
REPORT TO:	COMMUNITY SCRUTINY COMMITTEE	AGENDA ITEM: 5
DATE OF MEETING:	20 OCTOBER 2003	CATEGORY:
REPORT FROM:	DEPUTY CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	SALLY KNIGHT (EXT. 5728)	
SUBJECT:	COMPREHENSIVE PERFORMANCE ASSESSMENT THEMATIC REVIEWS - INTRODUCTION	
WARD(S) AFFECTED:	All	

1.0 Purpose Of Report

- 1.1 To provide the Committee with an introduction to items 6,7 and 8 on this agenda, which relate to the thematic review components of the Council's Comprehensive Performance Assessment (CPA).

2.0 Detail

Background to the Thematic Reviews

- 2.1 As Members will be aware, the CPA process involves:
- a Corporate 'self-assessment' completed by the Council
 - a 'Peer Challenge' of the Council's assessment
 - thematic reviews (assessments) of the work the Council is doing to balance (manage) housing markets; meet the decent homes standard for its stock; and, manage public space. (The latter covers planning; street cleansing; waste management; crime and disorder; and, activities/facilities for young people.)
 - judgements by the external Auditors about the Council's financial standing and corporate governance arrangements; and the Benefit Fraud Inspectorate about the administration of housing and council tax benefits
- 2.2 This report is concerned with the three thematic reviews.

Lines of enquiry

- 2.3 Three inter-service review teams have been established to complete the assessments, consult key stakeholders and develop improvement proposals.

2.4 The questions, which have to be addressed in the assessments, have been set by the Audit Commission and are the same for all councils. Essentially, they focus on 4 main areas:

- What is the Council trying to achieve?
- How has the Council set about delivering its priorities for improvement?
- What has the Council achieved/not achieved to date?
- In the light of what the Council has learned, what does it plan to do next?

Progress

- 2.5 First drafts of the assessments have been completed and these were circulated to all members in July. The current position is that consultation with internal and external stakeholders has been and improvement planning is underway. The intention is to submit final versions of the assessments for approval at a special meeting of Council on 27 November.
- 2.6 At the meeting of this Committee, review team leader will provide members with an update of progress to date (including latest versions of the assessments) and highlight the key issues that have emerged and initial ideas on improvements.
- 2.6 The services covered by these three views impact substantially on the lives of local people. This Committee has an important role in challenging the findings and providing an important 'reality check' from the community's perspective.

Learning from others

- 2.7 The Council is in the fortunate position of being able to use published inspection reports (primarily of the West Sussex Councils) to help clarify what is required for the thematic assessments.
- 2.8 Extracts summarising judgements made by the Inspectors for a small sample of Councils are attached at Annexe A. The Committee may wish to use these judgements as a basis for challenging the Council's own assessments.
- 2.9 It is possible to identify a number of important messages and themes from the inspection reports. These are summarised below:

Balanced Housing Markets

Key points include:

- having a good understanding of local housing needs and housing land supply
- being clear about the number of affordable homes that are required and how these will be provided
- ensuring there are strong linkages between the main objectives of the Local Plan and the Housing Strategy
- using consultation to inform plans and strategies
- having a proactive (rather than reactive) private sector housing strategy
- setting clear service standards
- having effective arrangements in place to monitor the delivery of plans and

strategies

Decent Homes

It is now evident that this thematic is not just concerned with the Council's long term plans to bring its homes up to the decent homes standards but also with how it currently manages its housing services (including tenant participation).

At Adur, for example, the inspectors took the view that because the Council was performing poorly in areas such as the time taken to complete repairs and the cost of housing management it had '*not maximised its capacity to meet the standard...*'

Other points to note include:

- having up to date information about stock condition (including details of recent repairs, maintenance etc)
- making best use of resources in the delivery of the repairs and maintenance service (i.e. achieving an appropriate balance between planned and reactive works)
- having consistency between the Housing Revenue Account Business Plan, the Asset Management Plan and the Capital Strategy
- having clear plans for how the housing stock options will be progressed
- demonstrating the use of risk management and contingency planning (especially in relation to resources)
- having systems in place to monitor and manage performance

Public Space

It is clear that this is a very pragmatic and customer focussed assessment – the Inspectors seem to be adopting a similar approach to that adopted for the Council's own 'Cleansing the Environment' Review.

Other points to note include:

- demonstrating effective partnership working and linkages between plans and strategies
- making effective use of planning agreements
- performing well against national and local targets (e.g. waste management)
- having clear investment plans

3.0 Conclusions

- 3.1 This Committee has already completed a lot of work in the areas of the thematic reviews and this experience will be helpful in challenging the findings and conclusions of the Review Teams.
- 3.2 Members may also wish to consider whether they want to undertake any site visits (if time permits) to clarify their understanding of any particular issues.

Summary of balancing housing markets diagnostic judgements and strengths / weaknesses

Area of focus	Grade	Strengths	Weaknesses
How well does the council understand its housing market and from its understanding has the council developed the right proposals to help balance its housing markets?	b	<ul style="list-style-type: none"> • Good analysis of housing market 'demand side' through the Worthing Housing Needs Survey 2000. • Evidence of comprehensive consultation with partners and other stakeholders in the development of strategies. • Good links between the main objectives of the housing strategy and the local plan. • Comprehensive and up-to-date advice and guidance, for example, SPGs on good design and open space. • The council has developed a homelessness strategy and established a strategy working group with key partners. 	<ul style="list-style-type: none"> • The council does not have accurate up-to-date information on housing conditions in the private sector. • The council has not got clear information on needs of local businesses and local economy for key workers and local land and housing costs.
What are the council's actions and what outcomes has it achieved in helping to balance housing markets?	a	<ul style="list-style-type: none"> • Consistent corporate focus on the delivery of affordable housing producing successful outcomes for example, 220 units at West Durrington. • Strong working with internal and external partners to deliver affordable housing for example, RSLs and the local Home Improvement Agency. • Positive response to Supporting People programme. • Good performance on increasing the supply of affordable housing, the use of brownfield sites and increasing densities on housing sites. • There are some examples of the council leveraging in additional funding through partnership working, private finance and SRB bids. • The council is actively dealing with the homelessness problem in the borough. • There has been some good outcomes in improving energy efficiency. • Long-term proactive approach to ensuring that all properties are brought up to and maintained in a good condition. • Some innovative approaches to providing customers with information. 	<ul style="list-style-type: none"> • Resources have not been targeted at areas such as equality and diversity training and in engaging residents in service setting priorities and monitoring or feeding back on performance. • Information available for customers is variable. • The council is still developing an SPG on lowering the site threshold below 25 units. • The council's private sector housing strategy is reactive and there remain a significant number of empty homes

Area of focus	Grade	Strengths	Weaknesses
How well does the council monitor its progress and impact in helping to balance housing markets and how effectively does this feed into future strategies and plans?	b	<ul style="list-style-type: none"> • There are good systems in place that enable the efficient monitoring of both the housing strategy and the local plan. • The council's reorganisation has set up a new policy team to develop an integrated approach to the delivery of affordable housing. • Working relationships have been enhanced by establishing officer working groups. • There are good working relationships and a positive approach to sharing knowledge with other councils and partners 	<ul style="list-style-type: none"> • Performance information is not presented in a meaningful way that is easy to understand and enables councillors to easily measure the impact of the councils work. • Targets in both the housing strategy and the local plans have not been consistently translated into clear, customer-focused targets for individual staff. • The council has not looked at what the 'best performing councils' are doing with respect to private sector renewal.
Balancing housing markets diagnostic assessment judgement	B		

Scoring key

For each of the key areas looked at within the diagnostic assessments **the need for improvement**, based on the risk of service failure and poor outcomes, is identified using the following scale.

a = very low

b = low

c = high

d = very high

Summary of decent homes standard diagnostic judgements and strengths / weaknesses

Area of focus	Grade	Strengths	Weaknesses
What is the council trying to achieve in relation to the standard? Does the council know the condition of their housing stock and their compliance with the decent homes standard?	b	<ul style="list-style-type: none"> • Clear and inclusive aims for housing service. • Good condition housing stock. • Robust base of information about condition of homes. • Well developed tenant participation arrangements. • Short-term resource predictions show sustainable HRA. • Value for money with commissioning of surveys. 	<ul style="list-style-type: none"> • Unclear whether resources available to achieve DHS in longer term • Slow progress with option assessment. • Strategies and service plans which concentrate on process rather than outcomes. • Delays in implementing IT.
Is the council delivering its plans to meet the decent homes standard?	c	<ul style="list-style-type: none"> • High level of tenant and satisfaction. • Best 25 per cent performance on voids and rent arrears. • Investment programmes delivered on time and to budget. • Five-year investment programmes focused on DHS. 	<ul style="list-style-type: none"> • Worst 25 per cent for repairs and cost of management. • Funding for DHS not maximised. • High costs of emergency repairs and not meeting best practice for planned and reactive expenditure. • Lack of partnerships and weak approach to procurement. • Targets not met in service plans.
How well does the council monitor its progress and how effectively does this feed into future strategies and plans?	b	<ul style="list-style-type: none"> • Performance monitoring involving residents. • Staff broadly aware of responsibilities • Open and responsive to external examination. • Progress monitoring of service plans at senior level. • Good financial management. • Examples of learning from council's and tenants' experiences of the service 	<ul style="list-style-type: none"> • Not learning from best practice to improve services. • Risk and contingency planning not developed.
Decent homes standard diagnostic assessment judgement	B		

Scoring key:

For each of the key areas looked at within the diagnostic assessments **the need for improvement**, based on the risk of service failure and poor outcomes, is identified using the following scale.

a = very low

b = low

c = high

d = very high

Summary of public space diagnostic assessment judgements and strengths / weaknesses

Area of focus	Grade	Strengths	Weaknesses
How well does the council contribute to the management of the physical environment?	b	<ul style="list-style-type: none"> • Key council objective • Planning used effectively, good use of Section 106 and commuted sums • Most key strategies in place and they link to the local plan • Good partnership working with stakeholders • Most facilities are clean • Beaches areas well managed • Big picture vision being developed • Sustainability is well developed • Good enforcement activity 	<ul style="list-style-type: none"> • Service standards not set and some poor response • No playground strategy, draft tree strategy yet to be approved, and some risks • Some facilities lack investment • Disabled and financially disadvantaged not well catered for • Inspectors not working closely
Does the council help keep the locality clean?	d	<ul style="list-style-type: none"> • Key council objective • High standards of street cleaning • Use of enforcement • Partnership working on abandoned vehicles • Doorstep collection of recyclables, satisfaction above average recycling rate at 12.4% above average • Investment of £500,000 • Good development in education and promotion • Cheap refuse collection 	<ul style="list-style-type: none"> • Recycling rates falling and planning not to meet statutory targets • Some of the additional finances allocated to improve recycling in 2003/04 have been diverted • Future strategy for dealing with waste not clear • Poor refuse service low satisfaction, high missed bins • Slipped day causes complaints • Risks if contractor walks away
Does the council work with partners to improve community safety?	b	<ul style="list-style-type: none"> • Key council objective • Strong leadership to partnership • Multi-agency sub-groups in partnership • Well developed partnerships leading to tangible results • Investment in local facilities especially in deprived areas • Staff and volunteers police checked • 3 Community wardens employed • Staff and councillors trained • 5-year crime reduction targets set • vehicle crime reduced • Most strategy targets achieved 	<ul style="list-style-type: none"> • Strategy targets complex, not costed or allocated • Violent crime and burglary increased • Vandalism and graffiti procedure not developed • Co-ordination of inspectors

Area of focus	Grade	Strengths	Weaknesses
Does the council contribute to activities to positively engage children and young people?	b	<ul style="list-style-type: none"> • Good plans in place • Good range of provision • Oscar for 5-12 • Max for 12-18 • Good use of grants to improve provision and child protection • Targeted provision for young people in deprived wards • Engagement with young people • Good partnerships especially in deprived wards • Play schemes free in deprived areas • Good events and promotion • Active sports development with links to schools 	<ul style="list-style-type: none"> • Social inclusion • Concessionary scheme creates a barrier to participation • Limited joint working with local county facilities
Public space diagnostic assessment judgement		B	

Scoring key

For each of the key areas looked at within the diagnostic assessments **the need for improvement**, based on the risk of service failure and poor outcomes, is identified using the following scale.

a = very low

b = low

c = high

d = very high

REPORT TO:	COMMUNITY SCRUTINY	AGENDA ITEM: 8
DATE OF MEETING:	20 TH OCTOBER 2003	CATEGORY: DELEGATED
REPORT FROM:	DEPUTY CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	CHRIS MASON 5794	DOC:
SUBJECT:	'PUBLIC SPACE' CPA DIAGNOSTIC ASSESSMENT	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Reason for Exempt

1.1 Not Applicable

2.0 Recommendations

2.1 That Members note the contents of the report.

3.0 Purpose of Report

3.1 To outline progress with the review and to apprise the Committee of the key issues that are emerging from the review.

4.0 Detail

4.1 Attached at Annexe A are details of the progress of the 'Public Space' review to date.

4.2 Annexe B contains the summary of the initial diagnostic assessment. This has formed the basis of the draft improvement plan. Listed at the start of the summary are the key 'themes' that have emerged to date.

5.0 Financial Implications

5.1 None from this report.

6.0 Corporate Implications

6.1 Actions emerging from thematic reviews will have to dovetail into the 'Corporate' Review.

7.0 Community Implications

7.1 The review and the themes emerging from the review have major implications for the range and quality of facilities available to the community.

8.0 Conclusions

- 8.1 The 'Public Space' review is wide ranging and covers a wide range of services. Good progress has been made to date and future efforts will be concentrated on refining both the assessment and the improvement plan emerging from the assessment.

9.0 Background Papers

- 9.1 None.

Annexe A

1.0 Does the Council secure a high quality environment through new build and maintenance work?

1.1 Does the council secure a high quality environment through new build and maintenance work

1.1.1 Is the Council clear about where and how the local environment needs improving? Is this consistent with the council's overall policy framework?

- Does the council understand that sustainable development means the integration of economic, environmental and social issues?

As yet to be completed.

- Does the council know where the main problems and opportunities are?

As yet to be completed.

- Does the council have credible plans to address the problems?

As yet to be completed.

- Is the council pro-actively meeting its responsibilities under the Disability Discrimination Act?

The Council's main responsibility under the DDA is with regard to access to its own property. Apart from that the Building Regulations under Part M undertake to provide for access for the disabled in new building works (subject to certain criteria) and the Local Plan in Policy T2: People With Disabilities which seeks to ensure that provision is made for access for people with disabilities to pedestrian, public transport, and car parking facilities where not addressed by the building regs. The theme of the pursuit of alternative modes of transport to serve development is common throughout the Local Plan and is reflected in Policy T1: Transport and New Development. In liaison with the Chair of the South Derbyshire Local Disability Focus Group, a standard letter is sent out with applications for shop premises reminding them of their duties under the DDA. The Council is also currently conducting an audit of access to Council properties and has notified Commercial Tenants and Parish Councils of their duties in order to comply with the Act. Upon completion of the Audit Capital Bids will be prepared for the works.

Gaps: *There is currently a lack of co-ordination across various council departments over its approach to the implementation of the DDA. There is no clear single action plan and programme. With regard to the letter sent out to applicants for shop premises there is no action taken to monitor if any action has resulted.*

Evidence: Latest Deposit version of Local Plan, Committee resolution (Minute) for audit of access. Copy of DDA standard letter.

1.1.2 **Does the council ensure that local planning policy, control and enforcement contributes to a quality local environment that meets local needs?**

- **How successful has the council been in encouraging quality in developments?**

The three key priorities that the Council wishes to achieve as identified in the Corporate Plan are:

- a) The provision of high quality value for money services
- b) Community involvement in decision making
- c) The protection and promotion of the environment

The views on the Council's aims and objectives were sought from the Citizens Panel. The results demonstrated that caring for the environment remained one of the top three issues important to the public. The adoption of the Local Plan is seen as one of the key milestones in the delivery of this corporate aim. The Local Plan is an important vehicle for bringing environmental and sustainability issues before the public and other stakeholders (this includes the publishing of Supplementary Planning Guidance (SPG)).

The Introduction to the Local Plan also sets out its relationship with other plans and documents. The emerging Local Plan represents a marked change in direction from the outgoing plan in that it relates directly to the aims and objectives of the Corporate Plan and issues of sustainability and diversity to a level previously not considered.

The Council offers high quality advice to developers and others and in a number of ways adds value to Local Plan policies through the development control service through publishing and implementation of SPG and S 106 agreements, designing out crime, etc.

Gaps: *There has only been limited progress in the proposed updating of SPG, arising out of the best value review, and in particular in regard to advice concerning quality issues. There has also been a lack of monitoring of local plan policies in developments to test their effectiveness. Sample testing and monitoring needs to be introduced.*

Evidence: Latest Deposit version of the Local Plan, SPG, DC Charter, examples of S106 agreements (particularly relevant to Green Travel Plans) and planning permissions/amendments to schemes (e.g. Morrisons supermarket).

- **What progress is it making towards achieving statutory planning response targets?**

Current performance published in print form and published on ODPM website. This shows last years performance as the Council not achieving any of the government

BVPI targets for the year in terms of time taken to determine the three main categories of application. Monitoring of performance is however now improving – better reporting methods and DC Charter now in place which helps identify problems and opportunities. Also, in April this year the Council received its Planning Delivery Grant which has helped resource better staffing and other improvements are planned. The first quarter of 2003/04 shows 2 of the 3 targets achieved.

Gaps: *Slower progress towards meeting targets, than the commitment in Best Value Review, mainly due to lack of staff resources, although planning delivery grant has allowed considerable improvement.*

Evidence: Published statistics and BVPIs. DC Charter and reports to DC Committee of quarterly figures with covering report. Various reports on case officer performance. PDG reports to Committee.

1.1.3 When the council builds things itself or alongside others, does it secure a quality local environment that meets local needs?

- How effective is recent work carried out by the council itself (such as new or changed housing, car parks, parks, markets, public toilets, street improvement works etc.)?

SDDC's role in this area, in recent years, has been as an enabler rather than a direct provider of buildings or facilities. Main, recent involvement by the Council has been the creation of the 33ha Swadlincote Woodland Forest Park and new plays areas, at a variety of locations. One of the main goals in creating the Woodland Forest Park was to develop an exemplar site in partnership with the National Forest and the local community. The design of the basic park sought to provide a robust framework of woodland and tree planting with a fully connected and accessible network of paths. The Council also sought to fully integrate the park with new housing areas and to utilise the site's existing resources.

The Crime Prevention Officer is a consultee in all-new planning applications. An audit has also been undertaken of 'hot spots' in public spaces and a programme of prevention work is being implemented.

Many of the key tasks in Technical Service's Service Plans are aimed at improving the quality of open space provision i.e. Restoration of Maurice Lea Memorial Park, access improvements at Swadlincote Woodland Forest Park and new play areas and BMX provision in Church Gresley.

Gaps: *Poorly maintained infrastructure at many of our facilities particularly parks & cemeteries. Lack of a cohesive strategy to modernise the District's plays sites. Ad hoc methods at present to check crime & disorder issues are being addressed.*

Evidence: Best Practice Guide for the Creation of Swadlincote Woodland Forest Park, Development Plans for Newhall, Eureka Parks & ex. Coal Stacking site at Coton Park, Restoration Proposals for Maurice Lea Memorial Park, Technical Services Service Plans.

1.1.4 Does the council ensure that the local environment is well maintained?

- **Are there planned maintenance programmes that aim to maintain or improve environmental quality? Are these timely and effective responses to problems?**

The Council has planned maintenance activities in place for all sites. The frequency of activities often reflects environmental issues i.e. timing of grass cutting at ecology sites, timing of hedge cutting etc. Chemicals are used which have as little impact on the environment as possible such as Roundup Proactive and the Council is composting increasing amounts of our green waste. The tidying of untidy sites is a priority in the Council's Planning Enforcement Policy.

***Gaps:** Maintenance of our public buildings is presently reactive rather than proactive. Also the Council is poor in picking up and initiating repairs to equipment on parks and open spaces, including play equipment. There are poor maintenance standards at some of the land owned by the Council (mainly housing land, identified in Cleansing the Environment Consultation).*

Evidence: Schedule of Work, Grounds Maintenance Contracts. Asset Management Best Value Review Actions, Planning Enforcement Policy, Management Plan for the Restoration of Maurice Lea Memorial Park.

- **Does the Council have a policy of ensuring that Council staff are visible and responsive in public areas?**

Council maintenance staff wear distinct uniforms and use clearly identifiable vehicles and plant (corporate livery). They are approachable and friendly.

***Gaps:** Robust procedures are not in place to ensure that all staff report maintenance issues regularly and accurately. Limited staff presence in 2 of our urban parks during the winter months and, apart from the work of mobile gangs, a lack of regular staff presence in Newhall Park and at other public space sites all year round.*

- **Are other Council staff, such as caretakers and car park attendants, encouraged to report maintenance issues that they come across, for example graffiti, abandoned cars, vandalism?**

Do not employ car park attendants. The only caretaker is based in urban area and he regularly reports vandalism, graffiti in the town centre. The recent amalgamation of client and contract services in the same units for grounds and cleansing should provide a better organisational basis for this to happen.

There is a well developed, if informal network, for the reporting of abandoned vehicles that includes the Police, groundstaff and the 'Clean Team'.

Gaps: Done more by default than deliberate policy. For some posts this should be part of the induction process.

- **How proactively does the Council work with other organisations to deal with problem areas?**

The Council have had a deliberate policy of establishing and working with 'Friends of Groups' to try and improve both the standard of maintenance and range of activities taking place in our urban parks. Better links have also been developed with the Police and the Youth Service to try and deal with problem public space areas.

The Council approved a Contaminated Land Strategy in June 2001 and an officer to implement the strategy is due to commence work in September 2003. In addition any land with the potential for contamination is required to undertake an assessment in accordance with guidance issued by the Council. This guidance, 'Developing Land within South Derbyshire' is published on our web site as well as being available in leaflet form. Developers in consultation with the Council would then undertake any work that was required.

Gaps: No properly co-ordinated response to anti-social behaviour issues

Evidence: Management Plans and improvement work in Newhall & Eureka Parks. Contaminated Land Strategy & Developing Land in South Derbyshire. Creation of new BMX / Skateboarding Site via Crime & Disorder Partnership.

- **Can members of the public report maintenance issues easily in person or by telephone and e-mail?**

Extensive use of direct dialling, e-mail and mobile phones has made it easier for the public to contact individual officers. Service units have customer services team whose primary role is to deal with 'first up' queries. The authority has performance targets relating to responding to correspondence. Most units have procedures in place to monitor public complaints / comments.

Gaps: Service Leaflets are out of date so public have no clear understanding of service levels or up to date contacts. No hot line or e-mail address published for the public to report grounds maintenance problems. Grass cutting responsibilities and levels of service are confusing for the public (i.e. highways / open space, new developments)

Evidence

1.1.5 Does the council deal effectively with pollution, noise, and other nuisances?

- **Does the Council have an air quality strategy?**

SDDC has undertaken an air quality review and assessment, which was reported to Committee in June '99 & June 2000. The findings of the report were accepted by DEFRA. The assessments were undertaken in line with the statutory guidance and

predicted that the National Air Quality Objectives within SDDC should be met. Updating & Screening assessment now being completed in line with. No Air Quality Management areas were required to be declared and no Strategy developed as only legal requirement if an AQMA declared and due to resources it was decided not to develop such a strategy at that time. 11 Locations in District monitored for Nitrogen Dioxide and Sulphur Dioxide. The Updating & Screening Exercise has now also been completed. Air quality is a policy consideration within the Local Plan Policies for SDDC and is considered through the development process, particularly major developments, such as Woodville Woodlands.

Gaps: *No Air Quality Strategy for the Authority, but not statutory obliged to undertake this as no Air Quality Management Areas declared.*

Evidence: Air Quality Review & Assessment Stage 1 & Final Report, Environmental Services Committee Report, Updating & Screening Report (when completed), Local Plan Environmental Policy 14 for AQ.

- **Does the Authority react quickly and appropriately to reported problems?**

Approx. 1350 complaints of pollution, noise, and other nuisances are dealt with annually by the Pollution Control Team (97-98% responded to in 5 days). A quality manual with over 40 procedures in place for Pollution Control is in operation. In 1992/3 Environmental Services Committee agreed procedures for the investigation of complaints. In 1996 Members agreed not to adopt the Noise Act 1996 and not provide an out of hours responsive service. Decision based on number of calls and cost of service provision.

All calls received by Central Support Staff during normal office hours. Advice is given at that time about the service, complaints are then passed to the Environmental Protection Manager and referred on to officer for investigation, in line with procedures. Out of hours calls are connected to Granville Court, who give out advice in line with an out of hours procedure folder. Telephone number for service advertised in BT phone book, Yellow pages, also number given out and an answer machine if callers contact main number. Advice can also be given by senior officers. Complaints for out of hours problems are investigated by pre-arranged appointments with officers. SDDC has adopted the Enforcement Concordat and it is incorporated within the Enforcement Policy within Environmental Health, which is monitored and reviewed. 80% compliance with BV166 PI relating to enforcement in Environmental Health. (100% in 03/04) Information and advice also given out by leaflets, web site, Environmental Health Calendar to all households and publicity work (e.g. Noise Action Day). Customer satisfaction surveys sent out for all aspects of pollution control. Results indicated that 89% were satisfied that their complaints were resolved as a result of council action. Nuisance & Disorder action team identified mediation service provision as a key action. Feasibility work complete and work now being undertaken to set up service provision.

Gaps: *There is currently no Mediation Service (being actioned), no out of Hours responsive service, but decision was made not to provide due to local needs. (Members agreed)*

Evidence: Environmental Health Service Plan, Committee reports, Quality procedures including enforcement policy, out of hours info folder, Nuisance and Disorder Action Plan, Leaflets, EH Calendar, web site, Publicity File, Enforcement Actions.

1.1.6 Does the Council take more than a local view of environmental issues?

- **Is it aware of the impacts/risks the local area is likely to face from global warming?**

The Authority has drafted as required by DEFRA a Policy in relation to flooding. This outlines the roles, responsibilities and assessment of the impact of flooding within the area. It identifies critical water courses and actions. This is due to be reported to members for approval.

The Draft Local plan contains a policy statement ENV 13, which specifically relates to flooding and the protection of dwellings. ENV Policy 12 also details the policy in relation to sustainable surface water drainage. Policy ENV 16, ENV 17, H1, EMP 1 & 2 all relate to the principles of sustainable development.

Corporate Plan 03/04 identifies one of the local priorities as 'caring for the environment'.

Gaps: No corporate LA21 policy which links the strategic work to individual policies and procedures.

Evidence: Draft Flood Defence Policy, Local Plan Policies, Corporate Plan

- **Does the Council have a CO₂ reduction Policy or climate change strategy?**

The Authority does have a Home Energy Conservation Act Strategy (HECA), which has a target to reduce Energy consumption by 30% across the District by 2011, hence CO₂ reduction. This relates to energy use within residential properties. An annual return is sent to DEFRA identifying progress being made, which is also reported via the EH service plan. The authority is also a member of the Local Authority Energy Partnership, which works on the promotion and training for energy reduction.

The Authority is currently undertaking an Energy Audit for its fleet vehicles in order to identify fuel usage type and efficiency as a requirement in the procurement of vehicles within the future.

Gaps: No corporate CO₂ reduction policy or climate change strategy covering all aspects of the Council activities.

Evidence: HECA strategy, EH service plan, energy audit (if completed)

- **Does the Council have an accredited Environmental Management System (or is working to one)?**

The Authority does not have a system in place at present. (EMAS or ISO14001). However, it was identified in Dec 2001 by Corporate Scrutiny Committee, who set

up a special project to look at 'how green is the Council?'. A working group was set up in January 2002 of officers and members. After visits to other Authorities, presentations to members and internal consultations a service development bid was put together for an EMAS officer to take the issue forward and develop policies & procedures. The bid did not score as high as others and failed to receive funding, as priority given to other areas.

Gaps: *No EMAS system in place.*

Evidence: Service Development bid and scores.

1. Does the Council help keep the locality clean?

2.1 Does the council deal effectively with household and other waste?

- **Is the Council effectively applying the waste hierarchy of "reduce>reuse>recycle>dispose"?**

The Council is committed to the application of the waste hierarchy which is one of the main principles contained in the Derbyshire Waste Management Strategy. However, it has so far committed the majority of its limited resources to expansion of recycling facilities since this is governed by National Targets.

The Best Value Review (Cleansing of the Environment) Action Plan contains an action to increase home composting as a form of waste reduction and so far about 1,000 units have been sold. It also works with Derbyshire Real Nappy network in the promotion of the use of reusable nappies. The Action Plan also includes an item to create a Waste Minimisation Plan for the Council which will need to include specific measures on reduction and re use.

Gaps: *The Timetable has slipped in the Best Value Review Action Plan for the creation of a Waste Minimisation Plan.*

Evidence: Best Value Review Action Plan.

- **What plans and actions are in place to reduce the rate of growth?**

The performance on kgs. of household waste collected per head (BVPI 84) is as follows:

2000/01 – 440

2001/02 – 467

2002/03 – 455 (estimate).

There is a Best Value Action Plan item to produce a Waste Minimisation Plan in October 2003. (*See comments in previous question*).

- **Is the Council likely to meet its statutory recycling targets?**

The forecasted recycling rate for 2003/04 is 13.7% compared to a target of 14%. However, DEFRA funding has now been secured for a kerbside recycling scheme of dry recyclables and so the target of 14% should be achieved. The target of 21% for 2005/06 should be met according to the plans in place.

Evidence:

Best Value Review Action Plan
Recycling Projections spread sheet
Best Value Performance Plan
Service Plan

2.2 **How effectively is the council cleaning streets and other public spaces**

- **Are public spaces clean and tidy throughout the day? Are litter hot spots, graffiti and areas subjected to fly tipping cleared regularly?**

Current street cleansing and grounds maintenance specifications and frequencies are targeted at locations with most need. Litter bins and dog fouling bins are emptied at least weekly. Funding is allocated to Parish Councils to help them help themselves. There are full-time Attendants at two of the urban parks during British Summer Time. The Council operates a rapid response unit, called the Clean Team, that responds to flytipping, litter, and dog fouling problems, etc. within, on average, one calendar day. The Clean Team can be contacted on a 24-hour Free Phone number. The average response time for clearing fly tips is one day.

At parks where there is a permanent presence during the summer months the standard of cleanliness is good. A great deal of 'target hardening' has been undertaken at sites where there is a clearly identified problem with abandoned vehicles.

***Gaps:** In public parks and large open spaces, where there is not a permanent staff presence, cleanliness is a recognised problem that is currently addressed through visits by the clean team. No corporate prosecution policy in place to deal with 'fly tipping'.*

Evidence: Consultation work for 'Bread & Butter Project'.

- **What examples are there of successful education campaigns or enforcement actions?**

Dog Fouling enforcement was reviewed as part of the Cleansing The Environment Best Value review. This resulted in the SDDC dog fouling strategy being updated and approved by The Community Services Committee October 2001. A progress report and further action plan was subsequently approved by the Environmental & Development Services Committee November 2002. The implementation of the

strategy incorporated a mix of enforcement work and educational work. It resulted in the implementation of a fixed penalty notice scheme. There have been 2 Penalty Notices served and 1 successful prosecution. The educational work involved press releases and a publicity caravan visiting 10 locations within the District. Additionally, customer satisfaction forms are issued to any complainants using the service. Discussions are currently taking place to look at enforcement activities within Council Owned parks and open spaces. It is hoped that Park Keepers/Wardens can be authorised to serve Notices and/or undertake patrols with the Dog Warden.

Gaps: *At present time there has been no action taken by the Council of any education campaigns or enforcement action plans in regard to litter. Actions are however included in the Best Value Review Action Plan to address these.*

- **Has the Council undertaken any preventative measures, such as education campaigns, CCTV, anti-graffiti paint, changes to access to restrict flytipping?**

There has been only limited action so far by the Council, in conjunction with measures contained in the Best Value Review Action Plan. A pilot study on the causes of fly tipping and measures to reduce it has recently been commenced and a pilot scheme to introduce CCTV to hot spots is in progress.

Gaps: *The Best Value Review Action Plan contains measures to address these issues but there has been slippage in the delivery of these.*

- **Does the Council deal effectively with problems on privately owned land?**

Action taken by the Council will be by Environmental Health Officers in regard to any public health hazards and Planning Officers in regard to untidy sites, under Planning Regulation.

Gaps: *There is no proactive approach taken currently by the Council in dealing with incidences of fly tipping on private land which is neither a health hazard nor of sufficient severity to constitute an untidy site.*

In general terms there is also a lack of clear information available to the public on the levels of service they can expect on street cleansing services.

2. Does the council work with partners to improve community safety?

3.1 Does the council provide an effective contribution to the local crime and disorder reduction partnership?

3.1.1 Is the council providing clear community leadership, taking account of both national and local issues?

- **Does the council have clear ideas about what are the main community cohesion and safety issues in the area, how they might be dealt with and what outcomes are being sought?**

South Derbyshire Crime and Disorder Partnership is made up six Action Teams. Each Action Team has a nominated elected council member. Local councillors help to provide a clear picture of the requirements of local communities. All newly elected members are provided with a presentation about Crime and Disorder as part of their induction process. Local Crime Reduction Groups have been established in 6 areas - each have an action plan and are provided with funding. South Derbyshire Council for Voluntary Service undertaken community consultation projects, information helped to inform the Crime Audit and Substance Misuse Action Team.

***Gaps:** Additional resources required to provide an effective Neighbourhood Watch scheme of South Derbyshire and a Local Crime Reduction Group Co-ordinator. Improved Partnership information, better use of problem solving approach.*

Evidence: Questionnaires sent to elected members to establish areas of concern expressed by electorate in their independent wards. Local Crime Reduction Group minutes.

- **Are there clear links and alignment between the Community Strategy, the Crime and Disorder Strategy (C&D) and Drugs Strategy?**

The Community Strategy has not yet been developed, although it is anticipated that Crime and Disorder will be an integral part. A number of Local Strategic Partners are already key partners within the South Derbyshire Crime and Disorder Partnership. Agreeing a process to strengthen links between DAAT and the Partnership.

***Gaps:** Building on the Derbyshire Drug and Alcohol Team Strategy (DAAT), the council will need to focus a strategy on drugs. Better strategic alignment.*

Evidence: South Derbyshire Crime and Disorder Strategy and Years One / Two Action Plan 2000/2005.

- **Is the Council able to demonstrate clear benefits and impact from the C & D Strategy?**

The South Derbyshire Crime and Disorder Partnership continues to provide benefits to the council. Good partnership working between the Police and the Council has been instrumental in the allocation of a Police Liaison Officer situated in the District Council offices as a dedicated member of the Partnership Support Team.

Reduction in the numbers of Burglaries resulting in a saving of £400,000 during 2002/03. Expect similar results for Autocrime during 2003/04. Significant internal investment attracted to District through partnership activities. Local crime reduction officer working with planning department to help 'new build' to 'design out crime'. Joint activity re ASB or problem areas.

Gaps: *Mainstream funding required for key staff and projects.*

Evidence: South Derbyshire Crime and Disorder Strategy and Years One / Two Action Plan 2000/2005. Targets set for three year period of strategy.

3.1.2 Does the C&D strategy make clear which actions the council is leading on? How is delivery managed?

- What initiatives have been undertaken by the council?

Throughout the work of the South Derbyshire Crime and Disorder Strategy, the Council is identified as a key player. As well as having the accountable lead for Anti-social Behaviour, the yearly Action Plans for each Action Team have actions / initiatives led by District Council Officers. Accommodation provided for Crime and Disorder Support Team in District Council Offices and council employ Support Team staff. CCTV feasibility study undertaken for town centre, burglar alarm installation programme initiated by Council, BMX / Skateboard Park Project led and funded by Council, Community Safety Risk Assessment pilot led by housing and DSO staff.

Gaps: *Mainstream funding required for key staff and projects. Assigning lead responsibilities to different agencies.*

Evidence: Year One Action Plan, Monitoring and Evaluation forms.

- **Have they met their objectives?**

Each of actions in the Action Plan are SMART and have used problem solving methodology to help identify them. A monitoring and evaluation system has been implemented and a monitoring form is completed as the action is progressed. Reduction in Domestic Burglary and Autocrime.

Gaps: *Citizens panel survey to measure fear of crime.*

Evidence: Crime Statistics, Monitoring and Evaluation Forms, Funding evaluation process (DCC). Feedback from community following the implementation of initiatives e.g. personal alarms and property marking kits.

- **What improvements have they led to?**

Performance is measured through crime reports and public consultation as well as specific evaluation of key projects; e.g. mini alarms being distributed to residents with a questionnaire sent as a follow up to measure the success of the initiative and its effect on fear of crime. Burglar Alarms provided for victims of burglaries, target hardening of 200 sheltered housing properties. CCTV across a number of problem car parks - Welcome Break, Little Chef, Leisure Centre and Rosliston Forestry Centre. Burglary and Autocrime down against rising trend in Derbyshire.

Gaps: *Funding required to provide a more effective CCTV system with the Town Centre and to provide a mobile CCTV system for tackling abandoned vehicles and fly tipping etc.*

Evidence: End of year report. Year Two Action Plan. Monitoring and Evaluation forms

3.1.3 Does the council work effectively with partners to improve community safety?

- **Do partners value the council's contribution to the partnership?**

Police provide a substantial contribution to South Derbyshire Crime & Disorder Partnership (through Basic Command Unit funding). Derbyshire County Council have awarded several grants to support local initiatives. Excellent working relationship with Police, Youth Service and Derbyshire County Council.

***Gaps:** No methodology in process to date for partners to provide a 360-degree appraisal on the council regarding Crime and Disorder. This could be incorporated into the Partnership Development Plan.*

Evidence: Financial Plans showing breakdown of contribution by partners, Strategic Group Minutes.

- **Do partners feel that the council leads in the right areas and supports other partners well?**

District Council supports the police with various initiatives; e.g. Liberation Day. Foot in the Door campaign - joint initiative with Derbyshire County Council and trading Standards. Appreciation from Derbyshire County Council for contributions by District Council.

***Gaps:** No methodology in process to date for partners to provide a 360 degree appraisal on the council regarding Crime and Disorder. This could be incorporated into the Partnership Development Plan. Allocation of mainstream district council funding to Community Safety Work.*

Evidence: Evaluation from Liberation Day and Foot in the Door Campaign.

- **Has the council pooled resources with other agencies for crime and disorder reduction activities?**

The Crime and Disorder Partnership has significant pooled resources from the Police, County Council and District Council with additional project based funding from each. The Council provides significant pooled funding for implementation of the Crime and Disorder Strategy. The Police and District provide officer support and the District Council provides a base for the support team. The annual partnership budget has risen from less than £2000 in 2000/01 to over £400,000 in 2002/03.

Projects are generally multi-agency with principle partners being: police, County Council Youth Service, Council for Voluntary Service and the District Council's Housing, Environmental Health, Technical Services and Community and Leisure Development Departments.

Gaps: *Need to encourage other Partners e.g. Health to contribute to further mainstreamed activities.*

Evidence: Partnership Financial Plans, Year One and Two Action Plans.

- **Can the council demonstrate effective joint working with other agencies?**

The Police and District provide officer support and the District Council provides a base for the support team. The annual partnership budget has risen from less than £2000 in 2000/01 to over £400,000 in 2002/03. Projects are generally multi-agency with principle partners being: police, County Council, Youth Service, Council for Voluntary Service and the District Council's Housing, Environmental Health, Technical Services and Community and Leisure Development Departments.

Joint Best Value Review with Derbyshire County Council and three other district councils, liaison with County Network Group, Saferderbyshire website. Work with the DAAT and YOS is developing but limited to the lack of their staffing in the area due to the relatively low levels of drug related crime and persistent youth crime.

Gaps: *Need to encourage other Partners e.g. Health to contribute to further mainstreamed activities. Co-location of key partners, countywide policies, policy and strategy alignment, performance management and evaluation.*

Evidence: Partnership Financial Estimates for 2002 - 2003, Strategy and Year One and Two Action Plans. Project Jupiter, Section 17 training of CSO's, Audit production, direct support from County Community Safety Department.

3.1.4 **Has the council successfully mainstreamed community safety issues into the planning and delivery of council services?**

- **Do service/departmental business plans address objectives and actions in the Crime Strategy?**

Some do, but are not consistent across council.

Gaps: *Best Value Review Improvement Plan will identify a need for Section 17 mainstreaming including crime and disorder tasks for all departments. Joint working to produce a corporate Community Safety Strategy for Derbyshire.*

Evidence: Departmental Service Plans.

- **To what extent are staff proactively incorporating community safety issues into their daily work?**

Housing and the Police have been able to respond immediately to the concerns of sheltered housing residents following burglaries at Princess Close. A letter was received from the Council acknowledging that work. Environmental Health officers beginning to work in partnership with Police Liaison Officer on anti social behaviour issues. Environmental Health and housing working with Police and CVS to deliver their services through a Home Safety project.

Gaps: *Proactive work not the norm! Staff training and core budgets required to mainstream this style of working.*

Evidence: Crime Statistics, letters of appreciation.

- **Is the council effectively using its powers to enhance community safety and encourage community cohesion?**

The council provides a base for the partnership support team and acts as the employer for three staff. A District Councillor chairs the Partnership and a Corporate Manager sits on the Strategic Group and is accountable for the Anti-social Behaviour Action Team. District Councillors sit on six of the Partnership Action Teams and project groups. The Police have provided the Partnership with a dedicated Liaison Sergeant who being based within the Council Offices is directly accessible by Councillors and Officers when issues arise. Housing and the Police have been able to respond immediately to the concerns of sheltered housing residents following burglaries at Princess Close. A letter was received from the Council acknowledging that work. CCTV schemes have been utilised to reduce car crime

Gaps: *All departmental service plans to reflect community safety.*

Evidence: Year One and Two Action Plans.

- **Has the council completed an effective 'mainstreaming' (C&D Act section 17) audit?**

Findings from the Baseline Audit on Section 17 produced for the Best Value Review 2003 - identified areas of weakness and made recommendations for improvement.

Gaps: *All departmental service plans to reflect Section 17 requirements.*

Evidence: Section 17 Audit Findings - SDDC and Partners, Corporate community safety website - 'Saferderbyshire'.

- **Is mainstreaming effective, e.g. 'secured by design' schemes, information sharing protocols, recording of incidents, professional witness and witness support schemes?**

Crime Reduction Officer - works on a weekly basis with Planning department to consider new applications for secured by design recommendations.

Gaps: *Anti-social Behaviour Co-ordinator*

Evidence: Planning applications.

3.2 Has the council (in partnership) been able to secure impact on outcomes as a result of the local community safety network?

3.2.1 Is the Crime Strategy addressing local and national issues?

- **Are key national issues such as burglaries, theft, substance misuse, anti-social behaviour, community cohesion, racial/ homophobic harassment, domestic violence being addressed?**

All of the above are being address by Action Teams, Year One priority was autocrime and burglary. Year Two is anti-social behaviour and violent crime.

Gaps: Better co-ordination between agencies working with young people e.g. Youth Crime Prevention Strategy.

Evidence: South Derbyshire Crime and Disorder Strategy 2002/05, Year One and Two Action Plan, PSA Targets, local issues determine what aspects are prioritised.

- **Do local people feel that local crime issues are being addressed**

Work with the DAAT and YOS is developing but limited to the lack of their staffing in the area due to the relatively low levels of drug related crime and persistent youth crime. Local Crime Reduction Groups established in five areas with local communities involved in identifying problems and producing actions.

Gaps: More effective Neighbourhood Watch scheme in South Derbyshire and the recruitment of a Local Crime Reduction Group Co-ordinator.

Evidence: Minutes for Local Crime Reduction Group meetings - Newhall & Midway, Willington and Melbourne. Citizens Panel / rural Crime Survey, Audit to Strategy Consultation.

- **What attempts are being made to reduce the fear of crime?**

Crime and Disorder Partnership and Police organising Liberation Day event for the elderly residents of South Derbyshire. Crime and Disorder Partnership made available free personal alarms and vehicle window etching for residents of South Derbyshire. Community Engagement Action Team specifically works to reduce 'fear of crime' with a PR Officer contracted to feed positive media stories about low crime levels in District.

Gaps: N/A

Evidence: Community Engagement Action Team - dedicated to reducing the fear of crime, consultation strategy for Partnership, press cuttings file. Communication Strategy for Partnership, regular updates to LACs, Local Crime Reduction Groups

3.2.2 Is the partnership successful so far?

- **Have the objectives and targets of the first Crime Strategy been achieved?**

Little time given to first strategy. New support team in 2001 worked on reviewing structure of Partnership and producing a second strategy.

Gaps: *First Crime and Disorder Strategy did not have the luxury of a dedicated support team to drive the initiatives of the strategy. This weakness was recognised by the District Council, hence the formation of the support team to address the requirements of the second strategy. More effective information collection/sharing through Project Jupiter. Recruitment of a Partnership Analyst.*

Evidence: Year End Report for Partnership, BVPIs, GOEM Quarterly reports, Action Plans, update to Strategic Group and Action Teams.

- **Are the targets for the second Crime Strategy on course?**

Targets of Strategy 2002/05 are on course, of the 49 actions in the Year One Action Plan, 35 were completed with the remaining 14 actions cutting across the Year Two Action Plan. Auto crime and domestic burglary showing downward trend.

Gaps: *Violent crime and anti-social behaviour have a new method of recording so revised target set (Police crime recording policy) for 2003/04.*

Evidence: End of Year Report 2002/03

- **Are national targets being met where appropriate?**

The District Council has allocated funding to help appoint a jointly funded with the Police Partnership Analyst. This will help to provide the partnership with essential analytical expertise and regular statistical data. Domestic burglary and auto crime show a trend of reducing crimes

Gaps: *Changes made to the Police counting of crimes formulae have seen an increase in the overall number of crimes being reported. DCC Performance Review Team undertaking a review of crime statistics for all districts giving partnership a more accurate baseline to count from.*

Evidence: Baseline Assessment for Best Value review of Youth Nuisance and Disorder.

- **How do the level of crime and disorder and identifiable trends compare with the council's 'family' of Crime and Disorder partnerships?**

Baseline assessment completed for Best Value Review - focussing on Youth Nuisance and Disorder, recommendation will help information CPA work and future partnership development.

***Gaps:** Further analysis required to establish how South Derbyshire Crime and Disorder Partnership compares with other Partnerships in family group.*

Evidence: Best Value Baseline data.

3. Does the Council contribute to activities to positively engage children and young people?

4.1 Does The Council Have A Clear Idea About The Needs Of Young People

- **Has the Council conducted robust survey of local needs?**

In 1999/2000 a Youth Needs Survey was undertaken with returns from a 1000 young people. This survey was used by a number of agencies including the Council to develop service provision. The District is also a partner in the Derbyshire and Peak Park Sport and Recreation Forum (Sports Forum) which undertook a Sports Participation Survey with school children in 2002, this survey has been used to focus and target sports development work across the County and the District. The Council, through the work of the Community Services Scrutiny Committee and Crime and Disorder Partnership has adopted the policy of working involving young people in the provision of youth facilities such as basketball courts and BMX/Skateboard facilities.

- **Are The Activities Offered What Local Young People Want?**

The majority of the Councils sports development activities are delivered through the Sports Forum in partnership with local schools and clubs. Consequently the schoolteachers and club coaches are consulted as to when the activities and facilities would be best promoted for the young people. To further develop this infrastructure of activities a forum for the voluntary sports sector called, South Derbyshire Sport, has been formed to ensure clubs, schools, governing bodies of sport and the Council work more effectively together to give more opportunities for young people. In terms of Environmental Education close partnership working is done with the schools and this liaison is carried over to the activities provided to community based sessions at outdoor venues.

- **Does the Council review whether activities continue to meet local needs?**

Through the Sports Forum activities are reviewed, this is a requirement of the Sport England funded Active Sport Programme, and has meant events such as the Derbyshire Youth Games and Adventure Games are annually reviewed and revised. The Forum sponsored Sports Participation Survey will be repeated biannually so that changes in participation can be taken into account when revising activity programmes. In 2002 the Council reviewed its playscheme provision to ensure that future provision was safe and effective, this was done in partnership with the Youth Service to ensure that activities in the parks were co-ordinated and not duplicated.

Gaps: *The Council has given no strategic policy guidance on its role regarding young people and services to be provided. The LSP has not yet been able to provide a co-ordinated lead to young peoples services within the District. A new district wide Survey of Youth Needs is required. Provision of activities for young people during after school and school holiday periods is limited and needs further partnership provided resources to establish an increased level. The South Derbyshire Sports Development Strategy requires completion.*

Evidence: 2000 Youth Needs Survey, 2002 Sports Participation Survey, Playscheme Review Committee Report, (January 2003), Community Scrutiny Committee Reports on Play Equipment, Derbyshire and Peak Park Sport and Recreation Forum Strategy, Draft South Derbyshire Sports Development Strategy, Draft South Derbyshire Facility Strategy.

4.2 What Is The Council Doing To Secure A Range Of Activities For Young People And Encourage Their Positive Engagement?

- **Does the Council know which activities to provide itself and which activities can be delivered by others?**

The Councils involvement in the County Sports Forum means that it is following the prescribed Sport England policy of delivering sport in partnership between local authorities, schools, clubs, governing bodies of sport and youth bodies. The Derbyshire Sports Forum is recognised as one of the most effective in England and there is clear understanding between the various partners as to who should deliver what. Added to this is the establishment of South Derbyshire Sport so that partners can effectively work at a local level. The review of Playscheme activity with the Youth Service further illustrates that the Council works with partners to decide who is the appropriate provider.

- **Are the activities offered in line with identified need? Is the location, timing, and cost appropriate?**

The majority of the Councils sports development activities are delivered through the Sports Forum in partnership with local schools and clubs. Consequently the schoolteachers and club coaches are consulted as to when the activities and facilities would be best promoted for the young people. To further develop this infrastructure of activities a forum for the voluntary sports sector called, South Derbyshire Sport, has been formed to ensure clubs, schools, governing bodies of sport and the Council work more effectively together to give more opportunities for young people. In terms of Environmental Education close partnership working is done with the schools and this liaison is carried over to the activities provided to community based sessions at outdoor venues. In terms of cost activities are provided at a cost as low as possible so as not to deter participation. Active Sports sessions are priced at a set level across the County with the income being reinvested into future activities. Playscheme activities are free of charge to the participants.

- **Is the Council working in partnership with or supporting other organisations to deliver activities?**

The Councils involvement in the County Sports Forum and the local South Derbyshire Sport means that all activity is done in partnership with schools, clubs, governing bodies of sport and associated agencies.

- **Are activities in a range of locations, for example on sports grounds, parks, leisure centres, village halls and community centres?**

Activities are delivered in all of the above locations. The policy is that activities are delivered in the most appropriate place for the youngsters to carry on their participation; this means local clubs, schools, sports centres or local open spaces.

- **Does the Council promote available activities and encourage take up?**

All activities are promoted through leaflets sent to children through schools, clubs or direct mail plus taster sessions are provided in new activities to encourage future participation. A Sports Club Directory has also been published to give information on local clubs and sports facilities.

- **Are young people aware of what is on offer?**

Take up of activities is generally good particularly when activities are promoted with partners and based at their venues, e.g. Cricket Clubs.

- **How active is the Council in communicating to the most difficult to reach?**

Partnership working with the Youth Service and the Youth Offending Service is the most effective way of working with socially excluded youngsters and through the Crime and Disorder Partnership funding has been provided for a Mobile Youth Facility (used by Government as an example of good practice) and a Youth Engagement Through Sport Project is currently being developed.

***Gaps:** Provision of activities for young people during after school and school holiday periods is limited and needs further partnership provided resources to establish a increased level. Little promotion is done to young people through web sites. No provision is yet made to engage nuisance teenagers into sport as a diversionary activity.*

Evidence: Active Sport Action Plans and leaflets, Summer Playscheme Leaflet, Crime and Disorder Partnership Action Plan, Sports Club Directory, Specific Sport Focus Group Minutes.

- **Does the Council have an effective child protection policy**

Criminal Records Bureau checks are made on all staff working with young people. Playscheme staff receive awareness training on child protection before they

commence employment. The Council doesn't have its own child protection policy but all Sports Forum work is covered under their policy

- **Is there effective joint working in place with other agencies in relation to child protection?**

Contact officers are known at the relevant agencies.

Gaps: *Council Child Protection Policy drawn up in partnership with Social Services.*

Evidence: CRB Checks and clearances

Annexe B

Clean, Green, Safe and Active Public Space

Main Issues

- Improving the quality of the built infrastructure
- Improvement of poor service standards, especially in relation to national targets and making the community aware of these standards
- The application of education and enforcement initiatives, especially in relation to street cleanliness
- Establishing clearer roles in partnerships, especially in relation to young people
- Getting temporary programme funding on a sustainable basis, where appropriate
- Ensuring links to partnership working are built into the Council's day to day work (e.g. Section 17 and Disability Discrimination Act)

1.1 Does the Council secure a high quality environment through new build and maintenance work?

- The provisions in the new Local Plan will give greater opportunity to influence quality in new developments. A Disability Discrimination Act audit of council buildings is ongoing and the availability of Planning Delivery Grant has markedly improved performance in planning response targets. There has been success in building some new facilities, in partnerships, such as Swadlincote Woodlands and the new BMX facility and there is great potential for a substantial quality improvement at Maurice Lea Memorial Park in the near future. Identification of local issues and improvements at parks is being facilitated by "friends of groups" and there are improving links to the Police and Youth Service on anti social issues.
- The increased availability of direct dialling, mobile phones and emails has made individual officers more accessible for contact, enabling a responsive service to complaints and enquiries about Council Services and noise and nuisance problems during office hours. Grass cutting, the subject of much public complaint has now been improved by increasing the number of cuts from seven to twelve.
- *However there are a number of issues that need consideration in regard to improving the quality of new build and maintenance. There is a lack of co-ordinated action across services, for example on the application of the Disability Discrimination Act. Workloads and resources in Planning mean work has mainly been geared to reaction, rather than to any sustained action to address performance monitoring and improvement. Actions to create Supplementary Planning Guidance that will increase quality have been delayed and Local Plan policies are not monitored to check effectiveness.*
- *Much of the infrastructure in parks and cemeteries is inadequately maintained, although a recent change in the Council's capital funding criteria will help reverse this. There is a lack of a cohesive strategy to provide and maintain play areas and only an ad hoc approach to check crime and disorder implications. There are no robust procedures in place to ensure that staff report maintenance issues regularly and accurately. The lack of a regular staff presence in two parks in the winter and one park all year has a marked effect on the maintenance of these public spaces. Maintenance of public buildings is mainly reactive.*
- *Across the affected services there is only limited information available to the public. Service leaflets and the Council A-Z are out of date. Some service delivery structures, such as grass cutting or adoption of new open space areas, are complex and confusing to the public. There is no out of hours response service and no freephone or hot line service provision. As such public contact other than 9-5 Monday – Friday is limited. The limited funding available for improvements has led to some frustration with some "friends of groups", who feel they have seen little for their efforts.*
- *Notwithstanding several items of success therefore the Council's approach can be seen to be in need of more co-ordination, a more strategic approach and with greater levels of information being provided to users. The levels of resources, both in staffing and investment, need to be considered to see whether the ongoing deterioration in much of the public space infrastructure can be reversed to an agreed and acceptable timetable. There are no underpinning Council environmental policies, such as an Agenda 21 strategy and, although consideration was given, there is currently no Environmental Management System in place or planned.*

2.1 Does the Council deal effectively with household and other waste?

- The Council is committed to the application of the Waste Hierarchy and this is one of the main principles within the Derbyshire Waste Management Strategy, which all Councils in the County have adopted. A best value review was completed and inspected in 2001 (entitled "Cleansing the Environment"), with a resulting action plan containing commitments to waste minimisation and increased recycling. With the imperative of a national performance target on recycling initial efforts in delivering this plan have been concentrated on recycling and composting at the cost of some delay to items to address waste growth. The Council has over 70 recycling centres, a kerbside paper scheme to 90% of properties and a kerbside collection composting scheme to about one quarter of its properties. Its current recycling rate is 12.3%.
- The Council has recently been successful in obtaining grant funding from DEFRA to implement a dry recyclable kerbside collection scheme and this gives increased confidence that the target for the Council of 14% recycling and composting, by the year 2003/04 will be met. The planned extension of the composting scheme will also enable the delivery of the 2005/06 target of 21%. Total waste arisings for 2002/03 were actually less than for the previous year, breaking the upward trend of the previous period. Although welcome the reasons for this reduction are, as yet, unclear as no specific waste minimisation measures have been implemented, although the brown bin composting scheme requires residents to contain residual waste to a fortnightly period and hence encourages them to reduce the amount of waste presented.
- ***Implementation of actions, arising out of the best value review, to reduce waste growth, have not yet been implemented due to a concentration of staff time on increased recycling initiatives. The action plan will need to be reconsidered and re prioritised.***

2.2 How effectively is the Council cleaning streets and other public spaces?

- The best value review "Cleansing the Environment" identified actions to improve cleanliness of public spaces. Additional resources were secured for a "Clean Team" hit squad which deals with fly-tipping and heavy litter accumulations within a day. An additional street cleaner was also employed. Public and parish council reaction to the Clean Team has been very positive. Public complaint about levels of litter is very low. Service costs remain low compared to other Councils. Cleanliness levels in parks are considered to be good in summer and in those parks where there is a park keeper. There has been some success in education and enforcement approaches to dog fouling; the best value action plan contains items to extend these approaches to litter and fly-tipping. Planning and environmental health legislation is used to tackle untidy or unsafe private land.
- ***Implementation of actions, arising out of the best value review, to deal more proactively with litter and fly-tipping, through education and enforcement have not yet been implemented. The action plan will need to be reconsidered and re prioritised. Cleanliness in parks is unsatisfactory where there isn't a staff presence (mostly in the winter months) There is no proactive approach taken on litter and fly-tipping on private land which is neither a health hazard or sufficiently severe to constitute an untidy site under planning laws.***
- ***There is a lack of clear information available to the public and service users on service standards and a concern that many are unsure who to contact in the Council when they have an enquiry or a problem.***

3.1 Does the council provide an effective contribution to the local crime and disorder reduction partnership.

- The South Derbyshire Crime and Disorder Partnership has a dedicated support team to drive the second Crime Strategy and seven multi agency Action Teams. The council is a key player in the Partnership, having an accountable lead for the Anti-social Behaviour Action Team and other initiatives within the Action Plan. Every Team has an elected council member, thereby reflecting the requirements of the local community. The CVS have provided the partnership with additional consultation throughout South Derbyshire. The Partnership Support Team is situated at the District offices; good partnership working has been instrumental in the allocation of a Police Liaison Officer as a dedicated support team member. The local crime reduction officer works closely with the planning department to help 'design out crime'. Significant internal investment from district council departments is helping the Partnership to reduce crime, as are the pooled resources from the District Council, Police and Derbyshire County Council. The Partnership budget for 2003/04 is £500,000 compared to £12,000 in 2000. The Section 17 Best Value Review identified recommendations for the district council and the Partnership.
- ***However mainstream funding is required for key community safety staff and projects, e.g. Anti-social Behaviour Officer, Community Partnership Officer, Local Crime Reduction Group/Neighbourhood Watch Co-ordinator as well as funding to provide an effective CCTV system for the Town Centre and a mobile facility for fly tipping / abandoned vehicles. Better co-ordination is needed between agencies working with young people and the Council needs to encourage partners e.g. Health to contribute to mainstream funding and to develop co-location of key partners utilising countywide policies, strategies, performance management and evaluation. A process needs to be established for partners to provide 360 degree appraisal on the Council regarding crime and disorder and to develop an effective sharing of data / information between agencies.***

3.2 Has the council (in partnership) been able to secure impact on outcomes as a result of the local community safety work.

- The Action Plan is SMART, problem solving methodology used to address Burglary, Autocrime, Substance Misuse, Anti-social Behaviour, Violent Crime, Domestic Abuse and Fear of Crime (Community Engagement) issues. Local Crime Reduction Groups have been established in six key areas, represents the community and has its own action plan and funding. Joint activity with the district's housing, environmental, community and leisure, direct services departments and partner agencies is having an impact on Burglary, Autocrime, Anti-social behaviour and fear of crime. Work with the DAAT and YOS is developing well. Performance is measured through crime reports and public consultation. Specific partnership monitoring/evaluation processes help identify weaknesses, barriers for change and best practice. Targets for the 2002/05 strategy are on course, of the 49 actions in the Year One Action Plan, 35 actions were completed with the remaining 14 actions cutting across the Year Two Action Plan, domestic burglary and autocrime show a downward trend.
- ***However improvements needed include the development of a Community Strategy, and a process to strengthen the links between the DAAT, the Council and the Partnership by developing a strategy for drugs. Departmental Service plans and staff training need to reflect community safety as recommended by Best Value Section 17 Review and in addition to the baseline assessment, undertake further analysis to establish how the the Partnership compares with other Partnerships in the council's family group.***

4.1 Does The Council Have A Clear Idea About The Needs Of Young People?

- In many areas the Council has done significant consultation with young people either directly or with partners. In 1999/2000 a Youth Needs Survey was undertaken with and was used by agencies including the Council to develop services. The District is a partner in the Derbyshire and Peak Park Sport and Recreation Forum (Sports Forum) which undertook a Sports Survey with children in 2002, this has been used to refocus sports development work. The Council has worked with the Crime and Disorder Partnership to develop a policy of involving young people in the provision of youth facilities such as BMX/Skateboard facilities. The Council's sports development activities are delivered through the Sports Forum in partnership with local schools and clubs, this includes the Active Sports programme and Derbyshire Youth and Adventure Youth Games. As part of these activities teachers and coaches are consulted as to when the activities would be best promoted for the young people. At a local level a forum for the voluntary sports sector called South Derbyshire Sport (SDS), has been formed to ensure clubs, schools, governing bodies and the Council work more effectively together. Also in 2002 the Council, with the Youth Service, reviewed playschemes to ensure that provision was safe and effective.
- ***However The Council has given no strategic policy guidance on its role regarding young people and services to be provided. The LSP has not yet been able to provide a coordinated lead to young peoples services within the District. A new district wide Survey of Youth Needs is required. Provision of activities for young people outside of school is limited. The District Sports Development Strategy requires completion.***

4.2 What Is The Council Doing To Secure A Range Of Activities For Young People and Encourage Their Positive Engagement?

- As identified above through the County Sports Forum and SDS activities are being provided in partnership, with Derbyshire held in high esteem by Sport England for this approach. The activities are provided at a low cost so as not to deter participation. Active Sports sessions are priced at a set level across the County with income being reinvested into future activities. Playscheme activities are free of charge to the participants and provided in deprived wards. All activities are effectively promoted through leaflets sent to children through schools, clubs or direct mail and a Sports Club Directory has been published to give information on local clubs and sports facilities. Partnership working with the Youth Service and Youth Offending Service is the most effective way of working with alienated youngsters and through the Crime and Disorder Partnership funding has been provided for a Mobile Youth Facility (used by Government as an example of good practice).
- ***However provision of activities for young people during after school and school holiday periods is limited and needs further partnership resourcing to increased levels of activity. Little provision is made to engage nuisance teenagers into sport as a diversionary activity.***

Does The Council Have An Adequate Child Protection Policy?

- The Council undertakes Criminal Records Bureau checks on all staff working with young people and the County Sports Forum's child protection policy covers all sports development work. Playscheme staff receive awareness training on child protection before they commence employment
- However a Council Child Protection Policy needs to be drawn up in partnership with Social Services.

‘PUBLIC SPACE’ THEMATIC ASSESSMENT

PROGRESS REPORT

Background

- Major 'cross cutting' review involving officers from:-
 - Environmental Health, Technical Services, Community & Leisure Development & Planning
- 4 Key Questions:-
 - How well does the Council contribute to the management of the physical environment?
 - Does the Council help keep the locality clean?
 - Does the Council work with partners to improve community safety?
 - Does the Council contribute to activities to positively engage children & young people?

Current Position

- Diagnostic Assessment Completed
- ‘Gaps’ identified tested on 2 focus groups comprising voluntary, statutory & private sector
- Staff consulted over ‘gaps’ identified
- Bridging the ‘gaps’ identified has formed the basis of the first improvement plan (17 pages)
- Items already being progressed removed from first improvement plan and placed in ‘rolling’ programme
- Second draft of improvement plan contains *** actions
- Next stage - Further internal challenge by other teams
- Scoring/prioritising against Corporate Priorities

Emerging Issues

- Some actions have clear corporate implications e.g. service leaflets, customer hotlines etc.
- Many actions seek to build on existing partnership arrangements (particularly community safety & those relating to young people)
- Some sub actions could have same solution (community wardens)
- While some of the solutions have financial implications others can be delivered from within existing resources
- Actions have been identified that lend themselves to 'quick wins'
- Many of the sub actions identified will not be new to Members.