

COMMUNITY AND LEISURE DEVELOPMENT DIVISION SERVICE PLAN 2002/2003

FINAL REPORT (MARCH 2003)

SERVICE DESCRIPTION

The Community & Leisure Development Service seeks to improve the social, economic and recreational quality of peoples' lives by supporting the development of a healthier, safer and socially inclusive community.

This is achieved through delivery of the Crime and Disorder Partnership Strategy, sports development, cultural activity and development, environmental education, and health improvement and development, Community Partnership work as well as general partnership working to deliver projects and opportunities which gain added benefit to the Council and the community.

THE YEAR IN CONTEXT

2002/3 has been a year of significant development for the Division with partnership working dominating the agenda and officers progressing projects which delivered improvements in the quality of life of local people and communities.

In terms of external funding and partnership work the Division secured the post of Community Drugs Officer and offered a base for an Active Sport Officer, Rural Transport Project Officer and Drugs Support Worker. Over £600,000 was attracted in the form of grant aid and sponsorship to deliver work in crime reduction, sports development, health improvement, Environmental Education, arts development and community regeneration.

Partnerships were forged/strengthened with OPRA, Sharpes Heritage Trust, National Forest Company and People Express, particularly in the development of work on the Cultural Strategy.

In terms of challenges the balance has always been to manage the needs of the community with the officers who are directly employed by the authority and not committed to partnership work programmes. This has been most challenging in the area of Community Partnerships where the establishment of a grant programme has resulted in a greater demand for support from the voluntary sector coupled with the development of the Local Strategic Partnership and the need to support the voluntary and community sector to become equal partners with the other sectors. To date this challenge has been met.

A challenge that has been partly met has been achieving an equitable budget for the Crime and Disorder Partnership with the District, County and Police all putting in similar contributions to the Partnerships work.

ACHIEVEMENTS

ACTION	OUTCOMES
Crime and Disorder	The 2002-5 South Derbyshire Crime and Disorder Strategy was published and the first year action plan delivered. Six

	<p>Actions Teams have been meeting and focussed work has resulted in less burglary and car crime than the previous year. Significant work has also been undertaken in developing community involvement in crime reduction with groups in Willington, Melbourne, Newhall and Midway being formed.</p>
Cultural Strategy	<p>The Derbyshire Cultural Consortium and Local Action Plan Writing Team completed the production of the Derbyshire Cultural Strategy and South Derbyshire Action Plan.</p>
Community Partnerships	<p>The Community Partnership grant scheme was re-established with £50 000 being allocated to local projects.</p>
Rosliston Forestry Centre	<p>The redevelopment of the carpark, improved lighting and security and additional signage were all completed. Car park charges were introduced with no problems experienced.</p>
Sports Development	<p>Active Sport Programmes have been developed in cricket, basketball, swimming and club development in girls football.</p> <p>Teams were entered in both the Derbyshire Youth Games and the Adventure Youth Games</p> <p>South Derbyshire Sport was established to support local voluntary sports clubs.</p>
Playschemes	<p>The Playscheme provision has been reviewed with a more child centred scheme being proposed for the future.</p>
Environmental Education	<p>The partnership with the National Forest Company and Rolls Royce has strengthened with increased delivery to schools and communities.</p>
Community Projects	<p>The Division has hosted a number of partners/organisations with great benefit to the District. OPRA have opened their facility and their Development worker continues to work closely in the Department. The Rural Transport Project worker is developing projects and SPODA have started a support group of parents of drug users.</p>
Walking The Way To Health	<p>The project developed a programme of walks and established a system of referrals with GP Surgeries and cardiac rehabilitation</p>
Service Development Bids	
Financial Assistance to Voluntary Sector Groups	<p>The provision of an annual grant of £5,000 to the Asian Over 60's Social and Welfare Group.</p>
Crime and Disorder Partnership	<p>Contribution towards the South Derbyshire Crime and Disorder Partnership to deliver the Year 1 Action Plan of the new strategy £11,000 was provided and over £140,000 has been gained as partnership funding.</p>
Crime Prevention Projects	<p>Provision of £4,000 to fund crime prevention works in the parks and install CCTV cameras in the Green Bank / Civic Offices carpark</p>
Rosliston Forestry Centre	<p>Net increase in resources available to fund management contract at Rosliston Forestry Centre - £8,500.</p>

UNFINISHED TASKS

ACTION	EXPLANATION
Rosliston Forestry Centre – long term management contract	Negotiations still continuing on the signing of a long term contract. Provisional contract agreed and vision document being prepared by partners. Lack of Officer time by SDDC to further work.
Sports Development – Strategy Development	Sports Development Strategy not completed. Support to South Derbyshire Sport seen as more of a priority.
Racial Harassment – review process / groups	A Racial Harassment Group of the Crime and Disorder Partnership has been set up to review the management of racial harassment issues / groups.

2002/2003 PERFORMANCE INDICATORS

INDICATOR Best Value	2001/02 (actual)	2002/03 (target)	2002/03 (actual)
BV 114 Does the LA have a Cultural Strategy?	No	Yes	Yes
BV 126 Domestic Burglaries per 1,000 households	12.75	8.06	11.2
BV 128 Auto Crime per 1,000 population	11.06	9.38	11.33
BV 174 No of racial incidents recorded by the authority per 100,000 population#	No data recorded	No data recorded	No data recorded
BV 177 The %age of LA expenditure on legal and advice services quality marked	N/A	100%	Awaiting confirmation
BV 198A The %age of residents who said that they felt 'fairly safe' or 'very safe' after dark whilst outside	59%	56%	Awaiting Citizens Panel Results
BV 198B The %age of residents who said that they felt 'fairly safe' or 'very safe' during the day whilst outside	No data recorded	No target set	No target set
Local			
Violent Crime per 1,000 population	6.15	5.46	11.9##
Percentage of participants satisfied with the Environmental Education activity they had received	No data recorded	90%	No data recorded
Percentage of participants satisfied with the Sports Development activity they had received	No data recorded	90%	No data recorded
Number of visitors to the Rosliston Forestry Centre	No data recorded	No target set	No data recorded###

To be measured from 2003/4

New recording system

To be measured once recording equipment installed

LESSONS LEARNED

One of the main issues for the Division has been the maintenance of Cultural activities following the loss of the Arts Development Officer. In hindsight it would have been better to have stopped the workshops at the Town Hall and other support rather than carried the activities on as they become poorer in quality and customer support has dropped, because they haven't been managed and developed.

The biggest area of success but also of use of staff time has been the development of partnerships to deliver community based work. The added benefit of partnership working has enabled significant investment to be brought into the District and services to be reviewed and delivered in more affective ways. However it does mean that tasks are put back and delayed which are key to future delivery and performance management. For example customer satisfaction systems have not been put in place, management contract negotiations have not been completed at Rosliston Forestry Centre (operationally and development wise it continues successfully). If staffing levels mean that both cant be done there requires a balance to be met. This may mean missing out on external investment but improved quality of existing services.

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.
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.
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%
J5b Other premises	89%	100% (as above)	96% 109 out 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	0.90% $\frac{7}{780} \times 100$	0.99% $\frac{8}{780} \times 100$	1.09% $\frac{7}{642} \times 100$

during 2001/02 as a direct result of action by the local authority			
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.

TECHNICAL SERVICES DIVISION SERVICE PLAN 2002/2003

FINAL REPORT (MARCH 2003)

SERVICE DESCRIPTION

- The management, supervision and development of numerous Council assets including the Leisure Centre, four urban parks, public open space, cemeteries, allotments, the Town Hall, play areas, toilets, street nameplates and car parks.
- Provision of services to the public including refuse collection, street cleaning, recycling, composting and grass cutting.
- Management of public events at the Festival of Leisure and Christmas Lights.
- Giving advice and assistance to parishes on leisure and grounds related issues and to the public on land drainage and flooding problems.
- Responding to emergency situations

THE YEAR IN CONTEXT

Staff in the Division had agreed as long ago as 2000 that service to its customers could be improved if it was operated in a different way. The restructuring of the Division was eventually agreed by the Finance and Management Committee in February after a protracted period of consultation. The delay in resolving this matter has put back the recruitment of personnel in the Facilities and Development Unit with the consequent on going delay in delivering some its key service tasks. Nevertheless, as shown below, substantial progress has been made on a number of this unit's activities.

Delivery of the Action Plan for the Cleansing of the Environment Best Value Review forms a substantial part of the Division's Service Plan and directs a substantial part of the work of the Direct services Unit. Delivery of some parts of this Plan has also fallen behind due to the absence of two key members of staff during the year, due to a senior officer leaving and another being on extended sick leave. However, the recruitment of a temporary Assistant Waste Development Officer in August and the eventual replacement of the Senior Waste Development Officer in January now allows for adequate resourcing of the Action Plan and there is now confidence that the Plan will be delivered.

One of the Division's key tasks is a statutory requirement to recycle or compost 21% of its domestic waste by 2006. Difficulties were encountered at the resumption of the compost scheme in February (2002) in regard to Environment Agency concerns about the amount of paper and cardboard contained in the waste being taken to the composting plant at Etwall. Much effort from all concerned, not least of all by the residents themselves, was necessary to adjust to the new requirements. A crucial government decision is now awaited on the operational requirements of composting sites, which could substantially affect the viability of the Council's scheme.

One particularly pleasing aspect of the year has been the development of the performance management and improvement process, which has seen the steady improvement of delivery on many services (see below) However this process is currently confined to the activities of the Direct Services Unit and needs to be extended, as a matter of priority, to the rest of the Division

ACHIEVEMENTS

ACTION	OUTCOMES
Work with 'Friends of Newhall Park' to implement improvement programme for which funding has been obtained	In partnership with the 'Friends of Newhall Park' (FONP) provision of a new play area and the creation of a 'quiet area' completed. SDDC & SRB6 and monies from WREN obtained by the FONP funded this £80k project. The requirement to provide these facilities had emerged from community consultation. Provision of murals omitted from final programme to bring scheme in line with finance available
Continue to develop the market operation in Swadlincote in partnership with MIL	Contractual arrangement with MIL extended for a further 2 years (until 31 st March 2003)
Continue the development of Swadlincote Urban Forest Park	Part funding obtained for access improvement works at site. Boardwalks and decking provided on balancing pond area with grant aid from National Forest. WREN monies obtained for other improvement works programmed for early 2003/04 No progress to date on identifying a partner to work with on future development of site. Gateway Bridge not regarded as a priority. (followed consideration of future management of site by Scrutiny Committee)
Develop restoration proposals for Maurice Lea Memorial Park to meet the Heritage Lottery Fund's Stage 2 requirements	Consultants appointed and good progress in undertaking the development work required by Heritage Lottery Fund. Target to re-submit development proposals in June 2003
Increase the amount of waste composted	The scheme was introduced to a further 2,000 households in Melbourne during September. 1,800 tonnes of waste was composted, rather than taken to the tip, during the year helping to increase our recycling rate by almost 5%. The scheme will be introduced to a further 6,700 households in 2003/04. The option of a second composting plant at Lount was secured in April (2002). This facility will help us to meet the proximity principle of delivering waste as close as possible to the point of collection.
Increase number of cuts to highways grass to improve quality	The frequency of grass cutting in village centres and the urban core was increased from nine times to twelve times a year with effect from March (2003). Grass cutting on rural roads was also increased whereby those areas previously cut once a year will be cut twice and areas previously cut twice will be cut three times.
Establish a rapid response hit squad	The Clean Team was introduced into the service in December 2001 as a rapid response unit to clear up flytipping, dog fouling, and litter messes. During it's first year the Clean Team has responded to over 1500 incidents. The average response time is within one calendar day.
Improve performance	Targets were achieved on four out of five Best Value Performance Indicators. Targets were achieved on nine out of ten Local Performance Indicators and for all these there was an increase in performance over 2001/02

UNFINISHED TASKS

ACTION	EXPLANATION
Development of a recreation and conservation area on the ex coal stacking site at Coton Park.	Unsuccessful with application to Countryside Agency's 'Doorstep Greens Project'. Alternative funding options being explored but staff resources currently limit the extent of this.

ACTION	EXPLANATION	
Progress development of new leisure facilities at Etwall Leisure Centre	Sport England confirmed that the project was unlikely to attract significant amounts of Lottery Funding. Now pursuing other options for funding. Lack of progress with project has diminished the urgency to establish most effective option for the future management of the site	
Progress provision of new leisure facilities in the Hilton area.	Some progress on releasing land for new football pitches, but no progress on progressing provision of other important recreation facilities in the area. Main reason for this is that the Section 106 'trigger' points, in terms of houses occupied, has not yet been reached. Once this is reached finance will be made available.	
Bring the District's play areas up to current standards.	Apart from new play provision at Newhall Park little significant progress in this area. The lack of a financial allocation in 2002/03 capital programme being the main reason for this.	
Improve level of service at cemeteries directly managed by this Council	Programme of work agreed with Members, but capital was not allocated in 2002/03 budget to allow a start to be made on delivering this programme (money now allocated in 2003/04 with work in Gresley Cemetery identified as a priority) Start made collecting evidence for the obtaining of the 'Chartermark'. Requirements for this amended during the year and training attended on these new requirements.	
Improve amenity value of Eureka Park	Working relationship with Friends of Eureka Park has developed to a stage where group have carried out a wide range of practical tasks in the Park. Still to jointly agree major improvement programme that would lead to significant bids for external funding being made.	
Develop and implement a fly-tipping action plan with the Environment Agency and Parish Councils	It has not been possible to proceed with these development aspects of the Cleansing of the Environment Action Plan due to the staff resourcing issues referred to above	Pilot study, due to be completed by April (2003), has been delayed by two months
Develop and implement a litter action plan with local stakeholders		Pilot study has been re-scheduled for completion by October 2003
Improve communication with stakeholders on cleansing the environment issues		Re-scheduled for action in the second half of 2003/04.
Develop and implement a waste minimisation plan		Re-scheduled for action in the second half of 2003/04 to coincide with the scheduled update of the Recycling Plan.

2002/2003 PERFORMANCE INDICATORS

INDICATOR	2001/02 (actual)	2002/03 (target)	2002/03 (actual)
BVPI 82a Total tonnage of household waste arisings – percentage recycled	6.2%	6.3%	7.2%
BVPI 82b Total tonnage of household waste arisings – percentage composted	4.0%	6.2%	4.8%
BVPI 84 Kg of household waste collected per head	467	490	455
BVPI 86 Cost of waste collection per household	£34.80	£35.85	£35.09
BVPI 91 % of population served by kerbside collection of recyclables	91.77%	90%	90.52%

LOCAL PIs	2001/02 (actual)	2002/03 (target)	2002/03 (actual)
Number of collections missed per 100,000 collections of household waste	15.52	14	13
Percentage of missed household waste collections put right by the end of the relevant period	94.52%	94%	97%
Percentage of other public complaints put right by the end of the relevant period (refuse and cleansing)	93.63%	94%	97%
Public complaints about refuse collection service (per month)	38.67	40	29
Percentage compliance with the requirements set for the refuse and recycling services	94.71%	91%	96%
Public complaints about street cleansing service (per month)	2	4	0.5
Percentage compliance with the requirements of the street cleansing service	88.56%	91%	92%
Percentage of litter bins correctly emptied on the prescribed day	85.19%	91%	82%
Number of repeat failures per 100,000 household waste collections	1.3	1	0.5
Response time for clearing flytipping (calendar days)	3.35	5	1

LESSONS LEARNED

Successful delivery of any service plan must primarily depend on the motivation of staff, with a proper understanding of their role in addressing key tasks and sufficient time and resources to then deliver them. The importance of improving services must also be central to their ownership of these tasks if Best Value is to be achieved.

Progress in delivery of the 2002-03 service plan was undoubtedly hampered by the absence for lengthy periods of key personnel and mechanisms need to be explored for dealing more effectively with similar absences in future. In addition the very long period taken to get approval to restructure the Division, following its rapid creation after the financial crisis in 2000, has undoubtedly reduced staff motivation as well as taking up a very considerable amount of time for the Division's managers.

The successful completion of the Best Value Review on Cleansing the Environment, together with the resulting Action Plan, has given a much clearer focus to the Direct Services Unit's future work. Staff correspondingly have had a clearer understanding of their place and role in delivering service improvements through the Plan. Although some actions have had to be rescheduled the Plan has delivered a number of important improvements to services already. In addition it has set a scene of how service improvement must be "part of the day job" rather than an extra. The regular monthly monitoring, involving all affected staff, of key performance indicators has been a major development and success over the last year with staff being encouraged by seeing proof of the improvements they have driven.

In this context it is important that this culture is extended across the Division as soon as possible. Reorganisation of the Division is programmed to be complete in June 2003 and, although it will take some time for people to adapt to new roles and for a key post to be filled, it will provide the required framework for extending this performance management approach across all services.

HOUSING SERVICES DIVISION SERVICE PLAN 2002/2003

FINAL REPORT (MARCH 2003)

SERVICE DESCRIPTION

The Housing Services Division is responsible for;

- Providing Housing Advice and Assistance
- Maintaining the Housing Register
- Allocating Council homes and garages
- Dealing with Homeless Applicants
- Tenant Participation
- Managing rent arrears
- Managing the permanent Gypsy Site
- Estate Management, including dealing with Anti-Social Behaviour, Neighbour Nuisance, requests for alterations and additions
- Day to Day repairs of Council Homes
- Maintaining Public Buildings
- Providing the Council's out of hours Emergency Service
- Providing Community based support to Sheltered Housing Tenants
- Managing the Community Alarm Service
- Managing the Housing Direct Services Organisation
- Administering the Right to Buy Scheme
- Maintaining grassed and other landscaped areas of Housing land
- Planned preventative maintenance and improvement of the Council's homes, garages, communal areas to sheltered housing, flats and shop units

THE YEAR IN CONTEXT

The Housing Services Division has come through a difficult year in terms of a lack of staffing resources and the need to change and improve the services it delivers. This it has achieved via the appointment of new members of staff and the implementation of a Change and Improvement Programme designed to analyse the strengths and weaknesses of all areas of the service, and implement changes that drive improvement to service delivery, customer satisfaction and financial performance.

During this continuing change process, the Division has undergone a further Best Value Inspection of its Sheltered Housing Service, prepared a Best Value Review of the Strategic Housing Function and is in preparation for the Best Value Review of the Repairs and Maintenance function. Whilst the preparations for inspections have undoubtedly increased the work load of staff, the experiences have been positively employed to enhance the improvements achieved via the Change and Improvement Programme.

ACHIEVEMENTS

ACTION	OUTCOMES
Achieved 'average' in the assessment of the Housing Strategy	The rating clearly shows that the Strategy is better focussed on the issues for the community of South Derbyshire
Secured additional funding to implement the Improvement Actions contained in the Sheltered Housing Improvement Plan	The additional funding has provided additional cleaning to communal areas, increased grass cutting and shrub maintenance, the upgrading of warden call equipment and furnishings and fittings in communal lounges. This had led to a much improved environment for Sheltered Housing Tenants
Worked in partnership with the Community and Leisure Development Service to secure external funding for security improvements for vulnerable tenants	This initiative has ensured that many tenants now feel much more safe and secure in their own homes.
Completion of the Stock Condition Survey	The Stock Condition Survey information is used to formulate the Decent Homes targets, and ultimately provides information to be considered
Agreed new partnership methods of procurement for Planned Maintenance Programmes	Partnering arrangements allow contracts to run continuously over the contract period. This ensures better value for money and also that customers are waiting a lesser amount of time to receive new windows etc.
Increased links between maintenance programmes and crime and disorder work	This work helps to reduce the risk of burglaries and remove some of the fear of crime for residents.
Achieved action plan for Tenant Participation Compacts	Tenant Participation allows tenants the choice of whether and to what degree they wish to become involved in services. Participation allows tenants to influence how the services they receive are managed
Increased partnership working	Increased partnership working has been achieved both inside the Council and with external organisations. This ensures that a wide range of views and needs are considered, and also offers joint solutions to problems
Established improved Homeless Services	The partnership with the Good Shepherd Trust has

Commenced de-commissioning of two Sheltered Housing Schemes	ensured that homeless persons have access to specialist support and advice 24 hours per day, increasing the chances of assisting them to settle and achieve meaningful lives
Established Monthly Performance Monitoring System	The environment provided by both schemes was to extremely low standards. Tenants have been assisted to move to other accommodation of a more pleasant and safe environment, more suitable to their individual needs
Developed the Supporting People Strategy	Whilst still be developed, the system is used to target areas of weakness to improve the standard of service to customers This strategy combines the requirements of all vulnerable persons with a need for support. The development of the strategy ensures that all needs are identified in order that solutions to meet the need may be implemented.

UNFINISHED TASKS

ACTION	EXPLANATION
Implementation of IT system	The specification has been completed, however the shortages of staffing resources has meant that progress has been slow. The project is prioritised for 2003/04
E-Government Proposals	Work is underway to establish a user friendly page to promote various plans and strategies. Again, this was not prioritised due to a lack of staff resources
Progress disposal of Swadlincote Depot	No longer relevant

2002/2003 PERFORMANCE INDICATORS

INDICATOR	2001/02 (actual)	2002/03 (target)	2002/03 (actual)
BV63 The average SAP rating of local authority owned dwellings	62	62.5	Not available
BV66a Local Authority rent collection and arrears: proportion of rent collected	98.22%	100%	98.33
BV74 Satisfaction of tenants of Council Housing with the overall service provided by their Landlord	84.8%	83.19%	84.8%

BV74ii Satisfaction of non black & minority ethnic tenants of Council Housing with the overall service provided by their landlord	84.8%	83.19%	84.8%
BV174i Satisfaction of black & minority ethnic tenants of Council Housing with the overall service provided by their Landlord	84.8%	83.19%	84.8%
BV164 Does the Authority follow the Commission for Racial Equality's Code of Practice in rented housing?	No	No	No
BV176 the number of domestic violence refuge places per 10,000 population which are provided or supported by the Authority	0	0	0
BV183i The average length of stay in Bed & Breakfast Accommodation	N/A	4 weeks	3 days
BV183ii The average length of stay in Hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need	N/A	4 weeks	78 days
BV156 The percentage of Authority buildings open to the public in which all Public areas are suitable for & accessible to disabled people	60%	60%	60%
BV184a The proportion of LA homes which were non decent at April 2002	N/A	None Set	Not available
BV184b The percentage change in proportion of non decent LA homes between 1 April 2002 & 1 April 2003	N/A	None Set	Not Available
BV185 Percentage of responsive repairs (but not emergency) repairs during 2002/2003 for which the Authority both made & kept an appointment	N/A	10%	Not Available
Local			
% of SH Scheme fire alarms tested fortnightly	N/A	100%	100%
No. of calls to CCU answered within 60 seconds	N/A	None Set	98.30%

LESSONS LEARNED

Partnership working has allowed the Division to achieve many aims and aspirations for its tenants. Whilst partnership working is a big commitment to time and resources, its outcomes have been overwhelming.