

PLANNING SERVICE PLAN 2003/04

FINAL REPORT (MARCH 2004)

1.0 SERVICE DESCRIPTION

- 1.1 The division provides services to residents of the district and the development industry consisting of: **Local Plan** - part of the Development Plan, **Development Control** and **Building Control**.
- 1.2 The Council has a legal duty under the Planning Acts and the Building Acts to:
- ☐ prepare a Local Plan and to monitor its effective implementation
 - ☐ control development including enforcement of unauthorised development and the removal of untidiness from land
 - ☐ protect Listed Buildings and identify, conserve and enhance Conservation Areas
 - ☐ protect trees and hedgerows of amenity value
 - ☐ control building works in the interests of health and safety, energy conservation and accessibility
 - ☐ ensure the removal of danger from structures that have become dangerous.

2. THE YEAR IN CONTEXT

- 2.1 The key challenges have been: the continuing rise in the number of applications for planning permission and Building Regulations Approval received in the face of recognised shortage of staffing resource and bringing forward a revision of the Local Plan. A follow up inspection of the Development Control service has produced a favourable response from inspectors. The scope of activity has broadened with the service's contribution to C.P.A. Planning Delivery Grant, in this Council's case amounting to £75,000 was awarded for the first time in this year, the announcement being made after the formulation of the Service Plan.

3 ACHIEVEMENTS

Action	Outcomes
Develop management competencies	Service continues to perform well in spite of increased pressure of work with turnaround of applications up to target levels except for majors. Training focussed on career development as well as Council's needs
Improve morale and working conditions in the Civic Offices	Implemented P.D.R.s and successfully bid for additional space to accommodate staff working in overcrowded offices
Develop a more outward looking focus by forging links with local, regional and national networks	Maintained involvement in National Forest Planning and Technical working party and with County wide/GOEM officer working groups. Contributed to thematic reviews under C.P.A.
Develop the South Derbyshire Community Strategy	Progressed Local Plan toward adoption as the Spatial component of the Strategy
Adopt new South Derbyshire Local Plan	Local Plan Inquiry completed and all representations delivered to the Inspector
Develop and implement proposals for e Government	Installed and tested new planning software. Signed up to Planning Portal and installed software to undertake electronic delivery of plans.
Action	Outcomes

Deliver Development Control Best Value Implementation Plan	Follow up visit by BVPI inspectors satisfactory Remaining actions subsumed into Service Plan
Ensure level of service on Development Control is commensurate with attaining conformity with Government PI's & Customer Charter indicators	Secured additional Development Control Technician and half time admin support worker.
Support Historic Buildings grant schemes generally and Heritage Regeneration Scheme for Swadlincote Town Centre	Notable improvement to appearance and hence viability of town centre
Improve on current levels of customer satisfaction through monitoring and demonstrate compliance with Customer Charter	Successful outcome for National customer satisfaction survey (81% satisfied or very satisfied) Customer Charter indicators reported to Development Control Committee
Maintain level of market penetration for Building Control	Unprecedented high level of income generated (£335,660) and market supplement to secure delivery of Building Control service successful in retaining and recruiting competent staff

4 UNFINISHED TASKS

Action	Explanation
Adopt new South Derbyshire Local Plan	Report Inspector's findings, publish Modifications and adopt the Plan
Implement the Best Value Review of The Division	Postponed pending significant involvement in thematic reviews under CPA
Deliver action plans for Heritage, Town Centre, Cycling and Walking Strategies	Progress ongoing on Heritage. Others subsumed into Local Plan Continue to bid for funding for Swadlincote H.E.R.S. Implement proposals arising from Morrison's decision
Deliver the Probity in Planning Action Plan	Focus shifted to review of Council's Constitution and responsibility for decision making Planning code of conduct for Members in preparation

5 PERFORMANCE INDICATORS AND TARGETS

Best Value Indicator	Actual 2002/3	Target 2003/4	Actual 2003/4
Percentage of new homes built on previously developed. Land	64%		NA till mid May
Planning cost per head of population	£9.23		NA
Percentage of departures from local plan	0	0	0
Percentage of applications determined within 8 weeks (major within 13 weeks)	38% major 55% Minor 73% others	60% 60% 80%	60% major 60% minor 80% others
Average time to determine all applications (days)	64.24	56	56
Percentage of satisfied applicants/consultees	NA	85%	81%

Best Value Indicator	Actual 2002/3	Target 2003/4	Actual 2003/4
Checklist of Indicators (See below)	80%	100%	70%
Development Plan within last 5 years	YES	YES	NO
Development Plan contains comprehensive indicators & targets	NO	YES	NO
Supplementary Planning Guidance follows relevant Guidance	YES	YES	YES
Percent Delegated decisions to officers	90%	90%	
Published targets & monitoring for D C	YES	YES	YES
Pre-Application Discussions Provided	YES	YES	YES
Is Percentage of appeals against Council less than 40%?	YES	YES	YES
Are more than 70% of applications determined by Officers ?	YES	YES	YES
No Planning Costs Awarded against the Council?	YES	YES	YES
No Adverse Ombudsman report or Maladministration?	YES	YES	YES
No Court findings under sections 287/288 or judicial review?	YES	YES	YES
Single Point of contact for initial advice / enquiries?	YES	YES	YES
Pre-Application Discussions covering all development?	YES	YES	YES
Nominated officer for each application?	YES	YES	YES
Fair Access	NO	YES	NO

Local Indicator	Actual 2002/3	Target 2003/4	Actual 2003/4
Local Plan Inquiry		June 2003	June 2003
Monitor Customer charter indicators	Not achieved	Full monitoring	Partial monitoring
Monitor Market share for Building Control	75% retained	65% Housing retained	65% Housing retained
Monitor Cleanup rate for Enforcement cases	97% without recourse to formal action	90% without recourse to formal action NA	

6. LESSONS LEARNED

- 6.1 The introduction of the Government's Planning Delivery Grant has shown that there is a recognition that the Planning Service nationally is under-funded. This Council's service is particularly at risk because of historic low staffing levels and very high numbers of applications. Planning Delivery Grant is not necessarily a long term facility and is very much performance related. The Council will have to develop strategies for improving staffing levels using grant in ways that provide an exit strategy in the event of the scheme being discontinued.

ECONOMIC DEVELOPMENT DIVISION SERVICE PLAN 2003/2004

FINAL REPORT (MARCH 2004)

SERVICE DESCRIPTION

The Division is responsible for Economic Development activities such as encouraging inward investment, providing support to businesses, promoting the availability of sites and premises; developing partnerships and working with a wide range of organisations to promote regeneration of the area; Tourism promotion and development; Asset and Estate Management including strategic management activities, the efficient management of the Council's land and non housing properties, and disposal of any surplus assets; and Footpath Management, ensuring that the district's 350 miles of public rights of way are walkable and well maintained.

THE YEAR IN CONTEXT

Tourism: One of the major issues with which we have had to contend over the last 12 months has been the proposals for a new structure for the delivery of tourism within the East Midlands. This has included the establishment of Destination Management Partnerships (DMPs) at a county level. In Derbyshire a series of proposals have been considered, but a final solution has yet to be agreed. This authority wants to involve itself fully within Derbyshire yet retain its partnership working within the National Forest and this is proving difficult to achieve consensus upon. We have endeavoured to be as involved as possible in the negotiations and discussions on these changes. Despite this uncertainty, partnership working within the National Forest and across the county has continued to develop.

Economic Development: With the appointment of a new Economic Development Assistant in March 2003, we have been more pro-active in a number of areas, including the development of more co-ordinated service delivery with other partners, such as Business Link, emda and other sector representatives. There has been a healthy take-up of the Environmental Improvement Scheme for industrial site frontages with over £22,000 of the £60,000 now committed, and numerous sites improved. An extensive range of statistical information has been collated, whilst numerous sector initiatives have been pursued. We have co-ordinated bids to the Derby & Derbyshire Economic Partnership and have been working with both the DDEP and the LSP as they find their feet.

Footpath Management: Several diversions have been negotiated, whilst maintaining a vigorous programme of enforcement. Walks leaflets have been updated and re-designed, to include new walks with interpretive material.

Strategic Asset Management: The Council's Asset Management Plan, submitted in July 2003, has been assessed as 'good' by Government Office for East Midlands, the highest score, meaning that no further plans need be submitted. Substantial progress has been made on delivering the actions contained in the Asset Management Best Value Improvement Plan. Disability Access audits have been undertaken on all buildings with public access and funding obtained for the first phase of improvements. A survey of the Civic Offices has been undertaken to determine existing and future space requirements and work is underway to implement the required changes.

Estate Management: A high level of occupancy of the Council's commercial portfolio has been maintained, whilst several properties have been sold. Work has commenced on dealing with long outstanding operational management issues such as leases of Village Halls, land at rear of Bass's Crescent, cemetery extensions etc, whilst a very wide range of land and property enquiries and issues have been resolved. The vacant sheltered housing complexes at Smallthorne Place and Bass's Crescent have been marketed and bids received.

ACHIEVEMENTS

Best Value Review	<ul style="list-style-type: none"> • Work continuing on delivery of Asset Management Review Improvement Plan
Performance Management	<ul style="list-style-type: none"> • Local property PI's developed and submitted with 2003 AMP. National pPI's reviewed and updated • Continue involvement with Benchmarking clubs
Funding	<ul style="list-style-type: none"> • Co-ordination of bids to the DDEP • Submission of Expressions of Interest for Footpath leaflet development, and Feasibility Study for 'Swadlincote Regeneration Route'.
E Government	<ul style="list-style-type: none"> • Tourism Destination Management System populated with data
Property Transfer	<ul style="list-style-type: none"> • Numerous disposals undertaken including 14-16 Wellwood Road, 18 Bridge Street, Residential development land at Alma Road, 46-48 Grove Steet etc • Disposal of surplus Public Toilets, sheltered housing complexes and vacant land progressed
Business Support	<ul style="list-style-type: none"> • Marketing of Environmental Improvement Scheme commenced - high degree of interest achieved. • Register of available sites & premises updated • Improved working relationship with Business Link & emda • Links developed with sector representatives such as Connect UK (Creative Industries)
Statistics	<ul style="list-style-type: none"> • Developing a database of statistical information for internal and external enquiries
Community Enterprise	<ul style="list-style-type: none"> • Money Spider Credit Union registration with FSA completed
Tourism Promotion	<ul style="list-style-type: none"> • Successful lobbying of emda re draft strategy - National Forest is now one of the 'special projects' within the strategy • New arrangements developed for annual visitor guides publication - significant saving of staff time • Working with emda & Derbyshire LA's to develop a Destination Management Organisation structure for the County • Populating Destination Management System (DMS) with data relevant to South Derbyshire (attractions, accommodation, events)
Footpath Management	<ul style="list-style-type: none"> • Successful outcome achieved for controversial footpath diversion
Asset Management	<ul style="list-style-type: none"> • Annual Asset Management Plan produced - assessed as 'good' by GOEM • Committee responsibilities reviewed • DDA audits undertaken
Estate Management	<ul style="list-style-type: none"> • 95% occupancy rate for commercial portfolio • Numerous lettings and sales completed • Work commenced on sorting out Village Hall leases • Professional advice provided to Members, officers and the public

UNFINISHED TASKS

ACTION	EXPLANATION
E-Government	<ul style="list-style-type: none"> • Implement Countryside Access Management System - County Council not installed system to date due to staff sickness

2003/2004 PERFORMANCE INDICATORS

Best Value Indicator	2002/03 (actual)	2003/04 (target)	2003/04 (actual)
156 - % of buildings open to the public in which all public areas are suitable and accessible to disabled people	60%	60%	60%
180a (i) - Energy consumption/sq m of local authority operational property, compared with comparable buildings in the UK as a whole - Electricity	67%	67%	67%
180a (i) - Energy consumption/sq m of local authority operational property, compared with comparable buildings in the UK as a whole - Fossil fuels	30%	30%	30%
National Property Performance Indicators			
Note: These figures are provided on an annual basis for the ODPM as part of the AMP process, although they do not evaluate them. In practise we have not updated them each year as the figures are unlikely to vary much and take a considerable amount of time to calculate. The intention is to review them prior to submission in July 2004.			
% gross internal floor-space in condition categories A - D (A is good, D is bad)	Figures based on 2001 survey		See note 1
A	9%	9%	9%
B	80%	91%	80%
C	11%	0%	11%
D	0%	0%	0%
Backlog of maintenance by cost expressed as a % in priority levels 1 - 3 and by value (1 is a high priority, 3 is low)	Figures based on 2001 survey		See note 1
1	£7050 (4%)	£0	£7050 (4%)
2	£14,935 (8%)	£0	£14,935 (8%)
3	£160,235 (88%)	£100,235 (100%)	£160,235 (88%)
Overall average internal rate of return (IRR) for each of the following portfolios (a) Industrial, (b) Retail and (c) Agricultural investment	(a) 7.4% (b) 11.1% (c) n/a	(a) 7.4% (b) 11.1% (c) n/a	(a) 7.4% (b) 11.1% (c) n/a
Total annual management costs per sq. m (GIA) for the property portfolio (only covers strategic management costs)	£2.50	£2.50	£2.50
Revenue running cost per sq. m. for Civic Offices & (Depot)			
Repairs & maintenance costs per sq.m GIA	£5.22 (£2.69)	£5.22 (£2.69)	£5.22 (£2.69)
Energy costs per sq.m GIA	£4.80 (£2.98)	£4.80 (£2.98)	£4.80 (£2.98)
Water costs per sq.m GIA	£0.65 (£1.87)	£0.65 (£1.87)	£0.65 (£1.87)
CO2 emissions in tonnes per sq m	£0.073(0.049)	£0.073(0.049)	£0.073(0.049)
% of projects where outturn falls within +/- 5% of the estimated outturn, expressed as a % of the total number of projects completed in the financial year	60%	100%	100%
% of projects falling within +5% of the estimated timescale, expressed as a % of the total number of projects completed in that financial year	50%	100%	100%
Local property indicators			
Number of lettable commercial units provided by the Council	70	69	67
Number of units occupied as % of total	94% (target was 80%)	95%	92%
Income received for commercial units as a % of under or over performance to target level income level for the year	5% additional income (target was 0%)	0%	0%
No of Facilities whose management has been devolved to the community on long term leases	2	6	2
No of partners located in Council buildings	6	6	6

No of formal consultation exercises with stakeholders per annum	11 between 2000 and 2002	2	0
No of actual changes costed and considered as % of changes requested through consultation exercises	100%	100%	N/a
% of tourism enquiries dealt with within 4 working days	95%	95%	95%
Number of media items	No target	12	50

Note 1: The intention was to undertake the highest priority repair works to the Council's public buildings in 2003-04. However, on reviewing the condition survey undertaken in 2001, there was concern that insufficient information was available and that the accuracy of the survey could not be relied upon. A new survey is therefore to be commissioned and the highest priority works identified in that survey undertaken. The 2003/04 target also assumed that the work identified for the Village Halls would be undertaken during the year. However, negotiations are still ongoing on each village hall and therefore the works will be deferred to this next financial year.

LESSONS LEARNED

Anything to share with the rest of the organisation in terms of what went well/didn't go so well/would do differently next time etc.

The time taken to obtain offers for the vacant sheltered housing complexes at Bass's Crescent and Smallthorne Place has taken much longer than needed. This was because the initial committee resolution lacked clarity as to its' intent, and following this, the instructions provided to this division for marketing/obtaining of offers were also ambiguous. It is important to ensure that clear instructions are provided at all stages of the process.

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"> • Deliver 'Access Improvement' project, if successful with bid for funding in next year's capital programme 	<ul style="list-style-type: none"> • £45k (£22k from WREN) project to provide new footpath link & artificial climbing boulder completed.
<p>Progress provision of new leisure facilities in the Hilton area</p> <ul style="list-style-type: none"> • Work with parish council and local football clubs to bring ex MOD football pitches into use (including funding bid for changing provision) • Undertake public consultation to confirm need and agree basic requirements 	<ul style="list-style-type: none"> • Ex MOD football pitches handed over by developer. Work commenced with PC & Hilton Harriers on developing a project to provide changing & car park facilities on the site. £40k capital allocated as a contribution towards this scheme. • Agreement recently reached to release Section 106 monies for Hilton earlier than planned. Start made in supporting the Parish Council & local community to identify their needs via a 'Village Plan'.
<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"> • Complete development works and submit application for Stage 2 funding. 	<ul style="list-style-type: none"> • 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
<p>Continue to work with 'Friends of Groups' in urban parks</p> <ul style="list-style-type: none"> • Develop package of improvement works for Eureka Park and work with group in making applications for external funding 	<ul style="list-style-type: none"> • 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.
<p>Development of a recreation and conservation area on the ex coal stacking site at Coton Park</p> <ul style="list-style-type: none"> • Continue to explore options for funding this project 	<ul style="list-style-type: none"> • '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.
<p>Improve level of service at cemeteries directly managed by this Authority</p> <ul style="list-style-type: none"> • Produce and obtain Member agreement for the upgrading of our cemeteries 	<ul style="list-style-type: none"> • Capital allocated and substantial renovation work completed in Gresley Cemetery
<p>Investigate options to address shortfalls in the South Derbyshire element of the Derbyshire Facilities Strategy</p>	

<ul style="list-style-type: none"> Explore options for the provision of at least a half size floodlit all weather training facility (ATP) in the Swadlincote urban area 	<ul style="list-style-type: none"> 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.
<p>Continue to work with organisations in the Crime & Disorder partnership to deliver new facilities for teenagers</p> <ul style="list-style-type: none"> Assist in the procuring and delivery of skateboarding facilities at Woodhouse Sports Ground 	<ul style="list-style-type: none"> £70k project completed in August 03

ACHIEVEMENTS – Waste & Cleansing

<p>Increase home composting.</p> <ul style="list-style-type: none"> Maximise home composter sales in partnership with private sector supplier & provide after sales training to maximise usage. 	<ul style="list-style-type: none"> 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.
<p>Develop and implement a flytipping plan with the Environment Agency and Parish Councils.</p> <ul style="list-style-type: none"> Carry out a pilot scheme. 	<ul style="list-style-type: none"> Pilot scheme commenced in Twyford & Stenson and Findern parishes in June. Results and lessons to be incorporated into a Flytipping Protocol for South Derbyshire in 2004/05.
<p>Increase amount of waste composted.</p> <ul style="list-style-type: none"> Introduce four further refuse rounds to the composting scheme. 	<ul style="list-style-type: none"> Compost scheme expanded into Midway, Hartshorne and Woodville helping the Council to meet its recycling targets.
<p>Increase amount of paper recycled by kerbside scheme.</p> <ul style="list-style-type: none"> Develop and promote scheme including regular monitoring of take up. 	<ul style="list-style-type: none"> 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.
<p>Develop proposals for introducing a kerbside dry recyclables collection scheme.</p> <ul style="list-style-type: none"> Develop schemes with private sector and neighbouring authorities. 	<ul style="list-style-type: none"> 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.
<p>Increase number of cuts to highways grass to improve quality.</p> <ul style="list-style-type: none"> Increase number of cuts on Council owned areas and highways grass. 	<ul style="list-style-type: none"> Number of cuts increased from nine to twelve times per year as from this April.

UNFINISHED TASKS – Grounds & Facilities

ACTION	EXPLANATION
<p>Progress development of new leisure facilities at Etwall Leisure Centre</p> <ul style="list-style-type: none"> Work with existing partners to ensure existing provision continues to meet customer needs 	<ul style="list-style-type: none"> 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

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

UNFINISHED TASKS– Waste & Cleansing

<p>Develop and implement Waste Minimisation Plan.</p> <ul style="list-style-type: none"> • Prepare initial plan for South Derbyshire, with short term, low cost measures. 	<ul style="list-style-type: none"> • 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.
<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"> • Full plan completed and approved. 	<ul style="list-style-type: none"> • As above.
<p>Improve communication with stakeholders on cleansing the environment issues.</p> <ul style="list-style-type: none"> • Prepare a Communication Plan. 	<ul style="list-style-type: none"> • As above.

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

BEST VALUE INDICATORS	2002/03 (actual)	2003/04 (target)	2003/04 (actual)
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%
LOCAL INDICATORS			
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.