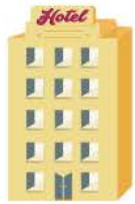


Environmental and Development Services Performance Action Plan - Quarter 1 2016

Appendix C



preparation
incomplete

Theme – Progress **Action** – PR1.1 Launch new Economic Development Strategy.

Target vs performance – Q1 target - to complete preparation of the update of the South Derbyshire Economic Development Strategy. Q1 actual – preparation incomplete.

Trend (compared to last quarter) – N/A

Background – - Substantial progress has been made but it is not complete due to competing Council priorities. **Key actions underway** – Work continues and the aim remains to adopt the Strategy in autumn 2016.

Opportunities/risks – The completion of the new strategy will reiterate the Council's commitment to being 'open for business'.



5.7

complaints per
1,000 people

Target 5.2

Theme – Place **Action** – PL4.1 Long term reduction in noise complaints

Target vs performance – Q1 target - <5.2 complaints per 1,000 people. Q1 actual - 5.7.

Trend (compared to last quarter) – N/A

Background - Main increase is in relation to construction noise and noise from SDDC tenants. In late May we released guidance for residents and developers on controlling and mitigating construction noise. **Key actions underway** – 143 complaints were made, 12 above target. We received 11 complaints about tenants. New tenancy conditions have been introduced which will provide officers with a more robust process for addressing noise problems and an article on noise control has been produced for the next Housing News.

Opportunities/risks - Until there is more clarity about trends and underlying causes we do not consider it appropriate to implement significant change. We will continue to monitor trends to determine other appropriate intervention methods as data volume increases.



0

grant offers
made

Target 1

Theme - Progress

Action – PL2.1 Number of target buildings offered grants as part of Swadlincote Townscape project

Target vs performance – Q1 target - one grant offer made. Q1 actual - 0 offers made

Trend (compared to last quarter) - N/A

Background – grants panel was not created until this quarter. **Key actions underway** – Grants panel to meet in Q2. Townscape Project Officer is continuing to promote the scheme.

Opportunities/risks - Risk is that no grants will be awarded during Q2 but funds can be allocated in the following two quarters.



0

Town Crier
recruited

Target 1

Theme – Progress

Action – PL2.2 Recruit Town Crier as part of Swadlincote Townscape project.

Target vs performance – Q1 target – Recruit Town Crier. Q1 actual – Not recruited.

Trend (compared to last quarter) - N/A

Background - Job advertised three times. Publicity has been extensive and has included East Midlands Today, Daily Mirror; BBC News online and Radio 5 Live. **Key actions underway** – One remaining shortlisted candidate, who is currently on holiday, will be interviewed on return.

Opportunities/risks. If re-advert is required we have five potential candidates.

Update: A candidate has been recruited early in Q2.



0

annual
environmental
management
review

Target 1

Theme - Outcomes

Action – 03.2 Maintain ISO14001 certification in environmental management

Target vs performance – Q1 target – Hold annual environmental management review. Q1 actual – Review did not take place.

Trend (compared to last quarter) – N/A

Background - Review postponed due to unforeseen unavailability of key site representatives. **Key actions underway** – Review rescheduled to July 28.

Opportunities/risks – The delay will have no adverse impact on our recertification application. The review is vital to demonstrate management commitment and that we are effectively reviewing the system and its performance.



52.9%

all all waste
was recycled
or composted

Target 55%

Theme - People

Action – Minimise waste sent to landfill

Target vs performance – Target 55% Actual 52.9%

Trend (compared to last quarter) – N/A

Background - Slightly below Q1 target. **Key actions underway** – Stickers urging people to think before throwing away food are to be applied to wheelie bins at 18,000 homes in Q2 as part of the Waste Less Save More campaign.

Opportunities/risks – Performance against this target was -2%. With the work underway in Q2 we are confident this PI can meet target in Q2.

There are SIX actions for Environmental & Development Services.