

Half Yearly Report (September 2004)**Service Description**

The Housing Division is the main landlord in the district to the 3,250 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 1,094 applications, provide housing advice and investigate and assess homeless applicants of which there were 160 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 the Crime and Disorder team, Environmental Health, Planning, County Council, Police, Health authorities and other RSLs.

The Half Year in Context

The first half of the year has seen us improve services in key areas, introduce major new policies, commit a lot of resource into preparation for our new suite of IT software and complete the Option Appraisal process.

Two of the key areas where we consistently perform well are in the sheltered housing service and on our arrears work. In the first half of the year we have also delivered step change improvements in our void (empty) property processing and our progression on major works and improvements is more advanced through the calendar year than ever before. This latter point not only means that we will fully utilise all the resources available to us, including carry forward of expenditure from previous years, but it also means we have delivered a much higher percentage of work to customers in the summer and autumn months (entailing less inconvenience), rather than the winter, than ever before. At the start of the current financial year we also took on board a new gas servicing contractor and to date that arrangement has settled in well and the quality of service delivered is significantly better than that of our previous contractor.

Major new policies were introduced earlier in the year in the allocation of properties and repairs. The former is now fully adopted and the latter is well progressed.

At the time of writing this report we are just a few days from our initial 'go live' date on our new complete suite of Housing software. The new system will assist in management of most of what we do from arrears work, to tracking a homeless application, to ordering new works materials from suppliers. We are on schedule to deliver this major project on time and on budget.

Members are already aware of the high volume of work we put into the Stock Option process and the outcome decided recently in full Council. The challenge for us as officers is to make that decision work in the short and medium term and report back to members on the long-term alternatives.

In the first half of this year we have made significant progress in our response to and recording of anti-social behaviour. We work closely with colleagues in the Crime and Disorder team in dealing with these issues. In the second half of this year we will see the adoption (subject to Committee approval) of a Housing Services Anti-Social Behaviour Policy.

Our most significant challenge over the next 8 months is preparation for the Audit Commission inspection next June of the Housing Service and specifically the Repairs and Improvement function. The formal part of the process commences in March with the submission of policies, performance data and plans. It is clear that our responsive repair work is an area where we need to significantly improve. With that in mind the first half of the year saw a restructuring of the Repairs and

Improvement Unit and it is anticipated that performance in this area will improve in the final quarter of this year.

Achievements

Action	Outcomes
Performance Arrears, voids, repairs	Upper quartile performance held on arrears and performance improved on voids. Responsive repair performance is a main priority in the next six month period.
Repairs and Improvements	New policy agreed and being implemented. Project group for Audit Commission established and operating.
Supporting People	The element of our Sheltered Housing Service funded through the Supporting People regime successfully passed inspection by the funding body and an increase in funding was agreed. .
Procurement Partnering/ Negotiating/ Contracting	With the exception of electrical testing and associated works and gas servicing and associated works all our major projects are now delivered through partnered contracts in line with established good practice in the housing sector.
Staff Development	We have established a training database to keep track of staff development and training requirements
Health and Safety	A series of procedural and practical measures were introduced particularly in our DLO operation to improve on Health and Safety. All risk assessments were completed.
Estate Management	As part of our commitment to improve the quality of the environment of Council homes we have established monitoring systems for our work on anti-social behaviour, neighbour and estate issues. We have also commenced periodic estate inspections by senior staff.
Asbestos	A series of asbestos management policies and procedures were introduced and detailed survey work will commence in the New Year.
Homelessness and Housing Advice	We have piloted a Housing Surgery for young people at the local Connexions office. We have and continue to explore cross boundary partnership working with East Staffs BC in terms of hostel and move-on accommodation which will have appropriate personal support attached. This initiative has the support of the Housing Corporation and the Supporting People administering authorities in Staffordshire and Derbyshire.
Property management	We successfully declassified over 100 units of sheltered accommodation and took them back into the general purpose stock. This involved sensitive and significant consultation work with the affected tenants.
Sheltered Housing	Minor works are ongoing to deliver on the vision agreed for the Sheltered Housing Service. Once the receipts from the sale of the two redundant sheltered units at Bass's Crescent and Smallthorn Place are received we can make some progress on delivering the vision in full.
Customer satisfaction	The results of a full 100% satisfaction survey of our customers were published earlier in the year and were also recently reported to Committee. On a 45% response rate overall 86.6% of our customers are satisfied or very satisfied with the Housing Service with only 5.1% fairly or very dissatisfied. The positive results are an encouragement that we are heading in the right direction but we are not complacent and are striving for continuous improvement.
Option Appraisal process	Completion of the Option Appraisal process. Within that we established and consulted upon 'decent homes plus' standards relating to property condition.

Tasks that have changed scope or at risk of non-delivery during the year

Action	Explanation
Achieve Fit for Purpose in the assessment of the HRA Business Plan	The ODPM (Office of the Deputy Prime Minister) timescale for reviewing and updating the Business Plan remains at June 05. The previous Service plan target was December 04. Due to the delay in resolving the Option Appraisal process this timescale will not be achieved and June 05 is a more realistic out-turn. Irrespective of when the plan is submitted it will not achieve the 'fit for purpose' standard as we cannot financially project the business beyond a 5/6 year timescale.
Solid fuel heating and appliance testing	We are committed to setting up an annual programme in this area. Our timescale for completion has slipped although it is anticipated that it will be in place in the first half of the next calendar year.

2004/2005 Performance Indicators

Best Value Indicator		Actual 2003/4	Target 2004/5	Estimate 2004/5
BV63	Energy efficiency - the average SAP rating of local authority owned dwellings	60	60.5	60.5
BV66a	Local authority rent collection and arrears: proportion of rent collected	99.3%	100%	99.2%
BV74a	Satisfaction of tenants of Council housing with the overall service provided by their landlord	86.6%	86%	86.6%
BV74b	Satisfaction of black and minority ethnic tenants of Council housing with the overall service provided by their landlord	87.4%	None set	87.4%
BV74c	Satisfaction of non black and minority ethnic tenants of Council housing with the overall service provided by their landlord	86.5%	None set	86.5%
BV75a	Satisfaction of tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord – all tenants	64.9%	75%	64.9%
BV75b	Satisfaction of black and minority ethnic tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	67.2%	None set	67.2%
BV75c	Satisfaction of non black and minority ethnic tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	64.6%	None set	64.6%
BV164	Does the Authority follow the Commission for Racial Equality's code of practice in rented housing?	No	Yes	Yes
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 of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need in: Bed and Breakfast accommodation (weeks)	4	4	4
BV183b	The average length of stay as above in Hostel accommodation (weeks)	9	6	0

Local Performance Indicators

Local Indicator	Actual 2003/4	Target 2004/5	Estimate 2004/5
Number RTB applications completed and properties sold	124	120	85
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	160	160	100
% Emergency Repairs completed in target time (1 - 3 days)	91	95	88.8
% non-urgent Responsive Repairs completed in target time (9 - 56 days)	72	85	53.2
% 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	95	93.7
% of calls to CCU answered within 60 seconds	98	98	97.3
% tenants involved with Tenant Participation who are over 65	41	45	45
% tenants involved with Tenant Participation who are under 25	1.78	2.5	1.78
Number of tenants attending training/consultation meetings	900	700	300
The average weekly cost per local authority dwelling of management	£8.24	£8.87	£9.07
The average weekly cost per local authority dwelling of repairs	£15.88	£15.16	£14.76
Average relet times for local authority dwellings let in the financial year (days)	45	22	76
% of rent lost through local authority dwellings becoming vacant	2.0	1.6	1.9

Emerging Issues

Two of the main emerging issues within the last half year both relate to the outcome of the Option Appraisal exercise. The first is that we will not be able to achieve the government standard on the 2005 HRA (Housing Revenue Account) Business Plan. This is because we will not be able to financially project the business beyond a 5/6 six-year period. There appears to be no way around this issue whilst retaining the stock under the current circumstances.

The second relates to our work to date on Decent Homes 'Plus' standards. We have established that we will achieve the Government's decent homes standard, our 'bronze' standard, by 2008. As required in the Option Appraisal process, and as a matter of good practice, we have now opened a debate with tenants on the property standards they aspire to and consequently have silver and gold standards established. The challenge for us is to continue to develop and refine that debate against a background of the stock retention decision and thereby the fact that we will not be able to achieve the higher standards under current projections.

Outwith Option Appraisal the main emerging issue is the inspection of the service to be carried out next June by the Audit Commission. Their work will focus on the Repairs and Improvement Service and our significant challenge is to make as much progress as we can in modernising policies, working practices and performance in an area that has not received the development it should have done at least for the last 5/6 years.

RL 5.11.4

COMMUNITY AND LEISURE DEVELOPMENT DIVISION SERVICE PLAN 2004/2005

HALF YEARLY REPORT (SEPTEMBER 2004)

SERVICE DESCRIPTION

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

Crime and Disorder
Community & Voluntary Sector Support
Cultural Regeneration
Health Development

Community and Social Regeneration
Sports Development
Environmental Education
Rosliston Forestry Centre

THE HALF YEAR IN CONTEXT

The past six months have seen the Division make a significant contribution to the work of the Council and its partners in improving the quality of life of local people.

The Crime and Disorder Partnership has continued to deliver its strategy and to date house burglary and auto crime continue to fall compared with the previous year. Significant work has been undertaken in the area of Anti Social Behaviour with a dedicated officer now taking forward the Partnership in both the use of enforcement and prevention for example the Section 30 notice in Melbourne and the use of Acceptable Behaviour Contracts.

Youth Engagement has progressed significantly with the completion of the Youth Needs Survey and the increased provision of activities during school holidays.

Rosliston Forestry Centre has seen the provision of a multi berth timber cabin, a new play / activity and meeting room and the 'Get Active In The Forest' project has already secured £700,000 for the provision of further cabins, trails, play equipment and physical activity opportunities.

The Community Partnership has been successful in supporting a range of community projects both in terms of financial help but also through technical and advisory support.

Sports Development has progressed with the establishment of the Strategic Sports Group and the official creation of South Derbyshire Sport.

Environmental Education has secured a further three years sponsorship from Rolls Royce which will bring the total support from the Company to over £100,000 in 5 years.

In terms of challenges the Division always has to balance the requests for assistance and new projects that it receives against the staffing and resources which it has at its disposal. The Department now has four officers who are not funded on short term contracts, five who are funded until 2006/7/8 but three other posts which require new funding from 2005/6. This means that much of the Departments work is directed at securing future funding for these key posts when it could be directed at more important service provision. In particular this means that capacity has not been available to support cultural and

community activity such as arts development, production of a funding guide, promotion of the Divisions services on the Council website or further aspects of crime and disorder work such as implementation of Section 17.

Support has been given to the Local Strategic Partnership with specific work going into the development of the Partnerships Business Plan which is funding a number of local projects up to a total of £150,000

ACHIEVEMENTS

ACTION	OUTCOMES
<p>Crime and Disorder Partnership</p> <ul style="list-style-type: none"> • To deliver the yearly Partnership Action Plan. • To produce, publish and consult on the 2004 Crime and Disorder Audit • To establish a baseline for Fear of Crime in the District <p>Sports Development</p> <ul style="list-style-type: none"> • To produce and deliver a Sports Development Plan • To support South Derbyshire Sport <p>Playscheme Provision</p> <ul style="list-style-type: none"> • To seek funding to extend the service to more areas and during all school holidays <p>Environmental Education</p> <ul style="list-style-type: none"> • To establish the Environmental Education Service as a permanent service. <p>Health Development and Improvement</p> <ul style="list-style-type: none"> • To secure a continuation of the led walks and GP Referral Scheme • With the PCT to develop and deliver a physical activity strategy which delivers a programme of activity to target groups around the District 	<p>The first six months of the Plan have been completed, of particular note being Liberation Day, School Safety Day and the full operation of the Safer Homes South Derbyshire Scheme.</p> <p>The Audit has been published and is currently being consulted upon.</p> <p>Citizens Panel survey completed.</p> <p>Plan prepared and currently being consulted upon by the newly formed Strategic Sports Group.</p> <p>South Derbyshire Sport constituted and Executive formed.</p> <p>Summer Playscheme activities expanded.</p> <p>Rolls Royce sponsorship secured for three years to maintain the service managers post.</p> <p>Training for volunteers delivered.</p> <p>Strategy completed and work being undertaken.</p>

ACTION	OUTCOMES
Cultural Regeneration <ul style="list-style-type: none"> To support People Express in the development of the South Derbyshire Cultural Forum 	Several meetings have taken place and an event is planned.
Community Partnership <ul style="list-style-type: none"> Derbyshire Compact signed 	
Rosliston Forestry Centre <ul style="list-style-type: none"> To submit an Active England bid for funding to Sport England 	Bid submitted and received first stage approval.
<ul style="list-style-type: none"> To establish a baseline of visitor numbers 	Baseline established.
<ul style="list-style-type: none"> To involve the County Council Countryside Service as a partner in the development of the Centre 	County Council attend Executive meetings.
CPA – Public Open Space Review <ul style="list-style-type: none"> To complete and publish the Youth Needs Survey and with the Crime and Disorder Partnership deliver a 'Youth Engagement Through Sport' project 	Survey published and project launched.

TASKS AT RISK OF NON DELIVERY DURING THE YEAR

ACTION	EXPLANATION
Crime and Disorder Implement Section 17 Crime and Disorder responsibilities across the Council inc' the training of staff and review of policy and practice	Implementation of Section 17 of the Crime and Disorder Act delayed due to the loss of the Community Safety Officer.
Community Partnership To review Service Level Agreements and the provision of revenue and capital funding given to voluntary and community sector groups.	Review of Council funding of voluntary and community groups and Service Level Agreements delayed as priority was given to the development of the LSP Business Plan.

2004/2005 PERFORMANCE INDICATORS

INDICATOR	2003/04 (actual)	2004/05 (target)	2004/05 (estimate)
Best Value PIs			
BV 114 Does the LA have a Cultural Strategy?	YES	N/A	N/A
BV 126 Burglaries per 1,000 households	11.02	8.1	6.49
BV 128 Auto Crime per 1,000 population	11.33	8.8	8.34
BV 177 The %age of LA expenditure on legal and advice services quality marked	2%	46%	46%

Local Pls			
The %age of residents who said that they felt 'fairly safe' or 'very safe' after dark whilst outside	60%	66%	
Violent Crime per 1,000 population	10.5	8.74	14.55
Criminal Damage per 1,000 population	12.45	11.45	14.23
No. of schools/participants receiving Environmental Education (at Rosliston F C & other sites)	112/4200	75/2500	75/2500
The %age of respondents satisfied with the Environmental Education activity they had received	100%	95%	100%

EMERGING ISSUES

Initial work on the provision of opportunities for young people has begun and further consultation is currently being undertaken which will ensure the effective use of new resources.

The recent appointment of the Partnership's Anti Social Behaviour Officer has uncovered a significant demand for action on community issues and requires further investment by partners to ensure an effective and co-ordinated response to these problems.

The delivery of the Get Active In The Forest Project is an exciting and challenging project which will develop the sustainability of Rosliston Forestry Centre and improve the health of people across the District.

The provision of future funding from DDEP to the South Derbyshire LSP requires the Council to take on the accountable body role for the allocation of this funding. This will mean that the partnership development work will reduced in proportionate scale to the work required to manage this accountable body role.

Frequent requests are being submitted from voluntary sector organisations to the Department for new or increased grants to support their work. The intended review of the Councils funding of external bodies will propose a way forward on this issue but will need to be managed carefully to avoid raising expectations or fears from the groups concerned.

ENVIRONMENTAL HEALTH SERVICE PLAN 2004/2007

HALF YEARLY REPORT (SEPTEMBER 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 Service Requests for contaminated land, pollution, public health, noise, air quality and other nuisances along with Abandoned Vehicles
- The provision of services dealing with stray dogs, dog fouling & 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 HALF YEAR IN CONTEXT

The main challenges faced by the Department were:-

- On going Implementation of the Contaminated Land Strategy.
- Implementation of the new customer call centre for initial enquiries for the service and re-shaping procedures to fit, e.g. Pest Control appointment system and abandoned vehicles
- Further development of the Environmental Health Computer System. (FLARE)
- Integration of disabled adaptations service in the public and private sector.
- Setting up a risk based Health & Safety and Food Based inspection Regime
- Preparation for the implementation of the new Licensing Act
- Development of key Health & Safety Policies, procedures and risk assessments
- On-going refurbishment of Lullington X-Roads Short stay gypsy caravan site
- The commissioning and completion of the South Derbyshire House Condition and Energy Survey in 2004. Early indications from the draft report suggest the energy efficiency performance of the private sector housing stock is below the national and regional average. This will impact on the decent home target and requires substantial investment to reduce the number of households in fuel poverty.
- Extension of the Decent Home Standard to include all private sector dwellings together with targets for vulnerable people.

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.

- Working with key agencies to develop gypsy traveller policies throughout Derbyshire.
- Working with partners to produce a new "Housing Strategy" for the district.

ACHIEVEMENTS

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

ACTION	OUTCOMES
EH Regulating Services (EH4)	All enforcement work is monitored by the unit managers using the FLARE computer system. Any Notices or prosecutions are approved by the appropriate manager to ensure it is in line with the Enforcement Procedure. Some of the actions are reported within this table. Any variations to the policy or procedures are reported as necessary.
Food Enforcement	So far this year we have inspected 188 food premises out of a total of 300 inspections required. We have recently taken evidence for a prosecution under the Food Safety Act and will be issuing a formal caution at another premise for again offences under the Food Safety Act
Health & Safety Enforcement	Of the 57 High risk premises that we need to inspect this financial year we have inspected 18 of them. We have additionally instigated legal proceedings against 2 premises and await court appearances.
Abandoned Vehicles	We have dealt with 92 complaints concerning abandoned vehicles for the first 2 periods of this year, as apposed to 202 for the same period last year. We have so far this year collected 10 vehicles under the vehicle disposal scheme but will be undertaking publicity of the scheme in conjunction with a national campaign believed to commence November
Inspection of IPPC Part B pollution control premises (EH9)	9 Inspections undertaken of IPPC installations in accordance with inspection risk rating. Toyota A2 application being assessed and will be determined and issued within the next 2 months.
Air Quality	Expansion of the current Nitrogen Dioxide monitoring sites within the area from 8 to 11. On-going assessments of sites indicate levels are currently below the National Air Quality Objectives.
Dog Warden Service	From April the Dog Warden has dealt with 41 Stray dogs and 29 dog fouling complaints. Regular patrols are maintained of the Hot Spot areas.
Pest Control	968 Pest Control Treatments were completed during the past 6 months. The highest request for service was 619 wasp nests, 195 rats & 83 mice treatments. Health & Safety risk assessments reviewed and updated.
Private Hire	New Private Hire conditions are presently in the pipeline and will be brought to committee in the near future. These have been out for consultation with the operators and their comments noted. The new flare computer system is in operation and has improved the efficiency of the administration side and brought about financial savings.
Butchers shops, Infectious Disease animal boarding tatoosists and ear piercing	All butchers licences are on schedule for completion this year and the Food Standards Agency have reported a national improvement in food Hygiene standards in butcher's shops since licensing commenced. All other licensing activities are now on the Flare computer system
Sampling of private water supplies	All samples taken analysed and brought to the attention of owner. All necessary remedial action taken.
New Liquor Licensing Regime (EH6)	Policy out for consultation and completed by 20 th October 2004, to Council November 4 th for resolution and adoption of Act. The Authority will receive first licence application on 7 th February 2004.
Bonfire Licensing Scheme	Work now commenced on these years' events in SDDC in

	collaboration with other Derbyshire Authorities and Derbyshire Fire and Rescue.
Contaminated Land (EH8)	On-going site investigations in line with the Contaminated Land Strategy. 74 sites have been assessed, 21 individual site appraisals in progress. Development of GIS system and FLARE to manage data being collated.
Complaint Work including noise, dust, etc	513 Service Requests have been dealt with since April. 1 pending noise prosecution, 36 Statutory Notices served.
Planning Consultations	130 Planning consultations have been received and responded to. 68% within 14 days & 98% within 28 days.
Publicity (EH3)	Programme drawn up. Web site information developed. Environmental Health Calendar profiling work of the department sent to all properties within the District in May 04. Noise awareness day reported in Burton Mail. Intruder Alarm key holder register campaign ran with officers posting out forms on District.
Commission and complete House Condition & Energy Survey of Private Sector Stock (EH10)	Fordham Research Ltd appointed to undertake survey. Fieldwork undertaken during June/July 04. Draft report issued. Presentation to member to be arranged.
Develop Landlord Accreditation Scheme Develop Rent deposit scheme(EH12)	Draft Accreditation scheme developed Rent deposit scheme being developed jointly with Housing Dept as alternative to existing Rent Guarantee scheme available through Derbyshire housing Aid. Accreditation and Rent deposit schemes to be piloted jointly with key local landlord before being made fully available in April 2005.
Decent Homes – establish a baseline number of vulnerable households in non decent homes (EH13)	Baseline established using ODPM Ready Reckoner giving estimate of 60% of homes occupied by vulnerable meet decent home standard. This meets the target in PSA7 up to 2005. Live data from stock condition survey suggests 72.4% homes occupied by vulnerable meet the standard. This baseline estimate exceeds the PSA7 target for 2004 up to 2010.
Establish action plan for bringing empty property back into use (EH14)	Action plan drafted, empty property grant (£100K pilot scheme) established (4 grants in progress). NB information from the new house condition survey suggests the number of empty homes in the district is approx. half the national average of 3.3% of stock.
Commission and complete Home Energy Efficiency Scheme to contribute towards HECA target. (EH 15)	2 Schemes launched; 'Heatstreets' offering free and discounted energy conservation measures in target parishes and 'Heat project' offering discounted insulation district wide. HECA return completed for 2003/04 energy savings of approximately 2% are indicated for the year.
Gypsy/Traveller Policy (EH16)	– Derbyshire traveller issues group working on a gypsy traveller needs survey to help inform policy decisions. Attended by reps from SDDC and funding allocated to support this. On completion, group to develop Derbyshire wide policy on gypsies.
Housing Strategy (E18)	- A new Housing Strategy for 04 – 09 has been submitted to GOEM for assessment against the "Fit for Purpose" criteria. - BME Housing Needs Study completed. - Gypsy Housing Needs assessed for those travellers on static sites. Derbyshire wide research to be undertaken to assess housing needs of those that stop-off in the district to help inform policy decisions including planning applications. - Rural Parish Surveys –SDDC has joined a partnership

with 4 other RSLs. Surveys to commence in the New Year over a 3-year period. Committee have selected East Midlands Housing Association as their preferred rural housing partner.

TASKS AT RISK OF NON DELIVERY DURING THE YEAR

ACTION	EXPLANATION
(EH17) Noise Policy Review	The Chartered Institute of Environmental Health Noise Management Guide final report has not been issued. Once finalised this can then form the basis of a review of the noise procedures and policy of the Authority.
(EH5) Quality Standard for Environmental Health	There has been no Environmental Health Manager over the past 14 months. This has meant this could not be co-ordinated and taken forward. Environmental Services Manager now recruited and due to start at the end of November 04.
EH14 Risk assessment and action plan of long term/ problem empty properties	This action may be suspended and resources redirected elsewhere because the House Condition Survey report indicates that the District has insignificant levels of these properties remaining.

2004/2005 PERFORMANCE INDICATORS

BEST VALUE INDICATOR	2003/04 (actual)	2004/05 (target)	2004/05 (estimated)
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% all procedures, policies, customer satisfaction surveys and enforcement activities in place.	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	$22.75 \times 100 = 1.16\%$ 1961	0.75%	$8 \times 100 = 0.7\%$ 1148
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	5	8	6
LOCAL INDICATOR	2003/04 (actual)	2004/05 (target)	2004/05 (actual)
Number of service requests responded to within 5 working days.	98.9% 623 requests 7 out of target time (Figures only for half year Sept-Mar 04, due to FLARE implementation)	95%	98.44% 513 requests completed, 8 out of target time. (505/513 * 100%)
Number of pest control treatments dealt with within 3 working days. (New Pest Diary system set up July 04 to book in appointments, so some treatments booked for beyond 3 days due to summer workloads)	Not available, Pest Control commenced on FLARE February 04.	96%	92.15% 968 treatments undertaken, 892 dealt within 3 days. (892/968 * 100%)
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	93.5% (174 out of 186 replies rated services good or	70%	97% Pollution & Pest Control (67 from 69 responses)

the year)	above)		
Number of High Risk Food Premise Inspections as a percentage	96% 281 out of 294	100%	100%
Number of High Risk Health & Safety Inspections as a percentage	100% A total of 206 Health and safety inspections in total	100%	100%
Number of inspections undertaken for IPPC installations in accordance with risk based inspection targets.	100% (45 full inspections of 41 installations)	95%	N/A until full year 9 inspections of processes (Fire officer undertake Petrol Stations)
Achieve a minimum of 95% grant budget spend	98% (£693,791 spent out of total £711,000 budget)	95%	95%

EMERGING ISSUES

Emerging issues not mentioned in your agreed Service Plan:-

- New High Hedge Legislation and proposed amendment to Statutory Nuisance to include light pollution to be implemented. If the Environmental Health Division is allocated duties then this will have significant impact on the workload of the service. As there is also no expertise within the division in dealing with trees or light pollution, external consultants may be required along with additional training of staff.
- New BVPI proposed for Contaminated Land and IPPC installations for 05/06 onwards, which will change the way information is recorded and reported.
- Anticipated enactment of the Housing Bill in 2005 will bring fundamental changes to the way in which house condition is assessed, together with better regulation of the private rented sector and greater flexibility in the way assistance is given to homeowners to repair and improve their homes.
- A "Fit for Purpose" Housing Strategy must include an on-going programme of Housing Needs Surveys. This is essential if external funds are to be secured from partners such as the Regional Housing Board, Housing Corporation and Supporting People to deliver affordable housing. There are currently insufficient funds to carry out these essential studies. Therefore, the risk of failure high.

TECHNICAL SERVICES DIVISION SERVICE PLAN 2004/2007

HALF YEARLY REPORT (SEPTEMBER 2004)

SERVICE DESCRIPTION

1.1 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 and commercial waste, recycling and the cleansing of roads and public areas both directly and in conjunction with parish lengthsmen. 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, 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'.

- 1.1 The services of the Division are provided to a wide range of internal and external customers with the largest customer base being the general public. In addition, external customers include parish councils and private companies (trade and clinical waste). Services are also undertaken for Derbyshire County Council (grounds maintenance, gullies and weed control).
- 1.2 The Division is also very much involved in partnership working. These include, Parish Councils, The National Forest, community groups, most notably 'Friends of Parks Groups', sports clubs, the Derbyshire and Peak Park Sport and Recreation forum and local schools in the development of new facilities. While we have contractual relationships with SLM and MIL, an important part of these relationships has been partnership working over new developments. The Division also has a fairly major involvement in action groups under the Crime & Disorder Partnership, including motorcycle action and youth nuisance and through these groups involvement with the Police and Youth Service.

THE HALF YEAR IN CONTEXT

The main service related challenges faced by the Division were:

Waste & Cleansing Unit

- The challenge of meeting the Council's statutory recycling targets.

- Meeting the challenges of the new regulations regarding the processing of waste into compost.
- Continuing to meet the challenges of the new tipping arrangements following the closure of the Bretby Landfill Site (both the operational and financial implications).

Grounds & Facilities Unit

- *Meeting the challenges of the rapid population growth on the area with particular emphasis on ensuring grounds & leisure services meet the needs of the community both in terms of level and quality of service.*
- *Ensuring that operational services remain competitive.*
- *Contributing to the delivery of the identified gaps in the 'Public Space' CPA diagnostic assessment.*
- *Managing the delivery of a range of diverse capital projects ensuring that suitable strategies exist for the on-going management of these projects.*
- *Linking effectively with Crime & Disorder initiatives. The outcome of anti-social behaviour often takes place on sites managed by the Unit, who also have a role in providing a range of diversionary facilities.*

ACHIEVEMENTS

i.e. completed tasks

Waste & Cleansing	
ACTION	OUTCOMES
Develop and implement a Waste Minimisation and Recycling Plan.	The Plan is scheduled to be presented for approval by Members in November.
Meet statutory recycling targets.	<p>The expansion of the compost scheme to a further 6,000 households in Hartshorne, Woodville, Castle Gresley (part), Coton in the Elms, Linton, Rosliston and Walton on Trent.</p> <p>The preparation work for the expansion of the recycling boxes scheme to a further 12,000 households in the district commencing in November 2004.</p> <p>The fortnightly paper collection service has been introduced to a further 3,000 households. 94% of households in the district now receive the service.</p> <p>Partnerships have been developed with other Councils and the private sector to secure composting facilities to meet new regulations.</p>

	The Recycling Centres collection and cleansing arrangements have been reviewed and updated. A refurbishment plan has been submitted for Members' consideration.
Review costs of service.	Consultant engaged to provide a report on the competitiveness of the service's unit costs.
Implement a plan to reduce instances of fly tipping.	South Derbyshire is leading a County-wide group aiming to develop a Code of Best Working Practice for Derbyshire.
Grounds & Facilities	
<i>Progress provision of new leisure facilities in the Hilton area.</i>	<i>New BMX skateboard area completed</i> <i>Village Plan at draft stage</i> <i>Bid to Football Foundation for new changing provision at ex. MOD football pitch scheduled for submission Nov. 04</i>
<i>Implement the restoration proposals for Maurice Lea Memorial Park</i>	<i>Delivery of capital works on programme</i> <i>Public meeting on restoration proposals well attended, first meeting of 'Friends Group' scheduled for November 04</i>
<i>In partnership with others, development of a recreation and conservation area on the ex coal stacking site at Coton Park</i>	<i>Groundworks at site completed</i> <i>Some additional funding obtained but still a funding gap in the region of £40k to fully complete all elements of the project.</i>
<i>Address shortfalls in South Derbyshire Facilities Strategy</i>	<i>Project to deliver All Weather Training Pitch at Pingle School on schedule.</i>
<i>Work with other divisions to improve the quality of open space & play provision throughout the District</i>	<i>In conjunction with Planning, consultants appointed to undertake Planning Policy Guidance (PPG17) review of open space and leisure facilities.</i>
<i>Improve land drainage infrastructure to minimise flooding risk throughout District</i>	<i>Delivery of DEFRA funded flood alleviation works at Hatton on programme.</i>
<i>Continue to develop the market operation in Swadlincote</i>	<i>Report to E&DS on contractual arrangements for Market</i>

TASKS AT RISK OF NON DELIVERY DURING THE YEAR

ACTION	EXPLANATION
Waste & Cleansing	
Implement a plan to reduce instances of fly tipping.	Two out of the four members of staff in the Waste Development Team have tendered their resignations with effect from this October and, therefore, progress may stall in the County-wide group mentioned above. Plans to extend last year's Pilot Scheme in Findern may also have to

	be put on hold.
Communication Plan.	As above.
Grounds & Facilities	
<i>Progress development of new leisure facilities to meet the needs of the growing population in the north west of the District.</i>	<i>Partners have concluded that the project to provide a new leisure centre on the John Port School site is unachievable.</i>
<i>Continue the development of Swadlincote Urban Forest Park</i>	<i>No progress made with seeking a specialist partner to work with the Council on the development of the site</i>
<i>Improve maintenance standards in urban parks, recreation areas and cemeteries</i>	<i>While work continues on seeking further burial space for Gresley & Etwall Cemeteries looks unlikely that this will be resolved by the end of this financial year</i>

2004/2005 PERFORMANCE INDICATORS

BEST VALUE INDICATORS	2003/04 (actual)	2004/05 (target)	2004/05 (estimated)
BVPI 82a – Total tonnage of household waste arisings – percentage recycled.	9.20%	7.80%	7.80%
BVPI 82b – Total tonnage of household waste arisings – percentage composted.	8.30%	10.50%	10.50%
BVPI 84 – Kg of household waste collected per head.	450	461	528
BVPI 86 – Cost of waste collection per household	£41.20	£41.20	£41.20
BVPI 91 – Percentage of population resident in the authority's area served by a kerbside collection of recyclables.	88.70%	90%	90%

BVPI 199 – Percentage of relevant land falling below accepted levels of cleanliness as defined under EPA 1999.	34%	32%	34%
LOCAL INDICATORS			
Number of collections missed per 100,000 collections of household waste.	12	12	12
Percentage of missed household waste collections put right by the end of the relevant period.	89%	97%	90%
Percentage of other public complaints put right by the end of the relevant period.	89%	97%	90%
Percentage compliance with the requirements set for the refuse and recycling services.	94%	93%	93%
Percentage compliance with the requirements of the street cleansing service.	93%	93%	93%
Percentage of litter bins correctly emptied on the prescribed day.	81%	93%	93%
The number of repeat failures per 100,000 household waste collections.	1	1	1
The average time taken to remove fly tips.	1	1	1
Public complaints about the refuse service (per month).	28	35	35
Public complaints about the street cleansing service (per month).	0.5	3	1

EMERGING ISSUES

- The securing of the funding to expand the recycling boxes scheme to a further 12,000 households in the district commencing in November this year.