

## End of Year Report (March 2004)

### Service Description

The Housing Division is the main landlord in the district to the 3,300 Council tenants and their homes. This entails delivering services addressing responsive repairs, planned improvements, rent accounting, rent arrears, neighbour disputes, anti-social behaviour, sheltered housing wardens, CareLine emergency call system, right to buy applications, mutual exchanges, transfers and tenant participation.

We also have statutory responsibilities to manage and regularly review the waiting list, currently numbering 961 applications, provide housing advice and investigate and assess homeless applicants of which there were 158 last financial year.

The Housing Division also has a number of other tasks allocated to it including the management of the long-term residency gypsy travellers site at Church Broughton, and the maintenance of other public buildings.

On a strategic and corporate level the Housing Division has a number of partners both within and outwith the Council in seeking to improve the estates and communities of the district including Environmental Health, Planning, County Council, Police, Health authorities and other RSLs.

### The Year in Context

The year has seen a number of significant changes in personnel which inevitably meant our focus was on continuity of service delivery rather than major issues of service development. Both the Director of Community Services and the interim Housing Manager left during the period and new officers came into post. This now bodes well for a period of stability in management terms which should lead to service improvements and developments.

Plans have now been developed to deliver key improvements in a number of areas which led to a number of Committee reports in the second half of the year making proposals for changes in Sheltered Housing and Repairs and Maintenance.

The Option Appraisal process has moved forward significantly during the year with a comprehensive Consultation and Empowerment Strategy approved by members and supporting action plan agreed by the Community Housing Task Force, part of the ODPM. Some 17 meetings, an initial 20% sample telephone survey and two detailed newsletters on this specific issue were undertaken towards the end of the year. Four detailed follow-up workshops, a third newsletter, a further 20% telephone survey and production of the main and supplementary reports are scheduled for the first quarter of 2004/5.

### Achievements

Action	Outcomes
Performance Arrears, voids, repairs	Performance improved on two of the three main key indicators for the service
Repairs and Maintenance	Project team has been established and met regularly since late July. Review of all activities has led to some fundamental process changes leading to better customer service. More needs to be done and restructuring proposals are currently pending to assist in this process.
Supporting People	The Supporting People regime was successfully introduced.

Action	Outcomes
Procurement Partnering/ Negotiating/ Contracting	We have now entered into partnering arrangements for the delivery of the planned maintenance kitchen refurbishment, window replacement and central heating programmes. We have also negotiated other contracts which has avoided the need to go through time consuming and costly tender processes whilst still ensuring Best Value. There will be more emphasis on the quality of contractor work in future as increases in rates will not only be linked to performance but also quality.
Develop and implement Proposals for E government	The Housing section of the website was fully developed within the year and residents can now download leaflets, application forms and other info. They can e-mail directly to the Housing customer enquiry and repairs sections.
New IT system	The new suite of software has been purchased, and implementation has commenced, with the project on target for a completion date of March 2005.
Personnel Development A number of headings in our service plan relate to improving the quality of the service delivered through developing staff	Each member of staff has personal service orientated targets which relate to performance and also give specific strategic responsibilities to contribute towards policy development. An in-service monthly team briefing process has also been established which keeps all informed of developments, service improvements, performance issues and staffing matters. All sections hold regular team meetings.
Asbestos	National Britannia have assisted us to produce an Asbestos Policy and Procedure, incorporating a risk assessment procedure. Interim arrangements are in place to carry out predominantly type 2 surveys. A Management Action Plan and Surveying Strategy for all housing and public/commercial building is being developed with an anticipated completion date of the winter of 2004.
Stock condition survey	A procedure was put in place to ensure that the stock survey is regularly updated ensuring it's continuation as a 'live' document to better inform Improvement Plan decisions.
Sheltered Housing	Work is ongoing to deliver on the vision needed for the Sheltered Housing section. In conjunction with the Crime and Disorder partnership a number of security improvements were carried out at sheltered housing schemes.
Customer satisfaction	Satisfaction with the repairs service continues to be assessed as part of the on-going questionnaire process. Complaints are now addressed through the Council's corporate system and are monitored on a monthly basis.
Homelessness	The use of Bed and Breakfast has declined despite an increase in the number of applicants presenting as homeless emphasising good practice in securing alternatives.
Option Appraisal process	At year-end we were approximately half way through the process. Having learnt from the experience of other Councils how sensitive this issue can be the Overview group, made up of tenants, members and staff, has sought to take an even-handed approach at all times.

## Unfinished Tasks

There were 176 separate action points in the original 2003/4 Housing Division Service Plan. It is, and always will have been, impossible to achieve full compliance with so many actions in the time frame of a year and at the same time keep the normal day-to-day service operating. The outstanding actions listed below are assessed as high priority and have changed in scope rather than being not delivered.

Action	Explanation
Establishment of project team for commencement of landlord services review.	The process we are working on is to break the elements of the service down into more manageable sections such as Repairs and Sheltered Housing (where progress is currently being made). A complete overhaul of everything in one go would be a large task and it would be difficult for people to stay focussed on a manageable number of end goals.
Risk assessment procedures and training	All risk assessments were due for completion within the year. Although some have been completed and staff awareness has increased a full formal process for risk assessment of all tasks has not yet been achieved. Additional risk assessors have now been appointed and the process of assessments is underway.
Achieve Fit for Purpose in the assessment of the HRA Business Plan	The timescale for reviewing and updating the Business Plan, as agreed with GOEM, will follow on from the Option Appraisal process.
Develop the SD Community Strategy	This is a corporate responsibility and as such is not specific at this stage to the Housing Division.
Improvement of tenant involvement in the decision making process	An action in the Service plan was to have conducted by June a feasibility study to determine alternative arrangements to involve tenants in policy and decision making. It is now proposed that this work does not take place as it has been superseded by supporting and developing the role of TACT. For example a joint project planning day is scheduled for the 9 <sup>th</sup> of July.

## 2003/2004 Performance Indicators

Best Value Indicator		Actual 2002/3	Target 2003/4	Actual 2003/4
BV156	The percentage of authority buildings open to the public in which all areas are suitable for and accessible to disabled people	0	-	0
BV63	Energy efficiency - the average SAP rating of local authority owned dwellings	62.50	62.00	60.00
BV66a	Local authority rent collection and arrears: proportion of rent collected	98.33%	100%	98.2%
BV74	Satisfaction of tenants of Council housing with the overall service provided by their landlord	84.80%	86%	86%
BV75	Satisfaction of tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	Not available	75%	Not available
BV164	Does the Authority follow the Commission for Racial Equality's code of practice in rented housing?	No	Yes	No
BV176	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority.	0	0	0
BV183a	The average length of stay in: Bed and Breakfast accommodation (weeks)	0.4	5.2	4
BV183b	The average length of stay in: Hostel accommodation which include dependent children or a pregnant women and which are unintentionally homeless and in priority need (weeks)	11.1	6	9

### Local Performance Indicators

Local Indicator	Actual 2002/3	Target 2003/4	Actual 2003/4
Number RTB applications completed and properties sold	142	N/A	132
Average time (upon receipt of all relevant info) in days to advise new applications of positions on waiting list	5	5	5
Number of homeless persons accepted as priority need and unintentionally homeless	182	-	120
% Emergency Repairs completed in target time (1 - 3 days)	86	90	90.24
% non-urgent Responsive Repairs completed in target time (9 - 56 days)	63.36	90	65.17
% Repair orders not completed or abandoned	3.43	N/A	6.17
% SH tenants receiving 5 visits (where agreed) every 10 days	100	100	100
% SH Scheme fire alarms tested once a week	100	100	100
% of calls to CCU answered within 30 seconds	95.54	95	94.0
% of calls to CCU answered within 60 seconds	98.49	100	98.09
Number of "Out of Hours" emergency call-outs	1,174	N/A	1,241
% tenants over 65 involved with Tenant Participation	37.81	-	n/k
% tenants under 25 involved with Tenant Participation	0.82	-	n/k
Number of tenants attending training/consultation meetings	895	-	n/k
The average weekly cost per local authority dwelling of management	£9.80	N/A	£8.24
The average weekly cost per local authority dwelling of repairs	£13.30	N/A	£15.88
Average relet times for local authority dwellings let in the financial year (days)	40.75	25	30
% of rent lost through local authority dwellings becoming vacant	3.06	2.5	1.93

### Lessons learned

We reported at half year on the all-encompassing need to prioritise and recognise that everything cannot be done at once but that we should follow a more graduated course of reviewing elements of the service. This is being done through individual and team target prioritisation.

We have put in place within the year a more thorough system of performance monitoring across not only the BVPIs but other performance measures that focus on service delivery and customer satisfaction.

The CPA process was a significant cost in terms of time and resources but is ultimately a process which the Council must engage in and learn from.

The work already completed on our new IT system in pre contract, specification and preparation lead us not to underestimate the size of the task still remaining. Our challenge is to continue service improvement alongside IT implementation.

RL/DD  
18.5.4

# COMMUNITY AND LEISURE DEVELOPMENT DIVISION SERVICE PLAN 2003/2004

## FINAL REPORT (MARCH 2004)

### SERVICE DESCRIPTION

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

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

### THE YEAR IN CONTEXT

2003/4 has been a year of continued development for the Division with partnership working dominating the agenda and officers progressing projects which delivered improvements in the quality of life of local people and communities.

In terms of external funding and partnership work, the Division secured the posts of Anti Social Behaviour Officer and Community Engagement Officer and completed the Home Office Youth Needs Survey. Over £500,000 was attracted in the form of grant aid, sponsorship and partnership working to deliver work in crime reduction, sports development, health improvement, Environmental Education, arts development, community regeneration and developments at Rosliston Forestry Centre.

Partnerships were forged/strengthened with OPRA, Sharpe's Heritage Trust, The National Forest Company, South Derbyshire and Derbyshire Dales PCT, People Express, Forestry Commission and Derby and Derbyshire Economic Partnership.

In terms of challenges the balance has always been to manage the needs of the community with the officers who are directly employed by the authority or are provided by other partners but undertake specific work programmes. This has been most challenging in the need to support the CPA Review of Open Space which identified the concerns of the community in terms of anti social behaviour and youth nuisance and resulted in the appointment of new officers and service programmes for the future which will reduce these problems.

A further challenge has been the need to support the voluntary and community sectors involvement in the Local Strategic Partnership so that they are equal partners with the other sectors. To date this challenge has been met.

### ACHIEVEMENTS

ACTION	OUTCOMES
Crime and Disorder	<p>The 2002-5 South Derbyshire Crime and Disorder Strategy second year action plan was delivered. Seven Action Teams have been meeting and focussed work has resulted in less burglary, car crime, criminal damage as well as overall crime than the previous year.</p> <p>The Communities Against Drugs and Building Safer Communities programmes have both been delivered successfully.</p> <p>Community Engagement work resulted in the staging of the Districts first Liberation and School Safety Days.</p> <p>Significant work has also been undertaken in developing community involvement in crime reduction with groups in</p>

Cultural Strategy	<p>Willington, Melbourne, Newhall and Midway being formed.</p> <p>Year One of the Cultural Strategy delivered by respective agencies.</p> <p>Initial meeting held of the South Derbyshire Cultural Forum.</p>
Community Partnerships	The Community Partnership grant scheme allocated £130,000 to local projects.
Rosliston Forestry Centre	Funding was secured for the development of a multi berth log cabin and new activity / teaching area.
Sports Development	<p>Active Sport Programmes were continued and teams were entered in both the Derbyshire Youth Games and the Adventure Youth Games</p> <p>South Derbyshire Sport was established to support local voluntary sports clubs and the Strategic Sport Group was formed to co-ordinate and develop sport in the district.</p> <p>Funding was secured for the completion of the Youth Needs Survey.</p>
Playschemes	A new playscheme service was delivered which resulted in a better quality and safer experience for children and staff.
Environmental Education	<p>The partnership with the National Forest Company, Rolls-Royce and emda enabled increased delivery to schools and communities of environmental education activity.</p> <p>Derbyshire County Council attending Service Steering Group.</p>
Community Projects	The Division has hosted and supported a number of partners/organisations with great benefit to the District. The Rural Transport Project worker is developing projects and SPODA have started a support group of parents of drug users.
Walking The Way To Health	The project has continued to develop a programme of walks referrals with GP Surgeries and cardiac rehabilitation and held a seminar for health professionals which was very well attended. The scheme has also achieved the British Heart Foundation 3 Heart accreditation.

#### UNFINISHED TASKS

ACTION	EXPLANATION
Crime and Disorder – Section 17	CPA work took priority over Section 17 work.
Rosliston Forestry Centre – long term management contract	Negotiations complete. Awaiting contract documentation from the Forestry Commission to complete the contract.
Sports Development – Strategy Development	Sports Development Strategy not completed. Support to South Derbyshire Sport and the development of the Strategic Sport Group seen as more of a priority.

## 2002/2003 PERFORMANCE INDICATORS

INDICATOR Best Value	2002/03 (actual)	2003/04 (target)	2003/04 (actual)
BV 114 Does the LA have a Cultural Strategy?	Yes	Yes	Yes
BV 126 Domestic Burglaries per 1,000 households	11.2	8.9	10.3
BV 128 Auto Crime per 1,000 population	11.3	9.3	9.9
BV 177 The %age of LA expenditure on legal and advice services quality marked	2%	46%	2%
<b>Local</b>			
The %age of residents who said that they felt 'fairly safe' or 'very safe' after dark whilst outside			
Violent Crime per 1,000 population	11.9	10.72	12.0
Criminal Damage per 1,000 population	13.9	12.5	13.7
No. Schools/participants receiving Environmental Education (at Roslison Forestry Centre or other sites)	126/3151	81/2500	133/4233
Percentage of participants satisfied with the Environmental Education activity they had received	100%	95%	100%
Percentage of participants satisfied with the Sports Development activity they had received	No data recorded	95%	No data recorded
Number of visitors to the Roslison Forestry Centre	No data recorded	No target set	80,000 approx.

## LESSONS LEARNED

One of the main issues for the Division has been in maintaining services and officer posts that are funded through short term agreements but prove highly successful in delivering the Council's key aims. This continues to give uncertainty to staff and finding alternative sources of funding takes up considerable officer time to secure.

The biggest area of success but also of use of staff time has been the development of partnerships to deliver community based work. The added benefit of partnership working has enabled significant investment to be brought into the District and services to be reviewed and delivered in more effective ways. However it does mean that tasks are put back and delayed which are key to future delivery and performance management. For example customer satisfaction systems have not been put in place, management contract documentation has not been completed at Roslison Forestry Centre (operationally and development wise it continues successfully).

The balance of time between the development of new services funding and day to day management requires continuous review and monitoring.

# TECHNICAL SERVICES DIVISION

## SERVICE PLAN 2003/2004

### FINAL REPORT (MARCH 2004)

#### SERVICE DESCRIPTION

*The Division covers the work of 2 units: Grounds & Facilities & Waste & Cleansing*

*The Grounds and Facilities unit has responsibility for the management, maintenance and development of the Council's urban parks, cemeteries, open space, common land, outdoor sports pitches, play areas and allotment sites. In addition to this the unit manage the Town Hall, Council owned village halls and the contracts covering the management and development of The Green Bank Leisure Centre and Swadlincote Market. The unit also has responsibility for the Council's statutory and discretionary land drainage functions and ancillary services during flooding. The Council's main public events, the Festival of Leisure and the 'Switch on' of the Christmas Lights are also managed by the unit, which also offers advice to a variety of statutory and voluntary organisations on a range of recreation related issues.*

*The Waste & Cleansing Unit's main responsibilities are the collection of domestic & commercial waste, recycling and the cleansing of roads and public areas both directly and in conjunction with parish lengthsman. In providing these services, the unit has responsibility for the management and maintenance of a vehicle fleet of 46 (includes those used for grounds maintenance). In addition to these services the unit has responsibility for the maintenance of over 140 bus shelters throughout the District, the erection of street nameplates and litter bins, the 'day to day' management of public car parks, clearing of road gulleys and weed spraying and the operation of public toilets (3 in partnership with parish councils). The unit also has responsibility for removing fly tipping on public land and the highly successful 'Clean Team'.*

#### THE YEAR IN CONTEXT

The main service related challenges faced by the Division were:

- Successfully managing the restructuring of the Division to amalgamate previous contractor / client splits into new service units
- Delivery of a number of key capital projects to provide maximum benefit to the community
- Maintaining services while managing the 'Public Space' Corporate Performance Assessment, thematic review.
- Delivering services in the absence of key personnel, most recently the Divisional Manager.
- The expansion of the Compost Scheme into Midway, Hartshorne and Woodville



- The implementation of a new recycling collection scheme of dry recyclables for 12,000 households in the district.
- The implementation of a new BVPI in Street Cleansing requiring 900 inspections to be carried out during the year.

## ACHIEVEMENTS – Grounds & Facilities

ACTION	OUTCOMES
<p>Continue development of Swadlincote Woodlands</p> <ul style="list-style-type: none"> <li>• Deliver 'Access Improvement' project, if successful with bid for funding in next year's capital programme</li> </ul>	<ul style="list-style-type: none"> <li>• £45k (£22k from WREN) project to provide new footpath link &amp; artificial climbing boulder completed.</li> </ul>
<p>Progress provision of new leisure facilities in the Hilton area</p> <ul style="list-style-type: none"> <li>• Work with parish council and local football clubs to bring ex MOD football pitches into use (including funding bid for changing provision)</li> <li>• Undertake public consultation to confirm need and agree basic requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Ex MOD football pitches handed over by developer. Work commenced with PC &amp; Hilton Harriers on developing a project to provide changing &amp; car park facilities on the site. £40k capital allocated as a contribution towards this scheme.</li> <li>• Agreement recently reached to release Section 106 monies for Hilton earlier than planned. Start made in supporting the Parish Council &amp; local community to identify their needs via a 'Village Plan'.</li> </ul>
<p>Develop restoration proposals for Maurice Lea Memorial Park to meet Heritage Lottery Fund's Stage 2 requirements</p> <ul style="list-style-type: none"> <li>• Complete development works and submit application for Stage 2 funding.</li> </ul>	<ul style="list-style-type: none"> <li>• Stage 2 Bid to the HLF has been successful. Start made on progressing the implementation of £977k project with £644k being provided by the HLF</li> </ul>
<p>Continue to work with 'Friends of Groups' in urban parks</p> <ul style="list-style-type: none"> <li>• Develop package of improvement works for Eureka Park and work with group in making applications for external funding</li> </ul>	<ul style="list-style-type: none"> <li>• Successful with a bid to WREN to provide £24k of funding towards new play provision. Service Development proposal for Council's contribution unsuccessful. Need to pursue Council's contribution to release WREN funding. Friends of Eureka Park have submitted application to Living Spaces Fund to improve streamside walk. Awaiting outcome.</li> </ul>
<p>Development of a recreation and conservation area on the ex coal stacking site at Coton Park</p> <ul style="list-style-type: none"> <li>• Continue to explore options for funding this project</li> </ul>	<ul style="list-style-type: none"> <li>• 'Doorstep Greens' bid was unsuccessful. Successful with £82,500 bid to EMDA for funding. Working with Groundwork Erewash Valley on implementing the project within finance available. Pursuing other funding opportunities to deliver full project.</li> </ul>
<p>Improve level of service at cemeteries directly managed by this Authority</p> <ul style="list-style-type: none"> <li>• Produce and obtain Member agreement for the upgrading of our cemeteries</li> </ul>	<ul style="list-style-type: none"> <li>• Capital allocated and substantial renovation work completed in Gresley Cemetery</li> </ul>
<p>Investigate options to address shortfalls in the South Derbyshire element of the Derbyshire Facilities Strategy</p>	

<ul style="list-style-type: none"> <li>Explore options for the provision of at least a half size floodlit all weather training facility (ATP) in the Swadlincote urban area</li> </ul>	<ul style="list-style-type: none"> <li>Good progress made on developing a joint project with Pingle School to provide an ATP in the Swadlincote urban area. At year-end at initial stage of appointing consultants to undertake feasibility work.</li> </ul>
<p>Continue to work with organisations in the Crime &amp; Disorder partnership to deliver new facilities for teenagers</p> <ul style="list-style-type: none"> <li>Assist in the procuring and delivery of skateboarding facilities at Woodhouse Sports Ground</li> </ul>	<ul style="list-style-type: none"> <li>£70k project completed in August 03</li> </ul>

## ACHIEVEMENTS – Waste & Cleansing

<p>Increase home composting.</p> <ul style="list-style-type: none"> <li>Maximise home composter sales in partnership with private sector supplier &amp; provide after sales training to maximise usage.</li> </ul>	<ul style="list-style-type: none"> <li>Initiative undertaken with private sector supplier in partnership with Derby City Council. 459 units sold to South Derbyshire householders since April. After sales survey undertaken.</li> </ul>
<p>Develop and implement a flytipping plan with the Environment Agency and Parish Councils.</p> <ul style="list-style-type: none"> <li>Carry out a pilot scheme.</li> </ul>	<ul style="list-style-type: none"> <li>Pilot scheme commenced in Twyford &amp; Stenson and Findern parishes in June. Results and lessons to be incorporated into a Flytipping Protocol for South Derbyshire in 2004/05.</li> </ul>
<p>Increase amount of waste composted.</p> <ul style="list-style-type: none"> <li>Introduce four further refuse rounds to the composting scheme.</li> </ul>	<ul style="list-style-type: none"> <li>Compost scheme expanded into Midway, Hartshorne and Woodville helping the Council to meet its recycling targets.</li> </ul>
<p>Increase amount of paper recycled by kerbside scheme.</p> <ul style="list-style-type: none"> <li>Develop and promote scheme including regular monitoring of take up.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly meetings are taking place with the Council's contractor to monitor the scheme's performance. Agreement has been reached to implement fortnightly collections across the district (some parts of the district currently receive a monthly service) to enhance the level of service and to help to increase the amount collected.</li> </ul>
<p>Develop proposals for introducing a kerbside dry recyclables collection scheme.</p> <ul style="list-style-type: none"> <li>Develop schemes with private sector and neighbouring authorities.</li> </ul>	<ul style="list-style-type: none"> <li>A bid to fund the start up costs of a pilot scheme for 12,000 households has been accepted by Central Government. The Council has approved the revenue cost implications. The pilot scheme made a successful start in January and will contribute to the Council's efforts to meet its recycling targets in the year ahead.</li> </ul>
<p>Increase number of cuts to highways grass to improve quality.</p> <ul style="list-style-type: none"> <li>Increase number of cuts on Council owned areas and highways grass.</li> </ul>	<ul style="list-style-type: none"> <li>Number of cuts increased from nine to twelve times per year as from this April.</li> </ul>

## UNFINISHED TASKS – Grounds & Facilities

ACTION	EXPLANATION
<p>Progress development of new leisure facilities at Etwall Leisure Centre</p> <ul style="list-style-type: none"> <li>Work with existing partners to ensure existing provision continues to meet customer needs</li> </ul>	<ul style="list-style-type: none"> <li>While good progress has been made on improving the quality of existing provision (i.e. refurbished changing rooms, new gas boilers etc.) no real progress has been</li> </ul>

<ul style="list-style-type: none"> <li>• Work with partners to exploit any new funding opportunities as they may arise</li> <li>• Continue to explore options for substantially increasing this Council's contribution to the project</li> </ul>	made in attracting the large sums to the scheme that are essential to making this project happen
<p>Continue development of Swadlincote Woodlands</p> <ul style="list-style-type: none"> <li>• Establish long-term working relationship with external partner</li> <li>• Produce business plan for longer-term development of the site</li> </ul>	<ul style="list-style-type: none"> <li>• No progress on these issues because of resource pressures and other priorities</li> </ul>
<p>Improve the maintenance standards of all play sites and continue the process of bringing equipment up to current standards</p> <ul style="list-style-type: none"> <li>• Continue to implement strategy for the modernisation of the area's play sites within the parameters of the Council's capital allocation</li> <li>• Include as a key issue in the best value review on Regeneration</li> </ul>	<ul style="list-style-type: none"> <li>• While a new play area has been built &amp; commissioned at Station Street, Gresley the absence of capital funding has meant that no other progress has been made in this area.</li> <li>• CPA involvement has meant rescheduling of this review</li> </ul>
<p>Investigate options to address shortfalls in the South Derbyshire Facility Strategy</p> <ul style="list-style-type: none"> <li>• Make applications to fund pitch improvements at Oversetts Road, Newhall &amp; Mount Pleasant Recreation Ground, Castle Gresley.</li> </ul>	<ul style="list-style-type: none"> <li>• Service Development proposal to support external funding bid unsuccessful</li> </ul>

## UNFINISHED TASKS– Waste & Cleansing

<p>Develop and implement Waste Minimisation Plan.</p> <ul style="list-style-type: none"> <li>• Prepare initial plan for South Derbyshire, with short term, low cost measures.</li> </ul>	<ul style="list-style-type: none"> <li>• Progress delayed due to other priorities, i.e. rescheduling the refuse collection rounds due to the forthcoming closure of Bretby Tip, the introduction of a new BVPI for monitoring street cleansing, the implementation of the new kerbside recyclables collection scheme, a Members' Working Panel review of the Composting Scheme, and CPA. The work has been re-scheduled in the 2004/07 Service Plan.</li> </ul>
<p>Review Recycling Plan in conjunction with the Derbyshire Waste Strategy and the South Eastern Area Sub-Group Strategy.</p> <ul style="list-style-type: none"> <li>• Full plan completed and approved.</li> </ul>	<ul style="list-style-type: none"> <li>• As above.</li> </ul>
<p>Improve communication with stakeholders on cleansing the environment issues.</p> <ul style="list-style-type: none"> <li>• Prepare a Communication Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• As above.</li> </ul>

Develop a proposal to obtain Chartermark Status for reviewed services.	Application criteria have changed – new applications will not be considered until next year.
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## 2003/2004 PERFORMANCE INDICATORS

<b>BEST VALUE INDICATORS</b>	<b>2002/03 (actual)</b>	<b>2003/04 (target)</b>	<b>2003/04 (actual)</b>
BVPI 82a – Total tonnage of household waste arisings – percentage recycled.	7.40%	6.90%	9.19%
BVPI 82b – Total tonnage of household waste arisings – percentage composted.	4.90%	6.80%	8.30%
BVPI 84 – Kg of household waste collected per head.	455	469	450
BVPI 86 – Cost of waste collection per household	£35.09	£37.77	£37.77 (est.)
BVPI 91 – Percentage of population resident in the authority's area served by a kerbside collection of recyclables.	90.35%	90%	89%
<b>LOCAL INDICATORS</b>			
Number of collections missed per 100,000 collections of household waste.	12.43	12	12
Percentage of missed household waste collections put right by the end of the relevant period.	97%	97%	95%
Percentage of other public complaints put right by the end of the relevant period.	97%	97%	89%
Percentage compliance with the requirements set for the refuse and recycling services.	96.40%	93%	94%
Percentage compliance with the requirements of the street cleansing service.	92.40%	93%	93%
Percentage of litter bins correctly emptied on the prescribed day.	82.30%	93%	81%
The number of repeat failures per 100,000 household waste collections.	0.43	1	1
The average time taken to remove fly tips.	0.60	1	1
Public complaints about the refuse service (per month).	28.75	35	28
Public complaints about the street cleansing service (per month).	0.58	3	0.5

## LESSONS LEARNED

1. The Waste & Cleansing Unit's Annual Work Plan proved to be a useful monitoring tool in managing priorities as new issues emerged during the year although there is disappointment that not all the year's key tasks were achieved.
2. The value of skilled, dedicated, committed and enthusiastic staff should always be recognised and never be under-estimated.
3. Successful outcomes for large-scale externally funded projects take a great deal of time & resources and then implementation is then often required within fairly tight timescales.

# **ENVIRONMENTAL HEALTH DIVISION SERVICE PLAN 2003/2004**

## **FINAL REPORT (APRIL 2004)**

### **SERVICE DESCRIPTION**

The Division is divided into 4 units, Commercial and Licensing, Environmental Protection and Private Sector Housing & Housing Strategy. Most functions are statutory and these include: -

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

### **THE YEAR IN CONTEXT**

The main challenges faced by the Department were:-

- Implementation of the Contaminated Land Strategy.
- Implementation of the new integrated Pollution and Prevention Control regime for certain industrial processes within the area.
- Implementation of the new Environmental Health Computer System. (FLARE)
- Integration of disabled adaptations service in the public and private sector.
- Undertaking an Updating and Review Assessment for Air Quality
- Involvement of Division in three Thematic reviews under the Corporate Performance Assessment framework.
- Setting up a risk based Health And Safety and Food Based inspection Regime
- Preparation for the implementation of the new Licensing Act

The main opportunities faced by the Department were

- To link in with other key health professionals to drive the government's health promotion and ill-health prevention agenda.
- To use the FLARE computer system to improve efficiency, performance management and E-Government compliance.
- To use the Housing Regulatory Reform Order to reprioritise capital resources spending.

## ACHIEVEMENTS

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

ACTION	OUTCOMES
EH Regulating Services	All Commercial premises now entered onto FLARE system due to the Commercial Team manually inputting the information relating to 1076 commercial business on to the system in accordance with the Health and Safety Commission Audit and Food Standards Agency requirements in order to achieve a risk based inspection programme. Collaboration between the commercial section and LPG officers resulted in the rapid development of the local land and property gazetteer and contributed to the award won by the council this year. 2 separate local businesses were issued with Formal Cautions for offences under Health and Safety at work Act 1974 and 1 for Food Hygiene Offences. Successful prosecution of food premise for offences under the Food Safety Act, fine of £1600 plus costs £683. 1 successful voluntary closure of food premise within area. 2 separate prosecutions presently with legal for offences under the Health & safety at Work etc Act 1974. All service requests now managed through the new FLARE computer system. Customer satisfaction surveys undertaken for all primary services.
Quality Assurance	Procedures developed for Env. Health Services.
Abandoned Vehicles	Agreed adoption of Derbyshire Based procedures now in use. Information from DVLA on Vehicle ownership now obtainable from Internet- this has reduced delay in removing abandoned vehicles by several days. Abandoned vehicle administration now fully transferred to Flare Computer system allowing greater management supervision of individual and all service requests. Numbers of abandoned vehicles dealt with in 2003/4 289 previous year 2002/3 472.
Inspection of IPPC Part B pollution control premises	New risk based inspection programme for all Authorised processes implemented. 1 major A2 permit application received from Toyota UK, to be determined over a 12 month period, with new controls including energy use, noise, air and water emissions. Total of 41 installations – 100% inspections carried, total of 45 in accordance with risk ratings. 1 successful prosecution of mobile crushing plant.
Air Quality	Updating & Screening Assessment completed, submitted and approved by DEFRA. Progress report submitted March 04. Currently all National Air Quality Objectives are likely to be achieved within SDDC.
Dog Warden Service	Stray dog Kennelling service tendering process completed and new contract issued for September 03. Kennels remain with Lakeside Boarding Kennels. Since Sept 03 dealt with 57 stray dog reports and 47 Dog Fouling complaints. 3 Fixed penalty notices were served by the Dog Warden.
Pest Control	All contracts renewed. Pest Control Service and charges reviewed. 1323 treatments undertaken during 2003/04.
Private Hire	Enforcement Action taken against all drivers, vehicles that failed to comply with conditions. Numerous appearances of drivers before licensing sub committee. All private Hire records have now been transferred to the flare computer system, which is the completion of the first stage of an improvement plan for the service.
Butchers shops, Infectious Disease animal boarding tattooists and ear piercing	All Investigations, Licences dealt with in accordance with legal requirements and codes of practice.
Sampling of private water supplies	All samples taken analysed and brought to the attention of owner. All necessary remedial action taken. Guidance and

	sampling undertaken on New bottled water plant in Melbourne.
Bonfire Licensing Scheme	Work now commenced on this years' events in SDDC in collaboration with other Derbyshire Authorities.
Contaminated Land	Strategy revised and agreed by Committee January 2004. Inspection in line with strategy has now commenced and information being collated on database within EH.
Complaint Work including noise, dust, etc	1278 service requests dealt with during 2003/04. New FLARE system configured and in operation from September 03. One Official caution issued, 3 Noise equipment seizures undertaken, 3 successful prosecutions.
Publicity	Programme drawn up and implemented. Web site information developed. Environmental Health Calendar profiling work of the department sent to all properties within the District. Noise awareness day competition reported in Burton Mail. Intruder Alarm key holder register campaign ran in press.
Private Sector Renewal/Grants	New Private Sector Housing Renewal Policy published (July 03). PS Housing Renewal Strategy updated to incorporate new policy (Nov 03). 9 Renovation Grants completed (includes 4 landlord grants; two schemes brought about improved living conditions for existing tenants and two schemes provided accommodation for tenants nominated from the Council's waiting list). Total spend £132,086. Extra £150K secured for private sector DFG. 57 private and 150 public sector disabled adaptations completed. Total spend £355K + £306K )
Empty Homes	Survey of empty properties undertaken ( 560 properties). 112 risk rated and entered on empty property database for further action, (remainder were found to be; occupied; for sale/sold/let;demolished;converted or unknown)
Caravan Sites & Mobile homes	Annual Inspection programme completed – 6 main sites and 6 single van sites inspected. Two site licences renewed.
Home Energy Conservation	The government's target of 2% saving in domestic energy use (per annum) exceeded. (HECA Report 2003 – 5% energy saving) Heat savers loft/cavity wall insulation scheme for fuel poor in partnership with Heatsavers Insulation Ltd (Jan 2004) 85 Households assisted (total spend £28 483)

## UNFINISHED TASKS

ACTION	EXPLANATION
Public Entertainment licences	All licences renewed but not to dead lines due to lack of Administrative Support. Development bid to increase Administration was recently successful which is starting to alleviate this situation.
Pest Control – payments up front via telephone.	Implementation of new Customer First system and Financial Management system delayed implementation. To be implemented over next 2-3months.

## 2003/2004 PERFORMANCE INDICATORS

INDICATOR	2002/03 (actual)	2003/04 (target)	2003/04 (actual)
J5a The % of food premises inspections that should have been carried out that were carried out for: High risk premises.	99%	100%	96%
J5b Other premises	89%	100%	80%
BV166 This indicator is a test of whether the Division has written enforcement policies, planned enforcement activities, consultation and satisfaction levels, responsive enforcement activities and appropriate resources	100%	100%	100% all procedures, policies, customer satisfaction surveys and enforcement activities in place.
BV62 The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	$\frac{27.3}{1961} \times 100 = 1.39\%$	0.75%	$1.16\% \frac{22.75}{1961} \times 100$
BV64 The number of private sector vacant dwellings that are returned into occupation or demolished during 2003/04 as a direct result of action by the local authority	7	1	5
Local Indicator	2002/03 (actual)	2003/04 (target)	2003/04* (actual)
Number of service requests responded to within 5 working days. (*Statistics only available from September 03 due to FLARE computer system implementation)	97.45% within 5 days (Total Requests 1257; in time 1225)	100%	98.9% 623 requests 7 out of target time
Number of pest control treatments dealt with within 3 working days.	96% (Total 1564 requests)	100%	Not available, Pest Control commenced on FLARE February 04.
Achieve 100% satisfactory responses to all customer service questionnaires - satisfactory, good and above. (target 100%) (Survey results for 03-04 are only for part of the year)	N/A	N/A	93.5% (174 out of 186 replies rated services good or above)

## LESSONS LEARNED

- Implementation of the new FLARE computer system has involved a considerable amount of staff time and resources. The system now allows for more accurate recording of complaints, pest treatments, food inspections, health & safety inspections, abandoned vehicles, private hire vehicles and licensing. Performance management has been enhanced as a result and work procedures are now more efficient and accurate.
- The CPA assessments have also been time consuming and involved for certain areas of the service.
- Customer feedback analysis has been very positive, 93.5% rated service good or above. This is fed back to staff and has a positive impact for morale.
- Achieving true equality of service across sectors for disabled adaptations has proved difficult to implement in practise due to the involvement of other agencies in the process. A multi-agency review to further improve and refine the service is programmed for 2004.