

PLANNING DIVISION

SERVICE PLAN 2002/03

1.0 SERVICE DESCRIPTION

1.1 The division provides a range of statutory and non-statutory services to residents of the district and the development industry as follows:

- **Local Plans** – development, monitoring and review of land use planning policies, which in turn comprise the Local Plan, a statutory framework for development in the district. The section also advises the Council on developments in the County Structure Plan and neighbouring Local Plans and provides specialist advice and support for heritage and conservation of the built environment. This includes 705 Listed Buildings and 22 Conservation Areas to which modest repairs and improvement grant schemes are applied. The Council provides technical support for the Sharpes Arts and Heritage Trust in delivering the Sharpes Heritage Centre project. As part of developing the Council's Heritage Strategy the service publishes 'Heritage News' 3 times a year and runs open days for historic properties.
- **Building Control** – appraisal and monitoring of proposals for development or building work that require Building Regulation approval. Most large-scale work is won in competition with the private sector (90% in the case of commercial buildings) but a lot of the work involves small-scale proposals from private householders of which 100% falls to be inspected. Inspection of approximately 65% of all house building is carried out by the service, with currently over 500 new dwelling on the books. In all over 3000 inspections are carried out annually. The team also has responsibility for dangerous structures and a number of minor issues such as street naming.
- **Development Control** – processing 1200 planning application per year of which officers, within a scheme of delegation, determine approximately 80%. Informal advice is provided to developers and householders. Numbers of applications have increased by 40% since 1997. Approximately 30 appeals against decisions are supported per year and over 500 cases per year are investigated with a view to enforcement action. The work load has increased by around 9% year on year since 1995. The Service also covers tree preservation and protection. The section also provides the Public Footpath service on an agency basis for the County Council, which part funds the service. Some 350 miles of public rights of way are involved in an inspection and maintenance programme.

1.2 The services are provided to a wide range of, mostly external, customers, comprising residents and businesses within the district as well as individuals, companies and governmental organisations with an interest in development and environmental conservation and enhancement.

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1.3 The Council has a legal duty under the Planning Acts and the Building Acts to:

- prepare a Local Plan and to monitor its effective implementation
- control development including the necessity to consider enforcement of unauthorised development and the removal of untidiness from land
- protect Listed Buildings
- identify, conserve and enhance Conservation Areas
- protect trees and hedgerows of amenity value
- control building works in the interests of health and safety, energy conservation and accessibility
- ensure the removal of danger from structures that have become dangerous.

1.4 Central Government Performance indicators govern the delivery of planning services. There is a requirement for chargeable Building Control to be financially self supporting. Front line staffing levels are set at or about the minimum necessary to deliver the level of service required to meet statutory requirements. Considerable reliance is placed on computerised systems to maintain effectiveness.

1.5 The table below shows the strategies for which the service is responsible.

Strategy	*	Date Produced	Review Period	Next Review
Local Plan	S	Sept. 2002	10 years	Circa 2007
Heritage Strategy	D	2000	TBA	TBA
Cycling and Walking Strategies	D	2001	TBA	TBA
Town Centre Strategy	D	2000	TBA	TBA

** Denotes whether a plan is Statutory (S) or Discretionary (D)*

1.6 The table below shows the strategies to which the service contributes.

Strategy	*	Date Produced	Review Period	Next Review
Cultural Strategy	S	April 2002	TBA	TBA
Contaminated Land	S	2001	Annually	2002

2.0 Purpose

2.1 **To regulate development within the district effectively and efficiently** – management of a development and building control service that balances the need for development with the level of environmental protection required by the community. Increasing emphasis is being placed upon sustainable development, the protection of the natural environment and increasing bio-diversity. Good outcomes are achieved by developing a sound framework of planning policy supported by formal and informal advice to the community and effective, efficient, consistent and well monitored processing.

The division provides front line services to customers and stakeholders face to face, over the telephone and in writing, with specified expectations of timely, effective customer friendly delivery in a Responsive, Fair, Open/transparent way.

3.0 Opportunities and challenges

3.1 The key opportunities and challenges facing the Division are broadly the same as the corporate opportunities and challenges identified in the Corporate Plan. More specific service related issues are listed below.

3.2 The **Corporate Related Challenges** are as follows:-

- **Economic Circumstances** –could lead to reductions of income in Development Control and Building Control with little opportunity in the short term to reduce expenditure and avoid the impact on the Council's budget.
- **Community Strategy** –will increasingly shape the development of our services and drive not only our corporate planning but also development planning processes and will influence the course and direction of Planning Services Policy.
- **Council Finances** – the Council has limited resources. Meeting the needs and aspirations of service users will require creativity and innovation as well as hard choices regarding current levels of service delivery. The service has been demonstrated to be incapable of improvement in large measure because of the lack of resources. In particular, the level of central costs has been identified as being abnormally high by comparison with other similar Local Planning Authorities.
- **Managing Change** – our external and internal environments require us to change what we do and the way that we do it. Managing those changes will be key to our success. The service has a large number of government related targets and performance indicators that can only be satisfactorily monitored with improved IT capability. In particular, the establishment of a corporate land and property gazetteer that is BS 7666 compliant will be a crucial issue to effective service delivery.
- **Risk Management** – significant change will involve taking risks and sound management of those risks will help to deliver less painful change and successful outcomes. In the face of continuously increasing workloads, the critically slender level of staff resources in times of sickness, resignation/retirement and leave is a major issue for service delivery. The strategy has been to compensate by efficient data processing but this has implications for ongoing costs that can no longer be met from front line staff savings. Dependence on income from fees in a volatile global economic climate has already been mentioned.
- **E-Government** – The Division is at the forefront of delivery of services that are ripe for transfer to electronic means of delivery. In particular, the development of a universal land and property gazetteer and the electronic submission of applications, as well as the ability to ascertain the status of applications on the Planning registers have significant ramifications. The existing IT system delivering Planning Development and Building Control and Land Charges is undergoing a radical transformation by the software supplier such that significant decisions will be required as to its future usefulness in delivering the service within this Council's

IT framework. A major transfer to another platform may be in prospect. Potentially, this will impact on service delivery considerably. The problem is a continuing one as IT develops.

3.3 The **service related challenges** are as follows:-

- **Rapid Growth in the District** – South Derbyshire is one of the fastest growing districts in the region. Demand for most services within the Division is growing faster than the resources available. This is reflected in the development process particularly.
- **Government** advice increasingly prescribes the shape of Planning Services policy such that there is less scope for local discretion. Consequently there is less scope to deliver local expectations so far as outcomes are concerned.
- **Sustainable development** and the need to protect scarce resources as well as the natural environment and countryside for its own sake introduce challenges for the service, which is particularly under-resourced in this area of activity.
- **Strategy delivery and overall work programme** – the Council's Heritage Interpretation, Cycling, Walking and Town Centre Strategies require to be monitored, reported on and delivered and in some cases extensively reviewed at the same time as the Local Plan reaches a critical stage and a best value review must be undertaken.
- **Public Access to and Probity in Planning** – The issue of public speaking at Committee (flagged up by the best value review) raises significant issues for the conduct of meetings and for resourcing the arrangements for informing the public of specific opportunities to become involved. The Action Plan arising from the District Audit Study into probity requires to be implemented and this also has implications for the devising and monitoring of protocols.

Specific Opportunities

3.2 The key opportunities are as follows:-

- To use best value reviews of divisional and central services as a means of teasing out the reasons for apparent high central costs and to identify step changes in improved front end delivery.
- To invest in IT so as to improve access to services via the Internet
- To use the process of developing a Community Strategy to shape the service to deliver community priorities
- To use performance and project management as a means of improving monitoring and reporting of targets and indicators so as to minimise inefficiencies and increase effectiveness.
- To make the most effective use of development potential to secure planning gain that improves facilities for local residents and protects and enhances the environment, particularly of the National Forest.

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- To utilise the capital programme supported by partnership funding to enhance the built environment and fulfil the objectives of the Local Plan.

4.0 BEST VALUE

- 4.1 The table below shows how and when all the services provided by this Division will be reviewed as part of the Best Value Process.

Completed Reviews

Review Title	Completed	Services Covered
Development Control	May2001	Planning Applications, Enforcement and Administrative Support

Reviews Underway

Review Title	Completion Date	Services Covered
None		

Reviews to be commenced

Review Title	Start Date (yr)	Services Covered.
Planning and Building Control	Year 3	All services within the division
Leisure and Heritage	Year 4	Heritage

- 4.2 The Development Control service review has been completed and the inspection report (1 star, will not improve) has been received. The Implementation Plan will improve the scope and quality of guidance documents, improve access for representations on specific applications, improve enforcement activity and develop a revised Local Plan which balances the need for development with that for environmental protection and sustainability.

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5.0 KEY TASKS 2002/03

Corporate Key Tasks

Ref	Critical Success Factor	Action	Timescale
A3	Develop management competencies	Use PDR process to identify and meet individual management needs across the Division	March 02
B1	Implement the new Departmental and Service Planning framework	Service plan in place for the Division	Nov 02
B5	Adopt new South Derbyshire Local Plan	Publish draft for deposit Arrange public Inquiry Final adoption	Jan 02 Sep 02 Apr 03
C1	Improve morale	Use the PDR process to offer development opportunities to staff (within the needs of the service and available resources)	Nov 01 March 02 March 03
C4	Establish training and development plans for staff	Pursue appraisal and staff development through targeted training	Ongoing
D2	Develop and implement proposals for e Government	Secure a viable platform on which to continue to provide and develop data systems Research proposals for submitting input to and accessing details of applications, planning advice and process on internet	Mar 02 Mar 03
D3	Consolidate and improve arrangements for sound financial management	Proactive participation in best value reviews to secure cost savings on overheads	Ongoing
D7	Future of Swadlincote Depot	Provide advice on Planning +Building Control matters	Oct 01 onwards

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Ref	Critical Success Factor	Action	Timescale
E1	Implement the Best Value Review of The Division	Establish and carry through a focussed programme	Mar 02
E3	Continue to develop arrangements for performance management	Implement a performance management framework as it is rolled out concentrating on National and local indicators	Mar 03 Mar 02 Mar 03
E5	Establish trading accounts for relevant service areas	Improve monitoring and reporting of financial information on Building Control	Ongoing
F3	Promote first time right ethos within the organisation	Improve process monitoring of application batch processes so as to reduce errors	Ongoing
F4	Improve on current levels of customer satisfaction	Monitor satisfaction level in all services through surveys	Mar 02 Mar 03

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Departmental Key Tasks

In addition to the above:

Departmental Key Task	Action	Timescale	Key Aim
Deliver Development Control Best Value Implementation Plan	<ul style="list-style-type: none"> ➤ As set out in the action schedule to the plan (See Appendix) 	Varied	1 - 8
Support Sharpe's Pottery Heritage Project	<ul style="list-style-type: none"> ➤ Assist in project managing capital works and bid for capital to match funding shortfall with a view to completion by September 2002 	Nov 01 – mid 02	2,4
Provide a Planning and Building Regulation service which balances community and customer needs	<ul style="list-style-type: none"> ➤ Work to secure and report on improvements required by Best Value with particular focus on IT accessibility to services and the development team approach 	Mar 03	1 - 8

Service/Ongoing Key Tasks

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In addition to the above:

Service Key Task	Action	Timescale	Key Aim
Maintain capability to deliver expert advice and decision making via external consultants	Focus expenditure so as to secure level of advice that fully informs decision making on where technical expertise is required	March 02 -	2,4 -8
Maintain and enhance grant schemes to enhance the built environment	Support Historic Buildings grant schemes generally with level of publicity commensurate with resources available	March 02 – March 03	2,4 -6
Maintain levels of service on Development Control commensurate with Customer Charter	Monitor and report on performance levels in the Charter (See Appendix)	Sept 02 March 03	1 - 8
Maintain level of market penetration for Building Control	Develop innovative means of promoting delivering the service and monitor and report on effectiveness	March 02 March 03	1 - 8
Maintain admin support at level that upholds service	Improve delivery of land charge information so as to release resources to maintain general admin capability	April 02	1 - 8
Monitor and review Local Plan policies	Monitor with a view to maintaining relevant + up to date policies	March 03	1 -4 + 8
Deliver action plans for Heritage, Town Centre, Cycling and Walking Strategies	Review and prioritise and report on planned actions, where possible incorporating them in the Local Plan Secure proposals via Development Control	March 02	1,2 + 4 -8
Secure the continuation of Heritage Regeneration Scheme for Swadlincote Town Centre	Pursue bids for Capital funding to make up shortfall arising from ending of SRB initiative	March 02	1,2 + 4
Deliver the Probity in Planning Action Plan	Work with Legal and Members Services Manager to complete the tasks in accordance with the schedule (See Appendix)	See schedule	5-7

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6.0 PERFORMANCE INDICATORS AND TARGETS

Best Value Performance Indicators

6.1 The table below shows the Best Value Indicators that relate to the service provided within this division.

Best Value Indicator	Actual 99/2000	Actual 2000/01	Target 2001/2	Target 2002/3	Govern ment Target 2004/5
Percentage of new homes built on previously developed. Land	47.00%	43.80%	38.00%	38%	60%
Planning cost per head of population	£5.76	£7.67	£13.91	£9.50	
Percentage of departures from local plan	0	0	0		
Percentage of applications determined within 8 weeks	76.80%	74.26%	80.00%	75%	80%
Average time to determine all applications (days)	60	63.66	56	56	
Percentage of satisfied applicants/consultees	Not known	Not known	None	85%	
Checklist of Indicators (See below)	70%	80%	100%	100%	100%
Development Plan within last 5 years	YES	YES	YES	YES	YES
Development Plan contains comprehensive indicators & targets	NO	NO	YES	YES	YES
Supplementary Planning Guidance follows relevant Guidance	YES	YES	YES	YES	YES
Pre-Application Discussions Provided	YES	YES	YES	YES	YES
Published targets & monitoring for Development Control	NO	YES	YES	YES	YES
Is Percentage of appeals against Council less than 40%?	YES	YES	YES	YES	YES
Are more than 70% of applications determined by Officers ?	YES	YES	YES	YES	YES
No Planning Costs	YES	YES	YES	YES	YES

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Awarded against the Council?					
No Adverse Ombudsman report or Maladministration?	YES	YES	YES	YES	YES
No Court findings under sections 287/288 or judicial review?	YES	YES	YES	YES	YES
Single Point of contact for initial advice / enquiries?	YES	YES	YES	YES	YES
Pre-Application Discussions covering all development?	YES	YES	YES	YES	YES
Nominated officer for each application?	YES	YES	YES	YES	YES
Fair Access	NO	NO	YES	YES	YES

Local Performance Indicators

6.2 The table below shows the local indicators that the Division has developed to measure its performance.

Local Indicator	Estimate 2001/2	Target 2002/3
Deposit Local Plan	July 2001	Jan 2002
Develop Implementation plan for Development Control	July 2001	Completed
Monitor Customer charter indicators	Appended	Ditto
Monitor Market share for Building Control	65% Housing retained	Ditto
Monitor Cleanup rate for Enforcement cases	90% without recourse to formal action	Ditto
Completion of Sharpes construction project	Dec 2002	---
Prepare local monitoring report on Local Plan	Dec 2002	Dec 2003

7.0 STAFFING STRUCTURE AND WORK ORGANISATION

7.1 The Planning Division is part of the Services department.

7.2 The Division is managed by the Planning Services Manager and is divided into four main sections as follows:

- Local Plans
- Development Control
- Building Control
- Administrative Support

7.3 An organisation chart is attached at Annexe A.

Work organisation

7.4 Staffing levels are among the lowest of comparable Councils. The Division benefits from long serving and highly effective officers who are empowered with high levels of delegation. This strategy was recognised to be one of high risk in the recent Best Value Review.

7.5 There are a large number of organisations in a consultative role in the Planning and Building Control processes. Most notable among these are the County Planning Authority, Local Highways Authority, Parish Councils, Environment Agency, Severn Trent Water Company, Derbyshire Fire Service along with many others. These provide advice and comments on the Local Plan and planning applications and in the last instance, Building Control applications. In addition a contractual arrangement exists with the Derbyshire Wildlife Trust to provide relevant advice on site selection in the Local Plan and on planning applications and with East Staffordshire Borough Council for the provision of specialist advice on trees and landscaping.

7.6 The support service officers provide more than mere clerical support. They provide advice and guidance on the planning process and a high level of competence in maintaining and developing computerised systems. Systems development also relies heavily on professional planning and Building Control officers.

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8.0 OTHER RESOURCES

Revenue Expenditure

The table below shows the committee spending controlled by the Head of this Division.

Total Committee Costs	Gross Spending	Income	Net Spending
Central Area Redevelopment	42,150		42,150
Development Control - Applications	378,900	310,480	68,420
Development Control - Appeals	13,820	-	13,820
Development Control - Enforcement	63,020	-	63,020
Development Plans - Structure Plans	600	-	600
Development Plans - Local Plans	177,700	3,100	174,600
Reclamation	21,590	-	21,590
Physical Environment	38,210	-	38,210
Conservation - Natural Environment	25,690	-	25,690
Building Regulations	314,770	220,470	94,300
Public footpaths	41,930	13,500	28,430
	31,650	-	31,650
Transportation	200	-	200
Total Committee Budgets - Planning Services	1,150,230	547,550	602,680

Central Departmental Costs – recharged to committees

The Council has a system of central establishment charges. This means that costs related to this division are charged first to a holding code and then recharged to committees. The table below summarises these costs which are controlled by the head of this division and then recharged to services.

Division Planning	Gross Spending	Income	Net Spending
Total Central Support Budgets -	1,043,910	-	1,043,910

These costs are set out in more detail in Annex x -

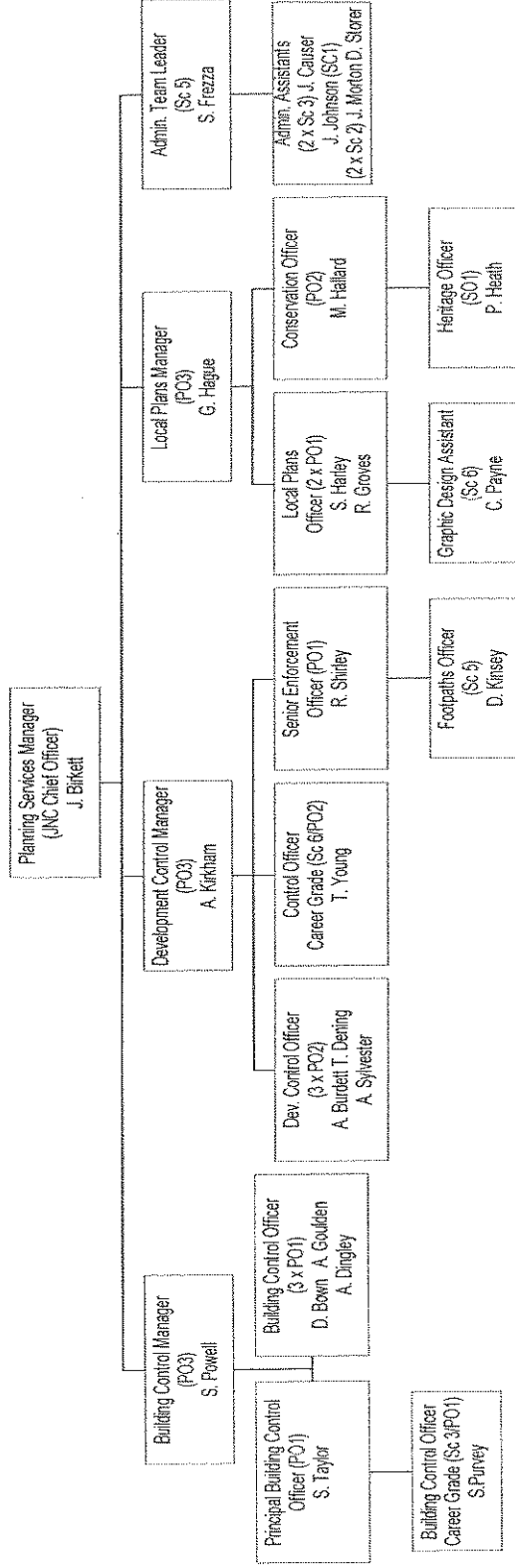
Capital Expenditure

Assets

South Derbyshire District Council

Development Services

Planning Service



**Best Value in Development Control
Action**

What steps will we take to accomplish the above?

Action	Indicator	Target	Who by?	Priority	By when?
Integrate service delivery with Corporate and Community Plans Policies 1,2,3,4	Reshaped Implementation Plan	All planned actions comply with those plans	Policy + Best Value unit + Planning managers	\$ \$ \$	After publication + 6 weeks
Prioritise staff deployment in core delivery areas Policies: all	Staff Numbers	Resources devoted to Development Control maintained at present level	DCE + PSM	\$ \$ \$	September 2001/ March 2002 budget round
Review Delegation Agreement Policies 4,7,8,17	New Document	Delegation and community protection in better balance	DCM	\$ \$	December 2002
Apply Performance Management to resources and outputs Policies 1,5	National and local performance indicators	Government and local targets specified in B V Performance Plan	DCM	\$ \$ \$	September 2001
Complete and maintain staff reviews and implement training Policies 2,6,17	Applicability of training plan to Service delivery	All staff developing their roles in accord with this implementation plan	P S Manager + Unit Managers	\$ \$ \$	September 2001

Action	Indicator	Target	Who by?	Priority	By when?
Employ additional BCO to improve access, security, energy consumption, and waste recycling in buildings Policies 2,3,7,15	Numbers of Buildings attaining new standards	100% of new buildings showing positive features meeting Agenda 21 +Crime reduction + Accessibility targets	New BCO with Economic Development Unit,, Local Plans Unit and D C officers	\$ \$ \$	Officer in post April 2002 Target by Sept 2002
Produce and negotiate policy with Parish Councils for them to monitor breeches of Planning Control Policies 2,8,9,11,12	Level of acceptance and adoption by Parish Councils	Agreement of 30% of Parish Councils to implement policy	P S Manager + D C Manager +Legal Services Manager	\$	December 2002
Disseminate customer charter and plain English versions of all Supplementary Planning Guidance for comment Policies 8,9,14,16,17	Circulation level and response	25% response rate of which 75% acceptance or with suggestions for achievable positive improvement	Planning Services Manager +Unit Managers + Admin	\$\$\$	June 2001 ongoing
Produce policy for public to address Committee site visits Policies 3,9,12,14	Committee resolution	Introduction of policy allowing public to address site meetings	P S Mr + D C Manager + Legal Services Manager	\$\$	September 2002
Review all documents in the light of feedback from stakeholders Policies 8,9,12,14,15,16,17	Number of new documents issued	All Supplementary Planning Guidance revised	D C Manager + Local Plan Manager and teams	\$\$	December 2002

Action	Indicator	Target	Who by?	Priority	By when?
Active involvement in review of financial and accountancy services Policies 7,10,12,16,17	Level of improvement in cost accounting	User friendly new IT system and pro tem assistance from Accountancy Service	Building Control Manager + Best Value Review team	\$\$\$	September 2001
Prepare and implement a project plan for the Local Plan review Policies 11,13,15	Dates for achieving milestones	Local Plan to committee in July, etc.	Local Plan Manager	\$\$\$	July 2001, ongoing
Implement consultation on the Local Plan Policies 8,9,16,17	Level of access to stakeholders achieved	All relevant stakeholders in appropriate manner/forum	Local Plan Manager and team	\$\$\$	September 2001
Develop Council's web page/ internet access and advertise it Policies 8,9,16	Level of access to e-mail	?	All	\$\$	March 2002
Prepare an Enforcement priority policy Policies 1,11,14,17			D C Manager	\$	March 2002

30/5/01

**South Derbyshire District Council
Development Control Service
Customer Charter**

Targets

- **Replies to advice or information sought in writing within 10 days.**
- **Valid applications acknowledged within 3 working days.**
- **Invalid applications advised within 3 days**
- **Consultations sent out within 2 days**
- **90% of sites visited within 15 days**
- **80% of applications decided within 8 weeks**
- **90% of decision notices sent out within 2 days**
- **85% enforcement requests responded to in 15 days**

PROBITY IN PLANNING

Key	Priority	• • • • High	• • • Medium	• Low
Date	00.00.00	Target completion date	00.00.00	Actual completion date

Page	Recommendation	Priority	Responsibility	Agreed	Comments	Date
4-8	Decision making					
	R1 Adopt a code of conduct specific to those involved in the planning function.	• •	PSM	Y	As part of the response to the ethical framework.	May 2001
	R2 Review planning training annually, ensuring it is comprehensive (re LGA and DETR guidance) and available to all.	• • •	PSM/L&MS	Y	Staff - as part of staff development programme to be rolled out in Dec 2000. Member - training through L&MS.	May 2001
	R3 Consider the appropriacy and scope of planning specific advice on the respective roles of officers and members in the planning function.	•	CE	Y	Following on from review of political management arrangements and ethical framework within the Modernising Agenda.	April 2002
	R4 Review the committee and voting arrangements, particularly the use of the veto, recorded voting and committee size from a probity perspective.	•	CE	Y	See R3 above.	April 2002
	R5 Review the site visit code of conduct, emphasising the need to establish reasons for visits against agreed criteria.	• •	L&MS	Y	As part of the response to the ethical framework.	May 2001
	R6 Review committee practice of overturning officer recommendations, ensuring that reasons are always sought and agreed in committee.	• • •	PSM	Y		December 2000
	R7 Monitor committee overturns and site visits.	• • •	PSM	Y	Set up spreadsheet and report quarterly.	December 2000

Continued overleaf

Page	Recommendation	Priority	Responsibility	Agreed	Comments	Date
9-10	3rd Party relationships					
R8	Clarify the function and use of hospitality and interests registers for officers and members.	• • •	CE	Y	Training session for members advising on good practice.	February 2001
R9	Consider the appropriacy and scope of planning specific advice on lobbying of or by members.	• •	L&MS	Y	Prepare & discuss guidance protocol at Standards committee.	May 2001
R10	Adopt formal guidance that governs meetings with applicants and objectors for both members and officers.	• •	L&MS	Y	As R9 above.	May 2001
11	Planning obligations					
R11	Consider the contribution an adopted policy framework would make to providing a transparent and reasoned basis for securing planning obligations.	• • •	PSM/CE	Y	As part of BV review & implementation in conjunction with CE.	March 2001

DIVISIONAL SERVICE PLAN 2002/03

**TECHNICAL SERVICES DIVISION
SERVICE PLAN 2002/03**

1.0 SERVICE DESCRIPTION

1.1 The Division is **responsible** for:

Facilities and Development Unit - The management , supervision and development of:-

- ❖ Contracts with SLM and Market Initiatives Ltd. that cover the management of the Green Bank Leisure Centre (320,000 visitors per year) and Swadlincote Market.
- ❖ Three urban parks, in addition to Swadlincote Urban Forest Park.
- ❖ Outdoor sports pitches, common land and conservation areas (such as Midway Fishponds and the Sandpits, Midway). In terms of area these sites cover approximately 82 hectares of land.
- ❖ Open space, including the adoption of new areas. The latter includes advice on initial layout and species planting. Currently, about 62 hectares of open space are managed throughout the District.
- ❖ Six cemeteries in the District, attending meetings of the Bretby Crematorium Joint Management Committee and administering grants to 11 closed churchyards. The management of eight allotment sites as well as the management of Swadlincote Town Hall.
- ❖ The District's 45 play areas.
- ❖ Two public attractions each year in organising the Festival of Leisure and the switch on of the Christmas lights in Swadlincote. The unit also has responsibility for town centre furniture and 19 car parks throughout the District.
- ❖ Recycling, composting and waste minimisation initiatives. The Council has almost 80 recycling banks throughout the District and collects green waste from approximately 5,900 properties, on an alternate fortnightly collection. In conjunction with a partner waste paper is collected from over 30,000 properties on a fortnightly or four weekly basis.
- ❖ The Council's statutory duty to maintain flows in land ditches and use of its discretionary powers to undertake land drainage related construction works to prevent flooding. The unit exercises this function as well as ancillary services during flooding.

The unit also has an advisory and enabling role including:-

- ❖ Advising parish councils on leisure and grounds maintenance related issues.
- ❖ Developing partnership projects with the National Forest, parish councils, local community groups and the National Lottery. Initiatives are fairly well advanced at Swadlincote Woodland and Eureka and Newhall Parks, through working with 'Friends Groups'. A project to regenerate a 15 ha. site at Coton Park, Linton is also making good progress via a partnership with the National Forest, the Parish Council and local environmental enthusiasts. The key projects the unit is managing at the present are to attract Lottery Funding for the renovation of Maurice Lea Memorial Park and a new leisure centre at Etwall.

Direct Services Unit – Providing the following council services

- ❖ Collecting domestic refuse from approximately 35,000 properties every week, as well as commercial waste from approximately 450 companies.
- ❖ The collection of bulky household waste, on request (charged service) and clinical waste from domestic and commercial properties.
- ❖ The cleansing of roads and public areas at varying frequencies, both directly and in conjunction with parish councils as part of the parish lengthsman scheme and including the removal of flytipping from public land.
- ❖ The operation of five public toilets (two in partnership with parish councils)
- ❖ The maintenance of over 140 bus shelters throughout the District.
- ❖ Erection and maintenance of street nameplates and litter bins (around 430)
- ❖ The maintenance of grounds (grass cutting and shrub bed maintenance) to the Council's parks, recreation grounds, open spaces and housing land.
- ❖ The cutting of highway grass on behalf of the County Council as well as emptying road gullies and weed spraying.
- ❖ Responding to emergency situations in providing labour, plant and materials as required.

In providing these services the unit is responsible for a vehicle fleet of 46 vehicles, with an annual running cost (including vehicle leases) of £600,000. In addition the unit receives thousands of phone calls and enquiries each year in the provision of these front line services to residents of the District

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1.2 The service is provided to a wide range of internal and external **customers**. The largest customer base is the general public for whom the majority of services are provided. In addition external customers include parish councils, private companies (trade and clinical waste) and market traders. There are also strong links between voluntary groups including sports clubs and 'Friends of Groups'. Services are undertaken for Derbyshire County Council (grounds maintenance, gullies and weed control) and the Housing Division in the cutting of grassed areas.

1.3 **Statutory duties** Many of the services provided are non discretionary statutory functions. For example most of the refuse, cleansing and recycling duties are in this category. However many also fall in the discretionary category e.g. the provision of toilets, parks, Christmas lights land drainage improvements.

1.4 The Service is responsible for producing/contributing to the following strategies

Strategy	*	Date Produced	Review Period	Next Review
Recycling Plan	(S)	1995		2002
Waste Management Strategy (County Wide)	(S)	1999		2002
Leisure Strategy (part)	(D)	Dec.1998	5 years	2004
Derbyshire Facilities Strategy	(D)	2001	TBA	TBA
Waste Management Strategy (SE Derbyshire)	(D)	2000		2002/3
Vehicle Replacement Strategy	(D)	1998		2002

1.5 The Service is responsible for contributing to the following strategies

Strategy	*	Date Produced	Review Period	Next Review
Local Plan	(S)	Sept 2002	10 years	2012
Asset Management Plan	(S)	2001	Annually	
Derbyshire & Peak Park Sport & Rec. Strategy	(D)	1998	TBA	2002
Derbyshire Playing Pitch Strategy	(D)	2001	TBA	TBA
Cultural Strategy	(S)	April 2002		
Contaminated Land Strategy	(S)	2001	Annually	2002

* Denotes whether a plan is Statutory (S) or Discretionary (D)

2.0 PURPOSE

2.1 To always provide high quality, value for money technical, environmental and leisure services which respond to changing needs and improve the well being of the community. Specifically it will do this by

- ❖ **Providing a cleansing and waste management service** – which meets government targets and customer expectations. It is the division's aim to improve the service and achieve the required outcomes in line with the Action Plan arising out of the Cleansing of the Environment Review.
- ❖ **Providing a range of grounds maintenance services** – including parks, public open spaces, recreation grounds and highway verges. Good outcomes are achieved by providing a reliable service that compares well with customer expectations. i.e. developing to meet the needs of all sections of the community.
- ❖ **Delivering the leisure services of the council** – this includes a range of services, some of which are delivered in partnership with others in the private and public sector. These include Green Bank Leisure Centre, Etwall Leisure Centre, Swadlincote Market, parks, car parks and Swadlincote Woodlands. Good outcomes are achieved by working in partnership to develop facilities that meet the growing needs of the District.
- ❖ **Delivering a range of technical and environmental services** – these vary from the statutory ones like land drainage, street nameplates and allotments to the discretionary ones like roadside seats and bus shelters. Again, good outcomes are achieved by providing reliable services with clearly defined service standards.