



F. McArdle
Chief Executive

Civic Offices, Civic Way,
Swadlincote, Derbyshire DE11 0AH

www.south-derbys.gov.uk

Please ask for: Debra Townsend
Phone: (01283) 595848
Minicom: (01283) 595849
DX 23912 Swadlincote

Our ref: DT/CL
Your ref:

Date: 29th May 2013

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, 06 June 2013 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 confirm the Open Minutes of the Meeting of the Finance and Management Committee held on 11th April
- 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 Corporate Plan 2009-14: Performance Management year ending 2012/13 **5 - 13**
- 8 Service Plans 2013 / 14 **14 - 71**
- 9 Melbourne Conservation Area Extension **72 - 81**
- 10 Work Programme **82 - 84**

Exclusion of the Public and Press:

- 11 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.

- 12 To receive any Exempt questions by Members of the Council pursuant to

Council procedure Rule No. 11.

- 13 To receive the Exempt Minutes of the Meeting held on 11th April 2013



REPORT TO:	Environmental & Development Services Committee	AGENDA ITEM: 7
DATE OF MEETING:	6th June 2013	CATEGORY: DELEGATED
REPORT FROM:	Director of Community & Planning Services / Director of Housing & Environmental Services	OPEN
MEMBERS' CONTACT POINT:	Stuart Batchelor (Ext. 5820) Bob Ledger (Ext. 5775)	DOC:
SUBJECT:	Corporate Plan 2009-14: Performance Management Year End Report 2012/13	REF:
WARD (S) AFFECTED:	All	TERMS OF REFERENCE: EDS

1. Recommendations

1.1 That Members:

- (a) Note the achievements and the out-turn performance at the 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. Purpose of Report

- 2.1 To report details of progress and achievements during the period 1 October to 31 December, 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. Detail

Executive Summary

It is important that Members scrutinise the performance of the Council as part of the democratic process. This report reflects the year end performance against 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 2012, 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 is 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 three '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 during 2012/13 against 'key projects.' It shows that 3 (75%) tasks for the year have been completed.

Table 1: Progress against Corporate Plan Projects (as at 31 March 2013)

Theme	'Completed' Tasks	'Failed' Tasks	'Not Applicable'	Total
Sustainable Growth & Opportunity	3 (100%)	1	0	4 (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 2013)

Project	Commentary
GP 03 - Develop the opportunities for increasing the range of materials recycled through the re-tendering exercise	Implementation delayed because of a challenge to the award of contract which is now resolved. Currently working with winning contractor to implement new kerbside scheme later in 2013.

Performance Measures

- 3.7 Table 3 overleaf provides a summary of performance against annual targets for 2012/13. It shows that 4 (57.1%) out of the 7 targets were met at the year end. It is noted, due to their nature, targets are not set for any of the proxy measures.

Table 3: Performance Measures – performance against annual targets (as at 31 March 2013)

Theme	End of Year Target				Total
	'Achieved'	'Failed'	'N/a'	'Proxy' Note1	
Sustainable Growth & Opportunity	4 (57.1%)	0	3 (42.9%)	4	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 targets that we are not able to report on, and details when the data will become available.

Table 4: Performance Measures – targets not able to report on at the year end (as at 31 March 2013)

Description	Annual Target	Year end Actual	Commentary
GM 07 - Net additional commercial / employment floor space created (square metres)	5,000	n/a	Final data is to be released by the Government in June 2013
GM 08 - Net additional homes provided	250	n/a	As above
GM 11 - Satisfaction with the planning application process	80.00%	n/a	Benchmarking data exercise commenced in June 2012. Therefore, the annual performance is to be reported in 2013/14- Quarter 1.

Managing Risks

3.9 The Council has a comprehensive risk register, which details all known service risks, control mechanisms and review dates. Table 4 overleaf outlines the main risks across the Sustainable Growth & Opportunity theme of the Corporate Plan.

Table 4: Managing Risks

Risk Description	Degree of Control	Risk Rating	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.

Risk Description	Degree of Control	Risk Rating	Mitigating Action
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 economy. Adverse publicity and loss of standing with partners. Grants may need to be repaid.	Treat the Risk	Low	Regular review of activities and agreements. Ongoing monitoring of agreements.
Increase in fuel costs resulting in budget overspend	Low	Low	Ensure routes are fully optimised Monthly monitoring and reporting of actual spend against budget.
Suitability of house waste for composting	Low	Low	Keep abreast of ongoing national discussions and maintain relations with partner contractors.

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.

Community & Planning Services

- 3.11 Two Farmer's Markets were held and the successful 2020VISION Street Gallery and Pancake Races were staged on The Delph. A 'Mobile' business breakfast was held at Melbourne to promote apprenticeships and the Investment Gazette published
- 3.12 The spring edition of the 'What's on Guide' was published. Visitor information was promoted at the English Schools Cross Country Championships and the Healthier South Derbyshire Day.

Housing & Environmental Services

- 3.13 Recycling and composting rates held up well in the year despite us no longer being able to collect cardboard on the doorstep. The new dry recycling offer, to be introduced in 2013, should result in a substantial increase in the recycling of materials.
- 3.14 It is pleasing to report that following a bid made to the County Council, they have agreed to assist us with funding of up to £200,000 on the introduction of our new recycling arrangements. The new system will result in lower landfill costs for the county hence their incentive to assist with our new scheme.

4. 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 priority areas.

5. Corporate Implications

- 5.1 The Council aspires to be an “excellent” Council in order to deliver the service expectations of our communities. This performance report evidences an improvement in how we are meeting those demands and expectations.

6. 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.

Outcome	GO 1 - Developing economic and employment opportunities		Status	Comments/ Remedial Action	
Project	GP 01 - Enhance the vitality of the district's town centres	Q1 Task	GP 01.1 - One event staged. One publication prepared	Achieved	Successful Jubilee Street Party and Youth Training Fair staged on The Delph. Vacant Commercial Property Bulletin published. First Swadlincote Farmers' Market held.
		Q2 Task	GP 01.2 - One event staged. One publication prepared	Achieved	Three Farmers' Markets held, plus Scarecrow Hunt with retailers. Well attended 'Better Never Stops' business breakfast staged at Sharpe's Pottery Museum. Investment Gazette in production.
		Q3 Task	GP 01.3 - One event staged. One publication prepared	Achieved	Three Farmers' Markets held and Melbourne Xmas Shopping Evening supported. Popular construction business breakfast staged at new College campus. Vacant Commercial Property Bulletin in production.
		Q4 Task	GP 01.4 - One event staged. One publication prepared	Achieved	Two Farmers' Markets held. 2020VISION Street Gallery and Pancake Races staged on The Delph. 'Mobile' business breakfast held in Melbourne to promote apprenticeships. Investment Gazette published.

Outcome	GO 1 - Developing economic and employment opportunities		Status	Comments/ Remedial Action	
Project	GP 02 - Deliver the 'National Forest' Tourism Partnership Action Plan	Q1 Task	GP 02.1- One event supported	Achieved	NF Walking Festival staged with record numbers of walkers. Summer/Autumn edition of What's On published. Visitor info promoted at 6 events. Visitor enqs: 1618 (Apr), 2491 (May), 2395 (Jun).
		Q2 Task	GP 02.2 - One edition of What's On Guide published. One event supported	Achieved	Promotion to public/trade at events including Gardeners' World Live and Wood Fair. Heritage Open Days and Outdoor Film Festival supported. Visitor enqs: 1810 (Jul), 2823 (Aug), 1624 (Sep).
		Q3 Task	GP 02.3 - One edition of What's On Guide published. One Visitor Guide published	Achieved	Autumn/Winter edition of the What's On Guide published. National Forest & Beyond Visitor & Attractions Guides for 2013 published.
		Q4 Task	GP 02.4 - One edition of What's On Guide published. One event staged	Achieved	Spring edition of the What's On Guide published. Visitor info promoted at English Schools Cross Country Championships and Healthier South Derbyshire Day.

Outcome	GO 2 - Increasing recycling resulting in less waste being land filled		Status	Comments/ Remedial Action	
Project	GP 03 - Develop the opportunities for increasing the range of materials recycled through the re-tendering exercise	Q1 Task	GP 03.1 Stimulate market interest and prepare contract documentation	Achieved	Contract project team met with 6 potential contractors to discuss the new kerbside service in April/May. European journal notice and PQQ produced and sent out as scheduled.
		Q2 Task	GP 03.2 Invite and received tender documents	Achieved	Tender documents sent out & received as planned.
		Q3 Task	GP 03.3 Evaluation and award of contract	Achieved	4 tenders received and evaluated. Outcome of tender process reported to Committee and approval of winning tender obtained.
		Q4 Task	GP 03.4 - Lead in time and implementation for 1st June 2013	Not Achieved	Implementation delayed because of a challenge to the award of contract which is now resolved. Currently working with winning contractor to implement new kerbside scheme later in 2013.

Outcome	GO 3 - Sustainable Planning		Status	Comments/ Remedial Action	
Project	GP 04 - Progress the Planning Core Strategy as part of the District's Local Development Framework (LDF) and as part of the Localism agenda support communities in neighbourhood planning	Q1 Task	GP 04.1 - Review the Derby Area Housing Requirement	Achieved	
		Q2 Task	GP 04.2 Engage statutory bodies on growth strategy	Achieved	
		Q3 Task	GP 04.3- Public consultation on the Preferred Growth Strategy	Achieved	
		Q4 Task	GP 04.4 - Draft 'Publication' Core Strategy	Achieved	

Outcome	Measure	Actual 2011/12	Target Quarter 4 2012/13	Actual Quarter 4 2012/13	Status	Annual Target 2012/13	Out turn 2012/13	Status	Comments/ Remedial Action
GO 1 - Developing economic and employment opportunities	GM 01- Total Visitor Spend (£ million) (Proxy measure)	£139	£142	£163	Grey	£142	£163	Grey	
	GM 02 -Total Number of Visitors (million) (Proxy measure)	3.7	3.7	4.0	Grey	3.7	4.0	Grey	
	GM 03 -Total Rateable Value of business premises (£ million) (Proxy measure)	New	N/a	£55.01	Grey	New	£55.01	Grey	
	GM 04 -Unemployment Rate (Proxy measure)	2.6%	N/A	2.20%	Grey	N/a	2.20%	Grey	
GO 2 - Increasing recycling resulting in less waste being land filled	GM 05 -Residual waste per household (Kgs)	517.00	138.00	133.00	Green	528.00	527.00	Green	Provisional figures used. Actual data not available until June 2013
	GM 06 - Proportion of household waste recycled and composted	46.60%	38.00%	34.60%	Red	44.00%	45.00%	Green	As above
GO 3 - Sustainable Planning	GM 07 - Net additional commercial / employment floor space created (sq.metres)	(1,656.00)	5,000	n/a	Grey	5,000	n/a	Grey	
	GM 08 - Net additional homes provided	378	250	n/a	Grey	250	n/a	Grey	

Outcome	Measure	Actual 2011/12	Target Quarter 4 2012/13	Actual Quarter 4 2012/13	Status	Annual Target 2012/13	Out turn 2012/13	Status	Comments/ Remedial Action
	GM 09 - Speed of Planning applications	New	85.00%	82.63%	Red	85.00%	86.80%	Green	Q4 performance below target due to staff changes of Area Planning Officer post. Cumulative performance for year is above target.
	GM 10 - Proportion of 'Quality' development schemes delivered	New	90.0%	100.00%	Green	90.0%	100.00%	Green	
	GM 11 - Satisfaction with the planning application process	New	80.00%	n/a	Grey	80.00%	n/a	Grey	Benchmarking data exercise commenced in June 2012. Annual performance to be reported in 2013/14!

REPORT TO:	Environmental & Development Services Committee	AGENDA ITEM:
DATE OF MEETING:	6 June 2013	CATEGORY: DELEGATED
REPORT FROM:	Director of Community & Planning Services / Director of Housing & Environmental Services	OPEN
MEMBERS' CONTACT POINT:	Stuart Batchelor (Ext. 5820) Bob Ledger (Ext. 5775)	DOC:
SUBJECT:	Service Plans 2013/14	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE:

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 2013 to 31 March 2014.

2.0 Purpose of Report

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

- Housing & Environmental Services
- Community & Planning Services

2.2 Contact points

Service Area	Key Contact Point(s)
Community & Planning Services	Stuart Batchelor (ext. 5820)
Housing & Environmental Services	Bob Ledger (ext. 5775)

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 2012/13; key strengths and areas for improvement;
- Key national, regional and local strategies;

- Partnerships.
- Consultation & communication – What consultation and communication exercises are planned for 2013/14, 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 2014 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 2013/14 is 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

Key Performance: Housing & Environmental Services

Section 1: Performance measures

Theme: Safe & Secure							
Measure	Lead Officer	Actual 2012/13	Quarter 1 Target 2013/14	Quarter 2 Target 2013/14	Quarter 3 Target 2013/14	Quarter 4 Target 2013/14	Target 2013/14
SM 01 Number of homes vacant for more than 6 months. (SO 1)	Strategic Housing Manager	347					344
SM 02 Number of affordable homes delivered (gross). (SO 1) (proxy measure for 2013/14 only)	Strategic Housing Manager	88					Proxy Measure Only
SM 03 Average time (in working days) taken to re-let local authority homes. (SO 1)	Housing Operations Manager/ Housing Repairs & Improvements Manager	17.4	22	21	20	20	21
SM 04 % of repairs carried out 'first time' by the Council's DSO. (SO 1)	Housing Repairs & Improvements Manager	99.5%	95%	95%	95%	95%	95%

Measure	Lead Officer	Actual 2012/13	Quarter 1 Target 2013/14	Quarter 2 Target 2013/14	Quarter 3 Target 2013/14	Quarter 4 Target 2013/14	Target 2013/14
SM 05 Number of homeless presentations (SO 1)	Housing Operations Manager	224					(Proxy measure only)
SM 06 Average length of stay (weeks) of households which are unintentionally homeless and in priority need in Bed & Breakfast accommodation (SO 1)	Housing Operations Manager	3.3	3	3	3	3	3
SM 07 Number of new completed applications to join the Housing Register (SO 1)	Housing Operations Manager	751					(Proxy measure only)
SM 08 Number of households on the Housing Register (SO 1)	Housing Operations Manager	2015					(Proxy measure only)
SM 09 – Effectiveness of local authority actions to reduce incidents of fly tipping. (SO2) Grading 1-4 1- very Effective 4 - Poor	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 proportion of premises that meet Food Hygiene Scheme rating of 5 Stars ' Scores on the Doors ' (SO 2)	Environmental Health Manager	66% (National average was 50.2%)	>65%	>65%	>65%	>65%	>65%
SM 15 Reduce proportion of premises that meet the Food Hygiene Scheme rating of 0 -2 Stars ' Scores on the Doors ' (SO2)	Environmental Health Manager	5% (national average was 7.9%)	<5%	<5%	<5%	<5%	<5%
SM 16 Improved street and environmental cleanliness (litter, detritus, dog fouling and weeds) Percentage of streets that meet B Grade or above	Environmental Health Manager/ Direct Services Manager	92%	94%	94%	94%	94%	94%
SM17 – Effectiveness of local authority actions to combat noise and environmental nuisance (SO 2)	Environmental Health Manager	New indicator	>70%	>70%	>70%	>70%	>70%

Theme: Sustainable Growth & Opportunity

Measure	Lead Officer	Actual 2012/13	Quarter 1 Target 2013/14	Quarter 2 Target 2013/14	Quarter 3 Target 2013/14	Quarter 4 Target 2013/14	Target 2013/14
GM 05 Residual household waste per head of population. (KG) (GO 2)	Direct Services Manager	527kg	125kg	125kg	120kg	120kg	510kg
GM 06 Proportion of Household waste recycled and composted. Percentage (GO 2)	Direct Services Manager	45%	51.22%	52.6%	52.7%	51.6%	50%

Theme: Lifestyle Choices

Measure	Lead Officer	Actual 2012/13	Quarter 1 Target 2013/14	Quarter 2 Target 2013/14	Quarter 3 Target 2013/14	Quarter 4 Target 2013/14	Target 2013/14
LM 07 - Energy Efficiency- average SAP (2009) rating of Council housing stock (LO 2)	Housing Repairs & Improvements Manager	60.91	62	62	62	62	62
LM 08 - Reduction in energy consumption from the Council's own operational centres (LO 2)	Environmental Health Manager	To be confirmed May 2013	0.5%	0.5%	0.5%	0.5%	0.5%

Section 2: Projects and their tasks

Theme: Safe & Secure

Project	Lead Officer	Quarter 1 Task / Milestone	Quarter 2 Task / Milestone	Quarter 3 Task / Milestone	Quarter 4 Task / Milestone
SP 01 Facilitate new affordable housing for people unable to access market housing. (SO 1)	Strategic Housing Manager			Consult on a revised draft affordable housing guide/ policy	Publish a New Affordable Housing Guide
SP 02 Improve the condition of the current housing stock. (SO 1)	Repairs & Improvement Officer/ Strategic Housing Manager	Continuous monitoring of the decent homes standard	Continuous monitoring of the decent homes standard	Continuous monitoring of the decent homes standard	Continuous monitoring of the decent homes standard
SP 03 Enabling vulnerable people to remain in their own home for longer. (SO 1)	Housing Operations Manager	Complete Careline relocation to Oakland Village	Implement changes to deliver new Housing Related Support Contract	Continue with work toward forming County wide Careline consortium with partners	Implement Careline Consortium
SP 04 Review, consider and implement the applicable requirements of the Localism Act as it relates to the Housing service. (SO 1)	Senior Housing Management Team	Draft Allocations Policy and commence consultation	Implement Allocations Policy and commence draft of Tenancy Policy	Finalise Tenancy Policy Consultation process	Implement Tenancy Policy

Project	Lead Officer	Quarter 1 Task / Milestone	Quarter 2 Task / Milestone	Quarter 3 Task / Milestone	Quarter 4 Task / Milestone
SP 05 Focus the Safer Neighbourhood Wardens on the prevention of anti-social behaviour and enviro-crime. (SO 2)	Environmental Health Manager	Establish a robust and sustainable performance measurement framework for the Wardens	Complete the production of procedures for all of the Wardens duties	Undertake an Internal Audit of the performance of the Wardens against the procedures. Review the Warden performance based on customer satisfaction feedback	Amend service targets and procedures to reflect performance and feedback. Consult on these with key internal and external clients and, if deemed appropriate, Members.

Theme: Lifestyle Choices

Project	Lead Officer	Quarter 1 Task / Milestone	Quarter 2 Task / Milestone	Quarter 3 Task / Milestone	Quarter 4 Task / Milestone
LP 05 Reduce the number of vulnerable households experiencing fuel poverty. (LO 2)	Strategic Housing Manager/	Publish HECA strategy on the Council's website and include information about ECO and the Green Deal	Hold an "energy awareness" event to promote energy efficiency.	Work with the LEAP to explore and consider the Councils role in Green Deal/ECO.	Refresh and publish a new Affordable Warmth/Fuel Poverty Strategy
	Repairs & Improvements Manager	Continue the replacement of inefficient heating systems and upgrading insulation measures			
LP 06 - Deliver continuous improvement of the Council's environmental performance, through ongoing accreditation to ISO 14001 (LO 2)	Environmental Health Manager	Hold annual senior management review. Communicate outcome to organisation via Team Briefs.	Ongoing programme of EMS activities. Delivery of internal audits and progressing Non Conformance Reports to close out	Ongoing programme of EMS activities. External surveillance audit preparation and facilitation.	Ongoing programme of EMS activities. Delivery of internal audits and progressing Non Conformance Reports to close out

Theme: Sustainable Growth & Opportunity

Project	Lead Officer	Quarter 1 Task / Milestone	Quarter 2 Task / Milestone	Quarter 3 Task / Milestone	Quarter 4 Task / Milestone
GP 04 Develop the opportunities for increasing the range of materials recycled through the re-tendering exercise. (GO 2)	Direct Services Manager	Prepare new process	Prepare new arrangement	Introduce new arrangement	Monitor arrangement
GP 05 Review & progress the delivery of the Contaminated Land Inspection Strategy (GO 2)	Environmental Health Manager	Open revised strategy for consultation, prior to seeking committee endorsement.	Progress GIS development work-prioritisation data update and verification.	Progress GIS development work-Build and develop Part 2A GIS layer through capital investment in FME software to allow effective delivery of determination process.	Establish performance reporting framework based on remediation progress through Part 2A layer

Key Performance: Community & Planning Services

Section 1: Performance measures

Theme: Sustainable Growth & Opportunity							
Measure	Lead Officer	Actual 2012/13	Quarter 1 Target 2013/14	Quarter 2 Target 2013/14	Quarter 3 Target 2013/14	Quarter 4 Target 2013/14	Target 2013/14
GM 01- Total Visitor Spend (£ million) (Proxy measure)	Economic Development Manager	£163	n/a	n/a	n/a	£163	£163
GM 02 -Total Number of Visitors (million) (Proxy measure)	Economic Development Manager	4.0	n/a	n/a	n/a	4.0	4.0
GM 03 -Total Rateable Value of business premises (Proxy measure)	Economic Development Manager	£56	n/a	n/a	n/a	n/a	n/a
GM 04 -Unemployment Rate (Proxy measure)	Economic Development Manager	2.30%	n/a	n/a	n/a	n/a	n/a
GM 07 - Net additional commercial / employment floor space created (Proxy measure)	Planning Policy Manager	12.00	n/a	n/a	n/a	n/a	n/a
GM 08 - Net additional homes provided (Proxy measure)	Planning Policy Manager	12	n/a	n/a	n/a	n/a	n/a
GM 09 - Speed of Planning applications	Development & Building Control Manager	12.00%	85.00%	85.00%	85.00%	85.00%	85.00%

Theme: Safe & Secure							
Measure	Lead Officer	Actual 2012/13	Quarter 1 Target 2013/14	Quarter 2 Target 2013/14	Quarter 3 Target 2013/14	Quarter 4 Target 2013/14	Target 2013/14
SM 10 - Reduce the number of Anti Social Behaviour (ASB) calls to service	Safer Communities Manager	3188	750	750	750	750	3000
SM 11 - Number of acquisitive crime incidents per 1,000 population	Safer Communities Manager	6.95	1.62	1.62	1.62	1.62	6.50
SM 12 - Reduce the proportion of people who feel unsafe when outside in their neighbourhood at night time	Safer Communities Manager	n/a	n/a	n/a	n/a	n/a	10.60%
SM 13 - Reduce the proportion of people who feel unsafe when they are alone in their home at night time	Safer Communities Manager	n/a	n/a	n/a	n/a	n/a	10.60%

Theme: Life Style Choices							
---------------------------	--	--	--	--	--	--	--

Measure	Lead Officer	Actual 2012/13	Quarter 1 Target 2013/14	Quarter 2 Target 2013/14	Quarter 3 Target 2013/14	Quarter 4 Target 2013/14	Target 2013/14
LM 01 - Adult participation in sport (Proxy measure)	Sport & Health Development Manager	n/a	n/a	n/a	n/a	n/a	n/a
LM 02 - Number of leisure centre participations	Sport & Health Development Manager	726,054	183,328	183,328	183,328	183,328	733,314
LM 03 - Number of sport, physical activity & health development participations	Sport & Health Development Manager	25,579	6,080	5,600	4,600	5,370	21,650

Measure	Lead Officer	Actual 2012/13	Quarter 1 Target 2013/14	Quarter 2 Target 2013/14	Quarter 3 Target 2013/14	Quarter 4 Target 2013/14	Target 2013/14
LM 04 - Number of play scheme participations	Sport & Health Development Manager	6,615	180	6,100	100	120	6,500
LM 05 - Number of cultural activity participations	Culture & Communities Manager	15,221	10,596	1,412	1,836	1,536	15,380
LM 06 - Number of environmental learning activity participations	Culture & Communities Manager	9,575	540	1,100	1,150	1,050	3,840

Section 2: Projects and their tasks

Theme: Sustainable Growth & Opportunity

Project	Lead Officer	Quarter 1 Task / Milestone	Quarter 2 Task / Milestone	Quarter 3 Task / Milestone	Quarter 4 Task / Milestone
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 Event Supported, 1 Edition 'What's On'	GP 02.2- 1 Event Supported, 1 Edition 'What's On'	GP 02.3 - 1 Edition 'What's On', 1 Visitor Guide Published	GP 02.4 - 1 Edition 'What's On'
GP 06 - Progress the Planning Core Strategy as part of the District's Local Development Framework (LDF)	Planning Policy Manager	GP 06.1 - Review comments from the Preferred Growth Strategy and update Housing requirement	GP 06.2 - Publish the Draft Local Plan	GP 06.3 - Local Plan Examination in public by Planning Inspectorate	GP 06.4 - Adoption of Local Plan
GP 07 - Support communities in neighbourhood planning,	Planning Policy Manager	GP 07.1 - Establish funding and capacity support for Neighbourhood areas.	GP 07.2 - Approve process for providing support for Neighbourhood Plans.	GP 07.3 - Promote process to Parishes and Neighbourhoods.	GP 07.4 - Support Interested Communities.

Theme: Safe & 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.	Safer Communities Manager	SP 06 .1 - Hold Taster sessions over Easter for indoor sk8 and scooters at Greenbank Leisure Centre	SP 06 .2 -Hold Summer Vibe in Newhall and Hilton with Activities each weekday at both venues	SP 06 .3 -Run Brighter Bike campaign in partnership with Bikeability	SP 06 .4 -Evaluate Summer Vibe and plan activities for 2014
SP 07 - Ensure 'Safer Neighbourhoods' funding is being used effectively to combat local crime and disorder issues	Safer Communities Manager	SP 07 .1 -Identify local issues and work with community and partners to develop projects	SP 07.2 Identify local issues and work with community and partners to develop projects	SP 07.3- Identify local issues and work with community and partners to develop projects	SP 07.4 Identify local issues and work with community and partners to develop projects
SP 08 - Work with our Partners and communities to reduce acquisitive crime across the District	Safer Communities Manager	SP 08 .1 - Hold 2x community safety roadshows to include number plate op and offer property marking	SP 08 .2 - Look at further community based initiatives offering Property marking, number plate ops and consultation with local community	SP 08 .3 - Hold campaigns to raise awareness of Christmas increases in thefts	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	Safer Communities Manager	SP 09 .1 - Identify areas of existing policy which are dated and need amending	SP 09 .2 - Work with Police and Partners to identify minimum standard service for victims of ASB	SP 09 .3 - Incorporate new Home office Tools and powers into draft policy	SP 09 .4 - Incorporate new ECINS vulnerability matrix and Daily taskings into the policy

Theme: Life Style Choices

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	Culture & Communities Manager	LP 01.1 - Deliver 3rd South Derbyshire Day at Pride Park, Festival of Leisure and Liberation Day and agree 2013/14 Event Programme	LP 01.2 - To 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 - To deliver Pancake Races and agree 2014/15 programme
LP 02 - Deliver improved leisure facilities for the community	Culture & Communities Manager	LP 02.1 - Agree refurbishment plans for GBLC and open Etwall Artificial Grass Pitch for community use	LP 02.2 - To start pitch improvement works at Cockshut Lane and start procurement works for the built project	LP 02.3 - To start the refurbishment works for Green Bank Leisure Centre	LP 02.4 - To complete building works at Green Bank Leisure Centre
LP 03 - To increase levels of participation in sport and physical activities	Sport & Health Development Manager	LP 03.1 - To start delivery of the igniting the legacy project	LP 03.2 - Deliver summer play/ sport schemes including new provision of combat, mobile & orienteering explorer project	LP 03.3 - To deliver a programme of football development around new facilities	LP 03.4 - To produce a programme of activity linked to 2014 Commonwealth Games and Deliver Healthier South Derbyshire Event
LP 04 - Engage people in reducing their 'environmental impact.' through the Environmental Education and Open Spaces projects	Culture & Communities Manager	LP 04.1- Recruit Community Engagement Officer for Eureka Park, deliver 4 conservation task days and 3 environmental events	LP 04.2 - Deliver 3 events in Love Parks week, deliver 6 conservation task days , 2 environmental events and 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	LP 04.4 - Deliver 4 conservation task days, 1 Environmental Forum event and 3 environmental events



**South
Derbyshire**
District Council

South Derbyshire District Council

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

Community and Planning Service Plan 2013-2014

March 2013 Version 1

Contents

1.0 Introduction

2.0 Scene Setting

2.1 Overview of the Service

2.2 Work force Information

2.3 Financial Information

3.0 Service Performance

3.1 Key Achievements

3.2 Key Strengths

3.3 Areas for improvement

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

3.5 Operational Action Plans

4.0 Key National, Regional & Local Strategies

5.0 Partnerships

6.0 Consultation & Communication

7.0 Service Review/Transformation Programme

8.0 Managing Risks

9.0 Monitoring & Review

Appendices

A Organisation Charts

B Key Performance

C Consultation & Communication

D Service Review / Transformation Programme

E Managing Risks

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

Head 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:

Culture and Community

- **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 Division 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 4 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.
- **Revenue support to the Voluntary and Community Sector:** Revenue support is granted to nine organisations totalling over £250,000. 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.
- **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 200,000 daytime and overnight visitors annually.
- **Cultural Regeneration:** The Division is responsible for the Council's role in arts development and is embarking on a programme of dance provision. Currently this involves limited work in Touring Theatre and the revenue support of the People Express community arts organisation plus dance development and supporting the Cultural Olympiad.
- **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. The Service co-ordinate the District-wide Environmental Forum network and Forest School initiative and won a national contract to deliver a project for the Woodland Trust in 2011-12.

Safer South Derbyshire Partnership

- **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, Drug and Alcohol Action Team, Connexions, Youth

Offending Service and others. The Partnership's Support Team is based in the Division and is responsible for the delivery of the 2012-13 Partnership Plan, which prioritises burglary & auto crime: violent crime and domestic abuse; criminal damage, community engagement and tackling anti-social behaviour

- 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.

Sport and Health

- **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.
- **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 Inflatable Laser 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.
- **Developing Talent:** support is provided to clubs and individuals in the form of grants and access to training facilities to help them reach their sporting potential.

Economic Development

- 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 working closely with the Business Link service at George Holmes Business Centre in Swadlincote, in addition to supporting dedicated initiatives, in growing sectors such as forestry and tourism.
- 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 second phase works on the public realm in 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 and with the Visit Peak District and Derbyshire Destination Management Partnership.
- Providing information to visitors and local residents about events, attractions and accommodation through the operation of the Swadlincote Tourist Information Centre (TIC).
- Monitoring trends in the local economy and undertaking research to support the development of projects and proposals.

Planning Policy

- Preparing the statutory ‘Local Plan’ sets out 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
- Working with partners to develop an Infrastructure Development Plan to capture future developer contributions to support growth
- Individually and with senior Members represent the Council on various steering groups across a variety of issues, which impact on our communities e.g. East Midlands Airport, the Derby Housing Market Area Joint Advisory Board and the National Forest.
- Advising the Council on how to respond to changes in national and regional planning policies and on the plans of neighbouring authorities.
- 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.

Development Management and Building Control

- The Development Management team dealt with 1100 planning applications in 2012/13. (1154 - 2010/11) and (1103 in 2011/2012) The diverse nature of the District means that a wide variety of applications are received. Whilst application numbers are down, the complexity of planning applications is continuing to increase with constant changes to legislation and more recently the introduction of the NPPF and Localism Act. Officers under the scheme of delegation determine approximately 90% of applications; the remainder are determined by Planning Committee Members. Planning fees are currently set nationally and were increased in November 2012. 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 951 applications in 2010/11, 881 in 2011/2012 and 958 in 2012/13. 3783 Inspections have been carried out in 2012/2013. This work is won in competition with Approved Inspectors in the private sector. Fees are set locally (within guidelines established nationally) and are reviewed annually. 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 1st April 2012 charges have been introduced for the service to cover costs incurred.

South Derbyshire Partnership

- 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

- 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

As at the 31 March 2013, there were 58.57 full time equivalents (FTEs) within Community & Planning Services

During 2012/13, 6.35 FTE days sickness was lost

Workforce priorities for 2013/14:

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 2013/14 are outlined below:

Net Revenue Budget 2013/14

Service Area	£
Community Development and Support	547,537
Economic Regeneration	278,742
Environmental Education	69,774
Leisure and Recreational Activities	113,497
Leisure Centres and Community Facilities	639,713
Parks and Open Spaces	708,314
Planning	599,870
Town Centre	71,466
Total	3,028,913

Capital Budget 2012/13

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

Melbourne Sporting Partnership (Cockshut Lane Recreation Ground) – working with clubs from 5 sports to develop a pavilion, playing fields and play facilities costing £2,500,000. SDDC funding of £1,000,000 has been augmented with £250,000 from the County Council and £50,000 from Sport England.

Gresley Old Hall – supporting the Committee to complete an outdoor facility refurbishment. Section 106 funding of £550,000 has been spent.

Eureka Park – Heritage Lottery Funding of over £550,000 has been secured for the refurbishment of the Park

Green Bank Leisure Centre –refurbishment and enhancement of community areas within the Centre, project cost £499,000. SDDC has funded £250,000 and Sport England has awarded £150,000.

Etwall Leisure Centre – a £1,000,000 project to provide an Artificial Grass Pitch, refurbish tennis courts, provide dance/exercise studios and extend the fitness gym. SDDC funding of £220,000 has been added to with a grant of £240,000 from the Football Foundation.

Rosliston Forestry Centre - £130,000 project to enhance the Centre including the provision of toilets at the Glade In The Forest performance area and improvements to allow greater access by families with disabled children... SDDC funds of £70,000 have been provided.

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

	Sum of Net Book Value (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 2012/13

Corporate Plan Theme: Sustainable Growth and Opportunity

- Burton-Swadlincote-Uttoxeter **Business Awards** 2012 launched in July, with a good number of applications. The winners were announced at an awards evening in October and included Chameleon School of Construction, Crescent Motoring Services, John Bowler Group, Northgate, Swadlincote Market and WT Parker.
- **'Better Never Stops'** business breakfast held at Sharpe's Pottery Museum in September attracting some 60 attendees.

- **'Ready Mixed Business Support'** business breakfast for the property and construction sector held at Burton & South Derbyshire College's Construction & Sustainability Academy in Swadlincote in December attracting some 50 attendees.
- Support provided by South Derbyshire District Council for **Melbourne's Christmas Shopping Evening** on 23 November, with a 'Twelve Days of Christmas' theme.
- Pilot **Farmers' Market** programme successfully launched in June with Geraud Markets, operating on the last Thursday of the month. 2 awards won.
- Town centre **Scarecrow Hunt** staged in August with the Chamber of Trade, with some 45 predominantly independent retailers taking part.
- 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 **2020VISION Street Gallery** - a stunning outdoor exhibition of more than a hundred breathtaking images celebrating nature, wildlife and people working together in the UK on display in Swadlincote (The Delph Market Square) from 18 March - 7 April 2013.
- South Derbyshire **Business Advice Service** has been providing support to entrepreneurs and companies. This is a free, independent, one-to-one advice service for new and existing businesses.
- **'Thinking of Starting a Business?'** workshop was held with fourteen attendees at Sharpe's Pottery Museum in March.
- **Swadlincote Youth Training Fair** in partnership with the Jobcentre held at the Town Hall/The Delph in June attracted some 200 people, predominantly aged under 24, interested in the job, apprentice and training opportunities on offer, plus the chance to try new skills on the day.
- **Sharpe's Pottery Museum** extension opened in May, providing a larger ground floor café and outdoor play zone that have contributed to a significant rise in visitor numbers.
- **National Apprenticeship Week** – Mobile Business Breakfast staged in Melbourne in March in partnership with the National Apprenticeship Service
- Summer Nights **Outdoor Film Festival** at Rosliston Forestry Centre – Grease and The King's Speech
- Working with landowners and other partners, supported the funding and creation of a mile long avenue of **Lime Trees** providing a new gateway to Rosliston village.

- Developed a **national education programme for the Queen's Jubilee** and have been paid to deliver over 110 Jubilee activities across the Midlands for the Woodland Trust including one for Princess Anne over the Jubilee weekend

Corporate Plan Theme: Safe and Secure

- Funded 18 local **Safer Neighbourhoods projects** including Swadlincote Boxing academy, Youth of Hatton, Etwall Neighbourhood Watch, Willington Arts Festival, William Allitt Debate group, Granville Friday Night Project and Melbourne Assembly rooms
- **Business Watch** extended to include Hepworth Site businesses. Alertboxes installed in Iceland, Store 21, Aldi and Home Bargains.
- **Number plate security** operations held in Melbourne Willington, Overseal, Newhall with over 200 vehicles having theft resistant screws fitted. These will continue during spring and summer 2013.
- **Property Marking** operation carried out with PCSO's in Willington to reduce thefts of Scrap metal.
- Work commenced on **Melbourne CCTV** system in March 2013, due to complete by end of April 2013.
- **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 Olympic 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.
- £15,000 funding secured from the Police and £4,000 secured from Derbyshire Cllr Gill Farrington to improve and develop **Swadlincote Sk8 park**. DCC have also agreed to fund new lighting at the Sk8 park
- Funding secured from DCC to improve **lighting in Eureka Park** from footpath off Belmont street. Lighting scheduled to be installed April/May 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.
- Permanent **OZbox Gym** opened at the Woodville Youth Centre, with sessions taking place on Weds and Fridays. Sessions also taking place at Hilton on Friday nights at Willington.

- Delivered **hate crime awareness** raising campaign in Newhall and Swadlincote, encouraging fast food outlets, Taxi ranks and off licences to report all hate crimes.
- 2 xs **Domestic Abuse Awareness** raising weeks held at Burton and South Derbys College.
- 2 **ASBO's** obtained on prolific offenders & 6 young people successfully completed acceptable behaviour contracts
- 21 members of **Pubwatch** took part in Christmas campaign where pubs offered free soft drinks to designated drivers.
- 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.

Corporate Plan Theme: Lifestyle Choice

- **Free school visits** for South Derbyshire schools to Rosliston and to local woodlands to plant trees, funded by the Woodland Trust and the National Forest Company.
- **Olympic inspired events** such as: **The Big Row** challenge at Swadlincote Town Hall to mark 100 days till the Games began; the **Derbyshire Cycle Torch Relay**; **Olympicnic** at the Julius Caesar show at The Glade at Rosliston Forestry Centre; 5 villages taking place in **alternative**.
- **Play schemes**- Over 6570 participations over 139 Sessions
- **Physical Activity**- Funding to run 10 **Sportivate projects** including horse riding, climbing, cricket, trampolining and mountain biking. With 134 participants having 905 participations **Santa Fun Run**, **Street Games Programmes** and **Back To School Olympic Inspired** sessions.
- **School Sports Partnership** School competition to design the South Derbyshire **Olympic inspired torches**. Numerous **competitions and festivals** delivered by the partnership engaging 1000's of young people.
- **Village Games** - With over 8,000 participations this year, with a wide range of events including a Youth Olympics, and a giant Olympicnic in Melbourne.
- **Health Lifestyles** - 7 contracts secured and commissioned to SDDC through NHS Derbyshire County worth over £120,000. An additional £29,000 is allocated to local Voluntary and Community sector groups to deliver a range of health and wellbeing initiatives to the local community. 292,539 hits on the Healthier South Derbyshire Website
- **Get Active in the Forest**- delivered a wide range of new walks as part of the Walking for Health Project with 1000's of participations. **Out and Active** has given young people the opportunity to try a whole host of activities as has the

Schools Enrichment Programme offers skill development in climbing, archery and mountain biking to name a few!

- **Dance in the Forest** -at The Glade, Rosliston Forestry Centre with over 350 in the audience watching almost 200 dancers on the main stage with their Olympic inspired performances.
- **South Derbyshire Day** had an Olympic theme with an Olympic style village of stalls outside the stadium, a parade around the pitch by Podium Athletes,
- The **Australian and Canadian Olympic Badminton Teams chose Etwall Leisure Centre** as their pre-camp training ground. Their week long visit culminated in an exhibition match with over 400 local spectators enjoying the matches between Australia and an All-Star Britain Team.
- The **Festival of Leisure** had a new Olympic Village for 2012 with free taster sessions for all to try. Several clubs came to support the day offering a whole host of sports tasters including martial arts, fencing, football, mini Olympics and
- A **Band Stand Marathon** took place at Maurice Lea Park to mark the end of the Paralympics Games.
- **National Play Day** - included the Great Hula Hoop Challenge and over 1600 coming 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.
- The **English Schools Cross Country Championships** held at Catton Hall in March saw over 2000 athletes take part in the sport with several thousand spectators.
- **Sports Awards-** Saw nominations for every category and some fantastic achievements.
- **Last Night of the Proms** continued the Jubilee and Olympic theme with bunting, flags, games and festivities with Ross Davenport awarding gold medals and telling the audience about his experience at the Games.
- **Swadlincote Pancake Races** hit a new high with 120 children from Belmont Primary School taking part before the main event, 7 mascots and just under 40 local business teams running around the specially made track, which also included a chicane for 2013.
- Lots of **Jubilee celebrations** took place, such as: community tree planting, Princess Anne planting the first tree at the **Diamond Woods**; a **Jubilee beacon** was lit at Rosliston Forestry Centre; a **Jubilee Street Party** on The Delph with Churches Together; flowers, bedding plants and hanging baskets around Swadlincote's **parks and roundabouts** were given the royal theme;
- **Healthier South Derbyshire** Event held at Greenbank Leisure Centre with over 40 providers, numerous taster sessions and approx. 500 people throughout the 4 hours came to see how they could lead healthier lifestyles and get physically active.
- **£29,000** allocated to local Voluntary and Community sector groups to deliver a range of health and wellbeing initiatives to the local community.
- Cockshut Lane – worked with **Melbourne Sporting Partnership** to secure £250k funding from Derbyshire County Council Community Buildings Fund to contribute towards Clubhouse. Submitted further funding applications to

Football Foundation and Rugby Football Union for pitch improvements and clubhouse development...

- **Eureka Park** – secured £550k from Heritage Lottery Fund towards £830k project to restore historic features on the park, and to employ a Community Engagement Officer to deliver the five year activity plan.
- **Newhall Park** – helped the Friends of Newhall Park to reform, and consult with local people on potential improvements on the park. Developing proposals for skate park on the park with pupils from William Allitt School, and identifying projects to engage other organisations.
- **Maurice Lea Memorial Park** – retained Green Flag for fifth year. Progressed Outdoor Gym project, in consultation with key user groups, to be delivered in Spring 2013, partially funded from £3250 Choosing Health grant.
- **Coton Local Nature Reserve** – Environmental events such as guided wildlife walks and bat walks organised and led by local wildlife volunteers. Working with Derbyshire Wildlife Trust to secure Highland Cattle herd for grazing of meadow areas free of charge, as part of conservation management plan.
- **Woodville Jubilee Meadow** – working with Parish Council to sow wildflower seeds and plant orchard trees with 100 pupils from Woodville Infants & Junior Schools to create a new wildlife area.
- **Woodville Recreation Ground** - working with Parish Council and Woodville Rangers to commission a feasibility study on improving the football pitches. Facilitated a grant application to Sport England for £50k to Protecting Playing Fields fund.
- **Etwall Artificial Grass Pitch** – worked with John Port School, Active Nation and Hilton Harriers to secure £250k from Football Foundation towards the provision of an Artificial Grass Pitch. Work began on site in January.
- **Gresley Old Hall** – working with Trustees to oversee spend and project delivery of facility improvement projects, using £550k Section 106 funding. New car park, grounds maintenance store, refurbished bowls pavilion (re-located from Maurice Lea Memorial Park), and improved changing facilities provided.
- **Hilton Open Space** – landscaping project to turn a derelict piece of land into a community garden, with new paths, gates and fencing funded by Section 106 monies, and supported by the Parish Council.
- **Skatepark project** – working with Community Safety Team to consult with young people and develop proposals to improve the skate park at Woodhouses. £40k funding secured to date towards £100k project.
- **Conservation Volunteer** projects – working with partners to deliver conservation projects on nature areas, including land at Swadlincote Woodlands, Swan Hill Mickleover, and Coton Park Local Nature Reserve.

Over 2,000 hours of volunteer time have been delivered, at 20 conservation work day events.

- **Hilton Village Hall** - Building of Phase 1 commenced November 2012. This has been a real community led development and has been identified as a good example for what can be achieved through Growth Point funding.
- **Assembly Rooms Melbourne** - The transfer of the Bill Shone Centre to community operation during 2012 has involved many people throughout the Council. .
- Supported **Swadlincote Boxing Academy** to locate a training facility onto the Woodhouse site.
- Supported Rosliston Parish Council to increase community usage of **Strawberry Lane playing fields** via use by the Scouts and a local football team.
- Secured **£86,710** from Derbyshire County Council's Aiming High Fund for facility improvements aimed at supporting families with children with disabilities including new specialist play equipment, new archery and laser clay facility, revamped crazy golf, specialist bed etc.
- **Swadlincote Christmas Lights Switch On** - Crowds were entertained by local primary schools and bands throughout the day, and then a bumper crowd turned out to witness the switch on of the Christmas lights.
- Market operation won 2 awards. One from **Burton Mail Business awards** for raising the profile of East Staffs and South Derbyshire and one from the National Association of British Market Authorities for Best Small Outdoor Market.
- Worked in partnership with the County Council registrar service to licence the **Town Hall** as a wedding venue, jointly upgrade the facilities and started to use it to hold weddings and civil partnership ceremonies.
- Implementation of **£100,000 revenue funding** stream following Scrutiny review of Voluntary Sector payments. Wide publicity and highest number of applications received for the Community Partnership Scheme

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 with 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 – 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 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 an efficient and customer orientated service to developers, builders and businesses will result in increased planning and building regulation fees. Achieving higher fee income than 2011/12

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.
- Be Active be Healthy – A Plan for getting the nation moving, Department for Health 2009
- Choosing Health: Making healthy choices easier, Department for Health 2004
- Grow, Sustain and Excel 2008-11 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.
- 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.

- 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 Councils community safety work.
- Derbyshire Drug and Alcohol Team - Drug and Alcohol Strategy – supports the Councils 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:-

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.
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.
Destination Management Partnership	Countywide partnership to increase tourism in the County.
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.

Partnership	Main purpose
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; Business breakfasts / Comic Relief / local plan / Work on the Delph / Airtime on Radio Derby / Liberation Day / National Forest Walking Festival / ITV Central coverage on Breastfeeding Awareness Awards at Rosliston / Last Night of the Proms even t/ Free Tree campaign / South Derbyshire Sport-Sports Awards

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 2013/14 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.



**South
Derbyshire**
District Council

South Derbyshire District Council

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

Housing & Environmental Service Plan 2013-2014

Contents

1.0 Introduction

2.0 Scene Setting

2.1 Overview of the Service

2.2 Work force Information

2.3 Financial Information

3.0 Service Performance

3.1 Key Achievements

3.2 Key Strengths

3.3 Areas for improvement

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

3.5 Operational Action Plans

4.0 Key National, Regional & Local Strategies

5.0 Partnerships

6.0 Consultation & Communication

7.0 Service Review/Transformation Programme

8.0 Managing Risks

9.0 Monitoring & Review

Appendices

A Organisation Charts

B Key Performance

C Consultation & Communication

D Service Review / Transformation Programme

E Managing Risks

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 or 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 Investor's in Excellence Standard which marks us out amongst our peers i.e. we are the only local authority landlord with this high profile accreditation. In 2013 we will seek the prestigious internationally recognised accreditation to the Recognised for Excellence (R4E) standard.

In 2013 the Housing Service will lead on the development of the first new Council Housing in a generation. 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 and composting collection service for all residential property and most businesses in the District. In 2013 we will introduce an enhanced dry recycling doorstep service which will offer more recycling options to all our residents and enable us to 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:

- Facilitate new affordable housing for people unable to access market housing.
- Improve the condition of the current housing stock within the District.
- Enable vulnerable people to remain in their own home for longer.
- Bring empty homes back into use.
- Review, consider and implement the applicable requirements of the Localism Act as it relates to the service.
- Focus the Safer Neighbourhood Wardens on the prevention of anti-social behaviour and enviro-crime.
- Reduce the number of vulnerable households experiencing fuel poverty.
- Deliver continuous improvement of the Council's environmental performance, through ongoing accreditation to ISO 14001.
- Develop the opportunities for increasing the range of materials recycled through the re-tendering exercise
- Revise and progress the delivery of the Contaminated Land Inspection Strategy.

In addition, the Sustainable Community Strategy also prioritises the delivery of affordable housing and improving the environmental impact of all our activities.

The Housing & Environmental Service will also

- Positively contribute towards Council policies and procedures in the delivery of services.
- Deliver continuous improvements to 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 - 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'**, **'Value for money'** and **'Sustainable Growth & Opportunity.'**

As a result, Housing & Environmental Services cover a number of services that directly impact on people and their communities, which are delivered in the following way:

Key Service Areas

Housing Services

We are the main social housing provider in the District with stock totalling 3,028 properties, comprising of 2,046 general purpose dwellings and 979 supported housing dwellings and 3 properties leased to partners providing support.

We deliver services such as

- Responsive repairs
- Planned improvements
- Homelessness advice and prevention
- Rent accounting
- Rent arrears recovery
- Tackling anti-social behaviour
- Supported housing services
- Careline and Telecare services
- The administration of the Right to Buy scheme
- A common housing register and Choice Based Lettings (CBL) system
- Mutual exchanges and transfers.

In all of these, we aim to involve our tenants through participation in decision making. The Housing Service also has responsibility for the building management of the Civic Offices and the Council's Depot, as well as undertaking maintenance to all the Council's public buildings, and meeting the wider strategic housing needs of all residents irrespective of tenure.

Our tenant services are funded from the Housing Revenue Account which is made up of tenant rental income. This account has an annual turnover of over £11m. Whereas most Council services are funded through Council and general taxation routes, most of our housing services are funded directly by local rental income. There is a legal 'ring fence' around this account to ensure that it only funds services which are in support of tenants.

Customer Relationships

Our relationship with our customers is different from other departments within the Council as a result of the direct landlord role and other support functions. Through issues such as the allocation of property, the assessment of homelessness

applications, the resolution of neighbour complaints and the operation of customer support plans by Careline Support Co-ordinators, we are involved in the detail of people's lives.

In 2012 we sent out the national STAR survey (Survey of Tenants and Residents) to all of our tenants to gauge satisfaction. The results of the survey showed that 92% of respondents were either very or fairly satisfied with the service. This is extremely high, representing clear top quartile performance and is the 8th highest satisfaction rating of 68 Local Authority or Registered Social Landlords in England. It is also the highest satisfaction rating out of participating local authorities and Registered Social Landlords in the Midlands.

Our commitment to quality customer service is evidenced by the award of our accreditation to the Investors in Excellence standard which assesses both customer perspectives of the organisation and actual customer performance measures. We are due to undergo a new accreditation to the advanced Recognised for Excellence (R4E) standard later this financial year.

Housing Operations

Allocations and Homelessness:

We have a statutory responsibility to manage and regularly review the waiting list, which currently stands at 2015 applicants (accurate as of April 2013). 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 2012/2013 we received 224 '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 2012 new arrangements for the provision of temporary accommodation were implemented, forging a new partnership with a local charity and housing provider – P3. This coming year we are also set to focus on tenancy sustainment following welfare reform, with the implementation of a new post. The aim being, to support vulnerable tenants to manage their tenancies through what may be a challenging transition.

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.

In 2013 we will commence a new debt counselling service to both tenants and residents. We also participate in the national Mortgage Rescue Scheme.

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 or not. 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. Our ongoing commitment to delivering quality and keeping services local was rewarded with a successful tender to Derbyshire County Council, to provide housing related support services for the next 3 years from April 2013.

In the last 5 years we have invested over £1.1m to deliver the Sheltered Housing Vision to improve services. In 2012 we worked in partnership with Trident Housing Association and Derbyshire County Council to deliver an outstanding extra care development in Swadlincote. It provides well designed accommodation with a range of comprehensive facilities and support, to enable vulnerable older people to maintain independent living

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 ongoing 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.

Tenant Involvement and Empowerment

Changes to regulation in England from April 2012 require landlords to be more proactive in self-regulation and involve tenants fully in the scrutiny process. As a result of these changes we are now formally accountable to tenants rather than the regulator – a process known as co-regulation.

Tenant Involvement and Empowerment is a key element of the regulations and we are committed to providing greater opportunities for all of our tenants to have their say. The Performance & Scrutiny Panel was set up in early 2011. They add an entirely new dimension to our decision making process by monitoring our performance and examining and questioning 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

also 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 2012 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.

Performance and Business Support

The service is supported by its Performance and Business 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

Responsive and Planned Maintenance

Our Direct Labour Organisation (DLO) carried out 7389 responsive repairs in the last financial year; 480 as emergencies (within 24 hours), 1172 as urgent (within 3 days), and 5737 as routine repairs.

99% of urgent repairs and 97% of routine repairs completed on time. In addition, 99% of repairs were completed on the first visit to the property, ensuring the tenants were inconvenienced as little as possible. In total over 10,000 repairs were completed by us and our partner contractors over the year at a cost of £1,094,000

The planned maintenance team will soon commence the second year of the substantial £27m capital investment programme set to span over the remaining four years of the plan. This level of investment has never before seen by this Council. It will ensure the Council maintains and exceeds the Decent Homes Standard up to and including 2017. The total number of improvements and replacements completed last year was double that of the previous year and this level will be maintained for the next four years. We have made great progress in providing over bath showers in our properties following the HRA Business Plan consultations, and are continuing to programme works to meet these tenant aspirations. All of these works are being undertaken in consultation with the Homes Standard Panel.

Overall satisfaction with responsive maintenance, as assessed through surveys completed following works, is exceptionally high at 98%.

Strategic Housing

The Strategic Housing function is a cross tenure service influencing the development of a mix of new build housing types to meet housing need as well as working to the improvement of existing housing stock across the district. It sets the policy direction relating to community wide housing issues such as housing standards for both new and existing homes, homelessness provision and provision of new affordable housing. This section also leads on delivering disabled persons home adaptations, reducing fuel poverty by promoting energy efficiency schemes and the issuing of Caravan Licences including monitoring standards of Park Homes.

Environmental Services

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.

Other parts of the service are the only ones delivered by the Council that 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 and composting collection service for all residential property and most businesses in the District. In these ways Environmental Services affect us all and this is a key reason that we maintain and seek to improve the quality of those services.

Commercial Team

The focus of the Commercial Team is on infectious disease control, consumer protection and providing support to local businesses to help them achieve the highest possible hygiene and safety standards. The team routinely inspects 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.

Pollution

The Pollution team respond to a diverse range of nuisance complaints including noise, air pollution, land contamination and anti-social behaviour. They seek to resolve often much polarised disputes through negotiation and where necessary legal action. They provide advice on the environmental impacts of proposed developments to both County and District Planning Officers. They issue 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.

Safer Neighbourhoods and Pest Control

The Safer Neighbourhood Wardens are in the front line of keeping our streets safer and cleaner. They help catch and re-home stray dogs, they routinely patrol littering and dog fouling hot spots to deter offenders, investigate fly tipping to bring offenders to book and they remove 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.

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.

Direct Services

Direct Services delivers Waste and recycling collections; street cleansing; grounds maintenance and vehicle maintenance.

Waste Collections

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

This is delivered by means of alternate weekly collections of compostable waste and residual waste and weekly collections of household, commercial and industrial clinical waste. The service is also responsible for the provision, distribution, replacement and repairs, for wheeled bins as well as on request collections of bulky household and commercial waste collections, litter bin emptying 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, and footpaths, This includes litter picking and weed control. There is also the provision of a full time "rapid response" unit 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 Housing & Environmental Services organisation chart can be found at Appendix A

2.2 Workforce Information

As at the 31 March 2013, there were 166.42 full time equivalents (FTEs) within Housing & Environmental Services.

During the year, 12.84 FTE days sickness was lost.

Workforce priorities for 2013/14:

- Implement the restructure of Housing Services

- Continue supporting the Apprenticeship scheme - two local young people have benefited from this project in 2012/2013
- 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.
- Ensure that the Commercial team have fully integrated mobile working technology to help maximise the amount of time they can spend with local businesses.
- Undertake a skills gap analysis in Environmental Health, based on a new national competency framework published by the Better Regulation Office.
- Review and re prioritise the activities of the Safer Neighbourhood Wardens, based on customer feedback.
- Progress the Introduction of four day working in waste & cleansing
- The Service has high sickness levels. Ensure that the corporate policies, procedures and monitoring are adhered to in full and undertake further analysis on trends and possible additional actions.

2.3 Financial Information

Details of the Service areas budgets for 2013/14 are outlined below:

Net Revenue Budget 2013/14

Service Area	£
Environmental Services	634,622
Highways	22,152
Waste Collection and Street Cleansing	1,523,416
Private Sector Housing	395,063
Total	£2,575,253

Housing Revenue Account (HRA)

	£
Expenditure	6,943,316
Income	-12,601,780
Recharges	226,994
Total	-5,431,470

Capital Expenditure	5,500,000
Capital Salaries	50,000
Total	5,500,000

HRA Summary Total	£118,530
--------------------------	-----------------

Summary of Assets 2012/13

	Sum of Net Book Value (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
Housing Revenue Account (HRA)	
Council Dwellings	86,676,710
Land & Buildings	8,670
Total	£86,685,380

3.0 Service Performance

3.1 Key Achievements 2012/13

Corporate Plan Theme: Sustainable Growth & Opportunity

Housing Services

- Continued to train and support the Performance & Scrutiny Panel and are currently assisting them to launch an official panel project.
- Consulted with South Derbyshire tenant groups in the allocation of designated persons to be involved in a new complaints handling procedure, in response to the Localism Act.
- The Chairman of Housing & Community Services and Head of Service have gained status of Directors on the National Arch board
- Delivered a unique extra residential care scheme in partnership with Trident and Derbyshire County Council.
- Continued to meet with the local best practice landlords

Environmental Services

- Published and implemented a new Environmental enforcement policy
- Implemented tree maintenance team
- Maintained the prestigious green flag status for Maurice Lea Park
- Confirmed that air quality in the district is compliant with European Directives

Corporate Plan Theme: Safe & Secure

Housing Services

- Produced a successful tender for Derbyshire County Council to provide housing related support services for the next three years.
- Launched £27 million capital procurement program
- Published and implemented a new Tenancy strategy
- Successfully forged a new Partnership with P3 the Charity for additional temporary accommodation provisions.
- Trained wardens in dementia awareness
- Reduced Anti Social Behaviour in partnership with the police & and the Safer South Derbyshire partnership
- Excellent performance on re-letting void properties, considerably reducing the time taken to re-let council properties from 2011/2012
- Introduced a new falls package in conjunction with Derbyshire County Council
- Led on welfare reform group
- Have made personal contact with the tenants due to be affected by the Housing benefit changes relating to bedrooms.
- Launched the community tenant champion awards
- Launched two Dreamschemes Youth projects.

Environmental Services

- Performed 10% higher than national average for food premises receiving a 5* rating
- Achieved record numbers of enforcement actions on fly tipping
- Dealt with critical food poisoning incident in the preparation for the Olympics event.
- Coordinated enforcement on scrap metal dealers
- Co-ordinated Countywide project to sample and analyse eggs being used in the catering sector for safety and quality.
- Performed joint 'stop and search' operations with the Police resulting in vehicle seizures.
- Produced and implemented new dog control orders

Corporate Plan Theme: Lifestyle Choices

Housing Services

- Gained Political agreement on extending service areas
- Started delivering improved shower provisions in all council properties.

Environmental Services

- ISO14000 won reaccreditation
- Acquired £176K funding to tackle fuel poverty in the private sector

Corporate Plan Theme: Value for Money

Housing Services

- The annual Benchmarking report showed that South Derbyshire are a high performing low cost landlord in comparison with 505 other social Housing providers in the UK.
- Completed and received results back from the STAR survey which evidenced excellent customer satisfaction
- Introduced a new Housing Staff performance newsletter
- Undertook significant updates to the HRA business plan
- Launched a consultation on the vision for the service

Environmental Services












- Implemented a restructure at the depot.
- Outsourced stray dog collections
- NVQ's have been accredited to 6 street cleaning staff
- Provided consultancy services for other local authorities

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.
- High levels of staff commitment.

3.3 Areas for Improvement

We always recognise that there are areas of the Service that we can improve on and in 2012 we said we would...

We said we would ...	We did
Address the length of stay in temporary accommodation	
Improve our empty property re-let time following a mini review of repairs and allocations	
Increase the use of mobile working to ensure timely customer service	 Ongoing
Improve the visibility and perceived effectiveness of our safer Neighbourhood Wardens	
Improve our Understanding of how the way we enforce environmental law affects the behaviour and competitiveness of our local business community	
Improve understanding of the extent in which our interventions into environmental complaints go to produce real benefits.	
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
Further develop our work to continue to address empty homes across the District	 Ongoing
Improve the kerbside recycling service.	 Ongoing

In 2013/14 we need to:

- 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 Districts needs and deliver homes which meet the community needs.
- Further develop our work, continuing to address empty homes across the district.
- Improve the kerbside recycling service.
- Implement a scheme to tackle worklessness.
- Upgrade the Flare system.
- Implement 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.
- Conduct private sector stock condition survey.
- Work towards the introduction of a private sector leasing scheme.
- Successfully introduce an Orchard system upgrade.
- Undertake two new Dreamscheme Youth projects

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 instances, proxy measures will be used. These are indicators 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 measures against Corporate Plan outcomes can be found at Appendix B

3.5 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
- Derbyshire Health & Wellbeing Strategy
- Home Energy Conservation Act 1995 (HECA)
- Mobile Homes Bill 2013 (pending)

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

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 2013/14 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.

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.

REPORT TO:	Environmental and Development Service Committee	AGENDA ITEM: 9
DATE OF MEETING:	6 th June, 2013	CATEGORY: DELEGATED
REPORT FROM:	Director of Community and Planning	OPEN
MEMBERS' CONTACT POINT:	Philip Heath, Conservation and Heritage Officer Ext. 5936 philip.heath@south-derbys.gov.uk	DOC:
SUBJECT:	Melbourne Conservation Area Extension	REF:
WARD(S) AFFECTED:	Melbourne	TERMS OF REFERENCE: EDS04

1.0 Recommendations

- 1.1 That a six week consultation, beginning on Friday 7th June, 2013, and ending on Friday 19th July, 2013, be undertaken concerning a proposed extension of the Melbourne Conservation Area to include the properties nos. 60-92 Ashby Road (no. 92 being the Melbourne Arms), and land lying between them and the present conservation area boundary to the east.
- 1.2 That the conservation area extension be considered by the next appropriate committee meeting of the Council after the consultation period has ended.

2.0 Purpose of Report

- 2.1 To seek committee approval for consultation concerning a proposed extension of the Melbourne Conservation Area, as described in the appended document Annexe No.1 and appended plans Annexe No.2.

3.0 Detail

- 3.1 Section 69 of the Planning (Listed Buildings and Conservation Areas) Act 1990 states that:

“1) Every local planning authority :

a) shall from time to time determine which parts of their area are areas of special architectural or historic interest the character or appearance of which it is desirable to preserve and enhance, and

b) shall designate those areas as conservation areas

2) It shall be the duty of a local planning authority from time to time to review the past exercise of functions under this section and to

determine whether any parts or any further parts of their area should be designated as conservation areas; and, if they so determine, they shall designate those parts accordingly.”

- 3.2 English Heritage recommends that reviews should be made every five years or so (see paragraph 1.17 of “Understanding Place: Conservation Area Designation, Appraisal and Management, March 2011). They observe that “Regular reviews will ensure protection is maintained and threats and opportunities identified” (ibid, paragraph 1.18). The Melbourne Conservation Area boundary was reviewed in 2005. The conservation area character statement was consulted on and adopted in 2011, including adoption of the boundary review recommended earlier.
- 3.3 The present review of the conservation area boundary has been brought about by the de-listing, on 9th April, of the “Melbourne Arms” on Ashby Road. Built in 1791, it was made a Grade II listed building by the Secretary of State on 11th March 1987 as part of the national re-survey. The listing appropriately recognised its landmark status and the strong historic character of its exterior, despite some unsympathetic change. However, English Heritage received a request in 2011 to have it de-listed and have now granted the request.
- 3.4 The de-listing was granted on the grounds that the interior of the building is heavily altered, but objections to the proposed de-listing from the District Council, Melbourne Parish Council, Melbourne Civic Society and the Georgian Group emphasised the landscape value of the building and its prominent “gateway” role in one of Melbourne’s most distinctive approaches. Indeed, English Heritage, in its de-listing report for the building, acknowledged that “The Melbourne Arms remains an important local landmark, its front elevation a reminder of its date and original form. The well-balanced main elevation with its gently arched lintels and neat, brick, dog-toothed eaves cornice is a major feature in the local streetscape.”
- 3.5 The building is valued as an asset to the locality and it is therefore appropriate for the District Council to consider how its contribution to the character of the area can be maintained, for example by inclusion in a local list, making of an Article 4 Direction, or inclusion in a conservation area.
- 3.6 Survey work suggests that the Melbourne Arms, with land and other property nearby, meet the criteria for inclusion in a further extension of the Melbourne Conservation Area, as described in the appended document and plans.
- 3.7 The proposed consultation will include individual notification to all affected owners and local organisations including Melbourne Parish Council and Melbourne Civic Society, along with a press release containing a link to relevant information on the Council’s website. The

responses will be evaluated and collated and reported to the next appropriate Committee.

4.0 Financial Implications

4.1 The costs of publicity material and statutory advertising can be drawn from existing budgets.

5.0 Corporate Implications

5.1 The District's conservation areas are a key component of its vibrant communities. The effective protection of conservation areas, through analysis and good management, enhances quality of life for all and safeguards the environment. Protecting important buildings contributes to the Corporate Plan theme of Sustainable Development.

6.0 Community Implications

6.1 The District's Conservation areas are a key component of its attractive rural environment.

6.2 It is the District Council's normal practice, in line with best practice guidance, to consult the public and affected residents on alterations to conservation area boundaries. It is understood that the area affects eight or nine separate ownerships.

6.4 Buildings that are protected for their high amenity and historic value enhance the environment and character of an area and therefore are of community benefit for existing and future residents.

7.0 Conclusions

7.1 The consultation period will allow for comments to be submitted to the Council which will aid the determination of the proposed extension of the Melbourne Conservation Area.

8.0 Background Papers

8.1 Notification from English Heritage regarding the delisting of Melbourne Arms.

8.2 Representations against the proposed delisting of the Melbourne Arms.

8.3 Description of proposed extension of the Melbourne Conservation Area (Annexe No.1)

PROPOSAL FOR EXTENSION OF THE MELBOURNE CONSERVATION AREA

Introduction.

The Melbourne Conservation Area was first designated in 1969. As an obvious candidate for conservation area designation, it was one of the first to be designated within the present South Derbyshire District area following the Civic Amenities Act of 1967 which introduced the concept of conservation areas.

Like many early designations, the original boundary was tightly drawn. Since then, designations have generally taken more account of the natural features, parkland and open spaces, or pattern of enclosed spaces that can greatly contribute to or complement the special architectural or historic interest of a settlement. Such features can be part of the essential framework of historic places, and are often an intrinsic part of the story of a settlement's growth and development.

The Melbourne Conservation Area has thus been extended several times. Blanch Croft, originally earmarked for slum clearance, was added in 1976, several areas were added in 1991 and some small areas in 2011. The 2011 extensions were based on recommendations put forward by a consultant in 2005. It is not unusual for longstanding, large conservation areas to have been extended several times since first designation.

Proposed extension

The area now recommended for inclusion in a further extension comprises the following:

Bare Hills and Brown's Field, being an outlying landscape area of the parkland belonging to Melbourne Hall. This is a little vale accentuated by C19 tree planting both in clumps and plantations and is very much a public asset, traversed by well-used public footpaths giving open views in a variety of directions. It has a quasi-parkland feel due to the rolling landscape of permanent pasture and trees, emphasized by its long use (unofficially, and not of right) as an open space where people roam freely. Its picturesque character made it a subject of early 20th century picture postcards.

The land is not included within the English Heritage park and garden register entry for Melbourne, but the same is true of the "Intake" (the wood fringing the south side of the pool) and the double avenue near Park Farm (now of beech trees but formerly Spanish Chestnuts) first planted in the 18th century as a bold landscape feature viewed from the gardens.

The Melbourne Arms, 92 Ashby Road, is a prominent landmark built in 1791, three storeys high at the front and two at the back, which contained a large clubroom on the first floor. Like many other Melbourne buildings of the period it was built using a mixture of rubblestone and brick. Its large size and commanding location went hand in hand with its purpose built role as a public house, designed to attract trade at the edge of the village.

The Melbourne Arms was purchased by the Melbourne Estate in 1864 to protect it from rumoured threats of undesirable development (a steam driven corn and bone mill), because it was visible from the estate's heartland. The Estate sold it again in 1919, along with a large proportion of their estate, in response to the financial hardship faced by landed estates in general at that time.

The trees opposite were in fact planted to prevent the building being visible from Melbourne Pool, but at closer quarters the building and trees enhance one another.

Between the Melbourne Arms and Spring Vale are three detached 1930s houses and a bungalow, and a vacant plot (no 78) with planning permission for redevelopment. Part of the garden of Spring Vale also has planning permission for two houses. These parcels of land and buildings are included because they head the view up the valley from Melbourne Pool and thereby strongly influence the character of the area, despite being of no special merit in themselves.

“Spring Vale” no. 60 Ashby Road, was named after the spring which rises nearby. It is a distinctive and attractive house of 1859, with pale painted rendered walls and a profusion of gables sporting shaped barge boards. It stands on the site of an earlier house. Spring Vale and the Melbourne Arms each arrest attention when either leaving or entering Melbourne, and both thereby help to forge the character of this part of Melbourne.

Site of “the Cottage”, 78 Ashby Road. This house of c1797 was demolished in April-May 2013. It was attractive and a positive influence on the character of the area, but occupied a more retiring and less prominent position than either the Melbourne Arms or Spring Vale. The stone wall in front is a continuation of the front wall to Spring Vale; it is locally distinctive and serves as a reminder that both properties once belonged to the Ward family

Lambert’s Quarry was one of the first quarries to be opened on Melbourne Common, which was a rich source of the gritstone still to be seen everywhere in Melbourne. It took its name from the Lambert family who lived at a house nearby in the early 18th century, showing that the quarry was active then. Stone production appears to have ceased there around 1900, but the quarry remained active for some time afterwards for the production of sand.

History

Much of the character of the area is owed to past efforts to improve the setting of Melbourne Hall.

Ashby Road was laid out in 1789 as a wholly new length of road connecting Melbourne’s High Street to the parish boundary shared with Staunton Harold. The old main road, skirting Melbourne Pool, was an irritation to Lord Melbourne and an obstacle to the privacy of his estate, hence the radical decision to have it moved. The old road became private, paving the way for the more secluded environment enjoyed by Melbourne Hall today.

The plots of land later occupied by the Cottage and the Melbourne Arms were laid out at the same time, having formerly been part of Melbourne Common. The Melbourne Arms was built in 1791 and formerly had a croft belonging to it where three 1930s detached houses and a bungalow now stand. The Cottage (demolished 2013) was built around 1797.

The Bare Hills are probably named from the practice of “baring” land for stone quarrying. The name is misleading, as there are plenty of trees in the vicinity. A drain or culvert along the lowest point of the land carries the spring water from Spring Vale towards Melbourne Pool.

The cultivation of the area as an outlier of the Melbourne Hall parkland appears to date from the mid 19th century. Melbourne Pool was altered and landscaped by Lord Melbourne, Queen Victoria’s first prime minister, at vast expense between 1842 and 1847.

For decades after this the estate took an intense interest in safeguarding and further improving the environment of the pool.



Above: Approach to the Melbourne Arms along Ashby Road from the north, showing its historic prominence in the street scene.



Above: Bare Hills, showing the Melbourne Arms on a knoll, with the clump of trees opposite to hide it from view of Melbourne Pool.



Above: Bare Hills and Brown's Field, showing the quasi-parkland character of permanent pasture with ornamental planting including coniferous trees and Lombardy poplars.



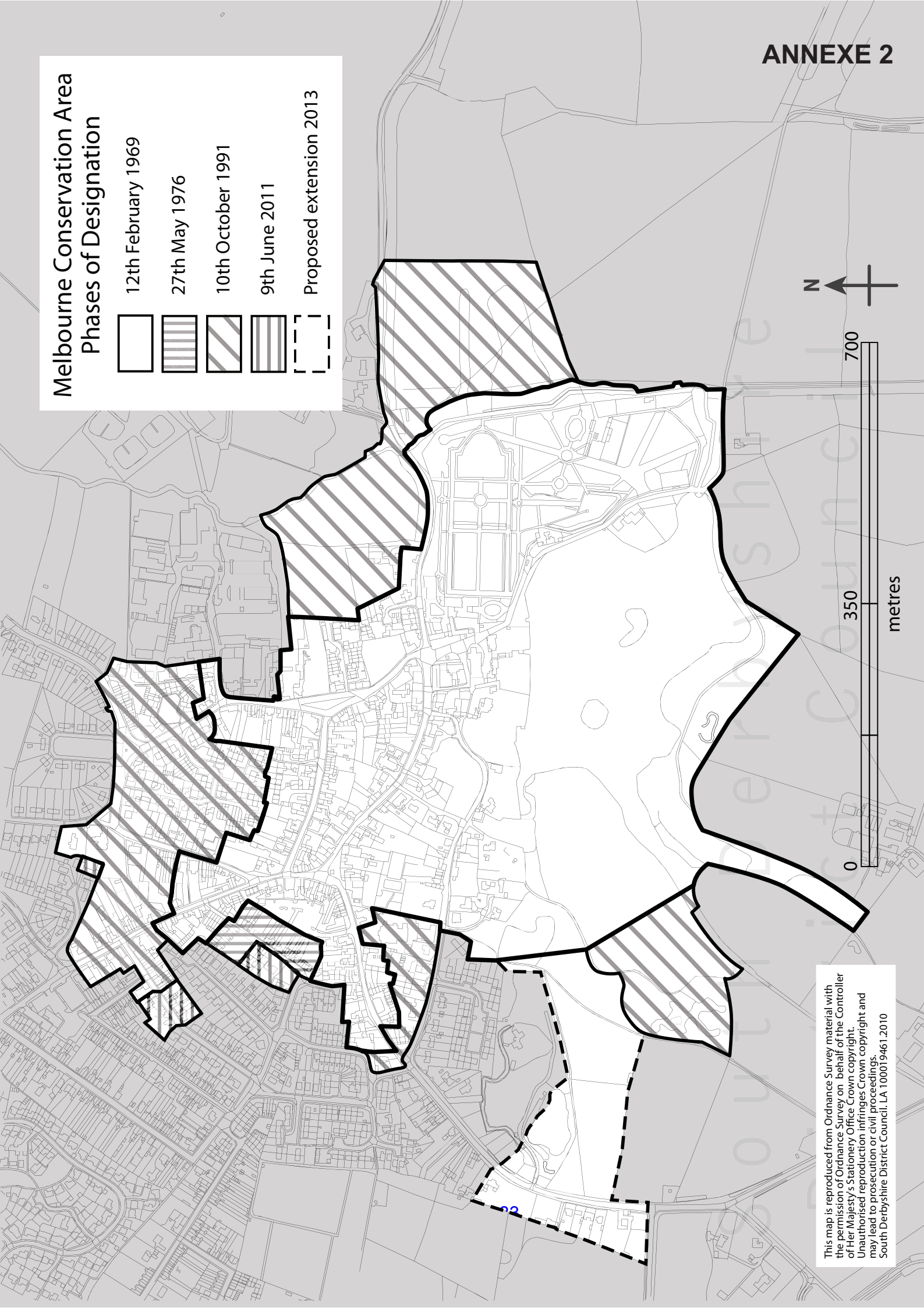
Above: An early 20th Century postcard view of 'Bare Hills Vale and Melbourne Pool' by Edward Martin, a photographer who was active in Melbourne from about 1890 to 1921.



Above: 'Spring Vale', built in 1859 on the site of an older property.
(Copyright – Google Maps, 2013 Google)

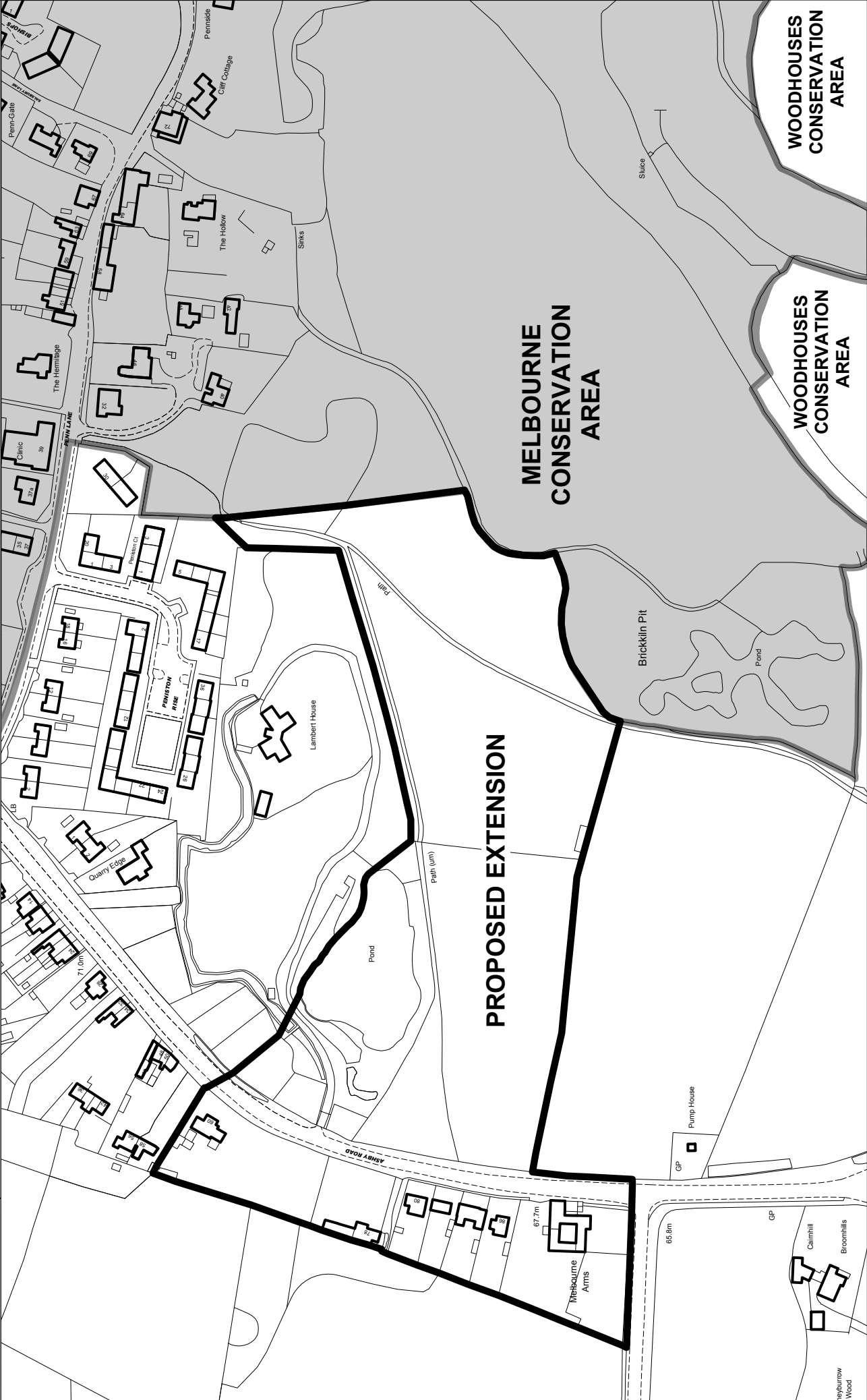
Melbourne Conservation Area Phases of Designation

- 12th February 1969
- 27th May 1976
- 10th October 1991
- 9th June 2011
- Proposed extension 2013



This map is reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. South Derbyshire District Council. LA 100019461.2010

Proposed extension to Melbourne Conservation Area



REPORT TO:	ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE	AGENDA ITEM: 10
DATE OF MEETING:	6TH JUNE 2013	CATEGORY: DELEGATED
REPORT FROM:	Director of Community & Planning Services / Director of Housing & Environmental Services Stuart Batchelor (Ext. 5820) Bob Ledger (Ext. 5775)	OPEN
MEMBERS' CONTACT POINT:		DOC:
SUBJECT:	WORK PROGRAMME	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

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

2.0 Purpose of Report

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

3.0 Detail

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

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Background Papers

5.1 Work Programme.

**Environmental & Development Services Committee – 6th June, 2013
Work Programme 2013/14**

Work Programme Area	Date of Committee meetings	Anticipated completion date	Submitted to Council target date	Contact Officer (Contact details)
Service Plans	6 th June 2013			Stuart Batchelor 01283 595820 Bob Ledger 01283 595775
Quarterly performance	6th June 2013			
Dry recycling contract Progress update on new arrangements	22 nd August 2013			Adrian Lowery Direct Services Manager 01283 595764
Quarterly performance	22 nd August 2013			
HS2 phase 2 consultation	3rd October 2013			Richard Groves Planning Policy Officer 01283 595738
East Midlands Airport Draft Master Plan consultation	3rd October 2013			Richard Groves Planning Policy Officer 01283 595738
Draft Local Plan / Local Development Scheme	3rd October 2013			Local Plans Manager (01283 595821)
Responses to Draft Local Plan consultation, Submission Local Plan	21st November 2013			Local Plans Manager (01283 595821)

Work Programme Area	Date of Committee meetings	Anticipated completion date	Submitted to Council target date	Contact Officer (Contact details)
Derbyshire Minerals and Waste Local plan consultation	21st November 2013			Kevin Exley Planning Policy Officer (01283 228717)
Repton Air Quality assessment	21 st November 2013			Mathew Holford Environmental Health Manager 01283 595976
Quarterly performance	21 st November 2013			