategy.

## 5.0 Partnerships.

The process set out in the Council’s Partnership Policy has been followed. Our significant partnerships are summarised below:

Partnership	Main purpose
District Wide Choice Based Lettings Scheme	Provide a common housing register for the District.
Derbyshire Housing Aid	Provide a range of housing advice and support services, including debt management.
Careline Consortium	A county wide call monitoring service for Supporting People funded and private clients across Derbyshire.
LEAP (Local Energy Area Partnership)	Provide advice and guidance on a range of carbon reduction initiatives.
HIA (Home Improvement Agency)	Provide support to vulnerable households to improve house conditions.
Waste Processing - Biffa	Provide a range of waste processing services.
Waste Processing – Vital Earth	Provide a range of waste processing services.
Derbyshire Traveller Issues Working Group	Co-ordinating a County wide approach to dealing with Gypsies and Travellers.

Derbyshire Accommodation & Support Team	Supporting the housing needs of vulnerable people.
EEM (Efficiency East Midlands) Procurement Group	Provide services and support for Social Housing.
Association of Retained Council Housing Ltd (ARCH)	Representing the interests of stockholding landlords and their tenants.
P3 Charity	Supplying additional housing provision for people defined as homeless.

## 6.0 Consultation & Communication

We have a structured approach to consultation with our tenants and customers. Where a policy is to be reviewed or service to be restructured we will always consult with our customers to obtain feedback and experiences of current services. This may take the form of project boards or one day workshops.

A summary of the proposed consultation and publicity /communication campaigns planned for 2014/15 can be found at Appendix C.

## 7.0 Service Review / Transformation Programme

In order for Housing & Environmental Services to positively meet the challenges facing the Council, it will create and develop innovative solutions which will help deliver the outcomes communities need and want at a cost that the Council can afford.

The Service has achieved over £400k annual savings to the General Fund over recent without there being a significant decline in service levels and in some areas there has been a marked improvement in those levels e.g. recycling provision, more efficient working, etc..

A further review of service is scheduled for 2014/15 which will focus on operational service delivery as seek to deliver additional savings.

## 8.0 Managing Risks

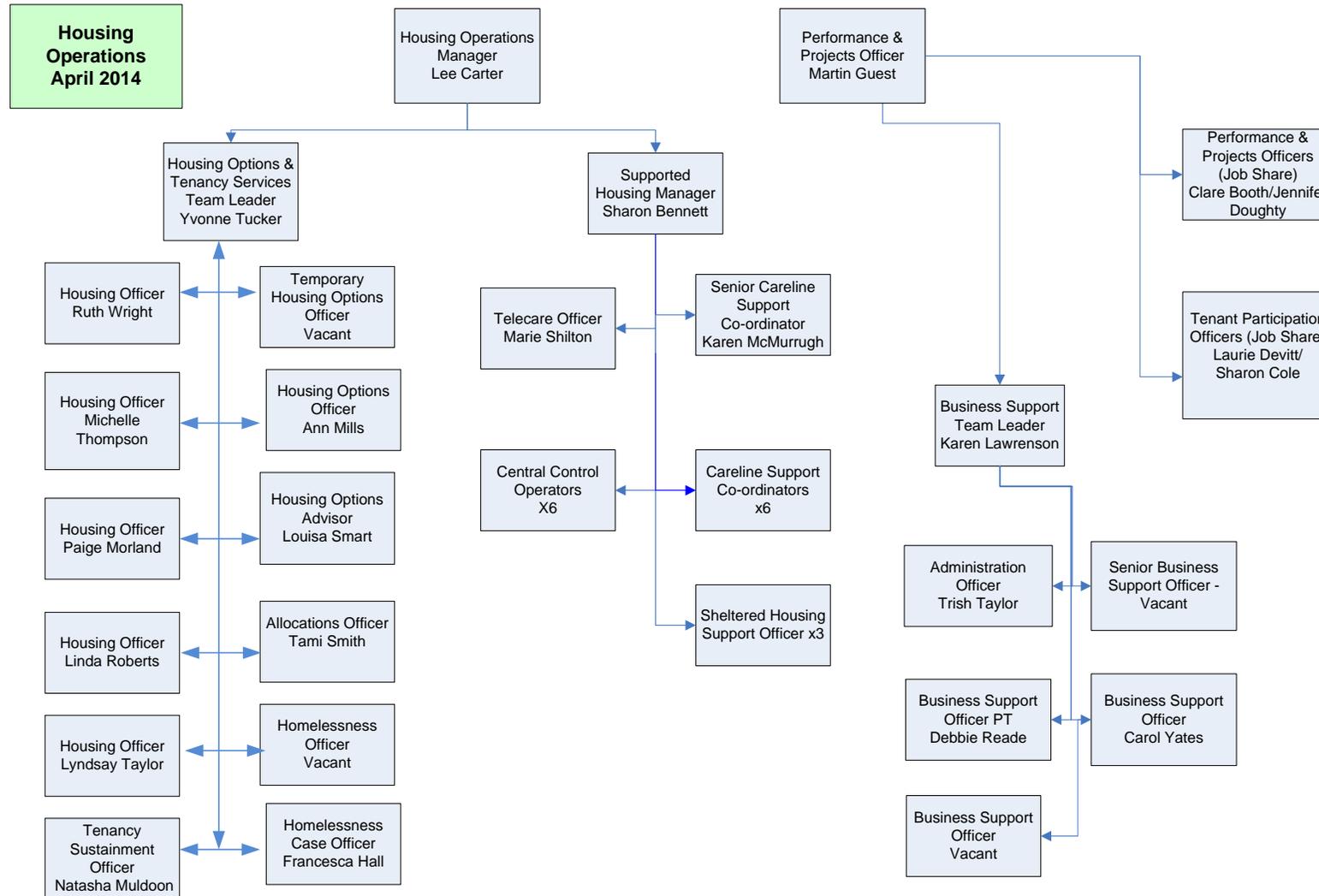
*The process set out in the Council's Risk Management Strategy has been followed.* The risk registers can be found at Appendix D.

## 9.0 Monitoring and Review

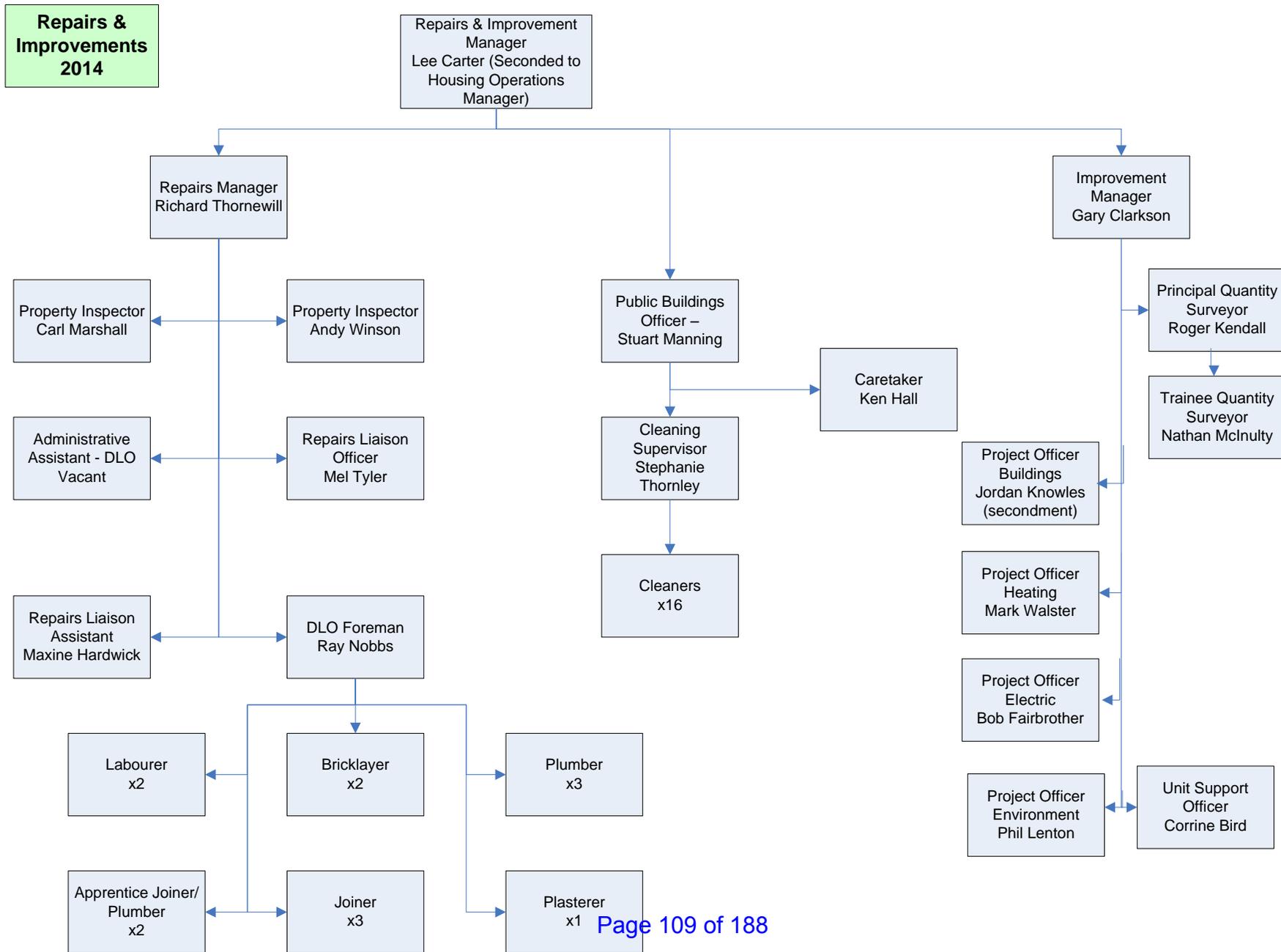
This Service Plan will be monitored on a quarterly basis as part of the Council's Performance Management Framework and will be used throughout the year to manage service delivery.

# Organisation Charts

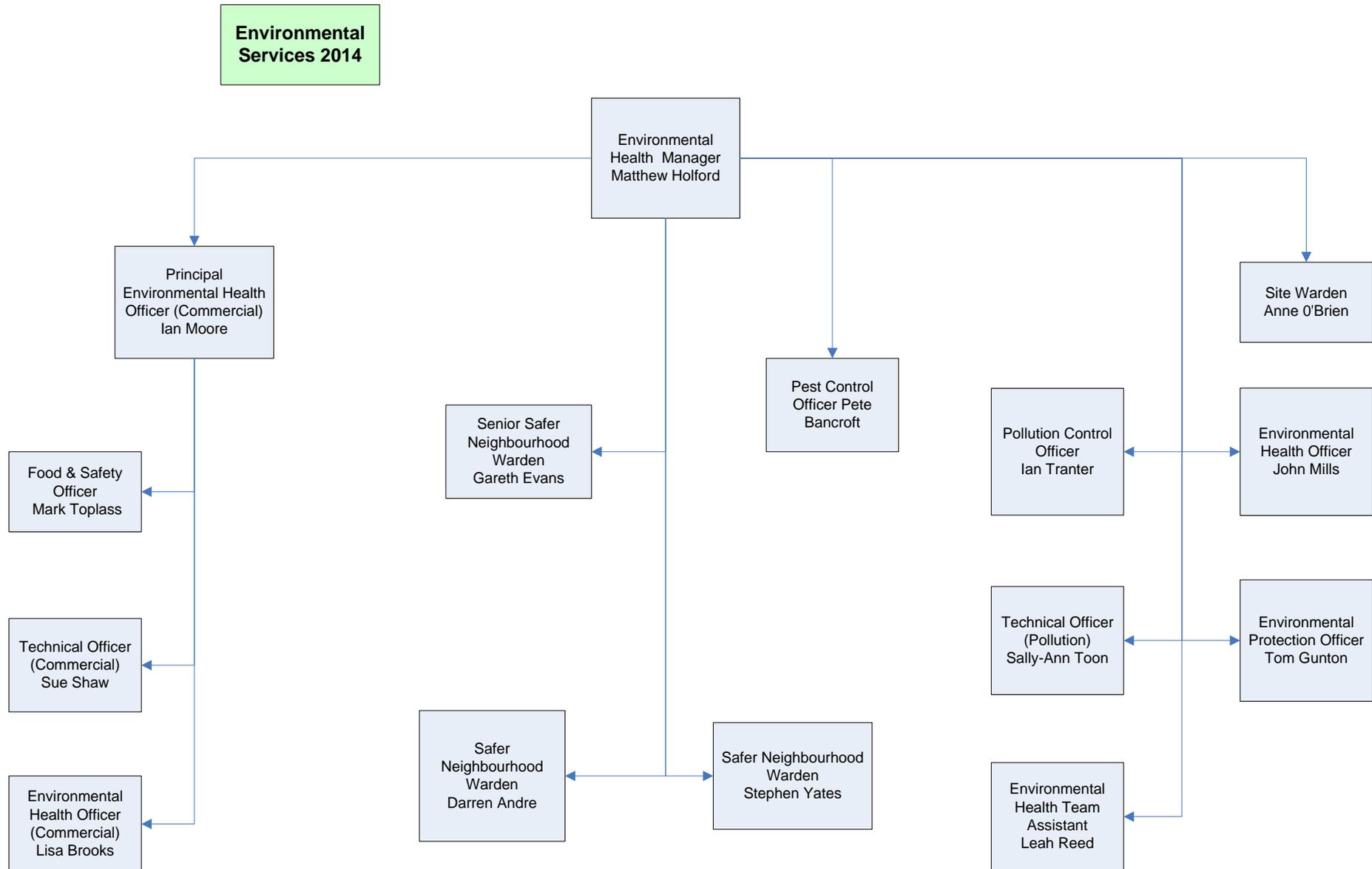
# Appendix A



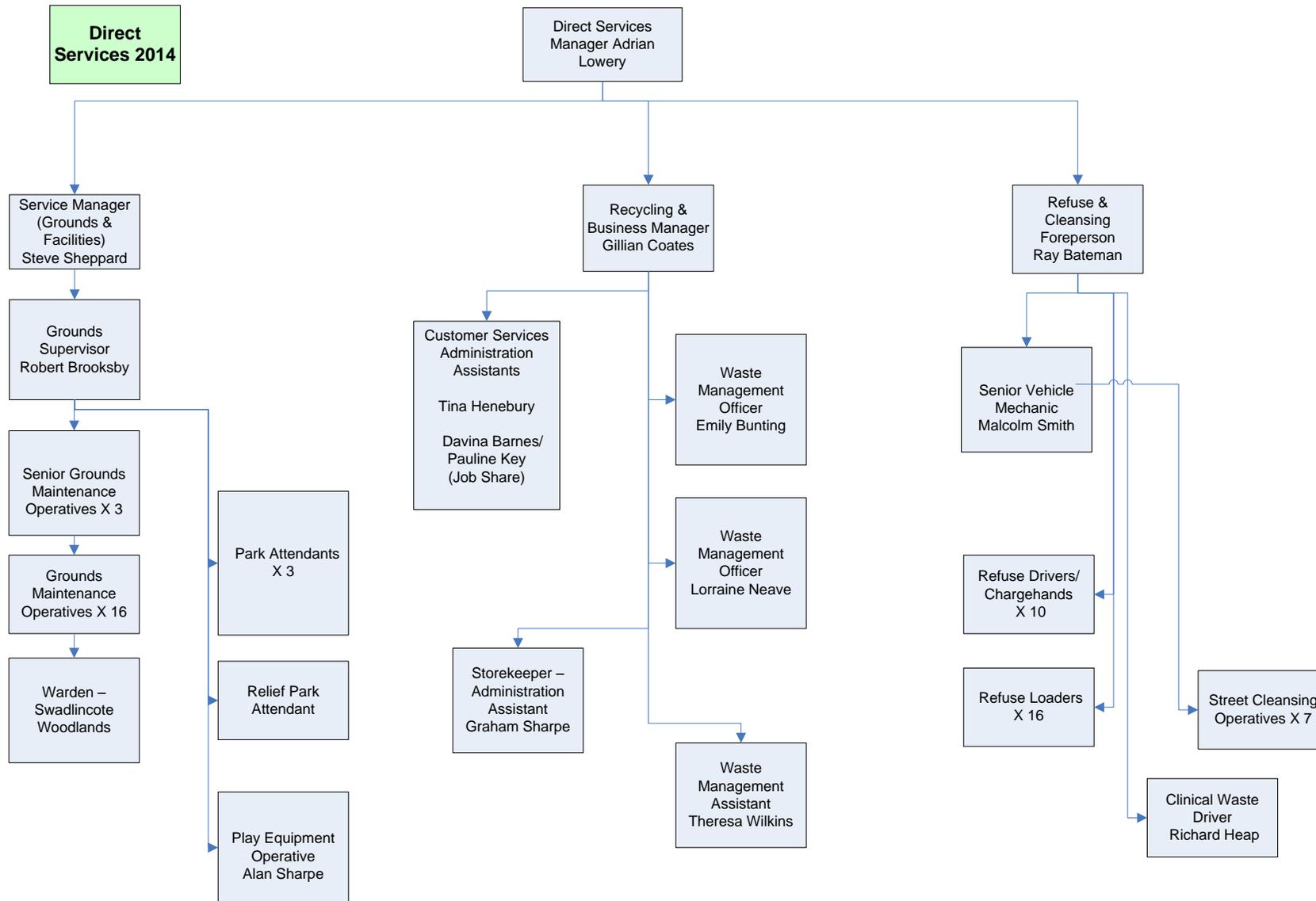
## Item 12 – Housing & Environmental Services



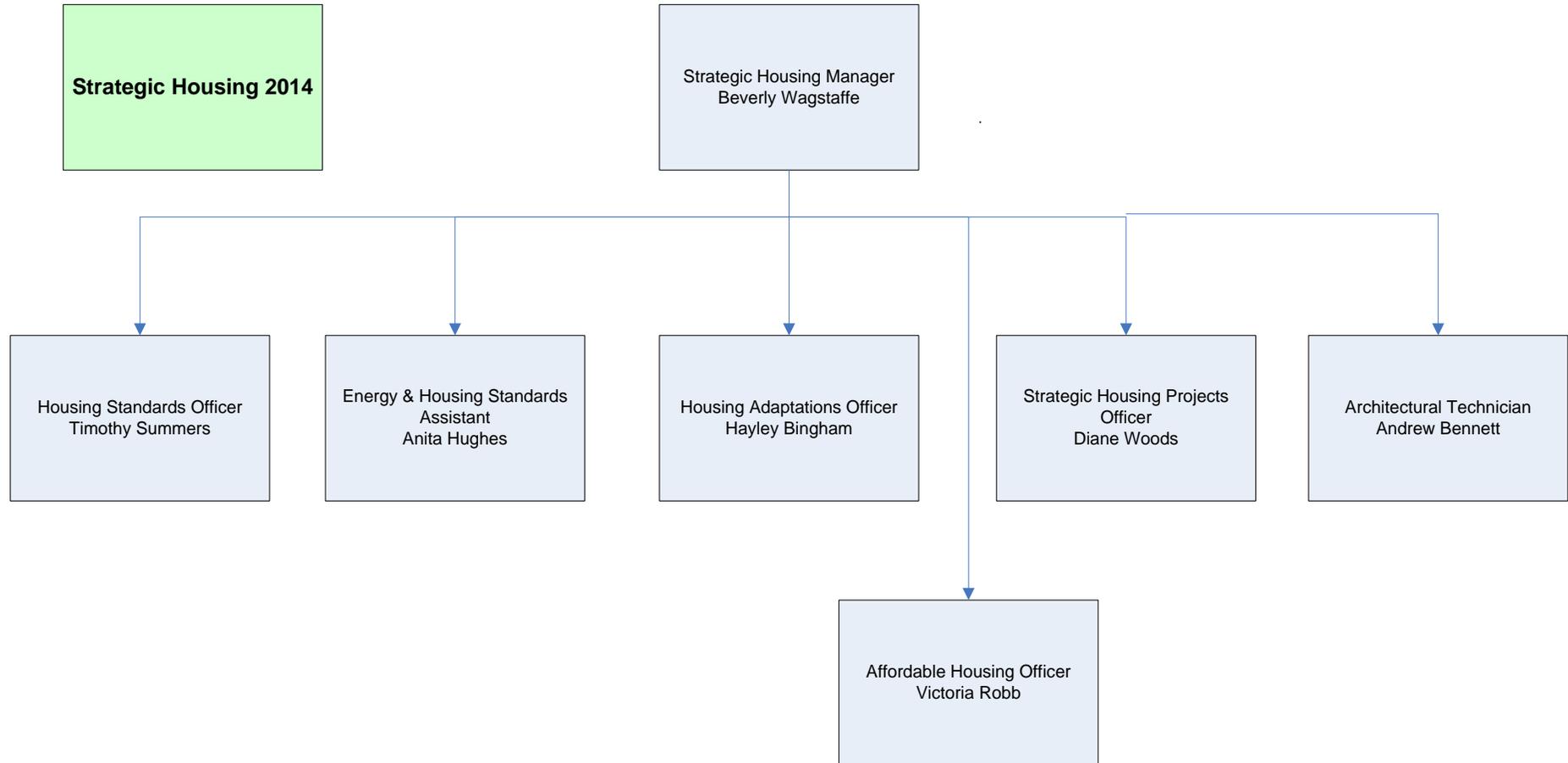
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## Key Performance

## Appendix B

### Section 1: Corporate Performance measures

**Theme: Safe & Secure**

Measure	Lead Officer	Actual 2013/14	Quarter 1 Target 2014/15	Quarter 2 Target 2014/15	Quarter 3 Target 2014/15	Quarter 4 Target 2014/15	Target 2014/15
SM 01 Number of homes vacant for more than 6 months	Strategic Housing Manager	298		344			344
SM 02 Number of affordable homes delivered (gross) <b>(proxy measure only)</b>	Strategic Housing Manager	11					40
SM 03 Average time (in working days) taken to re-let local authority homes	Housing Operations Manager	27.3	21	21	21	21	21
SM 04 % of repairs carried out 'first time' by the Council's DSO	Housing repairs & Improvements Manager	99.6%	95%	95%	95%	95%	95%

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Measure	Lead Officer	Actual 2013/14	Quarter 1 Target 2014/15	Quarter 2 Target 2014/15	Quarter 3 Target 2014/15	Quarter 4 Target 2014/15	Target 2014/15
SM 05 Number of homeless presentations <b>(proxy measure only)</b>	Housing Operations Manager	185					<b>(Proxy measure only)</b>
SM 06 Average length of stay (weeks) of households which are unintentionally homeless and in priority need in Bed & Breakfast accommodation	Housing Operations Manager	3.3 weeks	3	3	3	3	3
SM 07 Number of new completed applications to join the Housing Register <b>(proxy measure only)</b>	Housing Operations Manager	768					<b>(Proxy measure only)</b>
SM 08 Number of households on the Housing Register <b>(proxy measure only)</b>	Housing Operations Manager	1980					<b>(Proxy measure only)</b>
SM 09 Effectiveness of local authority actions to reduce incidents of fly tipping	Environmental Health Manager	Effective Grade 2	Effective (Grade 2) or better	Effective (Grade 2) or better	Effective (Grade 2) or better	Effective (Grade 2) or better	Effective (Grade 2) or better
SM 14 Increase the proportion of premises that meet the Food Rating Scheme of 5 Stars	Environmental Health Manager	75.7%	>70%	>70%	>70%	>70%	>70%
SM 15 Reduce the proportion of premises that meet the Food Rating Scheme of 0 to 2 Stars	Environmental Health Manager	4.5%	<5%	<5%	<5%	<5%	<5%

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Measure	Lead Officer	Actual 2013/14	Quarter 1 Target 2014/15	Quarter 2 Target 2014/15	Quarter 3 Target 2014/15	Quarter 4 Target 2014/15	Target 2014/15
SM 16 Improved street and environmental cleanliness in terms of litter, detritus, dog fouling and weeds to above grade C as defined in the Code of Practice for Litter and Refuse	Direct Services Manager	94%	n/a	n/a	n/a	96%	96%
SM17 % of environmental disputes improved based on customer feedback	Environmental Health Manager	New	>75%	>75%	>75%	>75%	>75%

**Theme: Sustainable Growth & Opportunity**

Measure	Lead Officer	Actual 2013/14	Quarter 1 Target 2014/15	Quarter 2 Target 2014/15	Quarter 3 Target 2014/15	Quarter 4 Target 2014/15	Target 2014/15
GM 03 Household waste collected per head of population (in Kgs)	Direct Services Manager	503.75	130	130	125	125	510
GM 04 Percentage of all collected waste recycled and composted	Direct Services Manager	48.1	51%	51%	49%	49%	50%
NEW Percentage of kerbside collected household waste recycled and composted	Direct Services Manager	New	51.22%	52.6%	52.7	51.6%	52%

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**Theme: Lifestyle Choices**

<b>Measure</b>	<b>Lead Officer</b>	<b>Actual 2013/14</b>	<b>Quarter 1 Target 2014/15</b>	<b>Quarter 2 Target 2014/15</b>	<b>Quarter 3 Target 2014/15</b>	<b>Quarter 4 Target 2014/15</b>	<b>Target 2014/15</b>
LM 07 - Energy Efficiency- average SAP (2009) rating of Council housing stock	Housing Repairs & Improvements Manager	62	62	62	62	62	62
LM 08 - Reduction in energy consumption from the Council's own operational centres	Environmental Health Manager	1.5% (kWh per m <sup>2</sup> )/75 MW increase (estimated)	6.25 MW (1.9 tonnes CO <sub>2</sub> e)	6.25 MW (1.9 tonnes CO <sub>2</sub> e)	6.25 MW (1.9 tonnes CO <sub>2</sub> e)	6.25 MW (1.9 tonnes CO <sub>2</sub> e)	25mw (7.7 tonnes CO <sub>2</sub> e)

**Section 2: Corporate Projects and their tasks**

**Theme: Safe & Secure**

<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task / Milestone</b>	<b>Quarter 2 Task / Milestone</b>	<b>Quarter 3 Task / Milestone</b>	<b>Quarter 4 Task / Milestone</b>
SP 01 Facilitate new affordable housing for people unable to access market housing. (SO 1)	Strategic Housing Manager	Submit Caravan Licensing Scheme Report to Committee	Report to Committee on Phase 2 of the council housing new build Report to committee on the Private Sector Stock Conditions Survey	Draft Supplementary Planning Document	Finalise and approve SPD Guide
SP 02 Improve the condition of the current housing stock. (SO 1)	Improvements Manager		Accelerated improvements programmes in 2014/15 to cover the shortfall in properties from the 2013/14 programme. Monitored through half year reports.	.	Accelerated improvements programmes in 2014/15 to cover the shortfall in properties from the 2013/14 programme. Monitored through half year reports.

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<p>SP 03 Enabling vulnerable people to remain in their own home for longer.</p>	<p>Housing Operations Manager/ Strategic Housing Manager</p>	<p>Draft the Marketing Strategy for Careline Implement the new adaptations policy for the Council Sector</p>	<p>Complete and begin implementation of the Marketing Strategy for Careline</p>	<p>Continue implementation of the Marketing Strategy for Careline.</p>	<p>Measure and report on the success of the Marketing Strategy for Careline</p>
<p>SP 04 - Revise the standards of the environmental health service based on national best practice and the demands of local stakeholders.</p>	<p>Environmental Manager</p>	<p>Complete an assessment to determine the measures of national best practice.</p>	<p>Develop a consultation plan and appropriate consultation material.</p>	<p>Undertake consultation. Analyse feedback.</p>	<p>Amend all environmental health operational procedures to reflect the consultation outcomes.</p>

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**Theme: Lifestyle Choices**

<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task / Milestone</b>	<b>Quarter 2 Task / Milestone</b>	<b>Quarter 3 Task / Milestone</b>	<b>Quarter 4 Task / Milestone</b>
LP 05 Reduce the number of vulnerable households experiencing fuel poverty.	Strategic Housing Manager/	Present the Affordable Warmth Strategy to Committee	None	Provide energy efficiency options to vulnerable households	None
	Improvements Manager	Review the new External Wall Funding for solid wall properties through the Green Deal which is now available until the end of June 2014.	Re-visit photovoltaic viability	None	None
LP 06 - Deliver continuous improvement of the Council's environmental performance, through ongoing accreditation to ISO 14001	Environmental Health Manager	Hold annual senior management review of EMS performance.	On-going programme of EMS activities. Delivery of internal audits and progression of Non Conformance Reports to close out.	Prepare and deliver reaccreditation to ISO14001 through SGS external environmental audit.	On-going programme of EMS activities. Delivery of internal audits and progression of Non Conformance Reports to close out.

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**Theme: Sustainable Growth & Opportunity**

<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task / Milestone</b>	<b>Quarter 2 Task / Milestone</b>	<b>Quarter 3 Task / Milestone</b>	<b>Quarter 4 Task / Milestone</b>
GP 04 - Regulate businesses in a way which promotes success for South Derbyshire's economy, as well as continuing to provide public protection	Environmental Health Manager	Deliver a health and safety advisory service for businesses across Derbyshire and Nottinghamshire on behalf of the Local Enterprise Partnership.	Complete an evaluation of the D2N2 health and safety advisory service including client feedback, case studies and a summary report for the LEP.	Revise the Environmental Health enforcement policy to include the provisions of the Regulators Code.	Amend all environmental health and operational procedures to reflect the provisions of the Regulators Code and the Better Business for All Pledge of Support. Support actions arising from the D2N2 "Better Business for All" regional steering group. Complete a BRDO outcomes and impacts review and develop an action plan to implement the findings of the review

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<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task / Milestone</b>	<b>Quarter 2 Task / Milestone</b>	<b>Quarter 3 Task / Milestone</b>	<b>Quarter 4 Task / Milestone</b>
GP 05 - Review the commercial waste service and analyse the potential for development	Direct Services Manager	Establish capacity for expansion within current resources. Establish potential market for Commercial waste collections.	Review, benchmark and restructure pricing schedules. Complete initial business case	Explore marketing opportunities and develop marketing approach. Complete business case	Implement expansion of commercial waste collections - dependent on outcome of business case.
GP 06 - Deliver the key actions contained within the Contaminated Land Inspection Strategy	Environmental Health Manager	Publish the Q1 contaminated land inspection report.	Publish the Q2 contaminated land inspection report.	Publish the Q3 contaminated land inspection report, including progress to plan on the ACUMEN landfill project Complete 3 Phase I studies of high priority sites.	Publish the Q4 contaminated land inspection report, including progress to plan on the ACUMEN landfill project Complete 4 Phase I studies of high priority sites

**Section 3: Housing Services Local PIs**

<b>Description</b>	<b>13/14 Actual</b>	<b>13/14 Target</b>	<b>14/15 Target</b>
Average time taken to input completed application forms	8.8 days	10 days	10 days
Correspondence answered within 10 working days	92.6%	95%	95%
% of properties accepted on first offer (New Indicator)	n/a	n/a	Monitor Only
Average time (in working days) to re-let local authority homes (including major voids)	n/a	n/a	Monitor Only
Number of households living in Temporary Accommodation (regardless of status). NOT CUMULATIVE	4	7	7
% of temporary accommodation where B&B arrears have been recovered	65%	Proxy Measure Only	65%
Average length of time to make a Homelessness decision (working days)	22.9 days	20	20
% of care-line calls answered within 30 seconds	98.1%	98%	98%
% of Telecare installations completed within 21 working days of receiving notification	99.3%	95%	95%
Satisfaction with moving in to your new home	92.8%	95%	95%
Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings. (SNAPSHOT)	97.95%	99%	99%
No. of tenants with more than seven weeks of (gross) rent arrears as a % of the total number of tenants. (SNAPSHOT)	2.55%	<2.5%	<2.5%
Rent arrears of current tenants exc FTA's (SNAPSHOT)	£167,290	<165,000	<165,000
Amount of former tenant arrears (SNAPSHOT)	£150,243	<95,000	<95,000
% of former tenant arrears collected (SNAPSHOT)	17.44%	>21%	>21%

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<b>Description</b>	<b>13/14 Actual</b>	<b>13/14 Target</b>	<b>14/15 Target</b>
No of visits carried out to tenants in arrears with a view to resolving arrears to clear account	4944	6000 (500 visits per month or 1500 per quarter)	6000 (500 visits per month or 1500 per quarter)
Current Court Cost Arrears	£11,380	£8,000	£8,000
% of new lettings with a clear rent account at 12 weeks	60%	72%	72%
Current rent arrears for introductory tenants	£16,844	£7,000	£12,000
Average number of working days taken to complete initial Anti social behaviour assessment	1 days	1	2
% of initial Anti social behaviour assessments completed within 48 hours	100%	100%	95%
Average length of time to resolve Anti social behaviour cases	1.1 days	60 Days	25 Days
% of emergency repairs done at the DSO on a monthly basis	5.2%	10%	10%
% of emergency repairs completed on time	100%	99%	99%
% of urgent repairs completed on time	99.1%	98%	98%
% of routine repairs on time	97.3%	97%	97%
Tenant satisfaction with responsive maintenance	97.7%	95%	95%

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<b>Description</b>	<b>13/14 Actual</b>	<b>13/14 Target</b>	<b>14/15 Target</b>
Percentage of local authority-owned non-decent dwelling	0%	0	0
Tenant satisfaction with Improvement schemes	98.73%	95%	95%
Longest (in days) outstanding property with no up to date gas certificate	81	0	0
% properties with a valid Annual Gas Safety Certificate (G15C0).	99.96%	100.0%	100.0%
Number of gas certificates that went 'out of time'	18	Proxy Measure Only	Proxy Measure Only
Tenant satisfaction with Annual Gas Safety Check.	100%	95%	95%
Tenant satisfaction with day to day gas repairs	97%	95%	95%
Tenant satisfaction with electrical maintenance	97%	95%	95%
% of electrical repairs issued as emergencies to contractor.	38.5%	Proxy Measure Only	Proxy Measure Only
% of emergency electrical repairs completed on time.	95.5%	99%	99%
% of 3 day electrical repairs completed on time.	93.9%	97%	97%
% of 9 day electrical repairs completed on time.	100%	99%	99%
% of 20 days electrical repairs completed on time.	92.4%	99%	99%
% of all electrical jobs completed on time.	94.2%	98%	98%
% of gas repairs issued as emergencies to contractor.	44.6%	Proxy Measure Only	Proxy Measure Only
% of emergency gas repairs completed on time	96.6%	99%	99%
% of 3 day gas repairs completed on time	95.3%	97%	97%
% of 9 day gas repairs completed on time	94.2%	99%	99%
% of 20 days gas repairs completed on time	89.7%	99%	99%
% of all gas jobs completed on time.	95.4%	98%	98%

**Section 3: Strategic Housing Services Local**

<b>Description</b>	<b>13/14 Actual</b>	<b>13/14 Target</b>	<b>14/15 Target</b>
Percentage of Housing Standards Service Requests responded to within 5 working days.	93%	N/A	90%
Average time taken in days to complete Housing Standards service requests	15 days	25 working days	25 working days
Council Adaptations - Average time taken from approval to completion for level access showers/stairlifts (new indicator)	n/a	n/a	8 weeks
Council Adaptations - Average time taken from valid referral to completion for extensive major works.(new indicator)	n/a	n/a	44 weeks
Private Adaptations - Average time taken from approval to completion for level access showers/stairlifts (new indicator)	n/a	n/a	8 weeks
Private Adaptations - Average time taken from valid referral to completion for extensive major works (new indicator)	n/a	n/a	44 weeks

**Section 3: Environmental Services Local**

<b>Description</b>	<b>13/14 Actual</b>	<b>13/14 Target</b>	<b>14/15 Target</b>
Waste & Composting collection complaints per 100,000 collections	21.1	23	20
Recycling collection complaints per 100,000 collections.	4.5	N/A	9
Average speed of response to Environmental Health service requests (in days) not including planning applications.	3 days	2.1 days	3 days
Average time taken in days to complete Environmental Health service requests.	24 days	25 days	25 days
Press Releases generated promoting Housing & Environmental Health services.	18	12	12
Number of all planning applications assessed for their potential environmental impact.	290	N/A	PROXY
% of planning applications deemed to have a potential negative environmental impact which are recommended for approval with appropriate conditions	99%	N/A	>95%
Number of targeted dog control patrols completed in areas identified as fouling hot spots	419	360	500
Number of Fixed Penalty Notices and warnings issued for dog control offences	0 FPNs 40 warnings	N/A	PROXY
% of inspections completed in accordance with the Commercial team and Environmental Permit Inspection Plans.	100%	N/A	100%
Number of new businesses provided with free consultation advice at start up	42	N/A	PROXY
% of Temporary Events which are staged with no resulting noise	98%	N/A	>95%
Average time taken to remove illegal traveller encampments on SDDC owned land	47 days (1 case)	N/A	10 days
Business satisfaction with regulatory services.	100%	N/A	98%

**Section 3: Housing & Environmental Services Local Projects and their tasks and measures**

<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task / Milestone</b>	<b>Quarter 2 Task / Milestone</b>	<b>Quarter 3 Task / Milestone</b>	<b>Quarter 4 Task / Milestone</b>
Undertake review of the void procedure	Housing Operations Manager	Baseline existing performance	Introduce new allocations policy	Review performance and compile action plan, if improvements required	Review performance over the previous year.
Introduce the changes following the implementation of the revised Allocations Policy	Housing Operations Manager	Run scenario testing on IT systems	Review training refresher for staff	Review impact of new policy	Produce report on impact of new policy
Develop and implement the Careline Marketing Strategy	Housing Operations Manager	Formulate draft strategy	Agree final strategy and implement actions	Produce performance statistics showing impact of new strategy	Produce report on impact of new strategy
Refresh the arrears policy and drive arrears in the direction of 1% of rent debit	Housing Operations Manager	Undertake induction of new HO	Have weekly meetings with all HO to review rent arrears	Review need for additional/alternative collection methods	Produce report showing achievements
Refresh all Housing Operations Procedures	Housing Operations Manager	List all current procedures and identify 'missing' ones and those in need of rewrite.	Produce action plan for updates	Rewrite and draft new procedures	Produce report showing progress
Implement new easy read tenancy agreement by	Housing Operations Manager	New tenancy agreement written	Translate into easy read	Implement	Undertake satisfaction survey

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<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task / Milestone</b>	<b>Quarter 2 Task / Milestone</b>	<b>Quarter 3 Task / Milestone</b>	<b>Quarter 4 Task / Milestone</b>
Continue to progress resilience agreement issue with NWLDC	Environmental Health Manager	N/A	Agree with NWLDC possible specific parts of the service for the resilience agreement	Sign resilience agreement	N/A
Resolve remaining glitches with mobile working processes	Environmental Health Manager	Produce an error report to identify current problems with the implementation of mobile working			

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<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task / Milestone</b>	<b>Quarter 2 Task / Milestone</b>	<b>Quarter 3 Task / Milestone</b>	<b>Quarter 4 Task / Milestone</b>
New Build Programme. Continue to assist with progress of phase 1 and development of phase 2	Director of Service	Review Phase 1 budget. Support HCA bid for grant for 10 units.	Undertake HRA Business Plan	Development of Phase 2 programme.	
Full review of Housing Strategy.	Strategic Housing Manager			Consult on draft Housing Strategy	Finalise Strategy and report to Committee
Derby HMA Liaison. Continue to ensure close working with Derby City Homes and Amber Valley	Strategic Housing Manager		Re-establish the Derbyshire Housing Strategy group		
Continue to deliver and implement Empty Homes strategy	Strategic Housing Manager	Monitor Long-term empty homes	Monitor Long-term empty homes	Monitor Long-term empty homes	Monitor Long-term empty homes
District Level SHMA. Deliver this secondary piece of research following on from sub-regional and report to committee	Strategic Housing Manager		Finalise local needs study and publish outcome		

<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task / Milestone</b>	<b>Quarter 2 Task/ Milestone</b>	<b>Quarter 3 Task / Milestone</b>	<b>Quarter 4 Task / Milestone</b>
Caravan licensing and charging scheme. Agree proposed scheme via Committee by end of April 2014 and implement throughout the year.	Strategic Housing Manager	Agree draft charging policy.	Consult and Finalise Charging Policy.		Implement from 1 <sup>st</sup> April 2015
Disabled facilities grants and public sector adaptations. For routine level access showers and stair lifts need to target a timescale of 8 weeks from approval. Target for assessment stage 4 weeks.	Strategic Housing Manager	Review Public Sector Adaptations process and report to Committee	Agree principles of a Framework Agreement for Level Access Showers	Implement a new Framework Agreement for delivery of Level Access Showers	
Home Improvement Agency, ensure smooth transition to new arrangements	Strategic Housing Manager	On-going			
Private sector renewal policy. New policy to follow on from Private Sector Stock Condition report	Strategic Housing Manager			Draft Private Sector Policy considered by Committee	New Private Sector Policy published.

<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task / Milestone</b>	<b>Quarter 2 Task / Milestone</b>	<b>Quarter 3 Task / Milestone</b>	<b>Quarter 4 Task / Milestone</b>
Deliver drive CPC training by July 2014	Direct Services Manager	Complete three CPC training sessions.	Conclude training sessions/Check all drivers have Driver qualification cards	Arrange on-going CPC for future years	N/A
Reintroduce vehicle tracking	Direct Services Manager	Organise demonstration from existing supplier and at least two other suppliers.	Prepare business plan for entire fleet	Dependant on decision following submission of business plan	
Progress annualised hours in grounds with Unison following consultation with HR	Direct Services Manager	Arrange meeting with HR agree approach to both UNISON and GMB	Submit proposals to Trade Unions.	Arrange for proposals to be discussed and submit final proposals to JNC	Implement contract changes for start of new leave year
Vehicle procurement needs. Review 2015 and beyond needs by June 2014	Direct Services Manager	Compile current and future fleet requirements from service areas.	Develop budgetary requirements and establish procurement routes. /commence procurement.	N/A	N/A
General policy and procedure file	Direct Services Manager	Allocate project/ determine standard approach	Complete 33% of policies/procedures into agreed format	Complete 33% of policies/procedures into agreed format	Complete 33% of policies/procedures into agreed format

Item 12 – Housing & Environmental Services

<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task/Milestone</b>	<b>Quarter 2 Task/Milestone</b>	<b>Quarter 3 Task/Milestone</b>	<b>Quarter 4 Task/Milestone</b>
Introduce 4 day waste collection working	Direct Services Manager	Draft proposals and outline collection rounds	Submit proposals to Trade Unions/staff for comment	Implement new collection rounds	N/A

<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task / Milestone</b>	<b>Quarter 2 Task / Milestone</b>	<b>Quarter 3 Task / Milestone</b>	<b>Quarter 4 Task / Milestone</b>
Introduce new Allocations Policy	Performance & Policy Manager	As above	As above	As above	As above
Introduce new Flexible and Secure Tenancy Agreement	Performance & Policy Manager	New Flexible tenancy agreement out to consultation with staff/residents.	New Flexible tenancy agreement goes live.  Easy read flexible tenancy agreement produced.	New Secure tenancy agreement out to consultation with staff/residents.	New Secure tenancy agreement goes live.  Easy read secure tenancy agreement goes live.
Scope out a business case for decorating scheme	Performance & Policy Manager	Business Case for decorating scheme produced.	Business Case to Committee if viable.	Implement new decorating scheme subject to Committee approval.	N/A
Scope out a business case for gardening scheme	Performance & Policy Manager	Business Case for gardening scheme produced.	Business Case to Committee if viable.	Implement new gardening scheme subject to Committee approval.	N/A
Scope out Investors in Excellence project for the wider service	Performance & Policy Manager	Meet with providers and agree services for inclusion in project.	Produce detailed project plan and set up project team.	Project commences.	Project continues.

<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task/Milestone</b>	<b>Quarter 2 Task/Milestone</b>	<b>Quarter 3 Task/Milestone</b>	<b>Quarter 4 Task/Milestone</b>
Review Housing leaflets and tenants handbook	Performance & Policy Manager	Review of content of handbooks and leaflets.	Changes made and consultation with publications panel.	Approved by publications panel and produced.	N/A
Implement the new release of Orchard	Performance & Policy Manager	Meet with Orchard and Plan implementation of new release.	Implementation of new release.	N/A	N/A
Changes to Supported Housing across the district including Careline Consortium	Performance & Policy Manager	Look at opportunities to bring in support for Intensive HB for SDDC. Work with providers to support the continued provision of services across the district in line with DCC cuts to services.	Continue to support providers once details of the phase 2 consultation of DCC's cuts are announced.  Look at implications of DCC's cuts on the provision of our supported housing provision.	Identify any changes to service provision following phase 2 consultation by DCC.	Implement any changes to service provision following phase 2 consultation by DCC.

**Consultation & Communication****Appendix C****Proposed Consultation for 2014/15**

<b>Lead Officer</b>	<b>Detail</b>	<b>Purpose of consultation</b>	<b>Undertaken by</b>	<b>Survey Y/N</b>	<b>Date(s) when consultation will take place</b>	<b>Any input from Northgate? (if so provide details)</b>
Performance and Policy	Quarterly performance and policy areas	To provide the Tenant led Performance & Scrutiny Panel with in depth information to allow them to scrutinise our services to ensure our services are high quality and of benefit to tenants	Performance & Projects Officer	N	Quarterly	No
Tenant Participation	Publications Panel	To review editions of the Housing News and Annual Report	Tenant Participation	N	Quarterly	No
Tenant Participation	Supported Housing Working Group	To consult on improvements to services to elderly and vulnerable people in South Derbyshire	Tenant Participation	N	Quarterly	No
Strategic Housing Manager	Park Homes fee charging policy	To agree upon the charges which are due to be implemented for Park Homes (permanent mobile homes) from 1st April 2015	Strategic Housing Manager	N	Quarter 2 2014/15	No

Item 12 – Housing & Environmental Services

Lead Officer	Detail	Purpose to consultation	Undertaken by	Survey Y/N	Date(s) when consultation will take place	Any input from Northgate? (if so provide details)
Director of Housing and Environmental Services	HRA Business Plan	To involve residents in the production of a new HRA Business Plan.	Tenant Participation	N	Quarter 4 2014/15	No
Tenant Participation	Home Standard Panel	To consult on ongoing delivery of the repairs service, contracts and improvement initiatives	Tenant Participation	N	Quarterly	No
Environmental Health	Better regulation survey	To determine how the work of the Environmental Health service is valued by businesses within the context of maintaining a vibrant local business community.	Environmental Health	Y	Throughout the year	Analysis of survey online data
Performance and Policy	Leaseholder Management Survey	To consult with Leaseholders and other key stakeholders about the adoption of a Leaseholder Management Policy.	Tenant Participation	N	Quarter 1	No

## Proposed Publicity / Communication Campaigns 2013/14

Please provide details of any promotional literature and marketing plans to be produced  
(Include any new service launches such as opening of a new facility or delivery of a revised service)

Team	Task	Detail	Review / Update	Any input required from Northgate (if so please provide details)
Tenant Participation	Housing News	Promote service initiatives, ways to get involved and provide tenants with valuable information on their tenancies and properties	X3 per financial year	Graphic Designer to be involved in design stage and Print Room to co-ordinate external printing
Tenant Participation	Annual Report	Regulatory requirement to provide tenants with up to date performance information against the quality standards	September 2014	Graphic Designer to be involved in design stage and Print Room to co-ordinate external printing
Housing & Environmental Services	Press Releases	Generate 12 press releases promoting Housing & Environmental Health services.	Quarterly	Yes. Submission of press releases
Tenant Participation	Various participation activities	To publicise events such as the Gardening Competition, Dreamscheme events & Photography Competition	Quarterly	Yes. Design of publicity material and submission of press releases

## Managing Risks

## Appendix D

Risk Reference	Description	Inherent Risk Score	Residual Risk Score	Action Planned	By Whom	When
HS1	Loss of Homelessness Grant	Low	Low	Continue to lobby County Council colleagues to maintain the grant in future years.	Housing Operations Manager	Ongoing
HS2	Increase in the level of current tenant rent arrears	High	Medium	Performance management, target setting and adherence to collection procedure	Housing Operations Manager	Ongoing
ES1	Increase in fuel costs resulting in budget overspend	High	Medium	Ensure routes are fully optimised Monthly monitoring and reporting of actual spend against budget.	Direct Services Manager	Monthly
ES2	Suitability of House Waste for composting	Low	Low	Keep abreast of ongoing national discussions and maintain relations with partner contractors.	Direct Services Manager	Ongoing
HS3	Costs of Housing Enforcement	High	Medium	Adherence to procedures to ensure appropriate enforcement action is taken, recharge policy and explore framework agreement with contractors to reduce costs.	Housing Operations Manager	Ongoing
HS4	P3	Low	Low	Loss of temporary accommodation provided by P3and/or loss of support funding	Housing Operations Manager	On-going



**South  
Derbyshire**  
District Council

# South Derbyshire District Council

**'Making South  
Derbyshire a better place  
to live, work and visit'**

# Chief Executive's Service Plan 2014-2015

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## 1.0 Introduction

This Service Plan brings together our priorities in relation to the Council's Corporate Plan 2009/14 and the Sustainable Community Strategy for South Derbyshire 2009/29

Our key priority outcomes in the Corporate Plan are:

- Developing economic and employment opportunities within the District

Our key priority outcomes in the Sustainable Community Strategy for South Derbyshire are:

- A robust and diverse economy, resistant to downturns and providing a strong base for sustainable growth
- Sustainable employment and support for people to access the skills required

The Chief Executive's Department will:

- positively contribute towards Council policies and procedures in the delivery of services
- deliver continuous improvements in the performance of the Council
- ensure compliance with relevant legislation
- have a 'customer focus' in what we do
- ensure a widespread understanding of the Council's core values, key aims, priorities and relevant performance measures, and encourage participation in their development
- ensure that data quality principles are applied in order to conduct its business effectively
- support the Council's Investor's In People programme
- encourage a positive health and safety culture

Chief Executive: Frank McArdle

## 2.0 Scene Setting

### 2.1 Overview of the Directorate

The Chief Executive's Department plays a key role in meeting the Council's strategic objectives for ensuring '**sustainable growth and opportunity**'.

As a result, the Chief Executive's Directorate covers a number of services that directly impact on people and their communities which are delivered by the following teams:

#### **Economic Development**

The team is responsible for:

- Working in partnership with local, sub-regional and regional agencies and partnerships to develop the local economy and the workforce.
- Promoting inward investment – attracting business and employment to the district through the marketing of the area and available sites and premises, together with the provision of assistance to potential investors.
- Supporting business development – providing advice and support to new and existing businesses directly and through the development of structures and support networks. This includes delivery of the South Derbyshire Business Advice Service.
- Ensuring that the skills of the area's workforce meet the needs of local businesses.
- Developing and securing funding for projects, which contribute to the regeneration of the area. Recent successes include funding for the town centre.
- Promoting and developing tourism – attracting visitors from the UK and overseas to South Derbyshire and The National Forest through marketing and promotion and the development of the tourism 'product' (attractions, accommodation, activities etc). The District has been successfully promoted as part of The National Forest through The National Forest & Beyond campaign.
- Providing information to visitors and local residents about events, attractions and accommodation through the operation of the Swadlincote Tourist Information Centre (TIC).
- Supporting the continued revival of the town centres through marketing, development, events and festivals. This includes contributing to the Swadlincote Town Centre Vision & Strategy.
- Monitoring trends in the local economy and undertaking research to support the development of projects and proposals.

### **South Derbyshire Partnership**

- The Department has the responsibility for supporting the South Derbyshire Partnership. Officers are key members of the Partnership's Sustainable Development Theme Group.

### **Other Partnerships**

- Officers are key members of a number of partnerships that help deliver improvements to the community of South Derbyshire.

A copy of the Chief Executive's Department organisation charts can be found at Appendix A

## **2.2 Workforce Information**

The table below provides summary details of the number of new starters/leavers in 2013/14/ A summary of the full time equivalent (FTE) days sickness lost is also included.

<b><i>New Starters 2013/14</i></b>	<b><i>Leavers 2013/14</i></b>	<b><i>Sickness 2013/14 (F.t.e. days lost)</i></b>
<i>3</i>	<i>7</i>	<i>20.5</i>

Workforce priorities for 2014/15:

Workforce development and support is a key work area within the Service, a team culture with enthusiastic, customer orientated staff is key to maintaining a quality, value for money service.

Some home working opportunities are provided and flexible working is considered crucial to motivate and engage high performing staff.

## 2.3 Financial Information

Details of the Community and Planning budgets for 2014/15 are outlined below:

### Revenue Budget 2014/15

<u>Service area</u>	<u>£</u>
Legal Services	38,154
Democratic Services	605,442
Economic Development	233,829
<b>Total</b>	<b>877,425</b>

### Capital Budget 2014/15

N/A

### Property & Land Assets

N/A

## 3.0 Service Performance

### 3.1 Key Achievements 2013/14

#### **Corporate Plan Theme: Sustainable Growth and Opportunity**

Following a successful pilot in 2012/13, the **South Derbyshire Business Advice Service** has been extended and is now providing advice to new and existing businesses during 2013/14. A "Thinking of Starting a Business?" workshop delivered by the Service is planned for 24 January 2014 at Sharpe's Pottery Museum, for pre-start and new start entrepreneurs.

The Burton-Swadlincote-Uttoxeter (Burton Mail) **Business Awards 2013** attracted a number of new corporate sponsors and a growth in entries. The winners were announced at an awards ceremony in October, with a number of local successes including Chameleon School of Construction (Employer of the Year), Appleby Woodturnings (Small Business of the Year: 1-10 FTEs), and Seasoned Cookery School (Most Promising New Start-up).

The first ever **Swadlincote Festival of Transport** was staged throughout the town centre in May. The event, led by the Rotary Club of Swadlincote and the Box Motor Club, attracted some 150 classic and contemporary vehicles and thousands of visitors. Planning for the 2014 event is now well underway.

The **Swadlincote Farmers' & Producers' Market** was held each month, with an additional Plant Market held during the Summer months. The General Market also participated in 'Love Your Local Market' in May, which is a national initiative aiming to promote recognition of the value of markets and attract new-start stallholders. In December a combined general and farmers' market, "**Xmas Mega Market**", was held

with fairground rides, food tastings and entertainment. This attracted over 70 stalls and a high level of footfall throughout the town centre.

An '**Our Town First**' grant has been secured from the Department for Communities & Local Government to support initiatives that will contribute to the Action Plan of the Swadlincote Town Centre Vision & Strategy. This has helped to fund the Business Advice Service and '**Making Markets Matter**' – a major public event that filled the town centre in August with the largest market held in the town for some years plus a range of entertainment, attracting a large audience and much positive media coverage. It is also supporting a retailer training event planned for 10 February 2014.

The annual **Swadlincote Scarecrow Trail** was staged during August with a very good response from both retailers and public participants. The **Swadlincote Pancake Races** are planned for Shrove Tuesday 4 March 2014.

The **National Forest Walking Festival 2013** was staged in May, attracting funding from the National Forest Company, Leicestershire County Council and South Derbyshire District Council. Now in its sixth year, the Festival featured some 100 walks and the support of 40 partner organisations, together with significant media coverage. Despite poor weather the number of walkers was up an impressive 10% on 2012 at 1,459.

The **National Forest Hopper** (Arriva Bus Route 9A) was launched with funding from a number of organisations including the National Forest Company and South Derbyshire District Council. Promoting public transport access to visitor attractions, the hourly service runs from Leicester, via Coalville, Ashby de la Zouch and Swadlincote, to Burton upon Trent. The promotional campaign includes reduced fares, vouchers for attractions and activity packs for children.

The **National Forest Food & Drink Fair** was held in The Glade at Rosliston Forestry Centre in October. Despite very wet weather the mixture of cookery demonstrations, baking competitions, food & drink stalls and tastings attracted a good audience, including visitors that had never been to the area before.

A **Youth Training Fair** was held at Swadlincote Town Hall and on The Delph in June attracting over 100 young people. A key theme was the chance to try a new skill on the day, ranging from plastering to hairdressing. More than 25 organisations exhibited promoting employment, education, training and business start-up opportunities. An excellent 96% of those attending found the event helpful.

There has been a continued growth in visitor enquiries handled by **Swadlincote Tourist Information Centre**, based at Sharpe's Pottery Museum. This now includes face-to-face, electronic and social media enquiries. The **What's On in South Derbyshire** publication has been further developed and is now published three times per annum in both printed form and online.

Support was provided for the **Melbourne Christmas Shopping & Lights Switch-On** evening in December, led by the Promote Melbourne business association, with the aim of supporting local retailers and businesses. This achieved a high level of engagement from the town's retailers and attracted a good audience with a mixture of market stalls, fairground rides, musical performances and entertainment.

### 3.2 Key Strengths

### 3.3 Areas for Improvement

### 3.4 Corporate Plan 2009/14 – 2013/14 - Action Plan Monitoring

The Action Plans detail our key actions for the year, which are broken down into quarters to help us monitor and manage our performance effectively.

These actions directly contribute to our outcomes identified in the Corporate Plan. They are essential if the Council is going to achieve its ambitions. Complementing these actions is a set of performance measures. Again, the achievement of the targets set against these performance measures will tell us whether we are meeting outcomes and providing excellent services.

In some instance, proxy measures will be used. These are measures which are outside the Council's direct control but provide an indication of the 'overall health of the district.' For instance, the policies we have put in place to provide reduced services due to financial constraints or the implementation of those policies that will have positive impact on the area (such as the creation of employment opportunities, etc).

For instance, the policies we have put in place to provide reduced services due to financial constraints or the implementation of those policies that will have positive impact on the area (such as the creation of employment opportunities etc.)

Since these changes are likely to take place over a long period of time, performance may not be measurable over a quarter or a year. Therefore, the status of proxy measures may suggest likely progress, while not specifically measuring a Council outcome.

The Chief Executive's Department key performance measures against Corporate Plan outcomes can be found at Appendix B

### 3.5 Operational Action Plan Monitoring

## 4.0 Key National, Regional & Local Strategies

There are a number of national, regional and local strategies which influence the work of the Department, some of which we need to respond to and others which we are involved in developing.

### National/European

## Regional

- D2N2 - Derby, Derbyshire, Nottingham and Nottinghamshire Local Enterprise Partnership – emerging Strategic Economic Plan for the area.
- Derbyshire Economic Strategy Statement – emerging economic strategy for the County.
- The National Forest Strategy – aims to create a major new wooded environment where new trees and woodlands make a significant contribution to enriching landscapes and wildlife habitats; stimulating a new woodland-related economy; providing for recreation, tourism and community involvement; and contributing to global environmental objectives such as reducing carbon dioxide in the atmosphere.
- National Forest Tourism Partnership - Vision and Action Plan – aims for The National Forest to be recognised and enjoyed as one of the top ten high quality sustainable destinations in the country, delivering long-term and sustainable growth in the value of the visitor economy.

## Local

- South Derbyshire Economic Development Strategy and Statement – aims to promote greater economic wellbeing in South Derbyshire, in order that it becomes a healthier, more prosperous and safer place to live with better jobs and prospects for local people and businesses.
- South Derbyshire Partnership - Sustainable Community Strategy - a plan which is shared by public, private and voluntary organisations across the district which aims to improve social, economic and environmental standards.

## 5.0 Partnerships

The *process set out in the Council's Partnership Policy has been followed*. Our significant partnerships are summarised below:-

Partnership	Main purpose
South Derbyshire Partnership	Statutory partnership of public, private and voluntary sector to promote the District. The Partnership has theme groups which focus on health, community safety and sustainable development.
National Forest and Beyond Partnership	Forest-wide partnership to increase visitors to the area.

Partnership	Main purpose
Derbyshire Economic Partnership	County-wide partnership to promote economic development.
D2N2 Local Enterprise Partnership	Derby, Derbyshire, Nottingham and Nottinghamshire partnership to promote economic development.

## 6.0 Consultation & Communication

Consultation is a key part of our work and informs many of the services we deliver for the residents. A variety of methods to obtain information and comments are used, from questionnaires and phone calls to event debrief sessions and online surveys.

Communication is a high priority for our service. It is vital that services are marketed and achievements communicated to local communities and partners so that all are aware of and use the many facilities, advice, sessions and events that are available. The service has strong links with partner agencies and this is evident in marketing processes which enables partners to promote themselves in service publicity and this system is reciprocated. Again, a variety of marketing tools are used, from posters and leaflets to costumed characters and affinity days.

Significant media coverage is achieved across the local media for activities such as business and public events.

A summary of the proposed consultation and publicity /communication campaigns planned for 2014/15 can be found at Appendix C.

## 7.0 Service Review / Transformation Programme

In order for the Chief Executive's Department to positively meet the challenges facing the Council, it will create and develop innovative solutions which will help deliver the outcomes communities need and want at a cost that the Council can afford.

A commitment within the Northgate Partnership ensured that all Service areas participated in an efficiency review covering all aspects of the service they deliver. The completed reviews resulted in detailed transformation proposals aimed at improving efficiency and delivering savings that could be delivered through the Partnership.

A second tranche of theme based and cross cutting reviews are now being explored, these are:

- Customer access and channel shift
- Electronic document storage and 'paper-lite'

These reviews are being supported by additional and ongoing partnership activity in areas such as IT infrastructure improvements and analysis of current administrative support and functionality.

## **8.0 Managing Risks**

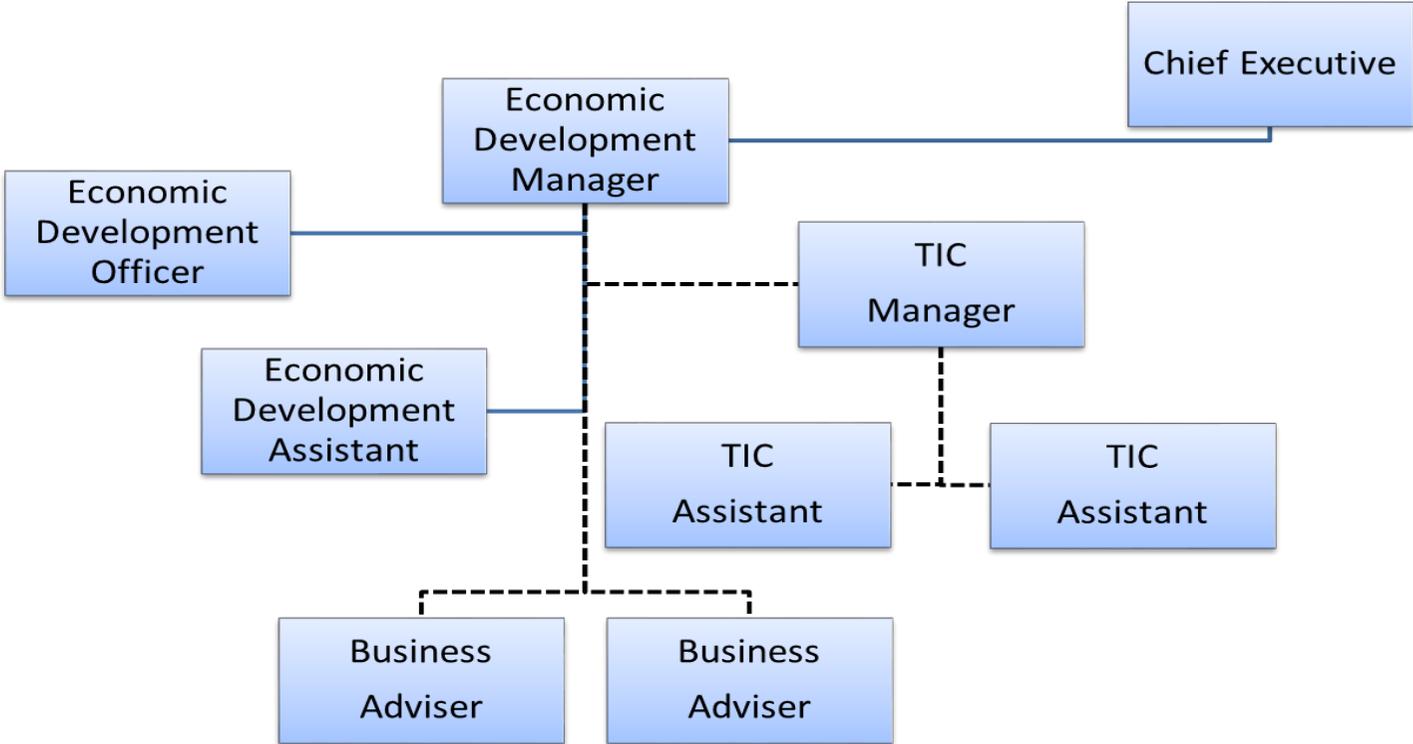
The process set out in the Council's Risk Management Strategy has been followed. The risk registers can be found at Appendix D.

## **9.0 Monitoring and Review**

This Service Plan will be monitored on a quarterly basis as part of the Council's Performance Management Framework and will be used throughout the year to manage service delivery.

Organisation Charts

Appendix A



## Key Performance

## Appendix B

Details for completing this section can be accessed at <http://harvey/misc/PerformMgtFrame/ServicePlan/servplantemplates/> Enter the details here

### Section 1: Performance measures

**Theme: Sustainable Growth & Opportunity**

Measure	Lead Officer	Actual 2013/14	Quarter 1 Target 2014/15	Quarter 2 Target 2014/15	Quarter 3 Target 2014/15	Quarter 4 Target 2014/15	Target 2014/15
GM 04 -Unemployment Rate ( <b>Proxy measure</b> )	Economic Development Manager	1.6% (Feb 2014)	n/a	n/a	n/a	n/a	n/a

Item 12 – Chief Executive’s Department

**Section 2: Projects and their tasks**

**Theme: Sustainable Growth & Opportunity**

<b>Project</b>	<b>Lead Officer</b>	<b>Quarter 1 Task / Milestone</b>	<b>Quarter 2 Task / Milestone</b>	<b>Quarter 3 Task / Milestone</b>	<b>Quarter 4 Task / Milestone</b>
GP 01 - Enhance the vitality of the district's town centres	Economic Development Manager	GP 01.1 - 3 Events Supported	GP 01.2 - 3 Events Supported	GP 01.3 - 3 Events Supported	GP 01.4 - 3 Events Supported
GP 02 - Deliver The National Forest Tourism Partnership Action Plan	Economic Development Manager	GP 02.1 - 1 Edition of What's On	GP 02.2 - 1 Event Representation	GP 02.3 - 1 Edition of What's On; 1 Visitor Guide Published	GP 02.4 - 1 Edition of What's On
GP 03 - Promote inward investment and business development	Economic Development Manager	GP 03.1 - 1 Event Supported; 1 Publication Prepared	GP 03.2 - 1 Publication Prepared	GP03.3 - 1 Event Supported; 1 Publication Prepared	GP 03.4 - 1 Publication Prepared

**Consultation & Communication****Appendix C****Proposed Consultation for 2014/15**

<b>Lead Officer</b>	<b>Detail</b>	<b>Purpose of consultation</b>	<b>Undertaken by</b>	<b>Survey Y/N</b>	<b>Date(s) when consultation will take place</b>	<b>Any input from Northgate? (if so provide details)</b>
<b>Economic Development</b>	Business Events and Activities	Consultation will take place with participants to find out whether they felt the event or activity was appropriate and valuable and to capture ideas for improvement and future events and services	In house	Y	Programmed events	Set up and promote survey monkey surveys Printing of evaluation forms
<b>Economic Development</b>	Programme of Tourism Impact Research	A partnership-based evaluation programme, including research with businesses and visitors, to look at how much income is brought into the area due to tourism and how many jobs are supported as a result. This will help to identify tourist trends, the effectiveness of current activities and to highlight gaps that we should then look to fill.	National Forest and Beyond	N	Periodic	N/a

## Proposed Publicity / Communication Campaigns 2014/15

Please provide details of any promotional literature and marketing plans to be produced

Team	Task	Detail	Review / Update	Any input required from Northgate (if so please provide details)
<b>Economic Development</b>	What’s on Guide	Advertising visitor events and activities available throughout the District during three periods: Spring; Summer; and Autumn/Winter.	Leaflet 3 times a year Poster 12 times a year	Design and print each time, based on template. Support required to add information to website.
<b>Economic Development</b>	South Derbyshire Investment Gazette	Sent to potential inward investors, developers, etc as promotional material about South Derbyshire.	2 times a year	Printing approx 50 copies of a single sheet each time (most are distributed electronically). Support required to add information to website.
<b>Economic Development</b>	Property Bulletin	Sent to potential inward investors, developers, etc to promote vacant properties in South Derbyshire	2 times a year	Printing approx 40 copies each time of approx 60 sheets (most are distributed electronically). Support required to add information to website.
<b>Economic Development</b>	Event Materials	Promotional materials for business and public events, including posters, flyers and tickets (eg. business breakfast, farmers’ market)	5-10 times a year	Design and print each time, normally based on template. Support required to add information to website.

## Managing Risks

## Appendix D

### CHIEF EXECUTIVE’S RISK REGISTER

Risk Reference	Description	Inherent Risk Score	Residual Risk Score	Action Planned	By Whom	When
ED1	Failure of tourism partnership	6	4	The partnership and its forward development should be reviewed annually, in discussion with partners.	Mike Roylance	01/03/2015
ED2	Failure of Tourist Information Centre partnership	7	6	Annual review of risk	Mike Roylance	01/03/2015
ED3	Failure of economic development partnership	5	4	Annual review of risk	Mike Roylance	01/03/2015

<b>REPORT TO:</b>	Environmental and Development Services Committee	<b>AGENDA ITEM: 13</b>
<b>DATE OF MEETING:</b>	5 June 2014	<b>CATEGORY: OPEN</b>
<b>REPORT FROM:</b>	Director of Community and Planning Services	<b>RECOMMENDED OPEN</b>
<b>MEMBERS'</b>	Tim Dening (Planning Officer)	<b>DOC:</b>
<b>CONTACT POINT:</b>	01283 595982 <a href="mailto:tim.dening@south-derbys.gov.uk">tim.dening@south-derbys.gov.uk</a>	
<b>SUBJECT:</b>	<b>Consultation Plan re East Midlands Intermodal Park</b>	<b>REF: TRD/East Midlands Intermodal Park</b>
<b>WARD(S) AFFECTED:</b>	Etwall/All	<b>TERMS OF REFERENCE:</b>

---

## **1.0 Recommendations**

- 1.1 A) That the Committee note and accept the Proposed Consultation Strategy to be adopted by Goodman Shepherd for the non-statutory consultation subject to the consideration of any material amendments.
- B) That the Committee advise Goodman Shepherd that subject to the consultation plan being implemented in accordance with A) above, the Council reserves its position in respect of the suitability of the consultation strategy for the formal round of the process which may benefit from subsequent amendment in the light of any inadequacies identified in the informal round. It is the second and formal round which is the most important. Comments from the outcome of this report to committee will be in time for inclusion during the first consultation period.

## **3.0 Purpose of Report**

- 3.1 This report deals specifically with the Consultation Plan
- 3.2 Goodman Shepherd (The Developers) have submitted to the Council a document outlining its proposals for public and wider consultation at both the non-statutory and statutory phases of the process leading to the submission of a planning application to the Planning Inspectorate for the development of the East Midlands Intermodal Park (EMIP). This is a Nationally Significant Infrastructure Project (NSIP) and the responsibility for determining the planning application lies with the relevant Secretary of State which in this case is the Transport Secretary.
- 3.3 It was hoped that the report would be considered prior to the commencement of the non-statutory consultation process commencing; however, it is likely that initial consultation meetings will have taken place prior to the date of this committee. A meeting involving County, District Councillors and Parish Councillors took place on 7

May 2014 with a view to setting up a Community Consultation Committee along the lines of the one that sits for the Toyota site.

3.3 A copy of the Consultation Plan and its appendices is attached for information.

#### **4.0 Executive Summary**

4.1 The project proposes the development of a Strategic Rail Freight Interchange (SRFI); a logistics facility which will allow goods to be moved between the rail and road networks to support business in the region and across the UK. The development would comprise railway sidings, a rail head-shunt, a connection to the existing railway line and an 'intermodal' terminal to move goods between rail and road, which would include the necessary container handling equipment and storage facilities. There would be a range of rail linked Class B8 distribution units with associated landscaping, access, parking and service areas. The site would be accessible using new public footways and cycle ways. The site Goodman Shepherd proposes to develop extends to approximately 255 hectares and is located south west of Derby within the administrative areas of South Derbyshire District Council and Derbyshire County Council. The land is controlled by Goodman Shepherd under a development agreement with the owners, Etwall Land Ltd, to promote the site for a SRFI.

4.2 There is currently a waste water treatment facility on site, a composting facility, an existing flood attenuation pond, three residences and overhead electricity lines supported by steel lattice pylons across the north of the land. Part of the site has been subject to previous gravel extraction which has been filled in through licensed waste tipping. The site is near the Toyota European Production Centre, Derby Airfield, Willington Quarry, Burnaston Interchange Services and some residential properties. The nearest local villages are Etwall, Hilton, Egginton, Repton, Burnaston and Willington.

4.3 Specifically, the scope of the consultation will include, but not be limited to, the following:

- The design and layout of the infrastructure and buildings on the site.
- Proposals for road and rail access to the site.
- Effects on surrounding local communities and potential mitigation measures.
- Maximising socio-economic benefits for the wider area including:
- Section 106 planning legal agreement

4.4 It is the proposer's intention to register EMIP project with PINS and discuss consultation strategy with Local Authorities & Consultation Steering Group (LACSG) - April 2014. This is the start of the process. Feedback from the LACSG is already being considered by the applicants.

Then as Stage 1 undertake Non-Statutory consultation on 'Masterplan Options' (28 days minimum) [Section 42 & section 47 consultees]. The first round of public consultation on the Master Plan options is scheduled to finish on 18 July 2014. This will include web site and social media platforms for the project.

At Stage 2: Statutory Consultation on 'Preferred Proposals' including Preliminary Environmental Information (28 days minimum) – c. September-October 2014. [Section 42, section 47 & section 48 consultees].

Stage3: possible further round of statutory consultation will be undertaken on material changes, if required - January-February 2015. This stage may not be required in the Consultation Plan under the legislation but is a part of the process if the Stage 2 consultation throws up issues that require further consultation on material changes to the Preferred Option.

- 4.5 The proposers are suggesting that two areas of consultation zone be used. The first inner consultation zone would comprise those houses, businesses and parishes that lie within 5km of the proposed site. A map is included in the Consultation Plan indicated the locations within the 5km area. The inner zone has been amended following the meeting on 7 May to include Hatton and Scropton. The methods proposed for the consultation would be Direct mail newsletter to all households and businesses; Letters to stakeholders/elected representatives; Public exhibitions; Stakeholder workshops; Parish Council meetings; Business briefing meetings; Consultation Steering Group; Advertising; Media coverage; Posters; Website and email; Social media; and a freephone/freepost facility.
- 4.6 The core of the consultation programme will be focused within this zone, with all local residents and businesses directly receiving information and having access to consultation events. Public exhibitions will be held in Etwall; Egginton; Hilton; Repton; Burnaston and Willington. Businesses within the inner consultation zone will be invited to a business briefing.
- 4.7 The outer and linear consultation zones would include nearby centres of population and major economic centres outside the Inner Consultation Zone that have the potential to be indirectly affected by the development, particularly in socio-economic terms. This would include the towns and cities, including suburbs and surrounds of: Derby; Burton-on-Trent; and Swadlincote. In this zone there would be targeted mailing of newsletters and stakeholders based on their relationship to the A38, A50 and the Derby – Stoke and Derby - Birmingham railway lines.
- 4.8 The engagement with these communities would be primarily channelled through elected representatives at Parish, Local Authority and Parliamentary levels who would be directly notified and invited to engage on behalf of the communities they represent.
- 4.9 Public exhibitions would be held in Burton, Derby and Swadlincote which would be advertised through targeted mailing of the newsletter, through advertising, proactive media relations, the project website and, potentially, via their elected representatives. Businesses within the outer consultation zone would be invited to a business briefing.

## **5.0 Detail**

- 5.1 This document outlines Goodman Shepherd's plans for undertaking stakeholder and community consultation on its plans for a Strategic Rail Freight Interchange (SRFI) near Derby – known as East Midlands Intermodal Park (EMIP).
- 5.2 EMIP meets the criteria (set out in Section 14 of the Planning Act 2008) for a Nationally Significant Infrastructure Project (NSIP). Goodman Shepherd will therefore need to make an application for a Development Consent Order (DCO) to the Planning Inspectorate (PINS) for EMIP, with a final decision on the plans being made by the Secretary of State for Transport.

- 5.3 The Planning Act 2008 requires promoters of NSIPs to undertake statutory stakeholder and community consultation before submitting an application for a DCO. Guidance on the pre-application process for NSIPs has been provided by the Department of Communities and Local Government which makes it clear that “...*the amount of consultation undertaken, and who is consulted, should be in proportion to the size and scale of the project and where its impacts will be felt*”.
- 5.4 This document covers both the proposed non-statutory consultation and the proposed statutory consultation that the promoters intend to undertake before submission of the DCO. A draft Statement of Community Consultation (SoCC), required as part of the statutory consultation process, is attached as Appendix 1 of the document.
- 5.5 The draft Consultation Plan is designed to be an initial discussion paper to enable Goodman Shepherd to agree its consultation approach for EMIP with South Derbyshire District Council, Derbyshire County Council and the PINS. Goodman Shepherd has also instigated the establishment of a local Consultation Steering Group comprising local Parish Councils, District and County councillors who will be invited to discuss and comment on the plan before it is implemented.

### **Project Description and Site**

- 5.6 The project proposes the development of a SFRI; a logistics facility which will allow goods to be moved between the rail and road networks to support business in the region and across the UK. The development would comprise railway sidings, a rail head-shunt, a connection to the existing railway line and an ‘intermodal’ terminal to move goods between rail and road, which would include the necessary container handling equipment and storage facilities. There would be a range of rail linked Class B8 distribution units with associated landscaping, access, parking and service areas.
- 5.7 The project would be connected to the existing road and rail network via a proposed new railway line into the development, and a proposed new road connecting to the A50/A38 Burnaston Interchange. New roads would also need to be laid within the development. The site would be accessible using new public footways and cycle ways. The site Goodman Shepherd proposes to develop extends to approximately 255 hectares and is located south west of Derby within the administrative areas of South Derbyshire District Council and Derbyshire County Council. It is bordered by the Burnaston Interchange at its northern point, by Carriers Road (A5132) along the southern border, and is flanked by the A38 and Egginton Road/Etwall Road. The land is controlled by Goodman Shepherd under a development agreement with the owners, Etwall Land Ltd, to promote the site for a SRFI.
- 5.7 There is currently a waste water treatment facility on site, a composting facility, an existing flood attenuation pond, three residences and overhead electricity lines supported by steel lattice pylons across the north of the land. Part of the site has been subject to previous gravel extraction which has been filled in through licensed waste tipping. As a result of this, the land is unsuitable for growing crops for human consumption and has therefore been used to grow crops for use as a biofuel.
- 5.8 The site is near the Toyota European Production Centre, Derby Airfield, Willington Quarry, Burnaston Interchange Services and some residential properties. The nearest local villages are Etwall, Hilton, Egginton, Repton, Burnaston and Willington.

- 5.9 Specifically, the scope of the consultation will include, but not be limited to, the following:

The design and layout of the infrastructure and buildings on the site.

Proposals for road and rail access to the site.

Effects on surrounding local communities and potential mitigation measures in relation to:

Noise

Lighting

Air quality

Visual impact

Flood risk and drainage

Ecology

Archaeology and heritage

Maximising socio-economic benefits for the wider area including:

Support for manufacturing and export businesses

Job creation

Skills and training

Section 106 planning legal agreement

### **Consultation Requirements and Timeline**

- 5.10 For the purposes of the Planning Act 2008, development proposers are required to consult as follows:

Local authorities, statutory consultees, landowners and others with an interest in the land under Section 42 of the Act;

The local community under Section 47 of the Act

The general public under the publicity requirements of Section 48 of the Act.

- 5.11 It is the proposers' intention to register EMIP project with PINS and discuss consultation strategy with Local Authorities & Consultation Steering Group - April 2014. This is the start of the process.

Then as Stage 1 undertake Non-Statutory consultation on 'Masterplan Options' (28 days minimum) likely to finish on 18 July 2014 -[Section 42 & section 47 consultees].

At Stage 2: Statutory Consultation on 'Preferred Proposals' including Preliminary Environmental Information (28 days minimum) – c.September-October 2014. [Section 42, section 47 & section 48 consultees].

Stage 3: possible further round of statutory consultation will be undertaken on material changes, if required - January-February 2015. This stage may not be required in the Consultation Plan under the legislation but is a part of the process if the Stage 2 consultation throws up issues that require further consultation.

- 5.12 Drafting of Consultation Report is required for the submission of Development Consent Order and this is scheduled for March-June 2015. It is this report that the Council will be asked for its comments by the PINS on the adequacy of the Consultation Plan prior to the application being registered by the PINS.

Consultation Zones

- 5.13 The proposers are suggesting that two areas of consultation zone be used. The first inner consultation zone would comprise those houses businesses and parishes that lie within 5km of the proposed site, a map is included in the Consultation Plan indicated the locations within the 5km area. Since the first Draft was received, the Inner Consultation Zone has been extended to include Hatton and Scropton following discussions at the meeting with Parishes and Councillors on 7 May 2014. The methods proposed for the consultation would be Direct mail newsletter to all households & businesses; Letters to stakeholders/elected representatives; Public exhibitions; Stakeholder workshops; Parish Council meetings; Business briefing meetings; Consultation Steering Group; Advertising; Media coverage; Posters; Website and email; Social media; and a freephone/freepost facility.
- 5.14 The core of the consultation programme will be focused within this zone, with all local residents and businesses directly receiving information and having access to consultation events. Public exhibitions will be held in Etwall; Egginton; Hilton; Repton; Burnaston and Willington. Businesses within the inner consultation zone will be invited to a business briefing.
- 5.15 The outer and linear consultation zones would include nearby centres of population and major economic centres outside the Inner Consultation Zone that have the potential to be indirectly affected by the development, particularly in socio-economic terms. This would include the towns and cities, including suburbs and surrounds of: Derby; Burton-on-Trent; and Swadlincote. In this zone there would be targeted mailing of newsletters and stakeholders based on their relationship to the A38, A50 and the Derby – Stoke and Derby - Birmingham railway lines.
- 5.16 The engagement with these communities would be primarily channelled through elected representatives at Parish, local authority and Parliamentary levels who would be directly notified and invited to engage on behalf of the communities they represent.
- 5.17 Public exhibitions would be held in Burton, Derby and Swadlincote which would be advertised through targeted mailing of the newsletter, through advertising, proactive media relations, the project website and, potentially, via their elected representatives. Businesses within the outer consultation zone would be invited to a business briefing.
- 5.18 The first round of public consultation on the Master Plan options is scheduled to commence as soon as the applicants receive and have considered the Council's comments on this strategy (although it is likely to finish on 18 July 2014). Responses received will be documented, summarised and included in the Consultation Report to accompany the application to the Planning Inspectorate; this Council will be consulted by the Planning Inspectorate on the adequacy of Consultation process prior to it registering the planning application for the proposed development.
- 5.19 The second round of consultation on the preferred option is then scheduled to follow in the autumn of this year following analysis of the responses to the first round and any modifications to the preferred option that may be necessary. Any changes to the preferred option will be explained by the proposers at that time. If there are material changes to the preferred option master plan then the third round of consultation would take place, currently scheduled for early 2015.

## **6.0 Financial Implications**

6.1 Financial implications should be neutral as the proposers have signed a Planning Performance Agreement within which the Council's Officer Time is met by the potential developers along with the costs of employing consultants to assess the submitted information.

## **7.0 Corporate Implications**

7.1 The proposals will be considered against the Corporate objective of Sustainable Growth and Opportunity – G1 with reference to sub headings GO1 & 3 and GP3 subject to a careful consideration of the impacts that are likely to ensue.

7.2 Legal implications – The Council is a statutory consultee in the process and has certain duties under the legislation which will be ensured through legal representation. The Council's legal costs are being met by through the PPA.

7.3 There are no implications for employees of South Derbyshire District Council arising from this report other than the usual senior officer input at necessary times.

7.4 The proposers of the application will be undertaking the communication with the community on this proposal as outlined in this report. In drawing up the Consultation Plan reference has been made to the Council's adopted Statement of Community Involvement', South Derbyshire District Council, adopted March 2006.

## **8.0 Community Implications**

8.1 The impact on the local community in terms of environment and social matters will form an important part of the consideration of the application as set out above; for the purposes of this report, the proposers have identified the environmental and social impacts as something they will actively be consulting upon in line with the Consultation Plan. This Council will take account of these implications in formulating its Local Impact Statement later in the process.

## **9.0 Conclusions**

9.1 It is considered that the Draft Consultation Plan meets the requirements of the Planning Act 2008 and as such can be used as a basis for the pre- application stage of the process with the reservation that final formal comments to the Planning Inspectorate will be formulated in the light an assessment of the various stages of the consultation process. The Committee's instructions are requested.

## **10.0 Background Papers**

10.1 East Midlands Intermodal Park - Consultation Plan for the Proposed Strategic Rail Freight Interchange near Derby - Draft - April 2014.  
SDDC Corporate Plan.  
Statement of Community Involvement', South Derbyshire District Council, adopted March 2006.  
SDDC – Sustainability Community Strategy.  
E-Mail dated 12 May 2014 on the results of the Consultation Meeting on 7 May 2014 where the Inner Consultation Zone was extended.





## East Midlands Intermodal Park

### Consultation Plan for the Proposed Strategic Rail Freight Interchange near Derby

Draft - April 2014



# 1. Introduction

## Background

This document outlines Goodman Shepherd's plans for undertaking stakeholder and community consultation on its plans for a Strategic Rail Freight Interchange (SRFI) near Derby – known as East Midlands Intermodal Park (EMIP).

EMIP meets the criteria (set out in Section 14 of the Planning Act 2008) for a Nationally Significant Infrastructure Project (NSIP). Goodman and Shepherd will therefore need to make an application for a Development Consent Order (DCO) to the Planning Inspectorate (PINS) for EMIP, with a final decision on the plans being made by the Secretary of State for Transport.

The Planning Act 2008 requires promoters of NSIPs to undertake statutory stakeholder and community consultation before submitting an application for a DCO. Guidance on the pre-application process for NSIPs has been provided by the Department of Communities and Local Government which makes it clear that "...the amount of consultation undertaken, and who is consulted, should be in proportion to the size and scale of the project and where its impacts will be felt"<sup>1</sup>.

This document covers both the proposed non-statutory consultation and the proposed statutory consultation that the promoters intend to undertake before submission of the DCO. A draft Statement of Community Consultation (SoCC), required as part of the statutory consultation process, is attached as Appendix 1 of the document.

The draft Consultation Plan is designed to be an initial discussion paper to enable Goodman and Shepherd to agree its consultation approach for EMIP with South Derbyshire District Council, Derbyshire County Council and the Planning Inspectorate. Goodman Shepherd has also instigated the establishment of a local Consultation Steering Group comprising local Parish Councils, District and County councillors who will be invited to discuss and comment on the plan before it is implemented.

## Project Description & Site

The project proposes the development of a Strategic Rail Freight Interchange; a logistics facility which will allow goods to be moved between the rail and road networks to support business in the region and across the UK. The development would comprise railway sidings, a rail head-shunt, a connection to the existing railway line and an 'intermodal' terminal to move goods between rail and road, which would include the necessary container handling equipment and storage facilities. There would be a range of rail linked Class B8 distribution units with associated landscaping, access, parking and service areas.

The project would be connected to the existing road and rail network via a proposed new railway line into the development, and a proposed new road connecting to the A50/A38 Burnaston Interchange. New roads would also need to be laid within the development. The site would be accessible using new public footways and cycleways.

The site Goodman Shepherd proposes to develop extends to approximately 255 hectares and is located south west of Derby within the administrative areas of South Derbyshire District Council and Derbyshire County Council. It is bordered by the Burnaston Interchange at its northern point, by

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<sup>1</sup> See 'Planning Act 2008: Guidance on the pre-application process' published by the Department for Communities and Local Government, January 2013, paragraph 15

Carriers Road (A5132) along the southern border, and is flanked by the A38 and Egginton Road/Etwall Road. The land is controlled by Goodman Shepherd under a development agreement with the owners, Etwall Land Ltd, to promote the site for a SRFI.

There is currently a waste water treatment facility on site, a composting facility, an existing flood attenuation pond, three residences and overhead electricity lines supported by steel lattice pylons across the north of the land. Part of the site has been subject to previous gravel extraction which has been filled in through licensed waste tipping. As a result of this, the land is unsuitable for growing crops for human consumption and has therefore been used to grow crops for use as a biofuel.

The site is near the Toyota European Production Centre, Derby Airfield, Willington Quarry, Burnaston Interchange Services and some residential properties. The nearest local villages are Etwall, Hilton, Egginton, Repton, Burnaston and Willington.

### **Potential Effects**

The development of the site supports the Government's policy of promoting rail freight services and infrastructure<sup>2</sup>. It would generate up to approximately 7,000 jobs locally and boost the region's infrastructure capacity for rail and road freight. This, in turn, is expected to boost business in the area, particularly manufacturing and exporting. It is expected that South Derbyshire and the surrounding regions would experience socio-economic benefits from the increased activity around the site.

Development would, however, also have some potential effects on the land and surrounding areas that would require mitigation. These effects could include: changes to ecology; a change to the flood risk; visual impact; and environmental changes, such as increased noise and light and effects on local air quality.

Goodman Shepherd acknowledges that these changes would also potentially affect nearby residential properties and the surrounding villages particularly Etwall, Hilton, Egginton, Repton, Burnaston and Willington. There is also the potential for traffic effects to arise as a result of the development.

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<sup>2</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/4377/strategic-rail-freight-interchange.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/4377/strategic-rail-freight-interchange.pdf)

## 2. Consultation Strategy and Timeline

### Consultation Requirements

In order to comply with the pre-application consultation requirements of the Planning Act 2008, Goodman Shepherd will be required to consult with:

- Local authorities, statutory consultees, landowners and others with an interest in the land under Section 42 of the Act
- The local community under Section 47 of the Act
- The general public through the publicity requirements of Section 48 of the Act.

Section 47 also requires the promoter to prepare a Statement of Community Consultation (SoCC) detailing how it proposes to consult the local community and to consult with the local authorities within whose boundaries development is proposed about the SoCC before it is published.

In designing its proposed consultation programme, Goodman Shepherd has had regard to the advice published to support the consultation requirements of the Planning Act 2008 and to the advice that both South Derbyshire District and Derbyshire County Council have published about how developers should undertake community consultation on major development proposals. The most relevant documents are:

- 'Planning Act 2008: Guidance on the pre-application process', published by the Department for Communities and Local Government, January 2013
- 'The developer's pre-application duties', Advice Note 16 published by The Planning Inspectorate (PINS), April 2012
- 'Statement of Community Involvement', South Derbyshire District Council, adopted March 2006
- 'Statement of Community Involvement', Derbyshire County Council, adopted December 2006.

The adopted SCIs of the two local authorities within whose boundaries the EMIP project is located do not refer specifically to NSIPs. However, they do provide some advice about the pre-application consultation the local authorities expect developers of major applications to undertake.

South Derbyshire District Council's (SDDC) adopted SCI actively encourages developers of larger schemes to inform and involve the community in shaping their proposals. The Council's expectation is that:

"The developer will be encouraged to meet with Council officers to discuss potential issues relating to the development and their proposed approach to consultation...a supporting statement will be requested to accompany the application....[and] we will actively encourage the developer to make the statement available to those who have been actively involved."<sup>3</sup>

Derbyshire County Council's (DCC) adopted SCI makes it clear that pre-application consultation between the developer and the public provides the opportunity for the community to be involved in the formulation of proposals from an early stage. It states that:

"...The County Council encourages developers to undertake early consultation with local residents, neighbours and parish councils, particularly in respect of major or controversial proposals and to demonstrate that these views have been taken into account in the

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<sup>3</sup>South Derbyshire District Council Statement of Community Involvement (Adopted March 2006), Appendix 2, p.25

formulation of the submitted proposals. Public meetings, workshops and exhibitions are useful methods in this respect.”<sup>4</sup>

Goodman Shepherd’s pre-application consultation programme and SoCC has regard to the above advice.

### **Consultation Scope**

The principle of whether there should be a SRFI on this site will be determined by the Secretary of State for Transport following a public examination and a recommendation from PINS.

Goodman Shepherd will note all comments received about the principle of development of this site for a SRFI and address the principle of development in the submitted DCO. However, the scope of the pre-application consultation will focus on the overall design of EMIP and its effects, both positive and negative, on key stakeholders and the nearby local communities.

Specifically, the scope of the consultation will include, but not be limited to, the following:

- The design and layout of the infrastructure and buildings on the site
- Proposals for road and rail access to the site
- Effects on surrounding local communities and potential mitigation measures in relation to:
  - Noise
  - Lighting
  - Air quality
  - Visual impact
  - Flood risk and drainage
  - Ecology
  - Archaeology and heritage
- Maximising socio-economic benefits for the wider area including:
  - Support for manufacturing and export businesses
  - Job creation
  - Skills and training
- Section 106 planning legal agreement.

### **Consultation Timeline**

Goodman Shepherd believe that a mixture of statutory and non-statutory consultation should be undertaken to assist in developing the masterplan for the site and preparing the detailed proposals to be submitted in the DCO to PINS.

Stage 1 non-statutory consultation will be based around masterplan options for the development and will focus on section 42 and section 47 consultees.

This will inform the development of a preferred scheme which will then be subject to a Stage 2 statutory consultation for section 42, section 47 and section 48 consultees concurrently, with Preliminary Environmental Information (PEI) provided.

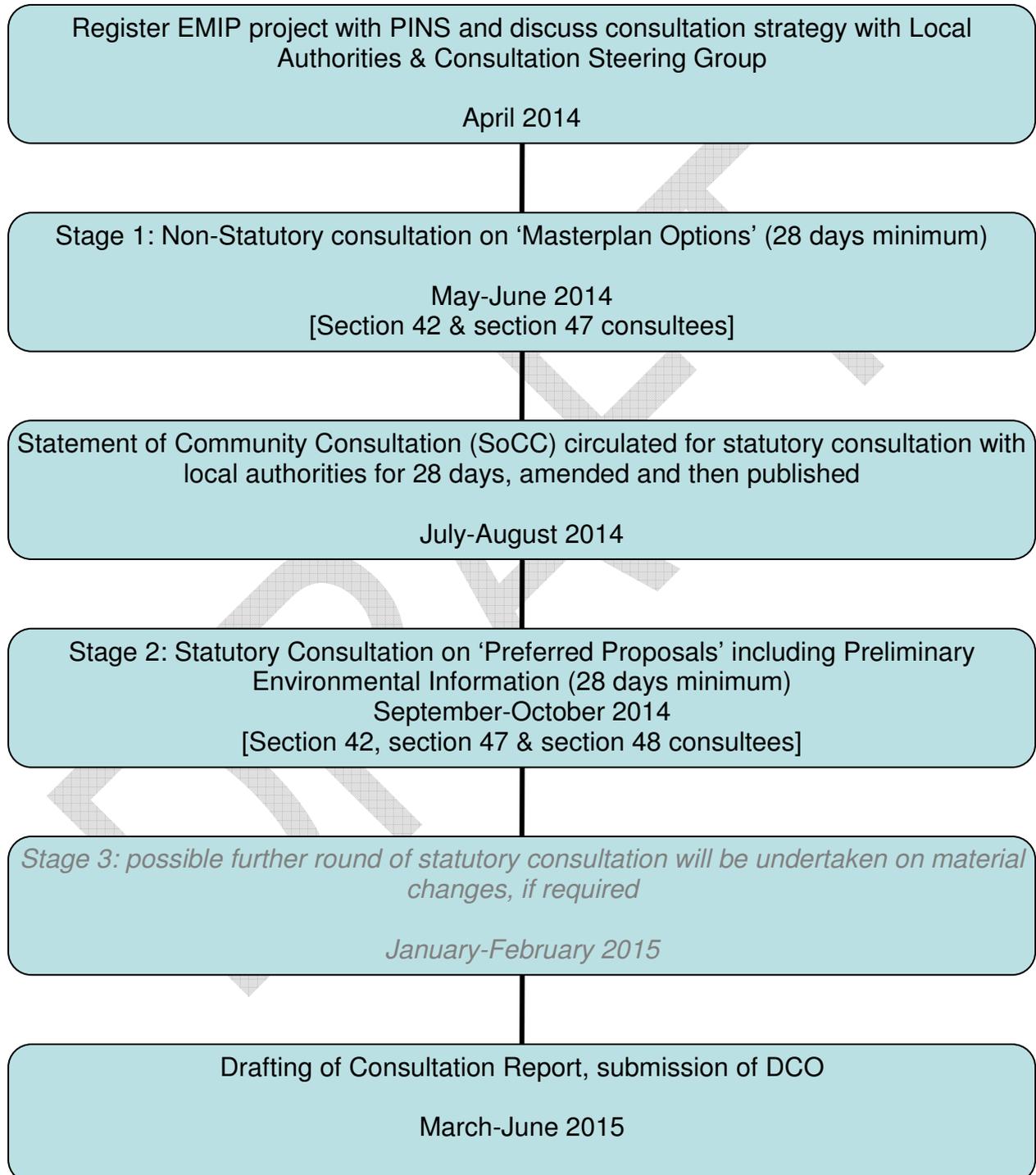
In the event that material changes are required to the final scheme following the close of this consultation, a further round of Stage 3 statutory consultation would be undertaken, which would be limited in scope solely to the material changes proposed.

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<sup>4</sup> Statement of Community Involvement’, Derbyshire County Council, adopted December 2006, paragraph 5.12.6, page 32.

Goodman Shepherd will throughout the consultation process continue to review the scope and extent of the consultation proposed in this plan to ensure that it achieves its purpose. As such, this timeline remains flexible and subject to change depending on the outcome of the various stages of the consultation.

The proposed timeline is outlined below:



### 3. Who will be consulted

Goodman Shepherd will consult with communities, groups and individuals that live, work or use the area or may potentially be affected by the proposed development as well as statutory consultees.

This includes:

- Identified statutory consultees (see list in Appendix 2) – List to follow
- Community stakeholders (see Appendix 3) – List to follow
- Local residents living in proximity to the proposed development
- Local businesses situated in proximity to the proposed development
- Local communities along the major road and rail transport corridors leading to the site
- Nearby major centres of population with significant economic interests
- The general public and anyone with an interest in the proposals.

In discussion with SDCC and DCC, Goodman Shepherd will also seek to identify any ‘hard to reach’ groups in the area that need to be consulted about EMIP and agree appropriate techniques for engaging with them. To avoid consultation fatigue, engagement with identified ‘hard to reach’ groups will be undertaken during the Stage 2 statutory consultation on the preferred proposals.

In terms of engaging with communities, Goodman Shepherd proposes to use three separate consultation zones as follows:

Zone	Parameters of Zone	Approach to engagement	Key Consultation Tools
<b>Inner Consultation Zone</b>  Those communities and businesses most directly affected by the proposals	All communities situated within approximately 5km radius of the site including the villages of: Etwall; Egginton; Hilton; Repton; Burnaston and Willington.	The core of the consultation programme will be focused within this zone, with all local residents and businesses directly receiving information and having access to consultation events.  Public exhibitions will be held in Etwall; Egginton; Hilton; Repton; Burnaston and Willington.  Businesses within the inner consultation zone will be invited to a business briefing.	-Direct mail newsletter to all households & businesses - Letters to stakeholders/elected representatives -Public exhibitions -Stakeholder workshop -Parish Council meetings -Business briefing meetings -Consultation Steering Group -Advertising -Media coverage -Posters -Website and email -Social media -Freephone/freepost facility
<b>Outer Consultation Zone</b>  Nearby centres of population and major economic centres outside the Inner	This will include the towns and cities, including suburbs and surrounds of: Derby; Burton-on-Trent; and Swadlincote	Engagement with these communities will be primarily channelled through elected representatives at Parish, local authority	-Targeted mailing of newsletter - Letters to stakeholders/elected representatives - Public exhibitions -Business briefing

<p>Consultation Zone that have the potential to be indirectly affected by the development, particularly in socio-economic terms</p>	<p>It will also include: parishes and electoral wards along a linear route leading from the site:</p> <ul style="list-style-type: none"> <li>-North on the A38 to Derby</li> <li>-South on the A38 to Burton</li> <li>-West on the A50 towards Uttoxeter</li> <li>-East on the A50 towards Weston on Trent</li> <li>-West on the rail line towards Uttoxeter</li> <li>-East on the rail line towards Weston-on-Trent</li> <li>-North on the rail line to Derby</li> <li>-South on the rail line to Burton-on-Trent</li> </ul>	<p>and Parliamentary levels who would be directly notified and invited to engage on behalf of the communities they represent.</p> <p>Public exhibitions will be held in Burton, Derby and Swadlincote which will be advertised through targeted mailing of the newsletter, through advertising, proactive media relations, the project website and, potentially, via their elected representatives.</p> <p>Businesses within the outer consultation zone will be invited to a business briefing.</p>	<p>meetings</p> <ul style="list-style-type: none"> <li>-Advertising</li> <li>-Media coverage</li> <li>-Posters</li> <li>-Website and email</li> <li>-Social media</li> <li>-Freephone/freepost facility</li> </ul>
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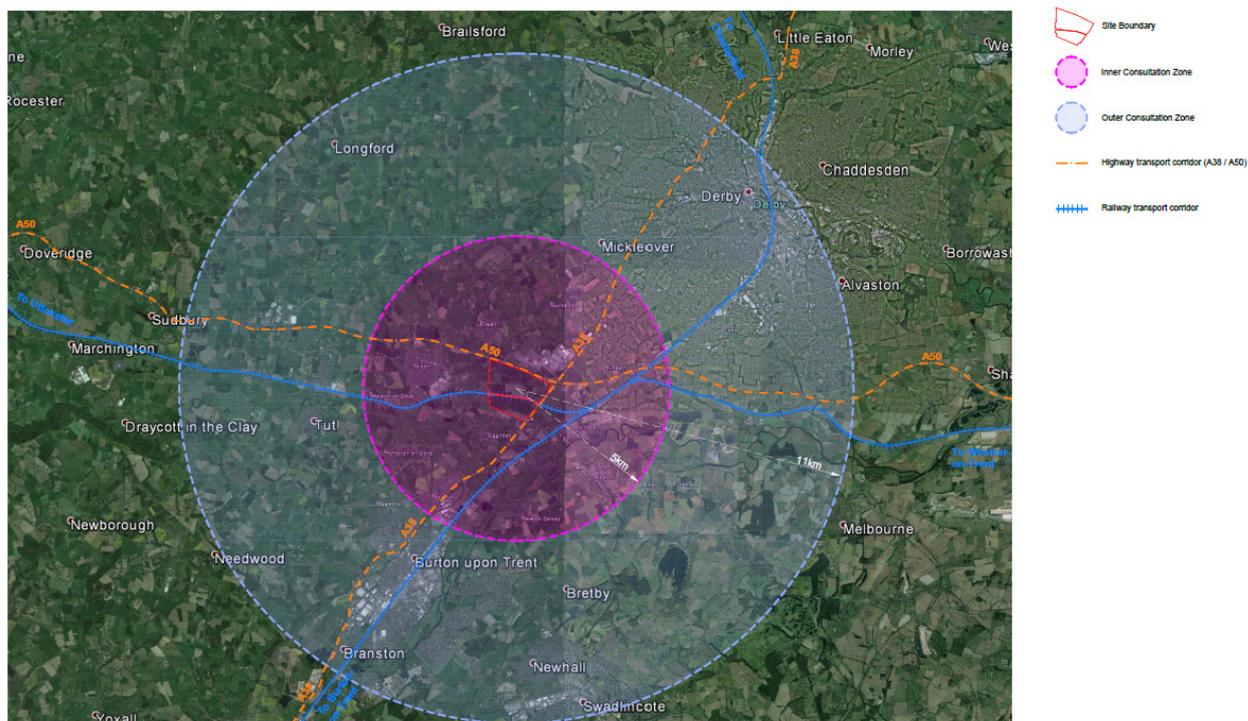


Fig 1: Consultation zones map

## 4. Programme for Non-Statutory Consultation

### Preliminary Engagement

It is important to note that preliminary engagement has already taken place with key stakeholders and local community representatives. This has included meetings with some parish councils surrounding the site and other elected representatives during the period from June 2013 to January 2014.

The preliminary engagement with local stakeholders has been helpful to Goodman Shepherd in terms of identifying likely issues of concern for affected local communities, while early technical meetings with the relevant local authorities and other statutory consultees have helped in the development of masterplan options for the EMIP project.

### Consultation Steering Group

Goodman Shepherd has instigated the establishment of a Consultation Steering Group comprising local parish councils, district and county councillors. The purpose of the Steering Group is to provide feedback on the way in which Goodman Shepherd will consult and engage with the local community.

It is proposed to hold a meeting of this Consultation Steering Group in April 2014, prior to the launch of Stage 1 Non-Statutory consultation, to consider and feedback on the process outlined in this Consultation Plan.

### Stage 1: Non-Statutory Consultation on 'Masterplan Options'

Non-statutory consultation ('Stage 1') is planned to take place during May and June 2014. Section 42 statutory consultees will be engaged and section 47 consultees in the inner, outer and linear transport consultation zones. This stage of non-statutory consultation will focus on a number of masterplan options for the development of EMIP.

Notification of the non-statutory consultation would be provided to consultees during May with consultation events taking place in the second half of May and throughout June. Stage 1 consultation will close by the end of June.

An outline draft programme for the Stage 1 non statutory consultation is set out in the table below:

Stage 1: Non-Statutory Consultation on 'Masterplan Options'		
Timing	Activity/Event	Comment
W/b 12 May	Project website and email goes live	All information about the consultation and the EMIP project will be provided on a dedicated project website available throughout the planning process. A dedicated email address and 'ask a question' function on the website will also be provided
W/b 12 May	Social media platforms launched	EMIP to create a Twitter account to provide information and drive traffic to the website

		during the consultation process
W/b 12 May	Media announcement	Local media announcement of the EMIP project and the consultation process.
W/b 12 May	Publication of Consultation Plan	Consultation Plan published on project website and available to download
W/b 12 May	Introductory Letters	Introductory letters sent to all identified section 42 and section 47 consultees explaining the project, detailing the Stage 1 non-statutory consultation and offering to meet on request.
W/b 12 May	Parish Council meetings	Letter sent to Parish Councils in the inner consultation zone to offer a meeting/presentation on EMIP
W/b 19 May	<b>Monday 19 May – Stage 1 consultation begins</b>	Official start of Stage 1 non-statutory consultation
W/b 19 May	Project newsletter issued	<p>Newsletter introducing the project, detailing the Stage 1 non-statutory consultation, advertising consultation events and explaining how to get in touch to be distributed via direct mail to:</p> <ul style="list-style-type: none"> <li>• Households within the inner consultation zone</li> <li>• Parish, District, County, Parliamentary representatives within the inner, outer and linear transport consultation zones</li> <li>• Other identified section 47 community stakeholders within the inner, outer and linear transport consultation zones</li> <li>• All relevant section 42 consultees</li> </ul>
W/b 19 May	Freephone and freepost facility publicised & operational	Newsletter to include details of freephone and freepost to allow people to contact the EMIP project team and feedback their views
W/b 19 May	Press release	Press release giving details of public exhibition venues & timings
W/b 19 May + 26 May	Parish Council and stakeholder meetings	Meetings/presentations to Parish Councils and other stakeholders
W/b 9 June	Press advertising and posters	Press advertising of public exhibitions. Posters advertising exhibitions to be distributed to local information points for display
W/b 16 + 23	Public exhibitions within the inner	Exhibitions to be held at appropriate venues in:

June	consultation zone	<ul style="list-style-type: none"> <li>• Burnaston</li> <li>• Egginton</li> <li>• Etwall</li> <li>• Hilton</li> <li>• Repton</li> <li>• Willington</li> </ul>
W/b 16 + 23 June	Public exhibitions within the outer consultation zone	Exhibitions to be held at appropriate venues in: <ul style="list-style-type: none"> <li>• Burton</li> <li>• Derby</li> <li>• Swadlincote</li> </ul>
W/b 30 June	Stakeholder workshop for Section 47 & Section 42 consultees	Key section 47 community consultees and relevant section 42 statutory consultees will be invited to participate in a half day workshop to consider the masterplan options in the light of feedback from the public exhibitions
W/b 7 July	<b>Monday 7 July – close of Stage 1 non statutory consultation</b>	Deadline for receipt of feedback on Stage 1 consultation

### Documenting Responses

All meetings held during the non-statutory consultation, with both section 42 and section 47 consultees, will be minuted and, where possible, the minutes agreed with the participants so there is clarity about the issues raised. This also applies to the stakeholder workshop.

The community and the general public will be able to feedback their views in the following ways:

- Using the freephone and freepost facility at any point during the consultation process (all telephone calls will be logged)
- Filling out feedback forms online via the project website
- Emailing the project team either directly or via the project website
- Filling out printed feedback forms and returning them at the public exhibitions, or posting them back subsequently using the freepost facility.

At the close of the Stage 1 non-statutory consultation an interim report will be prepared documenting the comments received. This interim report will be published on the project website prior to the start of the Stage 2 statutory consultation process.

## 5. Programme for Statutory Consultation

### Consultation on the SoCC

Following the close of the Stage 1, non-statutory consultation, in July 2014, a draft Statement of Community Consultation (SoCC) will be sent to SDCC and DCC. A minimum of 28 days will be allowed for the local authorities to respond to statutory consultation on the SoCC.

At the close of consultation on the SoCC, Goodman Shepherd will review any comments received, amend the SoCC as appropriate and then publish it as required by the Planning Act 2008. Publication of the SoCC will mark the start of Stage 2 statutory consultation on the 'Preferred Proposals' for EMIP.

Publication of the SoCC and where it can be inspected or obtained will be advertised in a locally circulating newspaper, in this case the Derby Telegraph and Burton Mail.

Copies of the published SoCC will be made available on the project website and at key community venues. Key community stakeholders will also be notified.

### Stage 2: Consultation Programme on 'Preferred Proposals'

Statutory consultation on Goodman Shepherd's 'Preferred Proposals' for EMIP will take place during September and October with section 42 statutory consultees and, as set out in the published SoCC, with section 47 consultees. Section 48 publicity will also take place during this period. The period of statutory consultation will exceed the 28 day minimum required by the Planning Act 2008.

Preliminary Environmental Information (PEI) will be published at this stage to inform and support the consultation process. The SoCC must state how Goodman Shepherd intends to publicise and consult on the PEI.

Details of the programme of statutory consultation with section 47 and section 48 consultees are shown in the draft SoCC in Appendix 1.

Following the close of statutory consultation, Goodman Shepherd will review all the comments received and decide whether further material changes are required to the EMIP project. If not, the promoters will prepare their Consultation Report and other documentation to support the DCO.

### Additional Consultation on Material Changes

If the response to the statutory consultation process means that Goodman Shepherd believe that material changes are required to the 'Preferred Proposals', a further period of statutory consultation will be undertaken with section 42, section 47 and section 48 consultees. The scope of this consultation will be restricted to the material changes proposed to the final scheme rather than the project as a whole.

If required, statutory consultation on 'Material Changes to the Preferred Proposals' will be for a minimum of 28 days and will be based largely on written representations. Depending upon the nature of the material changes to the final scheme, Goodman Shepherd will consider holding further public exhibitions in those areas most affected by these material changes.

## **Appendix 1: Statement of Community Consultation (SOCC)**

### **East Midlands Intermodal Park Proposed new strategic rail freight interchange**

#### **Statement of Community Consultation Published under Section 47 of the Planning Act 2008**

##### **Introduction**

Goodman Shepherd (a partnership between Goodman and The Shepherd Group) is proposing to develop a strategic rail freight interchange (SFRI) known as East Midlands Intermodal Park (EMIP) on a 255 hectare site adjacent to the A38/A50 Burnaston interchange and the Stoke-on-Trent to Derby main railway line in South Derbyshire District. The proposal constitutes a Nationally Significant Infrastructure Project (NSIP) under the terms of the Planning Act 2008.

Section 47 the Act requires Goodman Shepherd to prepare a statement on how it plans to consult with people who live, work in and use the local area. It has to make the information conveniently accessible and publish details of the proposal in a locally circulating newspaper detailing when and where this Statement of Community Consultation (SoCC) can be viewed.

This SoCC will be available to view during normal opening hours at:

- Etwall Library Egginton Road, Etwall, Derbyshire DE65 6NB;
- South Derbyshire District Council, Civic Offices, Civic Way, Swadlincote, Derbyshire DE11 0AH;
- Derbyshire County Council offices, County Hall, Matlock, DE4 3AG.

A copy will also be available to download from the project website at [www.xxxxxxxxxx].

##### **About Goodman Shepherd**

Construction group Shepherd and property developer Goodman have set up a partnership to develop land owned by Etwall Land Ltd, close to the village of Etwall in South Derbyshire.

Goodman Group is an international logistics and property company which is one of the biggest companies listed on the Australian Securities Exchange. Shepherd Group is one of the UK's largest family owned businesses with experience in successfully constructing large scale infrastructure projects.

##### **The Site and Proposed Development**

The site Goodman Shepherd proposes to develop is located south west of Derby within the administrative areas of South Derbyshire District Council and Derbyshire County Council.

The site is approximately 255 acres and is bordered by the Burnaston Interchange at its northern point, by Carriers Road (A5132) along the southern border, and is flanked by the A38 and Egginton Road/Etwall Road. The land is owned by Etwall Land Ltd with whom Goodman Shepherd has a development agreement to plan and build the EMIP.

**SITE LOCATION IMAGE TO BE ADDED**

There is currently a waste water treatment facility on site, a composting facility, an existing flood attenuation pond, three residences and overhead electricity lines supported by steel lattice pylons across the north of the land. Part of the site has been subject to previous gravel extraction which has been filled in through licensed waste tipping. As a result of this, the land is unsuitable for growing crops for human consumption and has therefore been used to grow crops for use as a biofuel.

The site is located near the Toyota European Production Centre, Derby Airfield, Willington Quarry, Burnaston Interchange Services and some residential properties. The nearest local villages are Etwall, Hilton, Egginton, Repton, Burnaston and Willington.

EMIP would be developed as a SRFI - a logistics facility which will allow goods to be moved between the rail and road networks to support business in the region and across the UK.

The development would comprise:

- An 'intermodal' terminal to move goods between rail and road, which would include container handling equipment and storage facilities
- Railway sidings and a rail-head shunt with a connection to the existing railway line
- Up to 557,400sqm of warehouse units (distribution centres) for storage and distribution businesses
- A new road access to the site off the A38/A50 intersection to serve the new development
- Internal roads within the development site and parking and servicing areas
- Access for the public via new public footways and cycleways
- A mix of new green spaces and landscaping.

### **Planning Process**

As the proposed development covers an area of around 255 hectares, an intermodal terminal and associated rail infrastructure, and warehouses to which goods can be delivered from the rail network, the project is classified as a Nationally Significant Infrastructure Project (NSIP) under the Planning Act 2008.

This requires an application for a Development Consent Order (DCO) to be submitted to the Planning Inspectorate, which processes and examines the application before making a recommendation to the Secretary of State for Transport who will make the final decision on the application.

Any decision will be made in accordance with the relevant National Policy Statement (NPS). The National Road and Rail Networks NPS has been published in draft for consultation which closed on 26 February 2014. The Department for Transport published the Strategic Rail Freight Policy Guidance on 29 November 2011 which sets out the Government policy for strategic rail freight interchange infrastructure. This guidance was produced in the interim pending the publication of the National Road and Rail Networks NPS. The guidance will be cancelled once the final NPS has been designated.

When considering whether to accept an application for examination, the Planning Inspectorate must be satisfied that the applicant has undertaken effective pre-application consultation.

Pre-application consultation is essential in allowing Goodman Shepherd to understand and take account of the effects of the proposed development and to allow a thorough examination by the Planning Inspectorate. Goodman Shepherd will be required to submit a Consultation Report with its application for a DCO. This report will include details of the local community feedback received, during non-statutory and statutory stages of consultation, and explain how Goodman Shepherd has

had regard to the feedback received and complied with the consultation requirements of the Planning Act 2008.

Further information on the planning process for NSIPs can be found at <http://infrastructure.planningportal.gov.uk>.

The community consultation described in this SoCC will be carried out under Section 47 of the Act. This is in addition to consultation with relevant local authorities, statutory consultees and those with relevant interests in the land (Section 42) and wider publication of the proposals (Section 48), which Goodman Shepherd plans to run concurrently with the Section 47 consultation.

As required by the Planning Act 2008, Goodman Shepherd has consulted South Derbyshire District Council and Derbyshire County Council on a draft of this SOCC and has had regard to their responses. Goodman Shepherd has also established a Consultation Steering Group comprising local parish councils, district and county councillors who were also informally consulted on the draft SoCC.

### **Environmental Information**

The project falls within the scope of the Environmental Impact Assessment (EIA) Directive and will require an EIA to be carried out and an Environmental Statement to be prepared and submitted as part of the DCO application.

Goodman Shepherd has consulted with various statutory bodies on the scope of the EIA. A request for a Scoping Opinion was submitted to the Planning Inspectorate in XXX 2014, accompanied by a Scoping Report. The Planning Inspectorate issued its formal Scoping Opinion on XXX 2014. All documents are available to view at <http://infrastructure.planningportal.gov.uk> and the project website XXX.

As part of the statutory pre-application consultation, Goodman Shepherd will publish a Preliminary Environmental Information Report (PEIR) and a non-technical summary document. The PEIR provides the results of Goodman Shepherd's preliminary assessments as to the potential environmental effects, both positive and negative, of the construction, operation and maintenance of the proposed development and any measures envisaged to prevent, reduce and, where possible, offset any significant effects on the environment, such as landscaping.

It does not set out the final findings, which will be included in the Environmental Statement that will accompany the DCO application.

In addition to providing copies of the PEIR direct to Section 42 consultees, Goodman Shepherd will provide copies of the PEIR and the non-technical summary to South Derbyshire District Council and Derbyshire County Council. Both documents will also be made publicly available with the other consultation material (see below).

### **Benefits and Potential Effects**

The development of the site supports the Government's policy of promoting rail freight services and infrastructure. It would generate up to approximately 7,000 jobs locally and boost the region's infrastructure capacity for rail and road freight. This, in turn, is expected to boost business in the area, particularly manufacturing and exporting. It is expected that South Derbyshire and the surrounding regions would experience socio-economic benefits from the increased activity around the site.

Development would, however, also have some potential effects on the land and surrounding areas that would require mitigation. These effects could include: changes to ecology; a change to the flood risk; visual impact; and environmental changes, such as increased noise and light and effects on local air quality.

Goodman Shepherd acknowledges that these changes would also have an effect on nearby residential properties and the surrounding villages particularly: Burnaston; Etwell; Egginton; Hilton; Repton; and Willington. There is also the potential for traffic effects to arise as a result of the development.

### **Consultation Scope**

Pre-application consultation is important, as it gives promoters of projects the opportunity to have regard to feedback and, where possible, address any issues of concern before the application is submitted to the Planning Inspectorate for examination.

Goodman Shepherd undertook non-statutory consultation during May and June 2014 on masterplan options for the EMIP which included a number of public exhibitions and a stakeholder workshop. Both the local community (section 47 consultees) and statutory consultees (section 42) were consulted.

The feedback received from this early non-statutory consultation has helped Goodman Shepherd to develop its 'Preferred Proposals' for EMIP which will be the subject of the statutory consultation outlined in this SoCC.

The principle of whether there should be a SRFI on this site will be determined by the Secretary of State for Transport following a public examination and a recommendation from PINS.

Goodman Shepherd will note all comments received about the principle of development of this site for a SRFI and address the principle of development in the submitted DCO. However, the scope of the pre-application consultation will focus on the overall design of EMIP and its effects, both positive and negative, on key stakeholders and the nearby local communities.

Specifically, the scope of the consultation will include, but not be limited to, the following:

- The design and layout of the infrastructure and buildings on the site
- Proposals for road and rail access to the site
- Effects on surrounding local communities and potential mitigation measures in relation to:
  - Noise
  - Lighting
  - Air quality
  - Visual impact
  - Flood risk and drainage
  - Ecology
  - Archaeology and heritage
- Maximising socio-economic benefits for the wider area including:
  - Support for manufacturing and export businesses
  - Job creation
  - Skills and training
- Section 106 planning legal agreement.

Statutory consultees (section 42) will be consulted on the 'Preferred Proposals' concurrently with section 47 consultees covered by this SoCC. Publicity requirements under section 48 of the act will also be undertaken at this time.

In the event that material changes are required to the final scheme following the close of this consultation, a further round of Stage 3 statutory consultation would be undertaken, which would be limited in scope solely to the material changes proposed.

### Consultation Zones

Goodman Shepherd will consult with communities, groups and individuals that live, work or use the area or may potentially be affected by the proposed development. The section 47 consultees covered by this SoCC include:

- Local community and stakeholders groups
- Local residents living in proximity to the proposed development
- Local businesses situated in proximity to the proposed development
- Local communities along the major road and rail transport corridors leading to the site
- Nearby major centres of population with significant economic interests
- The general public and anyone with an interest in the proposals.

In discussion with South Derbyshire District Council and Derbyshire County Council, Goodman Shepherd have also identified 'hard to reach' groups in the area that need to be consulted about the EMIP and agreed appropriate techniques for engaging with them. **Further details to be added following discussions with Councils**

Three consultation zones have been determined and defined as follows:

Zone	Parameters of Zone	Approach to engagement	Key Consultation Tools
<p><b>Inner Consultation Zone</b></p> <p>Those communities and businesses most directly affected by the proposals</p>	<p>All communities situated within approximately 5km radius of the site including the villages of: Etwall; Egginton; Hilton; Repton; Burnaston and Willington.</p>	<p>The core of the consultation programme will be focused within this zone, with all local residents and businesses directly receiving information and having access to consultation events.</p> <p>Public exhibitions will be held in Etwall; Egginton; Hilton; Repton; Burnaston and Willington.</p> <p>Businesses within the inner consultation zone will be invited to a business briefing.</p>	<p>-Direct mail newsletter to all households &amp; businesses</p> <p>- Letters to stakeholders/elected representatives</p> <p>-Public exhibitions</p> <p>-Stakeholder workshop</p> <p>-Parish Council meetings</p> <p>-Business briefing meetings</p> <p>-Consultation Steering Group</p> <p>-Advertising</p> <p>-Media coverage</p> <p>-Posters</p> <p>-Website and email</p> <p>-Social media</p> <p>-Freephone/freepost facility</p>
<p><b>Outer Consultation</b></p>	<p>This will include the</p>	<p>Engagement with</p>	<p>-Targeted mailing of</p>

<p><b>Zone</b></p> <p>Nearby centres of population and major economic centres outside the Inner Consultation Zone that have the potential to be indirectly affected by the development, particularly in socio-economic terms</p>	<p>towns and cities, including suburbs and surrounds of: Derby; Burton-on-Trent; and Swadlincote</p> <p>It will also include: parishes and electoral wards along a linear route leading from the site:</p> <ul style="list-style-type: none"> <li>-North on the A38 to Derby</li> <li>-South on the A38 to Burton</li> <li>-West on the A50 towards Uttoxeter</li> <li>-East on the A50 towards Weston on Trent</li> <li>-West on the rail line towards Uttoxeter</li> <li>-East on the rail line towards Weston-on-Trent</li> <li>-North on the rail line to Derby</li> <li>-South on the rail line to Burton-on-Trent</li> </ul>	<p>these communities will be primarily channelled through elected representatives at Parish, local authority and Parliamentary levels who would be directly notified and invited to engage on behalf of the communities they represent.</p> <p>Public exhibitions will be held in Burton, Derby and Swadlincote which will be advertised through targeted mailing of the newsletter, through advertising, proactive media relations, the project website and, potentially, via their elected representatives.</p> <p>Businesses within the outer consultation zone will be invited to a business briefing.</p>	<p>newsletter</p> <ul style="list-style-type: none"> <li>- Letters to stakeholders/elected representatives</li> <li>- Public exhibitions</li> <li>-Business briefing meetings</li> <li>-Advertising</li> <li>-Media coverage</li> <li>-Posters</li> <li>-Website and email</li> <li>-Social media</li> <li>-Freephone/freepost facility</li> </ul>
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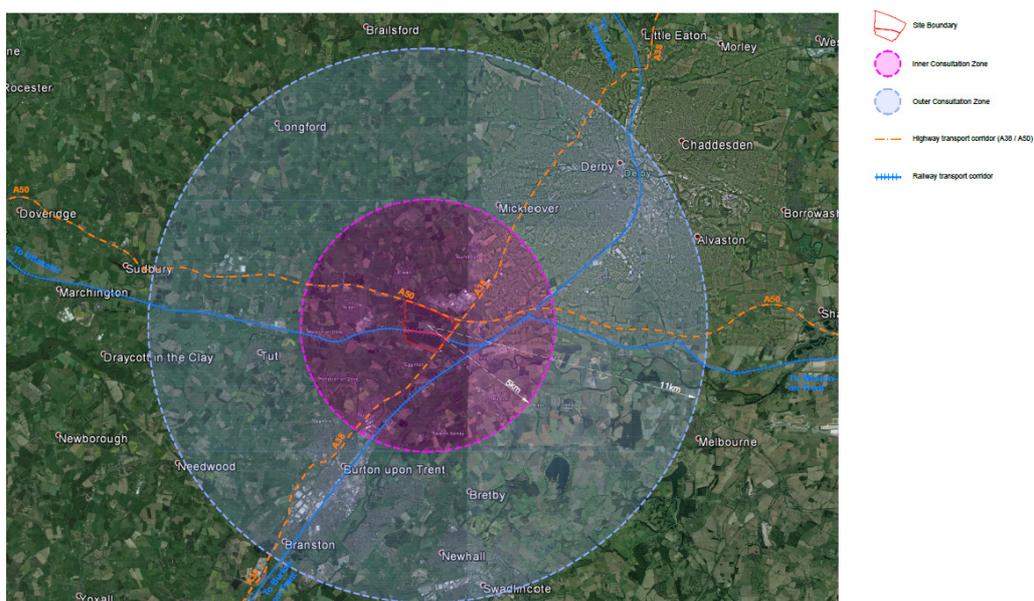


Fig 1: Consultation zones map

## Consultation methods

A variety of consultation methods will be used to ensure that the local community and stakeholders have an opportunity to find out more and comment on the proposed development.

Public Exhibitions – Goodman Shepherd will hold public exhibitions during the statutory consultation period where information about the proposals will be displayed and members of the project team will be available to answer questions.

Public exhibitions will be held at:

Venue	Date
Etwall	TBC
Egginton	
Hilton	
Repton	
Burnaston	
Willington	
Derby	
Burton-on-Trent	
Swadlincote	

Newsletter – a project newsletter will be used to explain the project and the planning process and advertise the public exhibitions. The newsletter will be sent out to all households and businesses in the Inner Consultation Zone and identified stakeholders and elected representatives in all three zones.

Media and Advertising – details of the proposed development and consultation events will be advertised through the SoCC advertisement in the Derby Evening Telegraph and Burton Mail. Press releases will be issued to the regional broadcast and print media. All press releases will be uploaded to the project website and, where appropriate, onto social media outlets. Posters advertising the consultation and public exhibitions will be placed in community venues in the three zones.

Social Media – Goodman Shepherd will use its Twitter feed (@xxx) to advertise the consultation events and direct people to the website and other feedback mechanisms.

Project Website – a dedicated website (www) has been established which provides information on the proposed development, details of the consultation events and responses to frequently asked questions. The website will continue to be updated as the project progresses. You can provide feedback or register to receive direct information on the project via the website.

Stakeholder Workshop– representatives of the local community and local stakeholders will be invited to a stakeholder workshop to discuss the preliminary environmental information as well as potential benefits and issues of the proposed development.

Stakeholder meetings – meetings with relevant stakeholders will be held where the need is identified or meetings are requested.

Consultation Material – consultation materials will be available to provide the local community with information about the proposals, what is being consulted on and how to provide feedback. Summary consultation material will include written copy (exhibition boards, newsletters, the non-

technical PEIR summary, factsheets and feedback form), maps, diagrams and video where appropriate.

Feedback Mechanisms<sup>5</sup> – Goodman Shepherd will provide a range of feedback mechanisms to ensure all those interested in responding to the consultation are able to provide their views and comments.

- Feedback/comment form – to be provided in hard copy at the public exhibitions and available online at the project website.
- Freepost – write to FREEPOST [address] (no further address or stamp required).
- Freephone – call [0800] during normal office hours (Monday to Friday 9am to 5pm excluding public holidays).
- Email – email [address]
- Website – you can submit your comments through the website [www.xxxxxxxxxx](http://www.xxxxxxxxxx)

Hard to Reach/Seldom Heard Groups – methods TBC following identification of groups but could include direct mail, focus groups, online consultation or stakeholder meetings.

### Access to Consultation Materials

To ensure that this SoCC and the consultation materials (including the Preliminary Environmental Information Report) are available and accessible to people living and working in the local community, hard copies will be available for inspection throughout the statutory consultation period at the locations listed below:

Venue	Address	Opening hours
TBC		

Alternatively they can be downloaded from the project website: [[www.xxxxxxxxxx](http://www.xxxxxxxxxx)].

Project documentation can be viewed and downloaded in electronic format from the project website [www.xxx](http://www.xxx) at no charge. Hard copies of any project documentation can be purchased on request at a reasonable charge.

### Responding to the Consultation

In line with the Planning Act 2008 requirements, Goodman Shepherd will carry out its formal consultation period for no less than 28 days beginning on XXX 2014.

Responses should be made in writing to any of the contacts mechanisms outlined above or directly by attending an exhibition by no later than the consultation close date of XXX 2014.

<sup>5</sup> These feedback mechanisms will put you in touch with PPS, who are managing the public consultation programme on behalf of Goodman Shepherd

All issues raised during the statutory consultation period will be taken into consideration in finalising the application, in line with Section 49 of the Planning Act 2008.

A summary of the feedback received and how this has helped to shape and inform the proposals will be reported to the community following the close of the consultation.

A Consultation Report will be submitted as part of the DCO application that will:

- Provide a general description of the consultation process
- Set out how Goodman Shepherd has complied with the Planning Act 2008 and its related guidance.
- Explain how it has taken into account any response to consultation with the relevant local authorities about this SoCC
- Summarise the relevant responses to the pre-application consultation that have been received during the non-statutory and statutory consultation stages
- Describe how the DCO application has been influenced by these responses and any changes we have made as a consequence
- Explain why any changes have not been made in response to significant and relevant comments.

Goodman Shepherd will ensure that the local community, key stakeholders and statutory consultees have access to the Consultation Report by placing copies in the locations identified above for displaying consultation material and on the project website. It will also be available on the Planning Inspectorate's website along with all DCO application documentation submitted by Goodman Shepherd.

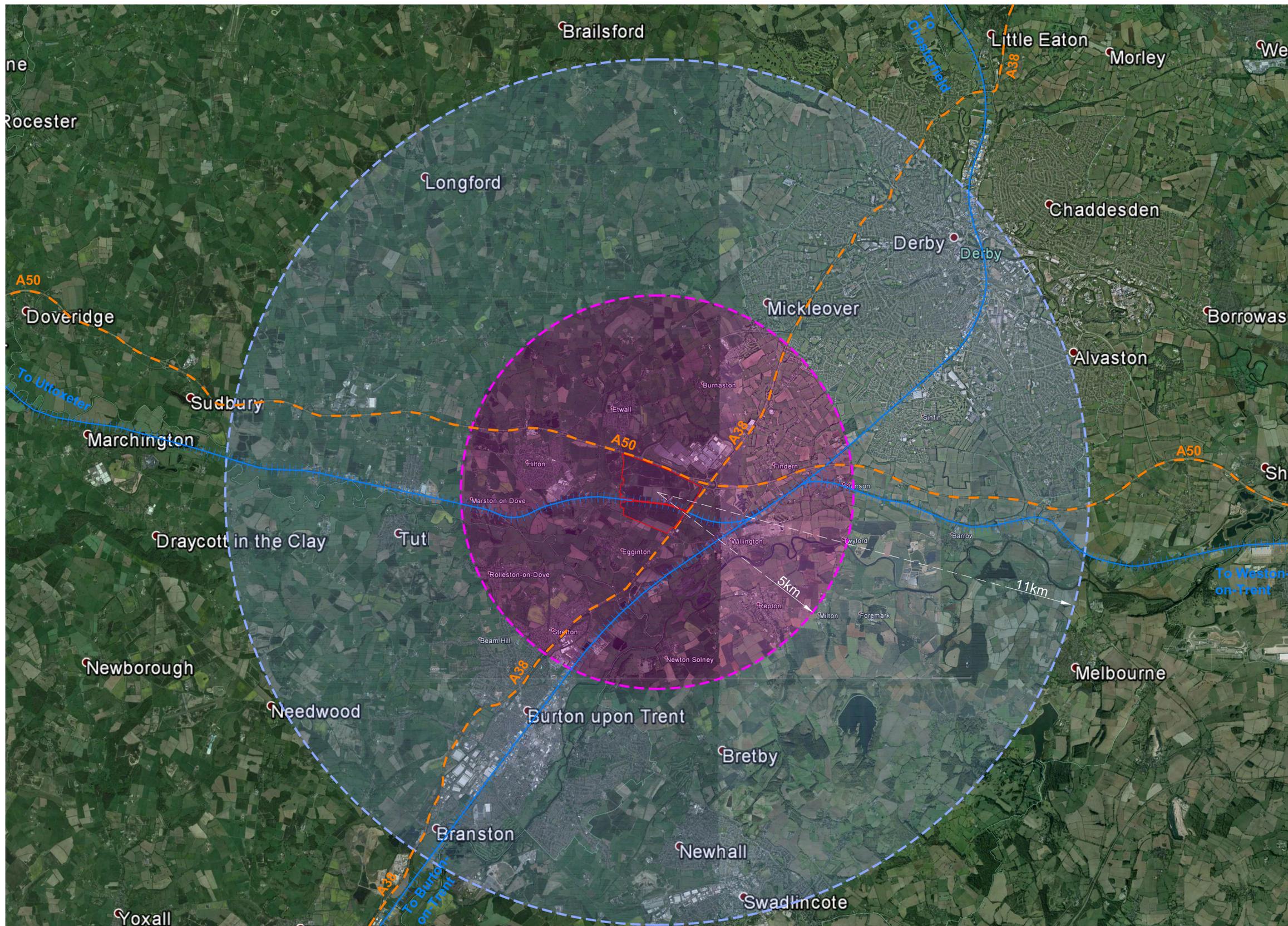
#### **Other Consultations**

Goodman Shepherd will, wherever possible, try to avoid scheduling consultation activities with the same community on the same dates as other consultation events. To date no other consultation activities have been identified which would conflict with the proposed timetable.

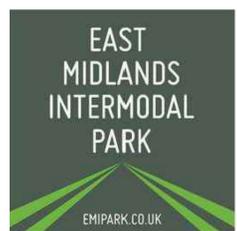
#### **About this Statement of Community Consultation**

The consultation programme has also been designed in line with a range of guidance:

- 'Planning Act 2008: Guidance on the pre-application process', published by the Department for Communities and Local Government, January 2013
- 'The developer's pre-application duties', Advice Note 16 published by The Planning Inspectorate (PINS), April 2012
- 'Statement of Community Involvement', South Derbyshire District Council, adopted March 2006
- 'Statement of Community Involvement', Derbyshire County Council, adopted December 2006.



-  Site Boundary
-  Inner Consultation Zone
-  Outer Consultation Zone
-  Highway transport corridor (A38 / A50)
-  Railway transport corridor



# East Midlands Intermodal Park - Consultation Areas