

**PLANNING SERVICE PLAN 2002/03
FINAL REPORT (MARCH 2003)**

1.0 SERVICE DESCRIPTION

- 1.1 The division provides services to residents of the district and the development industry consisting of: **Local Plan** - part of the Development Plan, **Development Control and Building Control**.
- 1.2 The Council has a legal duty under the Planning Acts and the Building Acts to:
- prepare a Local Plan and to monitor its effective implementation
 - control development including enforcement of unauthorised development and the removal of untidiness from land
 - protect Listed Buildings and identify, conserve and enhance Conservation Areas
 - protect trees and hedgerows of amenity value
 - control building works in the interests of health and safety, energy conservation and accessibility
 - ensure the removal of danger from structures that have become dangerous.

2. THE YEAR IN CONTEXT

- 2.1 The key challenges have been: the continuing rise in the number of applications for planning permission and Building Regulations Approval received in the face of recognised shortage of staffing resource and bringing forward a revision of the Local Plan. A follow up inspection of the Development Control service has produced a favourable response from inspectors.

3 ACHIEVEMENTS

Action	Outcomes
Use PDR process to improve management and train and motivate staff	Service continues to perform well in spite of increased pressure of work and morale remains high
Implement the Best Value Plan for Development Control	Plan successfully evaluated by inspectors See accompanying Committee Report
Put Service Plan in place for the Division and monitor and report on budgets, maintaining level of admin support and market penetration for Building Control	Tighter management awareness and more effective service delivery maintaining throughput and more flexible use of available resources using external consultants as necessary, all reflecting in general customer satisfaction, indicated by individual response and lack of complaint
Review South Derbyshire Local Plan	Second deposit published in Jan 2003 has received no more objection than can be expected from vested interests and Public Local Inquiry has been arranged within timetable for adoption in Spring 2004
Support Sharpe's Pottery Heritage Project	Heritage and Arts Centre successfully launched and operational to widespread acclaim

Action	Outcomes
Support Historic Buildings	Notable improvement to appearance and hence viability of

grant schemes generally and Heritage Regeneration Scheme for Swadlincote Town Centre	town centre
Service development bids for additional staff	Secured additional Development Control Technician and half time admin support worker and market supplement to secure delivery of Building Control service. Recruitment in progress.

4 UNFINISHED TASKS

Action	Explanation
Secure a viable replacement IT platform for Development Control and Building Control	Awaiting roll out by supplier in a reliable form
Implement the Best Value Review of The Division	Postponed pending significant involvement in thematic reviews under CPA
Improve on current levels of customer satisfaction through monitoring and demonstrate compliance with Customer Charter	Postponed due to lack of adequate technical expertise in IT reporting procedures, roll out of further Government PI for consulting on satisfaction and pressure of other business
Deliver action plans for Heritage, Town Centre, Cycling and Walking Strategies	Progress ongoing on Heritage. Town Centre failed to win necessary resources to make progress. Others subsumed into Local Plan
Deliver the Probity in Planning Action Plan	Vacancies in Legal and Members Services prevented progress being made

5 PERFORMANCE INDICATORS AND TARGETS

Best Value Indicator	Actual 2001/2	Target 2002/3	Actual 2002/3
Percentage of new homes built on previously developed Land	43.8%	38%	64%
Planning cost per head of population	£7.69	£9.50	£9.23
Percentage of departures from local plan	0.34%	0	0
Percentage of applications determined within 8 weeks (major within 13 weeks)	73.7% overall	60% major 60% minor 80% others	38% major 55% Minor 73% others
Average time to determine all applications (days)	62.8	56	64.24
Percentage of satisfied applicants/consultees	NA	85%	NA
Checklist of Indicators (See below)	80%	100%	80%
Development Plan within last 5 years	YES	YES	YES
Development Plan contains comprehensive indicators & targets	NO	YES	NO
Supplementary Planning Guidance follows relevant Guidance	YES	YES	YES
Percent Delegated decisions to officers		90%	90%
Best Value Indicator	Actual 2001/2	Target 2002/3	Actual 2002/3
Published targets & monitoring for D C	YES	YES	YES

Pre-Application Discussions Provided	YES	YES	YES
Is Percentage of appeals against Council less than 40%?	YES	YES	YES
Are more than 70% of applications determined by Officers ?	YES	YES	YES
No Planning Costs Awarded against the Council?	YES	YES	YES
No Adverse Ombudsman report or Maladministration?	YES	YES	YES
No Court findings under sections 287/288 or judicial review?	YES	YES	YES
Single Point of contact for initial advice / enquiries?	YES	YES	YES
Pre-Application Discussions covering all development?	YES	YES	YES
Nominated officer for each application?	YES	YES	YES
Fair Access	NO	YES	NO

Local Indicator	Actual 2001/2	Target 2002/3	Actual 2002/3
1 st Deposit Local Plan	Feb 2002	July 2001	Jan 2002
Develop Implementation plan for Development Control	July 2001	July 2001	Completed
Monitor Customer charter indicators	Charter issued April 2001	Full monitoring	Not achieved
Monitor Market share for Building Control		65% Housing retained	75% retained
Monitor Cleanup rate for Enforcement cases	NA	90% without recourse to formal action	97% without recourse to formal action
Completion of Sharpes construction project	NA	Dec 2002	Dec 2002
Prepare local monitoring report on Local Plan		Dec 2002	Not achieved

ECONOMIC DEVELOPMENT DIVISION SERVICE PLAN 2002/2003

FINAL REPORT (MARCH 2003)

SERVICE DESCRIPTION

The Division is responsible for **Economic Development** activities such as encouraging inward investment, providing support to businesses, promoting the availability of sites and premises; developing partnerships and working with a wide range of organisations to promote regeneration of the area; **Tourism** promotion and development; **Asset and Estate Management** including strategic management activities, the efficient management of the Council's land and non housing properties, and disposal of any surplus assets; and **Footpath Management**, ensuring that the district's 350 miles of public rights of way are walkable and well maintained.

THE YEAR IN CONTEXT

Over the life of this plan the Division has pursued a range of opportunities. One of these has been to develop more co-ordinated service delivery with other partners. This has been particularly fruitful with Tourism Promotion, as we have developed joint working within Derbyshire and across the National Forest. We have refined our working relationship with Southern Derbyshire Chamber, transferring to them the management building at George Holmes Business Centre, and the Business support responsibilities which we previously funded. We have obtained £60,000 of funding from East Midlands Development Agency (emda) to develop, together with Groundwork Erewash Valley, an Environmental Improvement Scheme for industrial site frontages.

Within the Council we have improved the way that we corporately manage our assets, including the development of an Asset Management and Monitoring Group, and closer working with other divisions including legal and Technical Services. There is still the opportunity for improvements, particularly in the delivery of maintenance services and Facilities Management and these are being pursued.

In addition the Division has taken on the Footpath Management function previously undertaken by Planning.

The main challenge has been to continue to deliver services with reduced staff numbers. The division lost three members of staff during the year and only moved back to full strength in March 2003. Despite these problems, performance has been sustained in most areas of work

ACHIEVEMENTS

ACTION	OUTCOMES
Best Value Review	<ul style="list-style-type: none"> • Asset Management Review completed and work on delivering Improvement Plan commenced
Performance Management	<ul style="list-style-type: none"> • PI's developed for Asset Management, Tourism and Economic Development. • Involved with Benchmarking clubs for each area
E Government	<ul style="list-style-type: none"> • Tourism Destination Management System developed
Property Transfer	<ul style="list-style-type: none"> • George Holmes Business Centre Management Building transferred to Southern Derbyshire Chamber. • Disposal of surplus Public Toilets progressed • Numerous small areas of land sold
Business Support	<ul style="list-style-type: none"> • Development of Environmental Improvement Scheme with Groundwork Erewash Valley - £60,000 from emda. • Register of available sites & premises
Community Enterprise	<ul style="list-style-type: none"> • Continued support for Money Spider Credit Union
Tourism Promotion	<ul style="list-style-type: none"> • Development of joint visitor guide with National Forest authorities, plus joint advertising and distribution. • Liaison with emda, Heart of England Tourist Board, Derbyshire County Council and Derbyshire Districts over strategic and promotional issues • Preparation and distribution of annual events guide • Tourism Economic Impact Assessment obtained
Footpath Management	<ul style="list-style-type: none"> • Effective integration of service from Planning
Asset Management	<ul style="list-style-type: none"> • Annual Asset Management Plan produced • Joint Asset Management/Capital Programme steering group formed
Estate Management	<ul style="list-style-type: none"> • 94% occupancy rate for commercial portfolio • Numerous lettings and sales completed • Professional advice provided to Members, officers and the public

UNFINISHED TASKS

ACTION	EXPLANATION
Business Support	<ul style="list-style-type: none"> • Service level agreement with Business Link not completed - reprogrammed for 2003 • Understanding of funding sources not improved - due to staff shortages - new Economic Development Assistant pursuing this
Community Enterprise	<ul style="list-style-type: none"> • Food Economy Initiatives not developed - now pursuing alternative priorities

2002/2003 PERFORMANCE INDICATORS

INDICATOR	2001/02 (actual)	2002/03 (target)	2002/03 (actual)
Best Value Indicators			
156 - % of buildings open to the public in which all public areas are suitable and accessible to disabled people	60%	60%	60% (target will be 100% by October 2004)
180a - Energy consumption/sq m of local authority operational property, compared with comparable buildings in the UK as a whole	Not available	New indicator - target not yet agreed	
National Property Indicators (note that the 2001/02 figures are being used for the AMP submission in July 2003, and will all be reviewed over the coming year)			
% gross internal floor-space in condition categories A - D (A is good, D is bad)	A - 9%, B - 80%, C - 11%		
Backlog of maintenance by cost expressed as a % in priority levels in 1 - 4 and by value (1 is a high priority, 4 is low)	1 - £7050 (5%) 2 - £14,935 (11%) 3 - £22,635 (17%) 4 - £91,100 (67%)		
Current internal rate of return (IRR) for the portfolio expressed as an average for (a) Industrial, (b) Retail and (c) Agricultural investment property	(a) 6.68% (b) 6.02% (c) n/a		
Annual Management costs per sq. m. (a) Total for operational property (b) Total for non- operational property	(a) £9.40 (b) £2.62		
Civic Offices Repairs & Maintenance costs	£5.22 sq/m		
Civic Offices Energy Costs	£4.80 sq/m		
Civic Offices Water costs	£0.65 sq/m		
Civic Offices CO2 emissions	0.073 tonnes/sq m		
% of new capital projects where outturn falls within +/- 5% of the estimated outturn, expressed as a % of the total number of projects completed in the financial year	100%		
% of new capital projects falling within +/- 5% of the estimated timescale, expressed as a % of the total number of projects completed in the financial year	76%		
Local Indicators			
% of tourism enquiries dealt with within 4/5 working days	100% in 5 days	100% in 4 days	95%
Number of first enquiries from business start-ups and businesses with less than 10 employees dealt with by the Small Business Service	189	160	To follow
Number of units void as a % of the total	25%	20%	6%
% of under or over performance related to target income level	0%	0%	5% increase on target

LESSONS LEARNED

Anything to share with the rest of the organisation in terms of what went well/didn't go so well/would do differently next time etc.

Through the development of the National Forest and beyond Tourism Partnership, one very basic lesson learned is the need to clearly determine the role and responsibilities of each partner from the outset, to avoid disproportionate workloads.

ENVIRONMENTAL HEALTH DIVISION SERVICE PLAN 2002/2003

FINAL REPORT (MARCH 2003)

SERVICE DESCRIPTION

The Division is divided into 3 units, Commercial and Licensing, Environmental Protection and Private Sector Housing. Most functions are statutory and these include: -

- Regulating Standards relating to Food, Health & Safety, which includes the substances and premises.
- Corporate Health and Safety
- Various licensing functions, includes Private Hire Vehicles, Animal Boarding etc
- Investigation and Enforcement of Public Health Complaints including monitoring of Air Quality, Noise and Abandoned Vehicles
- The provision of services dealing with dog nuisance & pest control.
- Dealing with enforcement of travellers on Council owned land and management of short stay gypsy sites.
- Improving private sector housing stock through delivery of grants, enforcement and promotion of energy efficiency.

THE YEAR IN CONTEXT

The main challenges faced by the Department were:-

- Complying with the requirements of the Audit undertaken by the Health and Safety Commission regarding Health and Safety Enforcement.
- Implementation of the Contaminated Land Strategy.
- Implementation of the new integrated Pollution and Prevention Control regime for certain industrial processes within the area.
- Implementation of the new Environmental Health Computer System.
- Setting up of a 'one stop shop' for disabled adaptations in the public and private sector.

The main opportunities faced were:-

- E Government - Although we have made some use of Internet access for our customers. We consider it offers increased opportunity and additional Gov't funding to change the way we deliver services to our customers.
- Introduction of the procedure manual onto a computer system which will allow all officers to view procedures from a central point, and increase consistency throughout the Division in the delivery of services.
- A rolling programme of customer satisfaction surveys to all our customers to feed back into service delivery of services.

ACHIEVEMENTS

The following table outlines the main key tasks undertaken and the outcomes.

ACTION	OUTCOMES
EH Regulating Services	New Health and Safety based inspections and sampling programme in place. Health & Safety, Food and EPA Authorisation in line with statutory guidance. . First ever Health Exhibition / Seminar held in SDDC for local business's.
Quality Assurance	Procedures developed for Env Health Services.
Abandoned Vehicles	Reviewed Systems and streamlined administration allowing refocusing to other areas.
Inspection of Part B pollution control premises	100% inspections of all authorised processes based on a risk system. Successful Prosecution of a Mobile Crusher Unit operating without Authorisation (£2,000 fine plus £800 costs)
Gypsies and Travellers	Reviewed management arrangements for Gypsy sites, within District, however, decided no improvements would result if changed.
Pest Control	All contracts renewed. Pest Control Service and charges reviewed, Members approved keeping in-house service provision and free treatments for public health pests. Payment method over the telephone bought in.
Private Hire	Enforcement Action taken against all drivers, vehicles who failed to comply with conditions.
Butchers shops, Infectious Disease animal boarding tattooists and ear piercing	All Investigations, Licences dealt with in accordance with legal requirements and codes of practice.
Sampling of private water supplies	All samples taken analysed and brought to the attention of owner. All necessary remedial action taken.
Bonfire Licensing Scheme	Publicity achieved both by SDDC and all Derbyshire Authorities.
Complaint Work including noise, dust, etc	Total complaints 1257 achieving 97.45% responded to within 5 days
Publicity	Programme drawn up and implemented. Web site information developed. Environmental Health Calendar profiling work of the department sent to all properties within the District.
Private Sector Renewal Strategy	Strategy reviewed and implemented. New Housing Renewal Policy drafted.
Private Sector Housing enforcement.	All complaints investigated and action taken in accordance with procedure and enforcement concordat.
Caravan Sites & Mobile homes	Licensed sites inspected. No new licences issued.
Housing Grants	100% delivery of Home Renovation grant, Home Repair Assistance grant and Disabled Facilities Grant budget.
Disabled Adaptations	Feasibility and consultation carried out in preparation for a "one stop shop" to unify delivery of disabled adaptations in the private and public sector.

UNFINISHED TASKS

The following table outlines tasks that were not completed along with an explanation.

ACTION	EXPLANATION
Public Entertainment licences	All licences renewed but not to dead lines due to lack of Administrative Support. Development bid to increase Administration within section in 2002/3 was unsuccessful.

Stray Dogs, Dog nuisance and Dog Warden Service	Kennel contract review not until Sept 03. All fouling and barking dogs - all complaints received have been investigated in line with procedure.
Empty Homes	Risk based inspection programme of empty properties not completed. Empty property register database delayed until inspection program complete.
Home Energy Conservation	2% saving in domestic energy use, not theoretically achieved (due to re-calibration of energy baseline)

2002/2003 PERFORMANCE INDICATORS

The table below shows the Best Value and Local Performance Indicators that relate to the service provided within this Division.

Best Value Indicator	Actual 2001/2	Target 2002/3	Actual 2002/3
J5a The % of food premises inspections that should have been carried out that were carried out for: High risk premises.	100% (will not be an indicator under Best Value)	100%	100% 326 out of 326
J5b Other premises	89%	100% (as above)	96% 109 out of 114
BV166 This indicator is a test of whether the Division has written enforcement policies, planned enforcement activities, consultation and satisfaction levels, responsive enforcement activities and appropriate resources	75%	100%	100%
BV62 The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	1.9% $\frac{37}{1961} \times 100$	1.07% $\frac{20}{1961} \times 100$	1.39% $\frac{27.3}{1961} \times 100$
BV64 The proportion of private sector dwellings that have been vacant for more than 6 months at 1 st April 2001 that are returned into occupation or demolished during 2001/02 as a direct result of action by the local authority	0.90% $\frac{7}{780} \times 100$	0.99% $\frac{8}{780} \times 100$	1.09% $\frac{7}{642} \times 100$

Local Indicator	Actual 2001/2	Target 2002/3	Actual 2002/3
Number of service requests responded to within 5 working days.	96.44%	95%	97.45% within 5 days (Total Requests 1257; in time 1225)
Number of pest control treatments dealt with within 3 working days.	96%	100%	Statistics being collated. Estimated 96%
Achieve 100% satisfactory responses to all customer service questionnaires - satisfactory, good and above. (target 100%)	N/A	N/A	Cannot collate this information at present.

LESSONS LEARNED

The following highlights some of the lessons learned over the past year: _

- Implementation of new Computer system – in order for this to run smoothly it is necessary to recognise the staff time and resources required to devote to the project. A quicker implementation would have been achieved if relevant staff could have been taken off general duties and devoted to a specific implementation task.
- Energy Efficiency Promotion Days – These received a very enthusiastic response from the public. This demonstrated the benefit of getting out in the street with the Council's Publicity Van and working with businesses in partnership to enable free offers to be available to the public. (£40,000 worth of loft insulation & low energy light bulbs given out)
- Customer feedback surveys – The amount of positive feedback received by the Division was very encouraging, which is reported on to staff and has a good impact on morale. Surveys can be used very positively and built into improvement mechanisms for the Division.

